



COPY

REGENT SUKOHARJO
PROVINCE OF CENTRAL JAVA

SUKOHARJO REGENCY REGULATIONS
NUMBER 17 OF 2022

ABOUT

ORGANIZATION OF PUBLIC SERVICE MALLS

BY THE GRACE OF ALMIGHTY GOD

REGENT SUKOHARJO,

- Considering: a. that in the framework of government administration good ones need to improve the quality of Public Services to the community in the form of services that are fast, easy, affordable, safe and comfortable;
- b. that to realize improvements in the quality of Public Services as intended in letter a it requires integrated and integrated management of Public Services between regional governments and ministries, institutions, state-owned enterprises, regional-owned enterprises and the private sector in 1 (one) place in the form of a Public Service Mall; c. that in order to implement the provisions of Article 3 paragraph (1) and Article 7 paragraph (4) of Presidential Regulation Number 89 of 2021 concerning the Implementation of Public Service Malls, regulations regarding the Implementation of Public Service Malls are required;
- d. that based on the considerations as intended in letters a, b, and c, it is necessary to stipulate a Regent's Regulation concerning the Implementation of Public Service Malls;

- Remember : 1. Law Number 13 of 1950 concerning the Establishment of Regency Regions in Environment of Central Java Province as amended by Law Number 9 of 1965 concerning the Establishment of the Batang Level II Region by amending Law No. 13 of 1950 concerning the Establishment of Regency Regions within the Province of Central Java (State Gazette of 1965 Number 52, Supplement to State Gazette Number 2757);
2. Law Number 25 of 2009 concerning Public Services (State Gazette of the Republic of Indonesia of 2009 Number 112, Supplement to State Gazette of the Republic of Indonesia Number 5038);

3. Law Number 23 of 2014 concerning Regional Government (State Gazette of the Republic of Indonesia of 2014 Number 244, Supplement to State Gazette of the Republic of Indonesia Number 5587) as amended several times, most recently by Law Number 11 of 2020 concerning Job Creation (State Gazette of the Republic of Indonesia Year 2020 Number 245, Supplement to the State Gazette of the Republic of Indonesia Number 6573);
4. Government Regulation Number 96 of 2012 concerning Implementation of Law Number 25 of 2009 concerning Public Services (State Gazette of the Republic of Indonesia of 2012 Number 215, Supplement to the State Gazette of the Republic of Indonesia Number 5357);
5. Presidential Regulation Number 97 of 2014 concerning the Implementation of One-Stop Integrated Services (State Gazette of the Republic of Indonesia of 2014 Number 221);
6. Presidential Regulation Number 89 of 2021 concerning the Implementation of Public Service Malls (State Gazette of the Republic of Indonesia of 2021 Number 222);
7. Sukoharjo Regency Regional Regulation Number 12 of 2016 concerning the Formation and Structure of Regional Apparatus (Sukoharjo Regency Regional Gazette of 2016 Number 12, Supplement to Sukoharjo Regency Regional Gazette Number 236);
8. Minister of Home Affairs Regulation Number 138 of 2017 concerning the Implementation of Regional One-Stop Integrated Services (State Gazette of the Republic of Indonesia of 2017 Number 1956);
9. Regulation of the Minister for Empowerment of State Apparatus and Bureaucratic Reform Number 92 of 2021 concerning Technical Instructions for the Implementation of Public Service Malls (State Gazette of the Republic of Indonesia of 2021 Number 1573);
10. Regulation of the Minister for Empowerment of State Apparatus and Bureaucratic Reform Number 93 of 2021 concerning Standardization of Business Processes in the Integrated Strategic Services Sector (State Gazette of the Republic of Indonesia of 2021 Number 1574);

DECIDE:

To stipulate: REGENT'S REGULATION CONCERNING THE ORGANIZATION OF PUBLIC SERVICE MALLS.

