



## **OMBUDSMAN REPUBLIK INDONESIA**

### OMBUDSMAN OF THE REPUBLIC OF INDONESIA REGULATION OF THE CHAIRMAN OF THE OMBUDSMAN OF THE REPUBLIC OF INDONESIA NUMBER 3 OF 2026

#### CONCERNING

#### GUIDELINES FOR PREPARATION OF THE VOLUNTARY OMBUDS REVIEW ON SUSTAINABLE DEVELOPMENT GOALS IMPLEMENTATION

#### BY THE GRACE OF ALMIGHTY GOD

#### CHAIRMAN THE REPUBLIC OF INDONESIA OMBUDSMAN,

- Considering :
- a. that in order to support the Sustainable Development Goals, it is necessary to prepare the Voluntary Ombuds Review;
  - b. that to ensure uniformity in the preparation of the Voluntary Ombuds Review, a set of writing guidelines is required;
  - c. that base on the considerations as referred to in points (a) and (b), it is necessary to enact the Regulation of the Chairman of the Ombudsman concerning the Guidelines for Preparation of the Voluntary Ombuds Review on Sustainable Development Goals Implementation.
- Observing :
1. Law Number 37 of 2008 concerning the Ombudsman of the Republic of Indonesia (State Gazette of the Republic of Indonesia of 2008 Number 139, Supplement to the State Gazette of the Republic of Indonesia Number 4899);
  2. Government Regulation Number 21 of 2011 concerning the Formation, Structure, and Working Procedures of the Regional Representatives of the Ombudsman of the Republic of Indonesia (State Gazette of the Republic of Indonesia of 2011 Number 42, Supplement to the State Gazette of the Republic of Indonesia Number 5207) as amended by Government

- Regulation Number 48 of 2017 concerning the Amendment to Government Regulation Number 21 of 2011 concerning the Formation, Structure, and Working Procedures of the Regional Representatives of the Ombudsman of the Republic of Indonesia (State Gazette of the Republic of Indonesia of 2017 Number 246, Supplement to the State Gazette of the Republic of Indonesia Number 6143);
3. Presidential Regulation Number 20 of 2009 concerning the Secretariat General of the Ombudsman of the Republic of Indonesia as amended by Presidential Regulation Number 108 of 2017 concerning the Amendment to Presidential Regulation Number 20 of 2009 concerning the Secretariat General of the Ombudsman of the Republic of Indonesia (State Gazette of the Republic of Indonesia of 2017 Number 247);
  4. Presidential Regulation Number 111 of 2022 concerning the Implementation of the Sustainable Development Goals Achievement (State Gazette of the Republic of Indonesia of 2022 Number 180);
  5. Ombudsman Regulation Number 43 of 2020 concerning the Organization and Working Procedures of the Assistantships of the Ombudsman of the Republic of Indonesia (Official Gazette of the Republic of Indonesia of 2020 Number 644);
  6. Regulation of the Minister of National Development Planning/Head of the National Development Planning Agency Number 1 of 2024 concerning the Procedures for Coordination, Preparation, Planning, Monitoring, Evaluation, and Reporting on the Implementation of Sustainable Development Goals;

DECIDES:

Enact : REGULATION OF THE CHAIRMAN OF THE INDONESIAN OMBUDSMAN CONCERNING THE GUIDELINES FOR PREPARATION OF VOLUNTARY OMBUDS REVIEW ON SUSTAINABLE DEVELOPMENT GOALS IMPLEMENTATION.

Article 1

In this Regulation of the Chairman of the Ombudsman, the following terms shall have the meanings assigned:

1. Ombudsman of the Republic of Indonesia, hereinafter referred to as the Ombudsman, is a state institution with the authority to oversee the delivery of public services provided by state and government organizers, including

those provided by State-Owned Enterprises, Regional Government-Owned Enterprises, and State-Owned Legal Entities, as well as private entities or individuals tasked with providing specific public services, whose funding is sourced, in whole or in part, from the state budget and/or regional government budgets.

