



GRIEVANCE MECHANISM JKN

Biro Komunikasi dan Pelayanan Publik



LAYANAN ASPIRASI DAN PENGADUAN ONLINE RAKYAT



Voice Call : 1500567

Email : kontak@kemkes.go.id

SMS : 081281562620

Services start from 7 AM to 11 PM (working day)



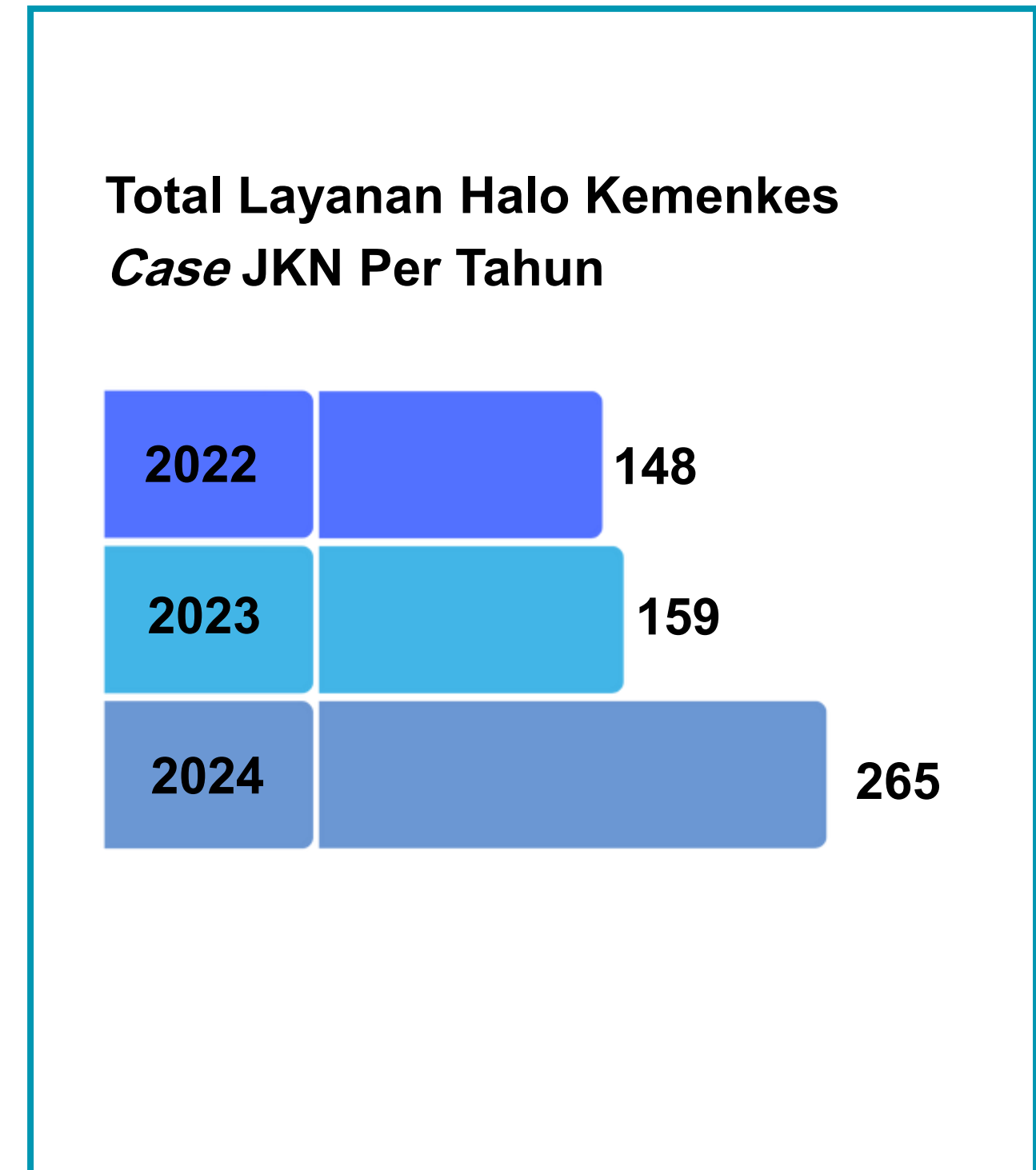
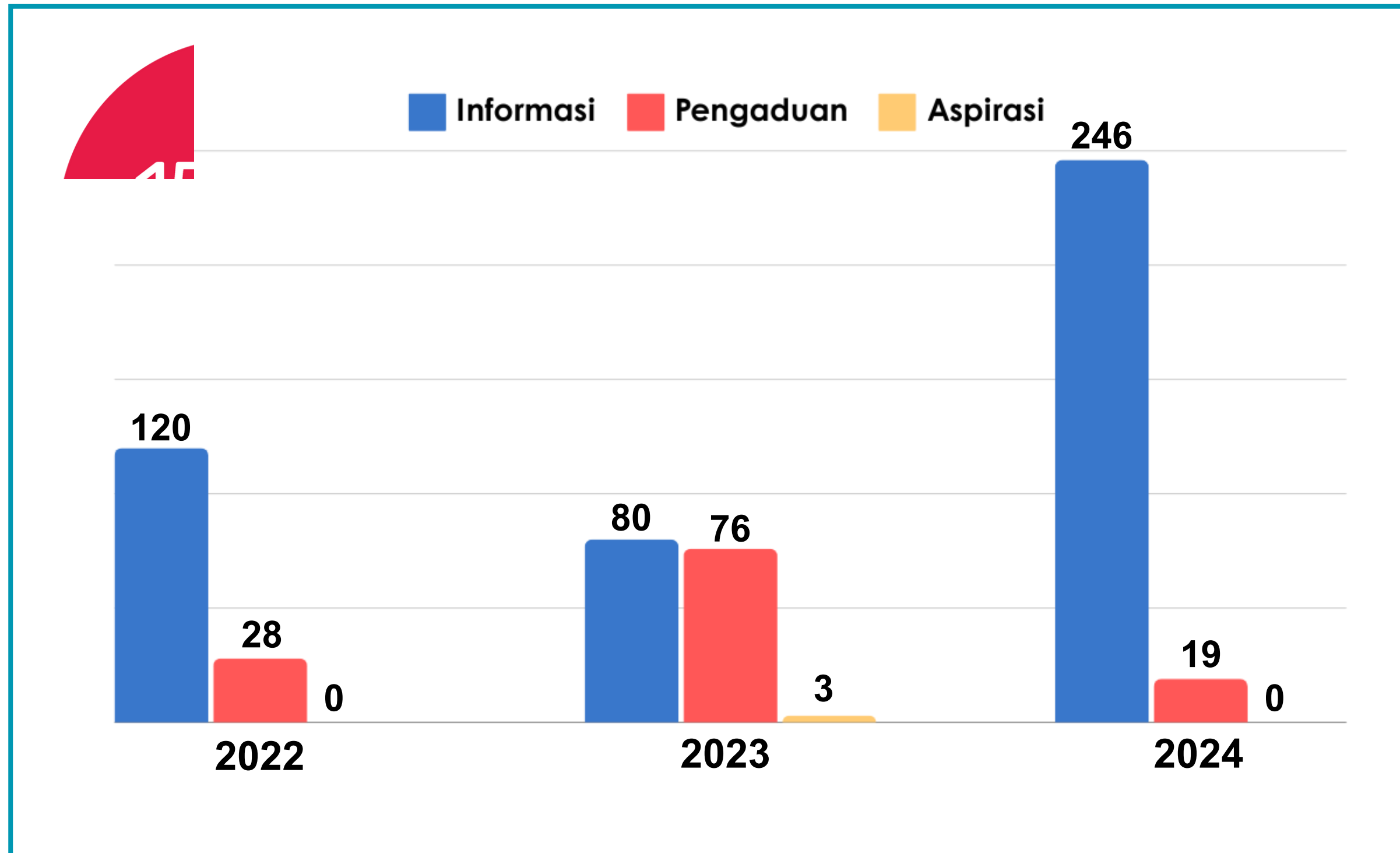
Website : www.lapor.go.id

Mobile App : SPAN LAPOR!

