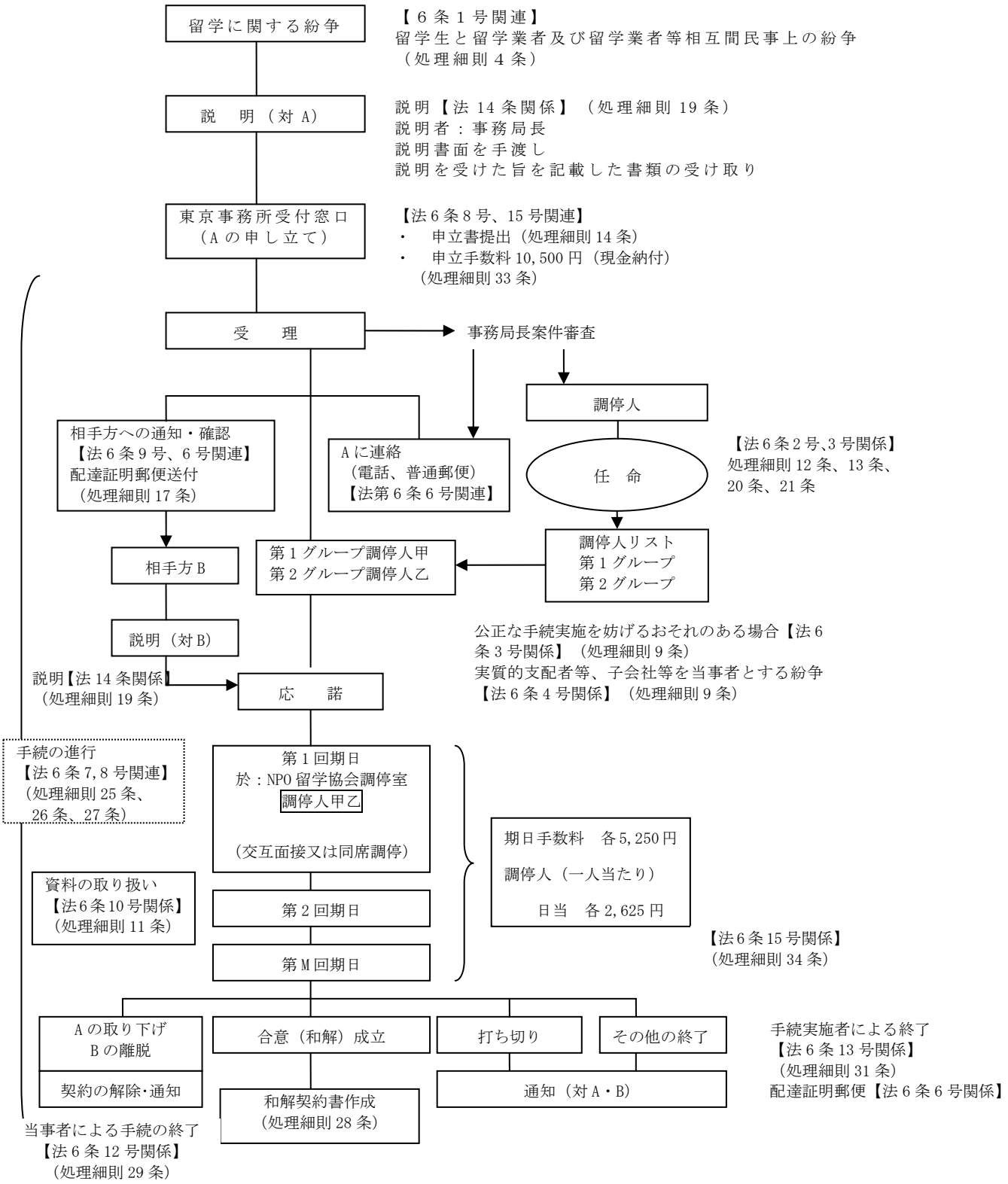１４　民間紛争解決手続の業務の内容及びその実施方法の概要