

Open Government Indonesia Action Plan 2016-2017

Action	Lead Ministry/Agency	Indicators of Success 2016	Indicators of Success 2017
National Action Plan			
1. Formulation of Open Government Strategic Plan and Road Map	Ministry of National Development Planning/ <i>Bappenas</i> (National Secretariat of Open Government Indonesia)	1. Development of Draft Strategic Plan for the National Secretariat of Open Government Indonesia 2. Development of Draft Open Government Policies Roadmap	1. Strategic Plan for the National Secretariat of Open Government Indonesia is developed 2. Open Government Policies Roadmap is developed
2. Formulation of guidance and guidelines for public agencies to conduct regular public consultation in the process of policy planning, implementation, and monitoring pursuant to Law 25/ 2009 on Public Services	Ministry of State Apparatus and Civil Service Reform	Issuance of Ministry of State Apparatus Circular (<i>SE Menpan</i>) and Technical Procedures for all Ministries/Agencies to conduct public consultation	70% of Ministries/Agencies conduct Public Consultation Forum
3. Development of good governance manual and organization of public consultation forum in participatory manner as an effort to achieve Sustainable Development Goals/ SDGs targets	Ministry of National Development Planning/ <i>Bappenas</i>	1. Issuance of Presidential Decree on Sustainable Development Goals (SDGs) agenda implementation, factoring quality public participation into equal representation of non government and government in SDGs administration at national	1. Inclusive formulation process for the Sustainable Development Goals National Action Plan (<i>RAN-TPB</i>); 2. Digital communication platform for SDGs Secretariat is developed, enabling active citizens to actively contribute to

		<p>and sub national levels.</p> <p>2. Issuance of public participation guidelines for the implementation of Sustainable Development Goals/SDGs Agenda</p>	<p>the process of planning, implementation, monitoring, evaluation and reporting of SDGs Action Plan (for instance: public consultation dashboard, public polling feature for SDGs agenda implementation)</p>
4. Enhanced public participation in improving geospatial information management	Geospatial Information Agency	<p>Development of standard reference designs for public participation in geospatial information provision as part of a concerted effort in accelerating the “One Map Policy” implementation.</p>	<p>1. Standard reference for public participation in the provision of geospatial information is developed, as part of a concerted effort in accelerating the “One Map Policy” implementation;</p> <p>2. Standard reference for public participation in the provision of geospatial information is disseminated.</p>
5. Enhanced capacity in monitoring public services by Ombudsman	Ombudsman	<p>Development of online tracking system design</p>	<p>Online tracking system is activated</p>
6. Ombudsman’s enhanced credibility as a national authority overseeing quality of public services	Ombudsman	<p>1. Publication of 2016 public complaints handling outcome;</p> <p>2. Publication of systemic analysis of public services issues in 2016:</p>	<p>1. Biannual (every 6 months) publication of public complaints handling outcome for 2017;</p> <p>2. Publication of systemic analysis of public services issues in</p>

			2017.
7. Improved compliance with Law No. 25/ 2009 on Public Services at the Ministry of Education and Culture	Ministry of Education and Culture	<p>100% follow up of Ombudsman's 2015 research recommendations on public service administration compliance with public services standards at the Ministry of Education and Culture, which include improvements in 3 services administered by the One Stop Service (<i>Unit Layanan Terpadu</i>) of the Ministry:</p> <ol style="list-style-type: none"> 1. Service standards for the issuance of Teachers and Education Professionals' Unique Identification Number (<i>NUPTK</i>); 2. Teacher Certification: <ol style="list-style-type: none"> a. Determination of teacher certification candidacy b. Professional Benefits Administration Process for Civil Service (<i>PNS</i>) Teachers at Regional Levels c. Issuance of Professional Benefit Decree (<i>SKTP</i>) and administration of 	100% public services meeting ombudsman's green zone indicators.

		<p>professional benefit for private teachers.</p> <p>3. Permit to establish School with International Cooperation (<i>SPK</i>) and permit to establish Early Childhood Education Center (<i>PAUD</i>)</p>	
<p>8. Improved compliance with Law No. 25/ 2009 on Public Services at the Ministry of Religious Affairs</p>	<p>Ministry of Religious Affairs</p>	<p>Follow up of 2015 Ombudsman research recommendations (70% of the 9 variables plus adjustment indicators) on compliance of public services administration with Ministry of Religious Affairs service standards, which include improvements in the 9 administered services:</p> <ol style="list-style-type: none"> 1. Application of license for Hajj and Umrah Organizers (<i>PPIU</i>) (Sub Directorate of Hajj. Supervision) 2. Application for extension of license for Hajj and Umrah Organizers (<i>PPIU</i>) (Sub Directorate of Hajj. Supervision) 3. Legal seal for Marriage Certificate (Sub Directorate of Marriage Registration) 	<p>Follow up of 2016 Ombudsman research recommendations (100% of the 9 variables plus adjustment indicators) on compliance of public services administration with Ministry of Religious Affairs' service standards, which include improvements in the 9 administered services:</p> <ol style="list-style-type: none"> 1. Application of license for Hajj and Umrah Organizers (<i>PPIU</i>) (Sub Directorate of Hajj. Supervision) 2. Application for extension of license for Hajj and Umrah Organizers (<i>PPIU</i>) (Sub Directorate of Hajj. Supervision) 3. Legal seal for Marriage Certificate (Sub Directorate of Marriage Registration)

