

REGULATION OF THE REGENCY OF TEMANGGUNG  
NUMBER 6 OF 2022

ON

ADMINISTERING BUSINESS LICENSING

BY THE BLESSINGS OF ALMIGHTY GOD

THE REGENT OF TEMANGGUNG,

- Considering :
- a. that the administering business licensing is aimed to improve the investment ecosystem and business activities, and to maintain sustainable administering business licensing services in regions that are based on Pancasila and the 1945 Constitution of the Republic of Indonesia;
  - b. that in order to improve public services as well as to shorten serving process in order to create fast, simple, easy, cheap, transparent, and certain, one stop service is carried out;
  - c. that with the enactment of Government Regulation Number 6 of 2021 on Administering Business Licensing in the Regions, it is necessary to regulate its implementation;
  - d. that based on the considerations as referred to the point a and point b, it is necessary to issue a Regional Regulation on Administering Business Licensing;
- Observing :
- 1. Article 18 section (6) of the 1945 Constitution of the Republic of Indonesia;

2. Law Number 13 of 1950 on Establishment of Regencies within the Province of Central Java;
3. Law Number 23 of 2014 on Local Governments (State Gazette of the Republic of Indonesia of 2014 Number 244, Supplement to the State Gazette of the Republic of Indonesia Number 5587) as amended several times last by Law Number 11 of 2020 on Job Creation (State Gazette of the Republic of Indonesia of 2020 Number 245, Supplement to the State Gazette of the Republic of Indonesia Number 6573);
4. Government Regulation Number 6 of 2021 on Administering Business Licensing in Regions (State Gazette of the Republic of Indonesia of 2021 Number 16, Supplement to the State Gazette of the Republic of Indonesia Number 6618);

WITH THE JOINT APPROVAL OF  
THE HOUSE OF REPRESENTATIVES OF THE REGENCY OF TEMANGGUNG  
and  
THE REGENT OF TEMANGGUNG

HAS DECIDED:

To issue : REGIONAL REGULATION ON ADMINISTERING BUSINESS  
LICENSING.

## CHAPTER I GENERAL PROVISIONS

### Article 1

In this Regional Regulation:

1. Region means the Regency of Temanggung.
2. Local Government means the Regent as the organizing element of Local Government who leads the implementation of government affairs which are the authority of the autonomous region.
3. Regent means the Regent of Temanggung.
4. One-Stop Integrated Service (*Pelayanan Terpadu Satu Pintu*), hereinafter abbreviated as PTSP, means an

integrated service in a unified process starting from the application stage to the stage of completing service products within one-stop service.

5. Regional Apparatus means an auxiliary element of the Regent and Regional House of Representatives in carrying out Government affairs which are the authority of the Region.
6. Agency means a form of business entity which includes limited liability companies, private companies, other companies, state-owned or local-owned enterprises with any name and in any form, partnerships, associations, firms, partnerships, cooperatives, foundations or similar organizations, institutions, pension funds, permanent establishments and other forms of business entities.
7. Business Licensing means the legality given to business actors to start and run their business and/or activities.
8. Administering Business Licensing in the Region means a business licensing activity whose management process is electronically starting from the application stage to the issuance of documents which is carried out in an integrated manner of one-stop service.
9. Electronic Integrated Business Licensing System (Online Single Submission) hereinafter referred to as the OSS System means an integrated electronic system managed and organized by the OSS Institute for the implementation of Risk-Based Business Licensing.
10. OSS Management and Organizer Institution, hereinafter referred to as the OSS Institution, means a government institution that organizes government affairs in the field of investment coordination.
11. Business Actor means individuals or business entities that carry out business and/or activities in certain fields.
12. Community Satisfaction Survey (*Survei Kepuasan Masyarakat*), hereinafter abbreviated as SKM, means a comprehensive measurement of activities on the level of community satisfaction obtained from the results of measuring public opinion in obtaining services from public service providers.

