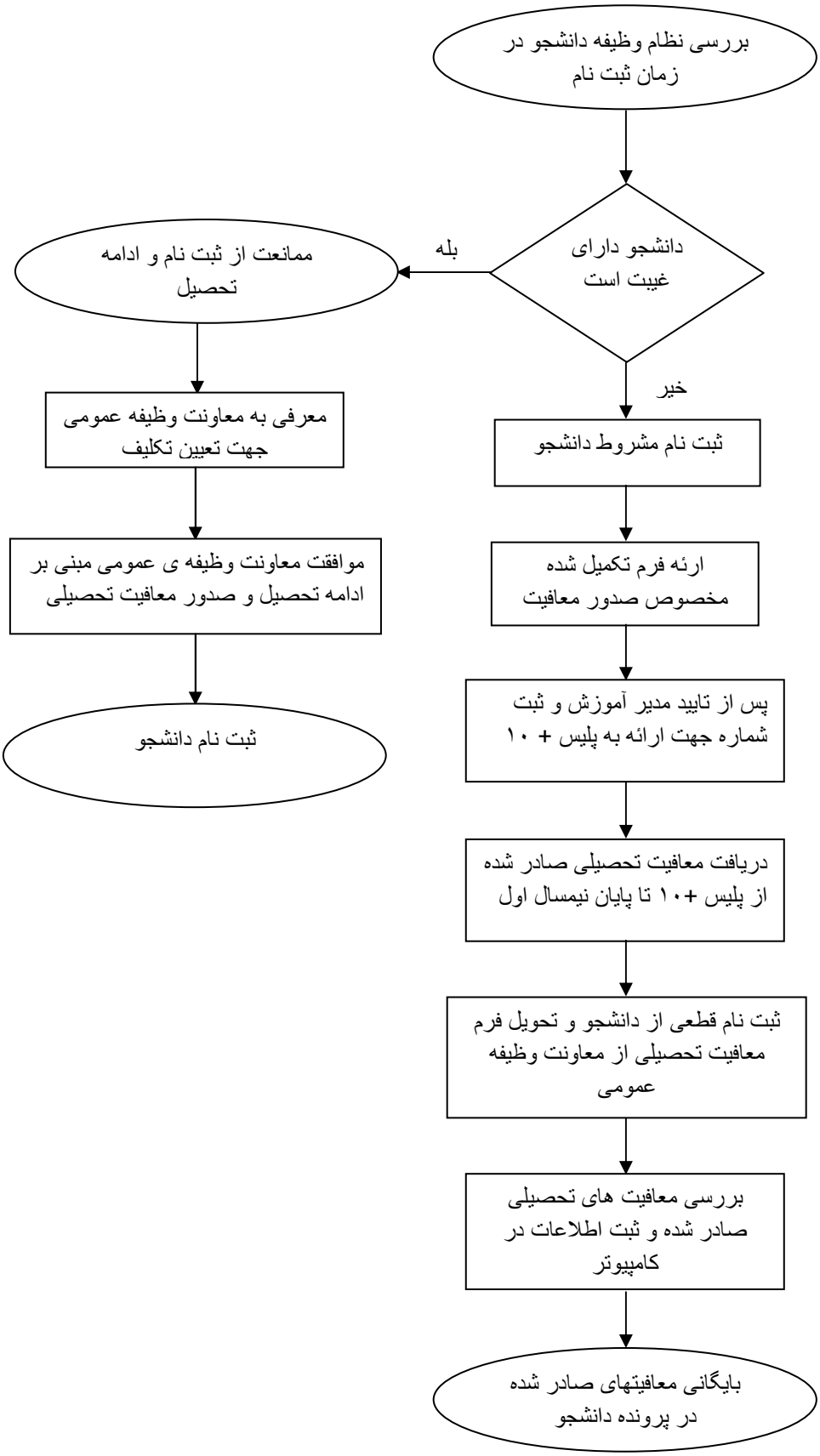فرآیند صدور معافیت تحصیلی