		<ol style="list-style-type: none"> 4. Legal seal for Statement of Marital Status (<i>SKBM</i>) (Sub Directorate of Marriage Registration) 5. Recommendations for Permanent Residency Permit (International Cooperation Division, Legal and International Cooperation Bureau) 6. Recommendations for Limited Stay Permit (International Cooperation Division, Legal and International Cooperation Bureau) 7. Recommendations for Foreign Expert Permit in Religious Affairs (<i>RPTKA</i>) (International Cooperation Division, Legal and International Cooperation Bureau) 8. Limited Stay Visa (International Cooperation Division, Legal and International Cooperation Bureau) 9. Visa Recommendations for Social and Cultural Visits (International Cooperation Division, Legal and 	<ol style="list-style-type: none"> 4. Legal seal for Statement of Marital Status (<i>SKBM</i>) (Sub Directorate of Marriage Registration) 5. Recommendations for Permanent Residency Permit (International Cooperation Division, Legal and International Cooperation Bureau) 6. Recommendations for Limited Stay Permit (International Cooperation Division, Legal and International Cooperation Bureau) 7. Recommendations for Foreign Expert Permit in Religious Affairs (<i>RPTKA</i>) (International Cooperation Division, Legal and International Cooperation Bureau) 8. Limited Stay Visa (International Cooperation Division, Legal and International Cooperation Bureau) 9. Visa Recommendations for Social and Cultural Visits
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		International Cooperation Bureau)	(International Cooperation, Division, Legal and International Cooperation Bureau)
9. Development of Online Citizen Aspiration and Complaints System (<i>LAPOR</i>) into National Public Complaints Administration System (<i>SP4N</i>)	Ministry of State Apparatus and Civil Service Reform, Presidential Staff Office, and Ombudsman	Optimizing implementation of Joint Memorandum of Understanding (MoU): 1. Signing of Agreement between the Ministry of State Apparatus and Civil Service Reform, Presidential Staff Office (<i>KSP</i>) and Ombudsman building on the MoU; 2. Development of Roadmap transitioning the administration of <i>LAPOR</i> !- <i>SP4N</i> from Presidential Staff Office (<i>KSP</i>) to the Ministry of State Apparatus and Civil Service Reform	Optimizing implementation of Joint Memorandum of Understanding (MoU): 1. Agreement [between the Ministry of State Apparatus and Civil Service Reform, Presidential Staff Office (<i>KSP</i>) and Ombudsman] Implementation Report on utilization of <i>LAPOR</i> ! as <i>SP4N</i> for 2017 is developed 2. Progress report on Roadmap <i>LAPOR</i> ! <i>SP4N</i> transition from Presidential Staff Office (<i>KSP</i>) to the Ministry of State Apparatus and Civil Service Reform for 2017 is developed
10. Development of Minister of State Apparatus and Civil Service Reform decree/instruction/circular encouraging public complaints administration integration into	Ministry of State Apparatus and Civil Service Reform	50% of non structural institutions (<i>LNS</i>) are integrated into <i>LAPOR</i> !- <i>SP4N</i>	100% non structural institutions (<i>LNS</i>) are integrated into <i>LAPOR</i> !- <i>SP4N</i>

<i>LAPOR!-SP4N</i>			
11. Partnership is established between Ministry of State Apparatus and Civil Service Reform, <i>KSP</i> , Ombudsman and Ministry of Communications and Information to utilise <i>LAPOR!-SP4N</i> as Citizen Aspiration and Complaints Platform	Ministry of State Apparatus and Civil Service Reform, Ombudsman, Presidential Staff Office (<i>KSP</i>), and Ministry of Communications and Information	<ol style="list-style-type: none"> 1. Determination of <i>LAPOR!-SP4N</i> as Online Citizen Aspiration and Complaints platform through the signing of joint Memorandum of Understanding (MoU); 2. Signing of Agreement between the Ministry of State Apparatus and Civil Service Reform, <i>KSP</i>, Ombudsman and Ministry of Communications and Information in furtherance of the MoU 	<ol style="list-style-type: none"> 1. Data on public aspiration and appreciation is accessible; 2. Progress report is formulated for implementation of Agreement between the Ministry of State Apparatus and Civil Service Reform, <i>KSP</i>, Ombudsman and Ministry of Communications and Information on determination of <i>LAPOR!-SP4N</i> as Online Citizen Aspiration and Complaints platform
12. Greater dissemination of <i>LAPOR!</i> usage as part of National Public Complaints Administration System (<i>SP4N</i>) targeting increased number of complaints via <i>LAPOR!!</i> to 1 million complaints for 2016 (aggregate targets, complaints figure per 27 June 2016: 827,977 complaints; <i>LAPOR</i> users as per 27 June 2016: 420,348)	Ministry of State Apparatus and Civil Service Reform, Ombudsman, and Presidential Staff Office	<ol style="list-style-type: none"> 1. Achievement of targeted aggregate number of complaints for <i>LAPOR!</i> i.e. 1 million complaints 2. Achievement of targeted <i>LAPOR!</i> users i.e. 800 thousand users 	<ol style="list-style-type: none"> 1. Achievement of aggregate number of complaints target for <i>LAPOR!</i> i.e. 1.4 million complaints 2. Achievement of targeted <i>LAPOR!</i> users i.e. 1 million users
13. Improved public institutions' responsiveness to public	Ministry of State Apparatus and Civil	50% of received complaints are	75% of received complaints are