SMS : 1708

**National Grievance Mechanism for
Ministry/Institution/Local Government (Province, City,
Regency)**

Jumlah Layanan Halo Kemenkes Jaminan Kesehatan Nasional Berdasarkan Kategori

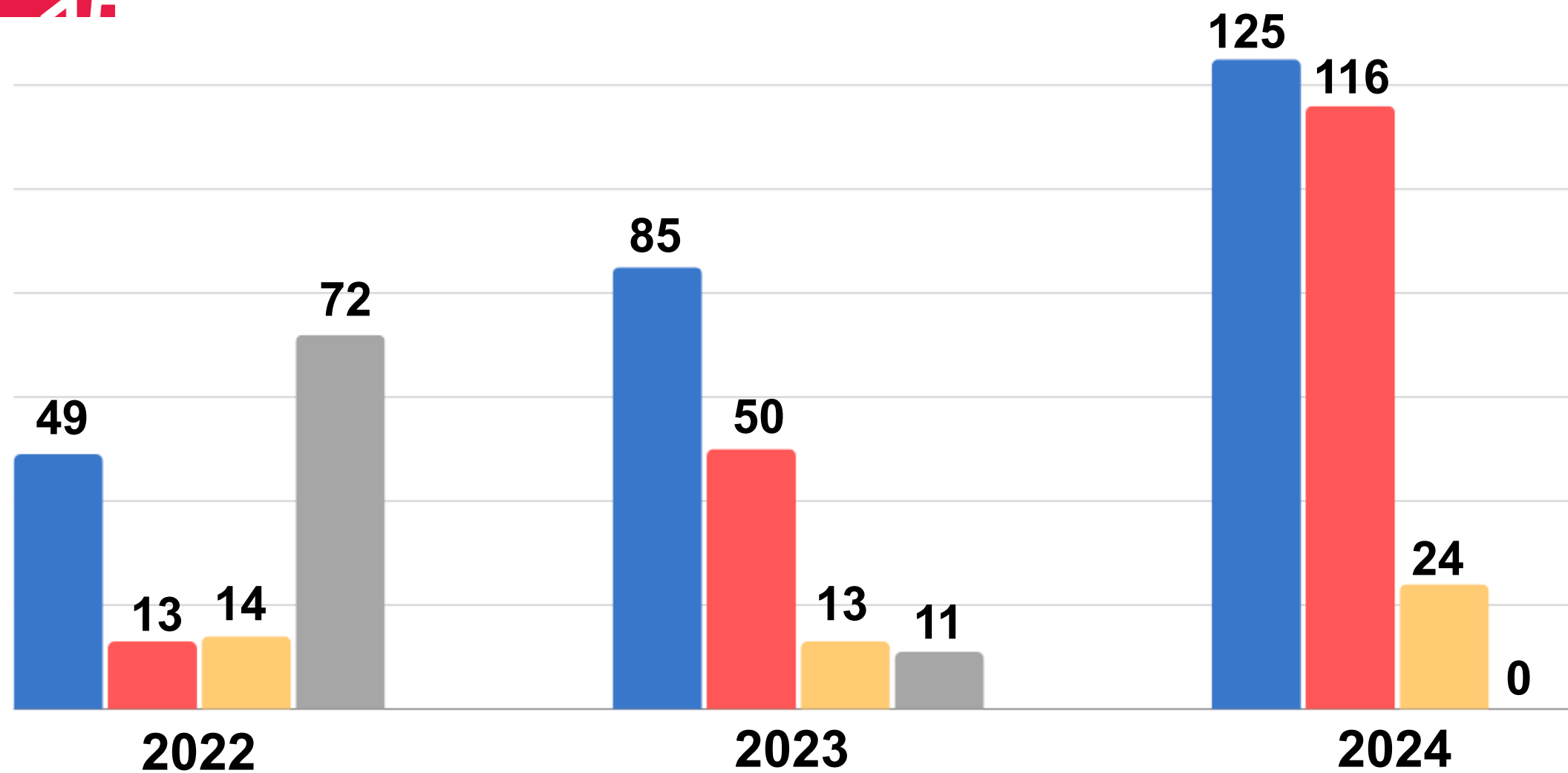


Seluruh layanan yang masuk sudah direspon dan selesai (status : CLOSED)

