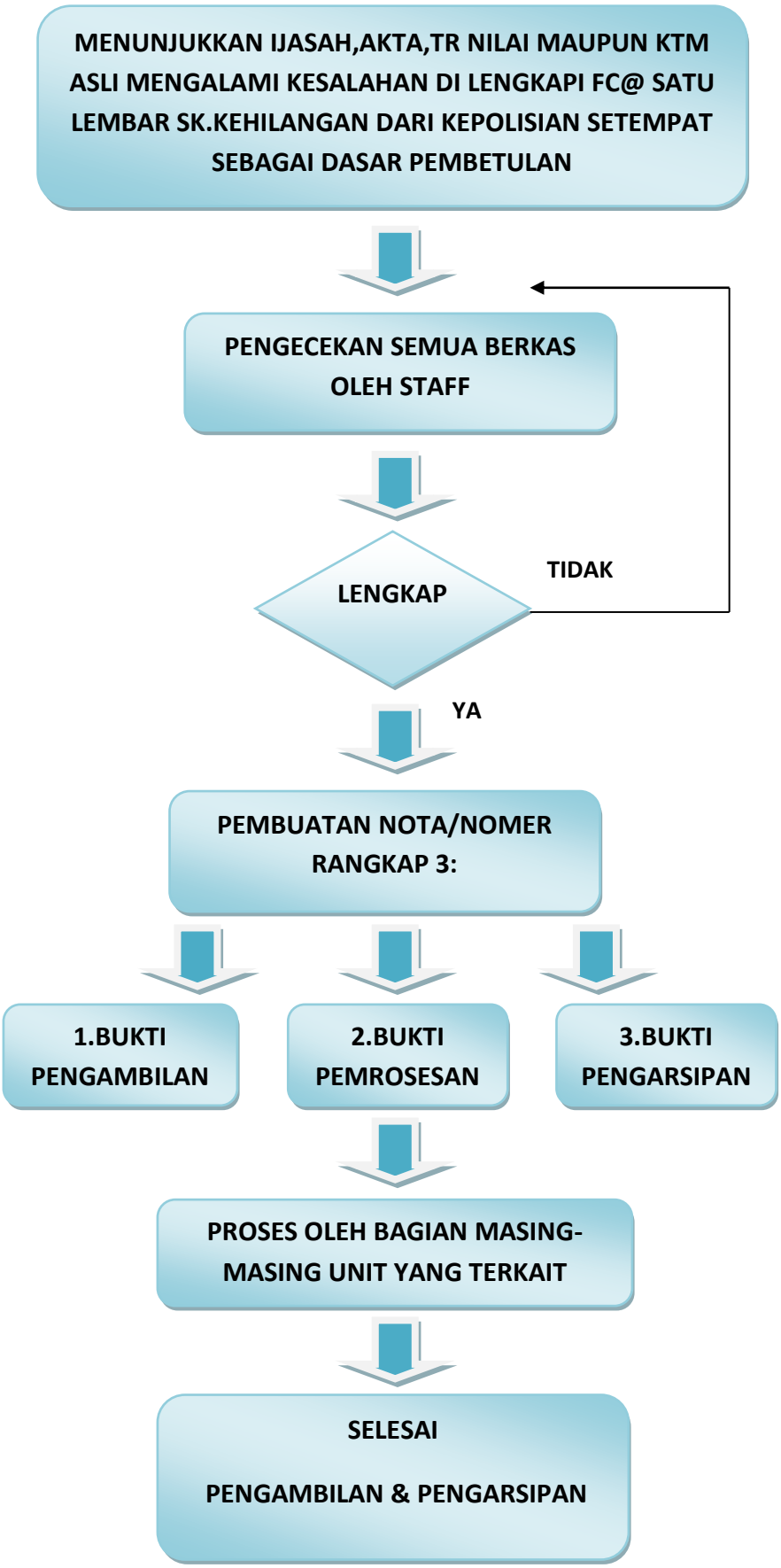ALUR KEHILANGAN IJASAH,AKTA,TR MAUPUN KTM