

Wali Kota: Pencairan Santunan Kematian Cukup Tiga Hari

KANIGARAN – Wali Kota Probolinggo Hadi Zainal Abidin bertindak tegas. Ia tidak ingin pelayanan di era kepemimpinannya terkesan bertele-tele alias lemot. Saat inspeksi mendadak ke Dinas Kependudukan Catatan Sipil (Dispenduk Capil), Jumat (15/3), ia menemui warga yang tengah antre mengurus santunan kematian di meja pelayanan.

Ia tak datang sendiri. Habib Hadi ditemani Wawali Muhammad Soufis Subri dan Asisten Ekonomi Pembangunan Ahmad Sudiyanto. Kedatangannya tak diduga, karena spontan langsung datang ke Dispenduk Capil usai menghadiri sinergi CSR oleh BUMN di Sumber Mata Air Sentong.

Membawa berkas milik warga, Habib Hadi melihat proses input data oleh staf Dispenduk Capil. Hanya 10 menit pelayanan kelar. Akta kematian, update kartu keluarga dan update KTP elektronik pun tercetak. Ini adalah inovasi jurus AK3 milik Dispenduk Capil.

Wali kota melihat, secara administrasi di Dispenduk Capil tidak membutuhkan waktu yang lama. BPPKAD pun siap jika berkas sudah lengkap. Perbankan tinggal mencairkan apabila rekening yang bersangkutan sudah dimiliki.

“Meninggalnya malam, besok siangya langsung urus, tidak perlu lama-lama. Nanti dari BPPKAD sudah beres langsung dicairkan oleh bank,” ujar Habib Hadi sambil meneliti berkas.

Wali kota membenarkan jika kedatangannya untuk melihat pelayanan mempercepat santunan kematian. Saat ini, pihaknya tengah mencari kendala kelambatan santunan kematian bagi warga Kota Probolinggo.

“Di tingkat RT dan RW terlambat lapor. Dispenduk Capil bisa

segera mengkomunikasikan kepada lurah supaya tidak ada waktu yang terlalu panjang, santunan cepat ke masyarakat. Target saya tiga hari sudah tersampaikan ke masyarakat,” tegasnya.

Bila Dispenduk Capil, BPPKAD dan perbankan sudah siap, kata Habib Hadi, RT RW harus sigap dan tanggap. “Kalau keluarga tidak lapor, maka RT RW bisa yang melaporkan ke Capil. Proses ini lambatnya di lapangan. RT RW harus pro aktif ke kelurahan, Capil lalu ke BPPKAD,” tutur mantan Anggota DPRD Jatim dan DPR RI ini.

Di masa 99 hari kerja kepemimpiannya, akan segera mengumpulkan RT RW untuk memperbaiki kendala yang ada. “Permasalahan kita pelajari, regulasi jika perlu diperbaiki maka akan kita ganti,” imbuh wali kota.

Sekretaris Dispenduk Capil Rini Sayekti menuturkan, untuk mengurus santunan kematian sangat mudah dan cepat. Pemohon bisa datang membawa surat kematian ke Dispenduk Capil di Jalan Mastrip. Jika meninggal di rumah maka surat kematian mengurusnya di kelruahan, bila meninggal di fasilitas kesehatan (faskes) mengurus surat kematian di faskes tersebut.

“Disini kami lakukan verifikasi. Pemohon dapat mengisi surat permohonan ke wali kota. Yang mengurus bukan ahli waris pakai surat kuasa, yang mengurus RT RW pun tetap bisa atau ketua rukemnya. Kami yang akan jalan ke BPPKAD lalu proses di perbankan dan cair ke rekening yang bersangkutan,” jelas Rini – sapaannya.

Ketua RT 5 RW 4 Kelurahan Kedungasem, Kecamatan Wonoasih, Agus Irianto mengungkapkan terimakasih karena pelayanan yang luar biasa cepat dari Dispenduk Capil. Agus membenarkan jika per 1 Maret 2019, santunan kematian langsung satu pintu di Dispenduk Capil untuk pengurusan berkasnya.

