



OGP Local Action Plan Template

Off-line fillable form for action plan commitments

This section is composed of a detailed description of the open government commitments. These commitments are the concrete short-term initiatives to achieve the medium-term outcomes identified in the Local Open Government Strategic Vision.

Below is a fillable template with the fields of information necessary to complete this section of the action plan. Please make sure you note the character limit for each textbox.

Please note that the final action plan will be submitted online through a platform provided by OGP Local.

1. Commitment Title

Describe the specific action that the commitment will achieve, distinguishing commitment from other commitments in the plan. Example: "Create beneficial ownership register" or "Publish judicial data" or "Improve compliance with RTI law"

Maximum 250 characters

Improving the Quality of Public Complaint Resolution Through NTB Care.



2. Timeframe

Commitment Start Date (month/year)

August 2021

Commitment End Date (month/year)

December
2023

3. Lead implementing government agency

Office, Agency or Ministry	Branch of Government <i>(Select from the following: Executive branch; Judicial branch; Legislative branch; Independent/Autonomous)</i>	Name of Contact	Title	Email	Role in Implementation <i>(Select from the following: Lead; support; oversight; coordinate)</i>
Communication, Informatics, and Statistics Agency	West Nusa Tenggara Province	Dr. Najamuddin Amy, S.Sos, M.H.	Office Head	najam197662@gmail.com	Lead
Add lines as necessary					



4. Lead implementing non-governmental stakeholder, if applicable

<i>Name of organization</i>	<i>Name of Contact</i>	<i>Title</i>	<i>Email</i>	<i>Role in Implementation</i> <i>(Select from the following: Lead; support; oversight; coordinate)</i>
Community Solidarity for Transparency (Somasi) NTB	Dwi Arie Santo	director	dwiariesanto@gmail.com	support;
Publish What You Pay (PWYP) Indonesia	Aryanto Nugroho	director	aryanto@pwypindonesia.org	support;
<i>Add lines as necessary</i>				



5. Other Stakeholders Involved in the implementation of this commitment

(e.g. Government Ministries, Departments, Agencies, Civil Society Organizations, Community Groups, Private Sector, or Working Groups)

<i>Name of organization</i>	<i>Name of Contact</i>	<i>Title</i>	<i>Email</i>	<i>Role in Implementation</i> <i>(Select from the following: Lead; support; oversight; coordinate)</i>
Regional Inspectorate of West Nusa Tenggara Province	Ibnu Salim,SH,.M.Si	Inspektur		coordinate
Regional Secretariat Organization Bureau of West Nusa Tenggara Province	Ir. Lalu Hamdi, M.Si	Head of Bureau		coordinate
<i>Add lines as necessary</i>				



Commitment Description

6. Problem

Describe the economic, social, political, or environmental problem identified that this commitment seeks to resolve. (e.g. 'Misallocation of welfare funds' is more helpful than 'lacking a website'.)

Maximum 1000 characters

The existence of NTB Care began in 2018 as the main point of reference for the people of West Nusa Tenggara in submitting complaints against public service practices. However, there are still a number of challenges faced by NTB Care, namely:

- The number of public complaints that have been followed up by regional officials is still relatively low;
- The capacity of Human Resources for Complaints Service Managers still needs to be improved, considering that many responses and answers from complaint managers have not been successful in satisfying the complainants;
- There are many public complaint channels available within the scope of the NTB Provincial Government, as well as those provided by the district/city. The various complaint channels have not yet been fully integrated, both in terms of governance and application systems. This creates difficulties at the level of monitoring and evaluation as well as follow-up reports in an efficient and effective manner

7. Status quo

Describe the current state of the policy issue at the beginning of an action plan. (e.g.: 26% of judicial corruption complaints are not processed currently.)