GENERAL REQUIREMENTS

article 1

In this Regent's Regulation what is meant by:

1. The region is Sukoharjo Regency.
2. Regional Government is the Regent as the organizing element of Regional Government which leads the implementation of government affairs which are the authority of the autonomous region.
3. The Regent is the Regent of Sukoharjo.
4. The One Stop Investment and Integrated Services Service, hereinafter referred to as the PM and PTSP Service, is the Sukoharjo Regency Capital Investment and One Stop Integrated Services Service.
5. Public Service is an activity or series of activities in order to fulfill service needs in accordance with the provisions of laws and regulations for every citizen and resident regarding goods, services and/or administrative services provided by public service providers.
6. Public Service Mall, hereinafter abbreviated as MPP is the integration of Public Services provided by ministries, institutions, provincial and district/city governments, state-owned enterprises, regional-owned enterprises, and the private sector in an integrated manner in 1 (one) place as an effort to increase speed, convenience, reach, comfort, and service security.
7. Service Standards are benchmarks used as guidelines for administering services and as a reference for assessing service quality as an obligation and promise of the Organizer to the public in the context of quality, fast, easy, affordable and measurable services.
8. Public Service Providers, hereinafter referred to as Operators, are every state administration institution, corporation, independent institution formed based on the Law for Public Service activities, and other legal entities formed solely for Service activities.

Public.
9. Public Service Organizing Organizations, hereinafter referred to as Organizing Organizations, are Public Service Organizing work units located within state administration institutions, corporations, independent institutions established by law for Public Service activities, and other legal entities formed solely for activities Public service.

10. Public Service Executors, hereinafter referred to as Executors, are officials, employees, officials, and everyone who works within the Organizing Organization whose task is to carry out an action or series of Public Service actions.

11. Service Outlets are places where services are provided from the Organizing Organization at MPP.

Section 2

The maintenance of MPP aims to:

- a. integrating services to increase speed, convenience, reach, comfort and security of services; and b. increase competitiveness and provide convenience

try.

Article 3

The scope of Public Services in MPP includes: a. Public Services

which are the authority of the government, provincial regional governments and Regional Governments; and b. Public services managed by state-owned enterprises, regional-owned enterprises and private parties.

BAB II

MPP MAINTENANCE

Part One

General

Article 4

- (1) The MPP organizers are the PM and PTSP Services *ex officio*.
- (2) MPP organizers have the task of carrying out coordination of service delivery and provision of facilities at service outlets.
- (3) In carrying out the tasks as intended in paragraph (2), the MPP Organizer carries out the functions:
 - a. provision of facilities, place and/or service space; b. structuring and regulating service patterns in the implementation of MPP; c. coordinating the availability of Service Standards for all services in the MPP; d. guaranteeing the quality of service in the MPP is appropriate with Service Standards;
 - e. provision of rules and regulations; f. provision of mechanisms and resolution of public complaints that are integrated or connected to the national public service complaint management system in the implementation of the MPP; And
 - g. monitoring and evaluating the implementation of MPP.

The second part
Implementation of Tasks and Functions
Article 5

- (1) Coordination of service implementation as intended in Article 4 paragraph (2) between the PM and PTSP Services and the organizing organization is carried out at least once a month.
- (2) Provision of facilities at service outlets as intended in Article 4 paragraph (2) is in accordance with Regional capabilities.

Article 6

- (1) Provision of facilities, places and/or service spaces as intended in Article 4 paragraph (3) letter a, in the form of buildings and infrastructure/facilities.
- (2) The arrangement and regulation of service patterns in the implementation of MPP as intended in Article 4 paragraph (3) letter b, the arrangement is adjusted to room conditions, while the arrangement of service patterns is in accordance with each Organizing Organization.
- (3) Service standards as intended in Article 4 paragraph (3) letters c and d as well as standard operational procedures are determined by each Organizing Organization.
- (4) Provision of rules and regulations as intended in Article 4 paragraph (3) letter e, is determined by the Head of the PM and PTSP Service which must be obeyed by the Organizing Organization.
- (5) Providing an integrated mechanism, management and resolution of public complaints in the implementation of MPP as intended in Article 4 paragraph (3) letter f through the national public service complaint management system (SP4N).

Part Three
Service Delivery
Article 7

- (1) The implementation of the MPP is based on mechanisms and procedures coordinated by the MPP Organizer.
- (2) The provision of services in the MPP consists of:
 - a. direct service; b. electronic services; c. self-service; and/or d. mobile services.

- (3) Direct services as referred to in paragraph (2) letter a are services provided in an interactive form between the Implementer and the service recipient face to face.
- (4) Electronic services as referred to in paragraph (2) letter b are services provided in interactive form between Implementers

with service recipients who utilize information and communication technology.
- (5) Independent service as referred to in paragraph (2) letter c is a service carried out by the service recipient himself using the available equipment facilities.
- (6) Mobile services as referred to in paragraph (2) letter d are services provided by MPP Operators and/or Service Outlets to bring services closer to the community by using transportation facilities.

