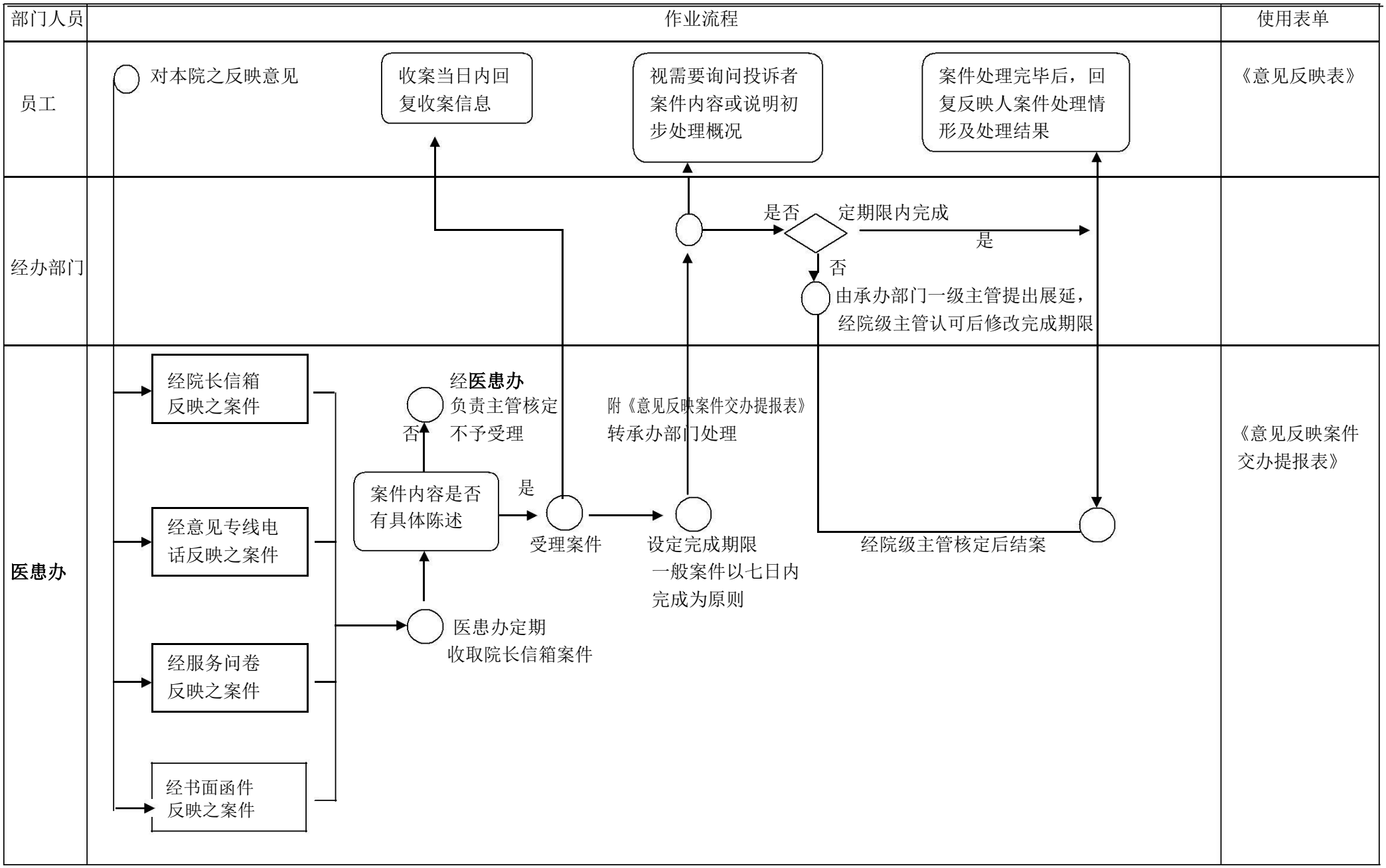院长信箱案件处理作业流程