

REGULATION OF THE MUNICIPALITY OF MALANG  
NUMBER 2 OF 2024  
ON  
IMPLEMENTATION OF ONE-STOP INTEGRATED SERVICES  
  
BY THE BLESSINGS OF ALMIGHTY GOD  
  
MAYOR OF MALANG,

- Considering : a. that the improvement of services and the simplification of service processes for the people are efforts to create an Indonesian society that is prosperous, just, and equitable based on Pancasila and the 1945 Constitution of the Republic of Indonesia;
- b. that to enhance services and simplify service processes for the people, it is necessary to implement One-Stop Integrated Services with clear, accountable, high-quality roles, functions, responsibilities, and authorities that are effective and efficient;
- c. that to provide direction, foundation, and legal certainty in the implementation of one-stop integrated services for the people, regulations regarding the Implementation of One-Stop Integrated Services are required;
- d. that based on the considerations as referred to in point a, point b, and point c, it is necessary to issue Regulation of the Municipality of Malang on Implementation of One-Stop Integrated Services;
- Observing : 1. Article 18 section (6) of the 1945 Constitution of the Republic of Indonesia;
2. Law Number 16 of 1950 on Establishment of Major Cities within the Provinces of East Java, Central Java, West Java, and the Special Region of Yogyakarta (State Gazette of the Republic of Indonesia of 1950 Number 45), as amended several times, last by Law Number 13 of 1954 on Amendments to Laws Number 16 and 17 of 1950 (Former Republic of Indonesia) on the Establishment of Major and Minor Cities in Java (State Gazette of the Republic of Indonesia of 1954 Number 40, Supplement to the State Gazette of the Republic of Indonesia Number 551);
3. Law Number 25 of 2007 on Investment (State Gazette of the Republic of Indonesia of 2007 Number 67, Supplement to the State Gazette of the Republic of Indonesia Number 4724), as amended 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. Law Number 11 of 2008 on Electronic Information and Transactions (State Gazette of the Republic of Indonesia of 2008 Number 58, Supplement to the State Gazette of the Republic of Indonesia Number 4843), as amended by Law Number 19 of 2016 on Amendment to Law Number 11 of 2008 on Electronic Information and Transactions (State Gazette of the Republic of Indonesia of 2016 Number 251, Supplement to the State Gazette of the Republic of Indonesia Number 5952);
  5. Law Number 14 of 2008 on Public Information Transparency (State Gazette of the Republic of Indonesia of 2008 Number 61, Supplement to the State Gazette of the Republic of Indonesia Number 4846);
  6. Law Number 25 of 2009 on Public Services (State Gazette of the Republic of Indonesia of 2009 Number 112, Supplement to the State Gazette of the Republic of Indonesia Number 5038);
  7. Law Number 1 of 2022 on Financial Relations Between the Central Government and Local Governments (State Gazette of the Republic of Indonesia of 2022 Number 4, Supplement to the State Gazette of the Republic of Indonesia Number 6757);
  8. Law Number 12 of 2011 on Legislation Making (State Gazette of the Republic of Indonesia of 2011 Number 82, Supplement to the State Gazette of the Republic of Indonesia Number 5234), as amended several times, last by Law Number 13 of 2022 on the Second Amendment to Law Number 12 of 2011 on Legislation Making (State Gazette of the Republic of Indonesia of 2022 Number 143, Supplement to the State Gazette of the Republic of Indonesia Number 6801);
  9. 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 6 of 2023 on Enactment of Government Regulation in Lieu of Law Number 2 of 2022 on Job Creation into Law (State Gazette of the Republic of Indonesia of 2023 Number 41, Supplement to the State Gazette of the Republic of Indonesia Number 6856);
  10. Law Number 30 of 2014 on Government Administration (State Gazette of the Republic of Indonesia of 2014 Number 292, Supplement to the State Gazette of the Republic of Indonesia Number 5601);
  11. Law Number 6 of 2023 on Enactment of Government Regulation in Lieu of Law Number 2 of 2022 on Job Creation into Law (State Gazette of the Republic of Indonesia of 2023 Number 41, Supplement to the State Gazette of the Republic of Indonesia Number 6856);
  12. Government Regulation Number 96 of 2012 on Implementation of Law Number 25 of 2009 on 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);

