Report on the Record Notes of
Debriefing Meeting on
the learning sharing from the study visit to Indonesia on social protection

Chairperson: Mr. N M Zeaul Alam, Secretary (Coordination and Reforms), Cabinet Division.
Date & Time: 16 January 2019, 03:00 PM to 5.00 PM
Venue: Conference Room, Cabinet Division
Participants: Social Protection Focal Point Officers (Appendix-1)

Social Security Policy Support (SSPS) Programme
Cabinet Division and General Economics Division (GED) of Planning Commission

Table of the Contents

INTRODUCTION

A debriefing meeting was conducted at Cabinet Division conference room on the learning sharing from the study visit in Indonesia on the social protection. The meeting was chaired by Mr. N M Zeaul Alam, Respected Secretary, (Coordination and Reforms) Cabinet Division. Mr. A K Mohiuddin Ahmad, Additional Secretary, Cabinet Division was also present in the meeting. The meeting was well attended by the participants of the study visit from different ministries and divisions, Representatives from development partner DFID, Project personnel from the Social Security Policy Support Program (SSPS) and Honorable Focal Point Officers of different ministries and divisions. Participants of the visit shared their valuable learning from the visit and experiences from meeting with the Institutions, Organizations, Ministries and related stakeholders on social protection in Indonesia. They shared some innovative ideas and approaches that will help the social protection mechanism in the country. Finally, the participants shared some valuable lessons for social protection of Bangladesh aiming to establish a well-ordered and effective social protection system for the peoples of the country.

OPENING REMARKS

Mr. N M Zeaul Alam, Respected Secretary, (Coordination and Reforms) Cabinet Division inaugurated the meeting with his welcome speech. He stated that Indonesia is far ahead country in terms of the social protection programmes, so we can learn from their strategies and approaches towards our social security programmes. He added that we hope this learning visit will enrich our social protection knowledge and skills with new ideas and scopes for diversity. He requested to start the meeting with a self-introduction by the participants and the presentation on the learning visit.

PRESENTATION

MR. MOHAMMAD KHALED HASAN
DEPUTY SECRETARY, SOCIAL PROTECTION SPECIALIST
SOCIAL SECURITY POLICY SUPPORT (SSPS) PROGRAMME

A presentation was shared on the learning from the study visit in Indonesia on social protection by Mr. Mohammad Khaled Hasan (Deputy Secretary, Social Protection Specialist of the Social

Security Policy Support (SSPS) Programme of Cabinet Division. Other participants of the visit also added different learnings, experiences and best practices from the visit with the audiences. In the presentation he elaborately described different aspect of the social protection of Indonesia that might by a lesson for Bangladesh.

OBJECTIVE

- To observe the best examples of social protection system in Indonesia with focus on social registry and the Management Information System (MIS).
- To learn about the innovative practices of Indonesia in social protection beneficiary selection and delivery of benefits.
- To understand the social protection reforms processes, challenges and the future direction in Indonesia.

He shared different learning in terms of beneficiary selection process, social protection mis, single registry MIS, budgeting, monitoring and evaluation, grievance mechanism and other important issues on the social security programmes of Indonesia.

PRESENTATION

A brief presentation was shared by Mr. Mr. Mohammad Khaled Hasan (Deputy Secretary), Social Protection Specialist of the Social Security Policy Support (SSPS) Programme of Cabinet Division. There were total 26 slides in the presentation containing different information, data, references and statements on the learning from the study visit to Indonesia on social protection. the key information of the slides are as follows:

In this presentation he briefly shared about the Indonesia, about its population, peoples living in the urban and rural areas, GDP, per capita income of the country. He highlighted that though Indonesia is far ahead in many ways, but Bangladesh have been significantly spending more on the social protection than Indonesia.

