

REGULATION OF THE REGENCY OF WONOSOBO  
NUMBER 5 OF 2022  
ON  
PUBLIC SERVICES

BY THE GRACE OF ALMIGHTY GOD

THE REGENT OF WONOSOBO,

- Having considered :
- a. that the local government shall provide services the community to fulfil their basics rights and needs within the framework of public services as mandated by the 1945 Constitution of the Republic Indonesia;
  - b. that public service organizers are obliged to organize integrated and sustainable Public Services in an effort to meet the expectations and demands of the community regarding the quality of public services;
  - c. that in order to provide direction, foundation, and legal certainty in the provision of public services by public service organizers, public service regulations are necessary;
  - d. that based on the considerations as referred to in paragraphs a, b, and c, it is necessary to issue a Regional Regulation on Public Services;
- Having regarded to :
1. Article 18 paragraph (6) of the 1945 Constitution of the Republic of Indonesia;
  2. Law Number 13 of 1950 on the Establishment of Regencies within the Province of Central Java (State Gazette of the Republic of Indonesia Year 1950 Number 42);
  3. Law Number 25 of 2009 on Public Services (State Gazette of the Republic of Indonesia Year 2009 Number 112, Supplement to the State Gazette of the Republic of Indonesia Number 5038);
  4. Law Number 23 of 2014 on Local Governments (State Gazette of the Republic of Indonesia Year 2014 Number 244, Supplement to the State Gazette of the Republic of Indonesia Number 5587) as repeatedly amended and most recently amended by Law Number 11 of 2020 on 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);

5. Government Regulation Number 96 of 2012 on the implementation of Law Number 25 of 2009 on Public Services (State Gazette of the Republic of Indonesia Year 2012 Number 215, Supplement to the State Gazette of the Republic of Indonesia Number 5357);

With the Joint Approval of  
THE REGIONAL HOUSE OF REPRESENTATIVES OF THE REGENCY OF  
WONOSOBO  
and  
THE REGENT OF WONOSOBO

DECIDES:

To enact : REGIONAL REGULATION ON PUBLIC SERVICES.

CHAPTER I  
GENERAL PROVISIONS

Article 1

In this Regional Regulation:

1. Local Government means the administration of government affairs by the Local Governments and regional house of representatives in accordance with the principles of autonomy and assistance, with the principles of maximum autonomy within the system and principles of the Unitary State of the Republic of Indonesia as referred to in the 1945 Constitution of the Republic of Indonesia.
2. Local Government means the Regent as an element of the Local Government administrator who leads the implementation of government affairs which are the authority of the autonomous region.
3. Region means the Region of Wonosobo.
4. Regent means the Regent of Wonosobo.
5. Regional House of Representatives (*Dewan Perwakilan Rakyat Daerah*), hereinafter abbreviated as DPRD, means the Regional House of Representatives of the Regency of Wonosobo.
6. Regional Apparatus means elements that assist the Regent and the Regional House of Representatives in administering government affairs which become the authority of the Region.
7. Local-Owned Enterprise (*Badan Usaha Milik Daerah*) hereinafter abbreviated as BUMD means a business entity whose capital is wholly or largely owned by the Region.
8. Public Service means an activity or a series of activities aimed at fulfilling service needs in accordance with laws and regulations for every citizen and resident for goods, services, and/or administrative services provided by public

service organizers.

9. Public Service Organizer, hereinafter referred to as Organizer means a work unit that organizes public services within the local government, corporations, independent institutions established by law for public service activities, and other legal entities established solely for public service activities.
10. Organizer Work Unit means a work unit tasked with organizing public services that are directly related to service users.
11. Community means all parties, both citizens and residents as individuals, groups, or legal entities that are positioned as beneficiaries of public services, either directly or indirectly.
12. Service Standard means a benchmark used as a guideline for service delivery and references for assessing service quality as the duty and promise of the Organizers to the community in the context of providing quality, fast, easy, affordable, and measurable services.
13. Service Declaration means a written statement containing all details of the obligations and promises contained in the service standards.
14. Community Satisfaction Survey means a comprehensive measurement of the level of community satisfaction obtained from the results of measuring community opinions in obtaining services from public service organizers.
15. Complaint means a notification from service recipients containing information about discrepancies between the services received and the predetermined service standards.
16. Local Budget (*Anggaran Pendapatan dan Belanja Daerah*), hereinafter abbreviated as APBD, means the Local Budget of the Regency of Wonosobo.
17. Public Service Mall (*Mal Pelayanan Publik*), hereinafter referred to as MPP, means the integration of public services provided by local governments, local-owned enterprises, and the private sector in a single location as an effort to improve the speed, ease, reach, convenience, and security of services.

