

Story of Change

# Fulfilling Bonto Tiro Residents' Needs for Legal Identity Documents Through Community Feedback Mechanisms Initiatives

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*The residents of Bonto Tiro in the Bantaeng District of South Sulawesi now have a venue to voice their complaints. The BPD, together with YASMIB Sulawesi, FITRA and KOMPAK, has established the community feedback mechanisms (known as Posko Aspirasi) where residents may express their aspirations and concerns. These aspirations will become the planning basis for the Village Budget, ensuring a better-targeted development. Residents may also use the community feedback mechanisms to process their legal identity documents.*

Daeng Baji lived by herself in the Kasiping Sub-village of the Bonto Tiro Village, Sinoa Sub-district in the Bantaeng District, South Sulawesi. Her husband had passed away while her two children were already adults with their own families. The 60-year-old elderly survived leaning on her two children, who worked as temporary employees at the village office.

Daeng Baji was, in reality, entitled to government assistance. But her name was recorded inaccurately on the Family Card (known as *Kartu Keluarga*, KK), one of the legal identity documents required to enlist her in the Integrated Social Welfare Database (known as DTKS). DTKS is the primary reference for the list of eligible prospective recipients of government

assistance programs such as the Family Hope Program (known as PKH) and Non-Cash Food Assistance (known as BPNT) Program.

So, Daeng Baji, off the bat, expressed her request for assistance to obtain a KK upon learning of the Posko Aspirasi of Bonto Tiro from her daughter Siti Syamsiah and the Chair of the Women's BPD (Village Council) Forum-Perkasa (Women Safeguarding the Village program) Bantaeng District, Hartuti.

A fellow resident of the Kasiping Hamlet, Daeng Hawa, also welcomed the present of the Posko Aspirasi with open arms. Whenever she visits a public health clinic or other services, the 55-year-old woman has always been asked for her KK number or National Identification Number (NIK). When she heard about the Posko Aspirasi from Hartuti, Daeng Hawa wasted no time voicing her desire to apply for her 56-years-old husband's birth certificate. Daeng Baji and Daeng Hawa were two of the 386 residents of the Bonto Tiro Village who had utilised the Posko Aspirasi to address their lack of necessary legal identity documents.

The *Posko Aspirasi* of Bonto Tiro was an effort by the Bonto Tiro Village Council (known as BPD) in performing its function to identify and channel the aspirations of the village residents. By adopting the *Posko Aspirasi*, BPD could increasingly involve the vulnerable members of the community in the planning and budgeting process.

**The idea of Posko Aspirasi was part programs aimed to establish “Budget-Literate Villages” geared towards building gender responsive and inclusive villages.**

The idea of Posko Aspirasi was part of the Village Budget School (known as Sekar Desa) and the development of Complaint and Aspiration Center programs. The programs aimed to establish "Budget- Literate Villages" geared towards building gender responsive and inclusive villages. The Swadaya Mitra Bangsa (YASMIB) implemented the programs in collaboration with the national NGO Seknas FITRA and KOMPAK.

Secretary of BPD Bonto Tiro, Kakhfi, described how the residents faced a handful of issues, which demanded innovative solutions. "The *Posko Aspirasi* can accommodate and directly obtain the village residents' aspirations regarding their essential needs," Kakhfi said.

BPD members, sub-village heads, *Karang Taruna* (the youth organization), women, and community leaders gathered to prepare the *Posko Aspirasi*. For three full days, they deliberated on the various community issues that needed to be tackled. These community members had attended briefings

and capacity-building training from KOMPAK before carrying out the duty to ensure effectiveness.

On 26 – 30 November 2019, *Posko Aspirasi* opened its door for the first time, with an initial focus on population and civil registration issues. All residents welcomed the community feedback mechanisms wholeheartedly.

**Evaluation meeting —after *Posko Aspirasi* week— is held to ensure that the community aspirations would not go unnoticed, and that the village government would respond to the aspirations appropriately.**

Every day, up to ten residents visited the *Posko Aspirasi* to voice their aspirations. After the *Posko Aspirasi* was closed, the Bonto Tiro Village Government held an evaluation meeting on 10 December 2019.

Representatives of Family Welfare Guidance Program (*Pembinaan Kesejahteraan Keluarga/PKK*), BPD, *Posko Aspirasi*, *Karang Taruna*, and sub-village heads attended the meeting. It aimed to ensure that the community aspirations would not go unnoticed, and that the village government would respond to them appropriately.

Volunteers then collected data or documents to support the population and civil registration administration processes through home visits. After that, the volunteers submitted the documents to the village secretary, and the Secretary drafted the letters of introduction according to the document specifics. The village government then assigned the village Population and Legal Identity.

Coordinator (*Koordukcapil*) to follow through with the applications with the *Dukcapil* Office. "The *Posko Aspirasi* volunteers came to take the old KK and drafted a letter of introduction from the village head. Then, the volunteers took the documents to the *Capil* (Civil Registry) office for processing. As soon as the documents were issued, they delivered them to my house," said Daeng Baji, explaining the process of updating her KK through the *Posko Aspirasi*.

Within one short week, the Head of the Bonto Tiro Village, Arman, has successfully fulfilled his target of solving the community administration issues. In fact, Daeng Hawa obtained her husband's birth certificate one day after submitting a photocopy of her KK and the supporting documents to "Ibu Desa", the residents' affectionate and respectful nickname for Hartuti.

Having the required documents at hand, residents can now make the most of the government services and assistance. "If you go to the public health centre or hospital or obtain money from the bank, you will need the documents. Since we already have them, we can now access the service in a breeze," said Daeng Hawa.

"When you are eligible for social funds, whether it's from the village, district, or central government, you can obtain them without problem because you already have the necessary documents," said Daeng Baji, who has received the government assistance packages.

"Community aspirations will also be part of the agenda during the village meetings, including in the development village meetings (*Musrenbangdes*)," explained Kakhfi. Hence, these aspirations can become the basis for the discussion on the budget for the upcoming year. Kakhfi admitted that the initiative had helped him tremendously. "Previously, the BPD did not have direct contact with village communities and had some limitations in their communication. But now, not anymore. The community can learn of our work as representatives of the sub-village to resolve and oversee the realisation of the aspirations and complaints, as carried out by the village government," he said.

Kakhfi plans to hold an *Posko Aspirasi* session every year. "Frankly speaking, this is the first time we held the aspiration week activity. It is evident to us that we must do this activity every year to perform our duties and functions as BPD," said the Secretary of the BPD, who has served for six years.

Kakhfi has scheduled data-based planning as the subsequent outcome of the *Posko Aspirasi*. Doubtless, that plan was welcomed by the Bonto Tiro residents, such as Daeng Baji and Daeng Hawa. "Convey your aspiration at once to the *Posko Aspirasi* or the village government. It will not take long. The documents needed will be immediately processed and delivered directly to your homes," said Daeng Baji, inviting fellow sub-village residents to participate in the *Posko Aspirasi*.

"Hopefully, the *Posko Aspirasi* will continue to exist so that it may help the village communities and the village government," said Daeng Hawa, expressing her heartfelt hope.