He made short introduction of the participant of the visit in this slide. A total 15 participants from different ministries and divisions were took part in the important learning visit to Indonesia.
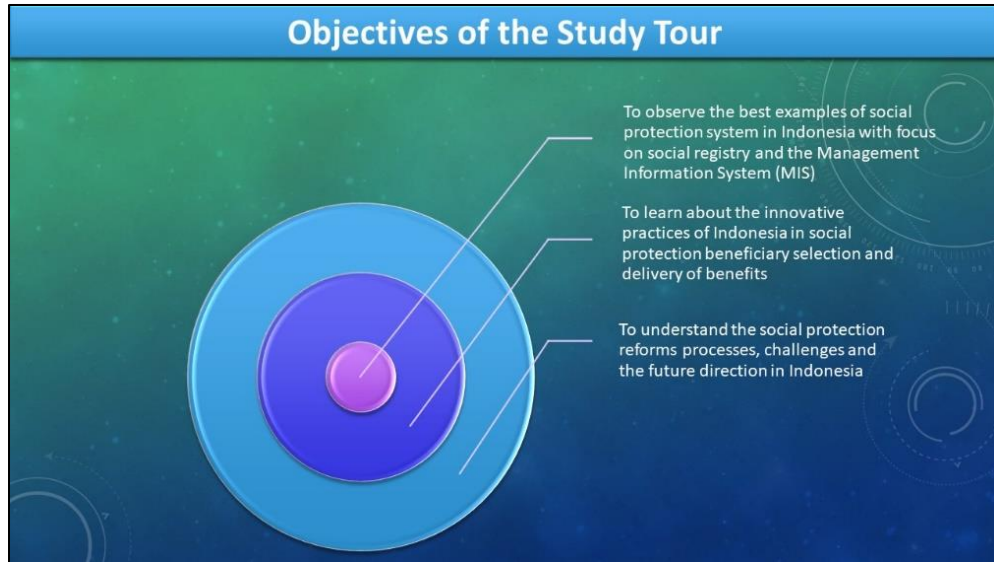
Objective of the visit was described in this slide. He mentions that the specific objectives of the visit were to observe the best examples of social protection system in Indonesia with focus on social registry and the management information system (mis), to learn about the innovative practices of Indonesia in social protection beneficiary selection and delivery of benefits, to understand the social protection reforms processes, challenges and the future direction in Indonesia.

He mentioned that they visited 08 major institutions and organizations in Indonesia e.g. BAPENAS, Ministry of Social Protection Affairs, Social Security Council, TNP2K, SLRT Project Office, MAHKOTA, Bogor District Office, J-Pal Office.

During the discussion about BAPENAS he mentioned that this institution is like our planning commission. BAPENAS makes plans and conduct researches aiming to poverty reduction. Basically, It's the planning ministry and coordinating wing for the social protection of the country.
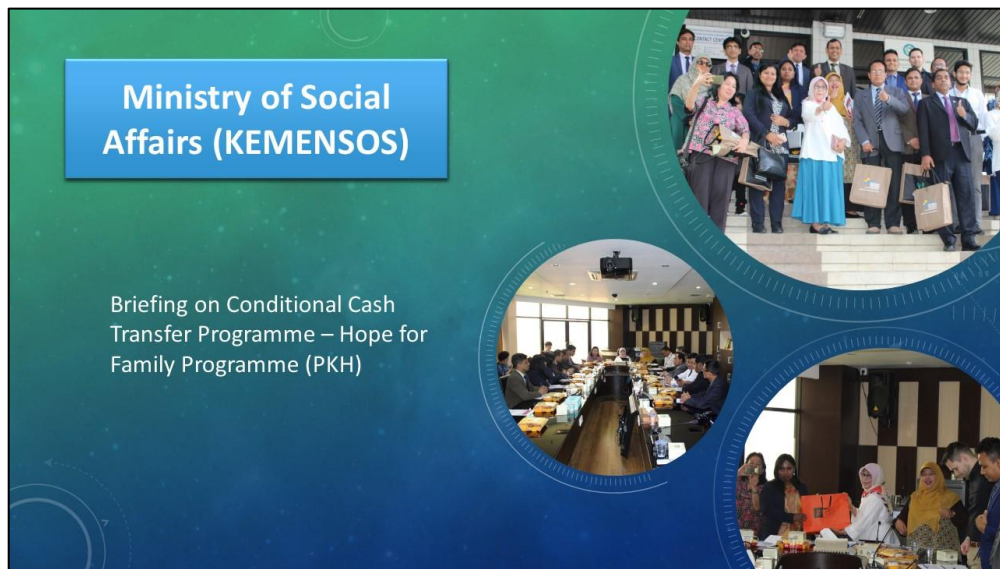
Ministry of Social Affairs is mainly responsible for cash transfer programme (PKH) under the social protection programme. He mentioned that PKH is only and focus area of the ministry. They are highly successful for implementing their programme as they have a specific programme rather than so many of programmes.