2. Regional Representatives of the Ombudsman, hereinafter referred to as Representatives, are the Ombudsman offices at the Provincial or Regency/City level that maintain a hierarchical relationship with the Ombudsman.
3. Sustainable Development Goals (SDGs), hereinafter abbreviated as SDGs, are a global development agenda aimed at eliminating poverty, increasing prosperity, and protecting the planet through the achievement of 17 development goals by the year 2030.
4. National Roadmap for SDGs is a planning document containing strategic policies and stages for achieving the SDGs from 2017 to 2030, in accordance with the global goals and targets of the 2030 SDGs and national development targets.
5. National Action Plan for SDGs, hereinafter abbreviated as National Action Plan, is a document containing programs and activities of the work plan for ministries/institutions and stakeholders, in accordance with the current national medium-term development plan and prepared with reference to national SDG targets.
6. SDG Targets are specific targets that must be achieved within each SDG to ensure the success of the National Action Plan.
7. Voluntary Ombuds Review on SDGs, hereinafter referred to as the Voluntary Ombuds Review, is a monitoring and evaluation report document on the implementation of SDGs prepared voluntarily by the Ombudsman.
8. Workflow for the Preparation of the Voluntary Ombuds Review is a series of systematic and methodological processes conducted by the Ombudsman to document, analyze, and report the contribution of public service oversight toward the achievement of the SDGs.

#### Article 2

- (1) The Ombudsman contributes to the SDGs by preparing the Voluntary Ombuds Review
- (2) The Voluntary Ombuds Review contains information and documentation from the oversight products of the Ombudsman of the Republic of Indonesia related to the achievement of the SDGs

- (3) The Voluntary Ombuds Review aims to report the concrete contribution of the Ombudsman toward the achievement of the National SDGs.

#### Article 3

The Voluntary Ombudsman Review, as referred to in Article 2 paragraph (1), shall be prepared at least once (1) in every term of the Ombudsman Leadership.

#### Article 4

- (1) The preparation of the Voluntary Ombuds Review as referred to in Article 2 shall be conducted by the Voluntary Ombuds Review Team, comprising:
  - a. Members of the Ombudsman;
  - b. Secretary General;
  - c. Chief of Bureaus;
  - d. Heads of Main Assistanceships;
  - e. Heads of Regional Representatives; and
  - f. Other Ombudsman Personnel.
- (2) The Voluntary Ombuds Review Team, as referred to in paragraph (1), is tasked with preparing the Voluntary Ombuds Review document, which consists of:
  - a. SDG achievements within the Regional Representatives of the Ombudsman;
  - b. SDG achievements within the Ombudsman Assistanceships; and
  - c. SDG achievements within the Secretariat General of the Ombudsman.
- (3) The preparation of the document as referred to in paragraph (2) shall comply with the guidelines set forth in the Appendix, which constitutes an inseparable part of this Regulation of the Chairman of the Ombudsman.

#### Article 5

- (1) The funding required for the operation of the Voluntary Ombuds Review Team, as referred to in Article 4 paragraph (1), shall be charged to the State Budget.
- (2) In addition to the funding referred to in paragraph (1), the funding required for the operation of the Voluntary Ombuds Review Team may be obtained from other legitimate and non-binding sources, in accordance with the provisions of the prevailing laws and regulations

#### Article 6

- (1) The Voluntary Ombuds Review prepared by the Team, as referred to in Article 4, shall be enacted by the

Chairman of the Ombudsman based on the approval of the Plenary Meeting.

- (2) The Voluntary Ombuds Review document that has been enacted, as referred to in paragraph (1), shall be submitted to the President and/or the House of Representatives (DPR) in the form of a Special Report.

Article 7

This Regulation of the Chairman of the Ombudsman shall come into force on the date of its enactment.

Enacted in Jakarta  
on February, 10, 2026

CHAIRMAN OF THE OMBUDSMAN OF THE  
REPUBLIC OF INDONESIA,

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MOKHAMMAD NAJIH

APPENDIX OF REGULATION OF  
THE CHAIRMAN OF THE  
OMBUDSMAN OF THE REPUBLIC  
OF INDONESIA NUMBER 3 YEAR  
2026 CONCERNING GUIDELINES  
FOR THE PREPARATION OF THE  
OMBUDSMAN VOLUNTARY  
REVIEW WITHIN THE OMBUDSMAN  
OF THE REPUBLIC OF INDONESIA

CHAPTER I  
INTRODUCTION

A. Background

The Sustainable Development Goals (SDGs) constitute a global development agenda comprising 17 (seventeen) goals aimed at eliminating poverty, enhancing social welfare, and protecting the planet's sustainability, with a target completion by 2030. All progress and achievements in the implementation of these 17 goals are subsequently documented through the preparation of a Voluntary Review, which serves as an assessment of progress and developments regarding sustainable development commitments at both national and regional levels.