13. Government Regulation Number 12 of 2017 on Development and Supervision of Local Government Implementation (State Gazette of the Republic of Indonesia of 2017 Number 73, Supplement to the State Gazette of the Republic of Indonesia Number 6041);
14. Government Regulation Number 5 of 2021 on Implementation of Risk-Based Business Licensing (State Gazette of the Republic of Indonesia of 2021 Number 15, Supplement to the State Gazette of the Republic of Indonesia Number 6617);
15. Government Regulation Number 6 of 2021 on Implementation of Business Licensing in the Region (State Gazette of the Republic of Indonesia of 2021 Number 16, Supplement to the State Gazette of the Republic of Indonesia Number 6618);
16. Presidential Regulation Number 97 of 2014 on Implementation of One-Stop Integrated Services (State Gazette of the Republic of Indonesia of 2014 Number 221);
17. Presidential Regulation Number 89 of 2021 on Implementation of Public Service Mall (State Gazette of the Republic of Indonesia of 2021 Number 22);
18. Regulation of the Minister of Home Affairs Number 80 of 2015 on Formation of Regional Legal Products (State Bulletin of the Republic of Indonesia of 2015 Number 2036), as amended by Regulation of the Minister of Home Affairs Number 120 of 2018 on Amendment to Regulation of the Minister of Home Affairs Number 80 of 2015 on Formation of Regional Legal Products (State Bulletin of the Republic of Indonesia of 2018 Number 157);
19. Regulation of the Minister of Home Affairs Number 25 of 2021 on Investment and One-Stop Integrated Services Office (State Bulletin of the Republic of Indonesia of 2016 Number 1906);
20. Regulation of the Minister for Administrative and Bureaucratic Reforms Number 92 of 2021 on Technical Guidelines for Implementation of Public Service Mall (State Bulletin of the Republic of Indonesia of 2021 Number 1573);
21. Regulation of the Minister of Home Affairs Number 138 of 2017 on Implementation of Regional One-Stop Integrated Services (State Bulletin of the Republic of Indonesia of 2017 Number 1956);

With the Joint Approval of  
THE REGIONAL HOUSE OF REPRESENTATIVES  
OF THE MUNICIPALITY OF MALANG  
and  
THE MAYOR OF MALANG

HAS DECIDED:

To issue : REGIONAL REGULATION ON IMPLEMENTATION OF ONE-STOP INTEGRATED SERVICES.

## CHAPTER I GENERAL PROVISIONS

### Article 1

In this Regional Regulation:

1. Region means Malang City.
2. Local Government means the Government of the Municipality of Malang.
3. Mayor means the Mayor of Malang.
4. Regional Apparatus means the supporting elements of the Mayor and the Regional House of Representatives in the implementation of government affairs that are the authority of the Region.
5. Office means a regional apparatus having duties and functions to administer government affairs in the field of investment and one-stop integrated services that fall under the region's authority.
6. One-Stop Integrated Services (*Pelayanan Terpadu Satu Pintu*), hereinafter referred to as PTSP, means integrated services in a single process, starting from the application stage to the completion stage of the service product through one process.
7. Public Service means the activities or series of activities aimed at fulfilling service needs in accordance with the provisions of legislation for every citizen and resident for goods, services, and/or administrative services provided by the Public Service implementers.
8. Business Actor means an individual or business entity engaged in business and/or activities in a specific field.
9. Licensing means the granting of documents and proof of legality in the form of government approval to an individual or business actor/activity in accordance with the provisions of legislation.
10. Non-licensing means the granting of documents or proof of legality confirming the validity of something to an individual or group of people in the form of service facilitation and information in accordance with the provisions of legislation.
11. Business Licensing means the legality granted to a Business Actor to start and run their business and/or activities.
12. Risk-Based Business Licensing means Business Licensing based on the level of risk associated with the business activity.
13. Public Service Declaration means the statement of commitment from the Local Government to providing Public Services.
14. Integrated Electronic Business Licensing System (Online Single Submission), hereinafter referred to as the OSS System, means an integrated electronic system managed and organized by the OSS Institution for the implementation of Risk-Based Business Licensing.
15. Electronic Services (*Pelayanan Secara Elektronik*), hereinafter referred to as PSE, means Licensing and Non-Licensing services provided through PTSP electronically, hereinafter referred to as PTSP-el.

16. Electronic Signature means a signature consisting of electronic information that is attached, associated, or related to other electronic information and used as a tool for verification and authentication.
17. Certified Electronic Signature means an electronic signature created using the services of an electronic certification implementer.
18. Public Satisfaction Survey (*Survei Kepuasan Masyarakat*), hereinafter referred to as SKM, means a comprehensive measurement activity regarding the level of public satisfaction obtained from the results of public opinion surveys on the services provided by the implementer.
19. PTSP technical Team means a working group established as needed for the implementation of PTSP, with the authority to provide recommendations on the issuance of business licensing and non-licensing.
20. Public Service Mall (*Mal Pelayanan Publik*), hereinafter referred to as MPP, means the integration of Public Services provided by ministries, institutions, local governments, state-owned enterprises, local-owned enterprises, and private entities in a unified location as an effort to improve the speed, convenience, reach, comfort, and security of services.
21. Implementer Organization means a unit within a Public Service Implementer located within government institutions, corporations, independent bodies established by law for Public Service activities, and other legal entities established solely for Public Service activities.
22. Public Service Executor, hereinafter referred to as the Executor means officials, employees, officers, and any person working within the Implementer Organization responsible for carrying out public service actions or a series of Public Service actions.
23. Service Counter means the place where services are provided by the Implementer Organization within the MPP.

