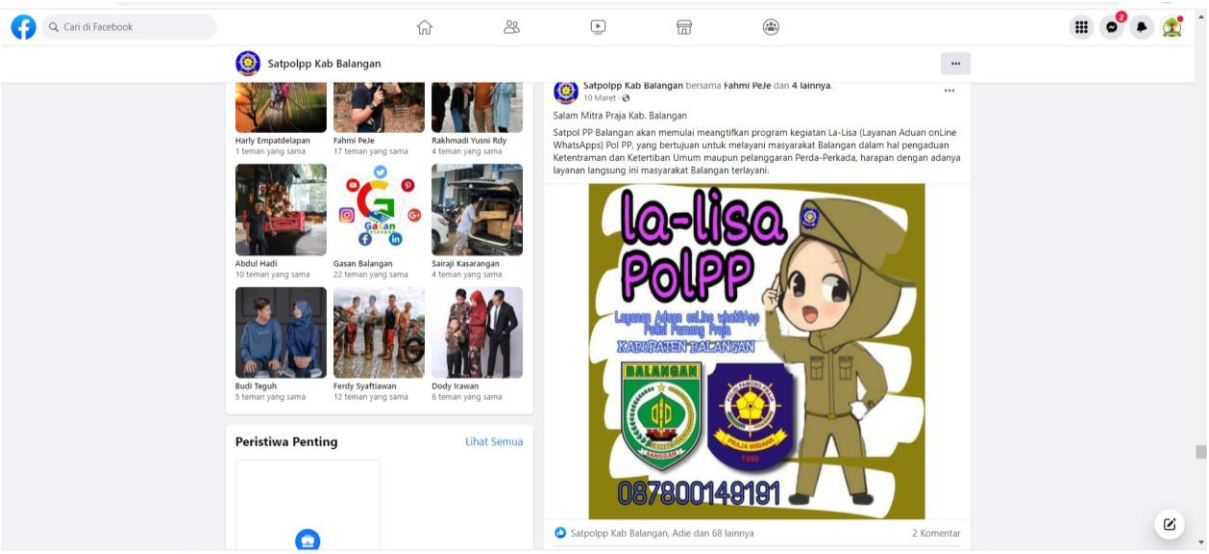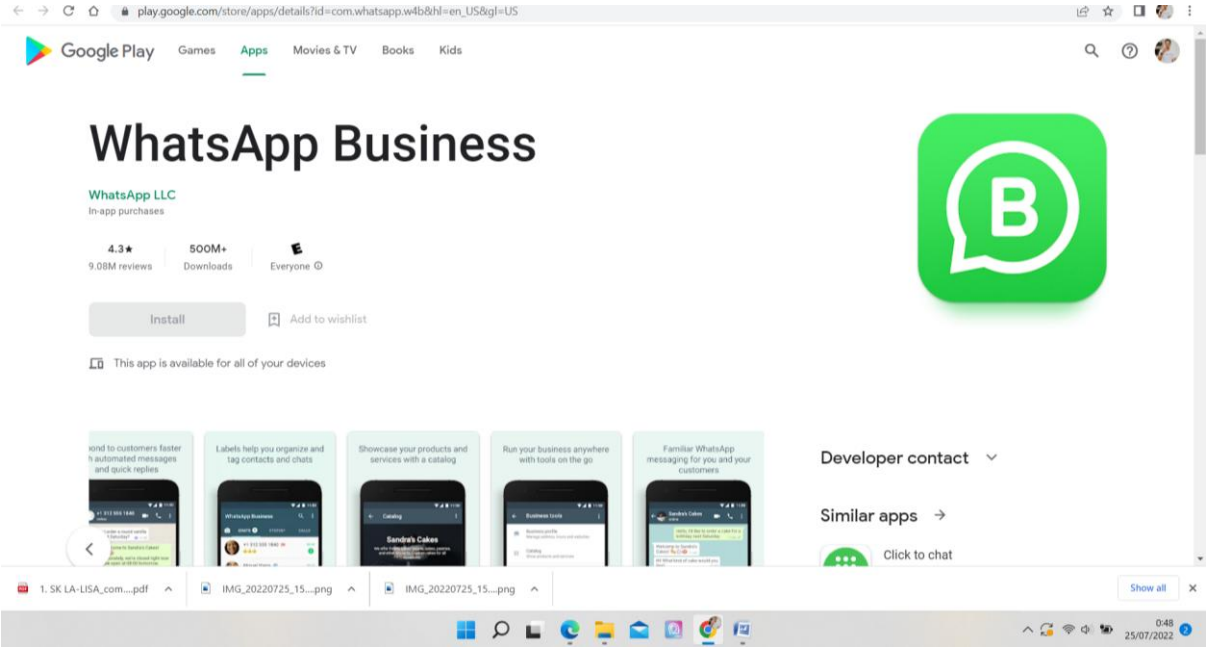KEMUDAHAN INFORMASI LAYANAN ADUAN ONLINE WHATSAPP (LA-LISA) POL PP BALANGAN