



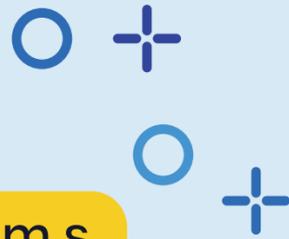
FAQ

Large-Scale Social Collaboration

- May, 5th 2020 -



#BantuSesama #KolaborasiTanggapCorona



Key Terms

KSBB refers to Large-Scale Social Collaboration

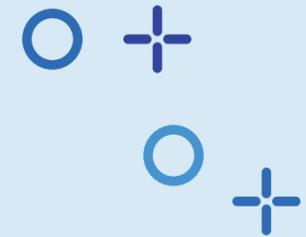
Aggregator is a collector and distributor of donations to the society in KSBB program. Aggregators can be in partnership with DKI Jakarta Provincial Government to participate in the KSBB program. To join the partnership, Aggregators must submit an application and meet the requirements, which are legal entities and / or licensed social fund collecting institutions.

1 What is LARGE-SCALE SOCIAL COLLABORATION?

LARGE-SCALE SOCIAL COLLABORATION (KSBB) is a social collaboration program to help each other by bringing people together, whether the ones who want to give and people who need help, with the DKI Jakarta Provincial Government as the program facilitator.

LARGE-SCALE SOCIAL COLLABORATION (KSBB) is launched to coincide with the Holy Month of Ramadan. This program is expected to continue, particularly in overcoming the COVID-19 pandemic.

LARGE-SCALE SOCIAL COLLABORATION (KSBB) is facilitated through the <http://corona.jakarta.go.id/en/ksbb> page that can bring together donors and people in need, assisted by data and information of area condition affected by the COVID-19 pandemic. The DKI Jakarta Provincial Government also provides assistance and supervision in KSBB donations distribution.



2

What is the purpose of **LARGE-SCALE SOCIAL COLLABORATION (KSBB)** program?

In facing COVID-19, despite the implementation of Large-Scale Social Restrictions (PSBB) in DKI Jakarta, society still has a spirit of solidarity, especially in this Ramadan month. DKI Jakarta Provincial Government is present with the **LARGE-SCALE SOCIAL COLLABORATION (KSBB)** program to facilitate enthusiasm of the community to lessen the burden on residents who are directly or indirectly affected by the social impact of COVID-19 pandemic, particularly in food assistance.





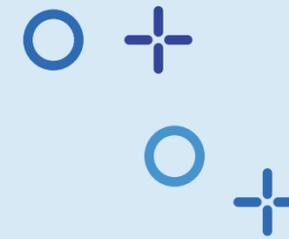
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How do you participate in the **LARGE-SCALE SOCIAL COLLABORATION (KSBB)** program?

Society as individuals, groups and institutions can join the program with these following guidelines:

1. Go to **<http://corona.jakarta.go.id/en/ksbb>** site.
2. Location map will be the first guide of area and criteria according to your donation plan; Area, number of households, criteria of location in need (RW, Orphanage, Nursing Home, Disability Home Care and Islamic Boarding Schools).
3. Select the target area and click "Beri Bantuan" button. You will be asked to fill out the **LARGE-SCALE SOCIAL COLLABORATION (KSBB)** Commitment Distribution Form. Fill out the form according to your donation plan.
4. Click submit, and your donation will be recorded in the system.
5. You will receive contact of person in charge of the location selected. Contact the person in charge immediately in less than 48 hours and coordinate your donation distribution plan.
6. Distribution for ready meal type of assistance must be delivered directly to location.
7. If you have distributed the assistance, submit confirmation of assistance distribution to the system. This information becomes public that is reported regularly.





4

Is **LARGE-SCALE SOCIAL COLLABORATION (KSBB)** different from **COVID-19 PSBB Social Assistance Program** and **Social Assistance Program from the Central Government**?

LARGE-SCALE SOCIAL COLLABORATION (KSBB) is **different** from COVID-19 PSBB Social Assistance program and Social Assistance Program from Central Government which both are Government programs using the Central Government Budget related to COVID-19 handling.

LARGE-SCALE SOCIAL COLLABORATION (KSBB) is a platform for sharing from residents to other residents in need, utilizing data and information provided by DKI Provincial Government as the program facilitator.