13. Risk-Based Business Licensing means Business Licensing based on the level of risk of business activities.
14. Office means a Regional Apparatus that has the task and function of carrying out government affairs in the field of investment and One-Stop Integrated Services.
15. Head of Office means the Head of Regional Apparatus who has the task and function of carrying out government affairs in the field of investment and One-Stop Integrated Services.

## Article 2

The scope of Administering Business Licensing as regulated in this Regional Regulation includes:

- a. administering Business Licensing authority;
- b. implementation of Business Licensing;
- c. administering Business Licensing reporting;
- d. development and supervision; and
- e. funding.

## CHAPTER II

### ADMINISTERING BUSINESS LICENSING AUTHORITY

## Article 3

The Local Government organizes Business Licensing Services in the Region in accordance with the authority based on the provisions of legislation.

## Article 4

In the event that the Local Government does not provide the Business Licensing services as referred to in Article 3 within the stipulated period, the authority to issue licenses is exercised by the OSS Institution in accordance with the provisions of legislation.

CHAPTER III  
IMPLEMENTATION OF BUSINESS LICENSING

Part One  
General

Article 5

- (1) The Administering Business Licensing is carried out to improve the investment ecosystem and business activities.
- (2) The improvement of the investment ecosystem and business activities as referred to in section (1) include:
  - a. Risk-Based Business Licensing;
  - b. Business Licensing Basic requirements; and
  - c. Business Licensing sector and ease of investment requirements.
- (3) The Risk-Based Business Licensing as referred to in section (2) point a is carried out based on the determination of the risk level and business scale rating of business activities.
- (4) The basic requirements for Business Licensing as referred to in section (2) point b include:
  - a. suitability of space utilization activities;
  - b. environmental approvals;
  - c. building approval and certificate of feasibility of function.
- (5) The Business Licensing sector as referred to in section (2) point c consists of sectors:
  - a. fishery;
  - b. agriculture;
  - c. environment;
  - d. industry;
  - e. trading;
  - f. public works and public housing;
  - g. transportation;
  - h. health, medicine and food;
  - I. education and culture;
  - J. tourism;
  - k. post and telecommunications; and

1. manpower.
- (6) In order to improve the investment ecosystem and business activities in the sector as referred to in section (5), Business Actors are given ease of investment requirements and Business Licensing in accordance with the provisions of legislation.
- (7) Risk-Based Business Licensing, basic requirements for Business Licensing, and Business Licensing sectors and ease of investment requirements are carried out in accordance with the provisions of legislation.

## Part Two

### Administering Management

#### Article 6

- (1) The administering Business Licensing is carried out by the Office.
- (2) The Office integrates PTSP between Regional Apparatus and vertical institution in the Region according to their authority.

#### Article 7

- (1) The Office in carrying out Business Licensing services applies management of Administering Business Licensing.
- (2) The management of Administering of Business Licensing as referred to in section (1) includes:
  - a. implementation service;
  - b. community complaint management;
  - c. information management;
  - d. community counselling;
  - e. consulting services; and
  - f. legal assistance.

#### Article 8

- (1) The implementation of Business Licensing service by the Office as referred to in Article 7 section (2) point a is required to use the OSS System.

- (2) The implementation of Business Licensing services as referred to in section (1) is complemented with special services for vulnerable groups, the elderly, and persons with disabilities in obtaining Business Licensing services.
- (3) Local Government can develop support systems for the implementation of the OSS System in accordance with applicable norms, standards, procedures, and criteria.

#### Article 9

- (1) OSS System Services in Business Licensing are carried out independently by Business Actors with their own devices/facilities or provided by the Office.
- (2) In the event that OSS System service cannot be carried out independently, the Office undertakes:
  - a. assisted services; and/or
  - b. mobile service.
- (3) The assisted services as referred to in section (2) point a are carried out interactively between the Office and Business Actors.
- (4) The mobile services as referred to in section (2) point b are carried out by bringing service affordability closer to Business Actors by using transportation or other means.