## Article 2

- (1) The scope of this Regional Regulation governs Public Services organized by Local Governments, Local-Owned Enterprises, and Village Governments.
- (2) The scope as referred to in paragraph (1) includes:
  - a. Public Services administration;
  - b. Organizers, coordinators, persons in charge, and implementers;

- c. public service cooperation;
- d. rights, obligations, and prohibitions;
- e. public complaints;
- f. integrated service systems and MPP administration;
- g. utilization of information technology;
- h. community participation; and
- i. supervision.

## CHAPTER II PRINCIPLES

### Article 3

The administration of Public Services is based on:

- a. public interest;
- b. legal certainty;
- c. equality of rights;
- d. balance of rights and obligations;
- e. professionalism;
- f. participation;
- g. equal treatment/non-discrimination;
- h. openness;
- i. accountability;
- j. special facilities and treatment for vulnerable groups;
- k. timeliness; and
- l. speed, convenience, and affordability.

## CHAPTER III ADMINISTRATION OF PUBLIC SERVICES

### Division One Type of Public Services

#### Article 4

- (1) Types of Public Services include:
  - a. public goods services;
  - b. public services; and
  - c. administrative services.
- (2) Public Service Sectors in the Regions including:
  - a. education;
  - b. employment;
  - c. housing;
  - d. communication and information technology;
  - e. environment;
  - f. health;
  - g. social affairs;
  - h. transportation;
  - i. tourism; and
  - j. other strategic sectors which pursuant to laws and regulations, fall within the authority of the Local

Government.

Article 5

Public goods services as referred to in Article 4 paragraph (1) subparagraph a include:

- a. procurement and distribution of public goods carried out by Regional Apparatus, where some or all of the funds are sourced from the State Budget and/or the APBD;
- b. the procurement and distribution of public goods carried out by a business entity whose capital is partially or wholly sourced from restricted state assets and/or local assets; and
- c. the procurement and distribution of public goods whose funding does not come from the State Budget or the APBD or a business entity whose establishment capital is partially or wholly sourced from restricted state assets and/or local assets, but whose availability is a state mission as stipulated in laws and regulations.

Article 6

Public services as referred to in Article 4 paragraph (1) subparagraph b include:

- a. the provision of public services by Regional Apparatus whose funds are sourced in whole or in part from the State Budget and/or the APBD;
- b. the provision of public services by a business entity whose capital is sourced in whole or in part from restricted state assets and/or local assets; and
- c. the provision of public services whose funding does not come from the State Budget and/or the APBD or a business entity whose establishment capital is partially or wholly sourced from restricted state assets and/or local assets, but whose availability is a state mission established by laws and regulations.

Article 7

- (1) Administrative services as referred to in Article 4 paragraph (1) subparagraph c are the services by the Organizers that produce various forms of official documents required by the community.
- (2) Administrative services as referred to in paragraph (1) include:
  - a. administrative actions of the Local Government that are required in accordance with Local Government affairs and regulated in laws and regulations in order to realize the protection of the personal rights, family, honor, dignity, and property of citizens; and
  - b. administrative actions by private parties that are required by the state and regulated in laws and regulations and implemented based on agreements

with service recipients.

#### Article 8

- (1) Administrative actions by the Local Government as referred to in Article 7 paragraph (2) subparagraph a shall be carried out in the form of services providing documents in the form of permits and non-permits.
- (2) Documents in the form of permits and non-permits as referred to in paragraph (1) constitute administrative decisions of the government.
- (3) The administrative decisions of the government as referred to in paragraph (2) are decisions of the Organizers that are of a determinative nature.
- (4) Organizers as referred to in paragraph (3) may delegate or transfer authority to another party in accordance with the provisions of laws and regulations.