National Council for Social Security (DJSN)

DJSN is one of the influential national organization who are responsible for coordinating different social insurance schemes of the government of Indonesia. The Vice President of the country is chief of DJSN. They play monitoring and advisory role to government on the social protection.

TNP2K

TNP2K is the national team for the acceleration of poverty reduction was established in 2010 to promote coordination across ministries/agencies to improve the implementation of poverty reduction programmes.

MAHKOTA (Towards a Strong and Prosperous Indonesian Society)

- Australia supported project of Aus$40 Million for strengthening social protection and poverty reduction in Indonesia
- MAHKOTA's goals are for a comprehensive and equitable social protection system for the whole of Indonesia by 2025 and to reduce poverty and inequality.
- MAHKOTA supports GoI primarily through the Secretariat of the National Team for the Acceleration of Poverty Reduction (TNP2K). This includes technical assistance to line ministries and local governments implementing social protection programs.
- MAHKOTA operates as a flexible facility that responds to GoI priorities, provides top Indonesian and international expertise as well as allows GoI to attempt innovative policy reforms and initiatives.

MAHKOTA is an Australia govt supported project of aus$40 million for strengthening social protection and poverty reduction in Indonesia. It supports the secretariat of the national team for the acceleration of poverty reduction (tnp2k). this includes technical assistance to line ministries and local governments implementing social protection programs.

Strategy for Reducing Poverty, Vulnerability and Inequality National Medium Term Dev Plan 2014-19
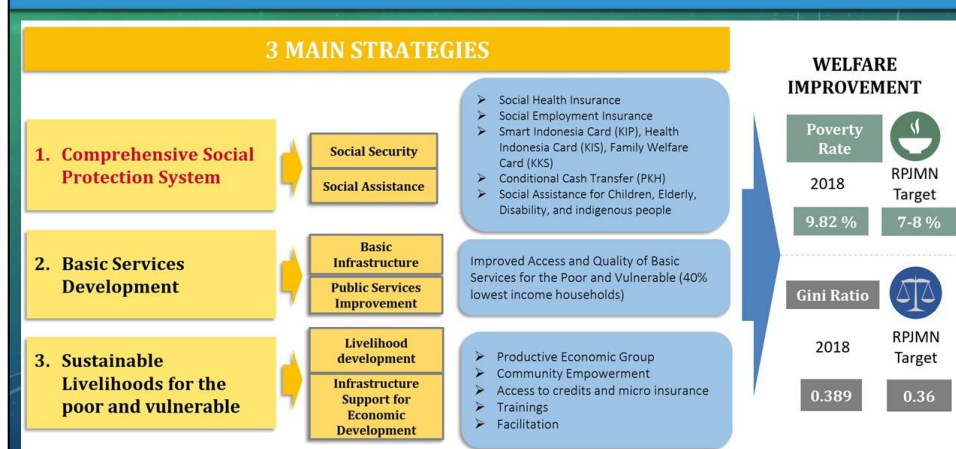
In this slide he described the strategy for reducing poverty, vulnerability and inequality national medium-term dev plan 2014-19 of Indonesia. Main strategies of Indonesia are focusing on comprehensive social protection, basic service development and sustainable strategies for poverty reduction and now their poverty rate is 9.8%.