#### Article 10

- (1) The assisted services as referred to in Article 9 section (2) point a are carried out if the OSS System services:
  - a. not yet available; or
  - b. technical problems occurred.
- (2) In the event that assistance services are needed as referred to in section (1), the Office coordinates with the OSS Institution so that services continue.
- (3) In the event that OSS System services are not yet available as referred to in section (1) point a, assisted services are carried out in stages:
  - a. Business Actors submit an offline Business Licensing application to the Office officer;

- b. service officers connect the offline Business Licensing application as referred to in point a into the OSS System at the Office; and
  - c. approval or refusal of issuance of Business Licensing documents is informed to Business Actors through means of communication.
- (4) In the event that OSS System services occur technical problems as referred to in section (1) point b, assisted services must be available not later than 1 (one) day since the declared technical problem occurs.
  - (5) The statement of the occurrence of technical disruption of OSS System services as referred to in section (4) is submitted to the public by the Head of the Office.

#### Article 11

- (1) The implementation of Business Licensing services by the Office as referred to in Article 7 section (2) point a is free of charge.
- (2) Certain Business Licensing at the Regional Office are subject to Local levies in accordance with the provisions of legislation.
- (3) The Office is not burdened with the target of receiving Local levies as referred to in section (2).

#### Article 12

- (1) The management of public complaints as referred to in Article 7 section (2) point b, is carried out quickly, precisely, transparently, fairly, non-discriminatory, and free of charge.
- (2) The management of community complaints as referred to in section (1) is carried out in stages:
  - a. receiving and providing receipts;
  - b. checking the completeness of documents;
  - c. classifying and prioritizing completions;
  - d. studying and responding;
  - e. administering;
  - f. reporting results; and
  - g. monitoring and evaluating.



- (3) The duration of time for managing complaints as referred to in section (1) is regulated in accordance with the provisions of legislation.
- (4) The implementation of public complaint management as referred to in section (1) is integrated with the Regional Apparatus through the OSS System.

#### Article 13

- (1) The Office is obligated to provide a complaint facility to manage public complaints related to Business Licensing services.
- (2) The means of complaints as referred to in section (1) must be easily accessible and accessible to the public by seeking the use of information and communication technology.

#### Article 14

- (1) The information management as referred to in Article 7 section (2) point c, is carried out openly and easily accessible to the public.
- (2) The implementation of information management as referred to in section (1), at least:
  - a. receiving requests for information services; and
  - b. providing and giving information related to Business Licensing services.

#### Article 15

- (1) The provision and administration of information as referred to in Article 14 section (2) point b is carried out through the information service subsystem in the OSS System.
- (2) In addition to information services as referred to in section (1), the Local Government may provide and administer other information, which contains:
  - a. institutional profile of Regional Apparatus;
  - b. Business Licensing service standards; and
  - c. PTSP performance appraisal.
- (3) The information services as referred to in section (1) are carried out through electronic media and print media.

- (4) The provision and administration of information to the public is free of charge.

#### Article 16

- (1) The counselling to the community as referred to in Article 7 section (2) point d, includes:
  - a. rights and obligations of the Local Government and the community towards Business Licensing services;
  - b. Business Licensing benefits for the community;
  - c. terms and mechanisms of Business Licensing services;
  - d. time and place of service; and
  - e. the level of risk of business activities.
- (2) The implementation of counselling to the community is carried out through:
  - a. electronic media;
  - b. printed media; and/or
  - c. meeting.
- (3) The implementation of counselling as referred to in section (1) and section (2) is carried out by the Office in coordination with the technical Regional Apparatus periodically.

