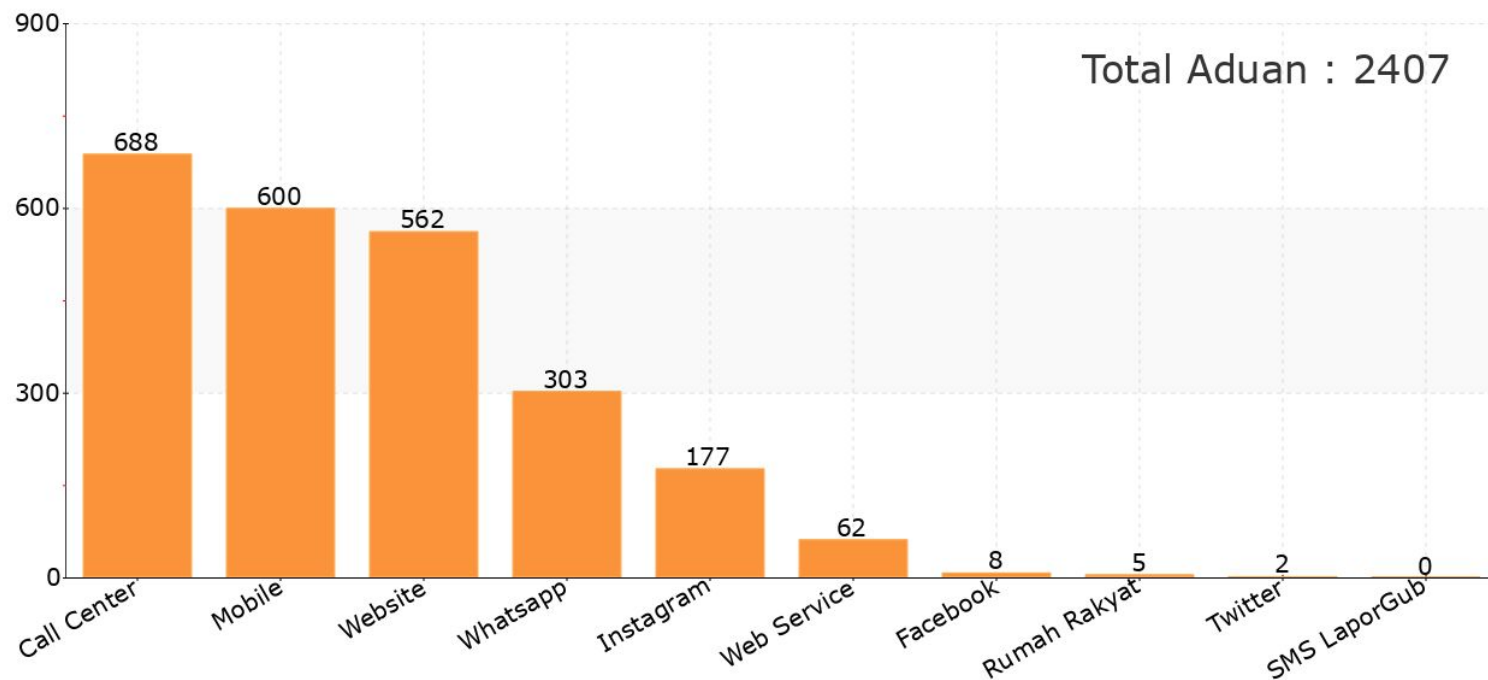
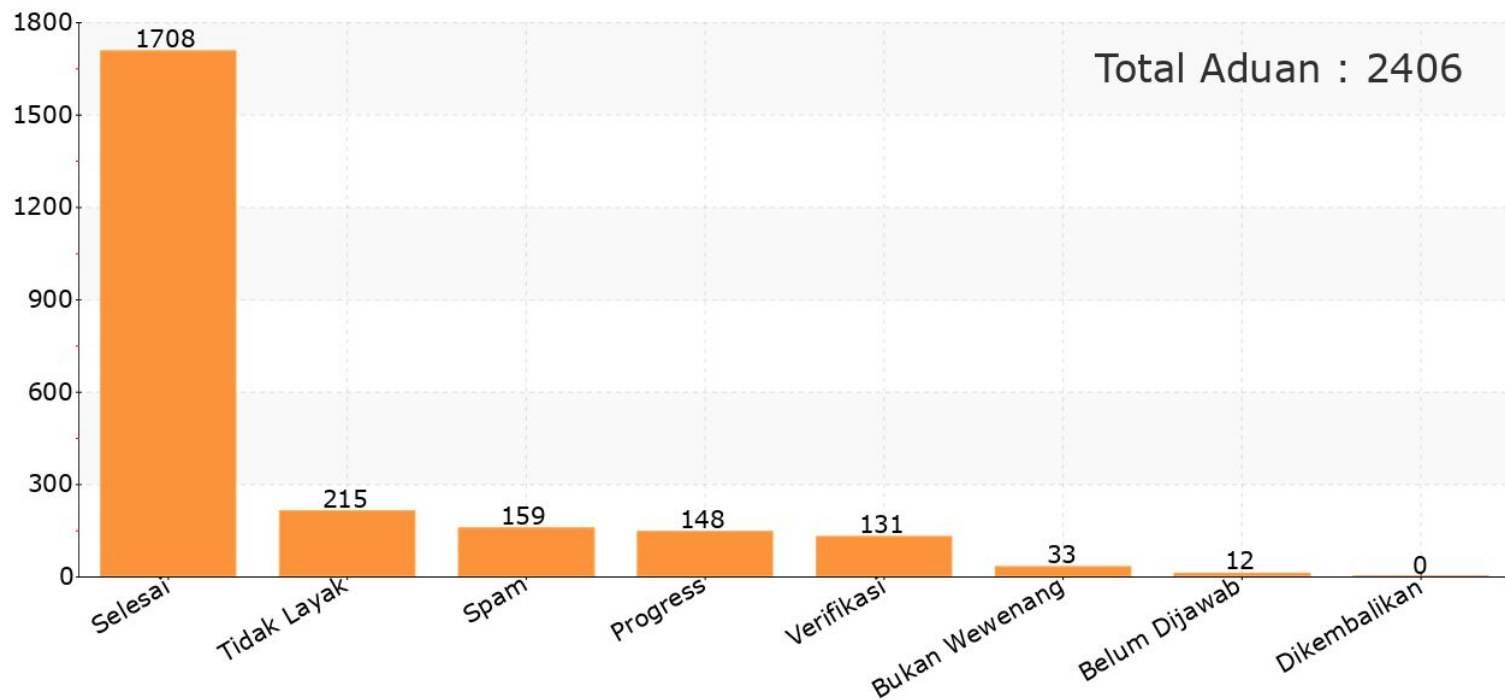