## Article 2

The implementation of PTSP aims to:

- a. manifest protection and legal certainty for the public;
- b. create a service process that is fast, easy, affordable, transparent, certain, and accessible;
- c. bring services closer to the public and provide broader access to services; and
- d. enhance ease of doing business and regional competitiveness.

## Article 3

The implementation of PTSP is based on the following principles:

- a. integration;
- b. economical;
- c. coordination;
- d. delegation or transfer of authority;
- e. accountability; and
- f. accessibility.

#### Article 4

The goal of PTSP implementation is to create a PTSP that is fast, easy, transparent, certain, simple, accessible, professional, has integrity, and enhances the public's right to receive Business and Non-licensing Business services.

### CHAPTER II SCOPE

#### Article 5

The scope of the content of this Regional Regulation includes:

- a. delegation;
- b. implementation;
- c. supervision and control;
- d. financing;
- e. risk-based business licensing;
- f. MPP;
- g. acceleration committee; and
- h. public and business sector participation.

### CHAPTER III DELEGATION

#### Article 6

- (1) In providing Licensing and Non-licensing services, the Mayor delegates their authority to the Head of the Office.
- (2) The Mayor delegates authority to the Head of the Office as referred to in section (1), which includes:
  - a. Licensing and Non-licensing authority that falls under the jurisdiction of the Local Government in accordance with the provisions of legislation; and
  - b. Licensing and Non-licensing authority that falls under the jurisdiction of the central government, delegated to the Mayor.
- (3) The delegation of authority as referred to in section (2) and section (3) is stipulated by a Mayor Regulation.

### CHAPTER IV IMPLEMENTATION

#### Part One General

#### Article 7

In providing Licensing and Non-licensing services, the Office coordinates with the relevant Regional Apparatuses.

#### Article 8

- (1) In the implementation of Licensing and Non-licensing services, the Office is administratively responsible, while technical responsibility lies with the relevant Regional Apparatuses.
- (2) Supervision and evaluation following the issuance of Licensing and Non-licensing are conducted and fall under the responsibility of the relevant Regional Apparatus, in accordance with the provisions of legislation.

#### Article 9

- (1) The Office may establish Regional Technical Implementation Units and other service forms in accordance with the provisions of legislation.
- (2) The other service forms as referred to in section (1) include:
  - a. integrated administrative services at the sub-district and/or urban village level;
  - b. service counters or outlets;
  - c. mobile services;
  - d. pick-up and delivery services; and/or
  - e. joint services between provincial and regency/municipal PTSP offices.
- (3) The integrated administrative services as referred to in section (2) point (a) serve as service nodes for Regency/Municipal PTSP in accordance with the provisions of legislation.
- (4) The technical guidance for integrated administrative services as referred to in section (2) point a is conducted by the Head of the Office.

### Part Two Service Declaration and Standards

#### Paragraph 1 Public Service Declaration

#### Article 10

- (1) The Local Government, in providing Licensing and Non-licensing services, is obligated to establish a Public Service Declaration for Licensing and Non-licensing.
- (2) The Public Service Declaration for Licensing and Non-licensing as referred to in section (1) at least includes:
  - a. the types of services provided;
  - b. requirements;
  - c. procedures;
  - d. fees;
  - e. time;
  - f. the rights and obligations of the Local Government and the public; and
  - g. the person responsible for service delivery.
- (3) The Local Government's Public Service Declaration for Licensing and Non-licensing as referred to in section (1) is signed by the regional head and widely spread to the public.