He described the social projection programmes of Indonesia which is social assistance and social insurance in this slide.
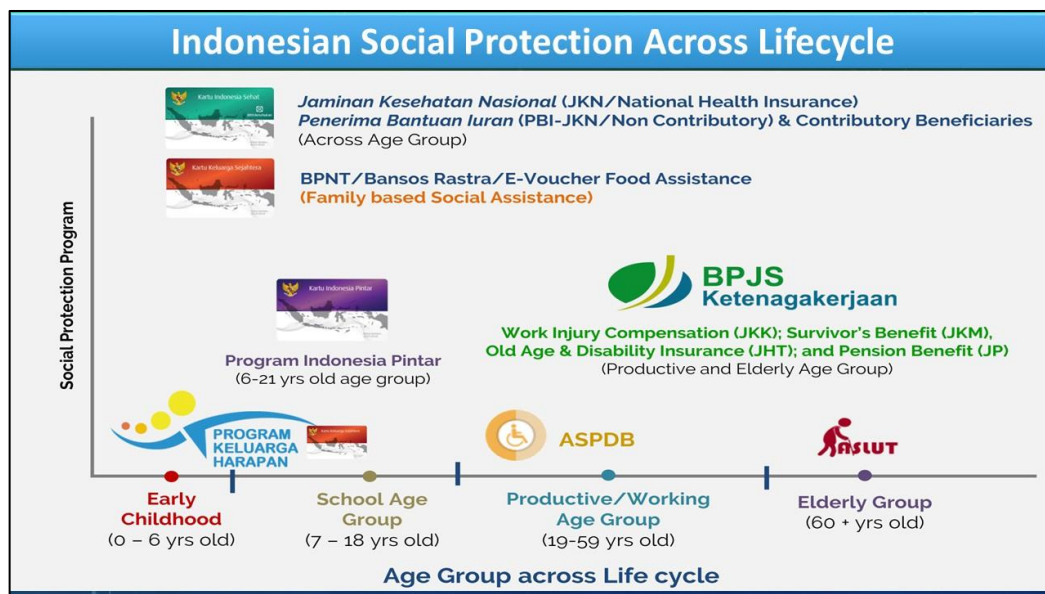
He mentioned that Indonesian social protection system is also following life cycle approach.

