

GOVERNOR SUMBAR PUSHES ALL OPDs TO HAVE INDEPENDENT COMPLAINT HANDLING UNITS, STRENGTHENS PUBLIC SERVICE WITH OMBUDSMAN ASSISTANCE

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Edisi.co.id, Padang - Governor Sumatera Barat (Sumbar), Mahyeldi Ansharullah, pushes all Organization of Regional Apparatus (OPD) in the environment of the Sumbar Provincial Government to have independent community complaint handling units with the assistance of the RI Ombudsman Representative Office in Sumbar. This step is considered strategic to strengthen the quality of public services and also increase community confidence in the government.

The push was given by Mahyeldi when attending the Monitoring and Evaluation Meeting of the Understanding Notes between the RI Ombudsman and the Sumbar Provincial Government and the Sumbar City/Kabupaten Government held at the RI Ombudsman Representative Office in Sumbar, Tuesday (27/1/2026).

"Alhamdulillah, today the RI Ombudsman Representative Office in Sumbar reports the results of the study on the management of community complaints, and generally the results are quite good. This shows that the assistance of the Ombudsman has a positive impact on the improvement of public service quality," said Mahyeldi.

He explained, the assistance given by the Ombudsman aims to ensure every OPD can manage community complaints professionally, transparently, and responsively, both through online services or face-to-face.

"Moving forward, we expect more OPDs to have their own complaint handling units. With the assistance of the Ombudsman, the management of complaints can be more organized, fast, and truly provide solutions for the community," he clarified.

Mahyeldi also emphasized that in the midst of the grief situation due to the hydro-meteorological disaster that hit Sumbar, the government and public services must not stop.

"Post-disaster, services to the community must continue to run. Just in conditions like this, the presence of the state is very needed," he stated firmly.

Meanwhile, the Head of the RI Ombudsman Representative Office in Sumatera Barat, Adel Wahidi, emphasized the commitment of the Ombudsman to continue to support the regional government in strengthening the public service system, especially in the management of community complaints.

According to Adel, strengthening the complaint system is a crucial part of the effort to build a good governance government that is transparent, accountable, and oriented towards public satisfaction, in line with the national reform agenda.

"Kami terus melakukan pendampingan dan pengawasan terhadap penyelenggaraan pelayanan publik, termasuk asistensi pembentukan unit pengaduan di OPD, monitoring dan evaluasi, serta peningkatan kapasitas aparatur agar mampu merespons laporan masyarakat secara cepat, tepat, dan profesional," ujarnya.

Ia juga menekankan pentingnya sinergi berkelanjutan antara Ombudsman RI dengan pemerintah provinsi serta pemerintah kabupaten dan kota agar kualitas pelayanan publik di Sumatera Barat terus meningkat dan kepercayaan masyarakat terhadap pemerintah semakin kuat.

Rapat monitoring dan evaluasi tersebut turut dihadiri perwakilan pemerintah kabupaten dan kota se-Sumbar. Dari lingkungan Pemprov Sumbar, hadir sejumlah pejabat pimpinan tinggi pratama, di antaranya Kepala Biro Administrasi Pimpinan Nolly Eka Mardianto, Kepala Biro Pemerintahan Edzedin Zein, serta Kepala Biro Organisasi Dina.