

Indonesia REDD+ Safeguard Information System (SIS-REDD+) website

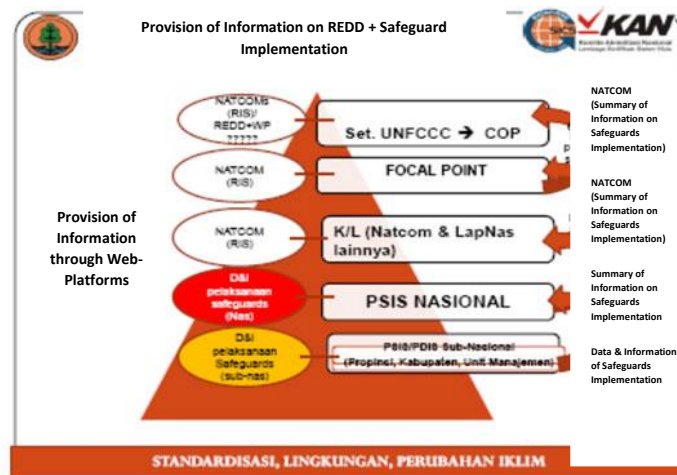
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HOME

ABOUT SAFEGUARD

HISTORY OF SAFEGUARD



Safeguards have long been used in forest management and trade in forest products in order to protect the preservation of forest resources. The emergence of various standards and demands for certification in the forestry sector indicate increasing and strict protection in managing forest resources. Thus, it is quite common if there are demands for safeguards implementation in the REDD+ implementation.

The COP-16 in Cancun mandates that each action of REDD+ in every country shall encourage the implementation of the following 7 (seven) 'safeguards':

- (a) That actions complement or are consistent with the objectives of national forest programmes and relevant international conventions and agreements;
- (b) Transparent and effective national forest governance structures, taking into account national legislation and sovereignty;
- (c) Respect for the knowledge and rights of indigenous peoples and members of local communities, by taking into account relevant international obligations, national circumstances and laws, and noting that the United Nations General Assembly has adopted the United Nations Declaration on the Rights of Indigenous Peoples;
- (d) The full and effective participation of relevant stakeholders, in particular indigenous peoples and local communities, in the actions referred to in paragraphs 70 and 72 of this decision¹;
- (e) That actions are consistent with the conservation of natural forests and biological diversity, ensuring that the actions referred to in paragraph 70 of this decision are not used for the conversion of natural

¹i.e. all REDD+ actions – Paragraph 70 of Decision 1/CP.16 contains the official definition of the five 'activities' that form part of REDD+

forests, but are instead used to incentivize the protection and conservation of natural forests and their ecosystem services, and to enhance other social and environmental benefits;

(f) Actions to address the risks of reversals;

(g) Actions to reduce displacement of emissions.

The COP-16 decision, as mentioned in Annex I Paragraph 2 Decision 1 / CP 16, mandates for states parties implementing REDD+ to establish a system to provide information concerning implementation or how safeguards are handled and respected. COP decisions provide general guidance for state parties, which also explained as how the decision to develop this system was adjusted to national conditions and capabilities which respected the sovereignty of each country. Therefore state parties need to translate the guidelines into a national context.

In order to implement the mandate of the COP-16 Decision, during 2011 and 2012 a series of multi-stakeholder processes had been implemented by the Center for Standardization and Environment - the Ministry of Forestry, to establish a SIS for REDD+ in Indonesia. The multi-stakeholder process aims to: (1) translate REDD+ safeguards in the COP-16 Decision into a national context, (2) conduct an analysis of policy instruments and other instruments related to REDD+ safeguards according to COP-16 Decision, (3) identify the structure and safeguards implementation information system mechanism in REDD+ to evaluate which is most suitable for Indonesia, (4) prepares the SIS-REDD+ institutional design, (5) determines the Principles, Criteria and Indicators, while also considering the results of the points of analysis (2) and, (6) determines the implementation evaluation tools safeguards in SIS-REDD+ in Indonesia. Based on COP-17 Decision, the system will provide information regarding safeguards implementation which is required to fulfill the following principles:

-) Consistent with guidance according to COP-16 Decision Annex I Paragraph 1,
-) Give transparent and consistent information that can be accessed by all parties and will be updated regularly,
-) A transparent and flexible system for improvement over time,
-) Information about how the seven safeguards are implemented,
-) Country-driven and implemented at the national level,
-) Established based on the existing system.

ABOUT SAFEGUARD REDD+

The information system in SIS-REDD+ is intended as implementation activities to collect, process, analyze and present the data and information that will be needed or how the seven safeguards as contained in Annex 1 Paragraph 2 Decision No. 1 COP-16 is addressed and respected.

The initial development step in SIS-REDD+ is implemented by identifying existing instruments in the Indonesian system or that are being implemented in Indonesia in order to see the relevance to safeguards based on COP-16 Decision. Based on the results of the discussion between multi-stakeholder, there was an input that this information system must be bound by information system standards and rules that applies in Indonesia, and be an integral part of the REDD+ information system in the future.

Following the COP-17 decision regarding guidance for the development of SIS-REDD+, the summary on the information on the implementation of the seven safeguards in the COP-16 Decision is conveyed to the international community at the UNFCCC through "National Communication" and other "channel / s" which will be agreed by COP. For the time being the time frame for the submission of summary on the implementation of safeguards will follow the time frame of the submission of "National Communication", of which for developing countries once every 4 (four) years.

In accordance with the mandate of COP-16 and COP-17, safeguards will need to be implemented at all stages of REDD+ implementation. Considering that REDD+ implementation is voluntary, which will be adapted depends on state conditions, capacities and capabilities, respects the sovereignty of the nation, and in accordance with the support obtained in a form of financial support, technological and capacity building, each country shall determine the choice of safeguards implementation phase in accordance with the implementation phase of REDD+, as well as in the development of SIS-REDD+.

The institutional structure and information flow of SIS-REDD+ corresponds with the results of multi-stakeholder processes and attention to developments both nationally and internationally, as in Charts 1 and 2.

SIS INDONESIA

Safeguards have long been used in forest management and trade in forest products in order to protect the preservation of forest resources. The emergence of various standards and demands for certification in the forestry sector indicate increasing and strict protection in managing forest resources. Thus, it is quite common if there are demands for safeguards implementation in the REDD+ implementation.

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- (f) Actions to address the risks of reversals;
- (g) Actions to reduce displacement of emissions.

