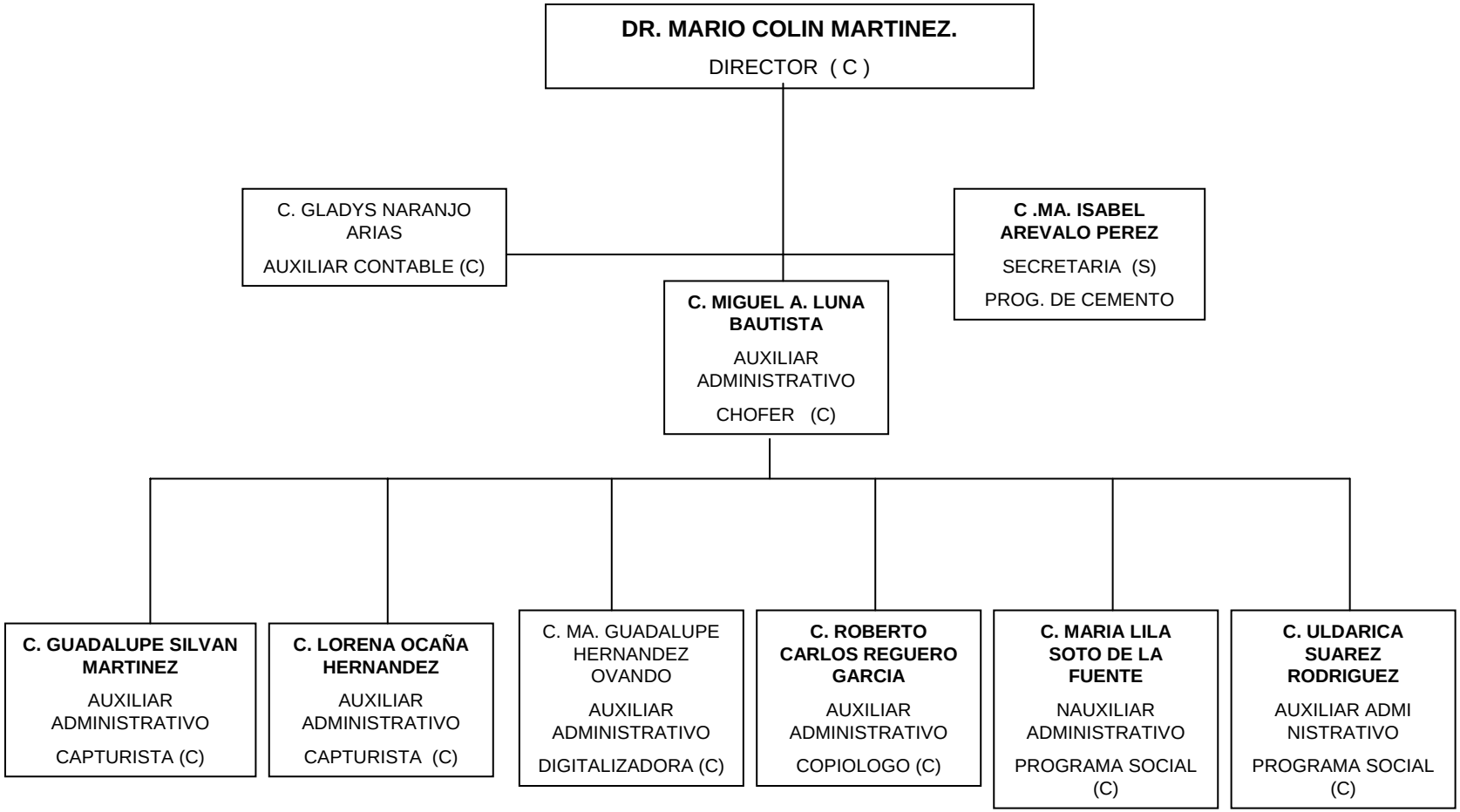DIRECCION DE ATENCION CIUDADANA