Social Protection Programmes in Indonesia

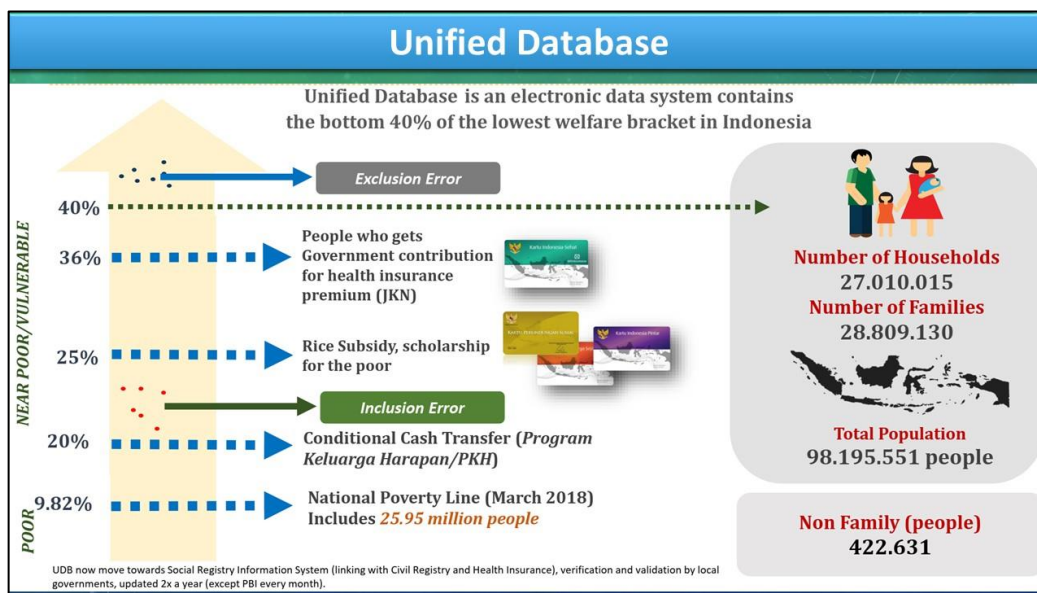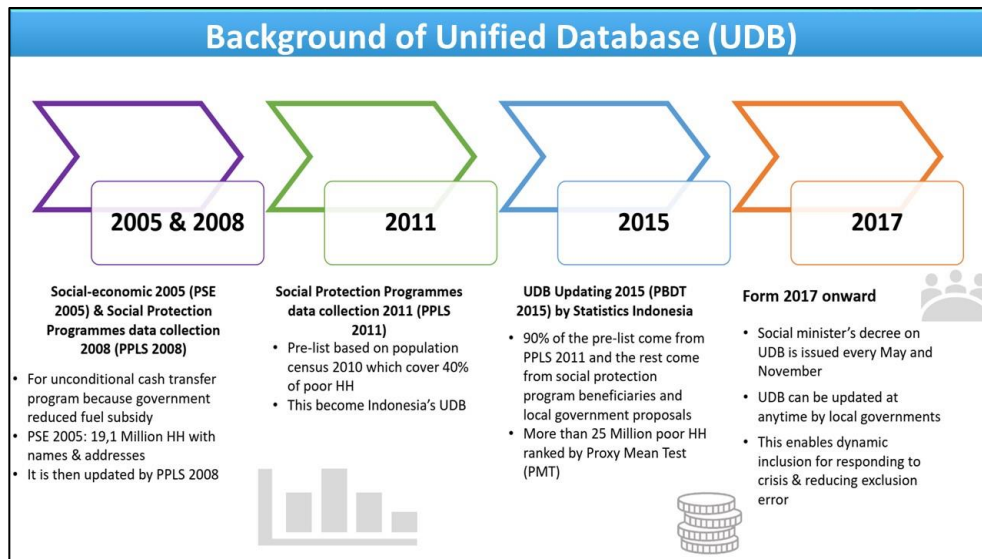| Programs	UCT (Economic Shock)	Rastra (Rice Assistance)/ BPNT (Food E-Voucher)	Cash Transfer for Poor Students (Program Indonesia Pintar)	PKH CCT	PBI-BPJS Health Insurance	Cash Transfer for the Elderly (70+ and bed-ridden (ASLUT)	Cash Transfer for People with Severe Disability (ASPDB)	Cash Transfer for Disadvantaged/ Neglected Children (PKSA)	Child Labor (PPA-PKH)
Type of Assistance	Cash transfer (Emergency/ Compensation)	Food subsidy and Assistance	Cash transfer	Cash transfer	Health services and free premium	Cash Transfer	Cash Transfer	Cash Transfer and Shelter	Cash Transfer and Shelter
Beneficiaries	Bottom 25%	Bottom 25%	Bottom 25%	Eligible components	Bottom 40%				
Number of Beneficiaries	15.5 million Households	**For Rastra:** 14.3 million Families (2017) and 5.4 Mills (2018) and **BPNT/Food E-Voucher:** 1.4 million Families (2017) and 10 Mill Families (2018)	19.7 million students (2018)	6 million families (2016-2017) 10 million families (2018)	94.4 million people (2017)	Poor (Bed-ridden)	Poor	Poor	Poor
						30,000 elderly (2016)	22,500 people (2016)	138,000 children	11,000 children
Benefit Amount	IDR 150,000/month for 4 months (2013) IDR 200,000/month for 2 months (2014) and 3 months (2015)	10 kg/month (Rastra) and IDR110,000/month (Food E-Voucher)	IDR 450,000 (primary IDR 750,000 (junior high) IDR 1,000,000 (senior high) per year	Average IDR 2 million per year	Third class Premium Rp23,000/person/ month	IDR 200,000 per month	IDR 300,000 per month	IDR 1.5 million per year	IDR 1.5 million per year
Institutional Arrangement	Ministry of Social Affairs (MoSA)	Coordinating Ministry for Human Development/ and MoSA	Ministry of Education and Culture (MoEC) & Ministry of Religious Affairs (MoRA)	MoSA	Ministry of Health and BPJS Kesehatan	Ministry of Social Affairs	Ministry of Social Affairs	Ministry of Social Affairs	Ministry of Manpower and Transmigration

He mentioned some statistical information of the social protection of Indonesia. They have a very consolidated schemes for their social security programme that is best learning for our social protection programme.

Unified Database

Unified Database is an electronic data system contains the bottom 40% of the lowest welfare bracket in Indonesia

NEAR POOR/VULNERABLE

40% — Exclusion Error

36% — People who gets Government contribution for health insurance premium (JKN)

25% — Rice Subsidy, scholarship for the poor

Inclusion Error

20% — Conditional Cash Transfer (*Program Keluarga Harapan/PKH*)

POOR

9.82% — National Poverty Line (March 2018) Includes *25.95 million people*

Number of Households 27.010.015
Number of Families 28.809.130

Total Population 98.195.551 people

Non Family (people) 422.631

UDB now move towards Social Registry Information System (linking with Civil Registry and Health Insurance), verification and validation by local governments, updated 2x a year (except PBI every month).

