Socialization Material
Noncash Food Assistance (BPNT) Program 2018

Jakarta, 2018
Session 1: The National Policy
Presidential Directives
Limited Cabinet Meeting on Raskin Program – 19 July 2016

1. The President calls on relevant ministries/agencies to transform the Raskin distribution through directly providing targeted households with an electronic card. Targeted households shall be able to use the electronic card for buying rice, eggs, and other foods in the market, kiosks (warung), and shops at reasonable prices. Therefore, it shall enable people to get more balanced nutrition; not only carbohydrates, but also proteins, such as from eggs.

2. The markets, kiosks (warung), and stores may purchase rice from any suppliers offering the best price in favor of ensuring a competitive mechanism.

3. Implementation of the electronic cards shall be piloted in several municipalities, as the Government has yet to decide its use in all municipalities. Further decision on its implementation shall take place in 2017.

Source: Minutes of Limited Cabinet Meeting, No. R-139/SesKab/DKK/7/2016, 29 July 2016
Transformation of the Food Social Assistance Programs (from Subsidy to Social Assistance)

2016
RASTRA SUBSIDY 15.5 million

2017
RASTRA SUBSIDY 14.3 million
Noncash Food Assistance Program (BPNT) 1.2 million

2018*
RASTRA SOCIAL ASSISTANCE (BANSOS RASTRA)

BPNT

Information:
*) In 2018, BPNT implementation is set to be gradually expanded, based on the stipulation issued by the Directorate General of Poverty Alleviation (PFM), the Ministry of Social Affairs (MoSA)
Benefits of the Food Social Assistance Programs (Bansos Pangan)

**Bansos Rastra**
- Each Family Beneficiary (KPM) receives 10 kg of medium-quality rice per month.
- Family Beneficiaries receive Rastra rice without being charged any redemption fee.

**BPNT**
- Rp110,000/Family Beneficiary/month.
- The amount can only be spent for rice and/or egg in line with the beneficiary’s need.
- The remaining balance in the beneficiary account can be used only up to disbursement of the following month.
Quotas Allocated for the Food Social Assistance Programs (Bansos Pangan)

- The Minister of Social Affairs (MoSA) stipulated the national quotas allocated for Bansos Pangan through Decision Letter number 4/HUK/2018 dated 2 January 2018.

- Provincial and District/Municipal Governments may allocate additional spending in their Regional Revenues and Expenditures Budget (APBD) to increase the program beneficiary quotas, particularly to cover disadvantaged families not already included in the stipulated list of family beneficiaries. Budget allocations shall be in line with regional capabilities, after prioritizing fulfillment of compulsory and selective government expenditures, unless stipulated otherwise in legislation.

- The mechanism for implementing APBD-based Bantuan Pangan shall refer to the mechanism for the national programs.
Data Sources and Beneficiaries of the Food Social Assistance Programs

**Family Beneficiaries (KPM) of the Food Social Assistance Programs** comprise families within the bottom 25% socioeconomic group in the respective implementing areas.

**The source of data for the beneficiaries of the Food Social Assistance Programs** is the Unified Data for Poverty Alleviation Programs (DT-PPFM), which consists of results from the 2015 Updating of the Unified Database.

**DT-PPFM is managed by:** the Unified Database Working Group (Pokja Data), which was established based on Decision Letter of the Minister of Social Affairs number: 284/HUK/2016 dated 21/9/2016, renewed based on Decision Letter of the Minister of Social Affairs number: 30/HUK/2017 dated 16/3/2017. Pokja Data consists of: the Coordinating Ministry for Human and Cultural Development (Kemenko PMK), the National Development Planning Agency (Bappenas), the Ministry of Home Affairs (MoHA), MoSA, the Central Bureau of Statistics (BPS), and the Secretariat of TNP2K.

**Bansos Rastra:**
MoSA delivered the Family Beneficiary data to the Local Governments by the SIKS-NG Application.

**BPNT:**
MoSA delivered the KPM Family Beneficiary data to:
- the Local Governments by the SIKS-NG Application;
- Banking partners by CDs.
Institutional Setting for the Food Social Assistance Programs

Managed and oversighted by the Coordinating Team for Food Social Assistance Programs at every governmental level

At national level, oversighted by the Steering Committee for Implementing Noncash Disbursement of Social Assistance → Presidential Decree Number 63 Year 2017
Coordinating Team for Food Social Assistance Programs

In the context of implementing the food assistance programs (BPNT and Bansos Rastra), the Coordinating Team for Food Social Assistance Programs are established at national, provincial, municipal/district, and sub-district levels.

Each team is responsible for the program delivery in their designated areas.

