



OFFICE OF THE VICE PRESIDENT OF
THE REPUBLIC OF INDONESIA



TNP2K
THE NATIONAL TEAM FOR
THE ACCELERATION OF POVERTY REDUCTION

Monitoring of the Rastra Social Assistance (Bansos Rastra) Implementation January - February, 2018

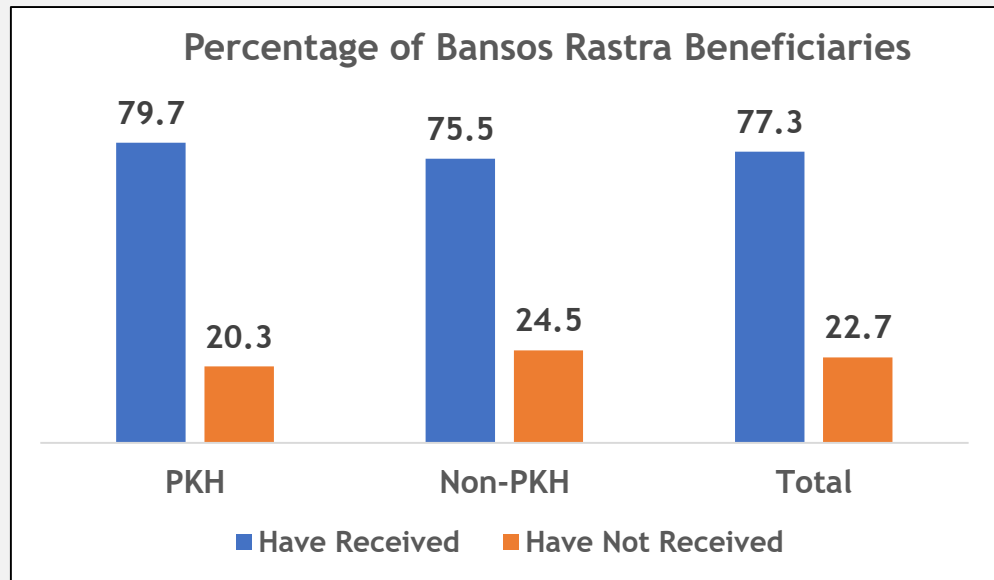
National Team for the Acceleration of Poverty Reduction (TNP2K)
Secretariat of the Vice President - Republic of Indonesia

Monitoring Locations of the Bansos Rastra Implementation (26 February - 2 March 2018)

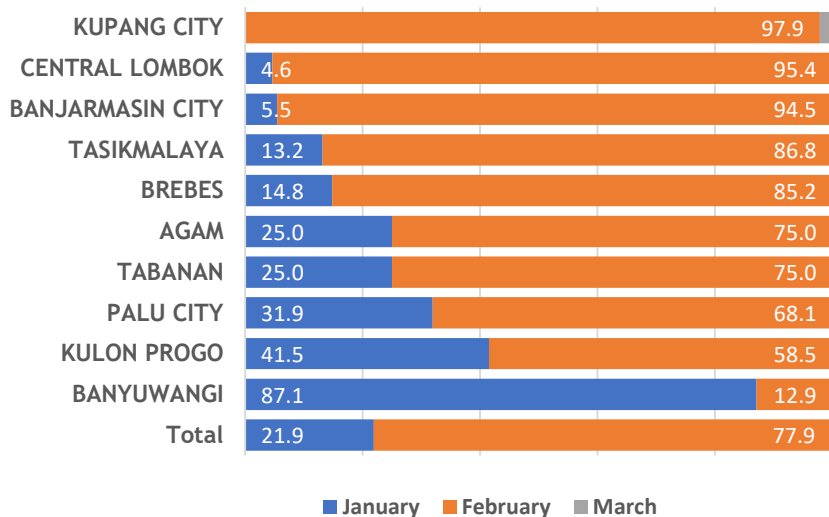
No.	Province	District/Municipality	Monitoring Method	
			Quantitative	Qualitative
1	WEST SUMATRA	AGAM DISTRICT	V	V
2	WEST JAVA	TASIKMALAYA DISTRICT	V	V
3	CENTRAL JAVA	BREBES DISTRICT	V	V
4	YOGYAKARTA SPECIAL REGION	KULON PROGO DISTRICT	V	-
5	EAST JAVA	BANYUWANGI DISTRICT	V	-
6	BALI	TABANAN DISTRICT	V	-
7	WEST NUSA TENGGARA	CENTRAL LOMBOK DISTRICT	V	V
8	EAST NUSA TENGGARA	KUPANG MUNICIPALITY	V	-
9	SOUTH KALIMANTAN	BANJARMASIN MUNICIPALITY	V	V
10	CENTRAL SULAWESI	PALU MUNICIPALITY	V	V
TOTAL			10 Districts/ Municipalities	6 Districts/ Municipalities

Bansos Rastra Delivery (January - February 2018)

The majority of Family Beneficiaries (77.3%) have received the 2018 Bansos Rastra rice.



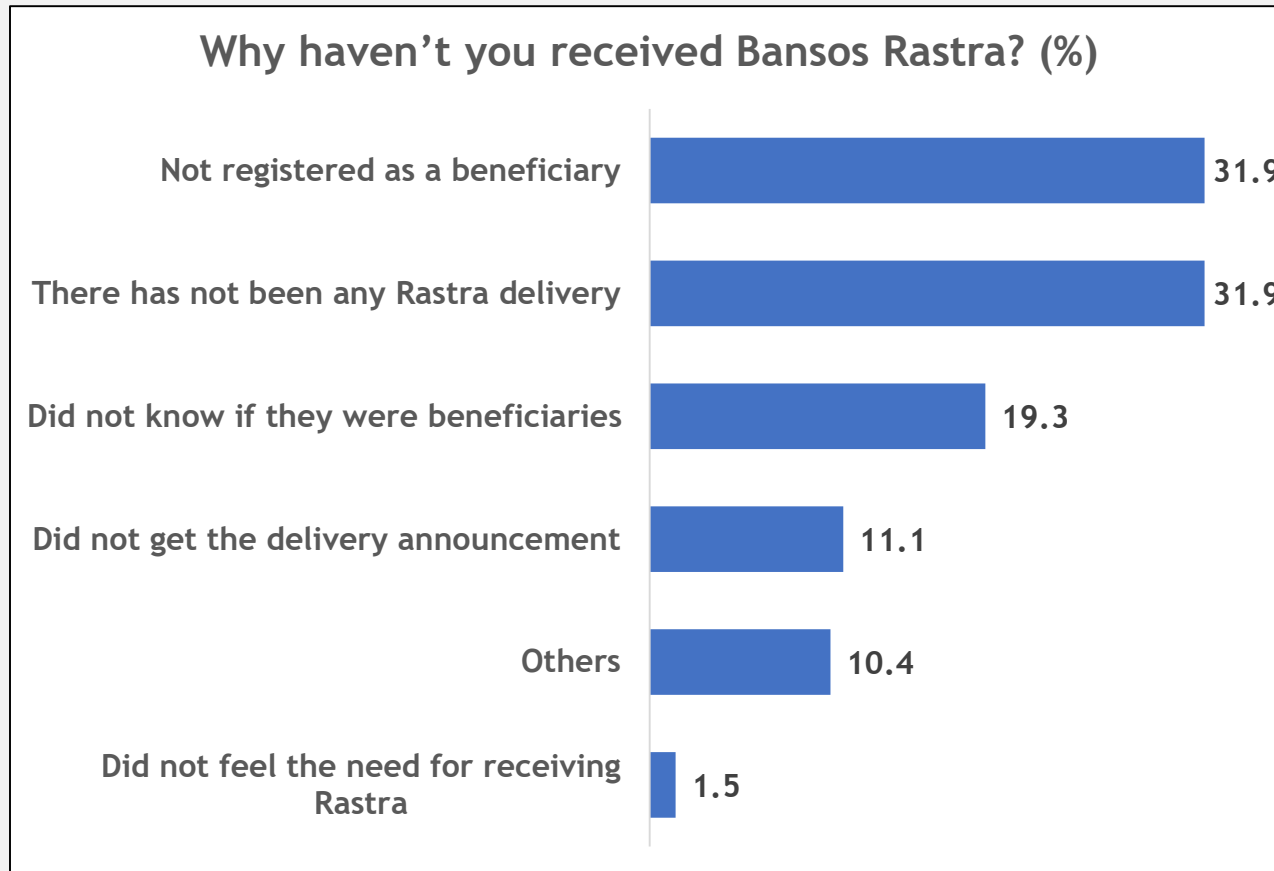
Last Month's Delivery



The majority of Family Beneficiaries have received Bansos Rastra rice for the allocations of January and February 2018.

Delivery Samples	Total
Have Received Bansos Rastra	470
Have Not Received Bansos Rastra	135
Total	605

Reasons for Not Having Received Bansos Rastra

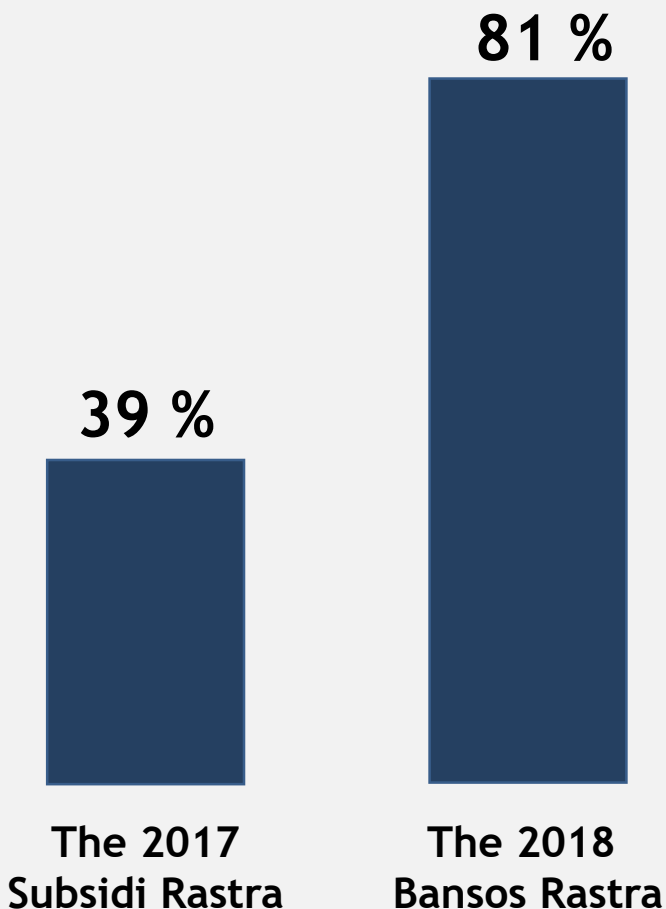


Approximately one-third of Family Beneficiaries (32%) not having received Bansos Rastra stated that they were not registered as beneficiaries of the 2018 Bansos Rastra. The other one-third (32%) stated that no Bansos Rastra rice had been delivered to their areas.

