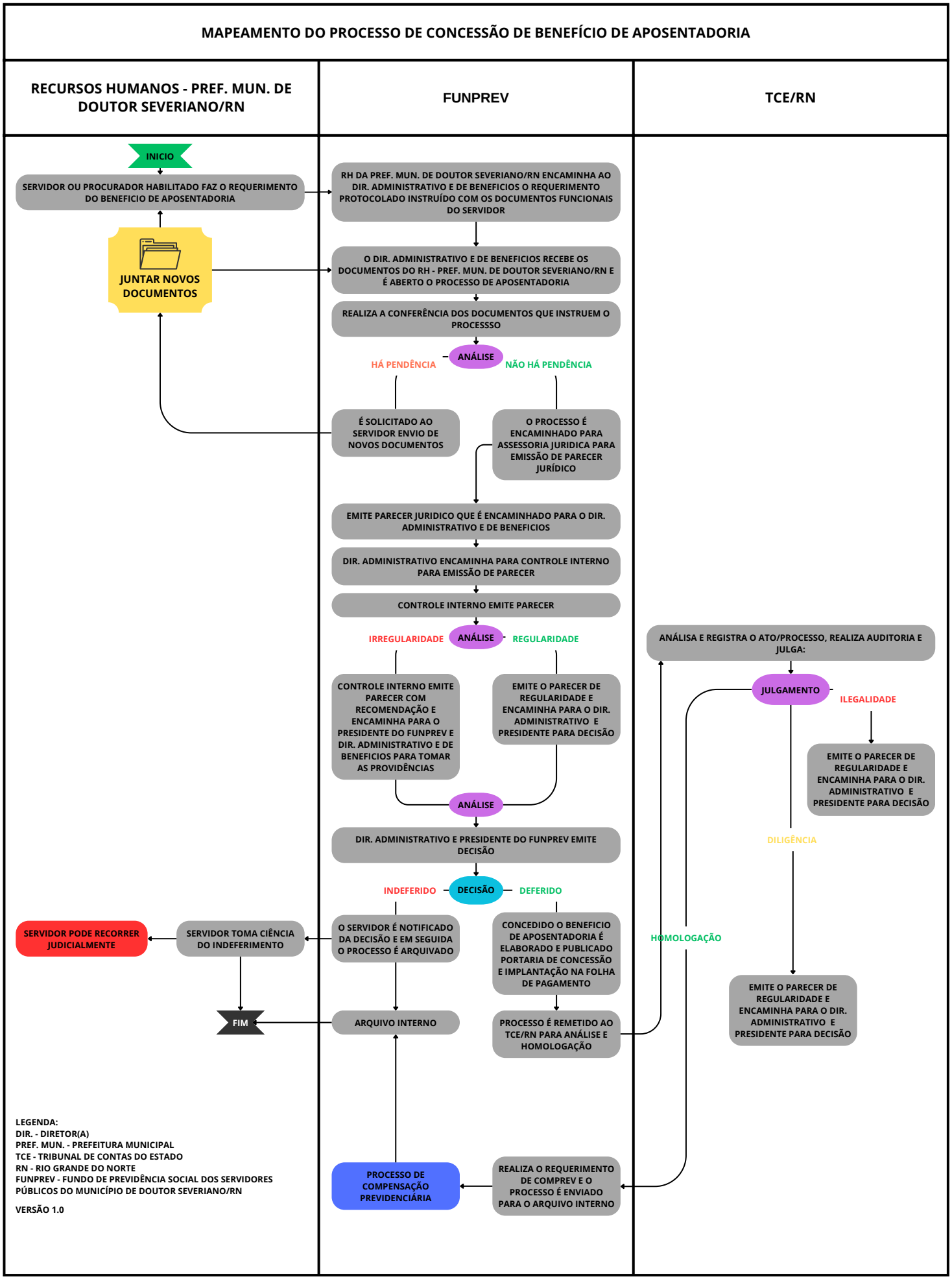MAPEAMENTO DO PROCESSO DE CONCESSÃO DE BENEFÍCIO DE APOSENTADORIA