**KONTAK LAYANAN KEMENTERIAN/LEMBAGA UNTUK COVID-19** Update 11 Mei 2020

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| --- | --- | --- | --- |
| 1 | Layanan Pengaduan Program Keluarga Harapan Kementerian Sosial | | |
|  | e-mail | : | [pengaduan@pkh.kemsos.go.id](mailto:pengaduan@pkh.kemsos.go.id) |
|  | call center | : | 1500299 (setiap hari kerja 08.00 s.d. 17.00 WIB) |
|  |  |  |  |
| 2 | Layanan Pengaduan Bansos Kementerian Sosial | | |
|  | e-mail | : | [bansoscovid19@kemsos.go.id](mailto:bansoscovid19@kemsos.go.id) |
|  | kontak layanan | : | 157 |
|  | WA | : | 0811-10-222-10 |
|  |  |  |  |
| 3 | Layanan Masyarakat Kartu Prakerja | | |
|  | call center | : | 021-25541246 (setiap hari kerja 08.00 s.d. 19.00 WIB) |
|  |  |  |  |
| 4 | Bantuan Langsung Tunai Desa | | |
|  | call center | : | 1500040 |
|  | SMS center | : | 0877-8899-0040 atau 0812-8899-0040 |
|  |  |  |  |
| 5 | Pembebasan Biaya Listrik (PLN) | | |
|  | contact center | : | 123 |
|  | e-mail | : | [pln123@pln.co.id](mailto:pln123@pln.co.id) |
|  | call center | : | 08122-123-123 |
|  |  |  |  |
| 6 | Tambahan insentif perumahan Kementerian PUPR | | |
|  | e-mail | : | [informasi@pu.go.id](mailto:informasi@pu.go.id) |
|  |  |  |  |
| 7 | Informasi lebih lanjut mengenai perpajakan | | |
|  | e-mail | : | [informasi@pajak.go.id](mailto:informasi@pajak.go.id) |
|  | Kring Pajak | : | 1500200 |
|  |  |  |  |
| 8 | Informasi lebih lanjut mengenai bea masuk dan cukai | | |
|  | e-mail | : | [info@customs.go.id](mailto:info@customs.go.id) |
|  | Bravo Bea Cukai | : | 1500225 |
|  |  |  |  |
| 9 | Informasi lebih lanjut mengenai Restrukturisasi Kredit atau Pembiayaan terkait dampak COVID-19 Layanan Kontak OJK | | |
|  | e-mail | : | [konsumen@ojk.go.id](mailto:konsumen@ojk.go.id) |
|  | Kontak layanan | : | 157 |
|  | WA | : | 081-157-157-157 |
|  |  |  |  |
| 10 | Posko Pengaduan Daring bagi Masyarakat Terdampak Bencana Nasional COVID-19 Ombudsman Pusat | | |
|  | e-mail | : | [covid19-pusat@ombudsman.go.id](mailto:covid19-pusat@ombudsman.go.id) |
|  | WA | : | 0811-919-3737 |
|  |  |  |  |
| 11 | Kejahatan Narkotika BNN | | |
|  | call center | : | 184 |
|  | SMS/WA | : | 0812-2167-5675 |
|  |  |  |  |
| 12 | Pelayanan SEJIWA Kemen PPPA | | |
|  | e-mail | : | [pengaduan@kemenpppa.go.id](mailto:pengaduan@kemenpppa.go.id) |
|  | browser | : | <http://bit.ly/kamitetapada> |
|  | call center | : | 119 ext. 8 / 0821-2575-1234 / 0811-1922-911 |
|  |  |  |  |
| 13 | WA Center Kementerian Agama Sigap COVID-19 | | |
|  | WA | : | 081-1159-9003 |
|  |  |  |  |
| 14 | Informasi Fungsi Relawan Desa Lawan COVID-19 Kementerian Desa, PDT, dan Transmigrasi | | |
|  | call center | : | 1500040 |
|  | SMS center | : | 0877-8899-0040 / 0812-8899-0040 |
|  |  |  |  |
| 15 | Jalur Pengaduan bagi Pelaku Pariwisata dan Ekonomi Kreatif Terdampak COVID-19 | | |
|  | e-mail | : | [info@kemenparekraf.go.id](mailto:info@kemenparekraf.go.id) |
|  | website | : | <https://pedulicovid19.kemenparekraf.go.id/> |
|  | WA | : | 0811-8956-767 |
|  |  |  |  |
| 16 | Layanan Pengiriman Surat ke Kementerian Perdagangan | | |
|  | e-mail | : | [persuratan@kemendag.go.id](mailto:persuratan@kemendag.go.id) |