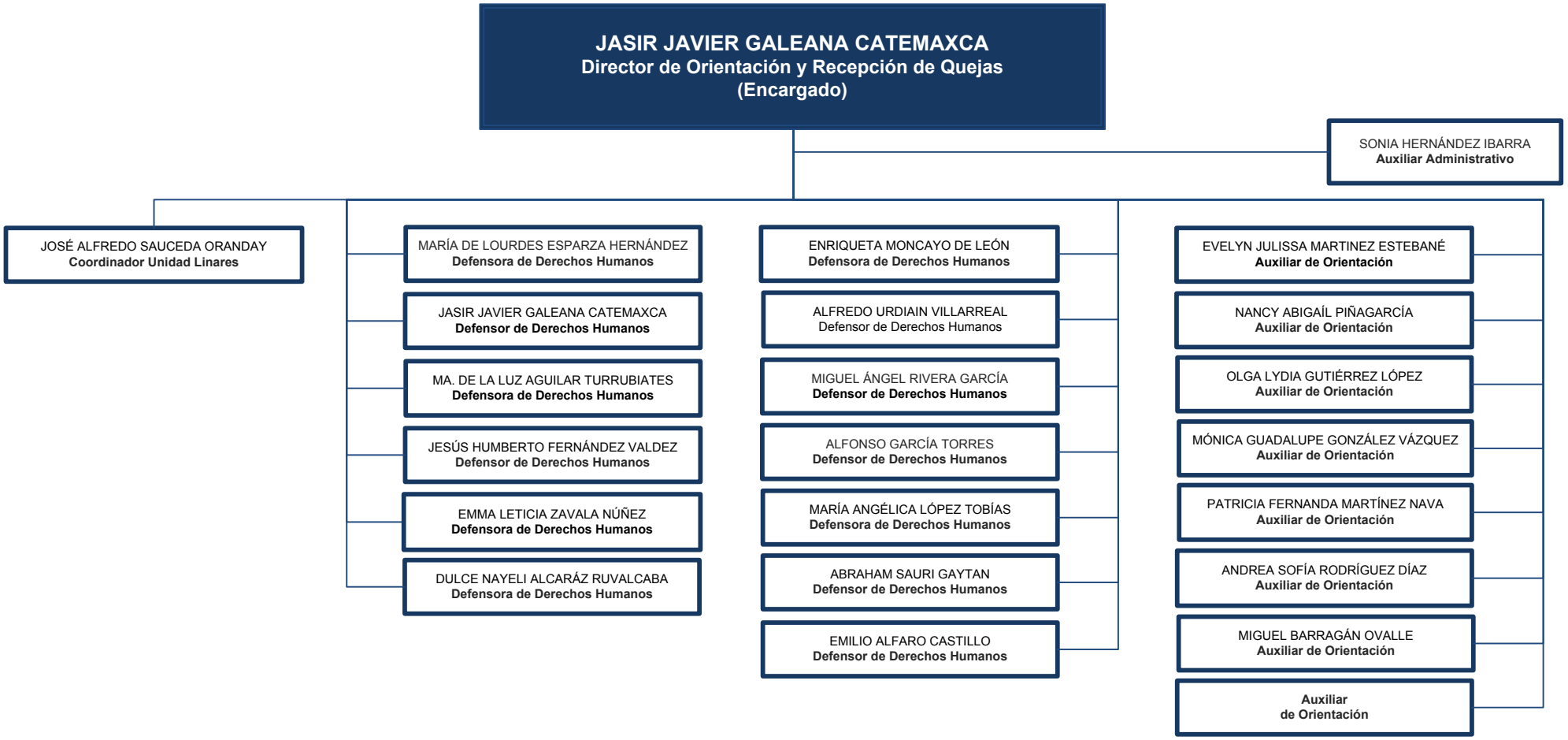» DIRECCIÓN DE ORIENTACIÓN Y RECEPCIÓN DE QUEJAS