#### Paragraph 2 Standards

#### Article 11

- (1) The Office, in providing Licensing and Non-Licensing services, is obligated to develop, establish, and implement:
  - a. service standards; and
  - b. standard operating procedures.
- (2) The components of service standards as referred to in section (1) point a at least include:
  - a. legal basis;

- b. requirements;
  - c. systems, mechanisms, and procedures;
  - d. completion timeframe;
  - e. fees/tariffs;
  - f. service outputs;
  - g. means, infrastructure, and/or facilities;
  - h. competence of service Providers;
  - i. internal supervision;
  - j. handling of complaints, suggestions, and feedback;
  - k. number of Executors;
  - l. service guarantees ensuring services are provided in accordance with the established standards;
  - m. security and safety guarantees in the form of a commitment to provide a sense of security, freedom from hazards, and minimized risks of uncertainty; and
  - n. performance evaluation of Executors.
- (3) The components of standard operating procedures as referred to in section (1) point b include:
- a. standard operating procedure number;
  - b. creation date;
  - c. revision date;
  - d. approval date;
  - e. approved by;
  - f. name of the standard operating procedure;
  - g. legal basis;
  - h. qualifications of Executors;
  - i. interrelations;
  - j. equipment and supplies;
  - k. warnings;
  - l. recording and documentation;
  - m. procedure description;
  - n. Executor;
  - o. completeness;
  - p. time; and
  - q. output.
- (4) The service standards as referred to in section (1) point a are established by the Decision of the Head of the Office.
- (5) The standard operating procedures as referred to in section (1) point b are established by the Decision of the Head of the Office.

### Paragraph 3 Costs and Levies

#### Article 12

- (1) The application of Licensing and Non-licensing services by the Office is free of charge.
- (2) In the event of a Licensing and Non-licensing service subject to regional levies, the amount is calculated and determined by the relevant Regional Apparatus officials in accordance with the provisions of legislation.
- (3) In the application of Licensing and Non-licensing services, the Office is not be burdened with the target of regional levy receipts as referred to in section (2).
- (4) In the event that the application of Business Licensing services leads to a reduction in local revenue, the Central



Government provides incentive support to the Region in accordance with the provisions of legislation.

Paragraph 4  
Simplification of Types and Procedures

Article 13

The implementation of PTSP in the Region may undergo simplification to improve the quality of service and Regional competitiveness, which includes:

- a. types of Licensing and Non-licensing services; and/or
- b. procedures for Licensing and Non-licensing services.

Article 14

- (1) The simplification of the types of Licensing and Non-licensing services as referred to in Article 13 point a is carried out by:
  - a. parallel packages of Licensing and Non-licensing services; and
  - b. consolidating several similar types of licenses into one license.
- (2) The simplification as referred to in section (1) is classified based on the type of:
  - a. business; and
  - b. non-business.

Article 15

The simplification of the procedures of Licensing and Non-licensing services as referred to in Article 13 point b is carried out by:

- a. integrating services with other parties involved in improving the quality of public services;
- b. integrating services between the province and the regency/municipality;
- c. consolidating the locations for service delivery; and
- d. reducing the requirements for Licensing and Non-licensing services.

Paragraph 5  
Service Management

Article 16

- (1) The Office, in the implementation of PTSP applies a Service management.
- (2) The Service management as referred to in section (1) includes:
  - a. service application;
  - b. management of public complaints;
  - c. information management;
  - d. internal supervision;
  - e. public outreach; and
  - f. consultation services.
- (4) The Service management as referred to in section (1) and section (2) is carried out in accordance with the provisions of the legislation.

Part Three  
Electronic Services

Paragraph 1  
Objectives and Scope of PSE

Article 17

- (1) In the implementation of Licensing and Non-licensing services, PSE is used.
- (2) The PSE aims to provide broader access for the public to obtain Licensing and Non-licensing services that are easier, faster, more accurate, efficient, transparent, and accountable.
- (3) The application of PSE as referred to in section (1) is conducted through PTSP-el.
- (4) The Office, in implementing PTSP-el as referred to in section (1), is required to provide an electronic system that is reliable, secure, and accountable.

Article 18

- (1) The scope of PTSP-el consists of:
  - a. information service subsystem;
  - b. Licensing and Non-licensing service subsystem; and
  - c. support subsystem.
- (2) The Information Service Subsystem as referred to in section (1) point a provides at least the following types of information:
  - a. Licensing and Non-licensing guidelines;
  - b. Regional PTSP directory;
  - c. data on the realization of Licensing and Non-licensing issuance available to the public;
  - d. types, technical requirements, document tracking mechanisms at each process stage, levy fees, and service times;
  - e. procedures for Licensing and Non-licensing complaint services;
  - f. Legislation in the field of PTSP;
  - g. public information services to the community; and
  - h. reference data used in Licensing and Non-licensing services.
- (3) The Licensing and Non-licensing service subsystem as referred to in section (1) point b consists of at least an electronic system that provides the following services:
  - a. Licensing and Non-licensing services according to service stages;
  - b. integration with related parties;
  - c. tracking the Licensing and Non-licensing issuance process (Online Tracking System); and
  - d. issuance of Licensing and Non-licensing documents in paper form with manual signatures and a wet stamp, or electronically with an electronic signature.
- (4) The Support Subsystem as referred to in section (1) point c consists of at least the following electronic systems:
  - a. electronic network administration regulation;
  - b. database administration regulation;

- c. information and electronic network security regulation;
- d. application issue assistance (help desk) for service officers;
- e. consultation services;
- f. reporting on licensing and non-licensing issuance progress;
- g. electronic system records;
- h. audit trail of all activities in business Licensing and Non-licensing services;
- i. regular backup of the electronic system and database; and
- j. disaster recovery center.