Maximum 1000 characters

- An MoU has been made between the Governor and the Regents and Mayors of West Nusa Tenggara regarding Cooperation in the Utilization of the NTB Care Application and a cooperation agreement between the Regional Secretary of West Nusa Tenggara Province and the Regional Secretaries of Regencies/Cities throughout West Nusa Tenggara regarding the Utilization of the NTB Care Application.
- There are several complaint channels available, namely the NTB Care mobile application, SMS center, Instagram NTB Care and Facebook NTB Care, but not all of them are well integrated.
- The percentage of the number of complaints that are followed up by regional and district/city officials is still low. From January 2020 to July 2021, out of a total of 717 complaints received, only 374 complaints have been followed up, or only around 52 percent.



8. Action

What is the commitment? Describe what the commitment entails, its expected results, and overall objective.

Maximum 1000 characters

- Improving the quality of complaint channel management and conveying the aspirations of the people who are experiencing problems in order to get quick and effective follow-up, so that the government's presence can be felt in the midst of the community.
- Improve the response of Regional Apparatus in following up on public complaints so that the quality of public services is getting better.
- Integrate the management of various public service channels so that the handling, monitoring and reporting of complaints are more effective and efficient

9. How will the commitment contribute to solving the public problem?

What are the expected outputs and outcomes once the commitment has been implemented?

Maximum 1000 characters

- The more reports that are followed up will generate trust and increase community participation in development and improve the quality of public services.
- Integration between various complaint channels at the provincial and district/city levels will facilitate monitoring and evaluation at the regional leadership level.

10. What long-term goal as identified in your Open Government Strategic Vision does this commitment relate to?

Maximum 1000 characters



This commitment is in line with the long-term goal of the Open Government of West Nusa Tenggara Province, namely to realize a Clean and Serving West Nusa Tenggara. Through improving the quality of management of the complaint handling system for NTB Care's public services, it is hoped that all complaints and inputs from the public can be followed up effectively and efficiently, thereby increasing trust in the government, encouraging community participation and development, as well as providing feedback to improve the quality of public services.

11. Primary Policy Area

Please indicate the most relevant policy or practice for this commitment. Select up to two policy areas from the following list: Asset Disclosure; Audits & Controls; Beneficial Ownership; Civic Space; Conflict of Interest; Crisis Response; Digital Governance; E-petitions; Elections & Political Finance; Fiscal Openness; Inclusion; Legislative Openness; Lobbying; Open Contracting; Open Data; Public Procurement; Regulatory; Governance; Right to Information; Safety Nets & Economic Inclusion; Safety Nets and Economic Inclusion; Social Accountability; Stimulus and Economic Recovery; Tax; Whistleblower Protection; Other/NA

Whistleblower Protection,
Social Accountability

12. Primary Sector

Please indicate the most relevant primary sector for this commitment. Select up to two sectors from the following list: Aid; Citizenship & Immigration; Cross-sectoral; Education; Environment & Climate; Extractive Industries; Health & Nutrition; Infrastructure & Transport; Justice; Land & Spatial Planning; Legislature; Media and Telecommunications; Policing & Corrections; Private Sector; Public Services (general); Science & Technology; Security and Public Safety; Water, Sanitation, and Hygiene; Other/NA

Media dan Telekomunikasi
Public Services (general)



13. What OGP value is this commitment relevant to?

<p>Select Value <i>from the following list:</i></p> <ul style="list-style-type: none"> - <i>Transparency</i> - <i>Public Participation and Inclusion</i> - <i>Public Accountability</i> - <i>Technology/innovation for transparency</i> - <i>Technology/innovation for public participation</i> - <i>Technology/innovation for accountability</i> 	<p>Why is this commitment relevant to this value?</p>
<p><i>Public Participation and Inclusion</i></p>	<p>The public can express their aspirations through any available complaint channels</p>
<p><i>Technology/innovation for public participation</i></p>	<p>The complaint channel uses several technologies, namely web application, mobile application, sms gateway, social media (facebook, instagram)</p>
<p>Add lines above as necessary</p>	

14. What resources are needed to achieve this commitment?

Please include budget, staff, time, and contributions of civil society and other organizations and any other resources required.