Delivery Samples	Total
Have Received Bansos Rastra	470
Have Not Received Bansos Rastra	135
Total	605

The Amount of Rice Received

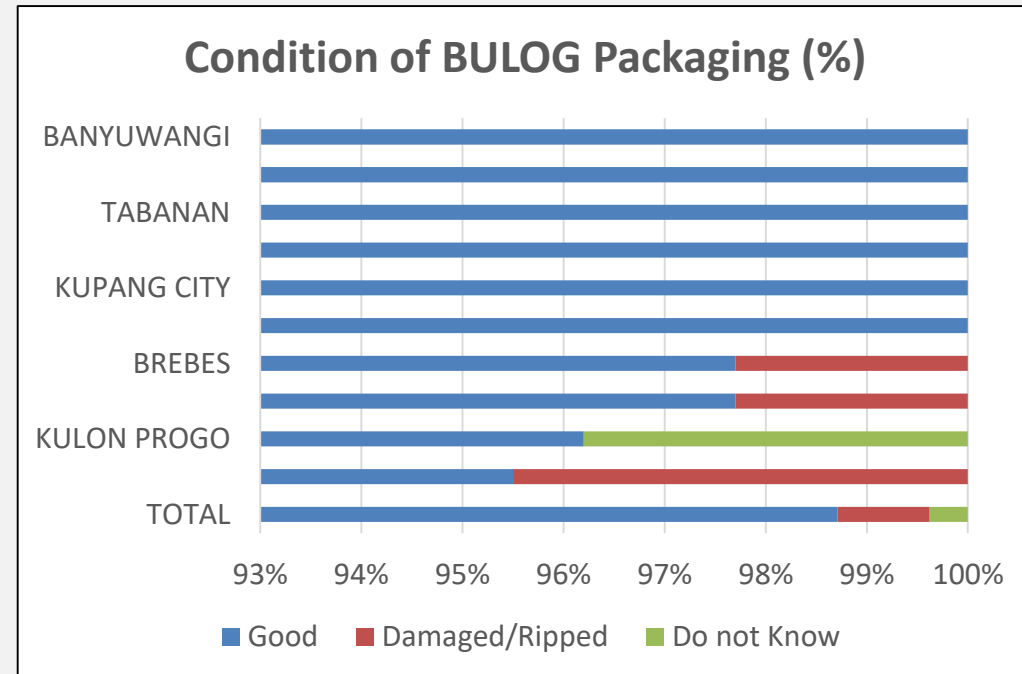
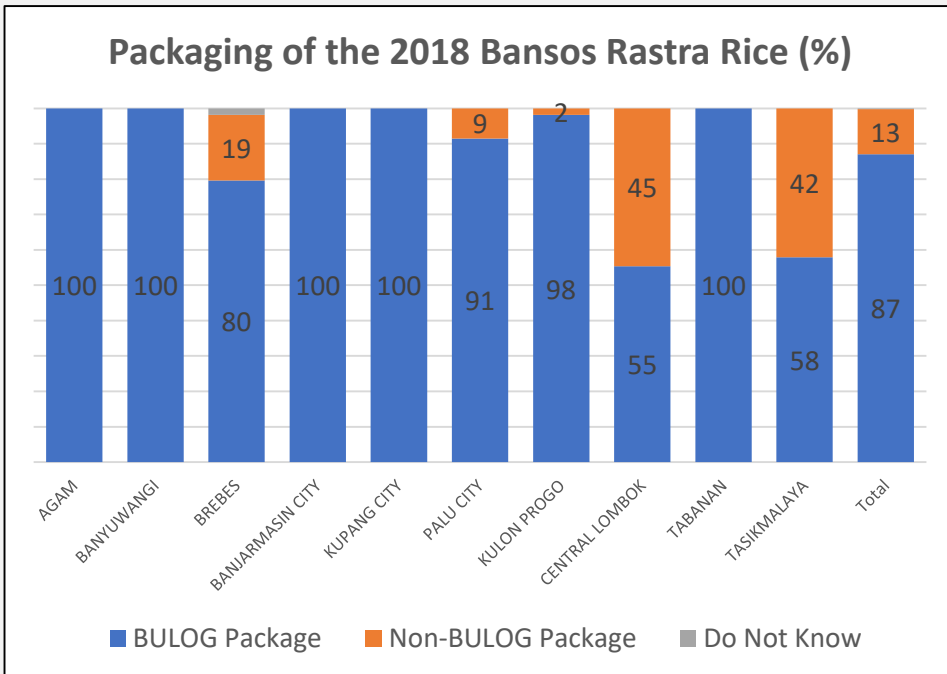
% (Actual Amount of Rice Received vs.
Entitled Amount of Rice to be Received)



The average actual amount of rice received by Family Beneficiaries was **5.8 kgs** for the 2017 Subsidi Rastra and **8.1 kgs** for the 2018 Bansos Rastra

Packaging of the Bansos Rastra Rice

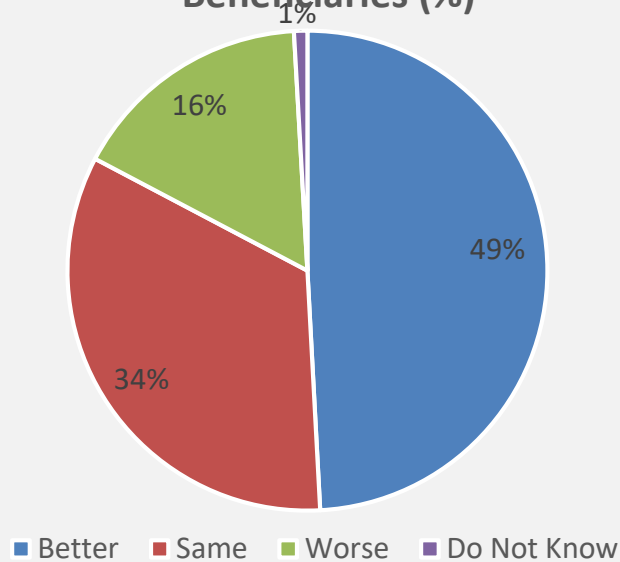
Most of the Family Beneficiaries received the 2018 Bansos Rastra rice in **BULOG** packaging. Almost all of those who did stated that the packages were received in good condition.



Delivery Samples	Total
Have Received Bansos Rastra	470
Have Not Received Bansos Rastra	135
Total	605

Quality of the Bansos Rastra Rice

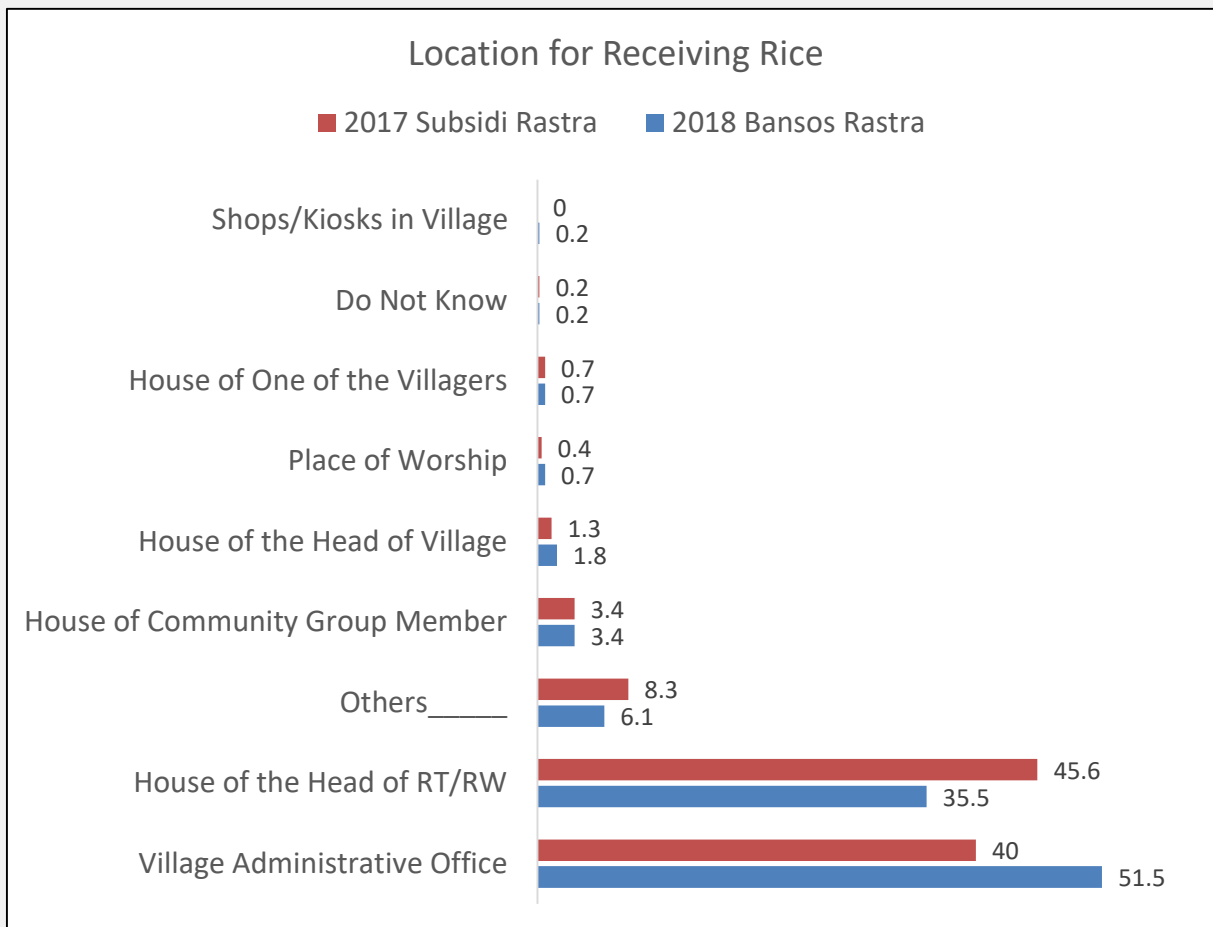
Quality of Bansos Rastra Rice Compared with Rice Usually Consumed by Family Beneficiaries (%)



Half of the Family Beneficiaries (49%) thought the quality of the Bansos Rastra rice was not as good as the rice they usually consume. Meanwhile, 33.6% of them thought both types of rice were the same. Only 16.4% of them thought the Bansos Rastra rice was better than the rice they usually consume.