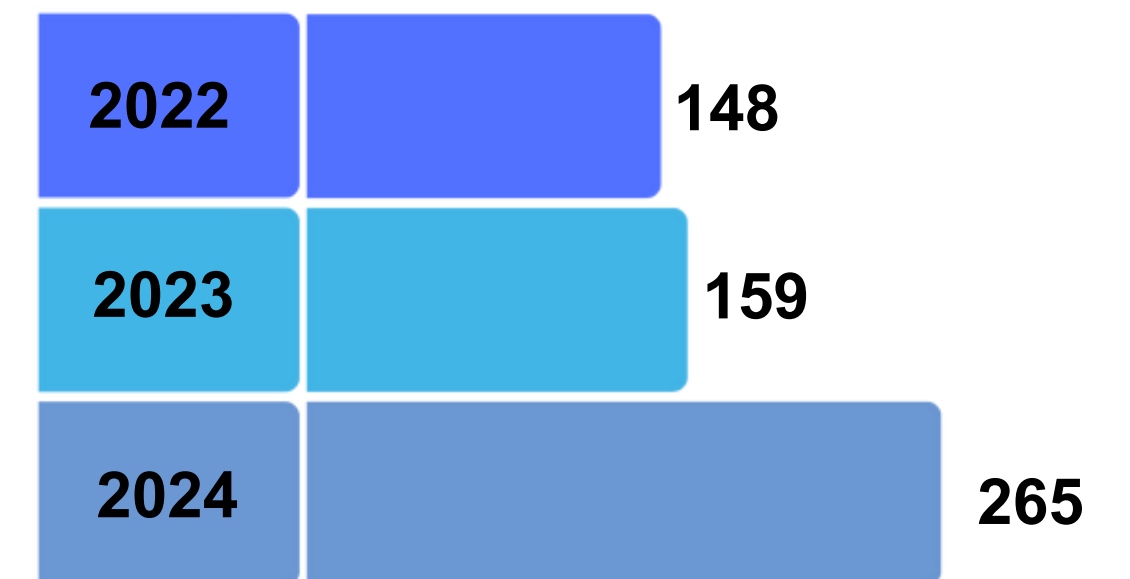
Jumlah Layanan Halo Kemenkes Jaminan Kesehatan Nasional Per Kanal