aspirations and complaints received as a method to enhance accountability of <i>LAPOR!</i>	Service Reform, Presidential Staff Office, and Ombudsman	followed up	followed up
14. Increased interconnectivity of SOEs to <i>LAPOR!</i>	Ministry of State Owned Enterprises (SOE)	118 SOEs are connected to <i>LAPOR!</i> (100%)	100% public complaints followed up by SOEs
15. Improved quality of public complaints handling in the environment and forestry sector	Ministry of Environment and Forestry	<ol style="list-style-type: none"> 1. Issuance of Environment and Forestry Ministerial Decree on Complaints Handling Procedures in Environment and Forestry 2. Development of online complaints handling system at the Ministry of Environment and Forestry 	<ol style="list-style-type: none"> 1. Online complaints handling system at the Ministry of Environment and Forestry is operational. 2. Integration of complaints handling system at the Ministry of Environment and Forestry into the <i>LAPOR!</i> system
16. Strengthened Village Governance in Transparency, Participation, and Responsiveness	Ministry of Home Affairs (Director General of Village Administration Supervision)		<p>Facilitation of 30 selected pilot villages for village governance models through village development planning and financial management, through the following stages:</p> <ol style="list-style-type: none"> 1. Formulation of brief baseline report of village situation prior to village governance pilot project implementation 2. Formulation of pilot village

			<p>administration governance technical guidelines for village development planning and financial management;</p> <p>3. Dissemination of pilot village governance technical guidelines for village development planning and financial management;</p> <p>4. Technical assistance provided for responsive, participatory, and transparent village development planning;</p> <p>5. Technical assistance provided for village financial management for sub national government and village administration officials;</p> <p>6. Technical assistance provided for village financial and asset information management;</p> <p>7. Facilitation of Village Mid Term Development Plan, Work Plan and Budget (<i>RPJMDesa</i>, <i>RKPDesa</i>, <i>APBDesa</i>) document formulation and application of village finance information system;</p> <p>8. Facilitation of regent/mayor regulations <i>/Perwalkot</i>) on</p>
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			<p>village development planning and financial management;</p> <p>9. Facilitation of village development work plan and budget publication at village halls or public spaces in the villages;</p> <p>10. Open village government pilot project implementation report for 2017</p> <p>Target location in 3 Provinces, 6 Regencies/Cities, 30 villages in West Sumatera, Maluku, and Central Java Provinces, i.e.:</p> <ol style="list-style-type: none"> 1. West Sumatera: Solok Regency and City of Sawahlunto 2. Maluku: City of Tual and South East Maluku Regency 3. Central Java: Sukoharjo Regency and Karanganyar Regency
<p>17. Enhancing public information disclosure through Pilot Projects aimed at increasing public information utilization through public awareness campaign on availability and importance of public information presented by</p>	<p>Ministry of Health</p>	<ol style="list-style-type: none"> 1. Digital communication architecture is in place to govern integration and connectivity strategy for all digital information channels at the Ministry of Health 2. Digital communication strategy 	<ol style="list-style-type: none"> 1. Digital communication architecture governing integration and connectivity strategy for all digital information channels at the Ministry of Health is operational 2. Digital communication strategy

<p>the Ministry of Health</p>		<p>is in place to improve digital communications content performance of http://www.kemkes.go.id targeting:</p> <ul style="list-style-type: none"> • Increase in website visitors, 25% annually; • 20% annual increase of public information download from the website (digital communications content) <p>3. Expansion of Ministry of Health’s social media target audience (followers and like page), 25% annually;</p> <p>4. Inventory taking of all digital information channels of the Ministry and removal of inactive digital channels;</p> <p>5. All links, public information and application available at http://www.kemkes.go.id are accessible and functioning;</p> <p>6. Education information content is available at the: http://kemkes.go.id website.</p>	<p>is implemented for improving digital communications content performance of http://www.kemkes.go.id targeting:</p> <ul style="list-style-type: none"> ▪ Increase in website visitors, 25% annually; ▪ 20% annual increase of public information download from the website (digital communications content) <p>3. Expansion of Ministry of Health’s target audience (followers and like page), 25% annually;</p> <p>4. All links, public information and application available at http://www.kemkes.go.id are accessible and functioning;</p> <p>5. Education information content is available and regularly updated at the: http://kemkes.go.id website.</p>
<p>18. Enhancing public information disclosure through Pilot Projects aimed at increasing public</p>	<p>Ministry of Education and Culture</p>	<p>1. Digital communication architecture is in place to govern integration and</p>	<p>1. Digital communication architecture is operational governing integration and</p>

