

REGULATION OF THE OMBUDSMAN OF THE REPUBLIC OF INDONESIA
NUMBER 48 OF 2020
ON
AMENDMENT TO OMBUDSMAN REGULATION NUMBER 26 OF 2017 ON
PROCEDURE FOR RECEIPT,
INVESTIGATION, AND RESOLUTION OF COMPLAINTS

BY THE BLESSINGS OF ALMIGHTY GOD

CHAIRPERSON OF THE OMBUDSMAN OF THE REPUBLIC OF INDONESIA,

- Considering : a. that in order to implement the provisions of Article 41 of Law Number 37 of 2008 on the Ombudsman of the Republic of Indonesia;
- b. that the organization and working procedures of the Assistantship Ombudsman of the Republic of Indonesia have changed and developed according to the needs of the organization;
- c. that the Ombudsman Regulation Number 26 of 2017 on Procedures for Receipt, Investigation, and Resolution of Complaints is no longer in accordance with the developments and needs in carrying out the duties and functions of the Ombudsman of the Republic of Indonesia so that it needs to be amended;
- d. that based on the considerations as referred to in point a, point b, and point c, it is necessary to issue an Ombudsman Regulation on Amendment to Ombudsman Regulation Number 26 of 2017 on Procedures for Receipt, Investigation and Resolution of Complaints;
- Observing : 1. Law Number 37 of 2008 on the Ombudsman of the Republic of Indonesia (State Gazette of the Republic of Indonesia of 2008 Number 139, Supplement to the State Gazette of the Republic of Indonesia Number 4899);
2. Law Number 25 of 2009 on Public Services (State Gazette of the Republic of Indonesia of 2009 Number 112, Supplement to the State Gazette of the Republic of Indonesia Number 5038);
3. Government Regulation Number 21 of 2011 on the Formation, Structure and Work Procedures of Ombudsman Representative Offices of the Republic of Indonesia in the Regions (State Gazette of the Republic of Indonesia of 2011 Number 42, Supplement to the State Gazette of the Republic of Indonesia Number 5207), as

4. amended by Government Regulation Number 48 of 2017n Amendment to Government Regulation Number 21 of 2011 on Formation, Structure and Work Procedures of the Ombudsman Representative Office of the Republic of Indonesia in the Regions (State Gazette of the Republic of Indonesia of 2017 Number 246, Supplement to the State Gazette of the Republic of Indonesia Number 6143);
5. Ombudsman Regulation Number 26 of 2017 on Procedures for Receipt, Investigation, and Resolution of Complaints (State Bulletin of the Republic of Indonesia of 2017 Number 1035);
6. Ombudsman Regulation Number 38 of 2019 on Procedures for Own Motion Investigations (State Bulletin of the Republic of Indonesia of 2019 Number 1072);
7. Ombudsman Regulation Number 43 of 2020 on Organization and Work Procedures for the Assistantship of the Ombudsman of the Republic of Indonesia (State Bulletin of the Republic of Indonesia of 2020 Number 644);

Has Decided:

To issue : OMBUDSMAN REGULATION ON AMENDMENT TO OMBUDSMAN REGULATION NUMBER 26 OF 2017 ON PROCEDURES FOR RECEIPT, INVESTIGATION, AND RESOLUTION OF COMPLAINTS.

Article I

Several provisions in the Ombudsman Regulation Number 26 of 2017 on Procedures for Receipt, Investigation, and Resolution of Complaints (State Bulletin of the Republic of Indonesia of 2017 Number 1035) are amended so that it reads as follows:

1. The provisions of Article 1 are amended so that it reads as follows:

Article 1

In this Ombudsman Regulation:

1. Ombudsman of the Republic of Indonesia, hereinafter referred to as Ombudsman, means a state institution that has the authority to oversee the implementation of public services organized by state and government administrators including those organized by State-Owned Enterprises, Local-Owned Enterprises, and State-Owned Legal Entities as well as private entities or individuals assigned of organizing certain Public Services, some or all of which are sourced from the state budget and / or local budget.
2. Representative Office of the Ombudsman of the Republic of Indonesia, hereinafter referred to as Representative, means the Ombudsman Office in the Province or Regency/City which has a hierarchical relationship with the Ombudsman.
3. Ombudsman Assistant means an employee appointed by the Chairperson of the Ombudsman based on the approval of members of the Ombudsman meeting to assist the Ombudsman in

- carrying out its functions, duties, and authority.
3. Public Services mean activities or series of activities in order to fulfill service needs in accordance with legislation for every citizen or resident for goods, services, and/or administrative services provided by the providers of Public Services.
 5. State Administrator means officials who carry out functions of Public Services whose main duties are related to state administration in accordance with the provisions of legislation .
 6. Maladministration means behavior or actions against the law, exceeding authority, using authority for other purposes than those for which the authority is intended, including negligence or disobedience of legal obligations in the implementation of Public Services carried out by state and government administrators which cause material and/or immaterial losses to the public and individuals.
 7. Complaint means a complaint or submission of facts resolved or followed up by the Ombudsman submitted in writing or orally by any person who has been a victim of Maladministration.
 8. Complainant means an Indonesian Citizen or resident who makes a complaint to the Ombudsman .
 9. Proxy of Complainant means an individual or entity that is given the right to represent the reporter in submitting a complaint to the Ombudsman.
 10. Reported Party means a state administrator, government or private entities as well as an individual suspected of committing Maladministration reported to the Ombudsman or found during the Investigation.
 11. Superior of the Reported Party means the head of the state administrator, government or private entities as well as individuals who are suspected of committing Maladministration reported to the Ombudsman.
 12. Witnesses mean parties who know and/or are involved in or directly experience an event or series of events that allegedly constitute acts of Maladministration.
 13. Consultation means an activity of receiving information and/or problems of Public Services conveyed by the public either orally or in writing through coming in person or through other media provided by the Ombudsman with the aim of providing solutions or suggestions.
 14. Clarification means an action that aims to obtain an explanation and response from the reported parties, the superior of the reported parties, the complainants and witnesses related to the Complaints of alleged Maladministration submitted by the Complainants .
 15. Investigation means a series of activities carried out

by the Ombudsman in order to obtain data, information and documents that are useful for proving allegations of Maladministration reported to the Ombudsman.

16. Mediation means a process of resolving disputes of Public Services between parties through assistance, either by the Ombudsman itself or through a mediator established by the Ombudsman .
17. Conciliation means a process of resolution public complaints conducted by the Ombudsman conciliator related to the implementation of Public Services with the aim of finding a settlement that is acceptable to both parties through the proposal of a settlement framework by the Ombudsman conciliator.
18. Recommendation mean conclusion, opinion, and suggestion compiled based on the results of the Ombudsman's investigation to the superior of the reported parties to be implemented and/or followed up in order to improve the quality of the providers of Public Services.
19. Resolution means a process of resolution complaints carried out through Conciliation, Mediation, Adjudication and/or issuance of Recommendations after the results of the Investigation stating that Maladministration has occurred by the the providers of Public Services.
20. Receiving and verifying of Complaint Unit means the unit in charge of receiving, recording, and verifying Public Complaint.
21. Investigation Unit means the unit in charge of conducting an Investigation to obtain conclusions or proof of allegations of Maladministration.
22. Resolution and Monitoring Unit means the unit in charge of coordinating and/or carrying out the process of Conciliation, Mediation, Adjudication and/or Recommendations on public Complaint after receiving the results of the Investigation from the Investigation unit and monitoring of the resolution results.
23. Formal Requirements mean a number of administrative matters that must be met to submit a Complaint to the Ombudsman so that it can be followed up.
24. Material Requirements mean matters that are substantive or related to the Ombudsman authority that must be met to submit a Complaint to the Ombudsman so that it can be followed up.
25. Plenary Meeting means the highest decision-making mechanism attended by half plus one of the Members of the Ombudsman.
26. Representative Meeting means a meeting with a specific agenda and a quorum attended by the Head of Representative and half plus one of the number of Assistants.

