



PENGADILAN NEGERI PANGKALAN BALAI

Jl. H.M. Asyik Aqil KM. 16 Kel. Sukajadi Kec. Talang Kelapa

Kab. Banyuasin

Telp. 071105723912 Fax. 07115723669

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EVIDENCE TINDAKLANJUT PELAKSANAAN SURVEY IKM TRIWULAN IV TAHUN 2022

1. Indikator Prosedur

- Mengupload Prosedur Pelayanan di Website Pengadilan Negeri Pangkalan Balai

The screenshot shows the website interface for 'Layanan Hukum' (Legal Services). The main navigation bar includes 'Survei', 'Standar Pelayanan', 'E-Court', 'Direktori Putusan', 'Info Perkara', and 'Laporan Kinerja'. The 'Menu Layanan Hukum' sidebar lists 'LAYANAN HUKUM BAGI MASYARAKAT KURANG MAMPU', 'PROSEDUR PENGALUAN PERKARA & BIAYA PERKARA', 'Prosedur Pengajuan Perkara', and 'Biaya Perkara'. The main content area is titled 'Prosedur Pengajuan Perkara' and details the process for filing cases, including 'Perkara Perdata' and 'Perkara Pidana'. It lists required documents and steps for both conventional and electronic filing methods.

2. Indikator Waktu Pelayanan

- Melakukan Kegiatan Briefing Rutin Petugas PTSP oleh Petugas Supervisi

The photograph shows a group of staff members in a meeting room. A banner at the top reads 'PENGADILAN NEGERI PANGKALAN BALAI KELAS II' and '#KANTAP Komitmen Akuntabel Netral Transparan Asri Profesional'. The banner at the bottom of the photo reads 'KEGIATAN RUTIN BRIEFING PETUGAS PTSP' and 'Selasa, 15 November 2022'. Below the photo are logos for 'bangga melayani bangsa', 'NUPSI', 'STOP GRATIFIKASI', and 'BerAKHLAK'. At the very bottom, there are social media icons and handles for pn.pangkalanbalai.go.id, @pn_pkb, @pn_pangkalanbalai, PN Pangkalan Balai, and Pengadilan Negeri Pangkalan Balai.



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3. Indikator Persyaratan

- Membuat Brosur Pelayanan

The screenshot shows the 'E-Brosur' section of the 'Layanan Publik' website. It features a navigation menu on the left with categories like 'PELAYANAN INFORMASI PERKARA', 'PENGUMUMAN', 'PERMOHONAN INFORMASI', 'PENGADUAN LAYANAN PUBLIK', 'LAPORAN', and 'BROSUR'. The main content area lists several PDF documents for upload, including 'Buku Panduan E-Court', 'Brosur E-COURT', and various 'PELAYANAN TERPADU SATU PINTU' documents. Below the main content, there is a 'Survey' section with a bar chart showing visitor statistics for October 2022, and a contact information box with the phone number 082210009901.

The image displays six brochures from the Pengadilan Negeri Pangkalan Balai, detailing requirements for different legal services:

- PELAYANAN TERPADU SATU PINTU:** Provides contact information for the court, including the address (Jl. H.M. ASYIK AQIL KM 16 KEL. SUKAJADI KEC. TALANG KELAPA, KAB. BANYUASIN), phone number (07115723669), and website (pn.pangkalanbalai.go.id).
- KEPANITERAAN PERDATA:** Lists the required documents for simple legal services: 1. PERDATA GUGATAN, 2. PERDATA GUGATAN SEDERHANA, and 3. PERDATA PERMOHONAN.
- SYARAT PERMOHONAN BANDING PERKARA PERDATA:** Lists six requirements (a-f) for filing an appeal, including the need for a summons, BAS (Berita Acara Sumpah), and SKUM payment.
- SYARAT PENGAJUAN PERKARA PERDATA GUGATAN:** Lists five requirements (a-e) for filing a lawsuit, including a summons, specific documents, and SKUM payment.
- SYARAT PENGAJUAN PERKARA PERDATA GUGATAN SEDERHANA:** Lists five requirements (a-e) for filing a simple lawsuit, including a summons, BAS, and SKUM payment.
- SYARAT PENGAJUAN PERKARA PERDATA PERMOHONAN:** Lists four requirements (a-d) for filing an application, including a summons, BAS, and SKUM payment.