- **Central**
  - The **Central** Coordinating Team for Food Social Assistance Programs
  - Established and managed by the Coordinating Minister of Human and Cultural Development and Culture

- **Province**
  - The **Provincial** Coordinating Team for Food Social Assistance Programs
  - Established and managed by the Governor

- **Municipality/District**
  - The **Municipal/District** Coordinating Team for Food Social Assistance Programs
  - Established and managed by the Mayor/Head of District

- **Sub-District**
  - The **Sub-District** Coordinating Team for Food Social Assistance Programs
  - Established and managed by the Head of Sub-District

Information:

*) The Provincial and Municipal/District Coordinating Team for Food Assistance Programs

  - Chairperson: Regional Secretary
  - Secretary: Head of the Local Services Office for Social Affairs
The Committee is responsible for the coordination, monitoring, evaluation and reporting of the implementation of Noncash Disbursements of Social Assistannces, as well as providing recommendations for improving program policy and implementation.
Session 2: Noncash Food Assistance (BPNT)
The General Guidelines for the BPNT

The guidelines are cumulatively set by the Coordinating Ministry of Human and Cultural Development, Bappenas, the Ministry of Home Affairs, the Ministry of Social Affairs, KSP, BI, OJK, and Secretariat of TNP2K based on the key learning points from the 2016 pilot, the 2017 implementation and its monitoring and evaluation, as well as the 2017 pilot.

Contents:
1. Background, Definitions, Objective, Benefits
2. Principles
3. Beneficiaries
4. Benefit Amounts
5. Quota
6. Implementation Mechanism: Scoping Assessments; Preparation of Beneficiary Data and Its Handing Over to Banking Partners, Recruitment of e-Warong Outlets; Program Information Dissemination and Education; Registration and Account Opening; Disbursements; Benefit Use through Electronic Transactions.
7. Oversighting (Monitoring and Evaluation)
8. Complaint Handling
The Legal Basis of BPNT Policy

- Law Number 25 Year 2009 on Public Services.
- Law Number 13 Year 2011 on Poverty Alleviation.
- Law Number 18 Year 2012 on Food Provision.
- Law Number 23 Year 2014 on the Local Government.
- Presidential Decree Number 82 Year 2016 on the National Strategy for Inclusive Financial (SNKI).
- Presidential Regulation Number 63 Year 2017 on the Noncash Disbursement of Social Assistance.
- Presidential Directive on 26 March 2017; 16 April 2017; 19 July 2017
The Purpose of BPNT

1. Reduce part of the expenditure burden of the Family Beneficiaries in meeting food adequacy.
2. Provide Family Beneficiaries with more balanced nutrition.
3. Improve the delivery time of Food Assistance and the targeted Family Beneficiaries.
4. Give family beneficiaries the options and control in meeting their food needs.
5. Encourage the achievement of Sustainable Development Goals (SDGs).
Benefits of BPNT

1. Enhanced food security at the Family Beneficiary level, as part of the mechanism for social protection and poverty reduction.
2. Improved efficiency of social assistance delivery.
3. Increased noncash transactions as outlined in the agenda of the Noncash National Movement (GNNT).
4. Increased local economic growth, especially regarding practiced micro- and small-scale sellers of eggs and rice.
## Planned Gradual BPNT Expansion

<table>
<thead>
<tr>
<th>Stages</th>
<th>0</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
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<tbody>
<tr>
<td>TOTAL Family Beneficiaries</td>
<td>15,498,936</td>
<td>15,498,936</td>
<td>15,498,936</td>
<td>15,498,936</td>
<td>15,498,936</td>
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<tr>
<td>1. BPNT</td>
<td>1,286,194</td>
<td>3,947,183</td>
<td>7,291,679</td>
<td>9,156,839</td>
<td>10,083,192</td>
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<tr>
<td>2. Bansos Rastra</td>
<td>14,212,742</td>
<td>11,551,753</td>
<td>8,207,257</td>
<td>6,342,097</td>
<td>5,415,744</td>
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<tr>
<td>3. Difference: Transition from Rastra to BPNT</td>
<td>1,286,194</td>
<td>2,660,989</td>
<td>3,344,496</td>
<td>1,865,160</td>
<td>926,353</td>
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<tr>
<td>TOTAL Districts/Municipalities</td>
<td>514</td>
<td>514</td>
<td>514</td>
<td>514</td>
<td>514</td>
</tr>
<tr>
<td>1. BPNT</td>
<td>44</td>
<td>73</td>
<td>117</td>
<td>166</td>
<td>217</td>
</tr>
<tr>
<td>2. Bansos Rastra</td>
<td>470</td>
<td>441</td>
<td>397</td>
<td>348</td>
<td>297</td>
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<tr>
<td>3. Difference: Transition from Rastra to BPNT</td>
<td>44</td>
<td>29</td>
<td>44</td>
<td>49</td>
<td>51</td>
</tr>
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</table>