27. Sanctioning Recommendation means an Ombudsman Recommendation submitted to the administrative sanctioning official.

2. The title of CHAPTER II is amended so that it reads as follows:

CHAPTER II
RECEIPT, CONSULTATION, AND VERIFICATION OF
COMPLAINTS

3. Between Article 2 and Article 3, 1 (one) Article is inserted, namely Article 2A so that it reads as follows:

Article 2A

- (1) The Ombudsman organizes Consultation service for Complainant or the public.
 - (2) The Consultation service as referred to in section (1) is carried out by Assistantship in charge of receiving and consultation functions.
4. The provisions of Article 4 are amended so that it reads as follows :

Article 4

- (1) The formal requirements in Complaint verification are as follows:
 - a. full name, place and date of birth, marital status, occupation, and complete address of the Complainants and accompanied by a photocopy or number of identity card confirmed with the population data;
 - b. power of attorney, in the event that the submission of the Complaint is authorized to another party ;
 - c. contains detailed descriptions of events, actions or decisions that are reported ;
 - d. has submitted a Complaint directly to the Reported Parties or his/her superior but the Complaint did not receive proper resolution; and the event, action, or decision reported has not passed 2 (two) years since the event, action, or concerned decision occurred.
- (2) In the event that the Complaints do not meet the formal requirements, the Ombudsman notifies the Complainants in writing to complete the Complaint.
- (3) If within 30 (thirty) days after the written notification is received, the Complainants do not immediately complete and submit it to the Ombudsman, the Complaints do not need to be followed up and the Complainants are considered to have revoked the Complaint file.
- (4) In the event that the Complaints meets the formal requirements, it is proceeded with verification of the

- material requirements.
5. The provisions of Article 5 are amended so that it reads as follows:

Article 5

Material requirements in Complaint verification are as follows:

- a. the substance of the Complaint is not being and has been the object of Judicial Proceedings, unless the Complaint concerns maladministration in the process of court administration.
 - b. The Complaint is not in the process of being resolved by the reported institutions and according to the Ombudsman, the resolution process is still within a reasonable time ;
 - c. the Complainant has not obtained a settlement from the reported institutions ;
 - d. the substance reported is in accordance with the scope of the Ombudsman's authority; and
 - e. the substance reported is being and/or has been followed up by the Ombudsman.
6. The provisions of Article 6 are amended so that it reads as follows:

Article 6

- (1) Verification of formal and material requirements is carried out by the Assistantship in charge of the Verification function.
 - (2) The results of verification of material requirements are compiled in the form of a summary of verification results.
 - (3) Summary of the verification results at least contains:
 - a. identity of Complainant;
 - b. reported parties;
 - c. alleged maladministration;
 - d. Chronology of the Complaint ;
 - e. conclusions; and
 - f. classification of public complaints.
 - (4) A summary of the verification results is presented at the Plenary Meeting or Representative Meeting to decide on the follow-up.
 - (5) The classification of public complaints as referred to in section (3) point f are further stipulated in the Decision of the Chairperson of the Ombudsman .
7. The provisions of Article 8 section (3) are amended so that it reads as follows:

Article 8

- (1) In the event that the Ombudsman does not have authority to continue the Investigation as referred to in Article 7 point a, it is stated in the decision of the meeting to be notified in writing to the Complainants.
- (2) In the event that the Ombudsman has authority to

continue the Investigation as referred to in Article 7 point b, the Ombudsman may carry out the assignment or submission of the Complaints.

(3) Deleted.