“Kalau dulu masih melalui kecamatan – kelurahan. Kelebihan aturan baru ini enak, meninggal di RS ya cukup dari RS, meninggal di rumah ya minta dari kelurahan. Disinilah bedanya.

Dulu surat kematian hanya di kecamatan masih perubahan KK, kalau ini three in one langsung selesai. Luar biasa,” ujar Agus.

Yang dialami Agus di lapangan, sebagai RT selama satu atau dua hari setelah meninggal, ia agak sungkan harus minta persyaratan ke keluarga. “Karena masih suasana duka. Kalau dari Pak Wali bilang tiga hari selesai, saya mendukung. Tetapi perlu sosialisasi ke RT dan RW,” imbuhnya. **(famydecta/humas)**

Probolinggo Mayor Hadi Zainal Abidin made a “decisive” policy. In his era of leadership, he wants public service to be delivered in no time. As he made an inspection to the Agency of Civil Registration (Dispenduk Capil), Friday (15/3), he met a citizen who was in line for submitting the document for death compensation.

On that inspection, he was accompanied by Vice Mayor Muhammad Soufis Subri and Assistant for Economic Development Affairs, Ahmad Sudiyanto. It was unexpected since his arrival at the office was unannounced. He directly went to the office after attending a meeting on the synergy of Corporate Social Responsibility (CSR) at Sentong Springs.

Carrying the citizens’ documents, Habib Hadi directly monitored the input process done by the staff of Dispenduk Capil. It only took 10 minutes. The certificate of death, updated family card, and updated electronic identity card (e-KTP) were single-handedly printed. This is one of the innovations called “3 in 1” service made by Dispenduk Capil.

The mayor has seen himself that the administrative process at the Dispenduk Capil doesn’t need a long time. The Regional Finance Agency (BPPKAD) is ready when the document is complete. The bank just needs to distribute the compensation when the applicant has already had the bank account.

“If the citizen dies in evening, then the document must be ready at tomorrow afternoon. BPPKAD will do follow up and

continued to the bank process," said Habib Hadi while checking the document.

The mayor has confirmed that his arrival was meant to monitor the process of death compensation. At the moment, his side is looking for the obstacles in this program that made it long in the process.

"In the level of RT and RW (neighborhood organization), Dispenduk Capil should immediately suggest the head of sub-district to make it fast so that the compensation can be delivered immediately to the citizens. In three days, it should be delivered," he affirmed.

If Dispenduk Capil, BPPKAD, and the bank are ready, Habib said, RT RW should be ready and responsive as well. "If the mourning family does not have time to submit the documents, then RT RW should make a report to Dispenduk Capil. This does take a while in the process; therefore the RT RW must be proactive in making coordination with the sub-district office, Dispenduk Capil, and BPPKAD," said the former legislative member of Provincial and National Council.

In his 99 working-days of leadership, he will summon the RT RW to fix the existing obstacles. "We need to learn the problems or to revise the regulation if necessary," the mayor added.

The secretary of Dispenduk Capil, Rini Sayekti said that to register the document of death compensation is very easy and takes no time. The applicant just needs to bring the notice of death from the sub-district office to Dispenduk Capil. If the deceased person dies at his/her home, then the notice can be registered at the sub-district office; if they die at the hospital, then the notice should be from the hospital.

"We do the verification. The applicant can fill the form up to make an application directed to the mayor. The head of RT/RW could do this. Then, we are the ones who are going to process it to BPPKAD and the bank before it is distributed to the

account," Rini explained.

The head of RT 5 RW 4, Kedungasem sub-district, Wonoasih District, Agus Irianto said his thank to extraordinary service given by Dispenduk Capil. He confirmed that since March 1, 2019, the death compensation is registered on one-door system service, through Dispenduk Capil.

"This system is better than before when we have to register the file through the district offices. With this new system, we can have 3 in 1 service given by Dispenduk Capil. It's extraordinary," said Agus.

What Agus experienced in registering his people document is that he feels hesitate to ask for the documents to the mourning family. "I support the mayor's program to have the compensation in three days. But, it needs more dissemination to the RT and RW," he said.