LINKS TO RELEVANT INSTITUTIONS

Ministerial Government Agencies
Ministry of Environment and Forestry
State-Owned Enterprises
Non-Ministerial Government Agencies
Non-Government Institutions specialized in Forestry

IMPLEMENTATION OF SAFEGUARDS INFORMATION

(Revision of this section is on-going)

SAFEGUARDS-1

SAFEGUARDS-2

SAFEGUARDS-3

SAFEGUARDS-4

SAFEGUARDS-5

SAFEGUARDS-6

SAFEGUARDS-7

NEWS

NEWS-1

SIS-REDD+ operationalization in Sarolangun: strengthening the implementation of REDD+ safeguards at the site level, supporting the implementation of REDD+ at the sub-national level

²i.e. all REDD+ actions – Paragraph 70 of Decision 1/CP.16 contains the official definition of the five ‘activities’ that form part of REDD+

In the context of socializing REDD+ policies / instruments at sub-national level, on Wednesday, June 22, 2016, the REDD+ Sub Directorate Team, Directorate for Climate Change Mitigation (DJPPi) held a Focus Group Discussion (FGD) at the Abadi Sarolangun Hotel, Jambi Province. The FGD was held in collaboration with the Forestry Agency of Jambi Province, the Forestry and Plantation Agency of Sarolangun District, and the Jambi Forestry Information Service Center. The FGD was officially opened by the Head of Jambi Forestry Information Service Center, with 48 (forty eight) participants consisting of representatives of Forestry Agency of Jambi Province, the Jambi Forestry Information Service Center, and the Forestry and Plantation Agency of Sarolangun District, Production Forest Management Center Area IV of Jambi Province, Natural Resources Conservation Center of Jambi Province, Kerinci Seblat National Park Office, Berbak National Park Office, Bukit Dua Belas National Park Office, Bukit Tiga Puluh National Park Office, Kerinci Production Forest Management Unit (KPHP), Tanjung Jabung Barat KPHP, KPHP Unit VII Limau Hulu Sarolangun, KPHP Unit VIII Hilir Sarolangun, Tebo Ulu KPHP, Tebo Ilir KPHP, Sarolangun KPHP, Merangin KPHP, NGOs / NGOs (AMAN, WARSI, FFI), and several representatives of indigenous communities in Jambi Province facilitated by AMAN and WARSI.

The FGD was divided into 2 (two) sections, such as the exposure and discussion sessions (morning), as well as demo and practice sessions (afternoon). In the exposure session, it was conveyed that this FGD was a continuation of the previous activity held in Jambi Province, which was done in December 2013 and May 2014. Furthermore, the Sub-Directorate of REDD+ Team, Directorate for Climate Change Mitigation, DJPPi in his presentation emphasized the importance of REDD+ safeguards and SIS-REDD+, and the latest developments on SIS-REDD+ in Indonesia that have been established since 2011 and have been operating since 2014. The DJPPi team advised that all REDD+ stakeholders in Sarolangun District, to be active in the operationalization of SIS-REDD+ in Indonesia, both at the district and lower level. AMAN's representative in his presentation supported the process of developing safeguards and SIS-REDD+ Indonesia that was escorted by KLHK, and underlined the connection between REDD+ safeguards and the issue for recognition of indigenous peoples' rights (MHA), as was AMAN's experience in facilitating MHA in various places in Indonesia, one of them in Jambi and its surrounding areas. Furthermore KKI-WARSI representatives also shared experiences in assisting community groups in the "Bujang Raba" region - Jambi, in implementing REDD+ safeguards at the site level. According to the experience of KKI-WARSI assistance in assisting the implementation of REDD+ safeguards, further efforts are still needed to make REDD+ safeguards easier to be understood by local communities.

Based on the discussion that had evolved at the exposure session, issues related to REDD+ social safeguards emerged concerning MHA, which had long emerged as an issue in Indonesia's forest management. One of the issues was raised by MHA representatives which on one side from MHA view, they had voluntarily participated in protecting the environment / forest, but on the other side the Customary Village Council had not received sufficient attention and recognition from the government, especially in the form of compensation. From the government side (in this case the management of the National Park and the FMU), there is a dilemma between the desire of the community to defend their rights, and the government's efforts to improve the function of forests from encroachment damage. There must be a balance and harmony between the implementation of social safeguards and environmental safeguards.

In the discussion, all participants were given the understanding as REDD+ state, in accordance with the mandate of UNFCCC COP-16 decisions, Indonesia was obligated to build an Information System regarding

the implementation of REDD+ safeguards. Furthermore, in accordance with UNFCCC COP-17 decisions, REDD+ countries are asked to report summary of information regarding the implementation of the seven REDD+ safeguards stipulated at the UNFCCC COP 16 in Cancun, Mexico. For this reason, Directorate General of Climate Change Control of the Ministry of Environment and Forestry (DJPPK KLHK) as the leading institution of the national SIS-REDD+ advises the implementers of REDD+ activities at sub-national and site level, should participate actively and voluntarily, to provide information based on the implementation of REDD safeguards. To provide this information, in addition to develop a web-based information system, there is also an institutional structure that involves various stakeholders. In addition, the mechanism / flow to provide the information has been determined already, starting from the site level, the national level through the National Focal Point, to reporting internationally (UNFCCC Secretariat) through the National Communication channel.

It is time for sub-national REDD+ stakeholders, including in Jambi Province and in Sarolangun District, to show real action in proving that REDD+ activities have been implemented in their regions in accordance with the principles, criteria and indicators stated in Cancun REDD+ safeguards. For the sustainable operation of SIS-REDD+, capacity building is still needed, as well as strengthening commitments from relevant stakeholders.

NEWS-2



KPH as the front liner of REDD+ Implementation at the Site Level in the context of Supporting the Achievement of Nationally Determined Contributions (NDC) Mitigation for Forestry Sector

Support for Indonesia's commitments that have ratified the Paris Agreement and the achievement of the First Nationally Determined Contributions (NDC) target is urgently needed from all parties at the Provincial level. Indonesia stated that Indonesia's contribution in the action of reducing GHG emissions by 2030 is 29% with its own capacity and it may increase up to 41% if there was international support compared to BAU. This was conveyed during the opening remarks and direction of the General Secretary, Ministry of Environment and Forestry which was read out by the Head of the Maluku P3E Center on Socialization of Capacity Building and Facilitation of Mitigation Actions in Forestry Sector through Procedures for Full Implementation of REDD+ in Sulawesi Region in the Context of Supporting the Implementation of Nationally Determined Contribution (NDC) Indonesia in Makassar, South Sulawesi Province on 10-11 July 2018.

