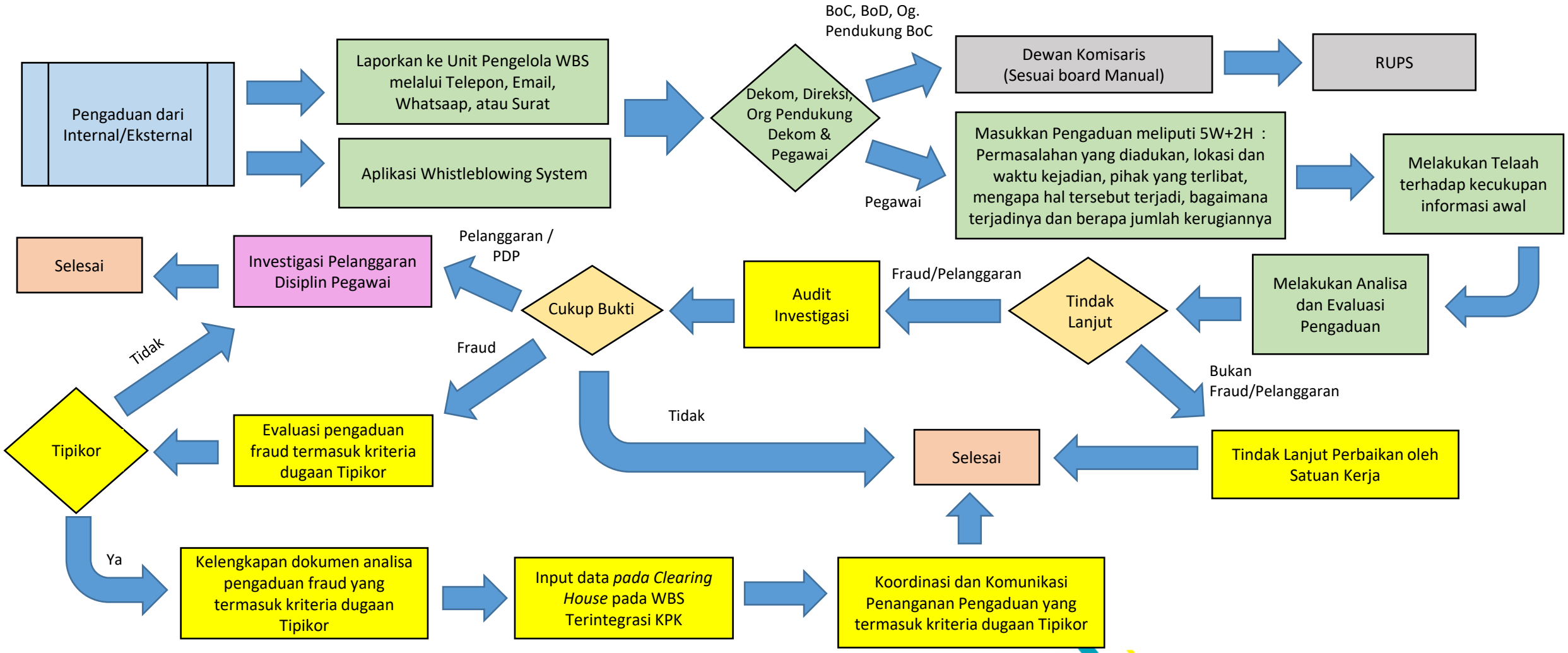Alur Penanganan Pengaduan (*Whistleblowing System*) PT PLN (Persero)