

REGULATION OF THE MAYOR OF PADANG PANJANG
NUMBER 2 OF 2025
ON
ADMINISTRATION OF PUBLIC SERVICE MALL OF THE MUNICIPALITY
OF PADANG PANJANG
BY THE BLESSINGS OF ALMIGHTY GOD
MAYOR OF PADANG PANJANG,

Considering : that in order to implement the provisions of Article 7 section (4) of Presidential Regulation Number 89 of 2021 and Article 16 of Regulation of the Minister of Administrative and Bureaucratic Reform of the Republic of Indonesia Number 92 of 2021, it is necessary to issue a Mayor Regulation on Administration of Public Service Mall of the Municipality of Padang Panjang;

Observing : 1. 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);
2. 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);
3. Law Number 54 of 2024 on the Municipality of Padang Panjang in the Province of West Sumatra (State Gazette of the Republic of Indonesia of 2024 Number 160, Supplement to the State Gazette of the Republic of Indonesia Number 6975);
4. Presidential Regulation Number 89 of 2021 on the Administration of Public Service Malls (State Gazette of the Republic of Indonesia of 2021 Number 222);
5. Regulation of the Minister of the Administrative and Bureaucratic Reform Number 92 of 2021 on Technical Instructions for Administration of Public Service Malls;

HAS DECIDED:

To issue : MAYOR REGULATION ON ADMINISTRATION OF PUBLIC SERVICE MALL OF THE MUNICIPALITY OF PADANG PANJANG.

CHAPTER I GENERAL PROVISIONS

Article 1

In this Mayor Regulation:

1. Region means the Municipality of Padang Panjang.
2. Local Government means the Mayor as an element of the local government administration that leads the implementation of government affairs that are the authority of the autonomous region.
3. Investment and Integrated One Stop Service Office (*Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu*) hereinafter abbreviated as the DPMPTSP means Regional apparatus organizing government affairs in the field of Investment and One-Stop Integrated Service.
4. Public Service means an activity or a series of activity in the fulfillment of service needs in accordance with the provisions of legislation for every citizens and residents on goods, services and/or service administration provided by the public service organizer.
5. Public Service Mall (*Mal Pelayanan Publik*) of the Municipality of Padang Panjang hereinafter abbreviated as the MPP means public service integration provided by ministries, institutions, provincial government, local government, state-owned enterprises, local-owned enterprises, as well as private sectors in an integrated way in 1 (one) place in order to increase the speed, convenience, range, comfort and safety of services.
6. Licensing means granting documents and evidence of legality agreement from government to a person or certain business/activity actors in accordance with the provisions of legislation.
7. Non-Licensing means granting documents or legality evidence on something legitimacy to a person or a group of people in service and information convenience in accordance with the provisions of legislation.
8. The office/agency/public service provider, hereinafter referred to as the Provider, means every state institution, corporation, independent institution formed under law for Public Service activities and other legal entities formed solely for public service activities.
9. Standard Operating Procedure, hereinafter abbreviated as the SOP means written documents containing instructions or steps that must be followed to complete certain tasks or works.

Article 2

- (1) This Mayor Regulation is intended as a law basis in administration of the MPP in the Region.
- (2) This Mayor Regulation aims at:
 - a. providing convenience, speed, affordability, security and comfort to the public in obtaining public services; and
 - b. increasing competitiveness in providing ease of doing business in the Region.

Article 3

The scope of this Mayor Regulation are :

- a. MPP's location, logo, and motto;
- b. administration;
- c. service mechanism;
- d. human resources;
- e. public satisfaction measurement;
- f. funding;
- g. facilities and infrastructure;
- h. public complaint service mechanism; and
- i. monitoring, evaluation and reporting.

CHAPTER II ADMINISTRATION

Part One Location, Logo and Motto

Article 4

- (1) The location for the MPP is at Jalan Perintis Kemerdekaan Number 4, Balai-Balai Village, Subdistrict of West Padang Panjang, of the Municipality of Padang Panjang.
- (2) The MPP's Logo and Motto is listed in the Annex as an integral part of this Mayor Regulation.