The Voluntary Ombuds Review refers to an evaluative process conducted voluntarily by individuals or organizations regarding specific performance, products, or practices, without a formal underlying obligation. In the national context, this is known as the Voluntary National Review (VNR), a process where United Nations (UN) member states voluntarily assess and report the progress made at national and regional levels in realizing the 2030 Agenda for Sustainable Development. The Ombudsman maintains a close linkage with the SDGs, as evidenced by United Nations resolutions providing strong institutional recognition that Ombudsman institutions are essential in achieving the SDGs, particularly Goal 16 (Peace, Justice, and Strong Institutions).

In the Indonesian context, referring to Presidential Regulation Number 111 of 2022 concerning the Implementation of the Sustainable Development Goals Achievement, there are the National SDG Roadmap and the National Action Plan (NAP). On page 132 of the appendix, the Ombudsman is designated as an Implementing Agency/Institution responsible for the 16th SDG, namely: a) promoting peaceful and inclusive societies for sustainable development and providing access to justice for all; and b) building effective, accountable, and inclusive institutions at all levels. The two indicators for the 16th SDG are the increase in the Access to Justice Index and the increase in the number of Government Institutions with a "Good" Category in Public Service Compliance.

As a state institution supporting the achievement of the SDGs, the Ombudsman has initiated the Voluntary Ombuds Review (VOR). This

document details the activities and initiatives of the Ombudsman that support the SDGs in accordance with the established National Action Plan (NAP), with the 16th SDG serving as the Ombudsman's primary focus as mandated by the NAP.

B. Purpose and Aim

The purpose of these guidelines is to:

- a. Direct the Ombudsman's work units toward producing institutional outputs that are systematically aligned with the SDGs;
- b. Serve as formal evidence and written documentation of all Ombudsman activities and initiatives that contribute to and support the SDGs; and
- c. Support the achievement of both National and Global Sustainable Development Goals.

These guidelines aim to ensure:

- a. Uniformity in the drafting and formatting of the Voluntary Ombud Review document;
- b. Compliance with the predetermined workflow in the preparation of the Voluntary Ombuds Review; and
- c. Timely submission of reports in accordance with the established deadlines.

## BAB II VOLUNTARY OMBUDS REVIEW

### A. Definition and Scope

The Voluntary Ombuds Review contains information regarding the contribution of the Ombudsman's outputs toward the achievement of the SDGs, focusing on two primary aspects. The first aspect is the enhancement of access to justice, while the second aspect is the improvement of public service provider performance in meeting social needs.

The enhancement of access to justice is achieved through several Ombudsman products. In terms of Public Report Resolution, complainants facing alleged maladministration receive assistance from the Ombudsman when public service providers fail to respond to their grievances. Through the Ombudsman's intervention, complainants obtain a resolution for the maladministration they encountered, thereby receiving the appropriate public service remedies. Similarly, other products such as Systemic Reviews, Own-Motion Investigations, and Ombudsman Rapid Response contribute by providing suggestions for improvement, corrective actions, or Recommendations designed to prevent the recurrence of maladministration. These preventive activities further strengthen access to justice.

The improvement of public service provider performance is reflected in the increasing number of government agencies achieving the Highest Opinion in the Public Service Compliance Audit. This opinion is granted to public service providers that meet the following criteria: a. Compliance with laws and regulations concerning public services; and b. Responsiveness to the public's needs (Citizen-Centric approach).

Furthermore, the scope of the Voluntary Ombuds Review refers to the Sustainable Development Goals (SDGs) targets and the implementing agencies as stipulated in Presidential Regulation Number 111 of 2022 concerning the Implementation of the Sustainable Development Goals Achievement, which encompasses 17 (seventeen) Goals.

### B. Sustainable Development Goals and Targets

The seventeen SDGs represent a visionary and universal call to action to achieve a better and more sustainable future for all by 2030. These goals are established upon five central pillars: People, Planet, Prosperity, Peace, and Partnership.

The detailed descriptions of these seventeen Goals are stipulated in the Appendix of Presidential Regulation Number 111 of 2022 concerning the Implementation of the Sustainable Development Goals Achievement. The SDGs and their targets, which have been specifically aligned with the mandate of the Ombudsman of the Republic of Indonesia, are as follows:

Goal 1: No Poverty,  
End poverty in all its forms everywhere.

Target:

1. Ensure that all men and women, in particular the poor and the vulnerable, have equal rights to economic resources, as well as access to basic services, ownership and control over land and other forms of property, inheritance, natural resources, appropriate new technology, and financial services, including microfinance.