# REKAP ADUAN MASYARAKAT

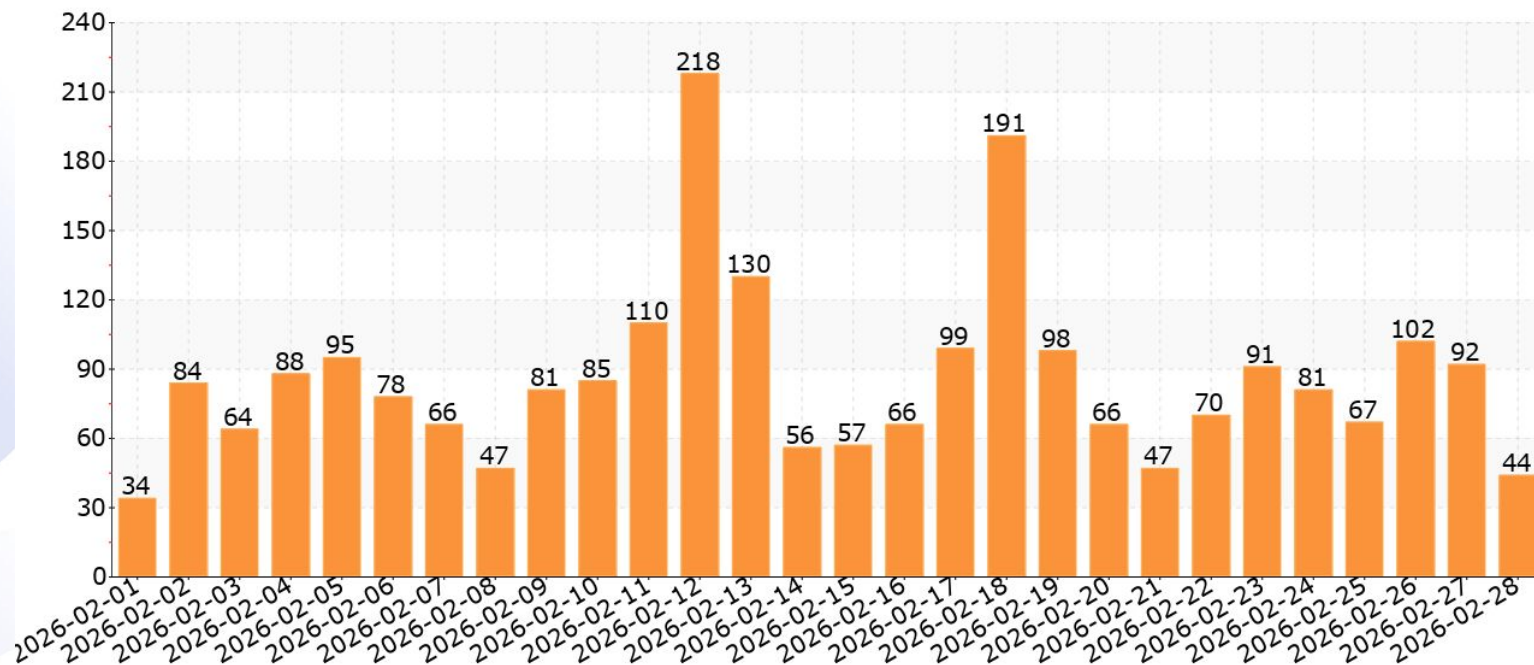
01 Februari 2026 00:00 s.d 28 Februari 2026 23:59