This meeting was held in collaboration with the Ministry of Environment and Forestry through the Directorate General of Climate Change Control and Planning Bureau - the Secretariat General, with the Provinces in the Sulawesi Region and the support of the RI-Norway Cooperation Program and the Forest Carbon Partnership Facility (FCPF-World Bank) Program. It is targeted that all FMUs and management units in the Sulawesi Region that has been invited to build an understanding of their roles and responsibilities and discuss concrete steps in implementing mitigation actions in the forestry sector, especially through REDD+.

In the context of policy, of which at the national level, an environment and forestry development budgeting policy is being developed to integrate climate change into development activities in order to support the achievement of NDC targets, including through the full implementation of REDD +. Full support for providing portraits of the condition of forests throughout Sulawesi to find out its dynamics in series / the annual ones have been provided by the National Forest Monitoring System (SIMONTANA) managed by the Ministry of Environment and Forestry.

In addition, the translation of international agreements related to REDD+ in the national context in Indonesia has also been translated almost in all REDD+ instruments based on 17 (seventeen) decisions from COP 13 in Bali to COP 21 in Paris about REDD+. A number of REDD+ tools that have been implemented include: National REDD+ Strategy, Forest Reference Emission Level (FREL), Measuring, Reporting, and Verification (MRV), National Forest Monitoring System (NFMS), Information System for Implementing Safeguards (SIS) REDD+, and Registry System National PPI. A number of regulations for implementation of REDD+ as well as the mapping of REDD Performance Measurement Areas include: PermenLHK No. 70/2017 concerning Procedures for Implementing REDD+; PermenLHK No. 71/2017 concerning the Implementation of the PPI National Registry System; PermenLHK No.72 / 2017 concerning Guidelines for Implementing Climate Change Control, Reporting and Verification Action and Resources; and PermenLHK No.73 / 2017 concerning Guidelines for the Implementation and Reporting of National GHG Inventories, as well as regulations that support the implementation of other REDD+.

Overall REDD+ has been in the phase of full implementation which in its implementation requires support of all management units at the site level including FMUs. It is expected that the FMU will be as a front liner of REDD+ implementation at the sub-national level to achieve performance-based payments for reducing emissions and benefits other than carbon. At this meeting inputs of the REDD+ implementation strategy

was also selected to address the causes of deforestation and degradation that had been identified by all participants.

Furthermore, it is stated that the full implementation of REDD+ requires the translation of REDD+ instruments at the sub-national level, until the process of submitting inputs for the implementation of safeguards into the SIS REDD+ and the REDD+ registry in the National Registry System for Climate Change Control (SRN PPI) was implemented at the second day of meeting. Overall, this series of meetings is the first step to be followed up in each Province in the full implementation of REDD+ in order to support the achievement of NDC targets, including by filling knowledge gaps, human resource capacity gaps and technological mastery gaps in districts.

NEWS-3



Implementation of Safeguards at Site Level and Submission of Information on Implementation through SIS REDD+ West Kalimantan Province

Implementation of Safeguards at Site Level and Submission of Information on Implementation through SIS REDD+

(SIS REDD+ Indonesia website update and facilitation for information on safeguards implementation through SIS REDD+ at West Kalimantan Province)

Safeguards is a common instrument in forest management and trade for forest products both in Indonesia and in the world. Existing rules, policies and practices to ensure that activities in the forest and other landscapes will minimize negative impacts on local communities and the environment and to show how important the safeguards are.

The instruments that was previously mentioned include AMDAL, KLHS, Sustainable Production Forest Management (PHPL), LEI certification, FSC, SVLK and other related instruments. This was raised in the meeting of the Indonesian SIS REDD+ website update and the facilitation of delivering information on the implementation of safeguards through SIS REDD+ in Pontianak, West Kalimantan Province on March 21, facilitated by the Directorate of Climate Change Mitigation in collaboration with the Provincial Government of West Kalimantan.

In his remarks, the Director of Climate Change Mitigation stated that the existence of safeguards (REDD) in the implementation of REDD + is very much needed as in forest management, to protect and prevent the occurrence or minimize the negative impact of the implementation of REDD + activities. Safeguards are also expected to encourage as many positive impacts as possible, both in terms of governance, social, and environment. The Director of Mitigation of the PI further emphasized that the full implementation of REDD + contributed greatly to the achievement of Nationally Determined Contributions (NDC). Most of the REDD + tools based on the COP agreement have been developed, and the activities in West Kalimantan Province are as an effort to deliver information on the implementation of REDD + safeguards and the operationalization of SIS REDD +.

This is also in line with the commitment of the West Kalimantan Provincial Government with the support of various parties in the implementation of REDD+ in West Kalimantan Province, as stated by the Head of the Department of Public Housing, Settlement and Environmental Areas of West Kalimantan Province. This commitment is executed by coordinating with the Directorate General of Climate Change Control and involving various stakeholders in completing the West Kalimantan Provincial REDD+ Strategy Plan (SRAP) document. West Kalimantan Province has also compiled the Forest Reference Emission Level (FREL) as a benchmark for performance measurement. During 2017 the Province of West Kalimantan also initiated the operationalization of the SIS REDD+ in West Kalimantan.

The implementation of 7 safeguards at the site level is also interesting, it can be implemented in Laman Santong village forest with counterpart partners from Fauna & Flora International accompanied by a mechanism for distribution of funding allocations. In addition, the research of Gunung Palung National Park in collaboration with IJ REDD+ also shows that 5 safeguards can be implemented at the site level. The meeting ended by declaring inputs / commitment of information on the implementation of safeguards

involving the FMU Technical Implementation Unit (UPT), the Village Forest Management Agency, counterpart partners and donor agencies in West Kalimantan.