Delivery Samples	Total
Have Received Rastra	470
Have Not Received Rastra	135
Total	605

Allotment Points for Bansos Rastra Rice Delivery



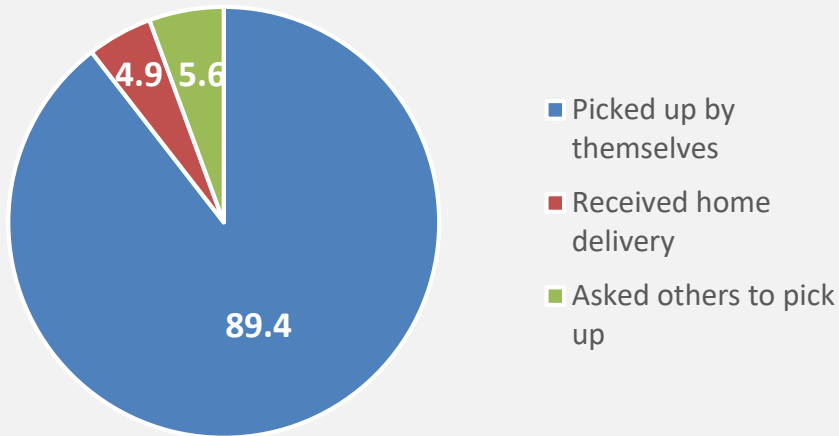
Almost half of Family Beneficiaries (45.6%) received the 2017 Subsidi Rastra rice at the house of the Head of the Community Unit (RW)/Neighbourhood Unit (RT).

Concerning the 2018 Bansos Rastra rice, more than half of the Family Beneficiaries (51.5%) picked up the packages at the Village Administrative Office.

Sample Distribution	Total
Had Received Rastra	470
Yet to Receive Rastra	135
Total	605

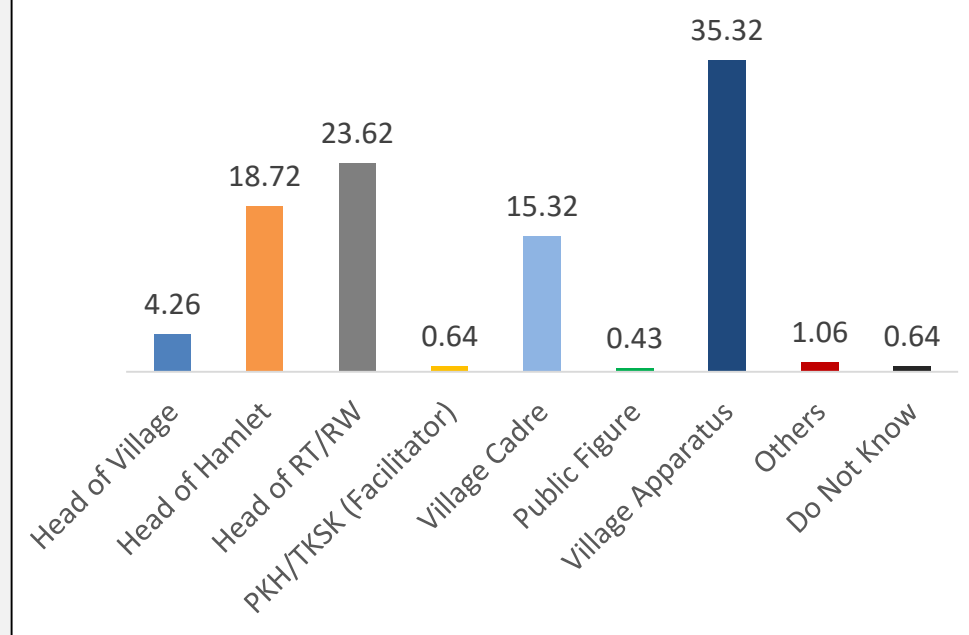
Getting the Delivery and Deliverer of the Rice

How the Beneficiaries Received the 2018 Bansos Rastra Rice (%)



Most of the Family Beneficiaries picked up the packages by themselves (89.4%)

Deliverer of the 2018 Bansos Rastra Rice (%)



Most of the Bansos Rastra rice deliverers were the heads of RT/RW (42.3 %) and village apparatuses (39.6%)

Delivery Samples	Total
Have Received Bansos Rastra	470
Have Not Received Bansos Rastra	135
Total	605

Rice Redemption Fees

In general, the fee charged for receiving the 2018 Bansos Rastra rice neared zero Rupiah (for free).

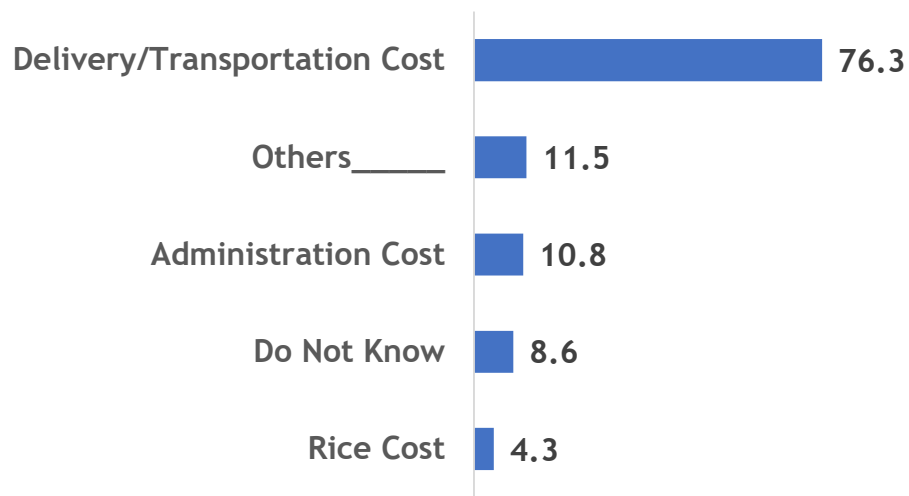
The average fee/price paid by a family beneficiary for every kg of rice received (in IDR)		
DISTRICT/ MUNICIPALITY	Bansos Rastra (2018)	Subsidi Rastra (2017)
AGAM	107	2,777
BANYUWANGI	16	2,421
BREBES	237	3,107
BANJARMASIN MUNICIPALITY	0	3,334
KUPANG MUNICIPALITY	0	0
PALU MUNICIPALITY	0	3,690
KULON PROGO	346	2,669
CENTRAL LOMBOK	245	4,176
TABANAN	0	2,223
TASIKMALAYA	554	2,010
AVERAGE	IDR 156	IDR 2,684

Delivery Samples	Total
Have Received Bansos Rastra	470
Have Not Received Bansos Rastra	135
Total	605

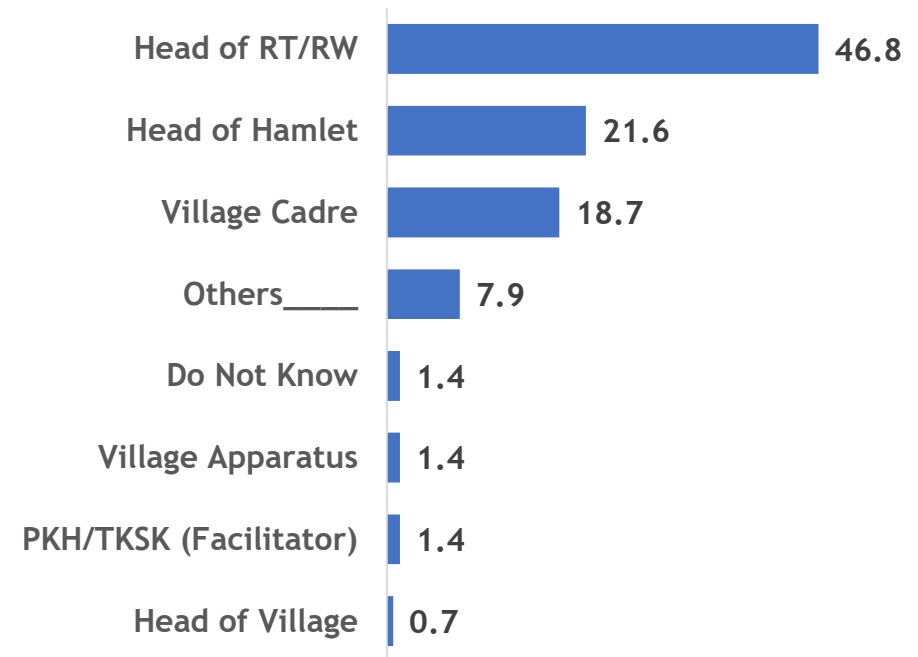
Components of the Rice Redemption Fee

The aforementioned fee mostly covers for transportation cost (76.3%). The majority of the Family Beneficiaries (68.4%) said they had paid the redemption fee to the local distribution team (Heads of RT/RW/Hamlets)

Fee Components (Specifically for the 2018 Bansos Rastra) (%)