**Information:**

*) The 2018 BPNT implementation is expanded in four stages as stipulated in Decision Letter of the Director General for Poverty Alleviation (PFM), Ministry of Social Affairs, number: 1/PFM/SK/ HK.01/2018, dated 3 January 2018.
Principles of BPNT

1. Accessible and user-friendly for family beneficiaries.

2. Let Family Beneficiaries have **choices and controls** over the time, quantity, type, quality, and price of rice and/or eggs to be purchased, **and the preferred points of purchase (not directed to particular e-Warong* and not offered food items as package deals).**

3. **Help small retail businesses** get more customers and increase their income by serving the Family Beneficiaries.

4. Provide small retail businesses and Family Beneficiaries with access to **financial services.**

5. **E-warong** may purchase the **food supplies** from various sources to ensure an environment for more variable supplies.

6. **The Disbursing Bank** is in charge of disbursing the amount of assistance funds to the account of each Family Beneficiary, but **not responsible either for distributing the foods to the Family Beneficiaries, or for preordering them.**

*E-warong: kiosks (warung), stalls, merchants – recruited by the Disbursing Banks and as points of purchase for the rice and/or eggs*
Principles of BPNT

Family Beneficiaries are given the choices and control over when to use the program benefits and determine the type, quality, quantity, and price of the rice and/or eggs.
Principles of BPNT

The food supply at e-Warong is provided by various sources

Presidential Directives, 19 July 2017:

Markets, kiosks (warung), and shops may buy the rice from BULOG, although not compulsory. They can also buy the rice from other sources, including private businesses offering better prices to form a competitive mechanism.
Principles of BPNT:
Family Beneficiaries are not directed to any particular agents

Banks provide Family Beneficiaries with information on the names and locations of e-warungs (kiosks (warung)/shops/agents) accessible for and preferred by the Family Beneficiaries.
Session 3: Noncash Food Assistance (BPNT) Mechanism
BPNT Disbursement Mechanism

1. Beneficiary Data Preparation
2. Notification to the Family Beneficiaries and Dissemination of Program Information
3. Registration of Family Beneficiaries and KKS Activation by the disbursing bank.
4. Benefit Disbursement to Bank Accounts
5. Utilization of KKS at the e-Warong to buy rice and or eggs

- Data completion according to Know Your Customer (KYC) principle
- KKS activation

*E-warong: bank agents, sellers that are working with the disbursing bank and have been appointed as the selected points of purchase for rice and/or eggs.*
1 Beneficiary Data Preparation

General Guidelines
page 14, 25
Principles of the Social Food Assistance Transition

1. Each district/municipality can only apply the mechanism of one program (Bansos Rastra or BPNT)
   • To simplify the planning and budget allocation
   • To simplify the disbursement management (for the Local Government and disbursing banks)

2. BPNT beneficiaries are not limited to PKH participants.
Beneficiary Data Preparation

• The Minister of Social Affairs has the authority to validate the BPNT beneficiary data.

• The Family Beneficiary data are delivered through an application, namely the Next Generation Social Welfare Information System (SIKS-NG), accessible through http://siks.kemsos.go.id/

• The List of Family Beneficiaries comprises the following information for every beneficiary:
  • Name of the Spouse of the Head of Family (Account Owner Candidate)
  • Name of the Head of Family
  • Name of other family members
  • Residential Address
  • ID number (if any)
  • Unique Family Code in the Unified Data
  • Unique Individual Code in the Unified Data
  • Tagging of PKH Participants
### Combo Card (the Prosperous Family Card, Kartu Keluarga Sejahtera/KKS)

#### KKS features

<table>
<thead>
<tr>
<th>Feature</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>a.</strong> KKS records basic information, including:</td>
</tr>
<tr>
<td>• Card holder identity</td>
</tr>
<tr>
<td>• Types and amounts of the benefits</td>
</tr>
<tr>
<td><strong>b.</strong> KKS serves as a Basic Saving Account with the following purposes:</td>
</tr>
<tr>
<td>• To deposit the amount of disbursed PKH benefits, exclusively for the PKH participants</td>
</tr>
<tr>
<td>• As a saving account, specially for the PKH participants</td>
</tr>
<tr>
<td><strong>c.</strong> KKS is an instrument for depositing electronic money with the following functions:</td>
</tr>
<tr>
<td>• To buy rice and or eggs, as needed</td>
</tr>
<tr>
<td>• In the future, the government has planned to provide other social assistances and subsidies</td>
</tr>
<tr>
<td><strong>d.</strong> KKS is a Debit Card that can be used for following transactions:</td>
</tr>
<tr>
<td>• <strong>Via EDC machines at bank agents functioning as e-warong (BPNT)</strong></td>
</tr>
<tr>
<td>• Withdrawing cash and accessing other ATM services at ATMs (PKH)</td>
</tr>
</tbody>
</table>
Preparations of e-Warongs/Bank Agents