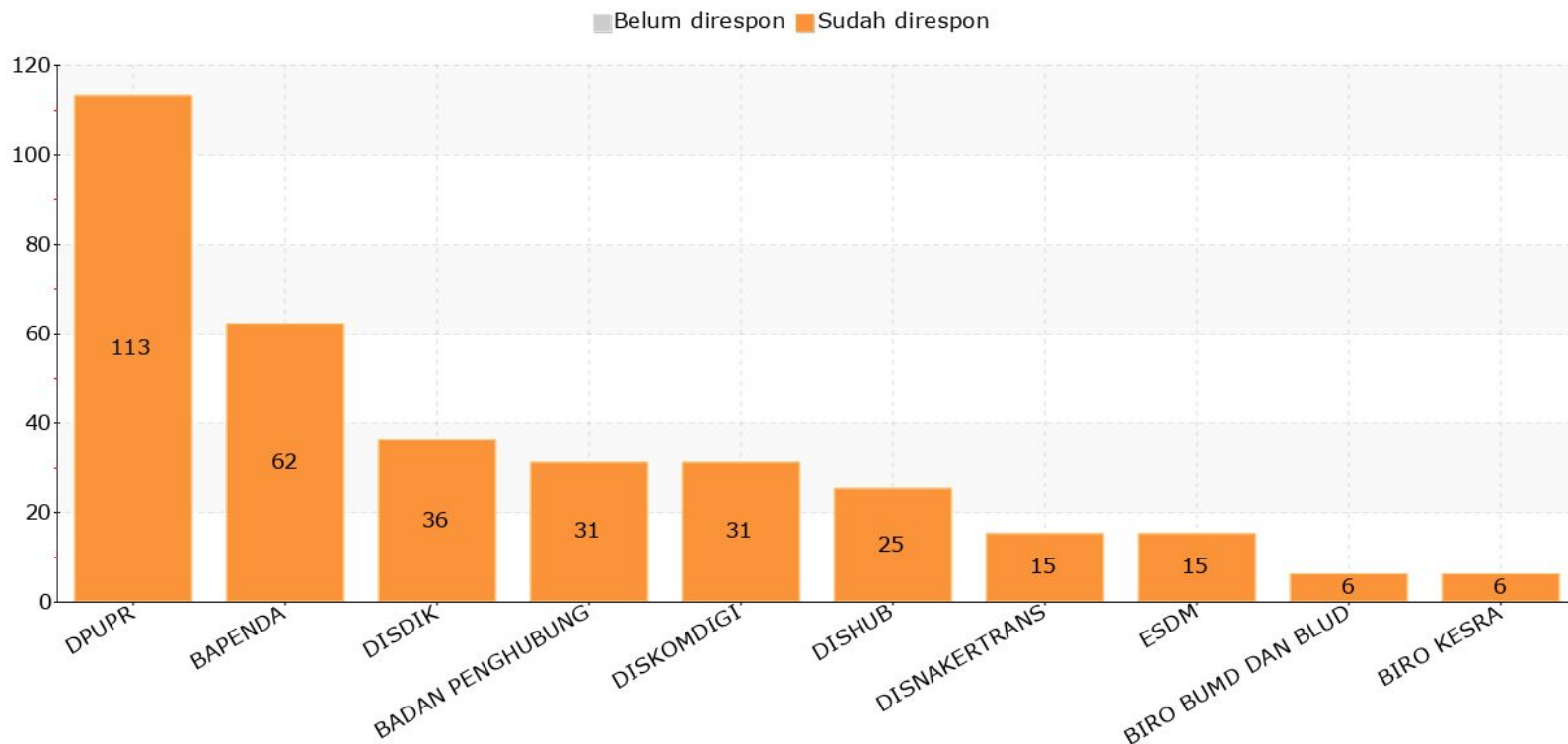


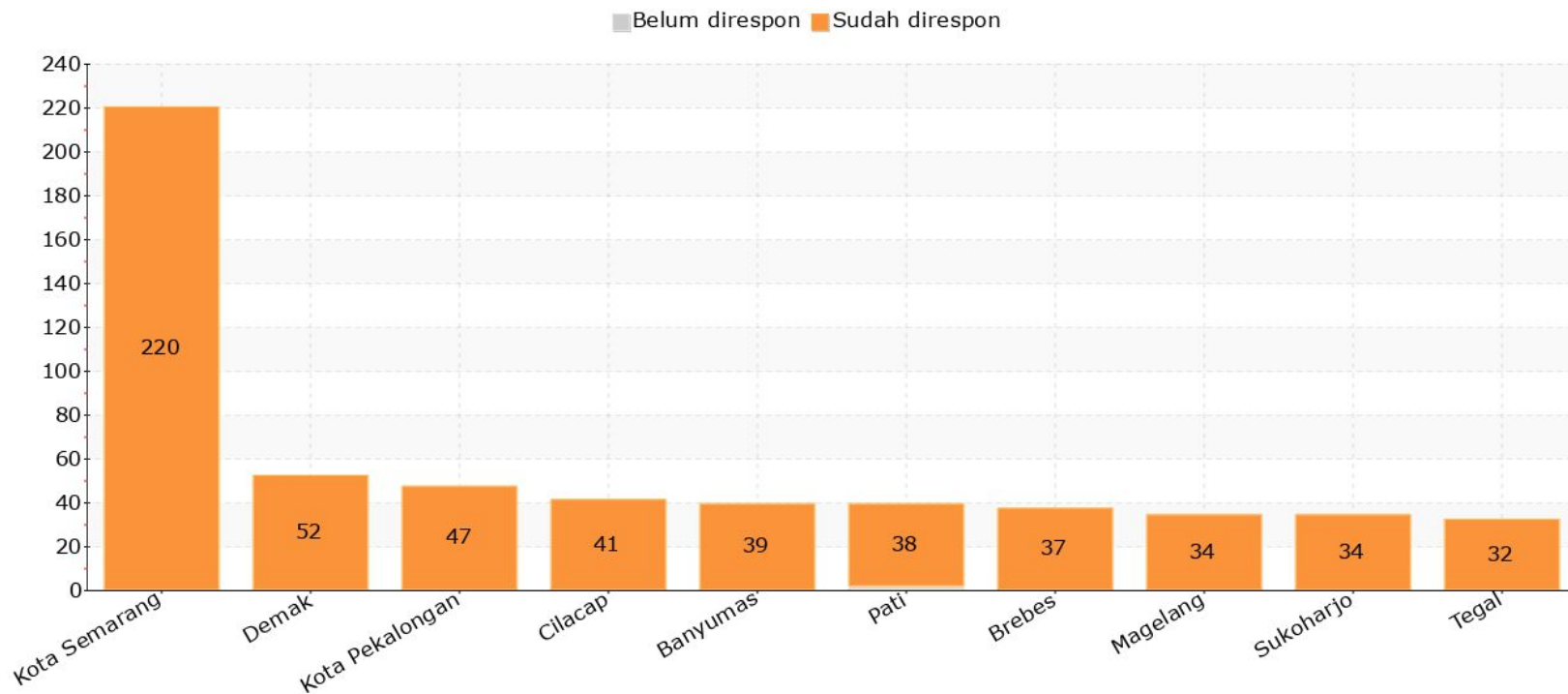