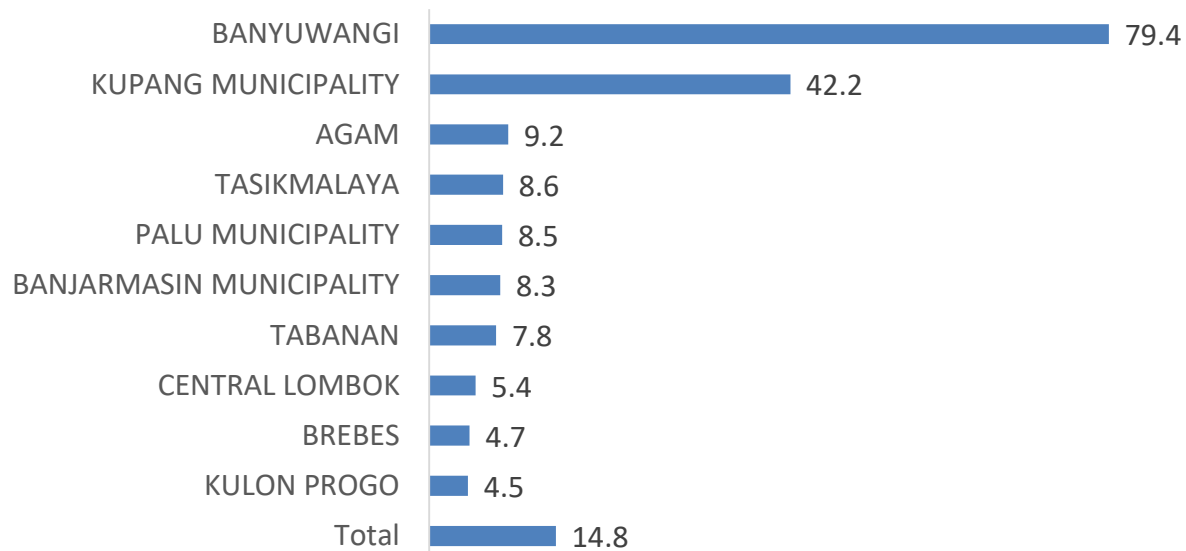
Recipients of the Fees



Delivery Samples	Total
Have Received Rastra	470
Have Not Received Rastra	135
Total	605

Average Waiting/Queuing Time for Picking Up the 2018 Bansos Rastra Rice

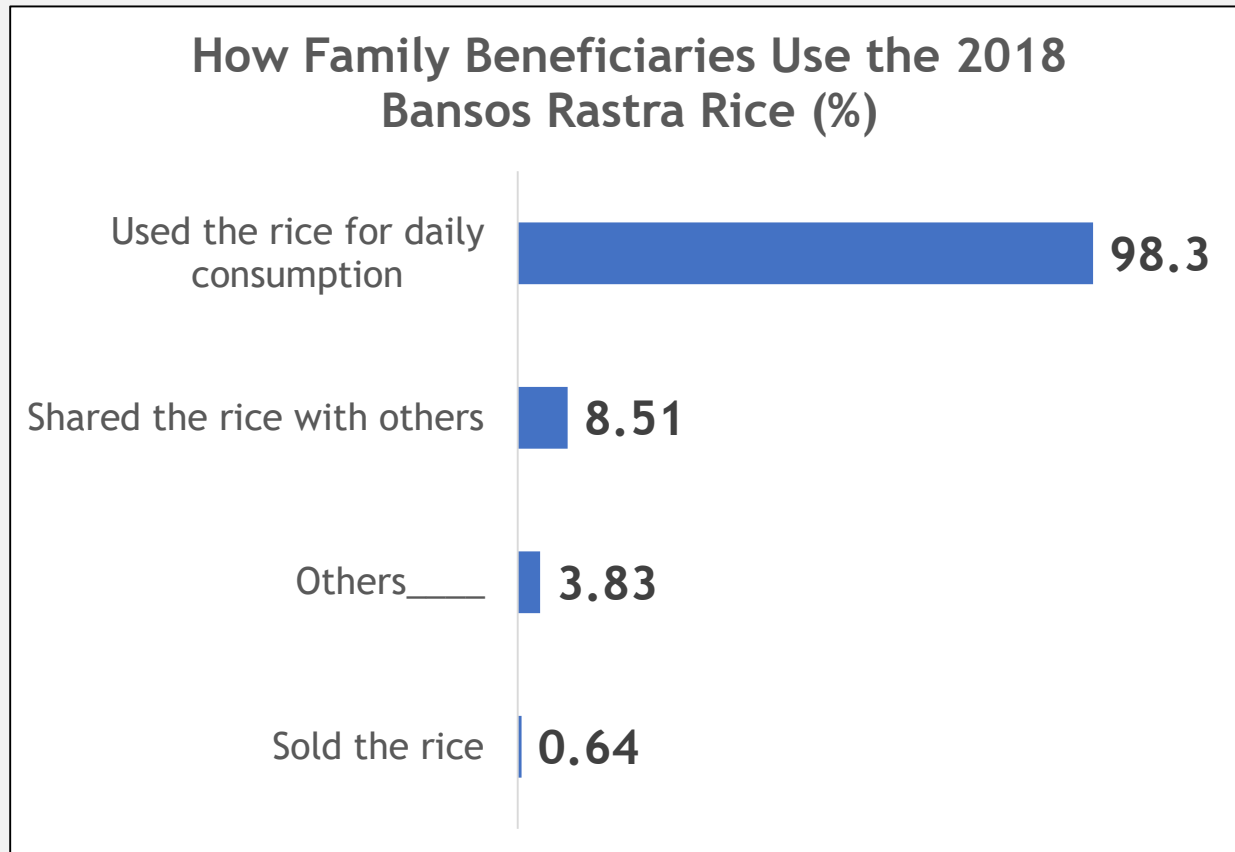
**Average Queuing Time for Picking Up
the 2018 Bansos Rastra Rice (in Minutes)**



In average, Family Beneficiaries queued for 14.8 minutes when picking up their Bansos Rastra rice in 2018. In Kupang and Banyuwangi, beneficiaries waited longer compared with those in other regions, respectively 42.2 and 79.4 minutes.

Delivery Samples	Total
Have Received Bansos Rastra	470
Have Not Received Bansos Rastra	135
Total	605

Uses of the 2018 Bansos Rastra Rice



Almost all of the Family Beneficiaries (98.3%) stated they used the 2018 Bansos Rastra rice for their own consumption.

Sample Distribution	Total
Had Received Rastra	470
Yet to receive Rastra	135
Total	605

Administrative Compliance Statement of Handover (BAST)

BAST were signed despite the required information was not completely filled in the forms.

- In general, Village Distribution Teams only checked the number of rice sacks without checking the quality of the rice.
- In general, no Bansos Rastra rice was rejected/returned when BULOG Task Force delivered it to the Distribution Point (TD).

BAST - Palu Municipality

BERITA ACARA SERAH TERIMA BANSOS RASTRA
No. : 0064801/15001/02/2018

Berdasarkan SPFB/DO No. : 001303/02/2018/01/RAS pada hari ini, SENIN, tanggal 12 bulan PEBUARI tahun 2018 kami yang bertanda tangan di bawah ini :

1. Nama : SYAFIRA RUCDYA HANCAWANA
Jabatan : Satker BANSOS RASTRA Perum BULOG DIVRE SULTEHA
selanjutnya disebut **PIHAK I**,

2. Nama : PERMATA DEWATI BERAPASARA DESA/KELURAHAN *)
Jabatan : Desa/Kel/ (D) BOYAGGE RUK TATAMAGA
selanjutnya disebut **PIHAK II**.

Pihak I telah menyerahkan Bansos Rastra di TD untuk alokasi bulan JANUARI tahun 2018 sebanyak 3.270,00 Kg, untuk 327 KPM kepada PIHAK II.

PIHAK II telah memeriksa Bansos Rastra di TD dengan hasil sebagai berikut :

a. Telah menerima Bansos Rastra dengan kualitas sesuai ketentuan yang berlaku sebanyakKg
b. Masih terdapat kekurangan kuantitas Bansos Rastra sebanyakKg
c. Menolak Bansos Rastra karena kualitas tidak sesuai ketentuan yang berlaku sebanyakKg

Jika ada beras yang sesuai dengan butir b dan/atau c, maka Pihak I bertanggung jawab untuk mengganti dan/atau menyerahkan kekurangan jumlah beras Bansos Rastra sampai ke TD di desa/kelurahan ini dalam waktu 2 x 24 jam**. Segala biaya yang timbul terkait hal ini menjadi tanggung jawab Pihak I.

Demikian Berita Acara Serah Terima Bansos Rastra dibuat untuk dapat dipergunakan sebagaimana mestinya.

PIHAK I : SYAFIRA RUCDYA HANCAWANA
Nama Jelas & Tanda tangan

PIHAK II : PERMATA DEWATI BERAPASARA
Nama Jelas & Tanda tangan

Catatan : *) = Kades/Lurah/Kepala Pemerintahan Selingkat atau Pejabat Struktural di desa/kelurahan setempat. Bila di luar dari pejabat tersebut perlu penunjukan/pentapan dari Kades/Lurah/Kepala pemerintahan selingkat. **) = Aturan ini dikeluarkan bagi daerah yang tidak dapat melakukan penyaluran Bansos Rastra secara rutin setiap bulan dengan persetujuan Kementerian Sosial.

BAST - Agam District

BERITA ACARA SERAH TERIMA BANSOS RASTRA
No. : 00019/07/04010/02/2018

Berdasarkan SPFB/DO No. : 00038/02/2018/01/01/RAS pada hari ini, SENIN, tanggal 12 bulan PEBUARI tahun 2018 kami yang bertanda tangan di bawah ini :

1. Nama : JUL HENDRI
Jabatan : Satker BANSOS RASTRA Perum BULOG SUBDIVRE BUKIT TINGGI
selanjutnya disebut **PIHAK I**,

2. Nama : ANTON DERMAWAN
Jabatan : Pelaksana Distribusi Bansos Rastra Desa/Kelurahan *)
Desa/Kel/TD AMPANG GADANG Kec AMPEK ANGKEK
selanjutnya disebut **PIHAK II**.