General Guidelines
Page 27
Definition of e-Warong (Presidential Decree Number 63 Year 2017): bank agents, sellers, and/or other parties acquisitioned by the Disbursing Banks and appointed as points of purchase for Family Beneficiaries to withdraw/use the social benefits, including:

- Micro, small enterprises and cooperatives
- Traditional markets, kiosks (warung), grocery stores
- e-Warong KUBE
- Warung Desa
- Rumah Pangan Kita (BULOG)
- Toko Tani
- LKD/ Laku Pandai Agents etc.

**RATIO 1: 250 (e-warong against KPM)**

- Every 250 Family Beneficiaries shall be served by at least 1 e-warong
- At minimum, 2 agents in 1 village, to avoid monopoly.
- Not limited to bank agents acquisitioned by the Disbursing Banks, operating in the respective locations.

**e-Warong CRITERIA**

- Possess the capability, reputation, credibility and integrity in the operational area, as proven by passing due diligence process in line with the policies and procedures of the Disbursing Bank.
- Have a primary source of income from ongoing business activities at a fixed business domicile and/or other fixed activities.
- Have a network of information and existing cooperation between the agents/suppliers and existing food suppliers/distributors in the market. This is important to ensure the availability of food stocks and ensure Family Beneficiaries can do transactions.
- Sell rice and/or eggs at the market prices.
- Able to serve Family Beneficiaries and non-beneficiaries using the banking infrastructure.
- Highly committed to providing special treatment to elderly (senior) beneficiaries and those with disabilities.
2

Education and Dissemination of Program Information

General Guidelines
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Flow of the Education and Dissemination of Program Information

The Ministry of Social Affairs

Disbursing Banks

Branch Banks

Provincial and District/Municipal Governments (Local Services Office for Social Affairs)

Points of Information (Village Apparatuses, RT/RW, {BNPT facilitators, etc.) and e-Warongs

Social assistance beneficiaries
## Education and Dissemination of Program Information

<table>
<thead>
<tr>
<th>Implementer</th>
<th>Media</th>
<th>Target</th>
</tr>
</thead>
</table>
| Central Coordinating Team for the Food Social Assistance Programs | • Coordinating meetings at provincial and district/municipal levels  
• General Guidelines and Technical Instructions  
• Circular letters of ministries/state agencies  
• Posters/brochures | • Provincial Coordinating Teams for the Food Social Assistance Programs  
• District/Municipal Coordinating Teams for the Food Social Assistance Programs  
• Facilitators |
| Provincial Coordinating Team for the Food Social Assistance Programs | • Coordinating meetings at district/municipal level  
• General Guidelines and Technical Instructions  
• Circular letters of ministries/state agencies  
• Posters/brochures | • District/Municipal Coordinating Teams for the Food Social Assistance Programs  
• Facilitators |
| District/Municipal Coordinating Team for the Food Social Assistance Programs | • General Guidelines and Technical Instructions  
• Circular letters of ministries/state agencies  
• Posters/brochures | • Points of Information (Facilitators, Sub-Districts, Villages, RW/RT) |
| Points of Information (Facilitators, Sub-Districts, Villages, RW/RT) | • Notification letters or lists of beneficiaries  
• Posters/brochures | • Family Beneficiaries |
| Disbursing Banks | • Training  
• Lists of e-Warongs  
• e-Warong logos  
• Kits  
• Posters/brochures | • Family Beneficiaries  
• e-Warongs |
Example of Program Information Poster
e-Warong Logo
### Poster Example: List of e-Warongs

