

GOVERNOR MAHYELDI PUSHES OPD, HAS UNIT OF INDEPENDENT COMPLAINT WITH ACCOMPANIMENT OF OMBUDSMAN RI

Kamis, 29 January 2026 - sumbar

PADANG, METRO-Governor Sumatera Barat (Sumbar), Mahyeldi Ansharullah pushing all Organizational Apparatus of the Region (OPD) in the environment of the Provincial Government of Sumbar (Pemprov Sumbar) to have a unit of independent complaint with the accompaniment of the Ombudsman RI Representative of Sumbar. This is intended to strengthen the quality of public service and increase the trust of the community towards the government.

"Alhamdulillah, today the Ombudsman RI Representative of Sumbar presents the results of the study on the management of public complaint, and generally the results are quite good. This shows that the accompaniment of the Ombudsman has a positive impact on the improvement of public service," said Mahyeldi.

The push mentioned was delivered when attending the Meeting for Monitoring and Evaluation of the Joint Statement of Understanding between the Ombudsman RI and the Provincial Government as well as the Government of Regency/City in Sumbar, which was held at the Office of the Ombudsman RI Representative of Sumbar.

Governor explained, the accompaniment carried out by the Ombudsman is intended to ensure that every OPD can manage public complaint professionally, transparently, and responsively, both through online services or face-to-face.

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"In the future, we expect more and more OPD to have their own complaint unit. With the accompaniment of the Ombudsman, the management of public complaint can be more organized, fast, and truly provide solutions for the community," he said.

Mahyeldi also emphasized that although Sumbar is currently facing a difficult situation due to the disaster of hydrometeorology, the government and public service must not stop.

"Post-disaster services must continue to run. Just in a situation like this, the presence of the state is very needed by the community," he said.

Meanwhile, the Head of the Ombudsman RI Representative of 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 public complaint.

According to him, strengthening the complaint system is an important part of the effort to build a good governance that is transparent, accountable, and oriented towards public satisfaction, in line with the agenda of national bureaucratic reform. "We will continue to provide accompaniment and supervision over the management of public service, including assistance

pembentukan unit pengaduan di OPD, monitoring dan evaluasi, serta peningkatan kapasitas aparatur agar mampu merespons laporan masyarakat secara cepat, tepat, dan profesional," ujar Adel.

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

Rapat monitoring dan evaluasi tersebut turut dihadiri perwakilan pemerintah kabupaten/kota se-Sumbar. Dilingkup Pemprov Sumbar, sejumlah pejabatata pimpinan tinggi pratama tampak hadir dalam kegiatan ini, di antaranya Kepala Biro Administrasi Pimpinan, Nolly Eka Mardianto; Kepala Biro Pemerintahan, Edzedin Zein dan Kepala Biro Organisasi, Dina. (fan)