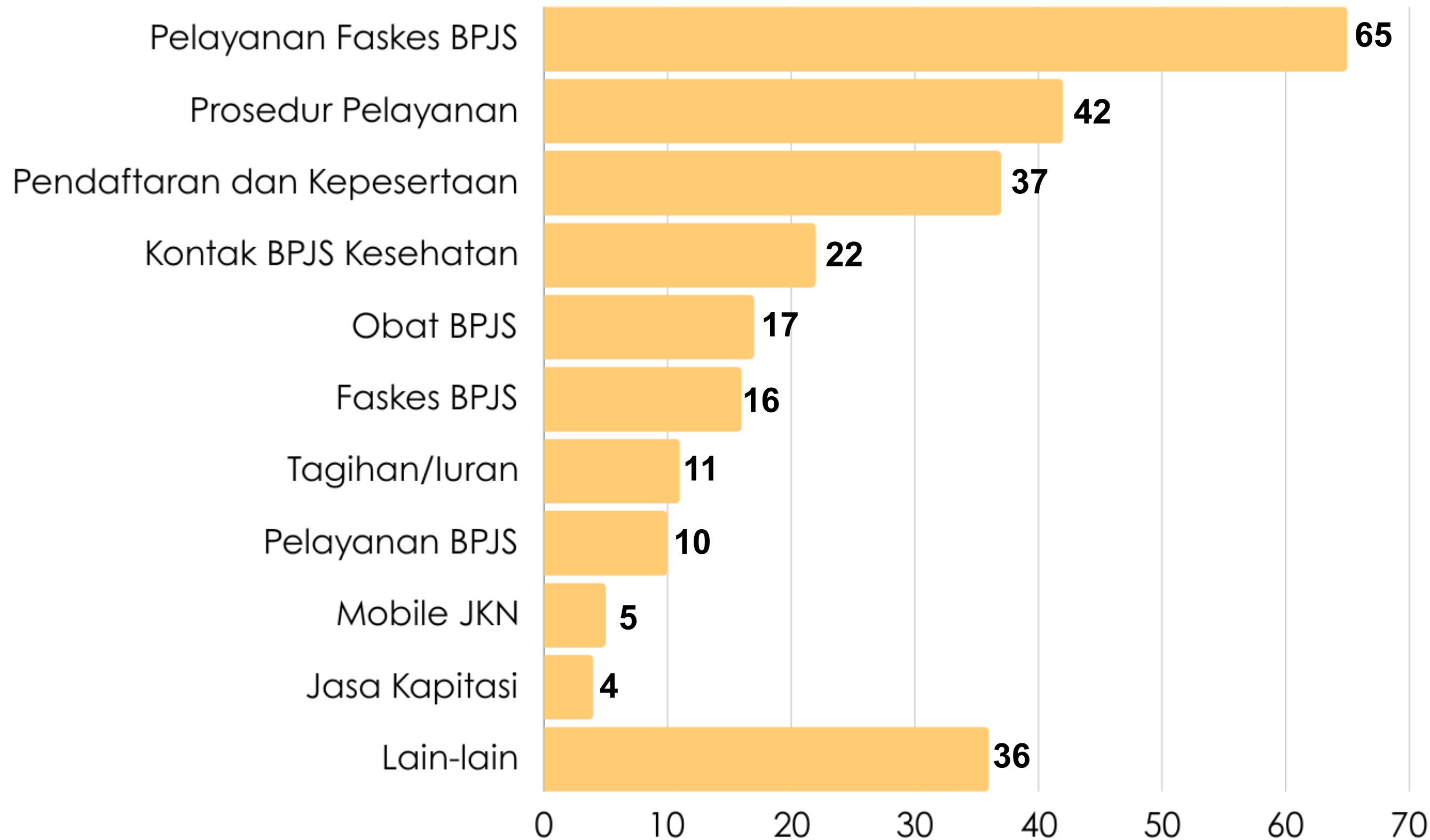
Telepon Email SMS WhatsApp



Total Layanan Halo Kemenkes Case JKN Per Tahun



Topik Pertanyaan Halo Kemenkes Jaminan Kesehatan Nasional Periode Januari - November 2024