<table>
<thead>
<tr>
<th>No</th>
<th>Nama E-Warong</th>
<th>Alamat</th>
<th>Telp</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Suparman</td>
<td>Jl. Rekreasi RT.35 Manggar Baru</td>
<td>0802 4877 3763</td>
</tr>
<tr>
<td>2</td>
<td>Toko ARDIANSYAH</td>
<td>Jl. Perselatan RT.3 No.01 Manggar Baru</td>
<td>0802 9418 1638</td>
</tr>
<tr>
<td>3</td>
<td>Toko SALSA</td>
<td>Jl. Mulawarman RT.07 Lamaru</td>
<td>0811 3882 2730</td>
</tr>
<tr>
<td>4</td>
<td>RPK GUNAWAN</td>
<td>Jl. Mulawarman RT.10 Lamaru</td>
<td>0801 3023 9479</td>
</tr>
<tr>
<td>5</td>
<td>SARJUNGAN</td>
<td>Jl. Mulawarman Gg. Permadi Manggar Baru</td>
<td>0812 9666 3171</td>
</tr>
<tr>
<td>6</td>
<td>Toko METRO</td>
<td>Jl. Mulawarman RT.07 No.00A Manggar Baru</td>
<td>0811 5000 7957</td>
</tr>
<tr>
<td>7</td>
<td>Toko TIA</td>
<td>Jl. Lumba-Lumba Gg. Su No.25 Manggar Baru</td>
<td>0813 4758 6795</td>
</tr>
</tbody>
</table>

- **Distributed to Family Beneficiaries**
- **Posted at Village Offices and e-Warongs**
3 Registration

General Guidelines
Page 41
The process of registration and/or account opening

Data of Social Assistance Beneficiaries to be Registered

District/Municipal Government

Disbursing Bank

Bank Account Opening Report

Facilitator distributes Combo Card starter packs and kits

Social assistance beneficiaries

At this stage, the team distributes the Combo Card starter packs and kits, savings account books/printouts of the statement of account
The process of registration and/or account opening

Coordination of the Local Government with the Bank

- Coordination regarding the List of Family Beneficiaries and Kit Cards
- Decision on the schedule and location of registration
- Preparation of the personnel and logistics for registration
  - Village apparatuses and BPNT facilitators in each village match the data in the List of Family Beneficiaries with identification documents of beneficiaries
  - Village apparatuses issue Statement Form of Verified Person
  - Village apparatuses and BPNT facilitators ensure beneficiaries on the List of Family Beneficiaries attend the registration for beneficiary candidates
The process of registration and/or account opening

**Mechanism for Notifying the Family Beneficiary Candidates**

Notification can be in the form of a List of Family Beneficiaries

Notification can also be in the form of an invitation/notification letter for the Family Beneficiary

The Ministry of Social Affairs produces and delivers the softcopy format of the notification for Family Beneficiary candidates to:

1) The Head of District/Mayor;
2) The District/Municipal Coordinating Team for Food Social Assistance Programs;
3) The District/Municipal Services Office for Social Affairs

<table>
<thead>
<tr>
<th>Letter code/Family Beneficiary ID code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of family member assigned as account owner</td>
</tr>
<tr>
<td>Names of other family members</td>
</tr>
<tr>
<td>e-Warong logo</td>
</tr>
</tbody>
</table>
The process of registration and/or account opening

### Registration Implementation

1. **TERIMA UNDANGAN**
2. **BAWA DATA DIRI**
3. **SURAT KETERANGAN DARI DESA / KELURAHAN**

<table>
<thead>
<tr>
<th>1</th>
<th>2a</th>
<th>2b</th>
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<tbody>
<tr>
<td>DATA SESUAI</td>
<td>PEMERIKSAAN DATA</td>
<td>DATA TIDAK SESUAI</td>
</tr>
</tbody>
</table>

4. **PEMBUKAAN REKENING**
5. **TTD BUKU REKENING**
6. **AKTIVASI KARTU**
7. **UBAH/TERIMA PIN**
8. **DAPATKAN KARTU**

Data of family beneficiaries not matching due to:
1. Error in name spelling;
2. Error in ID number;
3. Error in address.

Statement Letter of the Village General Guidelines, page 118

A family beneficiary will not receive the KKS if:
1. Not verified as the family on the List of Family Beneficiaries.
2. Identification documents not matching.
3. Did not bring the original identification and supporting documents.
4. Did not sign/put fingerprint on the bank account opening form.
# Implementation of Beneficiary Registration and Checking

<table>
<thead>
<tr>
<th>Person in Charge</th>
<th>Prior to Registration</th>
<th>During Registration</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Village</td>
<td>1. Set schedule</td>
<td>1. Distribute KKS to Family Beneficiaries</td>
</tr>
<tr>
<td>2. BPNT Facilitators</td>
<td>2. Set location</td>
<td>2. Ensure adequacy of bank personnel and village apparatuses.</td>
</tr>
<tr>
<td></td>
<td>3. Stipulate and distribute the Notification Letters/Lists of Family Beneficiaries</td>
<td>3. Registering 300 Family Beneficiaries per day will require one registration team, consisting of 3 bank officers and 1 village officer.</td>
</tr>
<tr>
<td></td>
<td>4. Submit the bank account opening forms</td>
<td></td>
</tr>
</tbody>
</table>