Paragraph 2  
Access Rights

Article 19

- (1) The PTSP-el can be accessed with or without access rights.
- (2) Information services can be accessed by users without access rights.
- (3) The Licensing and Non-licensing service subsystem as referred to in Article 18 section (3) and the Support Subsystem as referred to in Article 18 section (4) can be accessed by users with access rights.
- (4) The access rights as referred to in section (3) are granted to the Head of the Office, service officers, applicants for Licensing and Non-licensing, and employees of other institutions according to their respective authority.
- (5) The procedures for granting access rights as referred to in section (4) is carried out by the Head of the Office in the form of technical instructions.

Article 20

- (1) The holder of access rights as referred to in Article 19 section (4) is obligated to maintain the security of their access rights and the confidentiality of their access codes.
- (2) The misuse and/or transfer of access rights to other parties is the responsibility of the access rights holder.

Paragraph 3  
Use of Electronic Signatures

Article 21

- (1) An electronic signature has legal force and valid legal consequences as long as it fulfills the following requirements:
  - a. the data for creating the electronic signature is solely associated with the signatory;
  - b. the data for creating the electronic signature during the signing process is under the control of the signatory;
  - c. any changes to the electronic signature after the signing time can be detected;

- d. any changes to the electronic information related to the electronic signature after the signing time can be detected;
  - e. there is a specific method used to identify the signatory; and
  - f. there is a specific method to show that the signatory has consented to the related electronic information.
- (2) The use of an electronic signature as referred to in section (1) at least fulfills the following requirements:
- a. the PSE website/page uses an electronic certificate or Secure Sockets Layer (SSL);
  - b. the implementer and applicant are obligated to have an electronic certificate;
  - c. the receipt of applications and the requirements for Licensing and Non-licensing in electronic form;
  - d. the license and non-license documents are issued in electronic format, in PDF (Portable Document Format);
  - e. the entire process of issuing license and non-license documents is conducted through electronic transactions that use an electronic signature;
  - f. no information or notifications are provided in paper form;
  - g. the submission of license and non-license documents is done electronically; and
  - h. digital archiving.
- (3) The electronic certificate as referred to in section (2) point b is issued by a Certified Electronic Certification Implementer in accordance with the provisions of legislation.
- (4) The electronic certificate for service applicants as referred to in section (2) point b can be obtained at the local PTSP counter.
- (5) A certified electronic signature as referred to in section (2) is known as a digital signature.

#### Article 22

- (1) The electronic documents and electronic transactions as referred to in Article 21 section (2) point d and point e, affixed with an electronic signature, have legal force.
- (2) The process of affixing a digital signature to electronic documents and electronic transactions is not restricted by the place and time of signing.
- (3) The affixing of an electronic signature as referred to in section (2) is required to utilize a timestamp based on the server time of the Electronic Certification Implementer.

#### Article 23

- (1) Electronic license and non-license documents as referred to in Article 21 section (2) point d can be verified through the PTSP website or an application specifically designed for verification purposes.
- (2) The digital signature on electronic transactions as referred to in Article 21 section (2) point e can be verified through the validation authority services of the Electronic Certification Implementer.

- (3) Electronic license and non-license documents as referred to in section (1), affixed with a valid digital signature, constitute authentic documents.
- (4) Printed versions of electronic license and non- license documents as referred to in section (3) serve as copies of the authentic documents.
- (5) The authentication of electronic documents can be verified by scanning a Quick Response (QR) code, provided it aligns with the authority of the Region in accordance with the provisions of applicable legislation.

#### Part Four Human Resources

##### Article 24

The fulfillment of human resource needs for the implementation of PTSP functions within the Office is carried out proportionally to achieve the goals and objectives of PTSP.

##### Article 25

- (1) Human resources assigned to PTSP must possess expertise and competence in its respective fields.
- (2) The competence as referred to in section (1) may be enhanced through formal education, as well as periodic education and training.
- (3) To improve the quality of Licensing and Non-licensing services, the Office may employ government employees under employment agreements and accompanying experts.
- (4) The reassignment of employees involved in the implementation of Licensing and Non-licensing services may be carried out upon receiving a recommendation from the Head of the Office in accordance with the provisions of legislation.