Part Four
Name and Address
Article 8

- (1) MPP with name "Sevaka Bhakti Vijaya".
- (2) The address of the MPP and PM and PTSP Services is Jalan Abu Tholib Sastrotenoyo Number 378, Jombor Village, Bendosari District, Sukoharjo Regency.

Part Five
Organizing Organization
Article 9

- (1) The MPP organizing organization consists of:
 - a. Regional Apparatus; b. Central Java Province Regional Apparatus; c. Central Government Agencies in the Regions; d. State-owned enterprises; e. Regional owned enterprises; f. Private; And
 - g. Other support service units.
- (2) Joining services provided by other Ministries/Institutions/Regional Governments, State-Owned Enterprises/Regional-Owned Enterprises/Private Enterprises based on an agreement stated in a Memorandum of Agreement or Joint Agreement.
- (3) Memorandum of Agreement or Joint Agreement as intended in paragraph (2) is followed up with a Work Plan or Cooperation Agreement.

Article 10

The list of Organizing Organizations in administering the MPP as intended in Article 9 is contained in the Attachment which is an inseparable part of this Regent's Regulation.

Part Six

Human Resources

Article 11

- (1) Human Resources Development at MPP is carried out by each Organizing Organization that provides services in accordance with the provisions of statutory regulations.
- (2) Personnel assistance for a service in the MPP can be provided as long as it is agreed by each Organizing Organization in accordance with the provisions of the laws and regulations.

Part Seven

Service Mechanism

Article 12

The service mechanism in administering the MPP is carried out in accordance with the responsibilities and authority of each Organizing Organization.

CHAPTER III

INTEGRATION AND SCOPE OF SERVICES

Article 13

- (1) Service integration is an effort to place various services in the MPP.
- (2) The placement of Public Services in the MPP as intended in paragraph (1) can be done electronically for all services.
- (3) The implementation of Public Services as intended in paragraph (2) can be carried out through 1 (one) Service Outlet.
- (4) In the event that there are services at the MPP that require payment, the payment method can be made through:

- a. placement or opening of banking institution payment counters; or
- b. provision of other electronic payment systems, determined by the MPP Organizing Organization.

Article 14

Public Services at MPP consist of:

- a. services most needed by the community; and/or
- b. services that can be an alternative for the community.

CHAPTER IV

MONITORING AND EVALUATION

Article 15

- (1) Monitoring and evaluation of MPP implementation carried out periodically at least once a month by the Team determined by the Regent's Decree.
- (2) The implementation of monitoring and evaluation as intended in paragraph (1) is reported to the Regent through the Regional Secretary.

BAB V

FUNDING

Article 16

- (1) Funding required for the implementation of duties and functions:
 - a. MPP organizers are charged with the budget Regional Income and Expenditures; And
 - b. At the Service Outlet it is the responsibility of the Organizing Organization.
- (2) Apart from the funding as intended in paragraph (1), funding for the implementation of the MPP can be sourced from other sources that are legal and non-binding in accordance with the provisions of statutory regulations.

BAB VI
CLOSING

Article 17

This Regent's Regulation comes into force on the date of promulgation.

So that everyone is aware, this Regulation is ordered to be promulgated by placing it in the Regional Gazette of Sukoharjo Regency.