### Division Two Service Patterns

#### Article 9

Public Service administration patterns include:

- a. Functional approach, Public Services provided by the Organizers, whose authority is in accordance with their duties and functions;
- b. Centralized system, Public Services provided solely by the Organizers based on the delegation of authority in accordance with the provisions of laws and regulations;
- c. Integrated system, consisting of:
  1. one-stop integrated service center, which is a one-stop integrated services pattern organized in one place that covers various types of services that are not related to the process and are served through several outlets; and/or
  2. one-stop integrated service system, which is a one-stop integrated service pattern organized in one place that covers various types of services that are process-related and served through one outlet.
  3. task force, which is a Public Service officer individually or in the form of a task force placed at a service provider agency and a specific service location.

### Division Three Service Standards

#### Subdivision 1 General

#### Article 10

- (1) The Organizers shall develop and establish Public Service standards accordance with the provisions of laws and regulations.
- (2) In developing and establishing Public Service standards as referred to paragraph (1), the Organizers involve the community based on principle of non-discrimination.
- (3) Further provisions regarding Public Service standards are

determined by a Regent Regulations.

- (4) Any service Organizers that violate the provisions referred to paragraph (1) shall be subject to administrative sanctions in accordance with the provisions of laws and regulations.

#### Article 11

Standard service components at least include:

- a. legal basis;
- b. requirements;
- c. systems, mechanisms, and procedures;
- d. completion time frame;
- e. costs/rates;
- f. service products;
- g. means, infrastructure, and/or facilities;
- h. implementing competencies;
- i. internal supervision;
- j. handling of complaints, suggestions, and input;
- k. number of implementers;
- l. service guarantees that provide certainty that services will be carried out in accordance with service standards;
- m. service security and safety guarantees in the form of a commitment to provide a sense of security, freedom from danger, and risk of uncertainty; and
- n. performance evaluation of implementers.

#### Subdivision 2

##### Code of Conduct for Organizers and Implementers

#### Article 12

The code of conduct for Organizers and implementers in providing public services is as follows:

- a. act honestly, with discipline, proportionality, and professionalism;
- b. act fairly and without discrimination;
- c. be caring, thorough, and meticulous;
- d. be polite, friendly, and welcoming;
- e. be firm in providing services;
- f. not accept any form of compensation; and
- g. provide services that are transparent, fast, precise, accurate, and accountable.

#### Division Four

##### Public Service Quality Improvement

#### Article 13

- (1) Organizers and implementers shall improve the Public Services in accordance with their duties and functions.
- (2) in order to improve the Public Services as referred to in paragraph (1), Organizers and implementers shall pay attention to:
  - a. the commitment of Organizers and implementers;
  - b. changes in mindset regarding service functions;
  - c. user participation in services;
  - d. trust;
  - e. the awareness of Organizers and implementers;

- f. openness;
- g. budget availability;
- h. a growing sense of ownership;
- i. public satisfaction surveys;
- j. honesty;
- k. realism and speed;
- l. feedback and public relations;
- m. the courage and habit of accepting complain/report;  
and
- n. success in using methods.

Division Five  
Public Satisfaction Survey

Article 14

- (1) In order to improve the quality of Public Service, the Organizers shall conduct the Public Satisfaction Survey.
- (2) The Public Satisfaction Survey as referred to in paragraph (1) is conducted where Public Services are provided.
- (3) The publication of the Public Satisfaction Survey may be carried out through:
  - a. mass media;
  - b. websites;
  - c. social media; and/or
  - d. other media.
- (4) The implementation of Public Satisfaction Survey as referred to in paragraph (1) is further regulated in a Regent Regulation.
- (5) Any Organizers who violate the provisions as referred to in paragraph (1) shall be subject to administrative sanctions in accordance with the provisions of laws and regulations.

Division Six  
Service Declaration

Article 15

- (1) The Organizers shall prepare and establish the Service Declaration.
- (2) The Public Service Declaration shall at least contain:
  - a. the types of services provided;
  - b. the requirements, procedure, cost and time;
  - c. the right and obligation of Organizers, the implementer, and the community; and
  - d. the work unit or work unit responsible for the administration of Public Service.
- (3) Service Declaration as referred to in paragraph (1) shall be published clearly and widely to the public.
- (4) Any organizers who violate the provisions as referred to in paragraph (1) shall be subject to administrative sanctions in accordance with the provisions of laws and regulations.