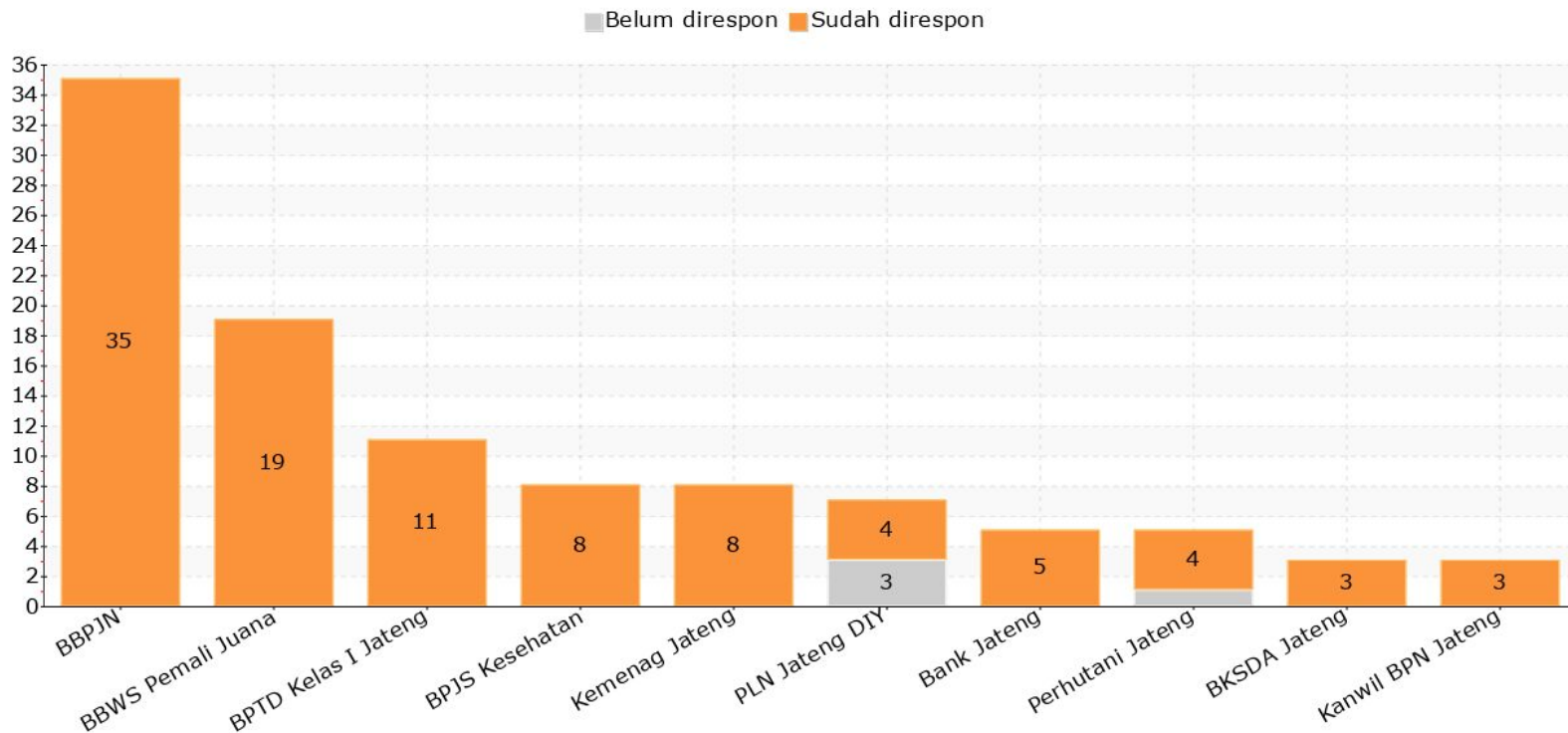
01 Februari 2026 00:00 s.d 28 Februari 2026 23:59