GUIDELINA

GUIDELINE-1 (work in progress)

GUIDELINE-2 (work in progress)

GUIDELINE-3 (work in progress)

PUBLICATION

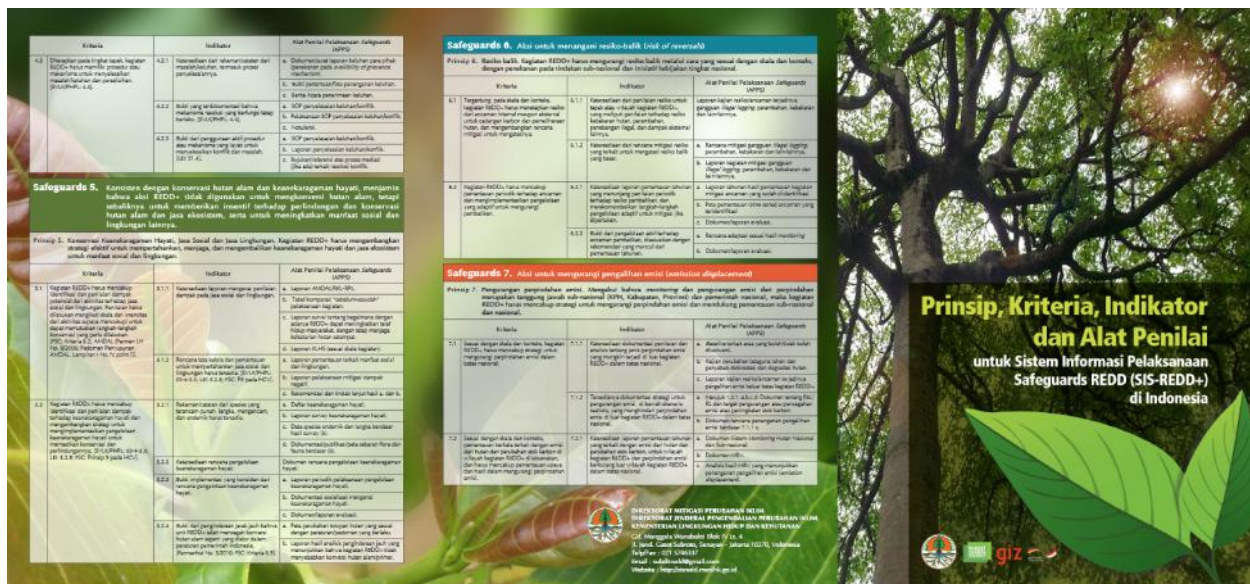
PUBLICATION-1

PRINCIPLES, PERFORMANCE, INDICATORS, AND MEASURING TOOLS

(http://182.253.224.163/assets/lampiran/lampiran_5a2f676de1c27_2017-12-12_12-21-49.pdf) (Link in English)

PUBLICATION -2

PRINCIPLES, PERFORMANCE, INDICATORS, AND MEASURING TOOLS-2



Prinsip, Kriteria, Indikator dan Alat Penilai untuk Sistem Informasi Pelaksanaan Safeguards REDD (SIS-REDD+) di Indonesia

Kriteria	Indikator	Alat Penilai Pelaksanaan Safeguards (APPS)
4.1. Terdapat sistem pengendalian mutu (SIP) yang memadai untuk memastikan kualitas produk dan layanan.	4.1.1. Tersedia dokumen SIP yang memadai dan terintegrasi dengan sistem manajemen mutu lainnya.	4.1.1.1. Dokumen SIP yang memadai dan terintegrasi dengan sistem manajemen mutu lainnya.
4.2. Rasio antara jumlah tenaga kerja yang terampil dengan jumlah tenaga kerja yang tidak terampil.	4.2.1. Rasio antara jumlah tenaga kerja yang terampil dengan jumlah tenaga kerja yang tidak terampil.	4.2.1.1. Rasio antara jumlah tenaga kerja yang terampil dengan jumlah tenaga kerja yang tidak terampil.
4.3. Rasio antara jumlah tenaga kerja yang terampil dengan jumlah tenaga kerja yang tidak terampil.	4.3.1. Rasio antara jumlah tenaga kerja yang terampil dengan jumlah tenaga kerja yang tidak terampil.	4.3.1.1. Rasio antara jumlah tenaga kerja yang terampil dengan jumlah tenaga kerja yang tidak terampil.

Safeguards 5. Kriteria dengan komponen hutan alam dan keanekaragaman hayati, menjamin bahwa alat REDD+ tidak digunakan untuk mengancam hutan alam, tetapi sebaliknya untuk melindungi hutan alam, meningkatkan kelestarian hutan alam dan jasa ekosistem, serta untuk melindungi masyarakat lokal dan lingkungan lainnya.

Prinsip 5. Kriteria Keanekaragaman Hayati, Jasa Sosial dan Jasa Lingkungan. Kriteria REDD+ harus mengintegrasikan nilai-nilai keanekaragaman hayati, jasa sosial, dan jasa lingkungan dalam perencanaan, pelaksanaan, dan evaluasi kegiatan REDD+.

Safeguards 6. Alat untuk menangani risiko-batuk (risk of reversal)

Prinsip 6. Risiko-batuk. Kriteria REDD+ harus mengintegrasikan risiko-batuk dalam perencanaan, pelaksanaan, dan evaluasi kegiatan REDD+.

Safeguards 7. Alat untuk menangani pengalihan fungsi (function displacement)

Prinsip 7. Pengalihan fungsi. Kriteria REDD+ harus mengintegrasikan pengalihan fungsi dalam perencanaan, pelaksanaan, dan evaluasi kegiatan REDD+.

PUBLICATION -3

SAFEGUARDS INFORMATION SYSTEM

(http://182.253.224.163/assets/lampiran/lampiran_5d142182c26a8_2019-06-27_08-53-06.pdf) (Link in English)

THE DOCUMENTATION BOOK OF THE SAFEGUARDS INFORMATION SYSTEM FOR REDD+ IN INDONESIA
MOVING FORWARD TO THE OPERATION OF SIS-REDD+

(http://182.253.224.163/assets/lampiran/lampiran_5d142182c26a8_2019-06-27_08-53-06.pdf) (Link in English)

Ministry of Environment and Forestry

Complaint Information System Website Unofficial Translation

HOME



News



Providing news related to the completeness of Environment and Forestry complaint data

[More](#)


Statistics



Providing statistical data related to Environment and Forestry complaints

[More](#)


Videos



Providing videos related to Environment and Forestry complaints

[More](#)