Indonesia has a unified database for its beneficiary. It shows that their data system contains the bottom 40% of the lowest welfare bracket in Indonesia.

Background of Unified Database (UDB)

| 2005 & 2008 | 2011 | 2015 | 2017 |

Social-economic 2005 (PSE 2005) & Social Protection Programmes data collection 2008 (PPLS 2008)

- For unconditional cash transfer program because government reduced fuel subsidy
- PSE 2005: 19,1 Million HH with names & addresses
- It is then updated by PPLS 2008

Social Protection Programmes data collection 2011 (PPLS 2011)

- Pre-list based on population census 2010 which cover 40% of poor HH
- This become Indonesia's UDB

UDB Updating 2015 (PBDT 2015) by Statistics Indonesia

- 90% of the pre-list come from PPLS 2011 and the rest come from social protection program beneficiaries and local government proposals
- More than 25 Million poor HH ranked by Proxy Mean Test (PMT)

Form 2017 onward

- Social minister's decree on UDB is issued every May and November
- UDB can be updated at anytime by local governments
- This enables dynamic inclusion for responding to crisis & reducing exclusion error

The database started its journey in 2005 and now its 4th phase is going on. First time they developed social protection programme data collection then in 2011, 2015 and its last phase was developed in 2017.

Unified Database- Present Status

40% — Exclusion Error

35% — PBI-JKN (Health Insurance for the Poor)

25% — KPS/KKS/KIP/ Rastra-BPNT

PKH (CCT Program)

Inclusion Error

9.82% — Poverty Line (March 2018)

Number of Households:
27.010.015
Number of Families:
28.791.421

Number of Individuals:
98.234.589

The Unified Database shows that among 40% the PBI-JKN (health insurance for the poor) is 35% and RASTRA 25% where the poverty line is 9.82% it also mentions that they have been suffering from exclusion and inclusion error like countries.

Integrated Referral and Service System - SLRT

SLRT
SINGLE WINDOW SERVICE

MAIN FUNCTIONS
- Integration of information, data and services
- Identification, referrals and complaint handling
- Identification of program participation and needs
- Contribution to data updating by local governments through SIKS-NG

Single database: all related line agencies obliged to use SLRT data

Quick Reaction/Response Unit of SLRT

Partnerships with private sectors

Funding for facilitators and staffing of SLRT offices in districts/cities and villages with equipment and operational costs

Free ride for those registering complaints at the SLRT Secretariat for further referrals and/or going back home

Local programs: health insurance (Jamkesda/Jamkesos), un-decent housing – (RTLH), joint venture group (KUBE), Subsidized Rice for the Poor (Rasda)

The integrated referral and service system – SLRT is a single registry mis of the country. All related line agencies and ministries of the government for social protection are obliged to use the SLRT.

SLRT MAKES IT EASY FOR THE POOR AND THE GOVERNMENT

WITHOUT SLRT

SICK
RICE
SCHOOL
JOB
DECENT HOUSING
CIVIL REGISTRY DOCUMENT

Health Affairs Agency
Social Affairs Agency
Education Affairs Agency
Manpower Agency
Public Work & Housing Agency
Civil Registry Agency

The poor are faced with multi-bureaucracies to access multi services

WITH SLRT

COMPLAINT
SLRT PUSKESOS FACILITATOR
SLRT TO CONNECT

Health Affairs Agency
Social Affairs Agency
Education Affairs Agency
Manpower Agency
Public Work & Housing Agency
NGO/Private Sector
Civil Registry Agency

Layanan Sosial Satu Pintu

The poor just need to visit SLRT offices and/or being reached out by SLRT facilitators in order to access multi-services