5 What forms of assistance can be provided in **LARGE-SCALE SOCIAL COLLABORATION (KSBB)** program?

The form of assistance is determined by each collaborator who wants to participate to help others. DKI Jakarta Provincial Government also provides a reference of priority assistance form for the Ramadan KSBB, namely:

1. A Whole day Ready to eat Food Package (2 meals/day) Rp 45,000/person/day

Rice, Vegetables, Side dishes, Beverage, Takjil (for itfar/break the fast) or other similar form

Assumption: 1 household @4 people

2. Basic Needs Package Rp 200,000/household/week

Rice 5 Kg, Cooking oil 2L, Wheat flour 1 Kg, Condensed milk 1 can, Sugar 1 Kg, Tea and instant coffee, Sardines 1 can, Instant noodles 5 pcs, Margarine 200 Gr, Dates 500 Gr or other similar form

3. Lebaran Package Rp 85,000 (only once)

Syrup 580 ml, Biscuit, Sugar, Tea, Nata De Coco or other similar form

4. THR Package Cash Rp 50.000/person or Rp 200.000/household (only once)

Assumption: 1 household @4 people

Food assistance must be in good condition, hygienic and halal. For assistance in groceries or staple food form should consider the expiration period. Assistance must also be free from politics, race, and hoax information.



6 Is it possible to provide assistance in another form?

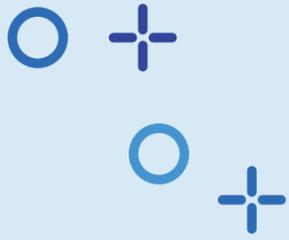
At present, **LARGE-SCALE SOCIAL COLLABORATION (KSBB)** program has a main focus on food assistance. But providing assistance in other forms can be a recommendation for the future. Updated Information of assistance form can be checked on the page, <http://corona.jakarta.go.id/en/ksbb>

7 Who can be helped in LARGE-SCALE SOCIAL COLLABORATION (KSBB) program?

The **LARGE-SCALE SOCIAL COLLABORATION (KSBB)** program is not only for Jakarta residents, but also for other people who live in Jakarta. In particular, the program is focused on target recipients:

1. RWs - Village Association
2. Islamic Boarding Schools
3. Orphanages/Child Care Social Institutions
4. Nursing Home
5. Disability Home Care
6. Other Potential Priority Locations





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Are all data/information regarding the LARGE-SCALE SOCIAL COLLABORATION (KSBB) program transparent and open to public?

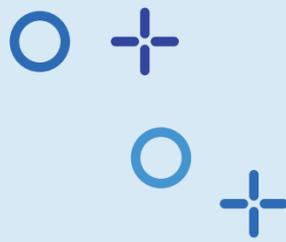
All information regarding the **LARGE-SCALE SOCIAL COLLABORATION (KSBB)** program is public and updated regularly on <http://corona.jakarta.go.id/en/ksbb> site. On this site, the community / institution can monitor activities and distribution of the assistance that they provided or received.

9

What are the criteria of beneficiaries in LARGE-SCALE SOCIAL COLLABORATION (KSBB) program?

In **LARGE-SCALE SOCIAL COLLABORATION (KSBB)** program, people who want to distribute food assistance, simply select the target location of the KSBB within the RW, Islamic Boarding Schools, and other Home Care.

The distribution of assistance to residents in need will be coordinated by RT/RW in accordance with vulnerable community data, based on the social and economic criteria of the DKI Jakarta Provincial Government or related institutions. The data is dynamic and developing.



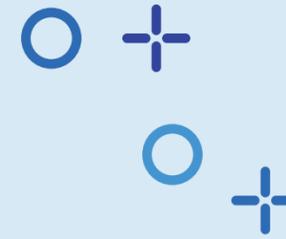
10 Are the beneficiaries of **LARGE-SCALE SOCIAL COLLABORATION (KSBB)** program the same as in **COVID-19 PSBB Social Assistance** program from the **DKI Jakarta Provincial Government**?

The data used by RT/RW to distribute assistance packages is the actual data of the people in need, even though they have received assistance from the DKI Jakarta Provincial Government. This data will be updated (can increase or decrease) periodically in accordance with the real conditions.

11 How do I make sure that assistance is distributed to the right beneficiaries?

When distributing the assistance, the donors are expected to participate in supervising the activities with regard to COVID-19 protocol to ensure that the assistance is distributed properly. The distribution activities will be also accompanied by Kelurahan, Kecamatan, and Satpol PP.





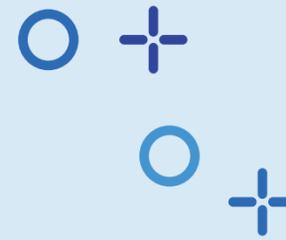
12 How do I make sure that certain areas do not receive excess of assistance?

The information of **Large-Scale Social Collaboration (KSBB)** is recorded and accessible by the donors (community / institution) as a form of accountability. If the assistance needed at the location is already accommodated, then the location becomes unavailable for the next assistance selection target.