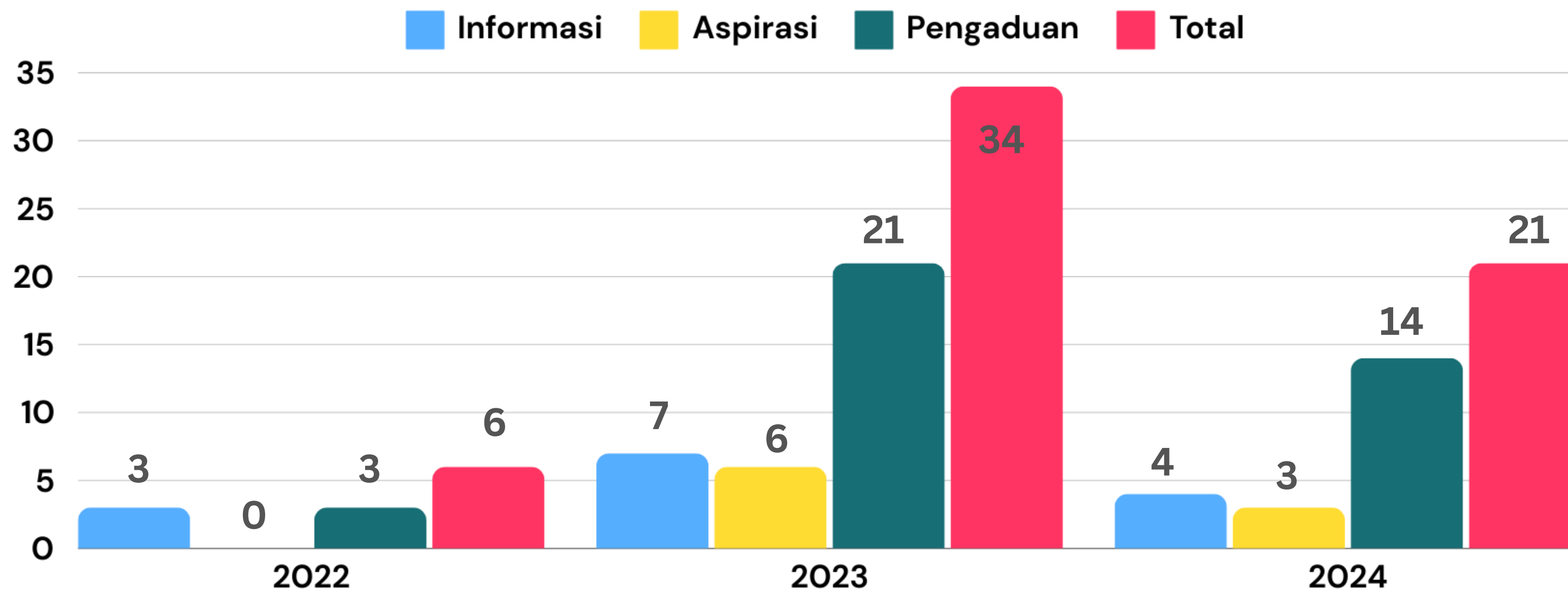
**TOTAL LAYANAN
CASE JKN 2024**

**265
LAYANAN**

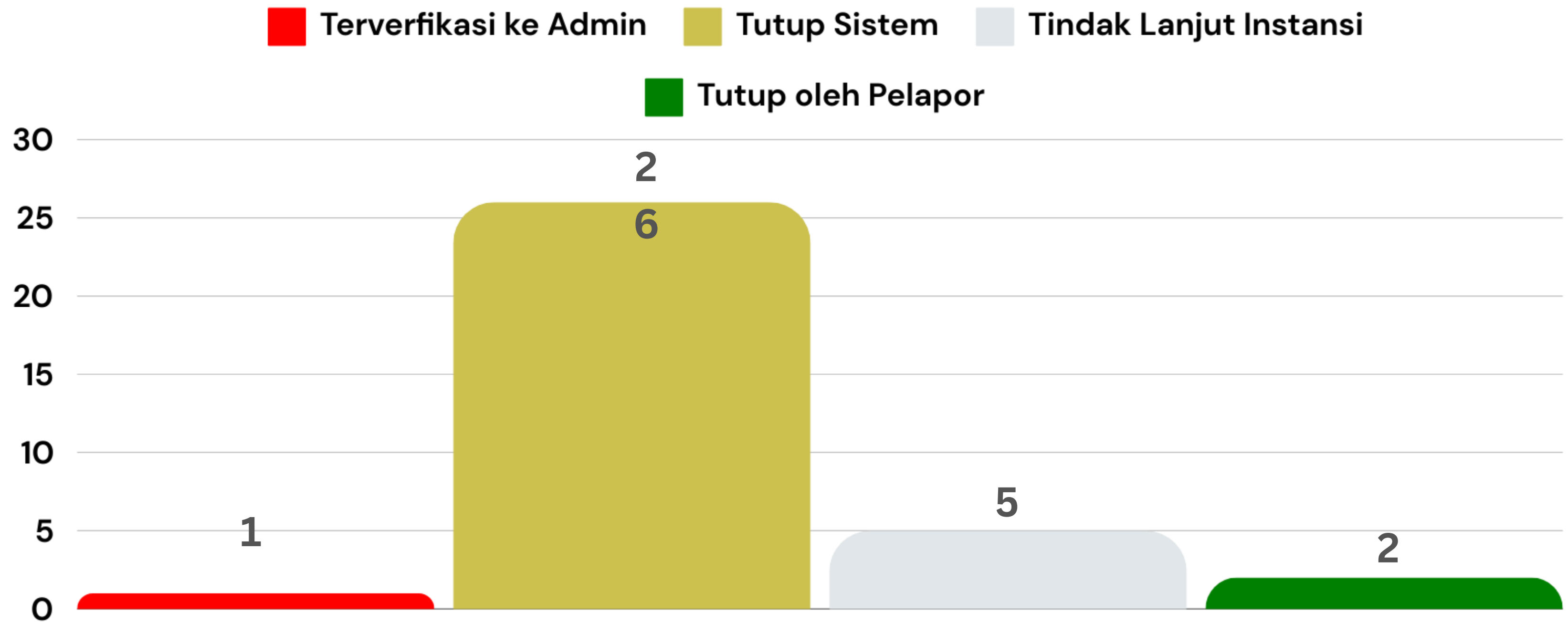


SP4N LAPOR! (2022 - 2024)