Part Two Implementation

Article 5

- (1) The MPP is organized by DPMPTSP.
- (2) The scope of MPP services include all Licensing and Non-Licensing services of Central Government, Provincial Government, Local Government, State-Owned Enterprises, Local-Owned Enterprises and the private sectors in accordance with the provisions of legislation.
- (3) The MPP administration consists of:
 - a. direct services;
 - b. electronic services;
 - c. self- services; and/or
 - d. mobile services.

Article 6

- (1) The placement of Organizers in the MPP is outlined in mutual agreement and cooperation agreement c in accordance with the provisions of legislation.
- (2) The provision of facilities and infrastructure as referred to in section (1) becomes the responsibility of Local Government in accordance with the provisions of legislation.
- (3) Every services provided by the Organizer become the responsibility of each person under the prevailing legislation.
- (4) The MPP Organization involved in the MPP is determined by a Mayor Decision.

Article 7

- (1) The MPP managers are appointed to carry out the MPP management.
- (2) The MPP managers as referred to in section (1) are appointed and determined with the Decision of the Head of DPMPTSP.
- (3) The MPP managers are directly responsible to the Head of DPMPTSP through Secretary of the Office.
- (4) The MPP managers are given honorariums/incentives/allowances in accordance with the Local Government financial capability.
- (5) The MPP managers are responsible for the operational of MPP.

Part Three Service Mechanism

Article 8

- (1) Service mechanism of Licensing and Non-Licensing which are DPMPTSP's authority remains implemented with form one-stop integrated service in accordance with the provisions of legislation.
- (2) The provision of services at MPP are implemented based on the Service Standard and SOP.
- (3) The DPMPTSP synchronizes the availability of Services Standard and SOPs as referred to in section (2).
- (4) The provision of information and complaint handling services are implemented in an integrated manner within an MPP unit.

Article 9

- (1) In carrying out the MPP control, the MPP Managers prepare MPP operational management regulations with a Decision of the Head of DPMPTSP.
- (2) The MPP service time is as following:
 - a. Monday to Thursday: 07.30 WIB until 15.30 WIB, break at 12.00 WIB until 13.00 WIB.
 - b. Friday: 08.00 WIB until 16.00 WIB, break at 12.00 WIB until 13.30 WIB.
- (3) The Organizer may submit the change of time service with an approval of the MPP Manager.

Part Four Human Resources

Article 10

- (1) The human resources in the administration of MPP include the DPMPTSP employees and employees from Organizers in MPP in accordance with the provisions of legislation.
- (2) The MPP Organizer representative as referred to in section (1) is a service providers who is assigned to carry out services at the MPP based on the determination or assignment of the respective leaders concerned in accordance with the provisions of legislation.

- (3) The replacement, addition or reduction of service providers at the MPP can be carried out by the relevant leader after being submitted to the MPP manager in accordance with the provisions of legislation.
- (4) For service providers placed in MPP other than the DPMPTSP employees, the administration of their personnel remains the responsibility of each Organizer.
- (5) The DPMPTSP may facilitate:
 - a. provision of service data management;
 - b. information technology technician;
 - c. electrical and network technician;
 - d. MPP facility maintenance personnel;
 - e. information officer;
 - f. complaint handling unit;
 - g. security officer;
 - h. parking attendant; and
 - i. other facilities as needed.

Part Five Facilities and Infrastructure

Article 11

- (1) The Local Government provides MPP facilities and infrastructure.
- (2) For supporting facilities and infrastructure needs, they are provided by the Organizer in accordance with applicable terms and rules.

Part Six Public Complaints Mechanism

Article 12

- (1) Submission of public complaints can be carried out through the complaint service unit at the MPP.
- (2) Public complaints can be made verbally or in writing.
- (3) Membership of the complaint service unit and public complaint mechanism at the MPP is determined by the Decision of the Head of DPMPTSP.

Article 13

- (1) The receiving complaints includes checking the completeness of complaint documents, registration, and providing a response to the complainant.
- (2) The review and classification consists of problem identification, examination of the substance of the complaint, clarification, evaluation of evidence, and selection.
- (3) The complaint resolution includes submitting the resolution to the relevant officials within the Organizer, submitting information to the complainant, reporting follow-up actions, and archiving.

