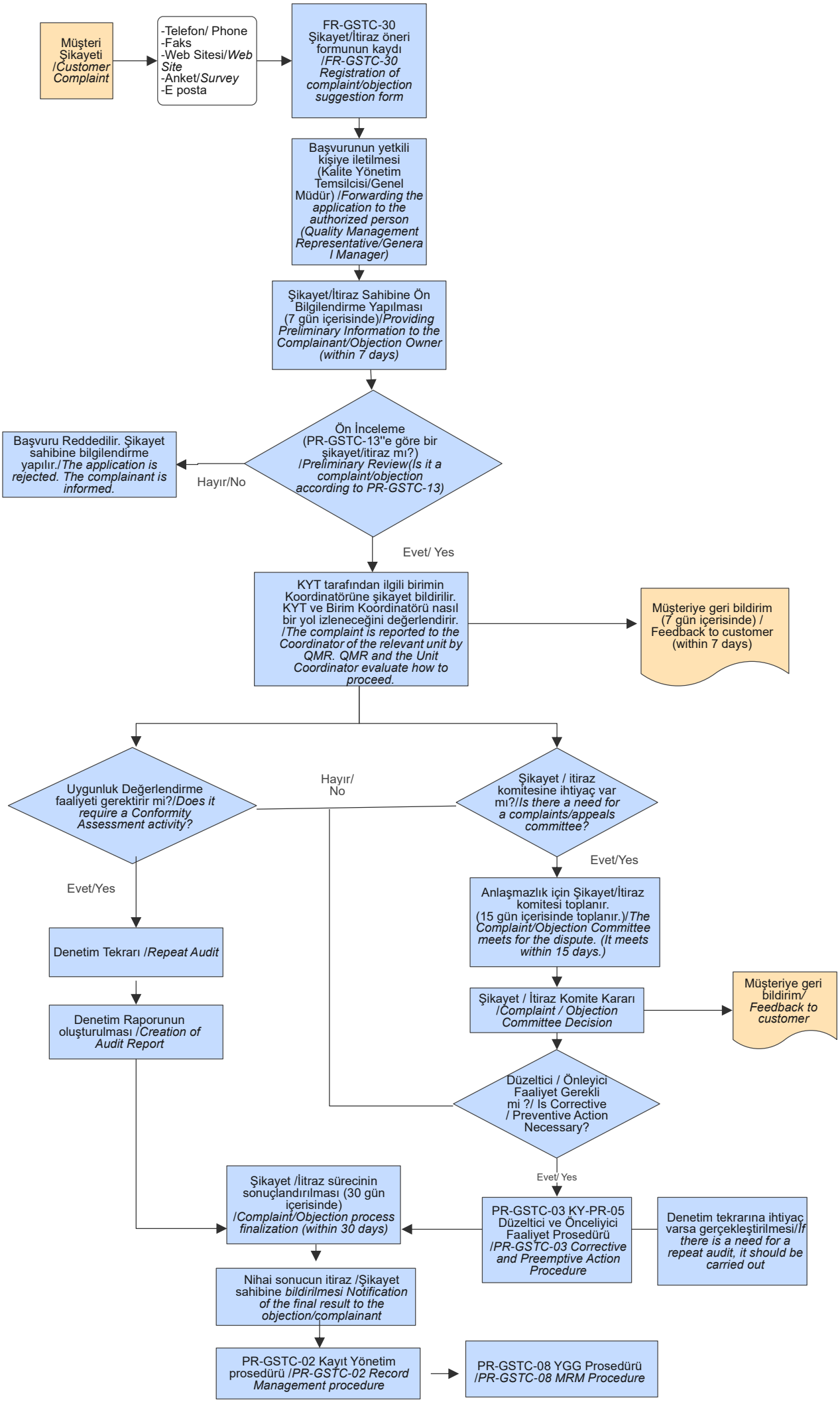PR-GSTC-013 EK-1 İTİRAZ VE ŞİKAYET AKIŞ ŞEMASI./
PR-GSTC-013 ANNEX-1 OBJECTİON AND COMPLAİNT FLOW CHART