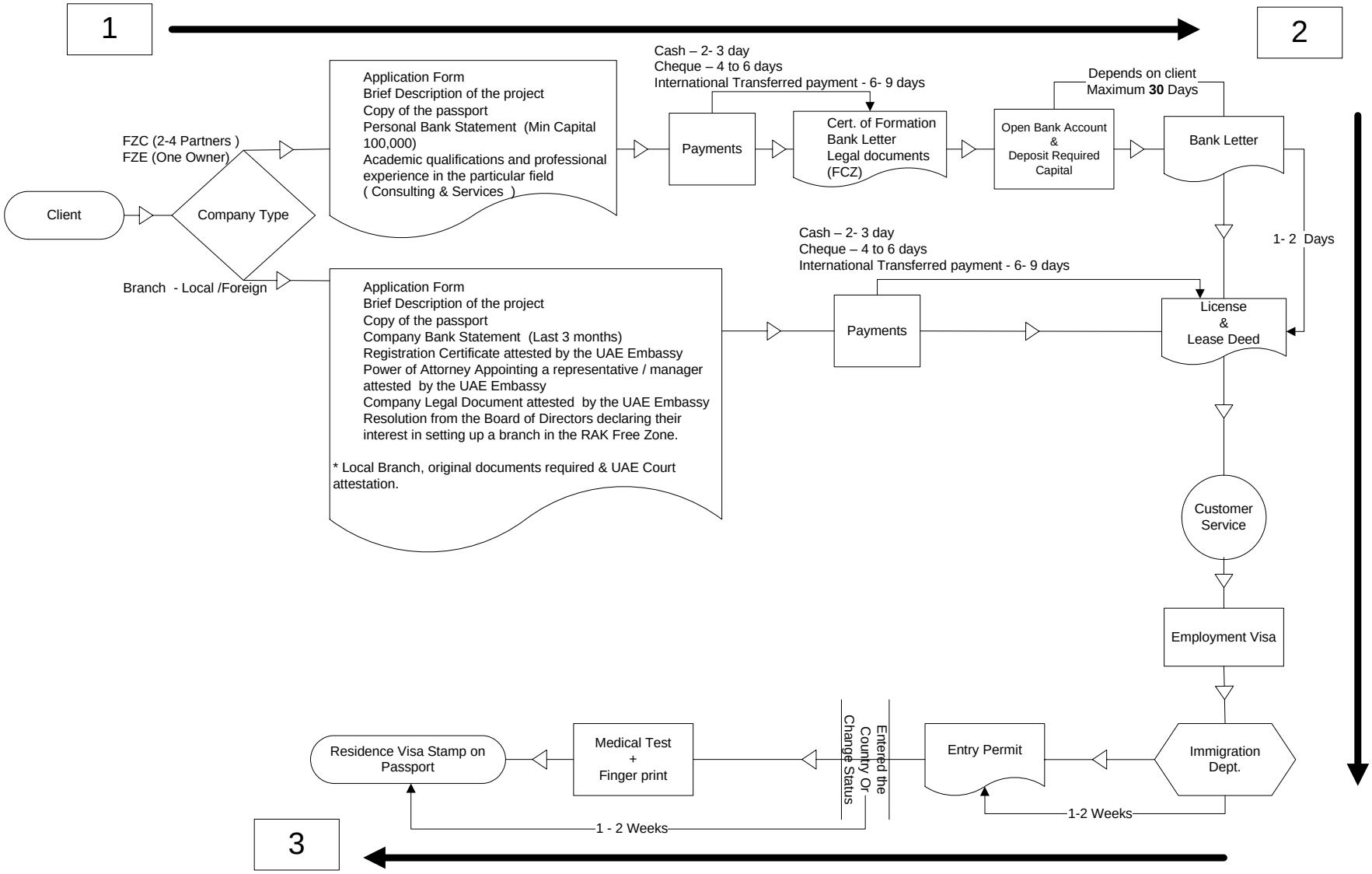PROCEDURES FOR ISSUING LICENSES & VISA