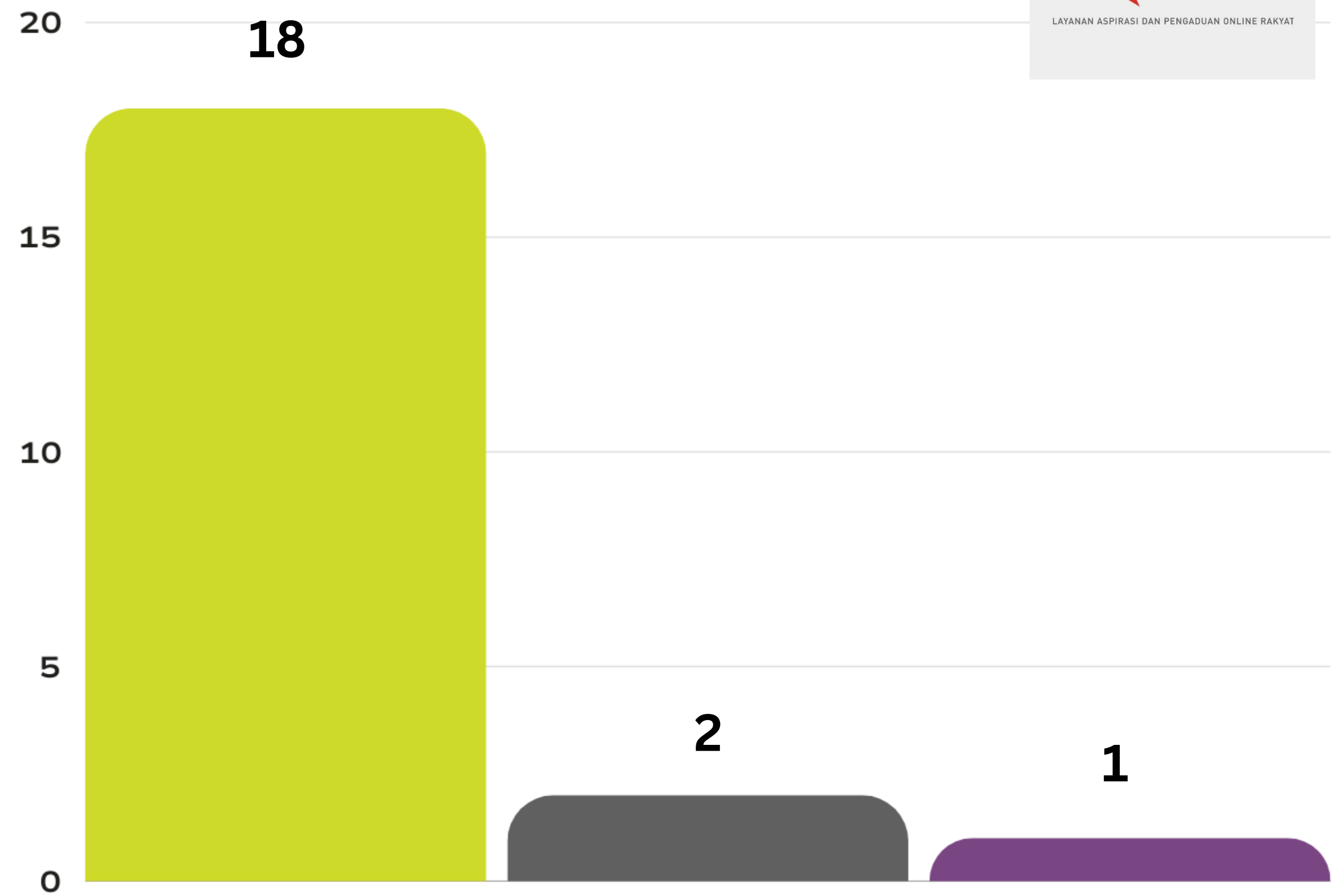
Terkait JKN BPJS KESEHATAN






Penyelesaian Laporan JKN BPJS Kesehatan Januari - November 2024



PENGADUAN BERDASARKAN PERTANYAAN (JAN - NOV 2024)



-  Pelayanan Faskes JKN
-  Klaim JKN BPJS Kesehatan
-  Mediasi pengaduan JKN