#### Article 17

- (1) The consultation services as referred to in Article 7 section (2) point e, at least:
  - a. technical consulting on Business Licensing services;
  - b. consultation on legal aspects of Business Licensing;  
and
  - c. technical assistance.
- (2) The consultation services as referred to in section (1) are carried out in the consultation room provided and/or online.
- (3) The consultation services as referred to in section (1) are carried out by the Office in coordination with technical Regional Apparatus interactively.

#### Article 18

- (1) The legal assistance as referred to in Article 7 section (2) point f is carried out in the event that there are legal problems in the process and implementation of permits involving the Office.
- (2) The legal assistance as referred to in section (1) is carried out by the Regional Apparatus in charge of law.

#### Part Three

#### Facilities and Infrastructure

#### Article 19

- (1) The Administering Business Licensing at the Office must be equipped with facilities and infrastructure according to service standards.
- (2) The facilities and infrastructure as referred to in section (1) at least, include:
  - a. front office;
  - b. back office;
  - c. support room; and
  - d. supporting tools/facilities.
- (3) Facilities and infrastructure for the implementation of services electronically, at least in the forms of:
  - a. internet connection;
  - b. data centers and application servers;
  - c. means of communication; and
  - d. information and communication technology security system.

#### Part Four

#### Human Resources Apparatus

#### Article 20

The Administering Business Licensing at the Office must be supported by the state civil apparatus which is the executor of the duties and functions of the Business Licensing service which is provided proportionally to support the performance of the Office.

#### Article 21

- (1) State civil servants assigned to the Office must meet the qualification and competency standards set in accordance with the provisions of legislation.
- (2) The competence of the state civil apparatus as referred to in section (1) can be improved through competency development.
- (3) Civil servants as executors of duties and functions of the Business Licensing service in the Region at the Office can be mutated in accordance with the provisions of legislation after obtaining a recommendation from the Head of Office.

#### Part Five

#### Employment Procedures

#### Article 22

The Office in carrying out its duties has a working relationship which includes:

- a. the working relationship of the Office with government agencies that carry out government affairs in the field of investment coordination as the OSS Institution;
- b. the working relationship of the Office with the Regional Apparatus that handles Investment affairs and One-Stop Integrated Services of other regencies / municipalities in Central Java Province; and
- c. the working relationship of the Office with the Regional Apparatus and Village Government.

#### Article 23

- (1) The working relationship between the Office and the OSS Institution as referred to in Article 22 point a, is carried out functionally in carrying out Business Licensing in the Region.
- (2) The functional employment relationship as referred to in section (1) includes:
  - a. assistance in the implementation of Business Licensing;

- b. verification of Business Licensing proposals;
- c. human resource competency development;
- d. procurement of hardware and software to support the implementation of the OSS System; and
- e. handling complaints of Business Licensing services.

#### Article 24

- (1) The working relationship between the Office and Regional Apparatus as referred to in Article 22 point c is carried out functionally and coordinatively in Administering Business Licensing in the Region.
- (2) The functional and coordinating working relationship as referred to in section (1) includes:
  - a. implementation of Business Licensing in accordance with their respective authority;
  - b. Business Licensing verification;
  - c. monitoring and evaluation in the framework of supervision of Business Licensing;
  - d. facilitation of solving Business Licensing problems; and
  - e. synergy of Business Licensing programs and activities.

#### Part Six

#### SKM

#### Article 25

- (1) The Administering business licensing must carry out SKM to measure the quality and quality of service to the community.
- (2) SKM as referred to in section (1) is carried out periodically at least 1 (one) time a year.
- (3) SKM as referred to in section (1) is carried out through internal and/or external surveys.

CHAPTER IV  
ADMINISTERING BUSINESS LICENSING REPORTING

Article 26

The Regent submits a report on the Administering Business Licensing in the Region to the Governor every 3 (three) months periodically, at least containing:

- a. the number of licenses issued;
- b. investment plans and realization; and
- c. constraints and solutions.

CHAPTER V  
DEVELOPMENT AND SUPERVISION

Article 27

Development and supervision of Administering Business Licensing in the Region are carried out in accordance with the provisions of legislation.