Pihak I telah menyerahkan Bansos Rastra di TD untuk alokasi bulan JANUARI tahun 2018 sebanyak 3.270,00 Kg, untuk 327 KPM kepada PIHAK II.

PIHAK II telah memeriksa Bansos Rastra di TD dengan hasil sebagai berikut :

a. Telah menerima Bansos Rastra dengan kualitas sesuai ketentuan yang berlaku sebanyakKg
b. Masih terdapat kekurangan kuantitas Bansos Rastra sebanyakKg
c. Menolak Bansos Rastra karena kualitas tidak sesuai ketentuan yang berlaku sebanyakKg

Jika ada beras yang sesuai dengan butir b dan/atau c, maka Pihak I bertanggung jawab untuk mengganti dan/atau menyerahkan kekurangan jumlah beras Bansos Rastra sampai ke TD di desa/kelurahan ini dalam waktu 2 x 24 jam**. Segala biaya yang timbul terkait hal ini menjadi tanggung jawab Pihak I.

Demikian Berita Acara Serah Terima Bansos Rastra dibuat untuk dapat dipergunakan sebagaimana mestinya.

PIHAK I : JUL HENDRI
Nama Jelas & Tanda tangan

PIHAK II : ANTON DERMAWAN
Nama Jelas & Tanda tangan

Catatan : *) = Kades/Lurah/Kepala Pemerintahan Selingkat atau Pejabat Struktural di desa/kelurahan setempat. Bila di luar dari pejabat tersebut perlu penunjukan/pentapan dari Kades/Lurah/Kepala pemerintahan selingkat. **) = Aturan ini dikeluarkan bagi daerah yang tidak dapat melakukan penyaluran Bansos Rastra secara rutin setiap bulan dengan persetujuan Kementerian Sosial.

BAST - Banjarmasin Municipality

BERITA ACARA SERAH TERIMA BANSOS RASTRA
No. : 00031/10/16001/01/2018

Berdasarkan SPFB/DO No. : 00101/01/2018/01/201/RAS pada hari ini, SENIN, tanggal 12 bulan PEBUARI tahun 2018 kami yang bertanda tangan di bawah ini :

1. Nama : SITI SYAMSIAH
Jabatan : Satker BANSOS RASTRA Perum BULOG DIVRE KALSSEL
selanjutnya disebut **PIHAK I**,

2. Nama : ZULFIAN NOORUSSALAM
Jabatan : Pelaksana Distribusi Bansos Rastra Desa/Kelurahan *)
Desa/Kel/TD ANTASAN BESAR Kec BANJARMASIN TENGAH
selanjutnya disebut **PIHAK II**.

Pihak I telah menyerahkan Bansos Rastra di TD untuk alokasi bulan JANUARI tahun 2018 sebanyak 1.450,00 Kg, untuk 145 KPM kepada PIHAK II.

PIHAK II telah memeriksa Bansos Rastra di TD dengan hasil sebagai berikut :

a. Telah menerima Bansos Rastra dengan kualitas sesuai ketentuan yang berlaku sebanyakKg
b. Masih terdapat kekurangan kuantitas Bansos Rastra sebanyakKg
c. Menolak Bansos Rastra karena kualitas tidak sesuai ketentuan yang berlaku sebanyakKg

Jika ada beras yang sesuai dengan butir b dan/atau c, maka Pihak I bertanggung jawab untuk mengganti dan/atau menyerahkan kekurangan jumlah beras Bansos Rastra sampai ke TD di desa/kelurahan ini dalam waktu 2 x 24 jam**. Segala biaya yang timbul terkait hal ini menjadi tanggung jawab Pihak I.

Demikian Berita Acara Serah Terima Bansos Rastra dibuat untuk dapat dipergunakan sebagaimana mestinya.

PIHAK I : SITI SYAMSIAH
Nama Jelas & Tanda tangan

PIHAK II : ZULFIAN NOORUSSALAM
Nama Jelas & Tanda tangan

Catatan : *) = Kades/Lurah/Kepala Pemerintahan Selingkat atau Pejabat Struktural di desa/kelurahan setempat. Bila di luar dari pejabat tersebut perlu penunjukan/pentapan dari Kades/Lurah/Kepala pemerintahan selingkat. **) = Aturan ini dikeluarkan bagi daerah yang tidak dapat melakukan penyaluran Bansos Rastra secara rutin setiap bulan dengan persetujuan Kementerian Sosial.

Administrative Compliance

Monthly List of Actual Rastra Rice Recipients (DPM-2)

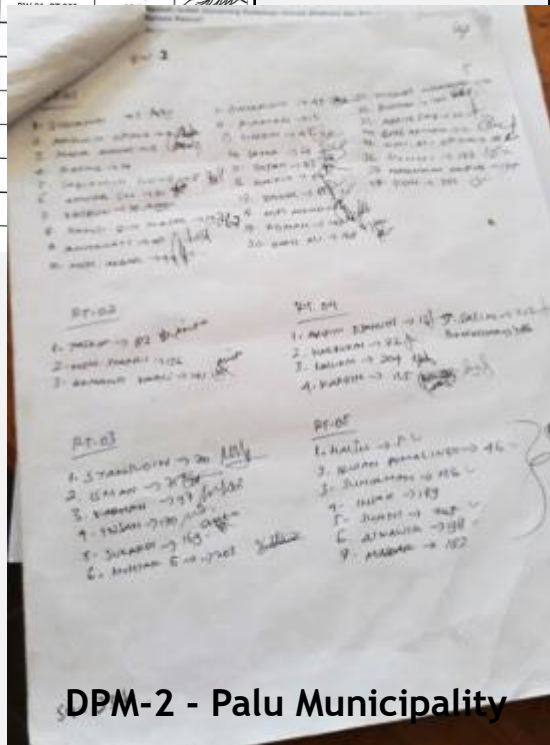
TANDA TERIMA BANTUAN SOSIAL BERAS SEJAHTERA KOTA BANJARMASIN TAHUN 2018

KECAMATAN : BANJARMASIN TENGAH
 KELURAHAN : ANTASAN BESAR
 BULAN : Januari 2018

NO	NO KK	Nama Suami	NIK Suami	Nama Istri	NIK Istri	Alamat Tinggal	RW/RT	BERAT BERAS	TANDA TANGAN PENERIMA
1	6371052009130002	WARSIDI	6371053112350031	SAINEM	6371057112420068	JL 5 PARMAN	RW 01, RT 001	10 Kg	<i>[Signature]</i>
2	6371050501080415	HAMDANI	6371050006740008	PURNAMA	6371050650577000	JL PUALU LAUT GG ATTAQWA NO 30	RW 01, RT 003	10 Kg	<i>[Signature]</i>
3	6371050501080355			LAMSIAH	6371054510550005	JL PUALU LAUT GG ATTAQWA NO 31	RW 01, RT 003	10 Kg	<i>[Signature]</i>
4	6371050501080402	MANSYUR	6371051504420004	HAIRIAH	6371055502470003	JL PUALU LAUT GG ATTAQWA NO19	RW 01, RT 003	10 Kg	<i>[Signature]</i>
5	6371050501080431	ASMUNI SAMAD	6371051708480007	HAMIDAH	6371056005650005	JL PUALU LAUT GG ATTAQWA NO 27			<i>[Signature]</i>
6	637105040411080052	HANAFI	6371051511650002			JL PUALU LAUT GG ATTAQWA NO 30			
7	6371051101080217	FAUZI	6371053112550026	NOOR HASANAH	6371054507570005	JL PUALU LAUT NO 38 A			
8	6371011301080224	ARSUNI NOOR	6371051212800005	NOOR AINA	6371055710860005	JL PUALU LAUT GG ATTAQWA NO 21			
9	6371052303090008	ARISTANSYAH	6371052903610003	ERDAWATI	6371055406730005	JL PUALU LAUT GG ATTAQWA			
10	6371053105080001	MAHMADI	6371050102800010			JL PUALU LAUT GG TERATAI RT 004 RW 01			
11	6371050901080363	SUGIANNOR	6371050101680014	SITI ROFEAH	6371056509630003	JL PUALU LAUT RT 004 RW 01			

DPM-2 - Banjarmasin Municipality

Not all of the villages/kelurahan understood they were required to prepare the DPM-2; not all of the villages/kelurahan had the DPM-2 template.