Goal 2: Zero Hunger

End hunger, achieve food security and improved nutrition, and promote sustainable agriculture.

Targets:

1. End hunger and ensure access by all people, in particular the poor and people in vulnerable situations, including infants, to safe, nutritious, and sufficient food all year round.
2. End all forms of malnutrition, including achieving, by 2025, the internationally agreed targets on stunting and wasting in children under 5 years of age, and address the nutritional needs of adolescent girls, pregnant and lactating women, and older persons.
3. Double the agricultural productivity and incomes of small-scale food producers, in particular women, indigenous peoples, family farmers, pastoralists, and fishers, including through secure and equal access to land, other productive resources and inputs, knowledge, financial services, markets, and opportunities for value addition and non-farm employment.
4. Ensure sustainable food production systems and implement resilient agricultural practices that increase productivity and production, that help maintain ecosystems, that strengthen capacity for adaptation to climate change, extreme weather, drought, flooding, and other disasters, and that progressively improve land and soil quality.

Goal 3: Good Health and Well-being

Ensure healthy lives and promote well-being for all at all ages.

Targets:

1. End the epidemics of AIDS, tuberculosis, malaria, and neglected tropical diseases, and combat hepatitis, water-borne diseases, and other communicable diseases.

2. Reduce premature mortality from non-communicable diseases through prevention and treatment, and promote mental health and well-being.
3. Achieve universal health coverage, including financial risk protection, access to quality essential health-care services, and access to safe, effective, quality, and affordable essential medicines and vaccines for all.

#### Goal 4: Quality Education

Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.

Targets:

1. Ensure that all girls and boys complete free, equitable, and quality primary and secondary education.
2. Ensure access to quality early childhood development, care, and pre-primary education.
3. Ensure equal access for all women and men to affordable and quality technical, vocational, and tertiary education, including university.

#### Goal 5: Gender Equality

Achieve gender equality and empower all women and girls.

Targets:

1. End all forms of discrimination against all women and girls everywhere.
2. Eliminate all forms of violence against all women and girls in the public and private spheres, including trafficking and sexual exploitation.
3. Eliminate all harmful practices, such as child early and forced marriage, and female genital mutilation.
4. Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic, and public life.
5. Ensure universal access to sexual and reproductive health and reproductive rights.
6. Undertake reforms to give women equal rights to economic resources, as well as access to ownership and control over land.
7. Enhance the use of enabling technology, in particular information and communications technology, to promote the empowerment of women.
8. Adopt and strengthen sound policies and enforceable legislation for the promotion of gender equality and the empowerment of all women and girls at all levels.

#### Goal 6: Clean Water and Sanitation

Ensure availability and sustainable management of water and sanitation for all.

Targets:

1. Achieve universal and equitable access to safe and affordable drinking water for all.
2. Achieve access to adequate and equitable sanitation and hygiene for all and end open defecation.
3. Improve water quality by reducing pollution, eliminating dumping, and minimizing the release of hazardous chemicals and materials.
4. Substantially increase water-use efficiency across all sectors to address water scarcity.
5. Protect and restore water-related ecosystems, including mountains, forests, wetlands, rivers, aquifers, and lakes.

Goal 7: Affordable and Clean Energy

Ensure access to affordable, reliable, sustainable, and modern energy for all.

Targets:

1. Ensure universal access to affordable, reliable, and modern energy services.
2. By 2030, increase substantially the share of renewable energy in the global energy mix substantially.

Goal 8: Decent Work and Economic Growth

Promote sustained, inclusive, and sustainable economic growth, full and productive employment, and decent work for all.

Targets:

1. Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity, and innovation, and encourage the formalization and growth of micro-, small-, and medium-sized enterprises (MSMEs), including through access to financial services.
2. Improve progressively global resource efficiency in consumption and production.
3. Protect labor rights and promote safe and secure working environments for all workers.

Goal 9: Industry, Innovation, and Infrastructure

Build resilient infrastructure, promote inclusive and sustainable industrialization, and foster innovation.

Targets:

1. Develop quality, reliable, sustainable, and resilient infrastructure, including regional and transborder infrastructure, to support economic development and human well-being.
2. Increase the access of small-scale industrial and other enterprises to financial services, including affordable credit, and their integration into value chains and markets.

3. Support domestic technology development, research, and innovation in developing countries, including by ensuring a conducive policy environment for industrial diversification and value addition to commodities.
4. Significantly increase access to information and communications technology and strive to provide universal and affordable access to the Internet.