CHAPTER VI  
FUNDING

Article 28

Funding for the Administering of Business Licensing in the Region is charged in:

- a. Local Budget; and/or
- b. other legitimate and non-binding sources.

CHAPTER VII  
CLOSING PROVISIONS

Article 29

This Regional Regulation comes into force on the date of its promulgation.

In order that every person may know hereof, it is ordered to promulgate this Regional Regulation by its placement in the Regional Gazette of the Regency of Temanggung.

Issued in Temanggung  
on 23 June 2022

REGENT OF TEMANGGUNG

signed

M. AL KHADZIQ

Promulgated in Temanggung  
on 23 June 2022

REGIONAL SECRETARY OF THE REGENCY OF TEMANGGUNG,

signed

HARY AGUNG PRABOWO

Jakarta, 12 December 2024

Has been translated as an Official Translation  
on behalf of the Minister of Law  
of the Republic of Indonesia

DIRECTOR GENERAL OF LEGISLATION,



DHAHANA PUTRA

ELUCIDATION  
OF  
REGULATION OF THE REGENCY OF TEMANGGUNG  
NUMBER 6 OF 2022  
ON  
ADMINISTERING BUSINESS LICENSING

I. GENERAL

In order to improve the investment ecosystem and business activities, Law Number 11 of 2020 on Job Creation has updated several provisions in Law Number 23 of 2014 on Local Governments which are directed to strengthen the role and commitment of local governments in the context of Administering Business Licensing in the Region in accordance with the provisions of legislation regarding administering Business Licensing in the Region.

Region is expected to be able to carry out Business Licensing management quickly, easily, integrated, transparent, efficient, effective, and accountable which in turn provides legal certainty, improves the investment ecosystem and business activities and maintains the sustainability of Business Licensing service performance in the Region. Business Licensing Services in the Region implemented by the Office is required to use a risk-based OSS System and provide opportunities for Local Government to develop support systems for the implementation of the OSS System in accordance with the norms, standards, procedures, and criteria set by the Government.

That based on the aforementioned considerations, it is necessary to issue a Regional Regulation on Administering Business Licensing.



## II. ARTICLE BY ARTICLE

### Article 1

Sufficiently clear.

### Article 2

Sufficiently clear.

### Article 3

Sufficiently clear.

### Article 4

Sufficiently clear.

### Article 5

Sufficiently clear.

### Article 6

#### Section (1)

Sufficiently clear.

#### Section (2)

The term by vertical institution means a set of ministries and/or non-ministerial government institutions that manage Government Affairs that are not handed over to autonomous regions within a certain region in the context of deconcentrating.

### Article 7

Sufficiently clear.

### Article 8

Sufficiently clear.

### Article 9

Sufficiently clear.

### Article 10

Sufficiently clear.

### Article 11

Sufficiently clear.

### Article 12

Sufficiently clear.

### Article 14

Sufficiently clear.

### Article 15

Sufficiently clear.

### Article 16

Sufficiently clear.

Article 17

Sufficiently clear.

Article 18

Sufficiently clear.

Article 19

Section 1

Sufficiently clear.

Section 2

Sufficiently clear.

Section 3

Point (a)

Sufficiently clear.

Point (b)

Sufficiently clear.

Point (c)

The term by communication tools means a means to send or receive messages, including email, websites, Instagram, and others.

Point (d)

Sufficiently clear.

Article 20

Sufficiently clear.

Article 21

Sufficiently clear.

Article 22

Sufficiently clear.

Article 23

Sufficiently clear.

Article 24

Sufficiently clear.

Article 25

Sufficiently clear.

Article 26

Sufficiently clear.

Article 28

Sufficiently clear.

Article 29

Sufficiently clear.

SUPPLEMENT TO THE REGIONAL GAZETTE OF THE REGENCY OF  
TEMANGGUNG NUMBER 143