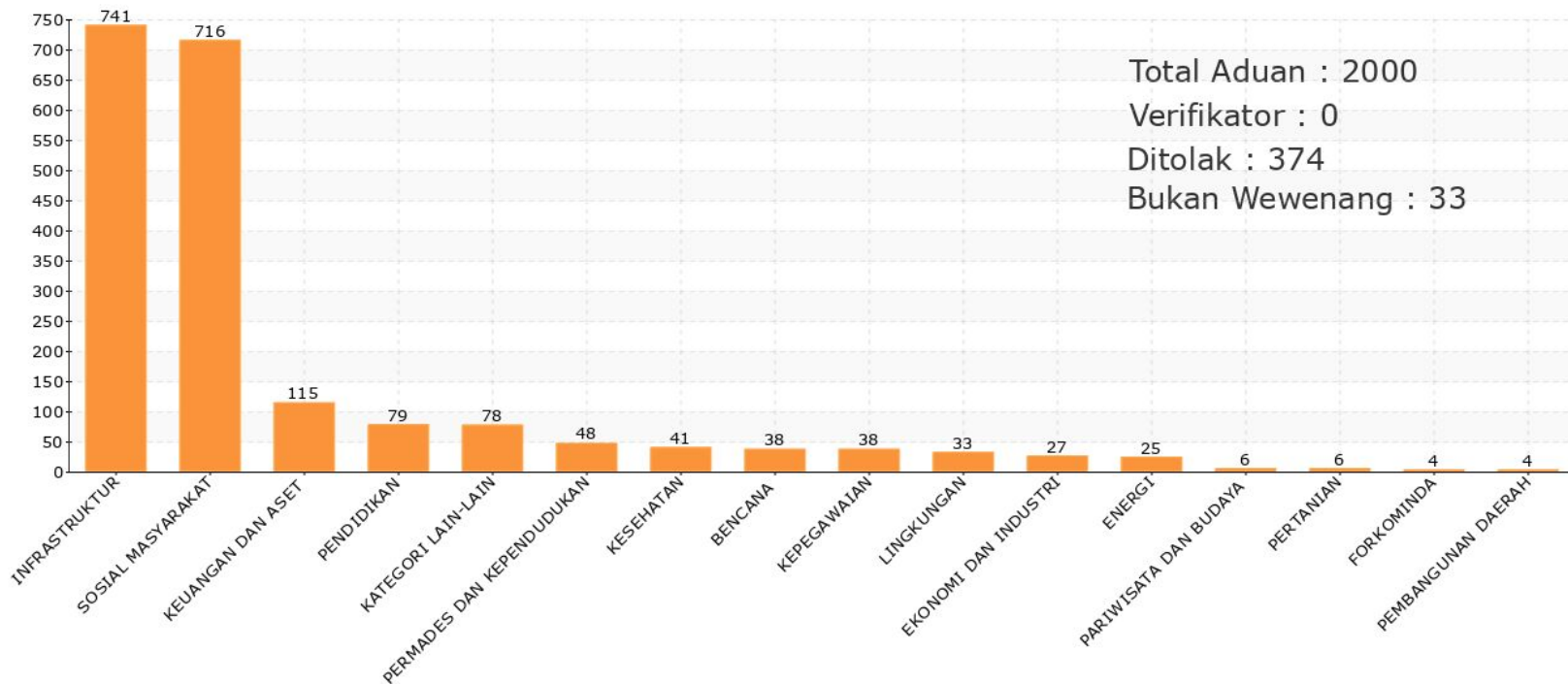
Cut Off 06 April 2026 Pukul 12:00











| No | Aduan                               | Jumlah |
|----|-------------------------------------|--------|
| 1  | PERMOHONAN INFORMASI MUDIK GRATIS   | 428    |
| 2  | KERUSAKAN JALAN KABUPATEN / KOTA    | 214    |
| 3  | ADUAN APLIKASI JNN                  | 98     |
| 4  | KELUHAN PROGRAM MUDIK GRATIS        | 94     |
| 5  | KERUSAKAN JALAN PROVINSI            | 91     |
| 6  | KELUHAN PENERANGAN JALAN UMUM (PJU) | 70     |
| 7  | ADUAN PENGGUNAAN KENDARAAN DINAS    | 50     |
| 8  | KERUSAKAN JALAN DESA / KELURAHAN    | 44     |
| 9  | KELUHAN FASILITAS TRANS SEMARANG    | 43     |
| 10 | BANTUAN BENCANA BANJIR              | 31     |

01 Februari 2026 00:00 s.d 28 Februari 2026 23:59

Cut Off 06 April 2026 Pukul 12:00

| No | Instansi      | Jumlah | Belum Direspon | Verifikasi | Proses | Selesai | Aduan Terakhir         | Tanggal Aktif          | Persentase Tindak Lanjut |
|----|---------------|--------|----------------|------------|--------|---------|------------------------|------------------------|--------------------------|
| 1  | SETWAN        | 2      | 0              | 2          | 0      | 0       | 13 Februari 2026 06:00 | 26 Maret 2026 11:33    | 0%                       |
| 2  | BAKESBANGPOL  | 1      | 1              | 0          | 0      | 0       | 26 Februari 2026 10:48 | 10 Februari 2026 14:35 | 0%                       |
| 3  | DISNAKERTRANS | 14     | 0              | 13         | 0      | 1       | 06 April 2026 07:39    | 06 April 2026 10:23    | 7%                       |
| 4  | DISPERTANAK   | 3      | 2              | 0          | 0      | 1       | 09 Maret 2026 15:37    | 31 Maret 2026 07:42    | 33%                      |
| 5  | BPKAD         | 3      | 0              | 2          | 0      | 1       | 28 Maret 2026 21:34    | 06 April 2026 11:53    | 33%                      |
| 6  | DINSOS        | 6      | 0              | 3          | 0      | 3       | 24 Maret 2026 21:58    | 06 April 2026 11:59    | 50%                      |
| 7  | BPBD          | 2      | 1              | 0          | 0      | 1       | 25 Februari 2026 20:29 | 27 Maret 2026 11:21    | 50%                      |
| 8  | DISDIK        | 34     | 0              | 8          | 0      | 26      | 04 April 2026 10:46    | 06 April 2026 11:16    | 76%                      |
| 9  | ESDM          | 15     | 0              | 1          | 0      | 14      | 02 April 2026 13:53    | 06 April 2026 10:23    | 93%                      |
| 10 | RSUD MOEWARDI | 1      | 0              | 0          | 0      | 1       | 22 Februari 2026 13:01 | 31 Maret 2026 09:58    | 100%                     |

01 Februari 2026 00:00 s.d 28 Februari 2026 23:59

Cut Off 06 April 2026 Pukul 12:00

| No | Instansi     | Jumlah | Belum Direspon | Verifikasi | Proses | Selesai | Aduan Terakhir         | Tanggal Aktif          | Persentase Tindak Lanjut |
|----|--------------|--------|----------------|------------|--------|---------|------------------------|------------------------|--------------------------|
| 11 | DISKOMDIGI   | 29     | 0              | 0          | 0      | 29      | 26 Maret 2026 13:50    | 06 April 2026 11:01    | 100%                     |
| 12 | SATPOL PP    | 1      | 0              | 0          | 0      | 1       | 03 Februari 2026 11:29 | 23 Februari 2026 10:07 | 100%                     |
| 13 | RSUD MARGONO | 1      | 0              | 0          | 0      | 1       | 06 Februari 2026 14:56 | 18 Februari 2026 11:03 | 100%                     |
| 14 | DPUPR        | 112    | 0              | 0          | 1      | 111     | 06 April 2026 10:52    | 06 April 2026 11:48    | 100%                     |
| 15 | DISPERINDAG  | 4      | 0              | 0          | 0      | 4       | 20 Maret 2026 05:16    | 06 April 2026 09:14    | 100%                     |
| 16 | BAPENDA      | 62     | 0              | 0          | 0      | 62      | 05 April 2026 07:08    | 06 April 2026 07:43    | 100%                     |
| 17 | INSPEKTORAT  | 1      | 0              | 0          | 0      | 1       | 05 Maret 2026 10:19    | 01 April 2026 08:41    | 100%                     |
| 18 | DINKES       | 1      | 0              | 0          | 0      | 1       | 03 Februari 2026 22:53 | 04 April 2026 18:55    | 100%                     |
| 19 | DLHK         | 2      | 0              | 0          | 0      | 2       | 28 Maret 2026 06:59    | 06 April 2026 07:53    | 100%                     |
| 20 | DISHUB       | 22     | 0              | 0          | 19     | 3       | 04 April 2026 22:07    | 06 April 2026 09:42    | 100%                     |