<p>information utilization through public awareness campaign on availability and importance of public information presented by Ministry of Education and Culture</p>		<p>connectivity strategy for all digital information channels at Ministry of Education and Culture (Digital Communications Infrastructure);</p> <p>2. Digital communication strategy is in place to improve performance of http://www.kemdikbud.go.id targeting:</p> <ul style="list-style-type: none"> ▪ 7% annual increase in website visitors ▪ 7% annual increase of public information download from the website (Digital Communications Content) <p>3. Expansion of Ministry of Education and Culture's social media target audience (followers and like page), 15% annually;</p> <p>4. Inventory taking and verification of all official social media accounts of the Ministry and removal of inactive accounts;</p> <p>5. All links, public information and</p>	<p>connectivity strategy for all digital information channels at Ministry of Education and Culture (Digital Communications Infrastructure);</p> <p>2. Digital communication strategy is implemented in improving digital communications content performance of http://www.kemdikbud.go.id targeting:</p> <ul style="list-style-type: none"> ▪ 10% annual increase in website visitors ▪ 10% annual increase of public information download from the website (Digital Communications Content) <p>3. Expansion of Ministry of Education and Culture's social media target audience (followers and like page), 10% annually;</p> <p>4. Increased periodical monthly publication of education and culture content at the Ministry's social media accounts, 15% annually;</p> <p>5. Education information content is regularly updated and</p>
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		<p>application available at http://www.kemdikbud.go.id; are accessible and functioning;</p> <p>6. Education information content is regularly uploaded and available at the Ministry's site: http://www.kemdikbud.go.id; and the Ministry's social media accounts.</p>	<p>available at the Ministry's site: http://www.kemdikbud.go.id; and the Ministry's social media accounts.</p>
<p>19. Enhancing public information disclosure through Pilot Projects aimed at increasing public information utilization through public awareness campaign on availability and importance of public information presented by Ministry of Research Technology and Higher Education</p>	<p>Ministry of Research Technology and Higher Education</p>	<p>Pilot Project to increase public information utilization through "public awareness campaign" on availability and importance of public information through:</p> <ol style="list-style-type: none"> 1. Development of Public Information List (<i>DIP</i>); 2. 25% increase of Ministry's website visitors, from December 2015 total visitors figure; 3. 25% increase in the number of the Ministry's social media account followers, from December 2015 figure. 	<p>Pilot Project to increase public information utilization through "public awareness campaign" on availability and importance of public information through:</p> <ol style="list-style-type: none"> 1. Increase in the number of public information available in the information service website, 25% of the information listed in <i>DIP</i> per December 2016. 2. 50% increase of the Ministry's website visitors, from December 2015 figure; 3. 50% increase in the number of the Ministry's social media account followers, from December 2015 figure

20. Public information disclosure at higher education institutions	Ministry of Research Technology and Higher Education	<ol style="list-style-type: none"> 1. Formulation of Minister of Research Technology and Higher Education Regulation (<i>Permenristekdikti</i>) on Public Information Management 2. Pilot projects for public information disclosure strengthening at 5 Public Universities (<i>PTN</i>) (1 Legal Enterprise university (<i>PTN Badan Hukum</i>), 2 semi autonomous universities (<i>PTN BLU</i>), and 2 service unit universities (<i>PTN Satker</i>) to implement the Ministerial Regulation on Public Information Management in the research technology and higher education sector 	100 % Public Universities (<i>PTN</i>) have understood and implemented provisions in the Minister of Research Technology and Higher Education Regulation (<i>Permenristekdikti</i>) on Public Information Management in the research technology and higher education sector and Pilot Projects in 6 public universities (3 semi autonomous universities (<i>PTN BLU</i>) and 3 service unit universities (<i>PTN Satker</i>)).
21. Enhancing budget transparency information system	Ministry of Finance (Director General Budget)	Development of budget data portal based on Presidential Regulation on Detailed State Budget (<i>Rincian APBN</i>)	<ol style="list-style-type: none"> 1. A link to budget data portal is available in the home page of kemenkeu.go.id and national data portal of data.go.id; 2. Budget data portal will be linked to the data portal of at least 6 Ministries/Agencies providing essential services (Public Works and Housing, Health, Education and Culture,

			Research Technology and Higher Education, Social Affairs, Transportation and National Development Planning Agency (<i>Bappenas</i>)).
22. Strengthening of inter government agency data governance	Presidential Staff Office and National Development Planning Agency (<i>Bappenas</i>)	<ol style="list-style-type: none"> 1. Issuance of Presidential Regulation on “One Data” Policy; 2. “One Data” Pilot Project in 7 Ministries/Agencies: <ol style="list-style-type: none"> a. Ministry of Energy and Mineral Resources b. Ministry of Health c. Ministry of Education and Culture d. Ministry of Research Technology and Higher Education e. Ministry of Environment and Forestry f. Ministry of Maritime Affairs and Fisheries g. Ministry of National Development Planning/ Bappenas 	<p>“One Data” Pilot Project is implemented in 7 Ministries/Agencies:</p> <ol style="list-style-type: none"> a. Ministry of Energy and Mineral Resources b. Ministry of Health c. Ministry of Education and Culture d. Ministry of Research Technology and Higher Education e. Ministry of Environment and Forestry f. Ministry of Maritime Affairs and Fisheries g. Ministry of National Development Planning/ Bappenas

Sub National Government Action Plan			
City Government of Banda Aceh			
23. Open Data Implementation	Regional Development Planning Agency (<i>Bappeda</i>), Office of transportation, communications and informatics (<i>Dishubkominfo</i>)	Data integration of 20 Work Units (<i>SKPD</i>) into Banda Aceh data portal (data.bandaacehkota.go.id)	Data integration of 41 Work Units (<i>SKPD</i>) into Banda Aceh data portal (data.bandaacehkota.go.id)
24. Strengthening of Public complaints channels	Development Administration Division, Office of transportation, communications and informatics (<i>Dishubkominfo</i>)	<ol style="list-style-type: none"> 1. Integration of 2 (two) public aspiration and complaints channels belonging to the City Government of Banda Aceh (lpm.bandaacehkota.go.id and suwarga.bandaacehkota.go.id) into <i>LAPOR!-SP4N</i>; 2. Issuance of Mayor Decree (<i>SK Walikota</i>) on Public Services Complaints Administration based on Ministry of State Apparatus and Civil Service Reform Circular (<i>SE MenPANRB</i>) No 4 of 2016 on National Integration of Public 	1. Percentage of effective follow up of public complaints (75%)