1. District/Municipal Coordinating Team for Food Social Assistance Programs
2. Branch Disbursing Bank

1. Branch Disbursing Bank
2. Person in Charge
3. Village
4. BPNT Facilitators

1. Village
2. BPNT Facilitators
Replacement of Family Beneficiaries

- The List of BPNT Family Beneficiaries can be revised if needed through the village meeting (Mudes/Muskel) and/or sub-district meeting (Muscam).
- The team may replace a Family Beneficiary based on the following conditions:
  1. The family beneficiary has changed domicile, moving out to another village;
  2. All of the family members are already deceased;
  3. Duplicated beneficiary name and address; and
  4. The Family Beneficiary has declined BPNT participation.
- The eligible replacements shall be families registered in the DT-PPFM, decided through the deemed Mudes/Muskel and/or Muscam. The DT-PPFM is accessible at the District/Municipal Services Office for Social Affairs.
- In case no eligible replacing Family Beneficiaries are available in DT-PPFM for the intended village, the remaining quota of the village can be transferred to another village within the same sub-district as decided through the Muscam.
- The revised List of Family Beneficiaries must be supported by the minutes of the Mudes/Muskel/Muscam and Form for Recapitulated Replacements (FRP).
- The detailed mechanism for replacement of Family Beneficiaries is available in the General Guidelines, page 56.
### Implementers of Family Beneficiary Replacement

<table>
<thead>
<tr>
<th>Person in Charge</th>
<th>Post-Registration</th>
<th>Beneficiary Replacement</th>
</tr>
</thead>
</table>
| **District/Municipal Coordinating Team for Food Social Assistance Programs** | **1.** Set the schedule for checking the existence of Family Beneficiaries  
**2.** Provide personnel to carry out the checking  
**3.** Distribute DT-PPFM of Family Beneficiary replacements available for each village | **1.** Ensure the Mudes/Muskel and Muscam run according to schedule as set in the BPNT General Guidelines  
**2.** Check and validate the replacing Family Beneficiaries stipulated through the Mudes/Muskel and Muscam  
**3.** Submit the List of Replacing Family Beneficiaries to the Ministry of Social Affairs through the SIKS-NG application |

| 1. Village  
2. BPNT Facilitators | 1. Check the existence of Family Beneficiaries  
2. Obtain the DT-PPFM data from the District/Municipal Services Office for Social Affairs | 1. Organize the Mudes/Muskel and Muscam according to schedule as set in the BPNT General Guidelines  
2. Submit the List of Replacing Family Beneficiaries to the District/Municipal Coordinating Team for Food Social Assistance Programs through the SIKS-NG application |
## Combo Card Replacement (1)

"If the card is damaged or lost during its delivery or after received by the Family Beneficiary" (General Guidelines, p. 61)

<table>
<thead>
<tr>
<th>No</th>
<th>Activities</th>
<th>Family Beneficiary</th>
<th>Branch Office of Disbursing Bank</th>
<th>HQ of Disbursing Bank</th>
<th>MoSA</th>
<th>Schedule</th>
</tr>
</thead>
</table>
| A  | Start of flow for processing the lost/damaged card  
A1: Card lost by Beneficiary  
A2: Card lost/damaged at the Bank | Card lost by Beneficiary | Card lost/damaged at the Bank | | | |
| 1  | Request an affidavit for the lost card from the police office | 1 | | | | 1 working day |
| B  | Start of flow for processing the lost/damaged Card | Card damaged | | | | |
| 2  | Receive report on the lost/damaged Card | 2 | Bring the damaged Card | | | |
| 3  | Activate the replacing Card | | | | | |
| 4  | Send the replacing Card | | | | | |
| 5  | Receive the replacing Card | | | | | |
| 6  | Receive report on the lost/broken card from the Disbursing Bank | | | | | |
|    | Finish | 5 | | | | 14 working days |

### Schedule
- A1: Card lost by Beneficiary
- A2: Card lost/damaged at the Bank
- 1 working day
- 14 working days
For each Family Beneficiary in the following conditions:
- Not found,
- The whole family has moved to another district/municipality,
- Deceased single-membered family,
- Duplicated data in the List of Family Beneficiaries,
- Has declined BPNT participation. (General Guideline, p. 64)
Changing Account Ownership to the Replacing Member of A Family Beneficiary (2)