8. The provisions of Article 9 are amended so that it reads as follows:

Article 9

- (1) The assignment as referred to in Article 8 section (2) is carried out by the Ombudsman to the Representatives in the event that the alleged Maladministration reported is under the authority of the Reported Parties in the working area of Representatives.
- (2) The submission of the Complaints as referred to in Article 8 section (2) is carried out by the Representatives to the Ombudsman in the event that the alleged Maladministration reported is under the authority of the Reported Parties which is outside working area of Representative receiving the Complaint.
- (3) The submission of the Complaints as referred to in Article 8 section (2) is carried out by the Representatives to the Ombudsman or other Representatives in the event that the alleged Maladministration reported is under the authority of the Reported Parties which is outside working area of Representative receiving the Complaint.

9. The provisions of Article 12 are amended so that it reads as follows:

Article 12

- (1) Proof of alleged Maladministration in the Complainant Investigation process is carried out to find material and/or formal evidence that supports the fulfillment of the elements of Maladministration.
- (2) Evidence in Investigation of Complaints are in the forms of:
 - a. letter/document;
 - b. description :
 1. Complainants ;
 2. Reported Party;
 3. Witness;
 4. related parties; And
 5. expert.
 - c. electronic information/data; And
 - d. goods.
- (3) Maladministration are declared found in the Complaints if in the Investigation there is suitability between the event/occurrence and the collected clues and evidence.
- (4) In the event that there is a complaint that has the potential to give rise to legal consequences, the information as referred to in section (2) point b is made

under oath.

- (5) Further provisions regarding the procedures for taking an oath are stipulated in a Decision of the Chairperson of the Ombudsman.

10. The provisions of Article 13 are amended so that it reads as follows:

Article 13

- (1) In the event that in the conclusion the Ombudsman has authority to continue the Investigation as referred to in Article 7 point b, a document Investigation is conducted .
- (2) The results of the document Investigation are written in the report on the results of the document Investigation.
- (3) The report on the results of the document Investigation as referred to in section (2) at least contains:
 - a. registration number and date;
 - b. identity of the Complainant ;
 - c. Reported Party;
 - d. chronology of the Complaint ;
 - e. substance of the Complaint ;
 - f. alleged Maladministration ;
 - g. Complainant's expectations ;
 - h. related regulations ;
 - i. temporary supporting data;
 - j. analysis;
 - k. tentative conclusions; And
 - l. follow-up.
- (4) Assistantship in charge of Investigation function performs review on Complaint before stipulating report on the results of the document Investigation along with follow-up decisions.
- (5) The follow-up as referred to in section (3) point l is a form of action that will be taken by the Ombudsman, including:
 - a. data requests;
 - b. Clarification requests;
 - c. summoning;
 - d. field investigation;
 - e. Conciliation; or
 - f. stop the Investigation.

11. The provisions of Article 14 are amended so that it reads as follows:

Article 14

- (1) Investigation can be stopped in terms of:
 - a. it is known that the substance of the Complaint is not within the authority of the Ombudsman;
 - b. the substance of the Complaint becomes the object of court examination;
 - c. The Complaint is in the process of being resolved within a reasonable time from the institutions;

- d. The Complainants do not comply with the Ombudsman's request to provide a response or complete additional data; And
 - e. The Complaint is revoked by the Complainant at the stage before the request for clarification is made.
- (2) The decision to terminate the Investigation as referred to in section (1) is conveyed to the Complainants not later than 7 (seven) days since the Report on the results of the document Investigation is signed by the Chairperson of the Ombudsman or Head of Representative.
 - (3) Follow-up of the Complaints by data requests can be carried out in the event that additional information is still required from the Complainants..
 - (4) The Ombudsman delivers written notification regarding the progress of the resolution of the Complaints to the Complainants to be responded by the Complainants not later than 14 (fourteen) days since the Complainants receive the notification letter.
12. The provisions of Article 15 are amended so that it reads as follows:

Article 15

- (1) The Request for Clarification as referred to in Article 13 section (5) point b may be made by requesting an explanation in writing and/or in person .
 - (2) The request for Clarification as referred to in section (1) is carried out by the Assistantship in charge of the Investigation function.
13. The provisions of Article 16 are amended so that it reads as follows:

Article 16

- (1) The written Request for Clarification as referred to in Article 15 section (1) is submitted to Reported Parties, the superior of the Reported Parties and other related parties.
- (2) Reported Parties and/or The superior of the Reported Parties are obligated to respond to the Ombudsman's request for clarification in writing no later than 14 (fourteen) days from the receipt of the request for Clarification.
- (3) If within 14 (fourteen) days as referred to in section (2) the Reported Party and/or The superior of the Reported Parties do not provide an explanation, the Ombudsman submits a second request for Clarification in writing.
- (4) The Reported Parties and/or The superior of the Reported Parties are obligated to respond to the second Clarification request no later than 14 (fourteen) days from the receipt of the Clarification request letter.

- (5) In the event that the Ombudsman requires an explanation of the written Clarification response, the Ombudsman may hold a meeting with the Reported Parties and/or The superior of the Reported Parties .
- (6) In the event that Clarification is required quickly, in-depth and accurately, the Ombudsman may conduct direct Clarification as referred to in Article 15 section (1), with written notification..
- (7) The right to response is considered waived, if the Reported Parties and/or the superior of the Reported Party does not provide an answer to the Clarification .
- (8) In the event that the right of reply is deemed not to have been used as referred to in section (7), the Assistantship in charge of the Investigation function may propose to issue a LAHP to the Members of the Ombudsman in charge of substances.
- (9) Further provisions regarding the right of reply of the reported parties and/or the Superior of the Reported Parties are stipulated by the Chairperson of the Ombudsman.

14. The provisions of Article 17 are amended so that it reads as follows:

Article 17

- (1) In conducting the Investigation, the Ombudsman may make a written summons to the Reported Parties.
- (1a) The summons as referred to in section (1) is made to request for clarification directly.
- (2) The summons as referred to in section (1) are made 3 (three) times with a period of 14 (fourteen) days each since the date of receipt of the summons.
- (3) In the event that the Reported Parties do not fulfill the Ombudsman's summons with valid reasons, forced attendance is carried out with the assistance of the police.
- (4) In the event that the Reported Parties are not willing to provide an explanation, the Reported Parties are deemed to obstruct the Investigation conducted by the Ombudsman.
- (5) Unwillingness to provide an explanation as referred to in section (4) is stated in a minutes.

15. The provisions of Article 24 are amended so that it reads as follows:

Article 24

- (1) The results of the field Investigation are stated in the Report of Field Investigation.
- (2) The Report of the field Investigation referred to in section (1) at least contains:
 - a. substance of the Complaint ;
 - b. activities undertaken ;
 - c. findings;

- d. explanation from the Complainant , the Reported Party , the Superior of the Reported Party and/or related parties, if the Field Investigation is carried out openly;
 - e. conclusion; And
 - f. follow-up plan, including prospects for resolution .
- (3) The Report of field Investigation is prepared not later than 10 (ten) days since the completion of the field Investigation activities .

16. The provisions of Article 25 are amended so that it reads as follows:

Article 25

- (1) The overall Investigation results of the Complaint are compiled in the Final Report of Investigation.
- (2) The Final Report of Investigation contains at least :
 - a. identity of the Complainant , Reported Party and alleged Maladministration;
 - b. Complaint description;
 - c. investigation result;
 - d. opinion of the Ombudsman;
 - e. conclusions in the forms of:
 - 1. Maladministration is found;
 - 2. Maladministration is not found; or
 - 3. investigation is terminated;
- (2a) In the event that maladministration is found in the complaint, then in the Final Report of Investigation there are corrective actions that must be carried out by the Reported Parties , the Superior of the Reported Parties or related institutions.
- (3) For the Complainants whose identity are kept confidential, the Final Report of Investigation does not mention the identity of the Complainants.
- (4) The Assistantship in charge of the Investigation function reviews the Complaint before setting the Final Report of Investigation by involving Members or Head of Representatives.
- (5) In the event that in the results of the investigation, maladministration is found, maladministration is not found, or it is terminated, the Ombudsman conveys a notification letter to the Complainants to provide a response before the issuance of the Final Report of Investigation.
- (5a) In event that response by Complainants as referred to in section (5), accompanied by sufficient and considerate arguments and evidence, the Assistantship in charge of the Investigation function re-examines the substance of the Complaints.
- (5b) If within 14 (fourteen) days since the Complainants received the notification as referred to in section (5) and did not provide a response, the Ombudsman continues to prepare a Final Report of Investigation for the Complainants with a copy to the Reported Parties .
- (6) Final Report of Investigation which states that there is