		Services Complaints Administration for Regional Governments into <i>LAPOR!-SP4N</i> Application; 3. Monitoring and evaluation report of public complaints follow up is available at all work units (<i>SKPD</i>)	
25. Enhanced information disclosure at village levels (<i>Gampong (desa)</i>).	Community Empowerment Agency (<i>BPM</i>), Office of transportation communications and informatics (<i>Dishubkominfo</i>)	1. Issuance of Regent Regulation (<i>Perbup</i>) on Village/Urban Ward (<i>Desa/Kelurahan</i>) Information Services System 2. Publication of Village Administration Planning, Budgeting, Program Implementation, Evaluation and Reporting through public outdoor spaces and website at 20 selected villages	1. Publication of Village Administration planning, budgeting, program implementation, evaluation and reporting through public space media and website in 70 selected villages.
City Government of Bandung			
26. Increase in the number of open data	Office of Communications and Informatics (<i>Diskominfo</i>)	Availability of 1,000 documents/data file in the City of Bandung data portal	Availability of 1,500 documents/data file in the City of Bandung data portal
27. Improved Public Services	Regional Government	1. Services standards information is available for 75% of work	1. Services standards information is available for all work units

	<p>Organization and Civil Service Empowerment (ORPAD)</p>	<p>units (SKPD), comprehensive and updated at http://standarelayanan.bandung.go.id;</p> <p>2. Percentage of Work Units (SKPD) awarded green zone service standards reaching 65%.</p>	<p>(SKPD), comprehensive and updated based on the most recent Organizational Structure and Work Relations (SOTK);</p> <p>2. Adding public comments feature to facilitate interaction with citizens;</p> <p>3. Percentage of Work Units (SKPD) awarded green zone service standards reaching 75%.</p>
<p>28. Transparency in the Regional Government Budget System</p>	<p>Office of Regional Government Financial and Asset Management (DPKAD)</p>	<p>1. Publication of 2016 budget for all work units (SKPD) through the Information Services Desk (PPID) website for the City of Bandung at http://ppid.bandung.go.id;</p> <p>2. Publication of Community Grant channeling process for the City Government of Bandung through SABILULUNGAN application at http://sabilulungan.bandung.go.id through the following stages:</p> <p>a. Citizens are able access the grant proposal and social assistance (bansos) process up to the</p>	<p>1. Publication of e-budgeting system application in the City Government of Bandung through the Information Services Desk (PPID) website for the City of Bandung ;</p> <p>2. Data and application update of SABILULUNGAN application through melalui the following stages:</p> <p>a. Citizens are able to access grants disbursement information based on Disbursement Orders (SP2D) to trace whether funds are received by recipients and whether grant/social assistance</p>

		<p>nominated list of grant and social assistance potential recipients;</p> <ul style="list-style-type: none"> b. Proposal value information is available, both proposed and approved value; c. Citizens are able to gather information on proposed and approved detailed expenditure plan to understand and be informed of verified results. d. Information disclosure on the goals and objectives of grants, bank and account of grant recipients, rights and responsibilities of grantors and grantees as stipulated by Regional Government Grant Agreement (<i>NPHD</i>) e. Regulations menu is available to inform changes in prevailing regulations, for citizens to understand grants and social assistance mechanism. 	<p>activities are underway/completed.</p> <ul style="list-style-type: none"> b. Process tracking menu is available. from proposal stage to grants and social assistance disbursement stage; c. Announcement feature is available, to facilitate information access for grant and social assistance recipients related to responsibilities to: (i) submit grant and social assistance reports in timely fashion; (ii) understand procedures in formulating grant and social assistance reports as well as other information.
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29. Strengthening contract and procurement information disclosure in the City Government of Bandung	Office of Regional Government Financial and Asset Management (<i>DPKAD</i>)	<ol style="list-style-type: none"> 1. Integration of Bandung Integrated Resource Management System (<i>BIRMS</i>) Kota Bandung http://birms.bandung.go.id with the National Procurement Office's (<i>LKPP</i>) General Procurement Plan System (<i>SIRUP</i>); 2. Integration of <i>BIRMS</i> with Regional Government Financial Management Information System (<i>SIMDA</i>) in the Office of Regional Government Financial and Asset Management (<i>DPKAD</i>) 	<ol style="list-style-type: none"> 1. Incorporating e-contract into <i>BIRMS</i> referring to the e-purchasing (e-catalogue) schemes; 2. Integration into the e-budgeting system
30. Enhancing the <i>LAPOR!</i> application	Office of Communications and Informatics and Regional Development Planning Agency (<i>Bappeda</i>)	All public complaints channels/applications are integrated into <i>LAPOR!-SP4N</i> application based on Minister of State Apparatus and Civil Service Reform Circular (<i>SE MenPANRB</i>) No. 4 of 2016 on National Integration of Public Services Complaints Administration for Regional Governments into <i>LAPOR!-SP4N</i> Application	Development and utilization of <i>LAPOR!</i> dashboard as public complaints application hub

