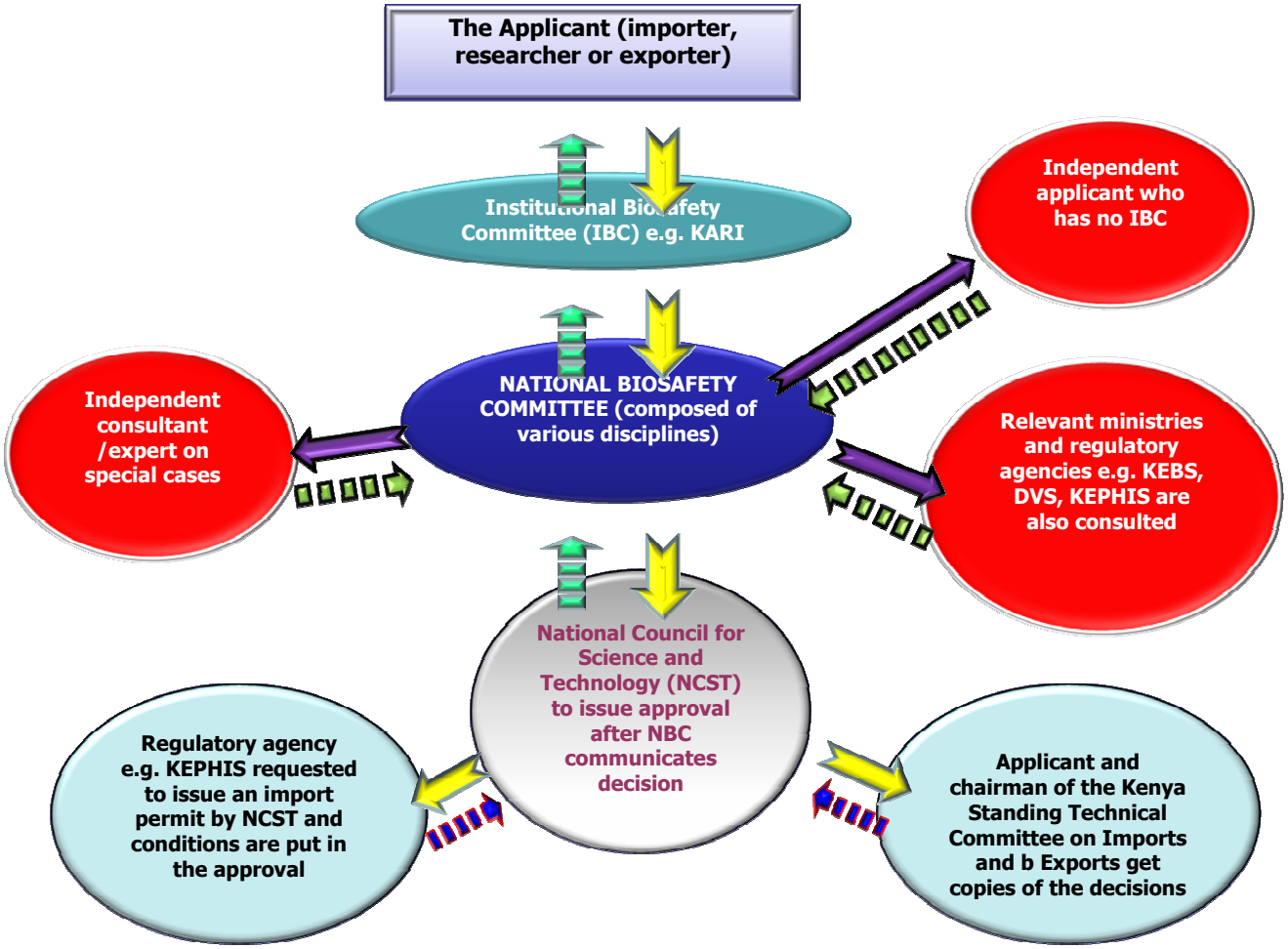Approval process for handling of applications/requests by the NBC