

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

Kamis, 29 January 2026 - sumbar

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

The push was given by Mahyeldi during the Monitoring and Evaluation Meeting of the Understanding Note between the Ombudsman RI and the Provincial Government as well as the District/City Government in Sumbar held at the Ombudsman RI Representative Office in Sumbar, Tuesday (27/1/2026).

"Alhamdulillah, today the Ombudsman RI 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 provides a positive impact for 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 service must not stop.

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

Meanwhile, the Head of the Ombudsman RI 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 part of the important effort to build the governance of the government that is transparent, accountable, and oriented towards public satisfaction, in line with the agenda of national bureaucratic reform.

"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.