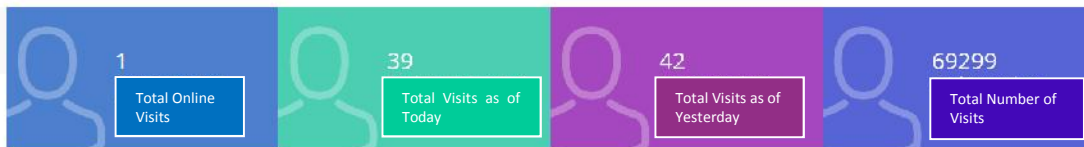
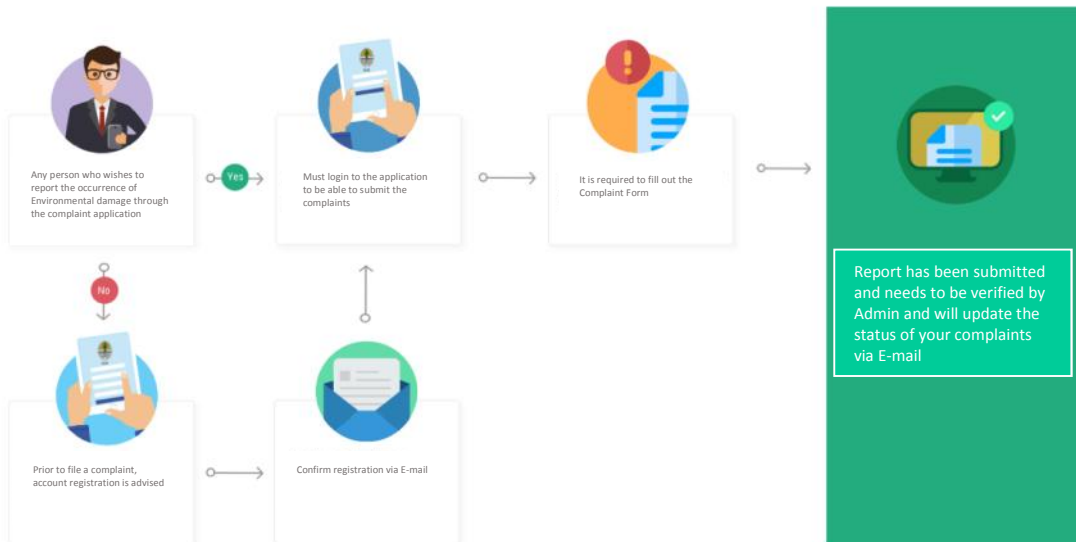
Complaints Channel



Provide complaints channel of the Ministry of Environment and Forestry

[More](#)

Complaint Process Flowchart



Secretariat of Environment and Forestry Complaint Cases Management



Manggala Wanabakti Building 1st Block, 1st Floor
Ministry of Environment and Forestry of the Republic of Indonesia

Jalan Gatot Subroto Jakarta
☎ 021-5733940/0811932932

NEWS

ANNOUNCEMENT ON ENVIRONMENTAL WRITING COMPETITION



Posted on 2018-08-02

This competition was held in commemoration of "National Press Day, Quality Month and K3, as well as Trash Day 2018 which also fell in February. The theme of the "Beautiful and Sustainable Environment, My Nation, Healthy and Prosperous Communities."

Aids for Avalanche Victims



Posted on 2018-08-13

Giving aids for Avalanche Victims

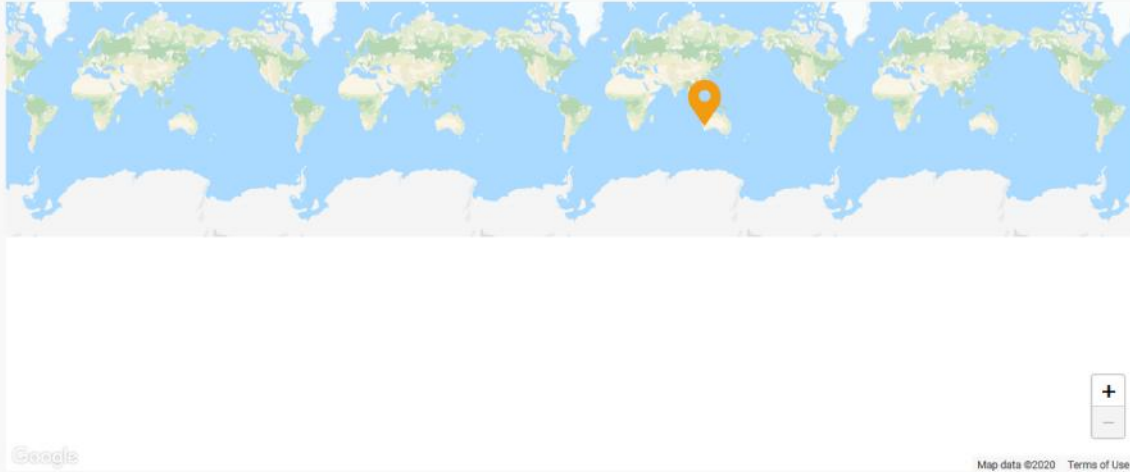
STATISTICS



Environment Complaint Reports

The public is given the opportunity to play an active role in reporting environmental damage as of December 31, 2018, in 2018 the Ministry of Environment and Forestry (KLHK) received 793 Public Complaints Reports and 744 by Complaint Category, related to the Environment 359 Reports and Forestry 385 Reports

Statistics of Public Complaints by Region



GUIDELINES

Guideline to Environment and Forestry Complaints



Scan this QR Code to download
Gakkum KLHK mobile
application (for Android)

Guidelines for Using Web Application

Registration

See [A Guide to Web Application Registration](#)

Login

See [A Guide to Login to Web Application](#)

Report a complaint

See [A Guide to Web Application Complaints](#)

Change Profile

See [A Guide to Update Web Application Profile](#)

Guidelines for Using Mobile Application

Registration

See [A Guide to Mobile Application Registration](#)


Login

See [A Guide to Login to Mobile Application](#)

1. A Guide to Web Application Registration

A. Register an account

- Go to the LHK Complaints webpage <http://pengaduan.menlhk.go.id>
- Click on the Registration Menu


PENGADUAN LINGKUNGAN HIDUP DAN KEHUTANAN
 KEMENTERIAN LINGKUNGAN HIDUP DAN KEHUTANAN

Home Find Complaint Registration Login Language

New User Registration to File a Complaint

Please fill in the following form correctly

Full name*

Fill in your full name

Full Name cannot be blank

Address (Street, RT/RW)*

Fill in your complete address along with RT/RW

Rural

Fill in your rural area

Province

Choose a Province

District/City*

Choose a District/City

Sub-district*

Choose a Sub-District

Administrative Village/Village*

Choose an Administrative Village

Email

Fill in your valid email address

Phone Numbers

Fill in with your active phone numbers

Username


Fill in your username which you will use for login

Password

Fill in your password, use at least 6 characters.

