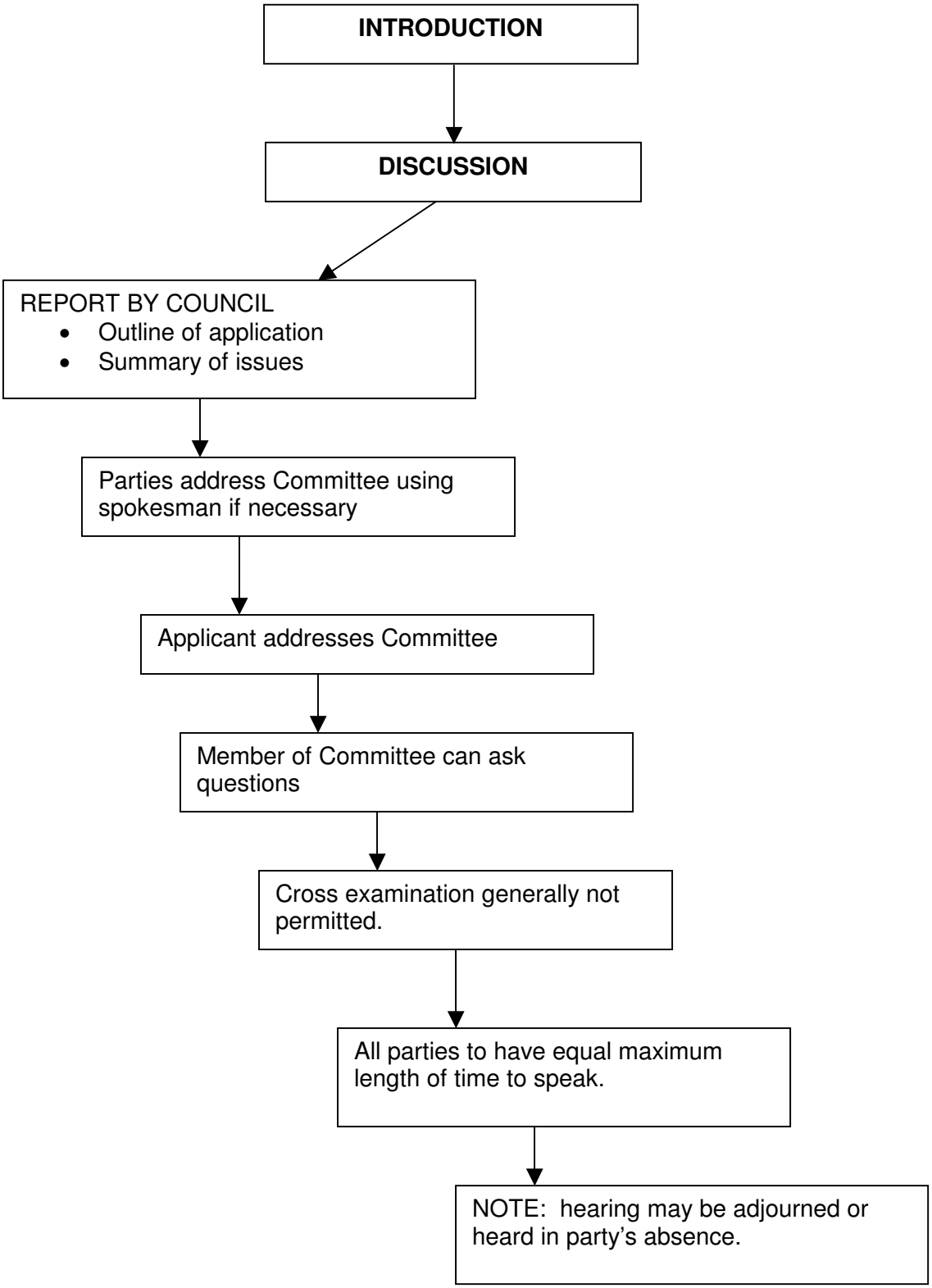LICENCING HEARING FLOW CHART