31. Increase citizens' satisfaction of public complaints handling services administered by the City of Bandung			Citizens satisfaction survey of complaints handling services provided by LAPOR! is conducted.
32. Enhanced information disclosure on citizens' proposals to Regional House of Representatives (DPRD) Members, gathered during recess period		Publication of citizens' input to Regional House of Representatives (DPRD) members, gathered during parliamentary recess through e-Reses publication at http://RegionalDevelopment Planning Agency (Bappeda).bandung.go.id/reses	
33. Greater public participation in disseminating development information		Outreach of Supporting Information Service Desk (<i>PPID sub-pembantu</i>) creation at elementary school levels, representing 146 public elementary schools (<i>SDN</i>) and 54 public junior high schools (<i>SMPN</i>).	<p>1. Development of Supporting Information Service Desk (<i>PPID sub-pembantu</i>) at elementary school levels, representing 146 public elementary schools (<i>SDN</i>) and 54 public junior high schools (<i>SMPN</i>).</p> <p>2. Information dissemination and technical assistance to Supporting Information Service Desk (<i>PPID sub-pembantu</i>) at 146 public elementary schools (<i>SDN</i>) and 54 public junior high schools (<i>SMPN</i>).</p>

City Government of Semarang			
34. Formulation of regulation on City Government of Semarang data governance to align with the “One Data Indonesia” agenda.		<ol style="list-style-type: none"> 1. Assessment of Data Governance Condition at the 5 Prioritized/Pilot Work Units 2. Drafting of Mayor Regulation (<i>Perwali</i>) on Data Governance in the City Government of Semarang. 	Issuance of Mayor Regulation (<i>Perwali</i>) on Data Governance in the City Government of Semarang.
35. Development of one data basis for the City Government of Semarang which is updated, integrated and accurate		<ol style="list-style-type: none"> 1. Identification of 5 datasets in 5 priority/pilot Work Units to attain synergy with One Data Basis of the Semarang City Government; 2. Capacity Building of data managers at 5 priority/pilot work units; 3. Studies on Situation Room management as a data center (<i>NOC</i>), center of studies and data analysis for the city of Semarang. 	<ol style="list-style-type: none"> 1. Identification of 62 datasets in all priority/pilot Work Units to attain synergy with One Data Basis of the Semarang City Government; 2. Capacity Building of data managers at all priority/pilot work units (<i>SKPD</i>); 3. Situation Room is available and serving as a data center (<i>NOC</i>), center of studies and data analysis for the city of Semarang; 4. Data synergy for the city government of Semarang with the National “One Data” portal.

36. Enhanced Public Information Disclosure	Assistant III, Public Relations Division and Information Service Desk at the Work Units (<i>SKPD</i>)	<ol style="list-style-type: none"> 1. Studies for the revision of Mayor Regulation No. 26 of 2012 Information Service Desk (<i>PPID</i>) in the City of Semarang is conducted; 2. Public Information List is formulated and consequential harm tested for work units (<i>SKPD</i>) and Regional Government Enterprises (<i>BUMD</i>) 	<ol style="list-style-type: none"> 1. Revised Mayor Regulation No. 26 of 2012 Information Service Desk (<i>PPID</i>) in the City of Semarang is issued; 2. Publication of Public Information List (<i>DIP</i>) which is updated and consequential harm tested through the semarangkota.go.id website.
37. Promoting and encouraging public participation in monitoring quality of services provided by Semarang City Government	Inspectorate, Assistant III and Organization Division, Office of Communications and Informatics (<i>Diskominfo</i>)	<ol style="list-style-type: none"> 1. Integration of 2 public aspiration and complaints channel managed by the City Government of Semarang (<i>P3M</i> and <i>Lapor Hendi</i>) into <i>LAPOR!-SP4N</i> 2. Issuance of Mayor Decree (<i>SK Walikota</i>) related to Administration of Public Services Complaints through Minister of State Apparatus and Civil Service Reform Circular (<i>SE MenPANRB</i>) No 4/ 2016 on National Integration of Public Services Complaints Administration for Regional Governments into <i>LAPOR!-SP4N</i> Application. 	<ol style="list-style-type: none"> 1. Complaints handling training is conducted for the City Government of Semarang; 2. Semarang City public aspirations and complaints channel is published in all work units' (<i>SKPD</i>) websites. 3. Reports are submitted by work units' (<i>SKPD</i>) monitoring and follow up of received public complaints and aspirations in 2017 4. Regular evaluation meeting is organized to proceed from conducted monitoring and evaluation exercise 5. Percentage of effective

		<ol style="list-style-type: none"> 3. Reports submitted by work units' (<i>SKPD</i>) monitoring and follow up of received public complaints and aspirations in 2016 4. Regular evaluation meeting is organized to follow up on conducted monitoring and evaluation exercise 	<p>complaints follow up(80%)</p>
<p>38. "Improving access to public information on Regional House of Representatives (<i>DPRD</i>) institutions and activities related to the legislation, oversight, and budgeting functions as mandated by Law on Public Information Disclosure."</p>	<p>Regional House of Representatives (<i>DPRD</i>) and Regional House of Representatives Secretariat (<i>Setwan</i>)</p>	<ol style="list-style-type: none"> 1. Collection of all data under Regional House of Representatives (<i>DPRD</i>) authorities, in coordination with Public Information Service Desk (<i>PPID</i>) and supporting information services officers (<i>PPID Pembantu</i>) 2. Concept Information Management System is developed for the Regional House of Representatives (<i>DPRD</i>) 	<ol style="list-style-type: none"> 1. Publication of data pertaining exercise of legislative function, including: Legislation Program (<i>Prolegda</i>), Draft Ordinances (<i>Raperda</i>), Academic Papers (<i>Naskah Akademik</i>), Promulgated ordinances (<i>Perda</i>), comparative study reports, minutes of deliberation, and membership of draft ordinance (<i>Raperda</i>) formulation/deliberation team. 2. An Information Management System is developed and integrated with Information Services Desk (<i>PPID</i>) management to facilitate Regional House of Representatives activities.