01 Februari 2026 00:00 s.d 28 Februari 2026 23:59

Cut Off 06 April 2026 Pukul 12:00

| No | Instansi           | Jumlah | Belum Direspon | Verifikasi | Proses | Selesai | Aduan Terakhir         | Tanggal Aktif       | Persentase Tindak Lanjut |
|----|--------------------|--------|----------------|------------|--------|---------|------------------------|---------------------|--------------------------|
| 21 | DISBUDPARKRAF      | 2      | 0              | 0          | 0      | 2       | 29 Maret 2026 19:51    | 04 April 2026 09:03 | 100%                     |
| 22 | DP3AKB             | 1      | 0              | 0          | 1      | 0       | 25 Maret 2026 10:10    | 06 April 2026 07:37 | 100%                     |
| 23 | BIRO UMUM          | 1      | 0              | 0          | 0      | 1       | 25 Maret 2026 12:04    | 01 April 2026 15:53 | 100%                     |
| 24 | BRIDA              | 1      | 0              | 0          | 0      | 1       | 18 Februari 2026 23:21 | 06 April 2026 07:34 | 100%                     |
| 25 | BIRO KESRA         | 6      | 0              | 0          | 0      | 6       | 16 Maret 2026 13:12    | 31 Maret 2026 11:18 | 100%                     |
| 26 | BIRO BUMD DAN BLUD | 6      | 0              | 0          | 0      | 6       | 31 Maret 2026 23:15    | 01 April 2026 16:16 | 100%                     |
| 27 | DINAS ARPUS        | 1      | 0              | 0          | 0      | 1       | 09 Maret 2026 19:57    | 06 April 2026 07:02 | 100%                     |
| 28 | BADAN PENGHUBUNG   | 31     | 0              | 0          | 0      | 31      | 04 Maret 2026 10:09    | 30 Maret 2026 13:12 | 100%                     |
| 29 | DISPERAKIM         | 1      | 0              | 0          | 0      | 1       | 03 Februari 2026 19:05 | 01 April 2026 11:29 | 100%                     |
| 30 | RSJD ARIF ZAINUDIN | 0      | 0              | 0          | 0      | 0       | 25 November 2025 08:42 | 25 Maret 2026 13:20 | 0%                       |

01 Februari 2026 00:00 s.d 28 Februari 2026 23:59

Cut Off 06 April 2026 Pukul 12:00

| No | Instansi               | Jumlah | Belum Direspon | Verifikasi | Proses | Selesai | Aduan Terakhir          | Tanggal Aktif          | Persentase Tindak Lanjut |
|----|------------------------|--------|----------------|------------|--------|---------|-------------------------|------------------------|--------------------------|
| 31 | BIRO BANGDA            | 0      | 0              | 0          | 0      | 0       | 25 September 2022 06:49 | 22 Juli 2025 11:03     | 0%                       |
| 32 | BPSDMD                 | 0      | 0              | 0          | 0      | 0       | 15 September 2025 15:15 | 23 Februari 2026 15:54 | 0%                       |
| 33 | DISPORA                | 0      | 0              | 0          | 0      | 0       | 15 Januari 2026 20:14   | 06 April 2026 07:25    | 0%                       |
| 34 | RSJD AMINO GONDOKUSUMO | 0      | 0              | 0          | 0      | 0       | 13 November 2023 09:24  | 27 Januari 2026 15:28  | 0%                       |
| 35 | BIRO HUKUM             | 0      | 0              | 0          | 0      | 0       | 09 Maret 2026 14:21     | 06 April 2026 07:14    | 0%                       |
| 36 | RSUD REHATTA           | 0      | 0              | 0          | 0      | 0       | 01 Juli 2025 12:56      | 24 Februari 2026 08:15 | 0%                       |
| 37 | DINKOP UMKM            | 0      | 0              | 0          | 0      | 0       | 17 Maret 2026 17:43     | 31 Maret 2026 09:52    | 0%                       |
| 38 | RSJD SOEDJARWADI       | 0      | 0              | 0          | 0      | 0       | 10 Januari 2022 15:09   | 08 Januari 2026 08:37  | 0%                       |
| 39 | BKD                    | 0      | 0              | 0          | 0      | 0       | 18 Maret 2026 17:27     | 06 April 2026 10:28    | 0%                       |
| 40 | BIRO OTDAKS            | 0      | 0              | 0          | 0      | 0       | 26 Maret 2026 10:25     | 06 April 2026 10:37    | 0%                       |

01 Februari 2026 00:00 s.d 28 Februari 2026 23:59

Cut Off 06 April 2026 Pukul 12:00

| No | Instansi            | Jumlah | Belum Direspon | Verifikasi | Proses | Selesai | Aduan Terakhir         | Tanggal Aktif          | Persentase Tindak Lanjut |
|----|---------------------|--------|----------------|------------|--------|---------|------------------------|------------------------|--------------------------|
| 41 | RS MATA             | 0      | 0              | 0          | 0      | 0       |                        | 31 Maret 2026 08:28    | 0%                       |
| 42 | BIRO PEREKONOMIAN   | 0      | 0              | 0          | 0      | 0       | 07 Januari 2026 08:57  | 30 Maret 2026 12:27    | 0%                       |
| 43 | DISHANPAN           | 0      | 0              | 0          | 0      | 0       | 21 Januari 2025 09:04  | 02 April 2026 08:45    | 0%                       |
| 44 | DPMPTSP             | 0      | 0              | 0          | 0      | 0       | 02 Maret 2026 13:28    | 06 April 2026 08:00    | 0%                       |
| 45 | DKP                 | 0      | 0              | 0          | 0      | 0       | 02 Desember 2025 10:12 | 01 April 2026 07:34    | 0%                       |
| 46 | RSUD ADHYATMA       | 0      | 0              | 0          | 0      | 0       | 27 Januari 2026 16:39  | 17 Maret 2026 07:33    | 0%                       |
| 47 | BAPPEDA             | 0      | 0              | 0          | 0      | 0       | 15 Desember 2025 15:51 | 30 Januari 2026 07:44  | 0%                       |
| 48 | BIRO ORGANISASI     | 0      | 0              | 0          | 0      | 0       | 23 Desember 2025 11:41 | 24 Februari 2026 09:12 | 0%                       |
| 49 | BIRO APBJ           | 0      | 0              | 0          | 0      | 0       | 05 April 2023 23:25    | 25 Juni 2025 11:18     | 0%                       |
| 50 | DISPERMADESDUKCAPIL | 0      | 0              | 0          | 0      | 0       | 19 November 2025 08:16 | 26 Maret 2026 09:09    | 0%                       |