By using the SLRT beneficiaries have been getting more easy and accessible social protection service on their door step service corner. The SLRT Centre is a community-based service point that provides both grievance and service request access at their own locality.
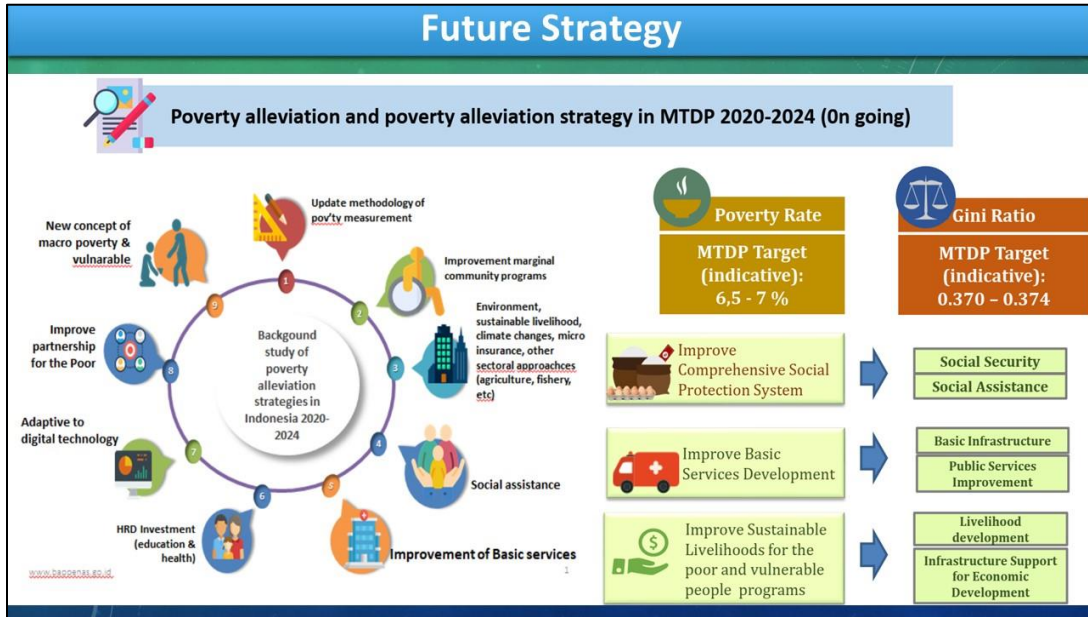
Abdul Latif Jameel Poverty Action Lab (J-PAL) is a global research center working to reduce poverty by ensuring that policy is informed by scientific evidence in Indonesia.
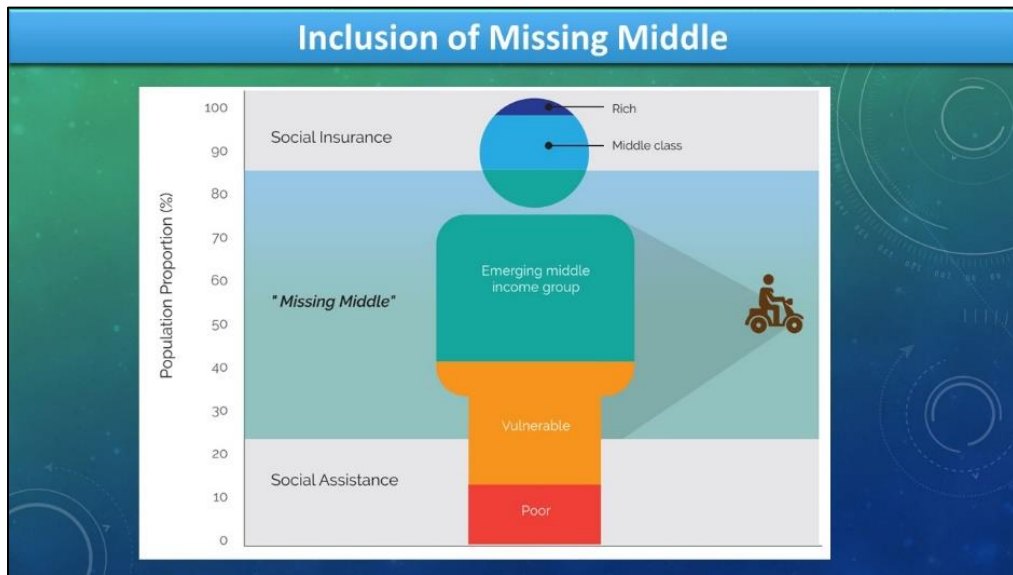

Team of meeting with the beneficiaries of the PKH at community and sharing their experience of the social protection.

Indonesia is now implementing the poverty alleviation strategy in MTDP 2010-2024 including comprehensive social protection, basic service development and sustainable strategies for poverty reduction.

