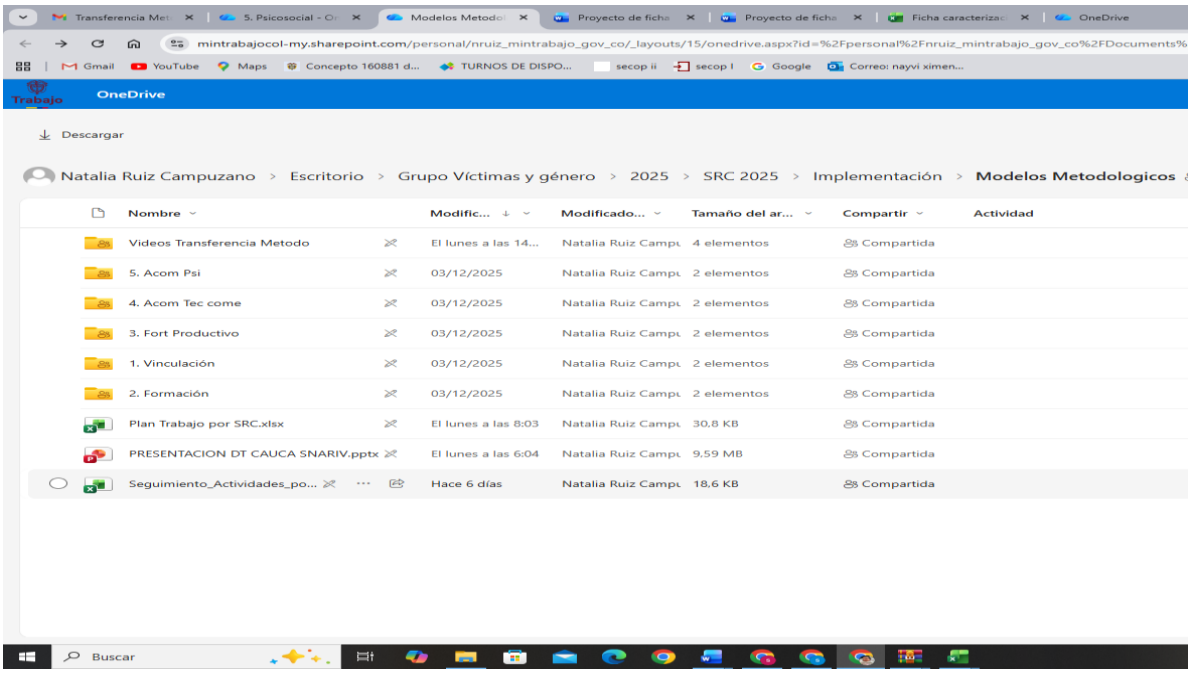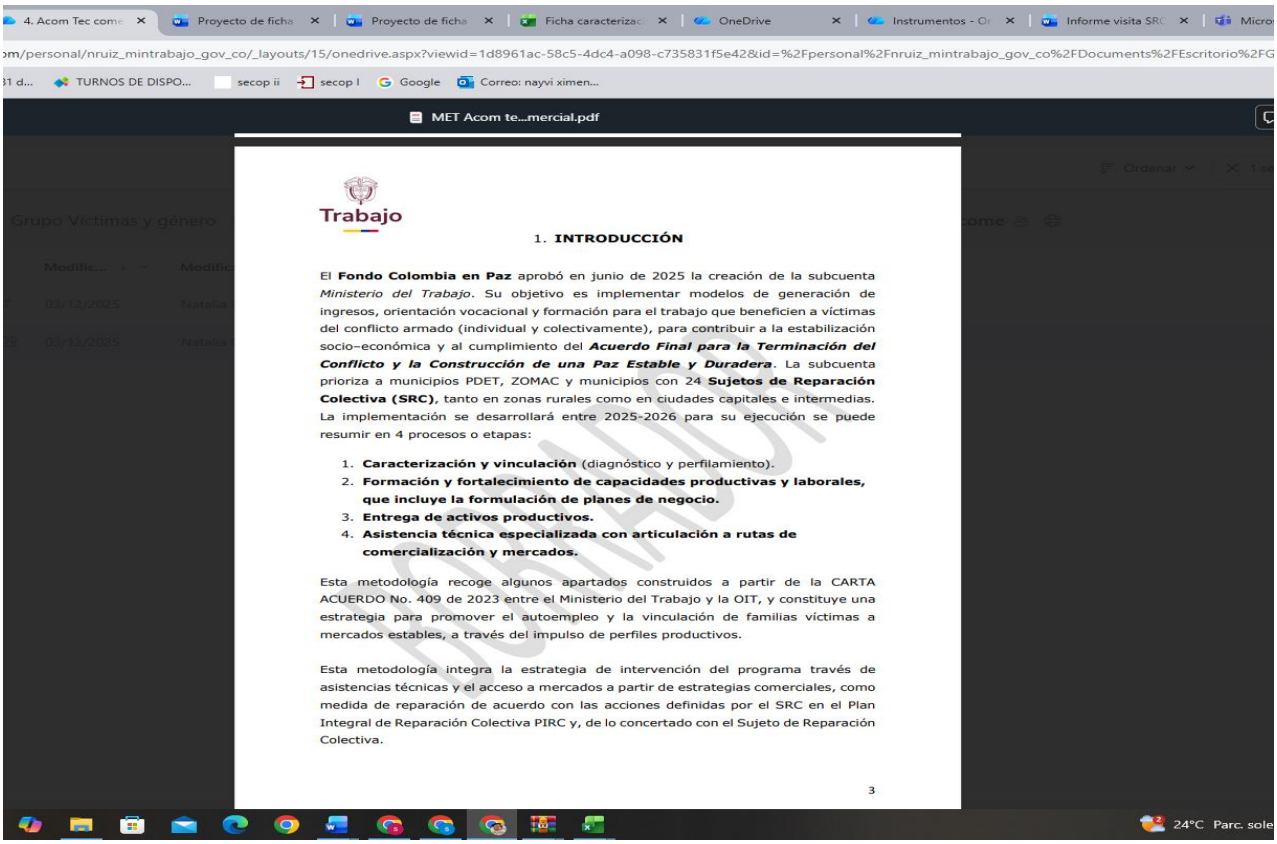2.1 captura de pantalla de los instructivos en pdf enviados por la entidad