Division Seven  
Public Service Information System

Article 16

- (1) The Organizers shall manage a Public Service information system, both electronic or non-electronic, that is open and easily accessible to public.
- (2) Information system as referred to in paragraph (1) contains Public Service information system, which consists of electronic or non-electronic system, including:
  - a. the Organizers' profile;
  - b. the implementer's profile;
  - c. Service Standard;
  - d. Service Declaration;
  - e. Complaint management; and
  - f. performance assessment.
- (3) Any Organizers who violate the provisions as referred to in paragraph (1) shall be subject to administrative sanctions in accordance with the provisions of laws and regulations.

Division Eight  
Management of Public Service Means, Infrastructure and/or  
Facilities

Article 17

- (1) The Organizers are responsible for providing Public Service means, infrastructure and/or facilities in an effective, efficient, transparent, and accountable manner.
- (2) The obligation to maintain and/or replace means, infrastructure and/or Public Services facilities is carried out by the implementers.
- (3) Implementers that violate the provisions as referred to in paragraph (2) shall be subject to administrative sanctions in accordance with the provisions of laws and regulations.

Division Nine  
Special Access Service

Article 18

- (1) The Organizers shall provide services with special treatment to vulnerable group.
- (2) The vulnerable groups referred to in paragraph (1) include:
  - a. persons with disabilities;
  - b. the elderly;
  - c. pregnant women;
  - d. breastfeeding mother;
  - e. children;
  - f. disaster victims; and
  - g. other vulnerable groups.
- (3) The provision of services with special treatments as referred to in paragraph (1) shall be carried out by the implementer.
- (4) Organizers and implementer who do not carry out their obligations as referred to in paragraph (1) and paragraph (3) shall be subject to administrative sanctions in accordance with the provisions of laws and regulations.

CHAPTER IV  
ORGANIZERS, COORDINATOR, PERSON IN CHARGE AND  
IMPLEMENTERS

Division One  
Organizers

Article 19

- (1) Organizers in the implementation of Public Service include:
  - a. Local Government;
  - b. BUMD; and
  - c. Village Government.
- (2) Organizers as referred to in paragraph (1) have the duty to organize the Public Services in accordance with their main duty and function.
- (3) The administration of Public Services as referred to in paragraph (2) includes:
  - a. service delivery;
  - b. management of public complaints;
  - c. information management;
  - d. internal supervision;
  - e. public outreach;
  - f. consultation services; and
  - g. service innovation.

Article 20

- (1) Organizers as referred to in Article 19 shall:
  - a. provide legal certainty for service product; and
  - b. the placement of competent implementer.
- (2) The placement of competent personnel as referred to in paragraph (1) subparagraph b is carried out in accordance with the provisions of laws and regulations.
- (3) Organizers who violate the provisions as referred to in paragraph (1) subparagraphs a and b shall be subject to administrative sanctions in accordance with the provisions of laws and regulations.

Division Two  
The Coordinator

Article 21

- (1) The coordinator of Public Services in the Region is the Regent.
- (2) The coordinator as referred to in paragraph (1) have the duties to provide the guidance, supervision, and evaluation of the implementation of the duties of the person in charge.
- (3) The guidance as referred to in paragraph (2) includes monitoring, evaluation, and enforcement.
- (4) The coordinator as referred to in paragraph (1) reports the progress of Public Service performance to the DPRD.

Division Three  
Person In Charge

Article 22

- (1) The person in charge of Public Services in the Region is the Regional Secretary.
- (2) The person in charge as referred to in paragraph (1) has the following duties:
  - a. coordinating the smooth running of the administration of Public Services in accordance with Service Standards in each work unit;
  - b. evaluating the implementation of Public Services; and
  - c. reporting to the supervisor on the implementation of Public Services in all Public Service work units.

Division Four  
Implementers

Article 23

Public Service implementers, hereinafter referred to as implementers, are officials, employees, officers, and any person working within the implementing organization who is tasked with carrying out actions or a series of actions related to Public Services.

Division Five  
Evaluation

Article 24

- (1) The Organizers shall conduct periodic and continuous evaluations of the performance of implementers within their work unit.
- (2) Based on the results of the evaluation referred to in paragraph (1), the Organizers shall make efforts to improve the capacity of implementers.
- (3) Further regulations regarding the evaluation referred to in paragraph (1) are determined in the Regent Regulation.
- (4) Any organizers who violate the provisions referred to in paragraphs (1) and (2) shall be subject to administrative sanctions in accordance with the provisions of the laws and regulations.

