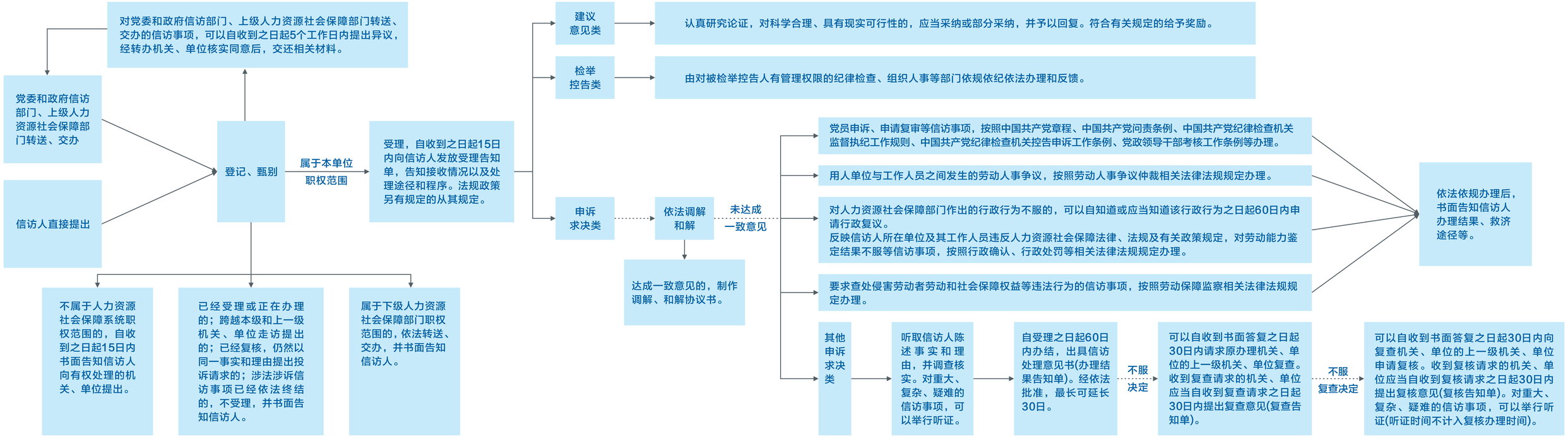人力资源社会保障系统依法依规处理信访事项“导引图”