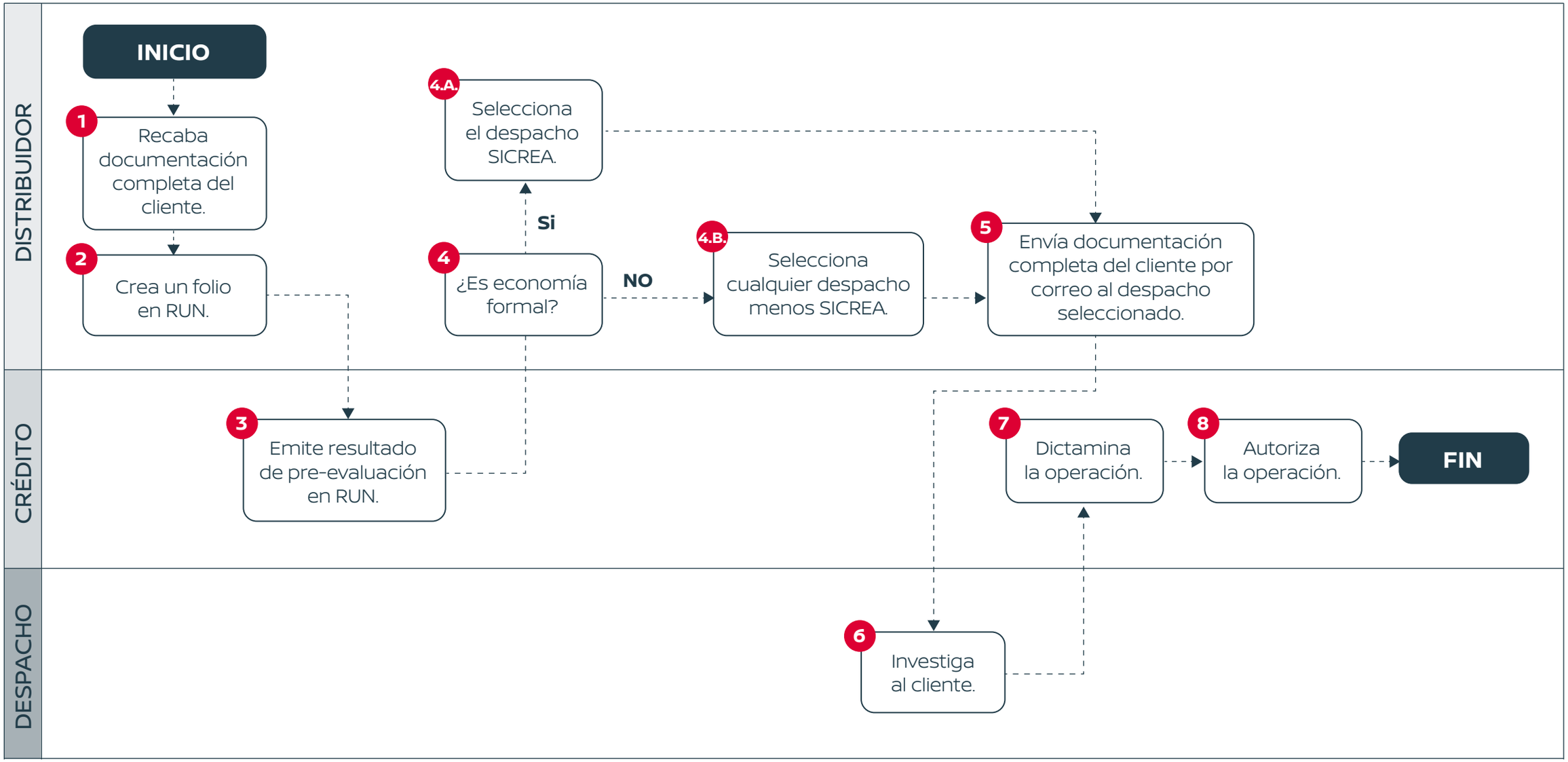PROCESO DE INVESTIGACIÓN