"If the account owner candidate has deceased, or works out of town/abroad, or has divorced, or has abandoned the family, but there are other family members recorded in the same Family Registration Card"  
(General Guidelines, p. 67)

<table>
<thead>
<tr>
<th>No</th>
<th>Kegiatan</th>
<th>KC Bank Penyalur</th>
<th>OPD Urusan Sosial / Pendamping</th>
<th>Kemensos</th>
<th>Bank Penyalur</th>
<th>Waktu</th>
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<tr>
<td></td>
<td>Mulai Alur Ganti Kepemilikan Rekening untuk anggota KPM lainnya dalam satu Keluarga</td>
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<td>Melapor kasus pemilik rekening yang meninggalk/pergi</td>
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<td>2</td>
<td>Mengecek anggota KPM lainnya yang memenuhi dalam satu keluarga</td>
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<td>3</td>
<td>Jika tidak ada anggota keluarga lain dalam satu KPM, mengikuti Mekanisme Penggantian KPM</td>
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<tr>
<td>A</td>
<td>Jika ada anggota keluarga lainnya yang memenuhi, mengecek anggota KPM memenuhi syarat &gt;= 17 tahun</td>
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<td>dimulai dari registrasi sampai batas akhir sebelum tanggal 15</td>
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<td>Mengusulkan anggota KPM yang memenuhi syarat</td>
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<td>Mengusulkan perwalian</td>
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<td>Pengesahan usulan oleh bupati/walikota dan mengirimkan/mengunggah dokumen melalui aplikasi SIKS-NG online</td>
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<td>Menerima daftar KPM pengganti</td>
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<td>Melakukan aktivasi kartu pengganti dan mengirimkannya kartu pengganti kepada Bank Cabang</td>
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<td>Melakukan registras/distribusi susulan</td>
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</tbody>
</table>

Daftar Anggota KPM Perubahan

Aplikasi SIKS-NG

- batas akhir terima data setiap tanggal 15 dan Berita Acara Pengesahan setiap tanggal 20
- batas akhir terima data setiap tanggal 20 dan Berita Acara Pengesahan setiap tanggal 25
- maksimum setiap tanggal 25
- maksimum tanggal 20 bulan berikutnya, kartu sudah diterima KPM
Disbursement of BPNT Benefits

General Guidelines

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BPNT Disbursement to the Bank Account of the Family Beneficiary

**Disbursement to the bank account:**

1. The Disbursing Bank notifies the Local Government at having transferred the food assistance fund to bank accounts of BPNT Family Beneficiaries.

2. The transfer is **scheduled for the 25th of every month.**

3. The Bank ensures a fixed e-money system in order that the transaction code in the EDC machine will not be adjusted for every disbursement.

*The transfer has been received in the balance of the Family Beneficiary’s bank account*
5 Use of the Benefits

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Use of the Benefits

Steps for Using Benefits

1. **DATANG**
   - Beneficiaries bring their KKS to any e-Warong displaying the special noncash logo that indicates partnership with the Disbursing Banks.

2. **CEK**
   - Beneficiaries check their balance by entering their PIN in the EDC machine and receive printouts of their balance from the e-Warong.

3. **PILIH**
   - Beneficiaries choose the foods according to their needs, and pay for the transaction by having the value entered in the EDC machine and enter their PIN.

4. **TERIMA**
   - Beneficiaries receive the paid foods and printouts of their transaction receipts from the e-Warong.
Use of the Benefits

• At receiving their KKS, every Family Beneficiary shall use the benefits immediately to ensure the bank account has been activated.

• Family beneficiaries can purchase the foods at e-warongs acquisitioned by the Disbursing Banks within the neighborhood of the beneficiary.

• Family Beneficiaries bring their KKS to the e-Warongs to purchase the foods.

• Family Beneficiaries reserve the right to choose the e-warong to use their benefits, without coercion from any parties.

• Family Beneficiaries can use the food assistance benefits at one time, or partly.

• Family beneficiaries reserve the right to choose the type and quantity of rice and/or eggs to be purchased.

• e-Warong shall not offer the foods to the Family Beneficiaries in package deals.

• Family Beneficiaries may seek other agents that sell goods with lower prices and may lodge complaints to the village apparatuses or other grievance channels when there is unreasonable price hikes.
Monitoring and Evaluation

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BPNT Monitoring and Evaluation

Monitoring activities shall be conducted regularly or periodically to identify all issues that might hamper BPNT implementation at any stage and their possible solutions.