DPM-2 - Palu Municipality

DAFTAR PENERIMA RASTRA JORONG SIMPANG III

No	RT	KELOMPOK	WILAYAH	TANDA TANGAN
1	RT-01	KELOMPOK 1	...	<i>[Signature]</i>
2	RT-02	KELOMPOK 2	...	<i>[Signature]</i>
3	RT-03	KELOMPOK 3	...	<i>[Signature]</i>
4	RT-04	KELOMPOK 4	...	<i>[Signature]</i>
5	RT-05	KELOMPOK 5	...	<i>[Signature]</i>
6	RT-06	KELOMPOK 6	...	<i>[Signature]</i>
7	RT-07	KELOMPOK 7	...	<i>[Signature]</i>
8	RT-08	KELOMPOK 8	...	<i>[Signature]</i>
9	RT-09	KELOMPOK 9	...	<i>[Signature]</i>
10	RT-10	KELOMPOK 10	...	<i>[Signature]</i>
11	RT-11	KELOMPOK 11	...	<i>[Signature]</i>
12	RT-12	KELOMPOK 12	...	<i>[Signature]</i>
13	RT-13	KELOMPOK 13	...	<i>[Signature]</i>
14	RT-14	KELOMPOK 14	...	<i>[Signature]</i>
15	RT-15	KELOMPOK 15	...	<i>[Signature]</i>
16	RT-16	KELOMPOK 16	...	<i>[Signature]</i>
17	RT-17	KELOMPOK 17	...	<i>[Signature]</i>
18	RT-18	KELOMPOK 18	...	<i>[Signature]</i>
19	RT-19	KELOMPOK 19	...	<i>[Signature]</i>
20	RT-20	KELOMPOK 20	...	<i>[Signature]</i>
21	RT-21	KELOMPOK 21	...	<i>[Signature]</i>
22	RT-22	KELOMPOK 22	...	<i>[Signature]</i>
23	RT-23	KELOMPOK 23	...	<i>[Signature]</i>
24	RT-24	KELOMPOK 24	...	<i>[Signature]</i>
25	RT-25	KELOMPOK 25	...	<i>[Signature]</i>
26	RT-26	KELOMPOK 26	...	<i>[Signature]</i>
27	RT-27	KELOMPOK 27	...	<i>[Signature]</i>
28	RT-28	KELOMPOK 28	...	<i>[Signature]</i>
29	RT-29	KELOMPOK 29	...	<i>[Signature]</i>
30	RT-30	KELOMPOK 30	...	<i>[Signature]</i>
31	RT-31	KELOMPOK 31	...	<i>[Signature]</i>
32	RT-32	KELOMPOK 32	...	<i>[Signature]</i>
33	RT-33	KELOMPOK 33	...	<i>[Signature]</i>
34	RT-34	KELOMPOK 34	...	<i>[Signature]</i>
35	RT-35	KELOMPOK 35	...	<i>[Signature]</i>
36	RT-36	KELOMPOK 36	...	<i>[Signature]</i>
37	RT-37	KELOMPOK 37	...	<i>[Signature]</i>
38	RT-38	KELOMPOK 38	...	<i>[Signature]</i>
39	RT-39	KELOMPOK 39	...	<i>[Signature]</i>
40	RT-40	KELOMPOK 40	...	<i>[Signature]</i>
41	RT-41	KELOMPOK 41	...	<i>[Signature]</i>
42	RT-42	KELOMPOK 42	...	<i>[Signature]</i>
43	RT-43	KELOMPOK 43	...	<i>[Signature]</i>
44	RT-44	KELOMPOK 44	...	<i>[Signature]</i>
45	RT-45	KELOMPOK 45	...	<i>[Signature]</i>
46	RT-46	KELOMPOK 46	...	<i>[Signature]</i>
47	RT-47	KELOMPOK 47	...	<i>[Signature]</i>
48	RT-48	KELOMPOK 48	...	<i>[Signature]</i>
49	RT-49	KELOMPOK 49	...	<i>[Signature]</i>
50	RT-50	KELOMPOK 50	...	<i>[Signature]</i>

DPM-2 - Agam District

The Institutional Aspect

Establishment of the District/Municipal Coordinating Team for Food Assistance Programs paves the way for better program coordination and implementation in the region

No	District/Municipality	Decision Letter on Establishment of the Coordinating Team	Information
1	BANJARMASIN MUNICIPALITY	Available	Stipulated on 2 January 2018
2	CENTRAL LOMBOK DISTRICT	Available	Stipulated on 27 January 2018; Name of the team not in accordance with the general guideline → Coordinating Team for Bansos Rastra
3	TASIKMALAYA DISTRICT	Available	Stipulated on 12 January 2018
4	AGAM DISTRICT	Available	Stipulated on 12 January 2018
5	PALU MUNICIPALITY	Not Available	Signing of the Decision Letter by the Mayor still pending
6	BREBES DISTRICT	Not Available	In the process of finalization

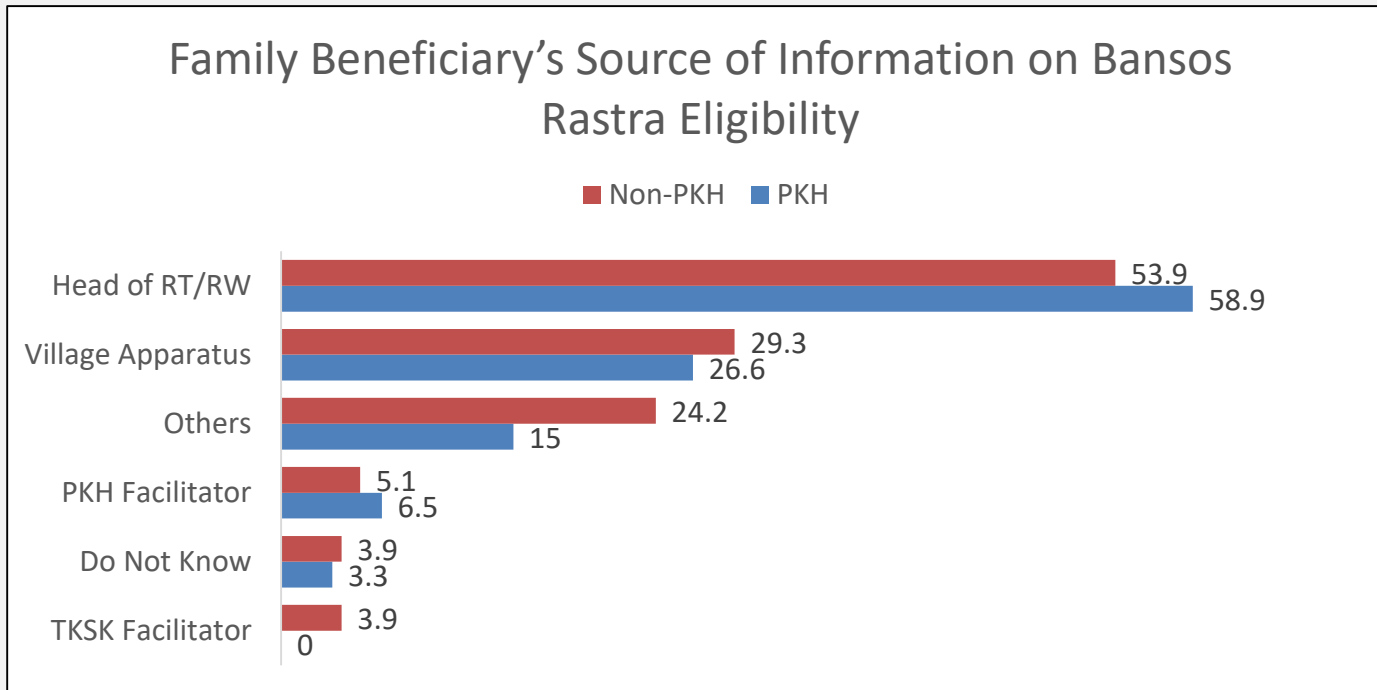
District/Municipal Budget (APBD) Support

Not all of the districts/municipalities have allocated a budget for Bansos Rastra in their APBD

No	District/ Municipality	Allocation in APBD	Budget Purpose	Information
1	BANJARMASIN MUNICIPALITY	Available	Operations of the Coordinating Team, TD-to-TB transportation cost, Municipal Rastra (Raskot) for 1,000 Family Beneficiaries, honorariums for Verification and Validation Teams, dissemination of program information	Raskot budget is allocated as an emergency funding, to avoid potential conflict.
2	CENTRAL LOMBOK DISTRICT	Available	Operations of the Coordinating Team, dissemination of program information, TD-to-TB transportation cost	A budget for Complaint Handling and Monitoring is to be proposed
3	TASIKMALAYA DISTRICT	Not Available	-	No budget allocated, as the District Government received information that BPNT would be implemented from February 2018
4	AGAM DISTRICT	Available	Operations of the Coordinating Team, dissemination of program information, honorarium for Village Distribution Teams	
5	PALU MUNICIPALITY	Not Available	-	Will be proposed through the Revised APBD (APBD-P)
6	BREBES DISTRICT	Available	Dissemination of program information, complaint handling, monitoring, upgrading rice quantity	In the process of proposing additional funding through the Revised APBD (APBD-P)

Dissemination of Program Information

Most of the Family Beneficiaries received information on their Bansos Rastra eligibility through the RT/RW or village apparatuses



Beneficiary Samples	Have Received the 2018 Bansos Rastra		Total
	Yes	No	
PKH	214	57	271
Non-PKH	256	78	334
Total	470	135	605

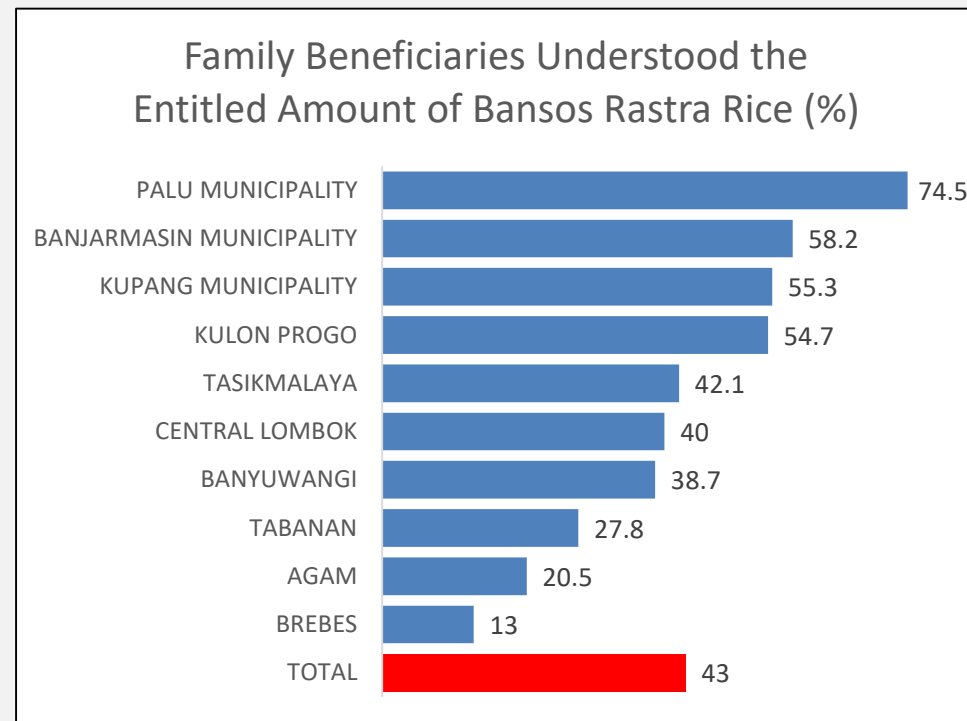
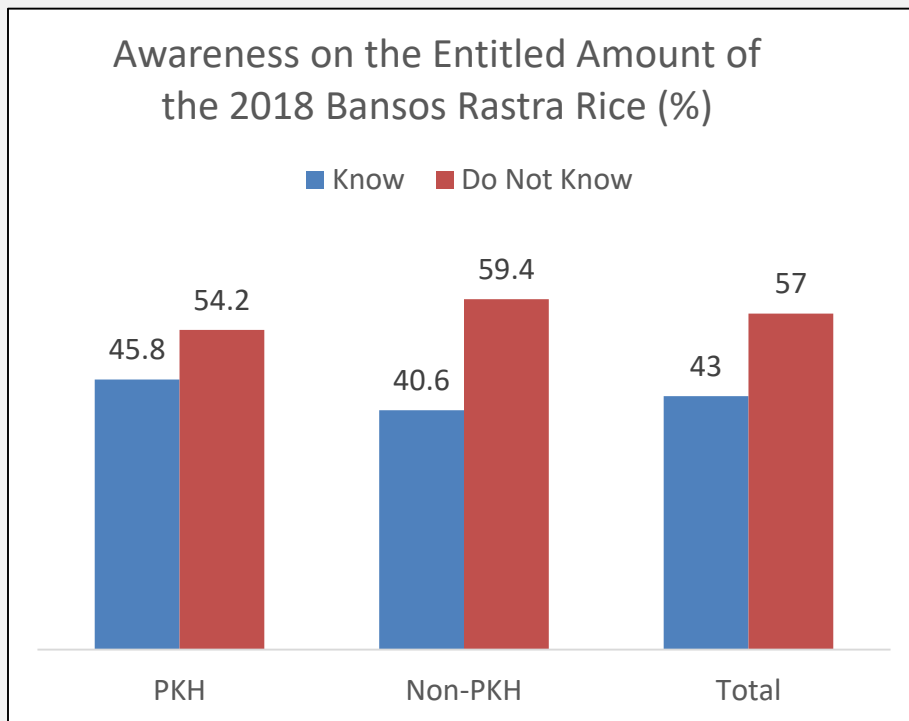


