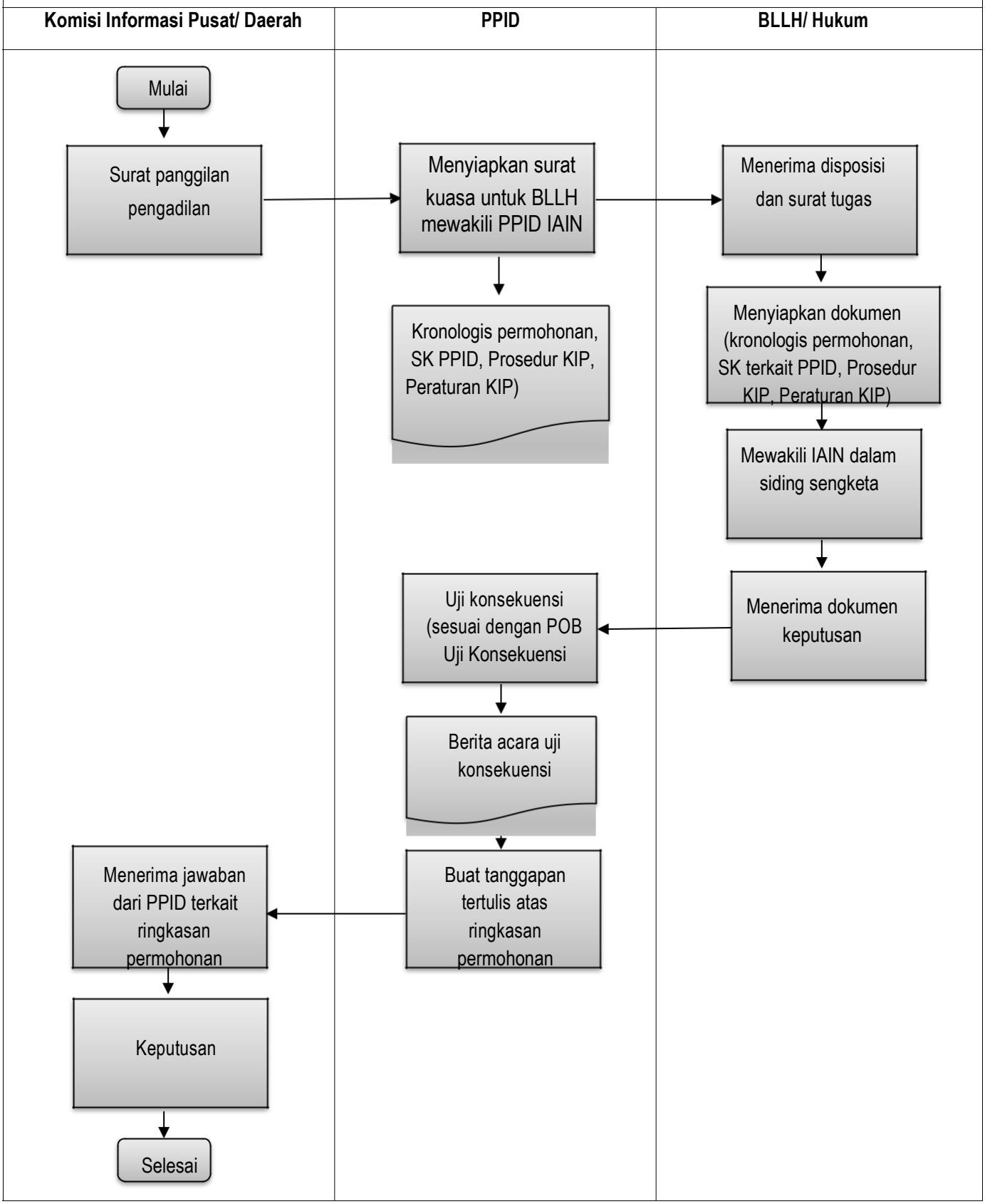Prosedur Penanganan Sengketa Informasi Publik PPID IAIN Pontianak