#### Goal 10: Reduced Inequalities

Reduce inequality within and among countries.

Targets:

1. Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies, and practices and promoting appropriate legislation, policies, and action in this regard.
2. Adopt policies, especially fiscal, wage, and social protection policies, and progressively achieve greater equality.

#### Goal 11: Sustainable Cities and Communities

Make cities and human settlements inclusive, safe, resilient, and sustainable.

Targets:

1. Ensure access for all to adequate, safe, and affordable housing and basic services, and upgrade slums.
2. Provide access to safe, affordable, accessible, and sustainable transport systems for all.
3. Enhance inclusive and sustainable urbanization and capacity for participatory, integrated, and sustainable human settlement planning and management.
4. Strengthen efforts to protect and safeguard the world's cultural and natural heritage.

#### Goal 12: Responsible Consumption and Production

Ensure sustainable consumption and production patterns.

Targets:

1. Achieve the sustainable management and efficient use of natural resources.
2. Substantially reduce waste generation through prevention, reduction, recycling, and reuse.

#### Goal 13: Climate Action

Take urgent action to combat climate change and its impacts.

Target:

1. Integrate climate change measures into national policies, strategies, and planning.

#### Goal 14: Life Below Water

Conserve and sustainably use the oceans, seas, and marine resources for sustainable development.

Targets:

1. Prevent and significantly reduce marine pollution of all kinds.
2. Sustainably manage and protect marine and coastal ecosystems.

Goal 15: Life on Land

Protect, restore, and promote the sustainable use of terrestrial ecosystems; sustainably manage forests; stop desertification; halt and reverse land degradation; and halt biodiversity loss.

Targets:

1. Ensure the conservation, restoration, and sustainable use of terrestrial and inland freshwater ecosystems.
2. Promote the implementation of sustainable management of all types of forests.

Goal 16: Peace, Justice, and Strong Institutions

Promote peaceful and inclusive societies for sustainable development, provide access to justice for all, and build effective, accountable, and inclusive institutions at all levels.

Targets:

1. Significantly reduce all forms of violence and related mortality rates everywhere.
2. End abuse, exploitation, trafficking, and all forms of violence against and torture of children.
3. Promote the rule of law at the national and international levels and ensure equal access to justice for all.
4. Substantially reduce corruption and bribery in all their forms.
5. Build effective, accountable, and transparent institutions at all levels.

Goal 17: Partnerships for the Goals

Strengthen the means of implementation and revitalize the Global Partnership for Sustainable Development.

Targets:

1. Strengthen domestic resource mobilization, including through international support to developing countries, to improve domestic capacity for tax and other revenue collection.
2. Enhance regional and international cooperation on and access to science, technology, and innovation, and enhance knowledge sharing on mutually agreed terms.

C. Workflow of the Voluntary Ombuds Review

a. Planning Phase

The Planning Phase is the initial stage involving the mobilization of the Ombudsman's resources to prepare for the development of the Voluntary Ombuds Review. This phase consists of:

1. Establishment of the Voluntary Ombuds Review Coordination Team, which comprises a Steering Committee and a Working Group. The Steering Committee consists of the Ombudsman's

Leadership, while the Working Group is composed of representatives from the Assistantship (Operational), Regional Representative Offices, and the Secretariat General.

2. Determination of the Review Theme, including the selection of Priority SDGs and the development of the Logical Framework and Operational Framework for the Voluntary Ombuds Review.
3. Kick-off Meeting for the commencement of the Voluntary Ombuds Review preparation.

b. Data and Substance Collection Phase

The Data and Substance Collection Phase is the stage where data sourced from Investigation Reports, Own-Motion Investigations, Systemic Reviews, and other reports are gathered in accordance with the predetermined theme of the Voluntary Ombuds Review. This phase includes:

1. Collection of Data and Substance by the Voluntary Ombuds Review Coordination Team;
2. Conducting Focus Group Discussions (FGD) involving experts and relevant stakeholders based on the selected data and substance, in order to obtain feedback and capture current developments related to the chosen topics.

c. Drafting and Authoring Phase

The Drafting and Authoring Phase commences once the data and substance have been verified and declared relevant by experts and stakeholders. This phase encompasses:

1. Drafting and Authoring of the manuscript;
2. Editing and proofreading for substance and grammatical consistency;
3. Layout and Graphic Design determination;
4. Consultation of the Preliminary Draft of the Voluntary Ombuds Review with experts and individuals recognized for their professional expertise and competence.