##### Article 26

- (1) To ensure the effectiveness and acceleration of Licensing and Non-licensing services, technical teams from the relevant Regional Apparatus may be assigned and stationed at the Office based on the service implementation needs proposed by the Head of the Office.
- (2) Provisions regarding the placement of technical teams from the relevant Regional Apparatus assigned and stationed at the Office, as referred to in section (1) are stipulated by a Mayor Decision.

##### Article 27

To enhance the performance of Licensing and Non-licensing service implementation, the Mayor provides special allowances to the service implementers and technical teams in accordance with the financial capacity of the region.

Part Five  
Service Ethics

Article 28

- (1) Service ethics are required to be applied in the Implementation of PTSP.
- (2) The service ethics as referred to in section (1) represent the attitudes of service officials in the execution of Licensing and Non-licensing services.

Article 29

- (1) The service ethics as referred to in Article 28 include:
  - a. discipline;
  - b. promptness;
  - c. decisiveness;
  - d. politeness;
  - e. friendliness and empathy;
  - f. fairness/non-discrimination;
  - g. openness and honesty;
  - h. loyalty;
  - i. patience;
  - j. compliance;
  - k. exemplary conduct;
  - l. communicativeness;
  - m. creativity;
  - n. responsibility; and
  - o. objectivity.
- (2) Further provisions regarding the service ethics as referred to in section (1) are regulated by a Mayor Regulation.

Part Six  
Public Satisfaction Survey

Article 30

- (1) The Office conduct public satisfaction surveys to measure the quality and standard of services provided to the public.
- (2) The public satisfaction surveys as referred to in section (1) are conducted periodically, at least one (1) time in a year.
- (3) The public satisfaction surveys as referred to in section (1) may be conducted through internal and/or external surveys.

Part Seven  
Innovation

Article 31

- (1) The Local Government may implement innovations to improve the performance of PTSP implementation in accordance with the provisions of legislation.
- (2) The innovations as referred to in section (1) encompass all forms of renewal in the implementation of PTSP.
- (3) The types, procedures, and methods of innovative Implementation of PTSP are stipulated through a Mayor Regulation.

Part Eight  
PTSP Communication Forum

Article 32

- (1) The Local Government, in the context of PTSP implementation, may establish a communication forum between the Local Government, the community, and relevant stakeholders.
- (2) The membership of the communication forum as referred to in section (1) consists of at least the following elements:
  - a. PTSP;
  - b. representatives of service recipient associations;
  - c. ombudsman; and
  - d. other relevant elements.
- (3) The communication forum as referred to in section (1) has at least the following functions:
  - a. resolve issues related to Licensing and Non-Licensing;
  - b. evaluate PTSP Implementation; and
  - c. provide recommendations to the Mayor.
- (4) The communication forum as referred to in section (1) is established by a Mayor Decision.

Part Nine  
Reporting

Article 33

- (1) The Mayor submits periodic reports on PTSP implementation to the Governor every quarter.
- (2) The PTSP implementation report as referred to in section (1) includes:
  - a. the institutional structure and organization of the Office;
  - b. delegation of authority;
  - c. human resources;
  - d. means and infrastructure;
  - e. Public Service Declarations, Service standards, and standard operating procedures;
  - f. public satisfaction surveys;
  - g. complaint management;
  - h. service innovations;
  - i. implementation of outreach programs;
  - j. simplification of types and procedures;
  - k. provision of incentives and ease of investment;
  - l. the number of licenses and non-licenses issued;
  - m. investment plans and realizations; and
  - n. challenges and solutions.
- (4) Specifically, the report on the number of licenses and non-licenses as referred to in section (2) point 1 is submitted monthly, not later than the second week of the following month.
- (5) The implementation reports as referred to in section (2) and section (3) may be submitted manually and/or electronically.

## CHAPTER V SUPERVISION AND CONTROL

### Article 34

- (1) Supervision and control over Licensing and Non-licensing are carried out in a coordinated manner between the Office and the relevant Regional Apparatuses in accordance with their respective authority.
- (2) The supervision and control as referred to in section (1) include:
  - a. the compliance of business activities and/or operations with the issued Licensing; and
  - b. the compliance of license recipients in managing the impacts of their activities.
- (3) Supervision and control over Licensing and Non-licensing are carried out in accordance with the provisions of legislation.

## CHAPTER VI FINANCING

### Article 35

The costs of implementing PTSP are charged to:

- a. State Budget;
- b. Local Budget; and/or
- c. other legitimate and non-binding sources, in accordance with the provisions of legislation.

## CHAPTER VII RISK-BASED BUSINESS LICENSING

### Part One General

### Article 36

The implementation of Risk-Based Business Licensing aims to enhance the investment ecosystem and business activities through:

- a. the application of Business Licensing issuance in a more effective and simplified manner; and
- b. Supervision of business activities that is transparent, structured, and accountable in accordance with the provisions of legislation.

