

GOVERNOR OF RI AU SUPPORTS OMBUDSMAN ASSISTANCE

Monday, 08 April 2019 - Zsa Zsa Bangun Pratama

PEKANBARU - Governor of Riau H Syamsuar hopes the complaint unit that is in the Riau Province can be fast in continuing the complaint of the community. With this, the community that reports the public service complaint has a place to complain and increasingly trusts the government if the complaint is continued.

This hope was expressed by Governor of Riau when receiving a visit from the Head of the Ombudsman of the RI Province Ahmad Fitri along with his assistant in the Governor of Riau's office, Thursday (4/4). On that occasion, Governor of Riau Syamsuar accompanied by the Deputy Governor Brigjen (Purn) Edy Natar Nasution and several heads of OPD in the Riau Province.

The meeting was in the framework of the Ombudsman of the RI assistance to the management of the complaint in the Riau Province. On that occasion, the Governor also stated his support for the assistance that was carried out by the Ombudsman of the RI.

Further, the Governor also hopes that the handling of the complaint by the complaint manager in the Riau Province can be monitored well.

On that occasion, Ahmad Fitri stated that the assistance that was carried out by the Ombudsman was intended so that the management of the complaint in the OPD of the Riau Province can be increasingly good.

"As far as we see, there are already several OPD that have a complaint unit and manage the complaint well. We hope in the future there will be more OPD that have a complaint unit. And the Ombudsman will assist in the formation of the complaint unit," said Ahmad Fitri who was accompanied by the Head of the Assistant Examination Report Bambang Pratama, Head of the Assistant Prevention of Corruption and his assistant Deny Rendra.

Further, it was stated that this coordination was carried out because the Government of the Riau Province was made one of the areas "Pilot Project" in the assistance to the management of the complaint in the framework of the implementation of SP4N in 2019.

The next step, the Ombudsman of the RI and the Government of the Riau Province will hold a SP4N Workshop that will be attended by all OPD that are in the Riau Province, which is expected that all OPD can manage the complaint well and can be integrated in the SP4N, so that the complaint that is received directly or indirectly.

In addition to the workshop, which is planned twice a month in April and May this year, the Ombudsman also hopes that there will be a regulation in the form of a Governor's Regulation that can accommodate the management of the complaint. "At this time, the Government of the Riau Province already has a Governor's Regulation Number 74 Year 2013 Regarding the Facilitation of the Complaint of the Community in the Environment of the Government of the Riau Province, but the regulation still needs to be improved or adjusted with the new regulation," he said. * (ORI-Riau)