Password Confirmation

Fill in to reconfirm your password

Security Code 

Fill in the security code as above

B. Login

-) Go to the LHK Complaints webpage <http://pengaduan.menlhk.go.id>
-) Click on the Login Menu

Login



Please fill in the following form correctly

Username

ilian

Username cannot be blank

Password

Please fill in the password according to the one you have previously registered.



Remember Me

Forgot your password? Please click [here](#)

➔ Login

C. File a Complaint

-) Go to the LHK Complaints webpage <http://pengaduan.menlhk.go.id>
-) You need to Login first
-) Click on the File a Complaint menu

Complaint Information

Complaint Category*

Choose a Complaint Category

User Identity

User Classification*

Choose User Classification

Name*

Name

Address (Street, RT/RW)*

Fill in complete address (Street, RT/RW)

Province*

DKI JAKARTA

District/City*

KOTA JAKARTA BARAT

Company Name/NGO/Organization/Institute*

Company Name/NGO/Organization/Institute*

Position

Position

Rural

Fill in Name of Rural Area (if any)

Phone Numbers

Fill in Phone Numbers

Sub-district*

GROGOL PETAMBURAN

Administrative Village /Village*

TANJUNG DUREN SELATAN

Reported Party Identity

Classification of the Reported Party

Choose a Reported Party Classification

Name of the Reported Party (Individual/Company Name/NGO/Other Organization/Government Institution*)

Fill in Name of the Reported Party (Individual/Company Name/NGO/Other Organization/Government Institution*)

Address (Street, RT/RW)*

Fill in complete address (Street, RT/RW)

Province

Choose a Province

District/City*

Choose a District/City

Line of Business

Fill in line of business of the reported party

Rural

Fill in name of rural area of the reported party

Sub-district*

Choose a Sub-district

Administrative Village/Village*

Choose an Administrative Village

District/City cannot be blank

Sub-district cannot be blank

Administrative Village/Village cannot be blank

Location of the Reported Activity and Description of Complaints

Add a complaint

Location and Description of 1st Complaints

Location Type *

-Choose Location Type-

Address (Street, RT/RW*) *

Fill in complete address

Province*

Choose a Province

Year of Occurrence*

-Choose Year -

District/City

Choose a District/City

Month

-Choose Month-

Rural

Fill in rural area if any

Sub-district*

Choose a Sub-district

Date

Date

Administrative Village/Village*

Choose an Administrative Village/Village

District/City cannot be blank

Sub-district cannot be blank

Administrative village/village cannot be blank

Description of Complaints*

Fill in the problem that occurs along with the chronology of the incident. For example: Complaints about pollution made by Company A in the form of hazardous waste disposal / Conducting illegal activities in the forest area

Isikan masalah yang terjadi beserta kronologi kejadian. Misal: Pengaduan tentang pencemaran yang dilakukan Perusahaan A berupa pembuangan limbah B3/Melakukan kegiatan ilegal didalam kawasan hutan

Impact/Loss you have Experienced

Isikan dampak/kerugian yang dialami

This complaint previously being reported to*

Pilih Status Pelaporan Sebelumnya

Supporting Documents (Max. 5MB)

Desired Reconciliation

Isikan cara penyelesaian yang diinginkan

Name of the Institution that was given the previous reporting*

Isikan instansi/organisasi yang pernah anda beri laporan ini

Choose file

() indicates mandatory fields*

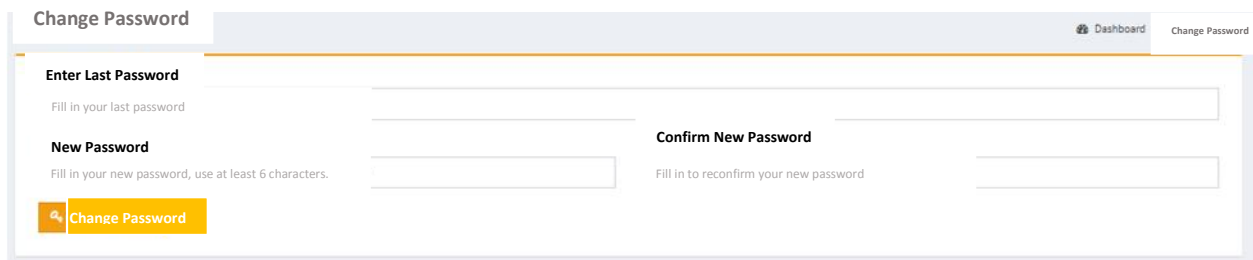
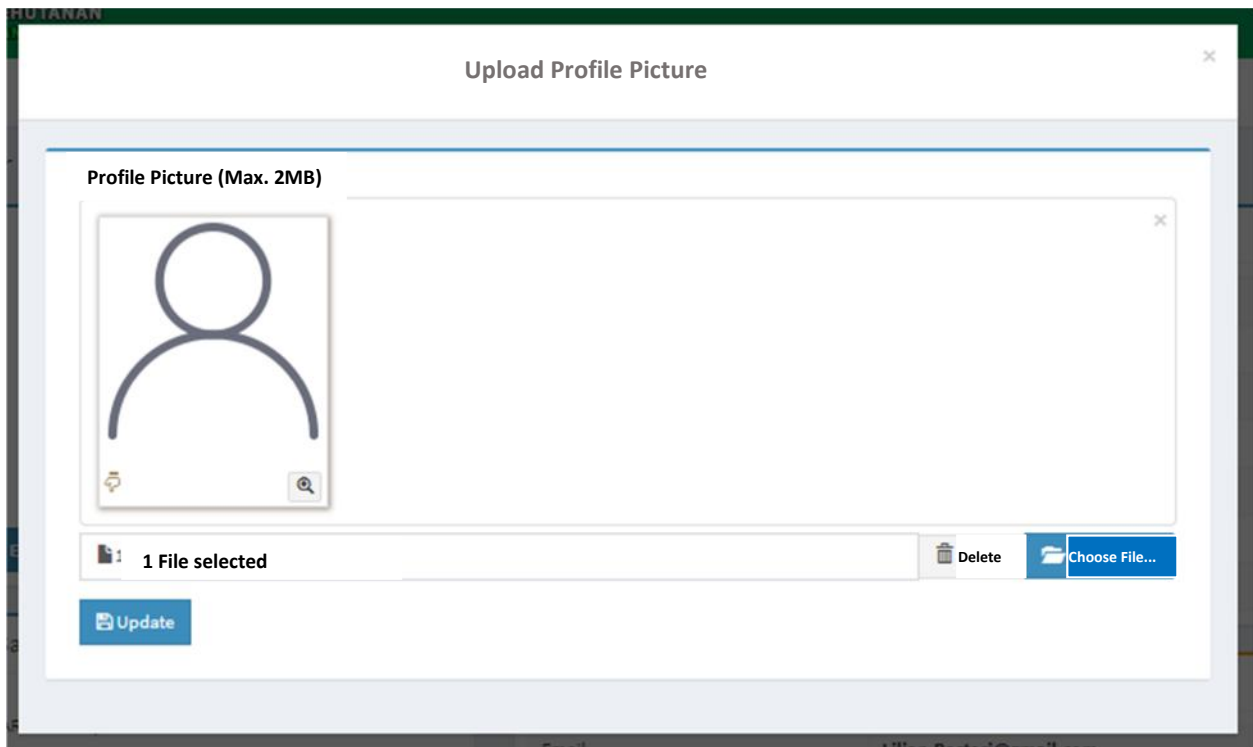
I hereby confirm that the information provided herein is correct without any pressure from any party.