Stipulated in Sukoharjo on
March 28 2022

REGENT SUKOHARJO,

signed

ETIK SURYANI

Promulgated in Sukoharjo on
March 28 2022

REGIONAL SECRETARY
SUKOHARJO DISTRICT,

signed

WIDODO

REGIONAL NEWS SUKOHARJO DISTRICT
YEAR 2022 NUMBER 17

The copy corresponds to the original
HEAD OF LEGAL SECTION,

signed

RETNO WIDIYANTI, SH

NIP Level I

Arranger. 19790801 200501 2 010

APPENDIX
 SUKOHARJO REGENCY REGULATIONS
 NUMBER 17 OF 2022
 ABOUT
 MALL ORGANIZATION
 PUBLIC SERVICE

LIST OF PUBLIC SERVICE ORGANIZERS
 AT THE PUBLIC SERVICE MALL

NO	INSTANCE ORGANIZER	TYPE OF SERVICE
1	2	3
1.	public health Office	a. Approval of health facility permits b. Home Industry Food Certificate (PIRT) c. Sanitation Hygiene Eligibility Certificate (SLHS) d. Traditional healers (Panti Sehat, Griya Healthy) e. Public Health Practice License.
2.	Organizing Body Social Security Health	a. Membership Administration Services b. Participant Information and Complaints Services
3.	Department of Commerce, Small and Medium Enterprise Cooperatives Sukoharjo Regency	Consultation Services for Cooperatives and Micro, Small and Medium Enterprises in: a. Production b. Human Resources c. Marketing d. Financing e. Institutional
4.	PT Taspen (Persero)	a. Ketapenan b. Clim Requirements
5.	Public Company Tirta Drinking Water Area Prosperous Regency Sukoharjo	a. Payment services b. Public relations and customer service
6.	POM location in the city Surakarta	a. Organizing publications on the implementation of Public Service Malls to the community and government agencies. b. Information and complaint services in the field of Medicine and Food which includes Medicine, Traditional Medicine, Health Supplements, Cosmetics and Processed Food.

		<p>c. Facilitation of Drug and Food Distribution Permit Services.</p> <p>d. Information on services for Export Certificates/ Import Certificates for Medicines and Food.</p>
7.	KPP Pratama Sukoharjo a. Print	<p>Taxpayer Identification Number Cards</p> <p>b. Land <i>Efin</i></p> <p>c. <i>Billing</i> Code Creation</p>
8.	Department of Public Works and Spatial Planning Sukoharjo Regency	<p>a. Public services regarding Spatial Planning</p> <p>b. Building Approval c. Functional Eligibility Certificate</p> <p>d. Approval of the Suitability of Space Utilization Activities</p> <p>e. Confirm the Suitability of Space Utilization Activities</p>
9.	Plantation Department Capital and Services One Stop Integrated province of Central Java	<p><i>Online</i> and virtual services , Department PM and PTSP Central Java Province will prepare information about licensing services served by Java Province</p> <p>Centers such as licensing <i>websites</i> , licensing <i>hotline</i> numbers, assistance services OSS, information and complaint services on the Public Service Mall information channel Sukoharjo Regency</p>
10.	Environmental Service Regency Life Sukoharjo	<p>a. Environmental approval</p> <p>b. Technical approval (fulfillment of Waste Water Quality Standards, fulfillment of Emission Quality Standards, Management of Hazardous and Toxic Waste)</p>
11.	Organizing Body Social Security (BPJS) Employment	<p>a. Registration</p> <p>b. Information on the Employment Social Security Administering Agency</p>
12.	Management Unit Regional Income (UPPD) Regency Sukoharjo	<p>1 Yearly Vehicle Revalidation Motorized (cars and motorbikes)</p>
13.	Department of Population and Civil Registration Sukoharjo Regency	<p>the. ID card</p> <p>b. Child Identity Card</p> <p>c. Birth Act</p> <p>d. Death Act</p> <p>e. Family card</p> <p>f. Move In Come Residents</p> <p>g. Synchronization/Updating Population Data</p>

14.	State Prosecutor's Office Sukoharjo	a. Legal Services and Assistance b. Ticket Information Services c. Evidence Services
15.	Technical implementation Unit Protection Body Migrant Workers Indonesia Semarang (UPT BP2MI Semarang)	a. Pre-Departure Orientation (OPP) b. Verification of e KTKLN Issuance Documents c. Complaints Service
16.	Ministry of Religion Sukoharjo Regency	Hajj registration
17.	Financial Agency Regency Area Sukoharjo	a. Hotel Tax b. Restaurant tax c. Entertainment Tax d. Tax on Non-Metal Minerals and Rocks e. Rural and Urban Land and Building Tax f. Parking Tax
18.	Bank Jateng Sukoharjo Branch	a. Receipt of Regional Tax Payments and others b. Receipt of Savings Deposits c. Bank Jateng Product & Services Consultation Services
19.	District Social Service Sukoharjo	a. Service Information for Service Requirements Social welfare b. Information on Potential Services and Sources of Social Welfare
20.	District Court Sukoharjo Class IA	Electronic Certificate includes: a. Certificate of never being punished b. The certificate is not being revoked his right to vote
21.	Sukoharjo Police	a. Service of Certificate of Records Police (SKCK) b. Lost letter
22.	Department of Education and Culture	Recommendations for Tourism Business Licensing
23.	Regency National and Political Unity Agency Sukoharjo	a. Mass Organization Registered Certificate b. Recommendation Certificate Research (SKP) c. Grant Assistance Providing Services