- Chaired by the Coordinating Minister for Human and Cultural Development and conducted at all levels until the level of family beneficiaries if needed.
- The Local Governments actively conduct BPNT monitoring and evaluation in their working areas, in coordination with the Steering Committee.
- The application-based Noncash Food Assistance MIS can be used for monitoring the disbursements over time.
- Can be conducted through field visits, coordination meetings, media monitoring, and reporting.
- Can be conducted by independent parties, such as universities, research institutions, and other agencies.
## Monitoring and Evaluation Components

<table>
<thead>
<tr>
<th>Component</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registration/Bank Account Opening process and Replacement of Family Beneficiaries</td>
<td>Actual fund disbursements from the Bank to the Family Beneficiary’s account</td>
</tr>
<tr>
<td></td>
<td>Distribution and accessibility of e-warongs</td>
</tr>
<tr>
<td></td>
<td>Availability of stocks and reasonability of food prices</td>
</tr>
<tr>
<td></td>
<td>Compliance of e-warongs and Family Beneficiaries in buying and selling rice and eggs</td>
</tr>
<tr>
<td></td>
<td>Performance levels of the banking technology infrastructure and e-warongs</td>
</tr>
<tr>
<td>Capability of e-warongs in operating and handling any transaction issues</td>
<td>Successful transactions and surcharges imposed on KPM (if applicable)</td>
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<td></td>
<td>Fulfillment of e-warong criteria</td>
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<td></td>
<td>Effectiveness of complaints handling</td>
</tr>
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<td></td>
<td>Effectiveness of education and dissemination of program information</td>
</tr>
<tr>
<td></td>
<td>Number of accounts dormant for more than one month following BPNT disbursement</td>
</tr>
</tbody>
</table>
8 Role of the Local Government

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Role of the Local Government in BPNT Implementation

**PROVINCE**

1) Establish the Provincial Coordinating Team for Food Social Assistance Programs,
2) Coordinate with the District/Municipal Coordinating Team for Food Social Assistance Programs for every BPNT implementing stage in the area,
3) Support funding through allocation in the regional budget (APBD),
4) Disseminate program information,
5) Handle complaints,
6) Conduct monitoring, and
7) Carry out other required support related to BPNT.

**DISTRICT/MUNICIPALITY**

1) Establish the District/Municipal Coordinating Team for Food Social Assistance Programs,
2) Coordinate with the sub-districts and villages on BPNT implementation,
3) Support funding through allocation in the local budget (APBD),
4) Check the existence of family beneficiaries,
5) Carry out education and dissemination of program information,
6) Carry out registration,
7) Conduct monitoring, and
8) Handle complaints

**Coordinate with the Disbursing Banks on:**

1) Scheduling registration for each village,
2) Ensuring the involvement of village apparatuses in the process.
Guidance and Supervision of the BPNT Implementation

Central Government to Provincial Government
1. **The Minister of Home Affairs** provides *general guidance of* BPNT implementation at the provincial level
2. **The Technical Ministers** provide *technical guidance of* BPNT implementation at the provincial level

Provincial Government to District/Municipal Government
The Governor, acting as Representative of the Central Government, provides general and technical guidance of BPNT implementation at the district/municipal level.
Policy of the 2018 Food Social Assistance Programs

- Circular Letter of the Minister of Social Affairs Number 1 Year 2017 dated 10 October 2017 on Implementation of the Verification and Validation of the Unified Data.
- Letter of the Minister of Home Affairs number: 520/9263/Bangda dated 5 December 2017 on Complaints Handling for the Food Social Assistance Programs.
- Letter of the Minister of Home Affairs number: -511.1/9087 dated 8 December 2017 on Implementation of the 2018 Bansos Rastra and BPNT Programs;
- Letter of the Minister of Home Affairs number: 511.1/9086/SJ dated 8 December 2017 on Implementation of the 2018 Bansos Rastra and BPNT Programs;
- Letter of the Director General for Poverty Alleviation, the Ministry of Social Affairs, number: 4774/PFM/BS/12/2017 dated 28 December 2017 on Data of the 2018 BPNT Family Beneficiaries.
- Decision of the Minister of Social Affairs number: 4/HUK/2018 dated 2 January 2018 on Stipulation of the Revised Number of Family Beneficiaries and the Disbursement Stages for the 2018 Bansos Rastra and BPNT Programs.
- Decision of the Director General for Poverty Alleviation, the Ministry of Social Affairs, number: 1/PFM/SK/HK.01/ 2018 dated 3 January 2018 on Stipulation of the Disbursement Stages for the 2018 Bansos Rastra and BPNT-Programs.
- Letter of the Minister of Social Affairs number: 09/MS/C/01/2018 dated 16 January 2018 on Disbursements of the Food Social Assistance Programs.
Thank You