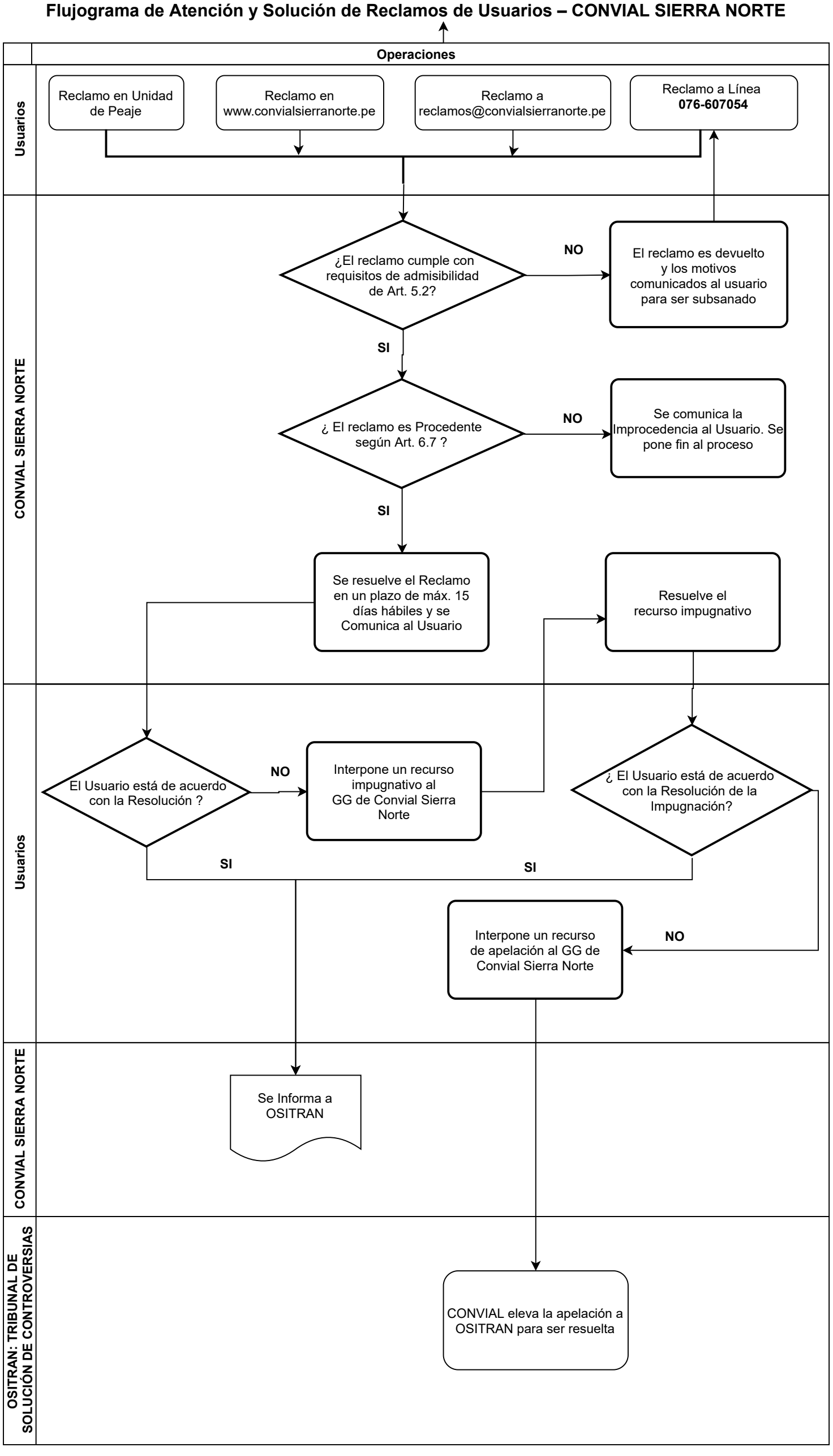Flujograma de Atención y Solución de Reclamos de Usuarios – CONVIAL SIERRA NORTE