**TATA CARA PENYAMPAIAN ADUAN MASYARAKAT**

****

Langkah 1. Masyarakat menyampaikan aduan permasalahannya dengan cara datang langsung ke Dinas Pendidikan dan Kebudayaan Kota Magelang, secara lisan, maupun melalui surat, email, media sosial maupun melalui telephone.

Langkah 2. Masyarakat yang menyampaikan aduan harus menyampaikan data meliputi : nama, alamat, no identitas (copy KTP) no telephone yg bisa dihubungi serta jenis tanggapan yang diminta serta cara penyampaian tanggapan yang diinginkan

Langkah 3. Pejabat penanganan aduan masyarakat mencatat semua informasi dan aduan yang disampaikan oleh pengadu. Menelaah data dan mengkaji kebijakan yang diadukan, melakukan konfirmasi unit yang diadukan dengan cara memanggil personal unit bersangkutan dan menyusun jawaban / tanggapan

Langkah 4. Pengadu harus meminta bukti penyampaian aduan kepada petugas yang melayaninya bahwa telah menyampaikan aduan permasalahan serta meminta nomor bukti pengaduan

**PEMERINTAH KOTA MAGELANG**

**DINAS PENDIDIKAN DAN KEBUDAYAAN**

Jln.Alibasah Sentot Prawirodirjo No. 6 🕿 (0293 ) 368529

e-mail : diknas\_kota\_magelang@yahoo.co.id

**FORMULIR PERMOHONAN INFORMASI**

No. Pendaftaran : .........................................

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Nama** | **:** | .......................................................................................................... |  |  |  |
| **Alamat** | **:** | .......................................................................................................... |  |  |  |
|  | **:** | .......................................................................................................... |  |  |  |
| **Pekerjaan** | **:** | .......................................................................................................... |  |  |  |
| **Nomor Telepon/E-Mail** | **:** | .......................................................................................................... |  |  |  |
| **Rincian Informasi yang dibutuhkan** | **:** | .......................................................................................................... |  |  |  |
| (tambahkan kertas bilaperlu) | **:** | .......................................................................................................... |  |  |  |
|  | **:** | .......................................................................................................... |  |  |  |
| **Tujuan Penggunaan Informasi** | **:** | .......................................................................................................... |  |  |  |
|  | **:** | .......................................................................................................... |  |  |  |
| **Cara Memperoleh Informasi** | : | 1. |  | Melihat/Membaca/Mendengarkan/Mencatat |  |
|  |  |
|  |  | 2. |  | Mendapatkan Salinan informasi(hardcopy/softcopy) |  |
|  |  |  |  |
| **Cara mendapatkan Salinan Informasi\*\*** | : | 1. |  | Mengambil Langsung |  |
|  |  |
|  |  |
|  |  | 2. |  | Kurir |  |
|  |  |  |  |
|  |  | 3. |  | Pos |  |
|  |  |  |  |
|  |  |  |  |
|  |  | 4. |  | Faksimili |  |
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|  |  |  |  |
|  |  | 5. |  | E-mail |  |
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Magelang, .............................

**Petugas Pelayanan Informasi** **Pemohon Informasi**

**(Penerima Permohonan)**

(.............................................) (...............................................)

**PEMERINTAH KOTA MAGELANG**

**DINAS PENDIDIKAN DAN KEBUDAYAAN**

JJln.Alibasah Sentot Prawirodirjo No. 6 🕿 (0293 ) 368529

**e-mail : diknas\_kota\_magelang@yahoo.co.id**

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| **Alamat** | **:** | .......................................................................................................... |  |  |  |
|  | **:** | .......................................................................................................... |  |  |  |
| **Pekerjaan** | **:** | .......................................................................................................... |  |  |  |
| **Nomor Telepon/E-Mail** | **:** | .......................................................................................................... |  |  |  |
| **Rincian Informasi yang dibutuhkan** | **:** | .......................................................................................................... |  |  |  |
| (tambahkan kertas bila perlu) | **:** | .......................................................................................................... |  |  |  |
|  | **:** | .......................................................................................................... |  |  |  |
| **Tujuan Penggunaan Informasi** | **:** | .......................................................................................................... |  |  |  |
|  | **:** | .......................................................................................................... |  |  |  |
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Magelang, .............................

**Petugas Pelayanan Informasi** **Pemohon Informasi**

**(Penerima Permohonan)**

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