| No | Instansi              | Jumlah | Belum Direspon | Verifikasi | Proses | Selesai | Aduan Terakhir      | Tanggal Aktif       | Persentase Tindak Lanjut |
|----|-----------------------|--------|----------------|------------|--------|---------|---------------------|---------------------|--------------------------|
| 1  | Kabupaten Pemalang    | 26     | 0              | 25         | 0      | 1       | 05 April 2026 12:44 | 01 April 2026 10:21 | 4%                       |
| 2  | Kabupaten Tegal       | 31     | 0              | 26         | 0      | 5       | 06 April 2026 07:07 | 27 Maret 2026 09:21 | 16%                      |
| 3  | Kabupaten Jepara      | 13     | 0              | 5          | 1      | 7       | 06 April 2026 10:16 | 06 April 2026 09:42 | 62%                      |
| 4  | Kabupaten Purbalingga | 14     | 2              | 2          | 1      | 9       | 30 Maret 2026 08:23 | 25 Maret 2026 15:32 | 71%                      |
| 5  | Kabupaten Cilacap     | 41     | 0              | 9          | 5      | 27      | 01 April 2026 17:41 | 10 Maret 2026 09:46 | 78%                      |
| 6  | Kabupaten Semarang    | 27     | 0              | 5          | 21     | 1       | 31 Maret 2026 09:53 | 06 April 2026 08:02 | 81%                      |
| 7  | Kabupaten Banyumas    | 39     | 0              | 6          | 1      | 32      | 05 April 2026 11:55 | 06 April 2026 11:30 | 85%                      |
| 8  | Kota Tegal            | 27     | 0              | 3          | 2      | 22      | 05 April 2026 09:44 | 06 April 2026 07:01 | 89%                      |
| 9  | Kabupaten Pati        | 38     | 1              | 1          | 17     | 19      | 06 April 2026 10:07 | 02 April 2026 09:32 | 95%                      |
| 10 | Kabupaten Demak       | 51     | 0              | 0          | 0      | 51      | 06 April 2026 07:38 | 06 April 2026 11:47 | 100%                     |

01 Februari 2026 00:00 s.d 28 Februari 2026 23:59

Cut Off 06 April 2026 Pukul 12:00

| No | Instansi              | Jumlah | Belum Direspon | Verifikasi | Proses | Selesai | Aduan Terakhir      | Tanggal Aktif       | Persentase Tindak Lanjut |
|----|-----------------------|--------|----------------|------------|--------|---------|---------------------|---------------------|--------------------------|
| 11 | Kabupaten Blora       | 23     | 0              | 0          | 0      | 23      | 05 April 2026 07:17 | 01 April 2026 08:17 | 100%                     |
| 12 | Kabupaten Magelang    | 33     | 0              | 0          | 16     | 17      | 06 April 2026 07:56 | 06 April 2026 09:15 | 100%                     |
| 13 | Kabupaten Karanganyar | 3      | 0              | 0          | 0      | 3       | 02 April 2026 08:16 | 06 April 2026 09:12 | 100%                     |
| 14 | Kabupaten Temanggung  | 4      | 0              | 0          | 0      | 4       | 19 Maret 2026 07:26 | 06 April 2026 09:21 | 100%                     |
| 15 | Kota Magelang         | 3      | 0              | 0          | 0      | 3       | 05 April 2026 05:47 | 06 April 2026 10:43 | 100%                     |
| 16 | Kabupaten Batang      | 11     | 0              | 0          | 4      | 7       | 03 April 2026 22:52 | 01 April 2026 11:15 | 100%                     |
| 17 | Kabupaten Kendal      | 21     | 0              | 0          | 0      | 21      | 06 April 2026 08:20 | 06 April 2026 07:57 | 100%                     |
| 18 | Kabupaten Grobogan    | 15     | 0              | 0          | 0      | 15      | 05 April 2026 21:04 | 06 April 2026 10:38 | 100%                     |
| 19 | Kabupaten Sukoharjo   | 34     | 0              | 0          | 0      | 34      | 06 April 2026 11:39 | 06 April 2026 09:49 | 100%                     |
| 20 | Kabupaten Brebes      | 35     | 0              | 0          | 6      | 29      | 04 April 2026 17:01 | 06 April 2026 07:45 | 100%                     |