### Article 37

To initiate and conduct business activities, the Business Actor is obligated to fulfill:

- a. the basic requirements for Business Licensing; and/or
- b. Risk-Based Business Licensing.

### Article 38

- (1) The basic requirements for Business Licensing as referred to in Article 37 point a include the conformity of activities with spatial utilization, environmental approval, building construction approval, and a functional certification.



- (2) The provisions regarding the basic requirements for Business Licensing as referred to in section (1) are regulated in the legislation in the fields of spatial planning, environmental protection, and building construction.

#### Article 39

- (1) The implementation of Risk-Based Licensing as referred to in Article 37 point b includes the following sectors:
  - a. marine and fisheries;
  - b. agriculture;
  - c. environmental protection and forestry;
  - d. energy and mineral resources;
  - e. industry;
  - f. trade;
  - g. public works and public housing;
  - h. transportation;
  - i. health, drugs, and food;
  - j. education and culture;
  - k. tourism;
  - l. religion;
  - m. postal, telecommunications, broadcasting, and electronic systems and transactions;
  - n. defense and security; and
  - o. manpower.
- (2) The Risk-Based Business Licensing as referred to in section (1) and section (2) is implemented in accordance with the provisions of legislation.

#### Article 40

- (1) Risk-Based Business Licensing is conducted based on the determination of the Risk level and the scale ranking of business activities, including MSMEs Micro, Small, and Medium Enterprises and/or large businesses.
- (2) The determination of the Risk level as referred to in section (1) is based on the results of a Risk analysis.
- (3) The Risk analysis as referred to in section (2) is conducted in a transparent, accountable manner, prioritizing the precautionary principle based on data and/or professional assessments.
- (4) The Risk level as referred to in section (2) determines the type of Business Licensing.

#### Part Two

#### Public and Business Actor Participation in Risk-Based Business Licensing Supervision

#### Article 41

- (1) The public may participate in the implementation of supervision.
- (2) The public participation as referred to in section (1) includes:
  - a. monitoring the implementation of business activities; and
  - b. submitting public complaints as follows:
    1. directly to the Local Government; or
    2. indirectly, submitted through:

- a) in writing to the Local Government; or
  - b) electronically through the OSS System or available complaint channels.
- (4) Business Actors may file complaints against the Supervisory Executor who fails to conduct supervision in accordance with the provisions of this Regional Regulation.
  - (5) Supervisory Executor who fails to conduct supervision according to the provisions of this Regional Regulation will be subject to sanctions in accordance with the provisions of Legislation.

## CHAPTER VIII

### MPP

#### Article 42

- (1) The Local Government implements the MPP.
- (2) The Local Government as referred to in section (1) may provide services:
  - a. at several locations as needed; and/or
  - b. across regencies/cities organized by other regency/city MPPs.

#### Article 43

- (1) The MPP Implementer is the Office, ex-officio.
- (2) The MPP Implementer is responsible for coordinating the implementation of services and the provision of facilities at the Service Counters.
- (3) In carrying out its duties as referred to in section (2), the MPP implementer performs the following functions:
  - a. provision of service means, locations, and/or areas;
  - b. organization and regulation of service methods in the MPP implementation;
  - c. coordination of the availability of Service Standards for all services within the MPP;
  - d. ensuring the quality of services within the MPP in accordance with Service Standards;
  - e. provision of rules;
  - f. provision of mechanisms, management, and resolution of public complaints integrated with the national Public Service complaint management system in MPP implementation; and
  - g. monitoring and evaluation of MPP implementation.
- (4) Further provisions on the application of duties and functions as referred to in section (2) and section (3) are regulated in a Mayor Regulation.

#### Article 44

- (1) The standards and mechanisms for MPP implementation at least include:
  - a. the placement of Executor as representatives of the Implementer Organizations in the MPP, coordinated with the MPP Implementer;
  - b. regulation of the presence of Executor in the MPP, based on scheduling or invitations set by the MPP Implementer;

- c. business process organization and digitization among the Service Counters in the MPP; and
  - d. improvement of Executor competence to ensure service quality in the MPP.
- (2) The development and application of the standards and mechanisms for MPP implementation as referred to in section (1) are coordinated between the MPP Implementer and the Implementer Organizations in the MPP.
  - (3) Implementer Organizations are required to place their services in the MPP according to regional needs and conditions.
  - (4) Further provisions regarding the standards and mechanisms for MPP implementation are regulated in a Mayor Regulation.