a Maladministration, the Ombudsman submits it to the Reported Parties and requests a response.

- (6a) In preparing the Final Report of Investigation which states that maladministration is found as referred to in section (6), the Assistantship in charge of the Investigation function coordinates with the Assistantship in charge of the Resolution and Monitoring functions.
 - (6b) In the event that there are objections from the Reported Parties/Complainants against the Final Report of Investigation, the objection is submitted to the Chairperson of the Ombudsman.
 - (7) Against the Final Report of Investigation as referred to in section (6) that does not get a follow-up from the Reported Parties after 30 (thirty) days and monitoring has been carried out 2 times by the Assistantship in charge of the investigation function, then it is submitted to the Assistantship in charge of the Resolution and Monitoring functions to take steps for resolution.
 - (8) Further provisions regarding the handling of objections as referred to in section (6b) are regulated in the Ombudsman Regulations governing Quality Management.
17. The provisions of Article 27 are amended so that it reads as follows:

Article 27

- (1) The Ombudsman quick response is carried out by directly following up on the complaint at the investigation stage which includes direct clarification, field investigation, or Mediation/ Conciliation.
 - (2) The Ombudsman quick response is carried out based on a proposal from the Assistantship in charge of the Verification function and after obtaining the approval of the supporting Members of Ombudsman or Head of Representative.
 - (3) The implementation of direct Clarification, field Investigation, or Mediation/Conciliation in the Ombudsman quick response is carried out in accordance with the rules as regulated in the Provisions of this Ombudsman Regulation.
18. The provisions of Article 28 are amended so that it reads as follows:

Article 28

- (1) The Complaint are declared resolved when :
 - a. the investigation is terminated due to the reasons as referred to in Article 14 section (1);
 - b. it has obtained a resolution from the Reported Parties ;
 - c. has reached agreement in conciliation and/or mediation ;

- d. recommendations have been issued; or
 - e. maladministration is not found.
- (2) The Complaints can be closed at any stage of the resolution of Complaints if :
- a. investigation is terminated as referred to in Article 14 section (1);
 - b. Complaints are declared resolved as referred to in section point a to point e ;
 - c. recommendation has been implemented; or
 - d. recommendations are not implemented and have been published or reported to the House of Representatives and the President .
- (3) Complaints can be closed at each stage of Report completion if:
- a. Complainants revokes the Complaints;
 - b. Complaints are declared resolved as referred to in section (1) point a to point g;
 - c. recommendations have been implemented; or
 - d. recommendations are not implemented and have been published or reported to the House of Representatives and the President .

19. The provisions of Article 29 are amended so that it reads as follows:

Article 29

- (1) The Complaints can be revoked by the Complainants or Proxy of Complainant with a revocation letter addressed to the Ombudsman.
- (1a) The Complainants can revoke the complaints as referred to in section (1) in the event that the Assistantship in charge of the Investigation function has not made a request for clarification to the Reported Parties /related party.
- (2) Complainants who have revoked their Complaints as referred to in section (1) cannot resubmit the same Complaints .

20. The provisions of Article 31 are amended so that it reads as follows:

Article 31

- (1) In the event that the Complaints can be followed up through Mediation, the Assistantship in charge of the Investigation function can propose a resolution in writing to the Assistantship in charge of the Resolution function.
- (2) Within a maximum period of 7 (seven) days, the Assistantship in charge of the Resolution function decides whether or not the Complaints can be resolved through Mediation.

