



Innovation Lab Session

LAPOR! Initiative

National Aspiration and Complaint Handling System Republic of Indonesia

**Workshop on Open Government for Improving Public Services in
Asia at ADB Headquarters, Manila, Philippines on 7–8 August 2017.**

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JAKARTA

250 Millions of
Population

3rd Largest of
Democratic Country

1st Largest
Archipelago



National Aspiration and Complaint
Handling System
Republic of Indonesia

ACCESSIBLE



SMS 1708



lapor.go.id



Mobile Apps



#LAPOR1708

INTEGRATED

159 Local Governments

128 Private and State-owned Universities

54 Agencies

34 Ministries

131 Indonesia Embassy

116 State-owned Enterprises

TRANSPARENT

Publishing communication between citizen and government

ACCOUNTABLE

Encouraging follow-up and completion of public aspiration and complaint in measurable process

HANDLING MANAGEMENT



650,000
Registered Users



800-1,000
Aspirations/Complaints
per Day

87%
Complaints Solved
Aspirations Accepted



SUCCESS STORY

Aspiration by Younanda



Citizen submit an aspiration about R&D for industry is important!

21 Nov 16



Administrator verify and send it to **Ministry of Research**

22 Nov 16



Ministry of Research: "Thanks for the aspiration. We will follow up".

5 Dec 16



Ministry of Research informs citizen that it's already included in master research and budget allocation.

5 Jun 17



MENTERI KEUANGAN
REPUBLIK INDONESIA
SALINAN

PERATURAN MENTERI KEUANGAN REPUBLIK INDONESIA
NOMOR 106/PMK.02/2016
TENTANG
STANDAR BIAYA KELUARAN TAHUN ANGGARAN 2017

DENGAN RAHMAT TUHAN YANG MAHA ESA

MENTERI KEUANGAN REPUBLIK INDONESIA,

Menimbang : bahwa dalam rangka melaksanakan ketentuan Pasal 5 ayat (5) Peraturan Pemerintah Nomor 90 Tahun 2010 tentang Penyusunan Rencana Kerja Dan Anggaran Kementerian Negara/Lembaga dan Pasal 16 Peraturan Menteri Keuangan Nomor 71/PMK.02/2013 tentang Pedoman Standar Biaya, Standar Struktur Biaya, Dan Indeksasi Dalam Penyusunan Rencana Kerja Dan Anggaran Kementerian Negara/Lembaga sebagaimana telah diubah dengan Peraturan Menteri Keuangan Nomor 51/PMK.02/2014, perlu menetapkan Peraturan Menteri Keuangan tentang Standar Biaya Keluaran Tahun Anggaran 2017;

Mengingat : 1. Peraturan Pemerintah Nomor 90 Tahun 2010 tentang Penyusunan Rencana Kerja Dan Anggaran Kementerian Negara/Lembaga (Lembaran Negara Republik Indonesia Tahun 2010 Nomor 152, Tambahan Lembaran Negara Republik Indonesia Nomor 5178);

SUCCESS STORY

Complaint by Yudi Tjandra

-  **Citizen** submit complaint about road is damaged!
16 Feb 13
-  **Administrator** verify and send it to **Government of DKI Jakarta**
18 Feb 13
-  **Government of DKI Jakarta** say thanks and will take action soon.
19 Feb 13
-  **Government of DKI Jakarta** informs citizen that road is already fixed.
27 Feb 13



COLLABORATION



USAID
FROM THE AMERICAN PEOPLE



The Asia Foundation



**PULSE
LAB JAKARTA**

Publish 
What You Pay
INDONESIA

KOMPAK
Kolaborasi Masyarakat dan Pelayanan untuk Kesejahteraan

 **MaPPI
FHUI**
Masyarakat Pemantau Peradilan Indonesia


YAPPIKA


Sebangsa


REMOTIVI
Pusat Kajian Media & Komunikasi

 **idea**
PERKUMPULAN

 **BITRA Indonesia**
THE ACTIVATOR FOR RURAL PROGRESS

**SEKNAS
FITRA**

Let's make a
collaboration
and stay
connected!

THANK
YOU



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