39. Improved governance of data and information under the authorities of Regional House of Representatives (<i>DPRD</i>)		Publication of institutional data, encompassing: organisations, primary responsibilities and roles (<i>tupoksi</i>), working mechanisms of Regional House of Representatives (<i>DPRD</i>), members of Regional House of Representatives's profile, profile of Secretary General, and schedule of Regional House of Representatives activities which are publicly accessible	Regular publication of outcome of Regional House of Representatives activities and target performance in undertaking the 3 functions (budgeting, oversight and legislation) every year.
Regency Government of Bojonegoro			
40. Data Revolution	Office of Communications and Informatics (<i>Diskominfo</i>) (Coordinator), Regional Development Planning Agency (<i>Bappeda</i>), Village Community and Administration Empowerment Agency (<i>BPMPD</i>),	<ol style="list-style-type: none"> 1. Training of <i>dasa wisma PKK</i> organisers (family welfare program for group of 10 households) for data input (2 persons per village/urban village) 2. Completion of entry process for <i>dasa wisma</i> data application for all villages and urban villages (430 <i>villages/urban villages</i>) in Bojonegoro Regency 	<ol style="list-style-type: none"> 1. Verification of data entered by <i>dasa wisma PKK</i> organisers as an integrated data of the Bojonegoro Regency Government 2. Development of visual dashboard for <i>dasa wisma</i> data application 3. Incorporation of Bojonegoro data into national data portal i.e. data.go.id

	<p>Head of Sub District (<i>Camat</i>), Head of Village/Urban Village (<i>Kepala Desa/Lurah</i>), Family welfare program organizers (<i>TP PKK</i>), Bojonegoro Institute (BI)</p>		
<p>41. Enhancing village administration accountability</p>	<p>Village Community and Administration Empowerment Agency (<i>BPMD</i>) (Coordinator), Office of Communications and Informatics (<i>Diskominfo</i>), Government Administration Division, Head of sub district (<i>Camat</i>), village (<i>Kepala Desa</i>) administrations, BI, IDFoS</p>	<ol style="list-style-type: none"> 1. Publication of the village budget (<i>APBDes</i>) and final year-end accountability report, based on public information in the form of billboards, disclosure principles 2. Development of Village Administration Transparency Index 	<ol style="list-style-type: none"> 1. Publication of the village budget (<i>APBDes</i>) and final year-end accountability report, in the form of billboards (100%) and village website (70%) and village asset through baliho (10%), based on public information disclosure principles. 2. Implementation of capacity training to improve community participation in the planning, program implementation and evaluation of village administration process in 30 villages 3. Implementation of training to build capacity of Village Information Service Desk (<i>PPID</i>)

			<i>Desa</i>) at 30 villages
42. Improving regional government budget transparency	Regional Government Fiscal and Asset Management Agency (<i>BPKKD</i>), Regional Development Planning Agency (<i>Bappeda</i>), Regional Local Income Office (<i>Dispenda</i>), Office of Communications and Informatics (<i>Diskominfo</i>), NGO BI, IDFoS, PRC	<ol style="list-style-type: none"> 1. Publication of budget (<i>APBD</i>) summary of Bojonegoro Regency in the <i>BPKKD</i> web based on public information disclosure principles 2. Implementation of Open Government Partnership Festival in Bojonegoro 	<ol style="list-style-type: none"> 1. Publication of development plan at the Government Work Plan (<i>RKPD</i>), General Budget based on public information disclosure principles 2. Publication of detailed Bojonegoro budget (<i>APBD</i>) of each working unit (<i>SKPD</i>) through <i>SKPD</i>'s web/Information service desk (<i>PPID</i>)
43. Strengthening public's access to procurement contract documents	Office of Development - Coordinator (Dinas Pembangunan), Office of Public Work (Dinas PU), Regional Government Fiscal and Asset Management Agency (<i>BPKKD</i>),	<ol style="list-style-type: none"> 1. Issuance of Declaration of Open Procurement Contract 2. Issuance of Mayor Regulation on Open Procurement Contract 3. Development of application prototype for Open Contract Procurement Data 	<ol style="list-style-type: none"> 1. Implementation of open contract application

	<p>Office of Communications and Informatics (<i>Diskominfo</i>), Regional Development Planning Agency (<i>Bappeda</i>), <i>NGO BI</i>, <i>IDFoS</i></p>		
<p>44. Improving Quality of Public Services</p>	<p>Organizations and Procedures Division (Coordinator), Health Office, Licensing Service Agency, Public Works Office, Education Office, Communications and Information Office, Public Hospital (<i>RSUD</i>), Head of sub district administration (<i>Camat</i>), headmasters, health community care centers (<i>UPTD</i>)</p>	<ol style="list-style-type: none"> 1. Implementation of Public Service Standard Evaluation (SPP) 2. Development of public service standards as jointly agreed by local government administration and by the public in 2 community health centers (Puskesmas) 	<ol style="list-style-type: none"> 1. Implementation of public service that involves active participation from local citizen 2. Implementation of public service standards that have been jointly agreed by local government administration and by the public in 2 community health centers

