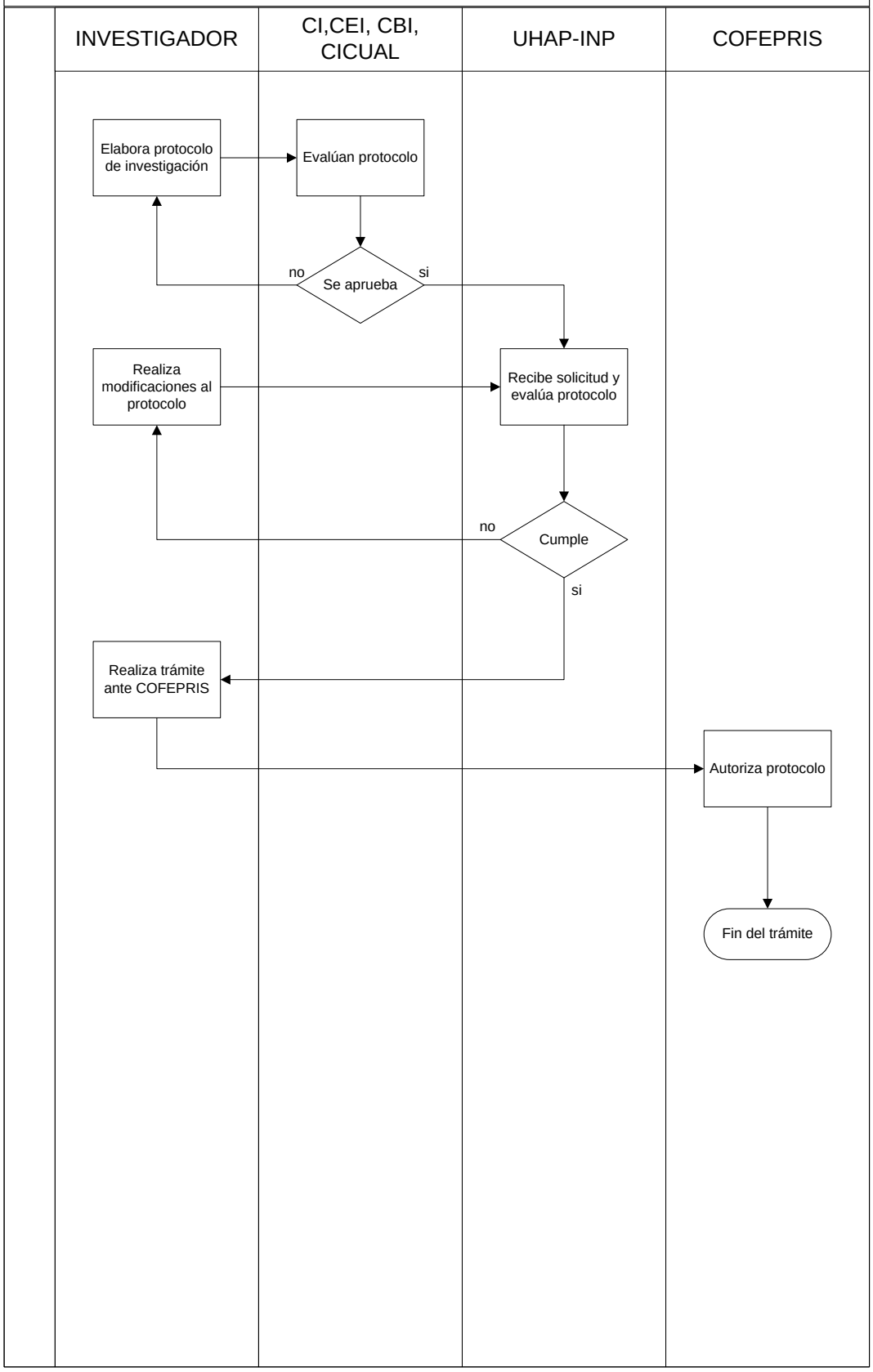PROCEDIMIENTO DE ATENCIÓN