

REKAPITULASI PENGADUAN PELAYANAN PUBLIK

1. SP4N Lapor/Portal Lapor Lumajang

The screenshot shows the 'PENGADUAN ONLINE' portal interface. The header includes the title 'PENGADUAN ONLINE' and the subtitle 'Layanan Pengaduan PEMKAB Lumajang'. A cartoon character is visible on the right. Below the header, there is a '← kembali' link. The main content area displays a complaint card for user 'RI Riso' dated '29 November 2019'. The complaint text reads: 'pengaduan ini saya tujukan untuk kantor desa ranuyoso beserta staf. mohon jam pelayanan untuk ditingkatkan lagi, pengalaman saya pergi ke kantor desa untuk mengurus suket, jam 08.00 pagi kantor desa masih tutup saya menunggu satu jam sampai jam 9 masih tutup juga, mohon bantuan bapak camat menegur staf desa untuk lebih pagi datang ke kantor tidak hanya absen lalu pulang dan kembali lagi di siang hari ogor pelayanan lebih memuaskan warga ranuyoso.' Below this, a response card from 'KR Kecamatan Ranuyoso' dated '07 Oktober 2025' states: 'Terimakasih atas kritik, saran yang telah anda berikan. Segera kita tindaklanjuti ke Desa Ranuyoso.'

The screenshot shows the 'PENGADUAN ONLINE' portal interface. The header includes the title 'PENGADUAN ONLINE' and the subtitle 'Layanan Pengaduan PEMKAB Lumajang'. A cartoon character is visible on the right. Below the header, there is a '← kembali' link. The main content area displays a complaint card for user 'YU Yusup' dated '14 Juli 2020'. The complaint text reads: 'cuman mau tanya apakah khusus kecamatan ranuyoso pembagian blt tidak mengetahui rt? karna disini tidak melibatkan rt,mohon penjelasannya .' Below this, a response card from 'KR Kecamatan Ranuyoso' dated '15 Juli 2020' states: 'Bagi pendataan calon penerima BLT / pembagian BLT sudah sesuai prosedur mulai dari RT RW sampai dengan Desa. Mohon konfirmasi ke Desa masing-masing. Terimakasih'

2. Sambat Bunda

The screenshot shows the Sambat Bunda dashboard for July 2025. The browser address bar displays `sambatbunda.id/tuan/index/?tahun=2025&bulan=7&opd=`. The left sidebar contains a menu with options: Dashboard, List Tiket Belum Direspon, List Tiket Direspon, List Tiket Diproses, and List Tiket Selesai. The main content area features a filter section with 'Bulan' set to 'Juli' and 'Tahun' set to '2025'. Below the filter are four status cards: 'TIKET BARU' (0), 'TIKET DIRESPON' (2), 'TIKET DIPROSES' (2), and 'TIKET SELESAI' (0). The 'TIKET ANDA' section lists two reports by 'Mohammad Ahwell' dated '05 Juli 2025'. The first report describes a complaint about a house being broken into and a motorbike stolen. The second report describes a complaint about a family being defamed by a neighbor.

The screenshot shows the Sambat Bunda dashboard for August 2025. The browser address bar displays `sambatbunda.id/tuan/index/?tahun=2025&bulan=8&opd=`. The left sidebar menu is identical to the previous screenshot. The main content area features a filter section with 'Bulan' set to 'Agustus' and 'Tahun' set to '2025'. Below the filter are four status cards: 'TIKET BARU' (0), 'TIKET DIRESPON' (0), 'TIKET DIPROSES' (0), and 'TIKET SELESAI' (0). The 'TIKET ANDA' section is currently empty.

The screenshot shows the Sambat Bunda dashboard for September 2025. The browser address bar displays `sambatbunda.id/tuan/index/?tahun=2025&bulan=9&opd=`. The left sidebar menu is identical to the previous screenshots. The main content area features a filter section with 'Bulan' set to 'September' and 'Tahun' set to '2025'. Below the filter are four status cards: 'TIKET BARU' (0), 'TIKET DIRESPON' (0), 'TIKET DIPROSES' (0), and 'TIKET SELESAI' (0). The 'TIKET ANDA' section is currently empty.

3. Website

The screenshot shows a web browser window with the URL `ranuyoso.lumajangkab.go.id/datakec/pengaduan`. The page title is "Halaman Admin Website Kecamatan Ranuyoso". The user is logged in as "Halo, Admin Kecamatan Ranuyoso".

The main content area is titled "Data Pengaduan Kecamatan Ranuyoso". It features a search bar and a table of complaint entries. The table has columns for "No", "Tanggal", "Nama", "Kecamatan", and "Aksi".

No	Tanggal	Nama	Kecamatan	Aksi
1	14/07/2020	Yusup	Ranuyoso	Lihat
2	29/11/2019	Risa	Ranuyoso	Lihat

Below the table, it says "Menampilkan 1 sampai 2 dari 2 entri". There are navigation buttons for "Sebelumnya", "1", and "Selanjutnya".