13 How do I donate if I want to provide assistance to other locations of certain residents? (Example: ride-sharing drivers, food stalls, and elders)?

The data presented is based on RW, Islamic Boarding Schools, and Home Care in Jakarta. Therefore, it is expected to provide a broad and comprehensive coverage, including various professions such as ride-sharing drivers and food stalls.





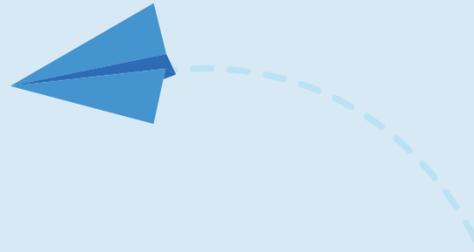
14 How do I donate individually or on a small scale? (not sufficient for 1 RW/1 Islamic Boarding School/1 Home Care)

It is recommended to distribute donations to Aggregators that are in partnership in **LARGE-SCALE SOCIAL COLLABORATION (KSBB)** program namely, BAZNAS BAZIS, Aksi Cepat Tanggap, Palang Merah Indonesia, Rumah Zakat and Yayasan Dompot Dhuafa Republika. Your donation will be collected with the others and distributed by the Aggregator partner.

For more information about **LARGE-SCALE SOCIAL COLLABORATION (KSBB)** partners, you can visit <http://corona.jakarta.go.id/en/ksbb>

15 How do I make a donation but have limitations in distributing the assistance?

The donations can be given through Aggregators that are in partnership in **LARGE-SCALE SOCIAL COLLABORATION (KSBB)** program namely, BAZNAS BAZIS, Aksi Cepat Tanggap, Palang Merah Indonesia, Rumah Zakat and Yayasan Dompot Dhuafa Republika. Your donation will be distributed to the target location by the Aggregator partner.



16 Who are LARGE-SCALE SOCIAL COLLABORATION (KSBB) Aggregator partners?

- Palang Merah Indonesia

Bank DKI
account number: 101-03-08868-0
account name: PMI DKI Jakarta
CP: Erna Cahyani 081283335320
pmidkijakarta.or.id

- Baznas DKI Jakarta

Bank BCA
account number: 03-53-04-8888
account name: Baznas Bazis DKI
CP: Ahmad Sholih 085216880310
baznasbazisdki.id

- Yayasan Rumah Zakat

Bank DKI Syariah
account number: 701-70-07000-1
account name: Yayasan Rumah Zakat
CP: Nur Lutfiyana 085691910364
rumahzakat.org

- Aksi Cepat Tanggap

Bank DKI Syariah
account number: 70-209-002-767
account name: Aksi Cepat Tanggap
CP: Panca Irawan 085262942208
act.id

- Human Initiative

Bank Mandiri
account number: 129-000-5450-057
account name: PKPU
CP: Ferdiansyah 081321105551
human-initiative.org

- Yayasan Dompot Dhuafa Republika

Bank DKI Syariah
account number: 708-0900-050
account name: Yayasan Dompot
Dhuafa Republika
CP: Dian Mulyadi 08176033317
dompetdhuafa.org



17

How is the process of **LARGE-SCALE SOCIAL COLLABORATION (KSBB)** assistance distribution?

The assistance is distributed to the specified location (confirmed by RW) or directly to the Home Care and Islamic Boarding Schools. The process must follow the PSBB protocol.

If the assistance is addressed to RW, then the local RT / RW will distribute the assistance package directly to the beneficiary's house with the COVID-19 protocol; accompanied by Lurah, Camat, Satpol PP, and representatives of donors. Thus, residents are not assembled to collect the package

18

Can the community distribute the assistance independently?

Communities can distribute the assistance independently, but it is advised to report the donation on **LARGE-SCALE SOCIAL COLLABORATION (KSBB)** website as the information about the type and location of donation can be recorded. In addition, the criteria of accuracy and effectiveness can be monitored earlier