Save as a Draft

Safe & Submit Report

D. Change Profile

-) Go to the LHK Complaints webpage LHK <http://pengaduan.menlhk.go.id>
-) You need to Login first
-) Click on the Change Profile Menu
-) There Are Four Section, which are Profile Details, Account Details, Profile Photos and Change Password. Click the Pencil Icon in the Account Details and Profile Section to make changes. Update Profile Can be accessed by clicking the Edit Profile button and changing the password can be accessed by clicking Change Password





Update Profile

Name

Lilian Bestari

Address

Jl. Sahabat Baru no. 14 C

Rural

Province

DKI JAKARTA

District/City

KOTA JAKARTA BARAT

Sub-district

GROGOL PETAMBURAN

Administrative Village/Village

TANJUNG DUREN SELATAN

Update

No. HP081340206859

Update Profile

Email

Lilian.Bestari@gmail.com

Username

Lilian

Phone

081340206859

Password

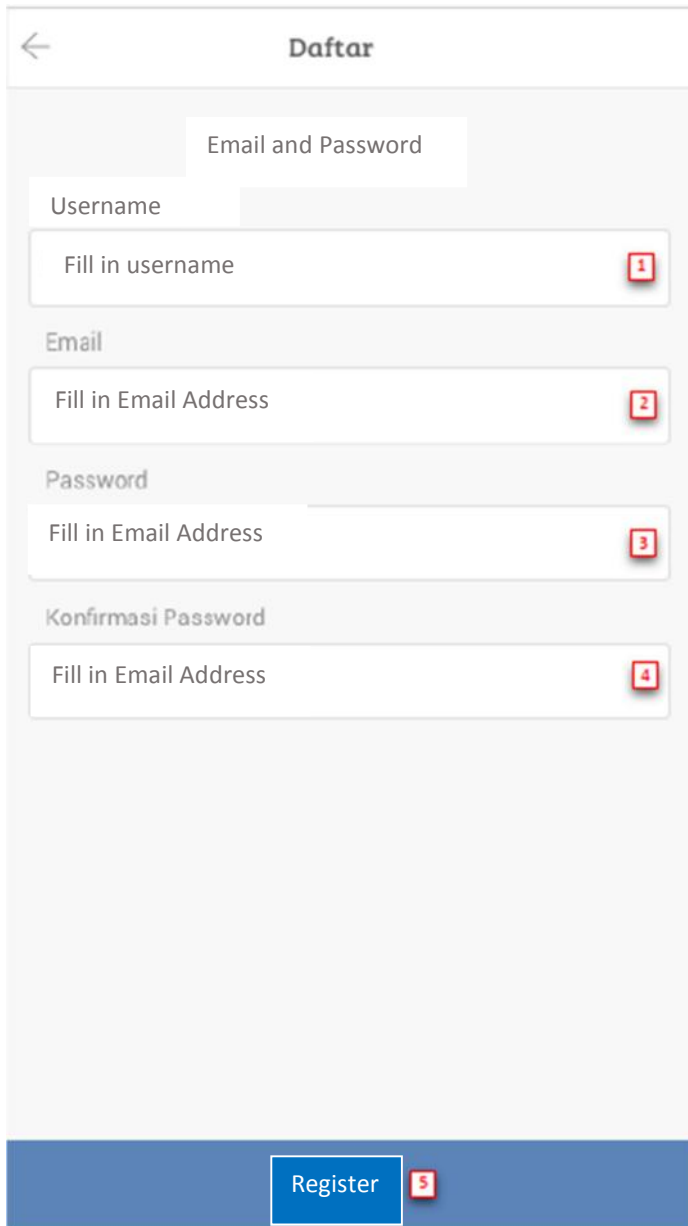
Fill in your password

Update account information

2. A Guide to Mobile Application Registration

A. Account Registration

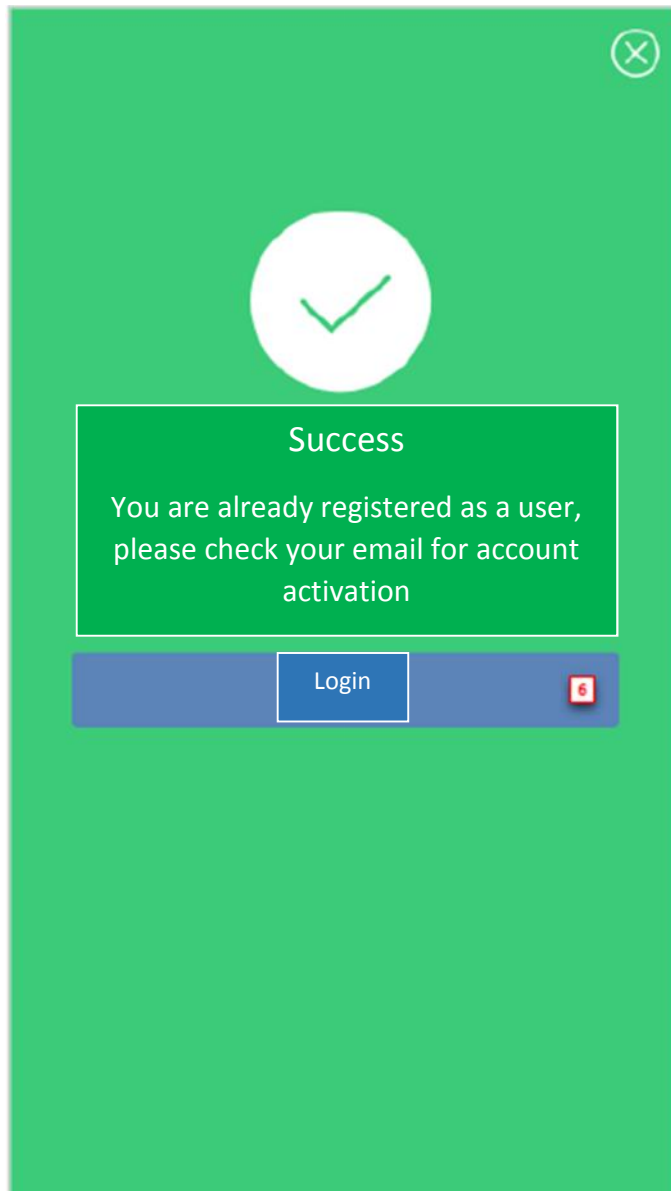
- Open the LHK Complaints mobile application
- Create a New Report. If you haven't registered, click on the Registration Menu



The screenshot shows the 'Daftar' (Registration) screen of the LHK Complaints mobile application. The screen is titled 'Daftar' with a back arrow on the left. Below the title, there are four input fields, each with a red numbered box indicating a step:

