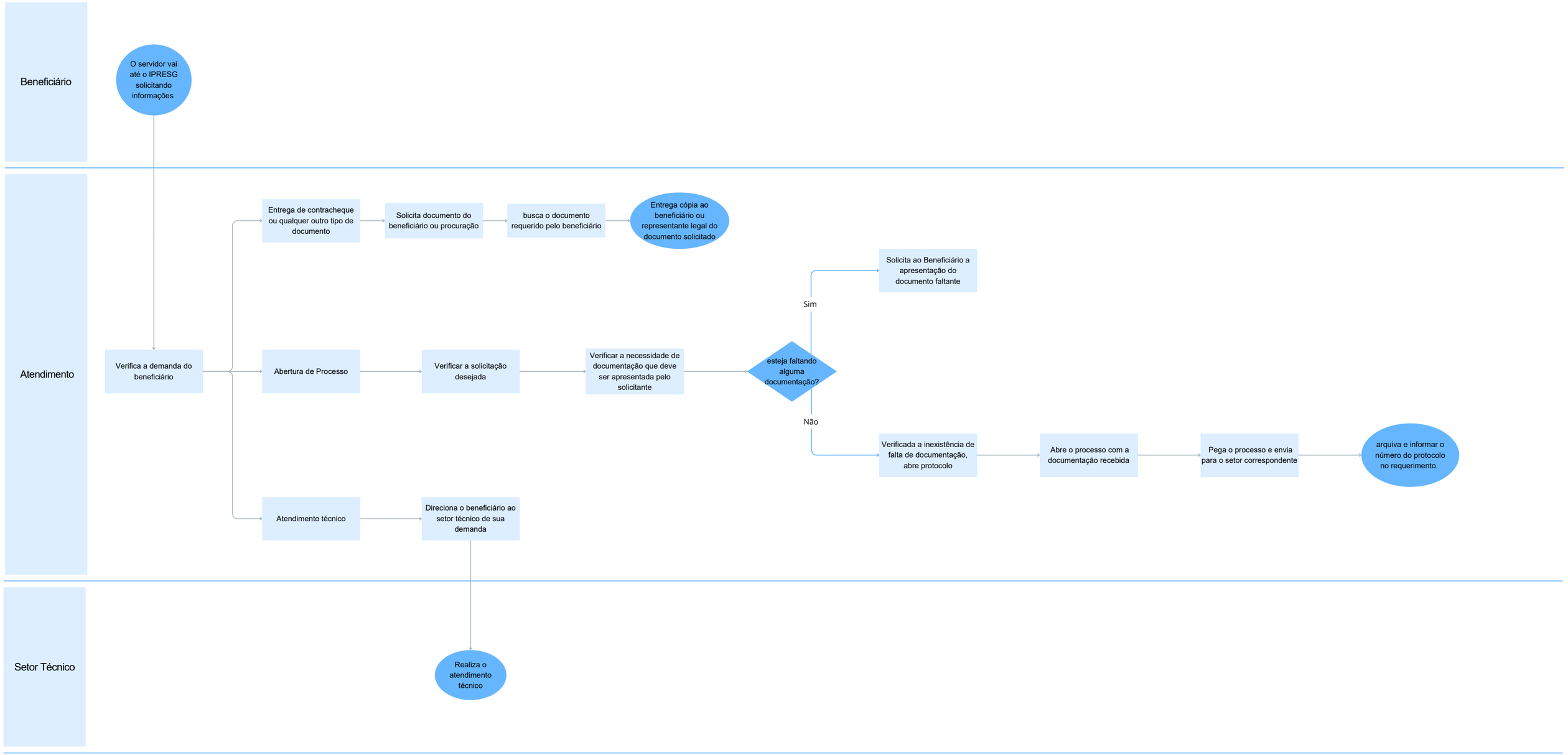ANEXO I - Mapeamento POP nº 012 - Atendimento ao Público