

AI-Fabricated 'Resolved' Photos on Jakarta's JAKI Citizen-Complaint App — A Governance Failure and Its Aftermath

AI in the Public Sector · Good practice · Indonesia

Quality score: 13/100

Evidence strength: Cautionary / limited

Summary

Officials in East Jakarta used an AI-generated 'after' photo to falsely claim a resident's illegal-parking complaint on the JAKI citizen-reporting app had been resolved. The fabrication was exposed publicly, triggering suspensions and a city-wide ban on AI-generated complaint evi

Key dimensions

Dimension	Score
Evidence of impact / measured public value	0/3
Transparency, fairness & accountability	1/3
Transferability / demonstrated replication	0/3
Scalability beyond pilot	0/3
Governance, capability & sustainability	1/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-07-19

[DKI Jakarta Provincial Government — Public Facilities and Maintenance Agency \(PPSU\), East Jakarta, and Jakarta Smart City](#) — accessed 2026-07-19

[The Jakarta Post coverage](#) — accessed 2026-07-19

[Kompas.id: How the AI manipulation was revealed](#) — accessed 2026-07-19

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