CHAPTER V  
PUBLIC SERVICE COOPERATION

Article 25

- (1) The Organizers may cooperate in the form of delegating part of the Public Service administration tasks to other parties with the following conditions:
  - a. the Public Service administration cooperation agreement is stated in accordance with the provisions of laws and regulations and is implemented based on Service Standards;
  - b. the Organizers informs the public about the cooperation;

- c. the responsibility for the implementation of the cooperated Public Services lies with the cooperation recipient, while the responsibility for the overall implementation of Public Services lies with the Organizers; and
  - d. information about the identity of the cooperation recipient and the Organizers as the party responsible for Public Services shall be stated by the Organizers in a place that is clear and easily accessible to the public.
- (2) Other parties as referred to in paragraph (1) shall be legal entities in accordance with the provisions of laws and regulations.
  - (3) The cooperation as referred to in paragraph (1) subparagraph a is carried out without burdening the public.

#### Article 26

- (1) Where the transfer of part of the duties of Public Service administration, the Organizers procure a cooperation recipient.
- (2) The procurement as referred to in paragraph (1) is carried out using a mechanism in accordance with the provisions of laws and regulations.

### CHAPTER VI RIGHTS, OBLIGATIONS, AND PROHIBITIONS

#### Division One Rights and Obligations of Organizers

#### Article 27

- (1) In carrying out Public Services, Organizers have the right to:
  - a. provide services without obstruction from unauthorized parties;
  - b. conduct cooperation in the administration of Public Services;
  - c. manage budget financing for Public Service implementation;
  - d. defend against complaints, demands, and lawsuits that are inconsistent with facts;
  - e. refuse service requests that contravene laws and regulations; and
  - f. obtain rehabilitation if complaints are proven unfounded.
- (2) To support the implementation of Public Services as referred to in paragraph (1), the Organizers shall:
  - a. prepare and establish service standards;
  - b. provide legal certainty regarding service products;
  - c. assign competent personnel;
  - d. provide quality services in accordance with the principles of Public Service delivery;
  - e. assist the community in understanding their rights and responsibilities;

- f. actively participate in and comply with laws and regulations related to the administration of Public Services;
  - g. be accountable for the Public Services provided;
  - h. be accountable for the services that have been carried out, where the person concerned resigns or relinquishes their position;
  - i. responding to summons or representing Regional Apparatus and/or BUMD to attend or carry out a legal action at the request of an authorized official from a state institution or government agency that is entitled, authorized, and lawful in accordance with laws and regulations;
  - j. provide information related to services; and
  - k. respond to and manage public complaints through mechanisms in accordance with the provisions of laws and regulations.
- (3) Any Organizers who violate the provisions as referred to in paragraph (2) shall be subject to administrative sanctions in accordance with the provisions of laws and regulations.

Division Two  
Rights and Obligations of Implementers

Article 28

- (1) In carrying out Public Services, implementers have the right to:
- a. perform service activities;
  - b. receive rehabilitation where a complaint is proven unfounded;
  - c. reject service requests that are contrary to laws and regulations; and
  - d. consult with the Organizers regarding the services provided.
- (2) In providing Public Services, the implementer shall:
- a. perform service activities in accordance with the assignment given by the Organizers;
  - b. be responsible for the implementation of services in accordance with the provisions of laws and regulations;
  - c. respond to summons to appear or carry out legal actions at the request of authorized officials from state institutions or government agencies that are entitled, authorized, and lawful in accordance with laws and regulations;
  - d. be accountable for services that have been performed where the person concerned resigns or relinquishes their position;
  - e. conduct evaluations and compile reports in accordance with their duties and obligations to the Organizers on a regular basis;
  - f. provide information related to services; and
  - g. respond to and manage public complaints through mechanisms in accordance with the provisions of laws and regulations.
- (3) Any implementer who violates the provisions referred to in

paragraph (2) shall be subject to administrative sanctions in accordance with the provisions of the laws and regulations.

