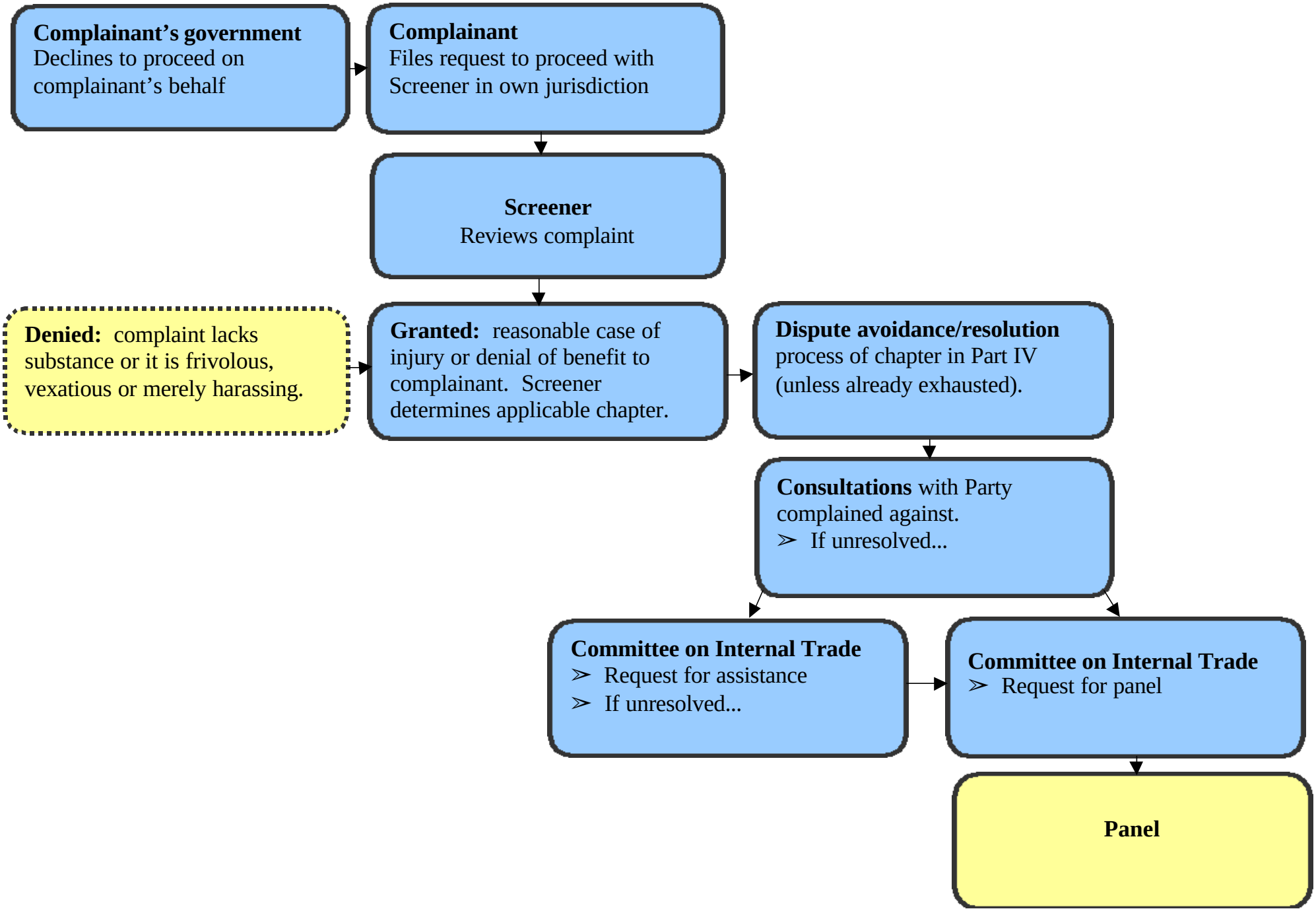Dispute Resolution: Person-to-Government Proceedings