Sticker for Identifying Family Beneficiary in Banjarmasin Municipality



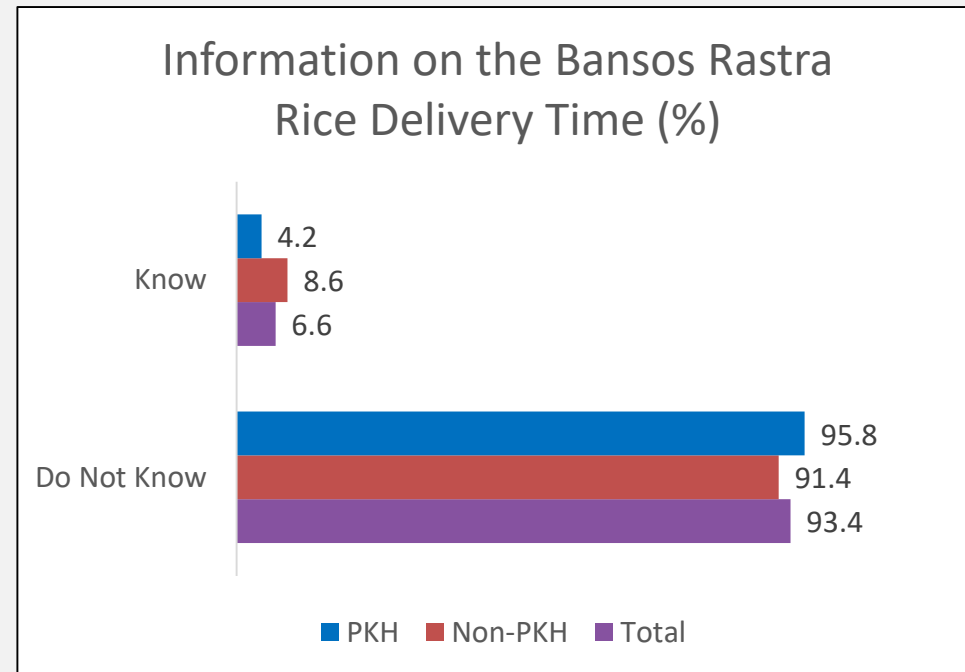
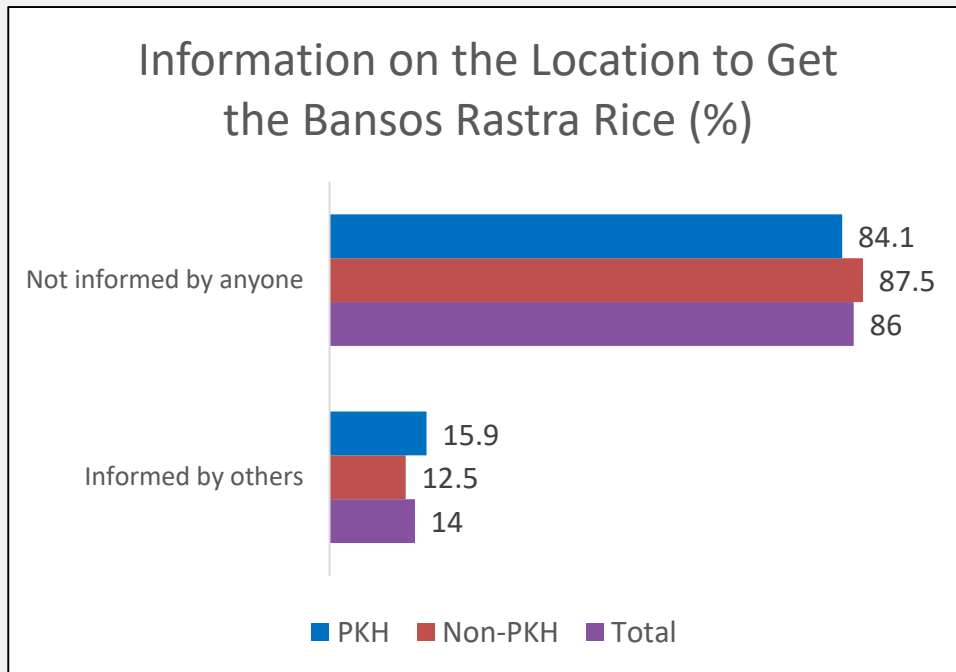
Card for Identifying Family Beneficiary in Nagari Batupalano, Agam District

More than half of the Family Beneficiaries were not aware of the amount of Bansos Rastra rice they were entitled to



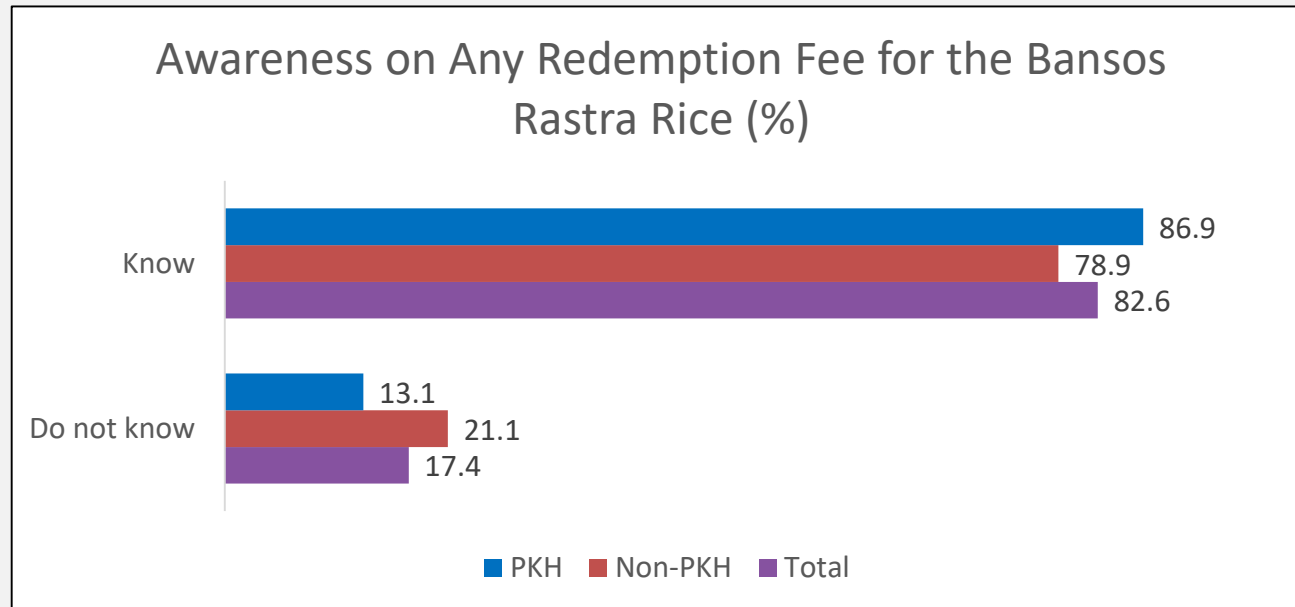
Beneficiary Samples	Have Received the 2018 Bansos Rastra		Total
	Yes	No	
PKH	214	57	271
Non-PKH	256	78	334
Total	470	135	605

The majority of Family Beneficiaries were well aware of **the location** for getting Bansos Rastra rice (84.1%). However, only a small proportion of them got sufficient information on **the timing** of the monthly delivery.