In this slide it shows that Indonesia has identified their missing middle people who have been missing the social protection service. he mentioned that they have identified but still Bangladesh have not identified the missing middle in its social protection.

Lessons for Bangladesh

Beneficiary selection and database creation as proposed in NSSS should be started soon. It may be improved in course of time

The modality for beneficiary selection needs to be based on multiple processes including PMT, community validation and self identification

The GRS for the social protection needs to be further strengthened with focus on tackling exclusion errors and beneficiary convenience

Coordination and management role of the CMC may be further extended

Programme consolidation should be carried out without delay as stipulated in the NSSS

Nutrition programmes like PKH needs to be introduced soon. The NSSS proposed CBS can be regarded as a close equivalent of PKH and it should be introduced soon.

Institutional and legal frameworks for social insurance needs to be set up as soon as proposed in NSSS for more inclusive social protection

DISCUSSION

Participants of the meeting took part in an active discussion on different issues and aspects of the presentation. Representatives from the ministries shared their opinions and provided feedback about the social protection and its prospects according to the learning from the visit. Some major and important discussions are as follows:

MD ABDUL KARIM
Additional Secretary
Ministry of Children and Woman Affairs

Mr. Abdul Karim, Additional Secretary of Ministry of Ministry of Children and Woman Affairs shared that according to the mandate of the National Social Security Strategy (NSSS), we are obliged to consolidate our social security programmes. He mentioned our ministry is going to launch a Child benefit programme consolidating the Maternity Allowance and Lactating Mother Allowance. Under this programme we have planned to select our beneficiary in an online platform with the technical support from WFP.

AMINUL ARIFEEN
Project Manager
Social Security Policy Support (SSPS) Programme

Mr. Aminul Arifeen stated that self-declared approach is one the best beneficiary selection process that enhances the enrollment rate of the actual beneficiary and reduces leakages and other challenges. He also shared that an effective single registry MIS is another tool to reduce exclusion and inclusion errors in the social protection programmes.

DANIEL WINSTANLY
Junior Professional Consultant
Social Security Policy Support (SSPS) Programme

Mr. Daniel added to a discussion that SLRT in Indonesia is such a mechanism where a people can easily come to and ask for a social protection schemes and service if he eligible and needs. it's also a center where peoples can get support through grievance systems.

SHASHWATI BIPLOB
Senior Programme Manger
Department of Foreign Affairs and Trade (DFAT)

Ms. Shashwati stated that Bangladesh is seriously needed a unified database like Indonesia. she also stated that a unified database will make efficient our social protection in many ways.

REMARKS OF THE CHAIR
N M Zeaul Alam
Secretary, (Coordination and Reforms) Cabinet Division

Mr. N M Zeaul Alam, Respected Secretary, (Coordination and Reforms) Cabinet Division thanked to all participant of the meeting for their patience and active listening. He stated that this team had made an appreciated and significant learning visit and brought some excellent learnings and recommendations for us. He added this learning and experiences will help us to develop our social security more vibrant and effective. He also emphasized to keep records on these learnings. Finally, he said we hope this learning of visit will enrich our social protection knowledge and skills with some new ideas and scopes of diversity.

LESSON LEARNED FOR THE VISIT

Mr. Mohammad Khaled Hasan shared the lesson in a brief in the meeting as follows:

- Beneficiary selection and database creation as proposed in NSSS should be started soon. It may be improved in course of time
- The modality for beneficiary selection needs to be based on multiple processes including PMT, community validation and self-identification

- The GRS for the social protection need to be further strengthened with focus on tackling exclusion errors and beneficiary convenience
- Coordination and management role of the CMC may be further extended
- Programme consolidation should be carried out without delay as stipulated in the NSSS
- Nutrition programmes like PKH needs to be introduced soon. The NSSS proposed CBS can be regarded as a close equivalent of PKH and it should be introduced soon.
- Institutional and legal frameworks for social insurance needs to be set up as soon as proposed in NSSS for more inclusive social protection

CONLUSION

The meeting was a lively event with active participation of the representatives from different ministries and divisions. Participants of the meeting from different ministries and divisions shared their opinion and asked different queries about the learning from the visit. Representative of different organizations happily accepted and appreciated the experience and learning of the visit. The meeting successfully came to an end with submitting the lessons learned as the recommendations to the CMC focal point officers on the social protection in Bangladesh.