d. Stakeholder Final Review Phase

1. The Stakeholder Final Review is the concluding stage of completion, which involves disseminating the Voluntary Ombuds Review manuscript to relevant institutional stakeholders to obtain formal feedback. These stakeholders include, but are not limited to, the Ministry of National Development Planning and/or the Supreme Audit Board of the Republic of Indonesia.

e. Formal Ratification Phase

The Formal Ratification Phase is conducted by the Chairman of the Ombudsman based on the decision of the Plenary Session.

f. Submission Phase

The Submission Phase involves presenting the Voluntary Ombuds Review to the President and/or the House of Representatives as a Special Report.

g. Dissemination Phase

The Dissemination Phase is the stage dedicated to the distribution of information and the conduct of public socialization regarding the Voluntary Ombuds Review

#### D. Systematic Structure of the Voluntary Ombudsman Review

The Voluntary Ombudsman Review (VOR) is structured to align with international Voluntary Review standards. The framework consists of the following components:

1. Cover Page
2. Foreword (Chairman of the Ombudsman of the Republic of Indonesia)
3. Opening Remarks (Supervising Member/Lead Commissioner)
4. Glossary
5. Executive Summary
6. Chapter I: Introduction
  - 1.1. Institutional Profile of the Ombudsman of the Republic of Indonesia
  - 1.2. The Role and Commitment of the Ombudsman of the Republic of Indonesia in Supporting the 2030 Sustainable Development Goals
  - 1.3. Review Methodology
  - 1.4. Introductory Overview: The Ombudsman's Contribution to the National SDGs
7. Chapter II: The Role of the Ombudsman in Achieving SDG 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all, and build effective, accountable, and inclusive institutions at all levels.
  - 2.1 The Ombudsman of the Republic of Indonesia and the Provision of Access to Justice for All (Ombudsman RI dan Penyediaan akses keadilan untuk semua)
    - 2.1.1 Overview of Complaint Resolution Functions: Presenting the implementation of public report handling and grievance redress mechanisms. This includes a quantitative analysis and data distribution concerning the geographic origin of complainants and respondents, substance classification, and methods of report submission.
    - 2.1.2 Performance Achievements in Case Resolution: Elaborating on performance outcomes, including the volume of resolved cases, the effectiveness of Corrective Actions, and the monitoring of Recommendation implementation by Respondent parties. This section highlights the Ombudsman's role in providing access to justice and bridging the global justice gap.

- 2.2 The Ombudsman of the Republic of Indonesia and the Development of Effective, Accountable, and Transparent Institutions at All Levels
  - 2.2.1 Prevention of Maladministration through Strategic Instruments: Detailing the implementation of preventive oversight functions. This includes the production of Systemic Reviews to identify root causes of public service issues comprehensively, the conduct of Rapid Assessments on urgent service delivery matters, and the implementation of the Public Service Compliance Audit (Public Service Delivery Opinion) aimed at fostering effective, accountable, and transparent institutions.
- 2.3 The Ombudsman of the Republic of Indonesia and its Role in International Ombudsman Organizations
  - 2.3.1 International Engagement and Global Governance: Explaining the international activities of the Ombudsman of the Republic of Indonesia, focusing on expanding and enhancing the participation of developing nations within global governance institutions.
8. Chapter III: the Ombudsman's contribution to SDGs beyond goal 16 (Selected SDGs Based on the Annual VOR Theme)
  - 3.1 Analysis of Oversight Products Supporting Diverse SDG Targets This section presents selected case studies from Final Examination Reports, Own-Motion Investigations, and Systemic Reviews that directly or indirectly support the achievement of SDGs other than Goal 16. It demonstrates how the Ombudsman's interventions across various public service sectors (such as health, education, and environment) align with the broader global agenda.
  - 3.2 Thematic Linkage and SDG Mapping for each case study presented, a concise explanation is provided regarding the specific SDG and targets being addressed. This section clarifies the intersection between administrative justice and sustainable development outcomes, including gender equality (Goal 5), reduced inequalities (Goal 10), and sustainable cities (Goal 11).
9. Chapter IV: Conclusion and Follow-up
  - 4.1 Summary of Key Policies and Strategies Regarding Analyzed SDG Targets;
  - 4.2 Key Lessons Learned from SDG Implementation and the VOR Process;
  - 4.3 Statement of Commitment to Continuous Monitoring and Evaluation.