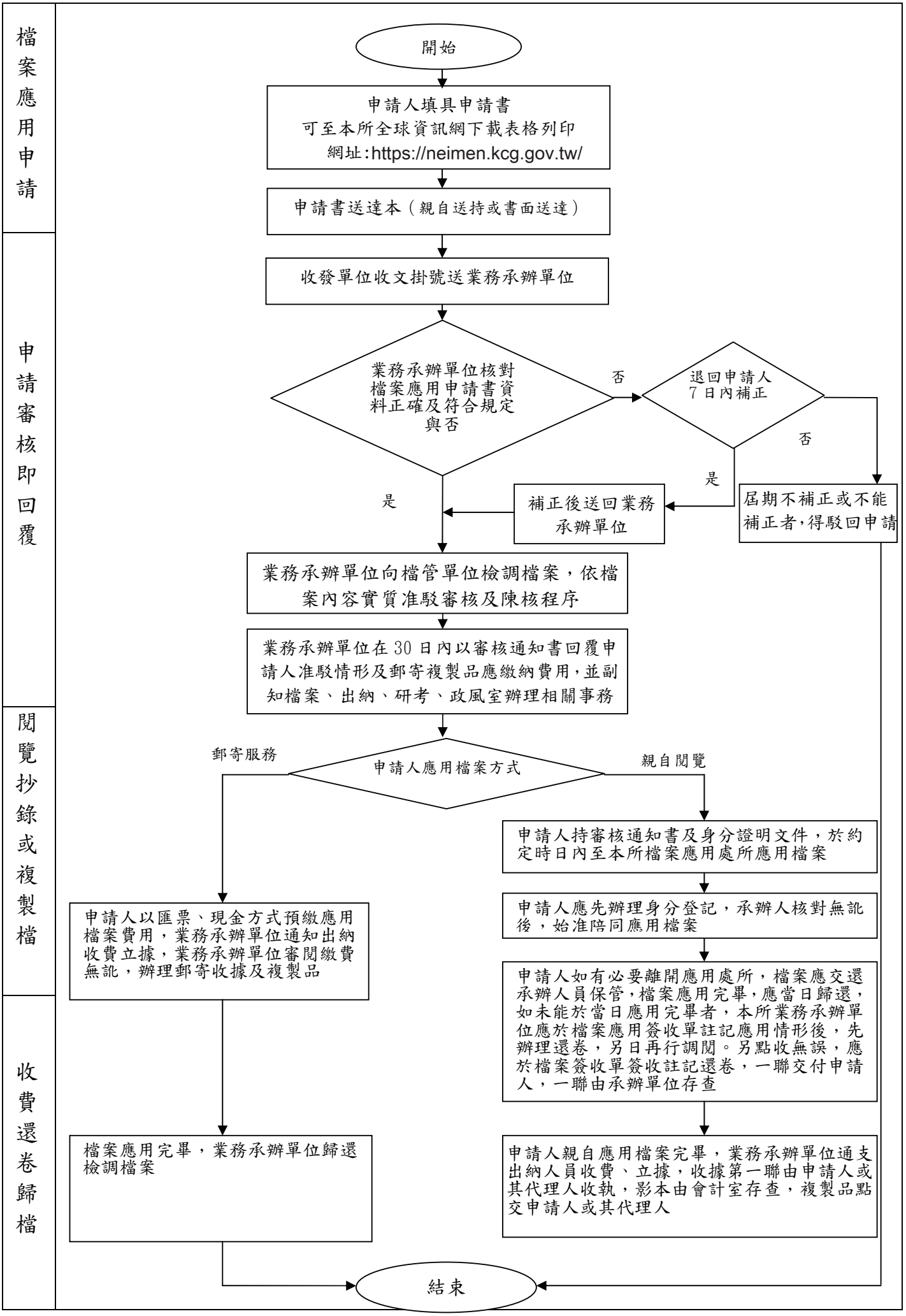民眾申請檔案應用流程圖