| No | Instansi             | Jumlah | Belum Direspon | Verifikasi | Proses | Selesai | Aduan Terakhir      | Tanggal Aktif       | Persentase Tindak Lanjut |
|----|----------------------|--------|----------------|------------|--------|---------|---------------------|---------------------|--------------------------|
| 21 | Kabupaten Kudus      | 2      | 0              | 0          | 0      | 2       | 28 Maret 2026 11:42 | 02 April 2026 15:12 | 100%                     |
| 22 | Kabupaten Boyolali   | 7      | 0              | 0          | 0      | 7       | 04 April 2026 06:37 | 06 April 2026 08:16 | 100%                     |
| 23 | Kabupaten Pekalongan | 20     | 0              | 0          | 14     | 6       | 05 April 2026 11:22 | 06 April 2026 07:46 | 100%                     |
| 24 | Kota Surakarta       | 8      | 0              | 0          | 0      | 8       | 27 Maret 2026 12:13 | 17 Maret 2026 11:09 | 100%                     |
| 25 | Kabupaten Wonogiri   | 12     | 0              | 0          | 0      | 12      | 02 April 2026 21:52 | 02 April 2026 16:00 | 100%                     |
| 26 | Kota Salatiga        | 1      | 0              | 0          | 0      | 1       | 12 Maret 2026 10:06 | 06 April 2026 08:13 | 100%                     |
| 27 | Kota Pekalongan      | 47     | 0              | 0          | 0      | 47      | 05 April 2026 22:54 | 06 April 2026 09:22 | 100%                     |
| 28 | Kabupaten Wonosobo   | 10     | 0              | 0          | 0      | 10      | 01 April 2026 16:25 | 06 April 2026 08:32 | 100%                     |
| 29 | Kabupaten Klaten     | 26     | 0              | 0          | 1      | 25      | 01 April 2026 15:52 | 06 April 2026 11:28 | 100%                     |
| 30 | Kota Semarang        | 219    | 0              | 0          | 27     | 192     | 06 April 2026 10:35 | 06 April 2026 11:24 | 100%                     |

01 Februari 2026 00:00 s.d 28 Februari 2026 23:59

Cut Off 06 April 2026 Pukul 12:00

| No | Instansi               | Jumlah | Belum Direspon | Verifikasi | Proses | Selesai | Aduan Terakhir      | Tanggal Aktif       | Persentase Tindak Lanjut |
|----|------------------------|--------|----------------|------------|--------|---------|---------------------|---------------------|--------------------------|
| 31 | Kabupaten Banjarnegara | 11     | 0              | 0          | 0      | 11      | 03 April 2026 19:06 | 06 April 2026 09:54 | 100%                     |
| 32 | Kabupaten Purworejo    | 12     | 0              | 0          | 0      | 12      | 28 Maret 2026 13:02 | 06 April 2026 07:48 | 100%                     |
| 33 | Kabupaten Rembang      | 5      | 0              | 0          | 0      | 5       | 04 April 2026 13:41 | 06 April 2026 08:14 | 100%                     |
| 34 | Kabupaten Kebumen      | 14     | 0              | 0          | 0      | 14      | 06 April 2026 09:54 | 26 Maret 2026 08:14 | 100%                     |
| 35 | Kabupaten Sragen       | 8      | 0              | 0          | 0      | 8       | 06 April 2026 10:28 | 06 April 2026 11:03 | 100%                     |

01 Februari 2026 00:00 s.d 28 Februari 2026 23:59

Cut Off 06 April 2026 Pukul 12:00

| No | Instansi             | Jumlah | Belum Direspon | Verifikasi | Proses | Selesai | Aduan Terakhir         | Tanggal Aktif         | Persentase Tindak Lanjut |
|----|----------------------|--------|----------------|------------|--------|---------|------------------------|-----------------------|--------------------------|
| 1  | BAWASLU Jateng       | 1      | 1              | 0          | 0      | 0       | 13 Februari 2026 05:55 | 30 Januari 2025 14:22 | 0%                       |
| 2  | BPTD Kelas I Jateng  | 10     | 0              | 9          | 0      | 1       | 04 April 2026 23:42    | 06 April 2026 07:48   | 10%                      |
| 3  | PLN Jateng DIY       | 7      | 3              | 1          | 0      | 3       | 29 Maret 2026 19:32    | 31 Maret 2026 16:34   | 43%                      |
| 4  | BBWS Bengawan Solo   | 2      | 0              | 1          | 0      | 1       | 04 April 2026 06:41    | 06 April 2026 08:00   | 50%                      |
| 5  | Perhutani Jateng     | 5      | 1              | 1          | 2      | 1       | 18 Maret 2026 10:17    | 30 Maret 2026 11:07   | 60%                      |
| 6  | BBWS Pemali Juana    | 19     | 0              | 7          | 3      | 9       | 04 April 2026 09:39    | 06 April 2026 11:26   | 63%                      |
| 7  | BBPJN                | 35     | 0              | 1          | 0      | 34      | 06 April 2026 06:17    | 06 April 2026 10:36   | 97%                      |
| 8  | BKSDA Jateng         | 3      | 0              | 0          | 1      | 2       | 25 Maret 2026 10:55    | 02 April 2026 09:23   | 100%                     |
| 9  | BPJS TK Jateng & DIY | 1      | 0              | 0          | 0      | 1       | 16 Maret 2026 13:46    | 31 Maret 2026 09:21   | 100%                     |
| 10 | Bank Jateng          | 5      | 0              | 0          | 0      | 5       | 15 Februari 2026 18:31 | 06 April 2026 09:18   | 100%                     |

01 Februari 2026 00:00 s.d 28 Februari 2026 23:59

Cut Off 06 April 2026 Pukul 12:00

| No | Instansi          | Jumlah | Belum Direspon | Verifikasi | Proses | Selesai | Aduan Terakhir      | Tanggal Aktif       | Persentase Tindak Lanjut |
|----|-------------------|--------|----------------|------------|--------|---------|---------------------|---------------------|--------------------------|
| 11 | Kemenag Jateng    | 8      | 0              | 0          | 3      | 5       | 06 April 2026 10:25 | 05 April 2026 21:19 | 100%                     |
| 12 | KPU Jateng        | 1      | 0              | 0          | 0      | 1       | 16 Maret 2026 12:50 | 06 April 2026 07:48 | 100%                     |
| 13 | Polda Jateng      | 3      | 0              | 0          | 2      | 1       | 06 April 2026 09:58 | 06 April 2026 10:25 | 100%                     |
| 14 | BPJS Kesehatan    | 8      | 0              | 0          | 0      | 8       | 04 April 2026 16:04 | 01 April 2026 14:35 | 100%                     |
| 15 | Kanwil BPN Jateng | 3      | 0              | 0          | 0      | 3       | 30 Maret 2026 10:03 | 06 April 2026 08:10 | 100%                     |