	<i>Puskesmas</i>), IDFoS		
Provincial Government of Special Capital Region of Jakarta			
45. Strengthening infrastructure for public information disclosure	Office of Communications, Informatics, and External Relations	<ol style="list-style-type: none"> 1. Dissemination of Revised Governor Regulation on Information Service Desk (<i>PPID</i>) for Public Information Disclosure Number 48 of 2013 2. Provincial Information Service Desk (<i>PPID</i>) is created 3. Provincial Information Services (<i>PPID</i>) website is developed 	<ol style="list-style-type: none"> 1. Improved information services achieved through the creation of information services desk at all work units (<i>SKPD</i>) and pilots in 5 urban wards (<i>kelurahan</i>) at each administrative municipalities (<i>Kota Administrasi</i>) 2. Information from all work units' (<i>SKPD</i>) website is housed in the jakarta.go.id domain
46. Enhanced utilization of public information through effective communications strategy	Office of Communications, Informatics, and External Relations	Development of draft communications and integrated dissemination strategy of all services, information, and public applications managed by all work units (<i>SKPD</i>) under Jakarta provincial government by optimizing various communications media i.e. digital, printed, spatial media and direct field interactions.	Communications and integrated dissemination strategy is developed; encompassing all services, information, and public applications managed by all work units (<i>SKPD</i>) under Jakarta provincial government by optimizing various communications media i.e. digital, printed, spatial media and direct field interactions.

<p>47. Enhanced utilization of public information through the effective utilization of Jakarta.go.id portal</p>	<p>Office of Communications, Informatics, and External Relations</p>	<ol style="list-style-type: none"> 1. Inventory of all services, information, public applications managed by all work units (<i>SKPD</i>) under Jakarta Provincial Government is developed, as basis for the draft communications and dissemination strategy development; 2. Ensuring all services/sub domain incorporated in the Jakarta.go.id home page are accessible and operational; 3. Integration of public information/services features which had not been featured in jakarta.go.id portal (examples: e-development planning meeting (<i>e-musrenbang</i>) (?), e-budget (?), Food Info (<i>InfoPangan</i>)), to be featured in the jakarta.go.id portal; using inventory list as a basis for all services, information, and public applications generated by all work units (<i>SKPD</i>); 4. Ensuring all work units' (<i>SKPD</i>) websites under the Jakarta Provincial government and sub domain websites linked to 	<ol style="list-style-type: none"> 1. Inventory of all services, information, public applications managed by all work units (<i>SKPD</i>) under Jakarta Provincial Government is developed, as basis for the draft communications and dissemination strategy development; 2. The Jakarta.go.id portal and its derivative portals, are integrated and publicly accessible as One-Stop Service Portal by: <ol style="list-style-type: none"> a. Ensuring accessibility and inter-operability of all services/sub domain featured in the Jakarta.go.id portal page; b. Ensuring mobile site interface of the Jakarta.go.id portal mirrors services featured in the website; c. 70% increase in traffic in Jakarta.go.id portal, from the average 2016 traffic
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		Jakarta.go.id portal, to provide link to Jakarta.go.id portal homepage	(Assuming Jakarta.go.id will be officially operational in 2017) 3. Ensuring all work units' (<i>SKPD</i>) websites under the Jakarta Provincial government and sub domain websites linked to Jakarta.go.id portal, to provide link to Jakarta.go.id portal homepage
48. Strengthening public services complaints channels	Office of Communications, Informatics, and External Relations	<ol style="list-style-type: none"> 1. Percentage of effective follow up of complaints (75%) 2. Development of Citizen Relationship Management (<i>CRM</i>) system to integrate all public complaints channels (including those reported through <i>LAPOR!</i> channel) 	Percentage of effective follow up of complaints (80%)
49. Strengthening of Data Governance	Regional Development Planning Agency (<i>BAPPEDA</i>); Office of Communications, Informatics and External Relations	<ol style="list-style-type: none"> 1. Availability of 1000 Datasets in the Open Data Portal (data.jakarta.go.id) 2. Verified work units (<i>SKPD</i>) data based on the "Mechanism to gather, process, verify and validate, dissemination and analysis of data" (Annex II of Governor Regulation 181/2014) and development of one meta data (85%) 	<ol style="list-style-type: none"> 1. Availability of 1500 Datasets in the Open Data Portal (data.jakarta.go.id) 2. Verified work units (<i>SKPD</i>) data based on the "Mechanism to gather, process, verify and validate, dissemination and analysis of data" (Annex II of Governor Regulation 181/2014) and development of one meta data (90%).

		3. Increase in the number of data producing institutions from 51 to 57 institutions	3. Increase in the number of data producing institutions from 57 to 101 institutions
50. Public Participation in Development Planning	Regional Government Planning Agency (<i>BAPPEDA</i>); Office of Communications, Informatics, and External Relations	<ol style="list-style-type: none"> 1. Online neighborhood association (<i>RW</i>) level meeting is taking place through electronic development planning meeting (<i>e-Musrenbang</i>) at all <i>RWs</i> 2. A channel is available for citizens to provide direct input through the electronic development planning meeting (<i>e-Musrenbang</i>) system 3. Publication of development planning during Regional Government Work Plan (<i>RKPD</i>) formulation, General Budget Policies and Provisional Budget Ceiling (<i>KUA-PPAS</i>) presentation, Regional draft budget (<i>RAPBD</i>) and Regional budget (<i>APBD</i>) formulation stages in the e-Budgeting system (apbd.jakarta.go.id) 	<ol style="list-style-type: none"> 1. Direct monitoring feature is in place for citizens' proposals in the e-development planning meeting (<i>e-Musrenbang</i>) system; 2. Publication of development planning outcome at every stages, in easily accessible forms for the public.