24	Archives and Services Library Sukoharjo Regency	Library Reading Corner
25	Department of Transportation Sukoharjo Regency	a. Route permit information service b. Environmental Impact Analysis information service (ANDALALIN) c. Vehicle testing information service motorized
26	Department of Industry and Labor	a. Issuance of AK.I Cards / Yellow Cards b. Issuance of Passport Recom & CPMI ID c. Validation (DKP-TKA) / IMTA Extension Notification d. Issuance of BKK Registration Certificate
27	Land Office Sukoharjo Regency	a. Individual Special Rights Improvement Services (Priority) with an area of \geq 600 m. b. Roya / Elimination of dependent rights without a power of attorney c. Transfer without power of attorney
28	DPPKBP3A (Department Population Control Family Planning and Empowerment Women and Child Protection)	a. Privacy service (does not use open tenancies) b. Facilitate children's play space
29	BRI	a. Savings opening service via Digital Savings b. Receive deposits for SIM, STNK, BPKB; and c. Banking services
30	SUKOHARJO BANK	a. Cash Services b. Business development and marketing bank funds and services c. Socialization with new customers regarding existing products or new features
31	religious courts Sukoharjo Regency	a. Registration of Matters b. Product Pickup c. Court Information Services
32	PM and PTSP Department	A. BUSINESS LICENSING. The administration of business licensing is the authority of the Regent in accordance with the provisions of statutory regulations.

		<p>B. NON-BUSINESS LICENSE.</p> <ol style="list-style-type: none"> 1) Advertising Permit 2) Livability Permit 3) Building Approval 4) General practitioner practice permit; 5) Specialist doctor's practice permit; 6) Participating doctor's practice permit Internship Program; 7) Participating doctor's practice permit Specialist Medical Education Program (PPDS); 8) Doctor's Practice License with additional authority; 9) Dentist practice permit; 10) License to practice as a specialist dentist; 11) Participant dentist's practice permit Dentist Education Program Specialist (PPDGS); 12) Dentist practice permit with additional authority; 13) Clinical psychologist practice license; 14) Nursing Practice License; 15) Midwife Practice License; 16) Pharmacist Practice License; 17) Practice License for pharmaceutical technical personnel; 18) Practice License for sanitarian workers; 19) License to practice for nutrition workers; 20) Physiotherapist Practice License; 21) Occupational therapist practice license; 22) Speech therapist practice license; 23) Therapist's acupuncture practice license; 24) Practice License for medical recorders and health information; 25) Letters <small>Permission</small> technician Cardiovascular practice; 26) Refractionist Practice License optician/optometrist; 27) Dental technician practice license; 28) License to practice anesthesia; 29) Dental and oral therapist practice license; 30) Radiographer Practice License; 31) Electromedical Practice License; 32) Technology expert practice permit medical laboratory; 33) Permit to practice orthotic prosthetics; 34) License to practice traditional herbal medicine health workers;
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		<p>35) Elementary School Establishment Permit Private;</p> <p>36) Secondary School Establishment Permit First Private;</p> <p>37) Education Unit Establishment Permit Early childhood; And</p> <p>38) Permit to Provide Non-Formal Unit Education.</p> <p>C. NON-PERMISSIONING</p> <p>1) Certificate of Conformity to Tata Space (SKTR);</p> <p>2) Approval of Change of Use Land (P3T);</p> <p>3) Technical Details of Waste Storage Toxic Hazardous Materials;</p> <p>4) Technical Compliance Approval Waste Water Quality Standards;</p> <p>5) Consent Standing Shop Supermarkets and Shopping Centers Foreign Investment (FDI);</p> <p>6) Research Certificate (SKP);</p> <p>7) Field Work Practice Permit (PKL); and</p> <p>8) Field Work Study Permit (KKN).</p>
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REGENT SUKOHARJO,

signed

ETIK SURYANI