21. The provisions of Article 32 are amended so that it reads as follows:

Article 32

- (1) The resolution of the Complaints process can be conducted through Mediation and/or Conciliation at

the request of the parties or the Ombudsman's initiative.

- (2) The Ombudsman, represented by the Assistantship in charge of the Resolution function or the Head of Representative has the right to determine an alternative Resolution mechanism through Mediation and/or Conciliation with the agreement of the parties.
- (3) In the event that the complaint is still in the Investigation process, the determination of an alternative resolution mechanism through Conciliation is determined by the assistantship in charge of the Investigation function.

22. The provisions of Article 41 are amended so that it reads as follows:

Article 41

- (1) The Ombudsman may request information from the Reported Parties and/or The superior of the Reported Parties , and conduct a field Investigation to ensure the implementation of the Recommendation.
- (2) Monitoring of the implementation of Recommendations is carried out within 60 (sixty) days from the date of receipt of the Recommendation .
- (3) The Ombudsman monitors the implementation of the Recommendation by the Reported Parties and/or The superior of the Reported Parties to declare that the Reported Party and/or The superior of the reported party has implemented the Recommendation, partially implemented the Recommendation or not implemented the Recommendation.
- (4) If within 60 (sixty) days the Recommendation is not implemented or partially implemented, and with improper reasons, the Ombudsman submits a Recommendation for Sanctions to an official 2 (two) levels above the Reported Party or an official who can impose administrative sanctions.
- (5) If the Reported Parties and/or the Superior of the Reported Parties do not implement the Recommendation, or only partially implement the Recommendation, Ombudsman may submit Complaints to the DPR and the President or DPRD and the Regional Head.
- (6) The Ombudsman may publicize the Reported Parties and/or the Superior of the Reported Parties who does not implement the Recommendation or partially implement the Recommendation without proper reasons by the Ombudsman.
- (7) The procedures for monitoring of Recommendations are stipulated by the Chairperson of the Ombudsman.

23. The provisions of Article 42 are amended so that it reads as follows:

Article 42

- (1) The Ombudsman monitors the result Mediation/Conciliation agreement in accordance with

- the minutes of the agreement.
- (2) Monitoring of the results of the Mediation/Conciliation agreement is carried out within 30 (thirty) days from the date the agreement is signed .
 - (3) Monitoring of the results of the agreement Mediation/Conciliation is conducted through:
 - a. request for information to the Complainants, the Reported Parties, or the superior of the Reported Parties ;
 - b. Field Investigation; and/or
 - c. request for evidence and/or related documents.
 - (3) If the results of the Conciliation agreement at the Investigation stage are not carried out or partially implemented, the Ombudsman follows up by issuing a Final Report of Investigation .
 - (4) If the results of the Mediation/Conciliation agreement at the Resolution and Monitoring stages are not implemented or partially implemented, the Ombudsman follows up by issuing Recommendation.

Article II

This Ombudsman Regulation comes into force on the date of its promulgation.

In order that every person may know hereof, it is ordered to promulgate this Ombudsman Regulation by its placement in the State Bulletin of the Republic of Indonesia.

Issued in Jakarta
On 17 December 2020

CHAIRPERSON OF THE
OMBUDSMAN OF THE
REPUBLIC OF INDONESIA,

signed

AMZULIAN RIFAI

Promulgated in Jakarta
on 29 December 2020

DIRECTOR GENERAL
REGULATIONS OF LEGISLATION OF THE MINISTRY OF LAW AND HUMAN
RIGHTS OF THE REPUBLIC OF INDONESIA,

signed

WIDODO EKATJAHJANA

STATE BULLETIN OF THE REPUBLIC OF INDONESIA OF 2020 NUMBER 1646

Jakarta, 14 September 2023
Has been translated as an Official Translation
on behalf of Minister of Law and Human Rights
of the Republic of Indonesia
DIRECTOR GENERAL OF LEGISLATION,

