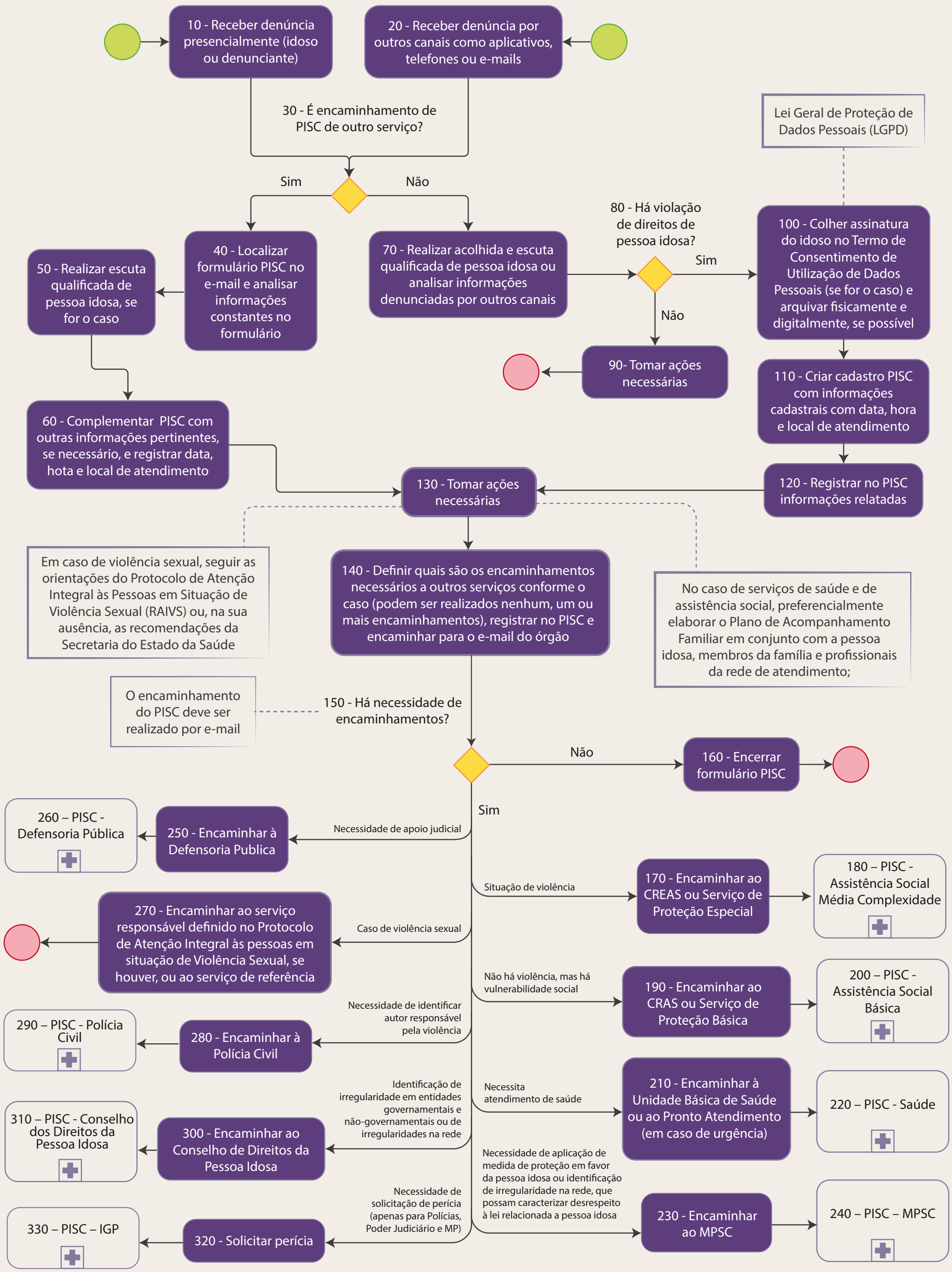PISC - FLUXO GERAL - ATENDIMENTO