Part Seven
Public Satisfaction Measurement

Article 14

- (1) The Local Government measures public satisfaction through a survey of MPP organizers.
- (2) The survey as referred to in section (1) is carried out in accordance with the provisions of legislation.

CHAPTER III
FUNDING

Article 15

- (1) The costs of organizing the MPP are borne by the MPP Organizer, sourced from the Local budget and other legitimate and non-binding sources in accordance with the provisions of legislation.
- (2) Funding related to the implementation of service functions at the Service Outlet by the Organization that is part of the MPP is the responsibility of the Organization in the MPP.

CHAPTER IV
MONITORING, EVALUATION AND REPORTING

Article 16

- (1) Monitoring, evaluation and reporting are carried out by the DPMPTSP as the MPP Organizer.
- (2) In carrying out the monitoring, evaluation and reporting as referred to in section (1), the DPMPTSP can form a team which is determined by a Mayor Decision.
- (3) The team as referred to in section (2) has the following duties:
 - a. do monitoring;
 - b. do evaluation on administration of MPP; and
 - c. report the results of supervision to the Mayor through the Regional Secretary.
- (4) The team as referred to in section (2) consists of:
 - a. directors, who are ex-officio held by the Mayor and Vice Mayor;
 - b. the chairperson and deputy chairperson who are ex-officio held by the assistant in charge of economics and the Inspector;
 - c. the Secretary is ex-officio held by the Head of DPMPTSP;
 - d. members, namely the Head of the Legal Division, the DPMPTSP element in charge of services and investment; and
 - e. secretariat.

CHAPTER V
CLOSING PROVISIONS

Article 17

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

In order that every person may know hereof, it is ordered to promulgate this Mayor Regulation by its placement in the Regional Bulletin of the Municipality of Padang Panjang.

Issued in Padang Panjang
on 11 February 2025

ACTING MAYOR OF PADANG PANJANG,

signed

SONNY BUDAYA PUTRA

Promulgated in Padang Panjang
on 11 February 2025

Acting REGIONAL SECRETARY
OF THE MUNICIPALITY OF PADANG PANJANG,

signed

WINARNO

REGIONAL BULLETIN OF THE MUNICIPALITY OF PADANG PANJANG OF 2025
NUMBER 2

Jakarta, 27 January 2026
Has been translated as an Official Translation
on behalf of the Minister of Law
of the Republic of Indonesia

DIRECTOR GENERAL OF LEGISLATION,



ANNEX TO
REGULATION OF THE MAYOR OF
PADANG PANJANG
NUMBER 2 OF 2025
ON
ADMINISTRATION OF PUBLIC SERVICE
MALL OF THE MUNICIPALITY OF
PADANG PANJANG

LOGO AND MOTTO OF PUBLIC SERVICE MALL OF THE MUNICIPALITY OF PADANG PANJANG

a. LOGO OF PUBLIC SERVICE MALL OF THE MUNICIPALITY OF PADANG PANJANG



b. MOTTO OF PUBLIC SERVICE OF THE MUNICIPALITY OF PADANG PANJANG

“MELAYANI DENGAN SMART” (SERVING SMARTLY)

S = SOPAN (POLITE) means the Respectful and Considerate Behavior, Showed through Words, Gestures and Facial Expression.

M = MUDAH DAN MELAYANI (EASY AND SERVING) means Providing Ease and Act of Service to Customers Wholeheartedly, Sincerely and Selflessly.

A = AKUNTABEL (ACCOUBTABLE) means adalah Responsible, Honest, Disciplined, Integrated Behavior in Working.

R = RAMAH DAN RESPONSIF (HOSPITABLE AND RESPONSIVE) means Treating Others Empathetically and Trying to Fulfil Their Needs and Providing Response Sensibly and Wisely.

T = TEPAT WAKTU (ON TIME) means the Services are Provided on Time.

ACTING MAYOR OF PADANG PANJANG,

signed

SONNY BUDAYA PUTRA