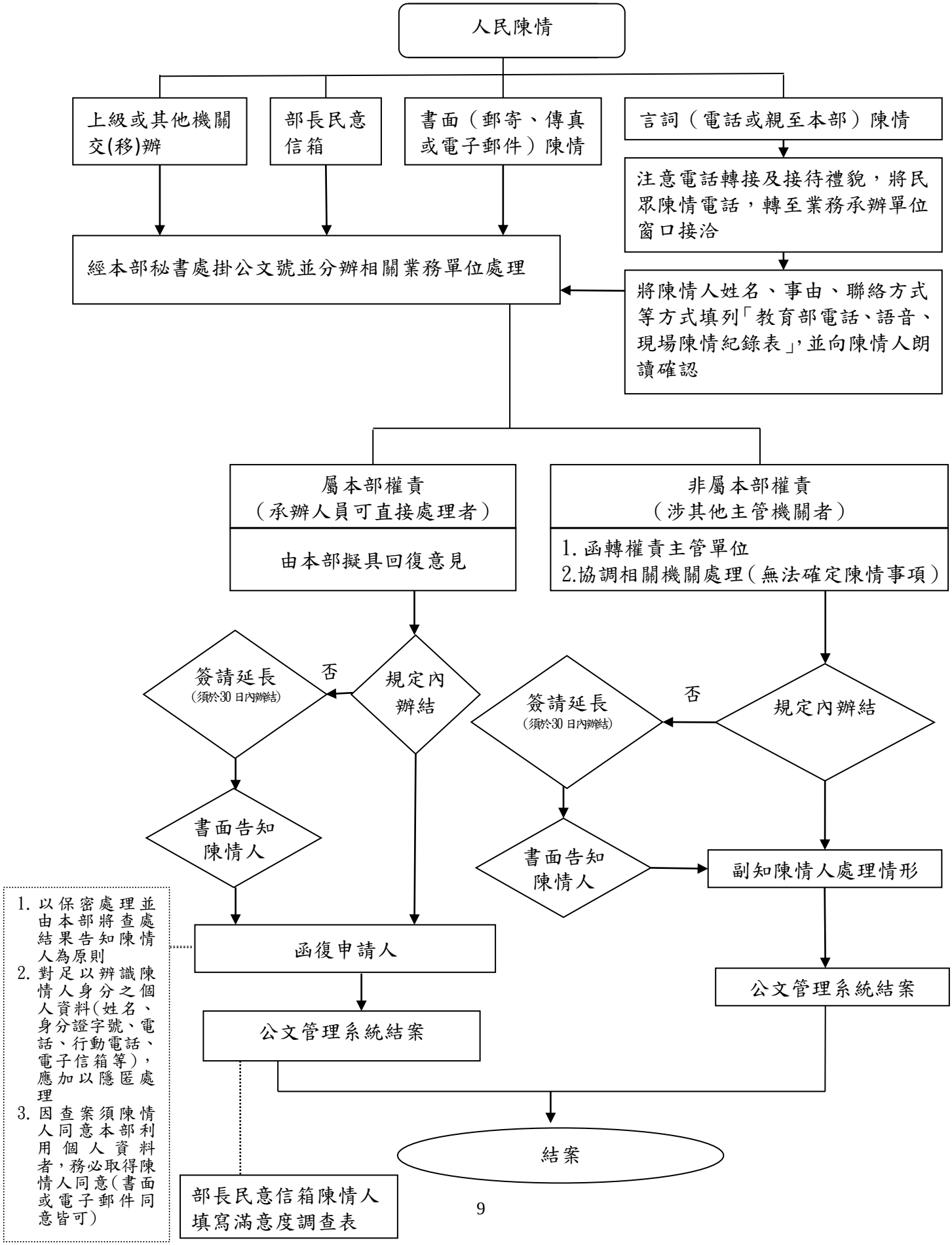
附件五

教育部處理人民陳情案件作業流程圖