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## Foreign Ministry to Utilize AI-Based Services for Indonesian Citizens Abroad

Reporter

**Savero Aristia Wienanto**

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**TEMPO.CO, Jakarta** - Indonesian Deputy Minister of Foreign Affairs, Arrmanatha Nasir, stated that his ministry will continue to prioritize the use of technology, including artificial intelligence (AI), to support the services and protection of Indonesian citizens abroad. Arrmanatha also promoted improving the digital ecosystem to better protect and serve Indonesian citizens.

"We are continuously enhancing innovation, including using AI to assist Indonesian

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Indonesian citizens. This chatbot is expected to detect language and offer empathy to its users.

Judha also revealed that the Ministry of Foreign Affairs had provided several platforms to serve Indonesian citizens abroad. For example, the *Portal Peduli WNI*, a web-based platform, and *Safe Travel*, a mobile application that can be downloaded from the App Store and Play Store.

"This is a form of the Ministry of Foreign Affairs' commitment to digital transformation to make it easier for the public to access services and protection for Indonesian citizens," said Judha.

Furthermore, Judha explained that the *Portal Peduli WNI*, dedicated to Indonesian citizens residing abroad, can be accessed through the Ministry of Foreign Affairs portal. It offers three main features: *Lapor Diri* (Self-Reporting), *Pelayanan Kekonsuleran* (Consular Services), and *Pengaduan Kasus* (Case Reporting).

"In the past, self-reporting required a physical visit to the Indonesian Embassy. Now, it's no longer necessary. As long as there is internet access, it can be done online," he said. Meanwhile, *Safe Travel* is for **Indonesian citizens** traveling abroad for short trips, but can also be used by expatriates.

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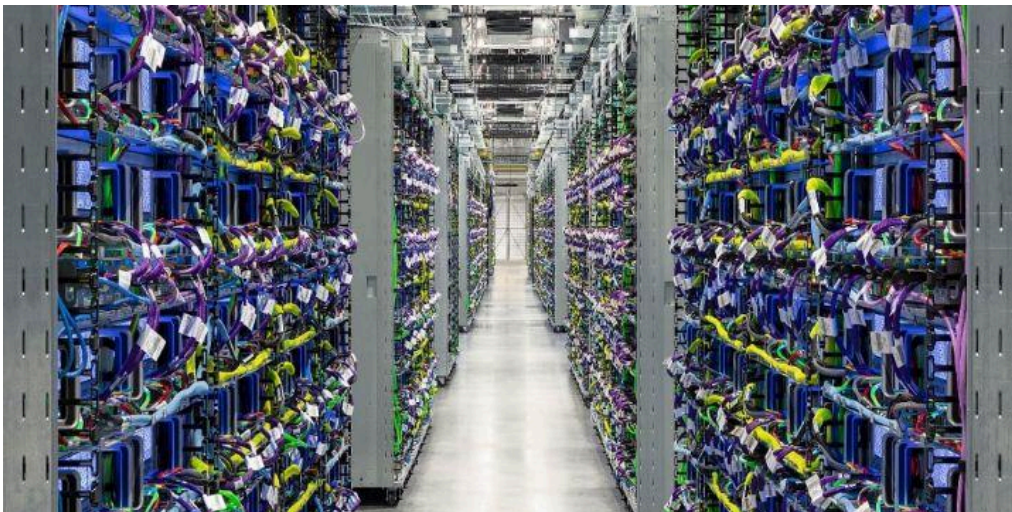
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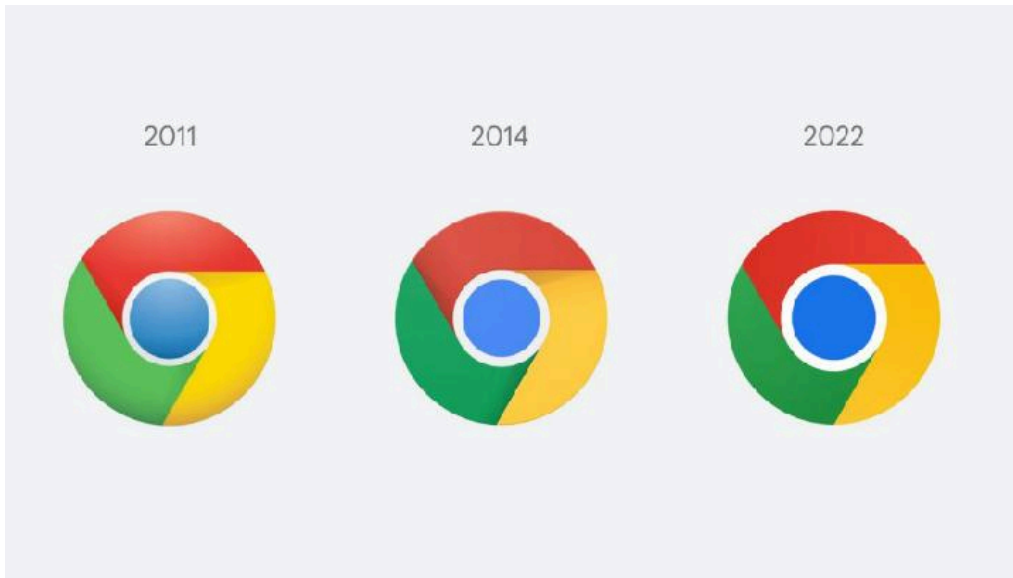
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