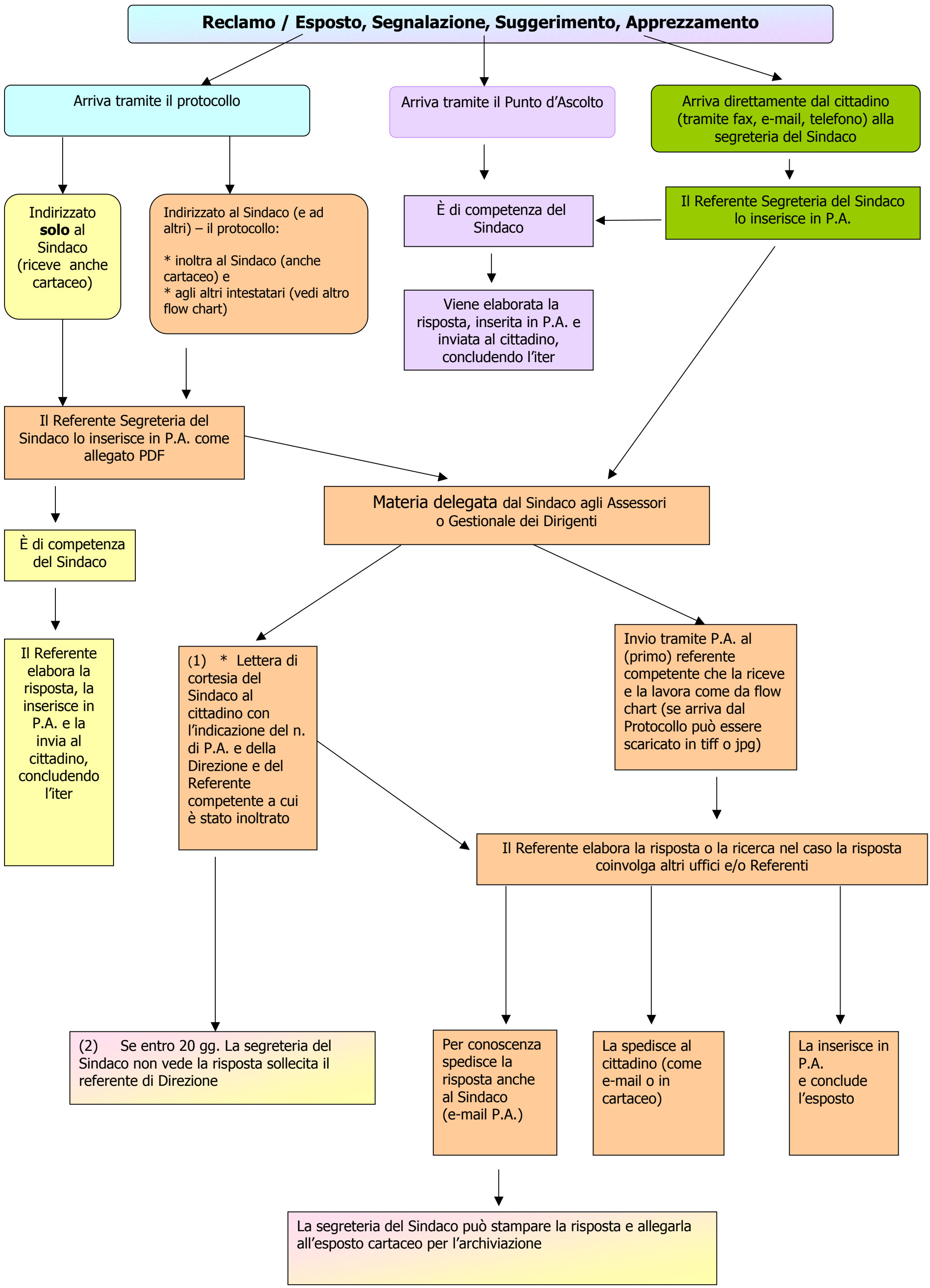IL FLOW – CHART DEL PROCESSO DI GESTIONE DELL'ESPOSTO – Segreteria del Sindaco