#### Article 45

- (1) The funding required for the application of duties and functions of:
  - a. the MPP Implementer is charged to the local budget; and
  - b. the Service Counters are the responsibility of the Implementer Organizations.
- (2) In addition to the funding as referred to in section (1), funding for MPP implementation may come from other legitimate and non-binding sources in accordance with the provisions of legislation.

### CHAPTER IX TRANSITIONAL PROVISION

#### Article 46

At the time this Regional Regulation comes into effect:

- a. the implementing provisions on the Risk-Based Business Licensing regulated in this Regional Regulation do not apply to Business Actors whose Business Licensing has been approved and is effective before the this Regional Regulation comes into force, including the requirements that have been fulfilled, unless the provisions in this Regional Regulation are more favorable to the Business Actors;
- b. Business Actors who have obtained Business Licensing but whose licenses have not yet taken effect before this Regional Regulation comes into force, have their Business Licensing processed in accordance with the provisions of this Regional Regulation;
- c. Business Actors who have obtained access rights before this Regional Regulation comes into force, update their access data in the OSS System; and
- d. for the updating of access data as referred to in point a, the OSS System notifies the Business Actors via the registered email.

## CHAPTER X CLOSING PROVISIONS

### Article 47

The implementing regulations as the implementation of this Regional Regulation are established not later than 12 (twelve) months from the date of promulgation of this Regional Regulation.

### Article 48

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 Municipality of Malang.

Issued in Malang  
on 19 June 2024

Acting MAYOR OF MALANG,

signed

WAHYU HIDAYAT

Promulgated in Malang  
on 19 June 2024

REGIONAL SECRETARY  
OF THE MUNICIPALITY OF MALANG,

signed

ERIK SETYO SANTOSO

REGIONAL GAZETTE OF THE MUNICIPALITY OF MALANG OF 2024 NUMBER 3

Jakarta, 24 September 2025  
Has been translated as an Official Translation  
on behalf of Minister of Law  
of the Republic of Indonesia  
DIRECTOR GENERAL OF LEGISLATION,

DHAFANA PUTRA



ELUCIDATION  
OF  
DRAFT REGULATION OF THE MUNICIPALITY OF MALANG  
NUMBER 2 OF 2024  
ON  
IMPLEMENTATION OF ONE-STOP INTEGRATED SERVICES

I. GENERAL

The Preamble to the 1945 Constitution of the Republic of Indonesia mandates that one of the purposes of establishing the Republic of Indonesia is to promote the general welfare and enhance the intellectual life of the nation. This mandate implies that the state is obligated to meet the needs of every citizen through a system of governance that supports the delivery of high-quality public services to fulfill the basic needs and civil rights of every citizen regarding public goods, public services, and administrative services.

Public service is an activity or series of activities aimed at fulfilling the service needs of citizens and residents in accordance with the legislation for public goods, public services, and/or administrative services provided by public service implementer. Public service implementer may implement an integrated service system. The integrated service system is a unified process for managing several types of services conducted in a single location, either physically or virtually, in accordance with Service Standards. Physically integrated service systems can be carried out through a one-stop service system or a one-roof service system. Meanwhile, virtual integrated services are conducted by integrating services electronically.

The quality of public services remains a concern for the people of Malang City. Public services in Malang City are currently deemed inadequate in meeting the public needs, reflecting principles of good governance. This inadequacy creates challenges for the Government of the Municipality of Malang in achieving ease of investment within the city. One approach to address this issue is by enhancing the quality of public services in Malang City through the establishment of a regional regulation. This regulation will serve as an operational guideline for Regional Apparatus responsible for implementing one-stop integrated services, based on Regulation of the Minister of Home Affairs Number 138 of 2017 on Implementation of Regional One-Stop Integrated Services.

II. ARTICLE-BY-ARTICLE ELUCIDATION

Article 1

Sufficiently clear

Article 2

Sufficiently clear

Article 3

Point a

General requirements are limited to matters directly related to achieving service targets while ensuring coherence between the requirements and the public service products provided.

Point b

Service fees must be set reasonably, considering the value of the public goods or services provided, without imposing excessively high fees beyond fairness. The fees should reflect the public's ability to pay and adhere to the provisions of applicable legislation.

Point c

Services should align with the conditions and capabilities of both the service provider and recipient, upholding the principles of efficiency and effectiveness.

Point d

One-stop integrated services involve the implementation of licensing and non-licensing activities that receive delegation or transfer of authority from institutions with licensing and non-licensing powers. The process, from application submission to document issuance, is conducted in a single location.

Point e

Services are accountable and in accordance with the provisions of legislation.

Point f

Service locations, means, and infrastructure are adequate, easily accessible to the public, and capable of utilizing information and communication technology.

Article 4

Sufficiently clear

Article 5

Sufficiently clear

Article 6

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