



PEMERINTAH PROVINSI BANTEN SEKRETARIAT DAERAH

Kawasan Pusat Pemerintahan Provinsi Banten (KP3B)
Jl. Syech Nawawi Al-Bantani, Curug, Palima, Kota Serang – Banten
Laman setda.bantenprov.go.id, Pos-el sekretariatdaerah@bantenprov.go.id, Kode Pos 42171

SURAT PERNYATAAN

Nomor 388 / 2025

Yang bertanda tangan di bawah ini :

Nama : TITO ISTIANTO, S.E., M.Si
NIP : 197502222002121005
Pangkat, Golongan : Pembina Tk.I, IV/b
Jabatan : Kepala Bagian Umum selaku pejabat penghubung pengelolaan pelayanan publik nasional pada Biro Umum dan Perlengkapan Sekretariat Daerah Provinsi Banten

Dengan ini menyatakan bahwa tidak ada pengaduan pelayanan dari Masyarakat dalam kurun waktu bulan Januari sampai dengan bulan Mei 2025 pada website SP4N LAPOR! <https://laporbiroumum@bantenprov.go.id> dengan bukti tangkapan layer (screen capture) sebagaimana terlampir.

Demikian surat pernyataan ini dibuat untuk dipergunakan sebagaimana mestinya.

Serang, 02 Juni 2025

Kepala Bagian Umum,



TITO ISTIANTO, S.E., M.Si
Pembina Tk. I, IV/b
NIP 197502222002121005

Bulan Januari 2025

The screenshot shows a web browser window with the URL `lapor.go.id/admin/laporan/kelola#waiting`. The browser's address bar and tabs are visible at the top. The main content area is titled "Kelola Laporan - Biro Umum" and features a status bar with two indicators: "Belum Ditindaklanjuti" (0) and "Sedang Diproses" (0). The left sidebar contains a navigation menu with the following items: "LAPOR!", "Biro Umum" (with a star rating of 0), "LIHAT TOTAL", "PEMANTAUAN" (with a dropdown arrow), "Riwayat Intervensi", "LAPORAN" (with a dropdown arrow), "Kelola" (highlighted in red), "Terdisposisi", "Arsip", "Terlempar", "Salinan", "Selesai", and "Terpilih". The main content area displays the message "Laporan Kosong. Terimakasih atas kerja kerasnya" (Empty Report. Thank you for your hard work).

Bulan Februari 2025

The screenshot shows a web browser window with the URL `lapor.go.id/admin/laporan/kelola#waiting`. The browser's address bar and tabs are visible at the top. The main content area is titled "Kelola Laporan - Biro Umum". Below the title, there are two status indicators: "Belum Ditindaklanjuti" (0) and "Sedang Diproses" (0). A large, faint watermark "LAPOR!" is visible in the background. The central message reads "Laporan Kosong. Terimakasih atas kerja kerasnya". On the left side, there is a dark sidebar menu with the following items: "Biro Umum" (with a star rating of 0), "LIHAT TOTAL", "PEMANTAUAN", "Riwayat Intervensi", "LAPORAN", "Kelola" (highlighted), "Terdisposisi", "Arsip", "Terlempar", "Salinan", "Selesai", and "Terpilih". The user's name "Tito Istianto" is visible in the top right corner of the application.

Bulan Maret 2025

The screenshot shows a web browser window with the URL `lapor.go.id/admin/laporan/kelola#waiting`. The browser's address bar and tabs are visible at the top. The main content area is titled "Kelola Laporan - Biro Umum". On the left, there is a dark sidebar with a "LAPOR!" logo and a "Biro Umum" profile section with a "LIHAT TOTAL" button. Below this, there are two expandable sections: "PEMANTAUAN" containing "Riwayat Intervensi" and "LAPORAN" containing a list of report statuses: "Kelola", "Terdisposisi", "Arsip", "Terlempar", "Salinan", "Selesai", and "Terpilih". The main content area displays two status indicators: "Belum Ditindaklanjuti" (0) and "Sedang Diproses" (0). A large, faint watermark is visible in the background. At the bottom of the main content area, the text "Laporan Kosong. Terimakasih atas kerja kerasnya" is displayed.

lapor.go.id/admin/laporan/kelola#waiting

Gmail YouTube Maps News Translate Biro Umum Sekretar... DMS PPID UTAMA P... WAJIB DIISI Kuesion... E-PPID - Banten Prov (2) Unlock Bootload... All Bookmarks

LAPOR!

Biro Umum ☆☆☆☆☆ 0

LIHAT TOTAL

PEMANTAUAN ▾

Riwayat Intervensi

LAPORAN ▾

Kelola

Terdisposisi

Arsip

Terlempar

Salinan

Selesai

Terpilih

Selesai

Kelola Laporan - Biro Umum

Belum Ditindaklanjuti 0 **Sedang Diproses** 0

Laporan Kosong. Terimakasih atas kerja kerasnya

Bulan April 2025

lapor.go.id/admin/laporan/kelola#waiting

Gmail YouTube Maps News Translate Biro Umum Sekretar... DMS PPID UTAMA P... WAJIB DIISI Kuesion... E-PPID - Banten Prov (2) Unlock Bootload... All Bookmarks

LAPOR!

Biro Umum 0 stars

LIHAT TOTAL

PEMANTAUAN

Riwayat Intervensi

LAPORAN

Kelola

Terdisposisi

Arsip

Terlempar

Salinan

Selesai

Terpilih

Fullscreen

Kelola Laporan - Biro Umum

● Belum Ditindaklanjuti ○ Sedang Diproses

Laporan Kosong. Terimakasih atas kerja kerasnya

Tito Istianto

Bulan Mei 2025

The screenshot shows a web browser window with the URL `lapor.go.id/admin/laporan/kelola#waiting`. The browser's address bar and tabs are visible at the top. The main content area is titled "Kelola Laporan - Biro Umum". On the left, there is a dark sidebar menu with the "LAPOR!" logo and a "Biro Umum" profile card. The menu items under "LAPORAN" include "Kelola" (highlighted), "Terdisposisi", "Arsip", "Terlempar", "Salinan", "Selesai", and "Terpilih". The main content area features a status filter bar with "Belum Ditindaklanjuti" (selected) and "Sedang Diproses". Below this, a large, faint watermark of the Indonesian national emblem is centered, with the text "Laporan Kosong. Terimakasih atas kerja kerasnya" (Empty Report. Thank you for your hard work) overlaid on it. The user's name "Tito Istianto" is visible in the top right corner of the application.