Beneficiary Samples	Have Received the 2018 Bansos Rastra		Total
	Yes	No	
PKH	214	57	271
Non-PKH	256	78	334
Total	470	135	605

The majority of Family Beneficiaries (82.6%) were well aware that the Bansos Rastra rice is charge-free

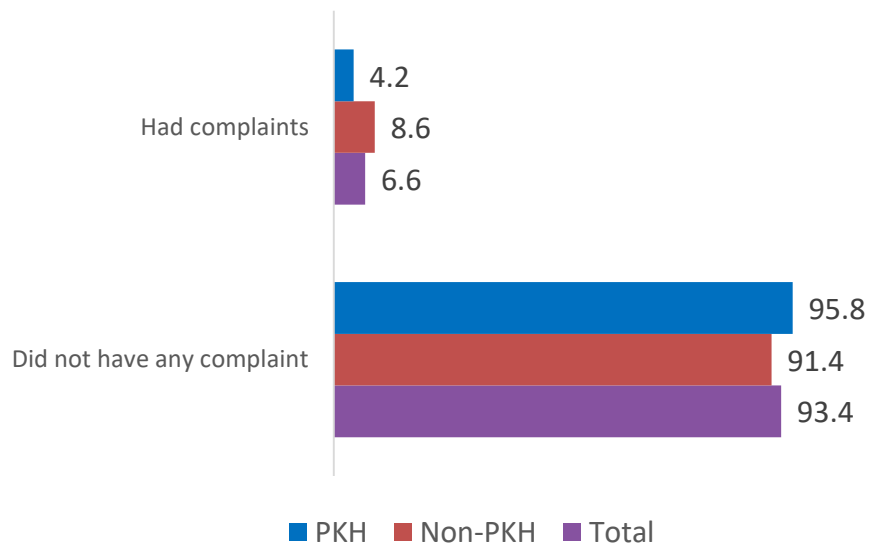


Beneficiary Samples	Have Received the 2018 Bansos Rastra		Total
	Yes	No	
PKH	214	57	271
Non-PKH	256	78	334
Total	470	135	605

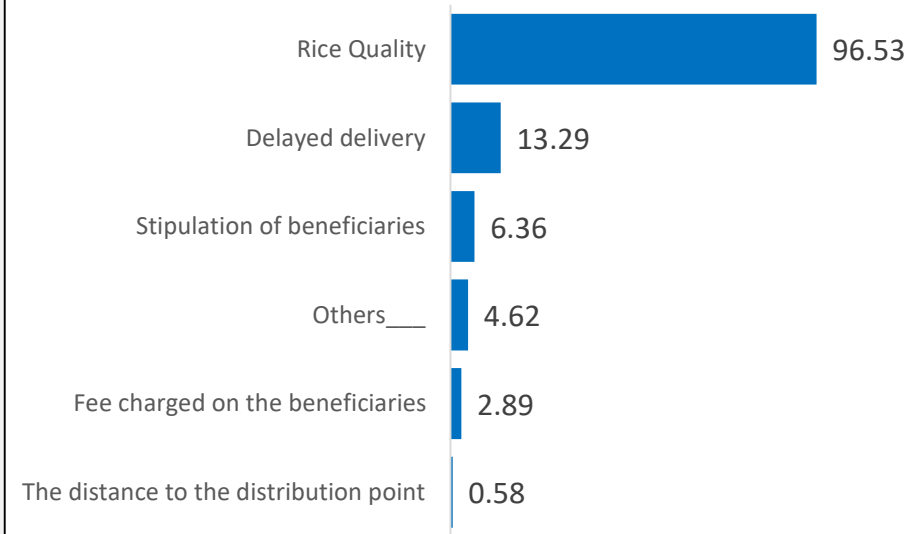
Grievance / Complaint

Among Family Beneficiaries who had complaints regarding the 2018 Bansos Rastra, most of the complaints related to the rice quality

Complaints on the 2018 Bansos Rastra (%)

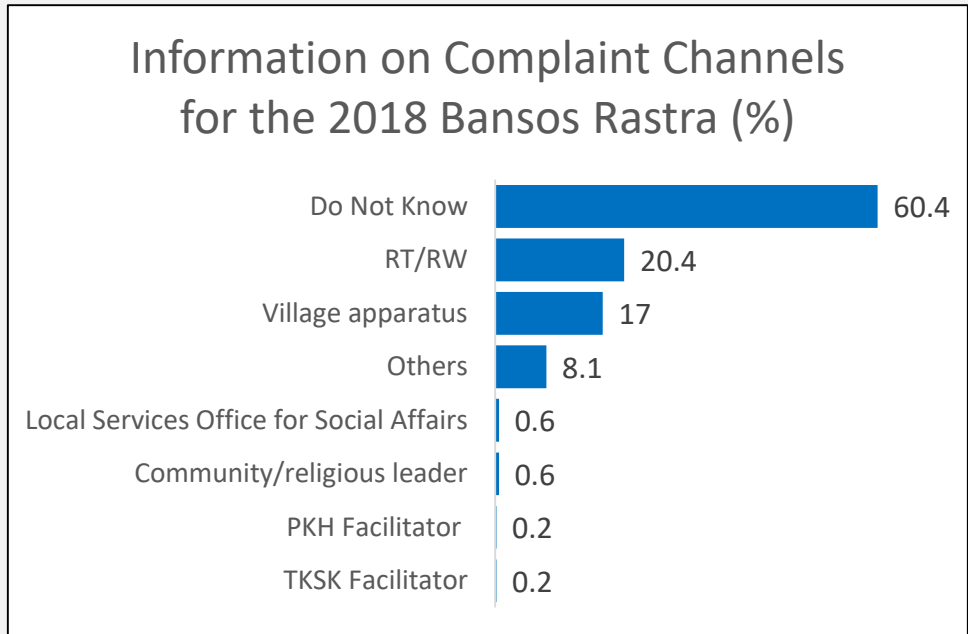


Issues Complained Relating to the 2018 Bansos Rastra (%)



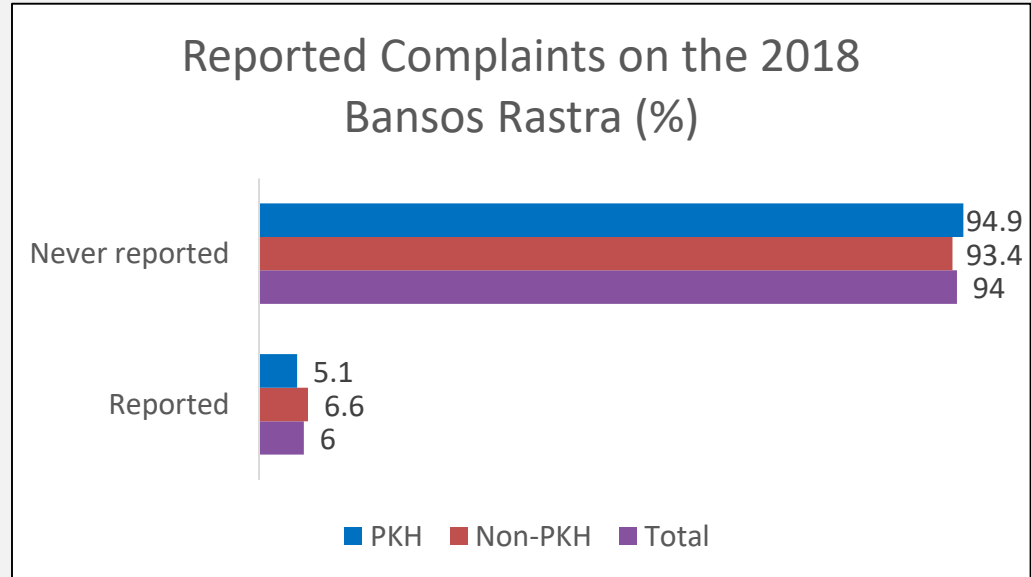
Beneficiary Samples	Have Received the 2018 Bansos Rastra		Total
	Yes	No	
PKH	214	57	271
Non-PKH	256	78	334
Total	470	135	605

Most of the Family Beneficiaries identified the RT/RW and village apparatuses as the main channels for complaints



Despite the fact that a considerable number of Family Beneficiaries complained about the rice quality, only a few of them (6%) reported their concerns.

Beneficiary Samples	Have Received the 2018 Bansos Rastra		Total
	Yes	No	
PKH	214	57	271
Non-PKH	256	78	334
Total	470	135	605



Conclusions

1. The average amount of the 2018 Bansos Rastra rice received by Family Beneficiaries (8.1 kg) in the monitoring area is better compared to the last year. In spite of this, some regions still practice distributing the Bansos Rastra rice to non-beneficiaries.
2. In some regions, Family Beneficiaries remained paying some transportation cost for the Bansos Rastra rice. Not all of the District/Municipal Governments had budget allocation in the APBD for Bansos Rastra implementation. When available, the amount is insufficient to cover the TD-to-TB transportation cost.
3. The removal of redemption fee for Bansos Rastra might have caused the shifting of TB locations, previously at the hamlet/RT/RW level, to the village level. As the result, the Family Beneficiaries had to pick up the Bansos Rastra rice at a further distance.
4. The knowledge level of Family Beneficiaries regarding the main principles of Bansos Rastra (amount of rice, delivery time and location) remained low. Dissemination of information remained ineffective and not reaching out towards the Family Beneficiaries.

Conclusions

5. Aside from village apparatuses, heads of hamlets/RT/RW also play an essential role in Bansos Rastra rice delivery, as well as becoming contacts relied on by the Family Beneficiaries in obtaining program information and channelling complaints. Therefore, dissemination of program information also need to reach out effectively towards this group.
6. Both the District/Municipal Governments and the Family Beneficiaries remained unfamiliar with the LAPOR complaint handling platform.
7. Rice quality is the key complaint submitted by the KPMs
8. The quality of rice remained the main complaint of the Family Beneficiaries.
9. District/Municipal Governments did not fully understand and implement the mechanism for Bansos Rastra administrative compliance. This could lead to unfavourable findings during program audits in the future.

Recommendations

- ❑ The District/Municipal Coordinating Team for Food Assistance Programs, notably the Services Office for Social Affairs, should strengthen their roles and receive capacity building in safeguarding Bansos Rastra implementation (particularly, in meeting administrative compliance).
- ❑ Program information should also be disseminated to the heads of hamlets/RT/RW who are the spearheads of program implementation at the grassroots level.
- ❑ Dissemination of program information to Family Beneficiaries should be more intensive, particularly regarding the quantity and quality of rice, delivery time, and the free-charge retrieval. Education media can be customized to local conditions.
- ❑ Complaint channelling should be promoted intensively to the District/Municipal Governments, facilitators, and Family Beneficiaries. The District/Municipal Governments should, in the short run, receive training for implementing a sound complaint handling system.
- ❑ Improvement of the quality of Bansos Rastra rice should be taken seriously.
- ❑ Regular monitoring activities should be conducted by the Central Coordinating Team for Food Assistance Programs.

Thank You

