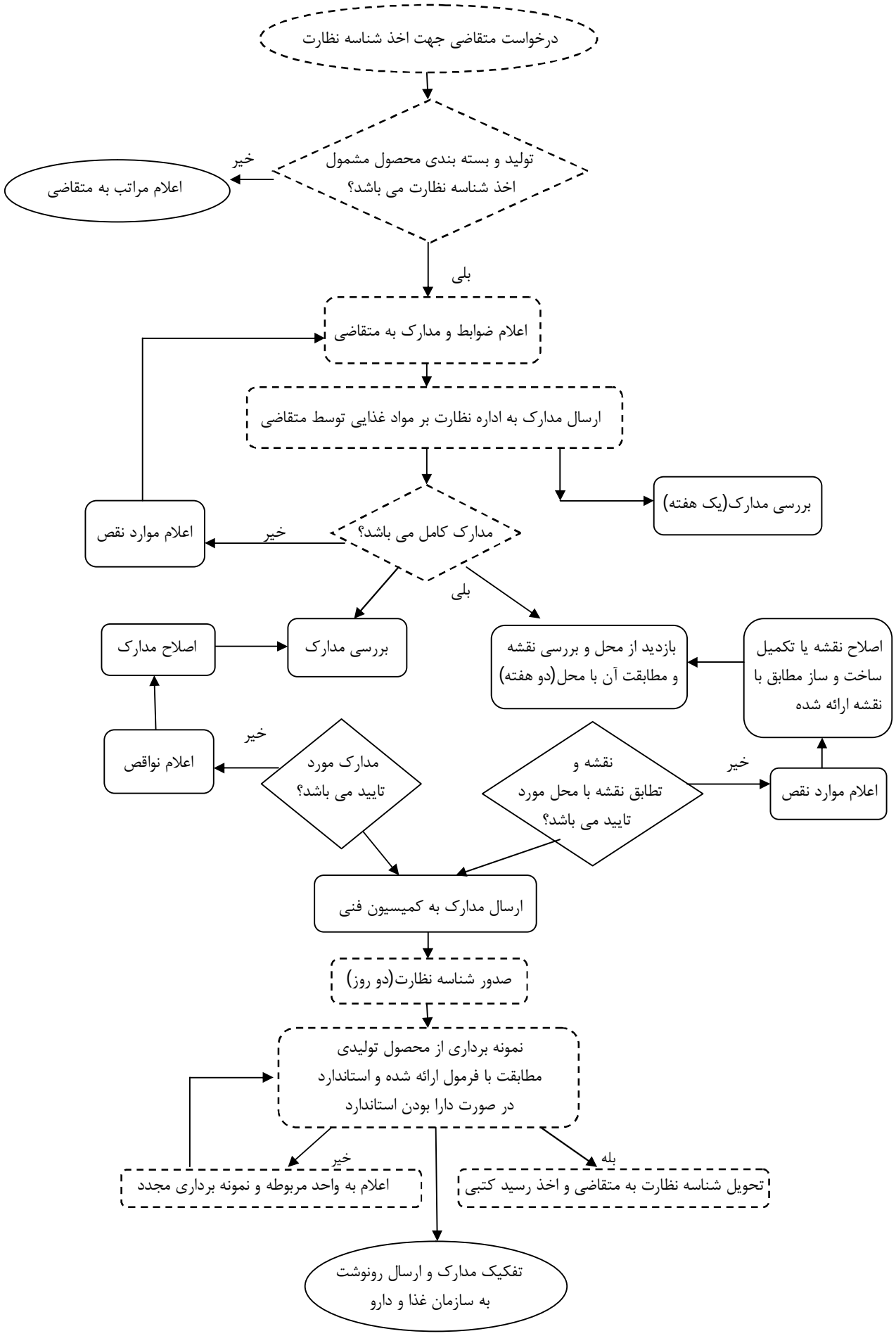فلوچارت گردش کار صدور شناسه نظارت