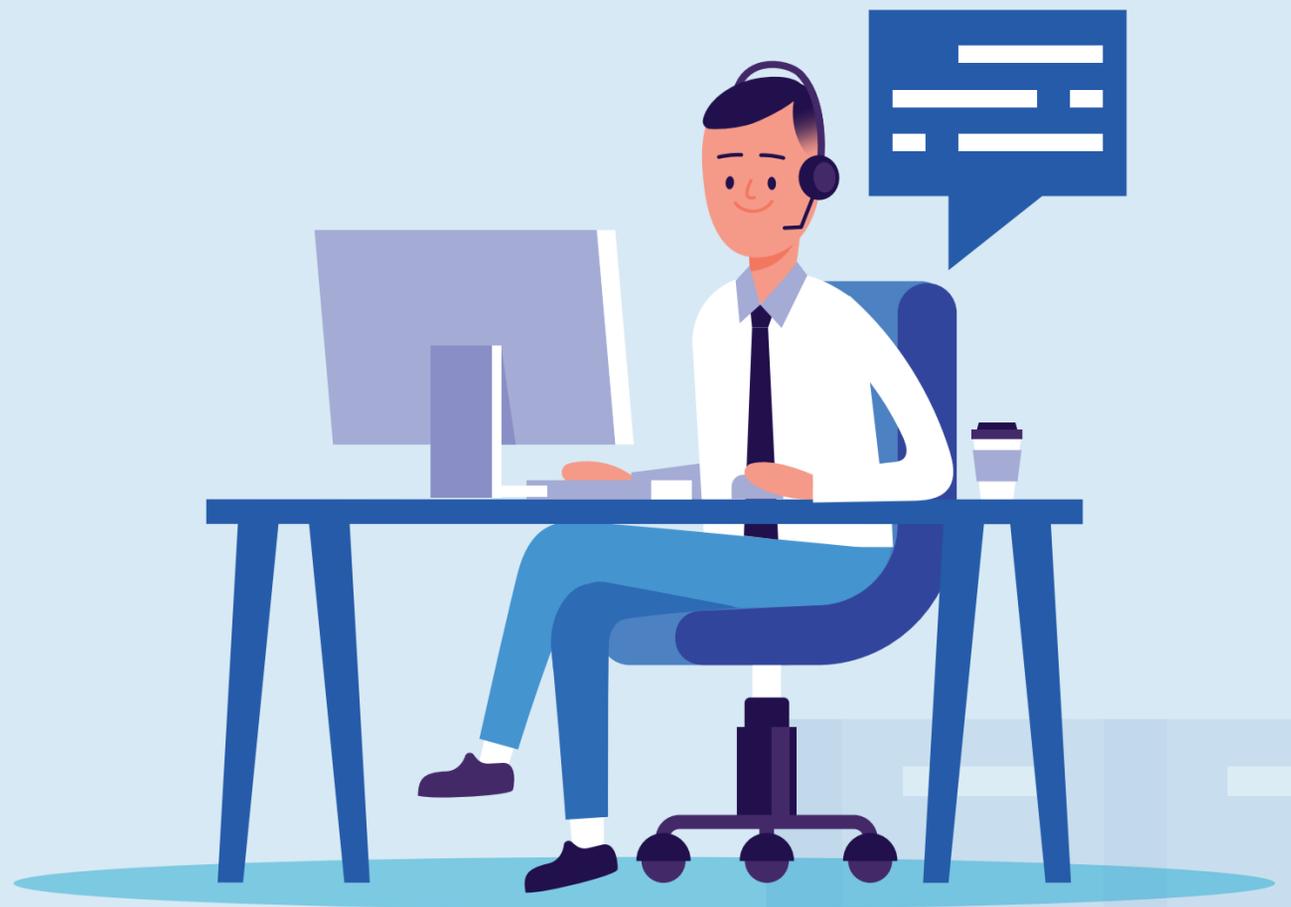


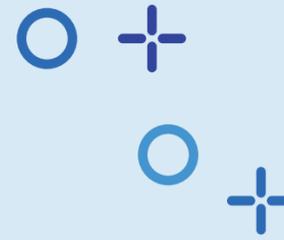
19

How can people ask a question related to the LARGE-SCALE SOCIAL COLLABORATION (KSBB) program?

To ask a question you can contact our Chat Center service on Whatsapp at these following number:

- **Admin JDCN 1**
+62 811 834 8899
- **Admin JDCN 2**
+62 811 96000 196
- **Admin JDCN 3**
+62 811 96000 197





20

How do people submit questions and complaints related to the LARGE-SCALE SOCIAL COLLABORATION (KSBB) program?

The community can also monitor the program through the site of <http://corona.jakarta.go.id/en/ksbb>. Questions, complaints, or alleged violations regarding the distribution of assistances can be submitted through **14 official complaint channels of the DKI Jakarta Provincial Government** that are integrated with Cepat Respon Masyarakat (CRM) with priority on online-based complaint services, namely:

- a. JAKI Apps (Jakarta Terkini)
- b. Twitter account @DKIJakarta
- c. Facebook account Pemprov DKI Jakarta
- d. Email: dki@jakarta.go.id
- e. Governor's Social Media Account
- f. SMS 08111272206
- g. Website jakarta.go.id
- h. QLUE Apps
- i. LAPOR 1708



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