

GOVERNOR JATIM REQUESTS OMBUDSMAN TO WORK FASTER

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SURABAYA (BM) - The steps of the Ombudsman RI applying a public service online-based complaint system have received appreciation from several parties. Because, through the online system that is integrated up to this area, it will be known how fast the response is on the resolution of the case being filed.

That was revealed by Governor of East Java, Soekarwo when receiving a visit from the Ombudsman at the Gedung Negara Grahadi, Surabaya, Monday (11/4).

According to the governor, in resolving public complaints, the Ombudsman must be faster and more responsive. In public service, Pemprov East Java itself has already made a one-stop system to facilitate the community.

"We also already have several online-based permit systems, so as to avoid the practice-practice of bribes because it reduces the intensity of meetings between people and people," he said.

Regarding the MoU between Pemprov East Java and the Ombudsman, Soekarwo asked that the points of cooperation be further detailed. "So that it is more efficient, in the MoU it is detailed directly in the details, so after the MoU there is no need for further cooperation agreement so that it is more efficient," he said.

One of the public service one-stop agencies reported by the Ombudsman, he will coordinate with the parties involved. According to him, one of the ways to reduce the problem of labor that goes out of the country is by giving skills and knowledge that is good before being sent to the destination country.

He also said that during this time Pemprov East Java has cooperated with Bank East Java, pushing for workers in the industrial sector to develop through a loan agreement system with low interest rates.

Meanwhile, the member of the Ombudsman RI, Ninik Rahayu, explained her visit to East Java regarding several things. One of them is the continuation of cooperation or MoU between the Ombudsman and Pemprov. MoU has already been carried out in 2013 and ended in 2014 regarding public service and complaints.

According to him, the MoU between the Ombudsman and Pemprov is running well and without obstacles. In addition, the Ombudsman reports the results of findings regarding labor issues. There are several points that must be immediately followed up by Pemprov East Java, especially regarding the one-stop public service problem.

Ninik also added, her visit to East Java is also an appreciation for East Java as a province that has many achievements. "We want East Java as an example for other provinces in applying a public service system that is integrated and comprehensive," he said. (zal/rdl)

(Source: <http://www.beritametro.co.id/epaper/jawa-timur/gubernur-jatim-minta-ombudsman-bekerja-lebih-cepat>)

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