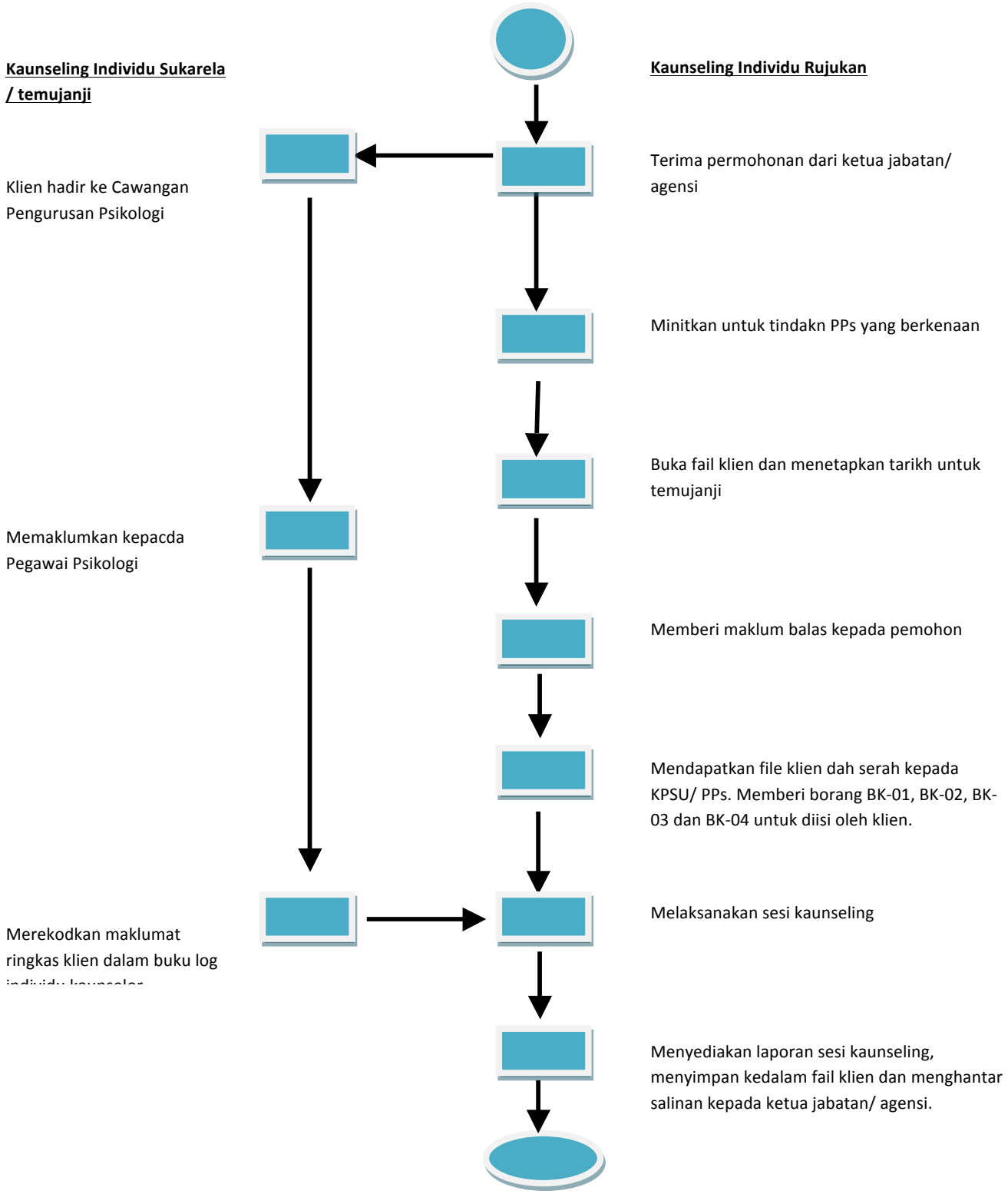CARTA ALIRAN PERKHIDMATAN KAUNSELING INDIVIDU