<p>Budget <i>(estimated budget allocation and specify)</i></p>	<p>Staff <i>(number of staff required to implement the commitment)</i></p>	<p>Time <i>(months needed to implement the commitment)</i></p>	<p>Other resources required <i>(please describe)</i></p>



<i>currency)</i>			
IDR 750.379.963.- (Total anggaran tahun 2021-2023)	55 orang	36 bulan	Computer device - 49 unit
Add lines above as necessary			

15. Are the resources needed to achieve this commitment already secured?

Please select one option: Yes / No / Partially

Partially

16. Additional Information [Optional]

Use this optional space to provide other useful information, for example:

- *Links to other government programs*
- *Links to the national development plan or other sectoral or local plans*
- *Link to the Sustainable Development Goals*
- *Gender perspective analysis*

Maximum 1000 characters

The management of public complaints through the NTB Care system is in line with and supports the Public Service Complaint System at the National Level through the LAPOR! system. Furthermore, efforts are made so that the NTB Care system can be integrated with the LAPOR! At the national level



17. Milestones

Please add below the individual milestones of your commitment. Add one line per milestone. You can add as many lines as necessary.

Describe the output	Start date (MM/YYYY)	End Date (MM/YYYY)	Responsible Agency	Contact person	Status <i>Select from the following: Not started; in progress, stuck finished; incomplete.</i>
Drafting regulations for Public Service Complaint Management	September 2021	December 2021	Communication, Informatics and Statistics Agency	<ul style="list-style-type: none"> I Nengah Indra Wijaya Negara, S.IP, MM Kepala Bidang Persandian dan Keamanan Informasi Diskominfo Provinsi NTB Agus Suprihartono, S.Kom Kasie Sistem Pengelolaan Komunikasi Intra Pemerintah Bidang Persandian dan 	Not Started



				Keamanan Informasi Diskominfo Provinsi NTB	
Technical Guidance for Capacity Building for Public Complaints Manager (Annually)	September 2021	Desember 2023	Diskominfo Provinsi NTB	<ul style="list-style-type: none"> I Nengah Indra Wijaya Negara, S.IP, MM Kepala Bidang Persandian dan Keamanan Informasi Diskominfo Provinsi NTB Agus Suprihartono, S.Kom Kasie Sistem Pengelolaan Komunikasi Intra Pemerintah Bidang Persandian dan Keamanan Informasi Diskominfo Provinsi NTB 	Not Started
NTB Care socialization to the community (Annually)	Maret 2022	Desember 2023	Diskominfo Provinsi NTB	<ul style="list-style-type: none"> I Nengah Indra Wijaya Negara, S.IP, MM 	



				<p>Kepala Bidang Persandian dan Keamanan Informasi Diskominfo Provinsi NTB</p> <ul style="list-style-type: none">• Agus Suprihartono, S.Kom Kasie Sistem Pengelolaan Komunikasi Intra Pemerintah Bidang Persandian dan Keamananan Informasi Diskominfo Provinsi NTB	
<p>Integration of the NTB Care complaint system with the National Public Complaint System (Lapor! SP4N) and District/City</p>	<p>March 2022</p>	<p>June 2022</p>	<p>Diskominfo Provinsi NTB</p>	<ul style="list-style-type: none">• I Nengah Indra Wijaya Negara, S.IP, MM Kepala Bidang Persandian dan Keamanan Informasi Diskominfo Provinsi NTB	



				<ul style="list-style-type: none">• Agus Suprihartono, S.Kom Kasie Sistem Pengelolaan Komunikasi Intra Pemerintah Bidang Persandian dan Keamanan Informasi Diskominfo NTB	
Coordination Meeting for Monitoring and Evaluation of Complaints Follow-up (Semi Annually)	Maret 2022	Desember 2023	Diskominfo NTB	<ul style="list-style-type: none">• I Nengah Indra Wijaya Negara, S.IP, MM Kepala Bidang Persandian dan Keamanan Informasi Diskominfo NTB• Agus Suprihartono, S.Kom Kasie Sistem Pengelolaan Komunikasi Intra Pemerintah Bidang	



				Persandian dan Keamanan Informasi Diskominfotik Provinsi NTB	
<i>Add lines above as necessary</i>					