- Username**: The first field, labeled 'Fill in username' with a red box containing the number 1.
- Email**: The second field, labeled 'Fill in Email Address' with a red box containing the number 2.
- Password**: The third field, labeled 'Fill in Email Address' (likely a typo for 'Fill in Password') with a red box containing the number 3.
- Konfirmasi Password**: The fourth field, labeled 'Fill in Email Address' (likely a typo for 'Fill in Password') with a red box containing the number 4.

At the bottom of the screen, there is a blue button labeled 'Register' with a red box containing the number 5.



←

Register

⊗

Personal Data

Name

Fill in Full Name

7

No Handphone

Fill in Phone Numbers

8

Address

Fill in Address

9

Province

-choose-

10 ▼

City / District

-choose-

11 ▼

Administrative Village/ Village

-choose-

12 ▼

Sub-district

-choose-

13 ▼

Rural

Fill in your Rural Area

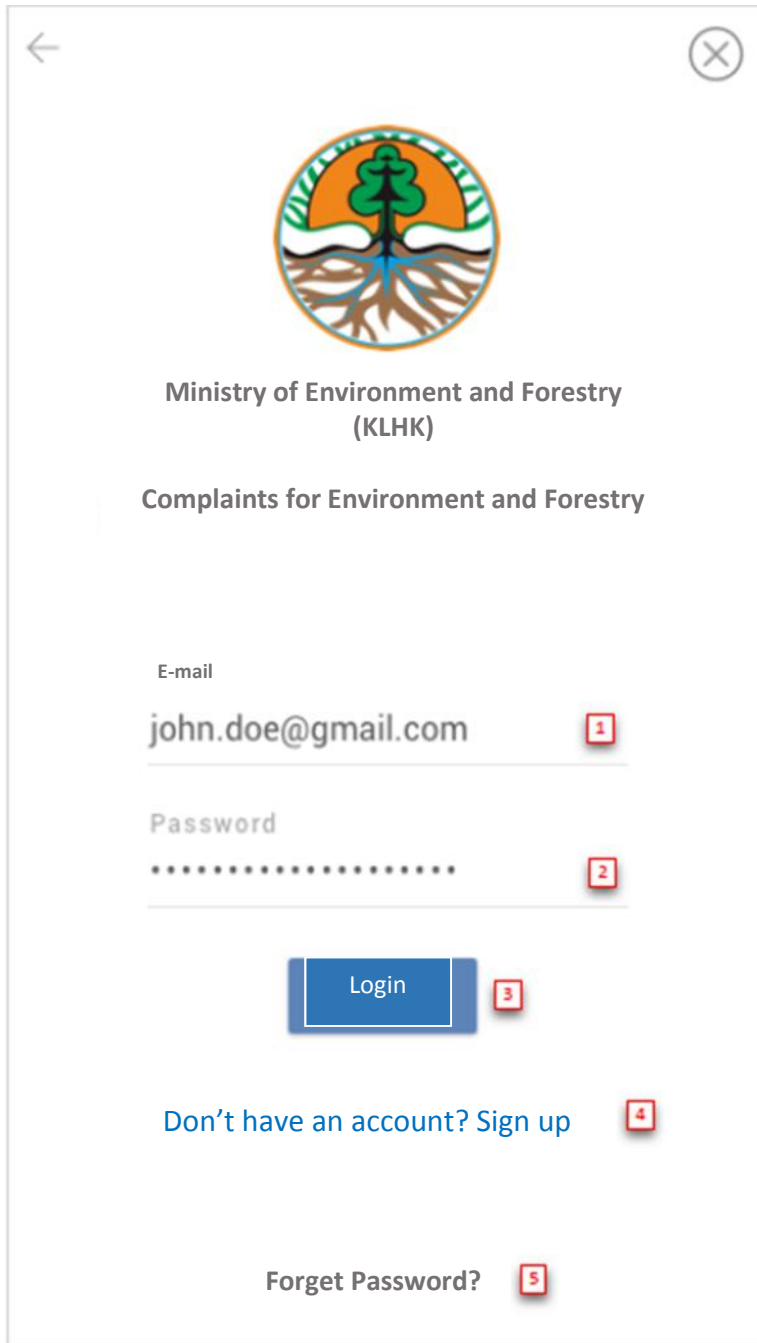
14

Next

15


B. Login

-) Open the LHK Complaints mobile application
-) Create a New Report. If you have already registered, click the Login Menu



←

ⓧ



Ministry of Environment and Forestry
(KLHK)

Complaints for Environment and Forestry

E-mail

john.doe@gmail.com

Password

.....

Login

Don't have an account? Sign up

Forget Password?