Division Three  
Rights and Obligations of the Public

Article 29

- (1) In the administration of Public Services, the public has the right to:
  - a. receive quality services in accordance with the principles and objectives of service;
  - b. know the truth about service standards;
  - c. monitor the implementation of service standards;
  - d. obtain legal certainty regarding service products;
  - e. receive a response to complaints submitted;
  - f. to suggest improvements to the Organizers and/or implementers if the service provided does not meet service standards;
  - g. report Organizers and/or implementers who deviate from service standards and/or do not improve services to supervisors, persons in charge and/or the Ombudsman;
  - h. receive information related to services; and
  - i. sue Organizers and/or implementers who are considered harmful, through mechanisms in accordance with the provisions of laws and regulations.
- (2) In the administration of Public Services, the community shall:
  - a. comply with and fulfill the provisions as required in the service standards;
  - b. maintain public service means, infrastructure, and/or facilities; and
  - c. comply with regulations related to the administration of public services.
- (3) Members of the public who do not fulfill the obligations referred to in paragraph (1) shall be subject to sanctions as further regulated in the Regent's Regulation.

Division Four  
Prohibitions

Article 30

- (1) In providing Public Services, Organizers are prohibited from:
  - a. granting permission and/or allowing other parties to use Public Service means, infrastructure, and/or facilities that result in the Public Service means, infrastructure, and/or facilities not functioning or not being used for their intended purpose;
  - b. transferring shares of the Organizers in the form of a BUMD related to Public Services, under any circumstances, either directly or indirectly through sale, guarantee or other means that result in the transfer of corporate control or the loss of corporate

- rights as stipulated in laws and regulations;
  - c. delaying decisions;
  - d. hindering the provision of services;
  - e. misusing means and infrastructure and facilities of Public Service;
  - f. misusing information, positions, and/or authority; and/or
  - g. deviating from established procedures.
- (2) In providing Public Services, implementers are prohibited from:
- a. serving as commissioners or administrators of business organizations for implementers originating from Regional Apparatus or BUMD;
  - b. abandoning their duties and obligations, unless they have clear, rational, and valid reasons in accordance with the provisions of laws and regulations;
  - c. adding implementers without the approval of the Organizers;
  - d. entering into cooperation agreements with other parties without the approval of the Organizers;
  - e. violating the principles of Public Service administration;
  - f. accepting gifts or any form of remuneration from anyone in connection with their position and/or work;
  - g. promising, promoting, and providing services that do not comply with the established Service Standards; and
  - h. collecting and/or receiving compensation for services provided outside the provisions of applicable laws and regulations.
- (3) Organizers who violate the provisions as referred to in paragraph (1) and implementers who violate the provisions referred to in paragraph (2) shall be subject to administrative sanctions in accordance with the provisions of laws and regulations.

## CHAPTER VII PUBLIC COMPLAINTS

### Article 31

- (1) The public has the right to complain about the administration of Public Services.
- (2) Complaints as referred to in paragraph (1) are made against:
  - a. Organizers and/or implementers who do not fulfill their obligations; and
  - b. Organizers and/or implementers who provide services that do not meet service standards.
- (3) Complaints as referred to in paragraph (1) may be made by any person who has been harmed or another party authorized to represent them.

### Article 32

The Organizers decides on the results of the complaint investigation no later than thirty (30) days after the complaint file is declared complete.

Article 33

- (1) In examining the substance of the complaint, the Organizers shall maintain the confidentiality of the complainant.
- (2) The obligation to maintain confidentiality as referred to in paragraph (1) shall not lapse after the organizers resigns or is dismissed from office.
- (3) Organizers who violate the provisions as referred to in paragraph (1) shall be subject to administrative sanctions in accordance with the provisions of laws and regulations.
- (4) The mechanism and procedures for public complaints within the Local Government are regulated in the Regent's Regulation.

CHAPTER VIII  
INTEGRATED SERVICE SYSTEM AND MPP

Division 1  
Integrated Service System

Article 34

- (1) The Organizers may implement and integrated service system.
- (2) The implementation of the integrated service system as referred to in paragraph (1) is carried out within the Local Government.

Article 35

The integrated service system aims to:

- a. to provide protection and legal certainty to the community;
- b. to bring services closer to the community;
- c. to shorten the service process;
- d. to realize a service process that is fast, easy, inexpensive, transparent, certain, and affordable; and
- e. to provide broader access to the public to obtain services.

Article 36

The integrated service system is implemented based on the following principles:

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

Article 37

- (1) An integrated service system is a unified process of managing several types of services that are carried out in an integrated manner in one place, both physically and virtually, in accordance with Service Standards.
- (2) The physical integrated service system as referred to in paragraph (1) can be implemented through:
  - a. One-Stop Integrated Service System; and/or
  - b. One-Stop Integrated Service Center.

- (3) The virtual integrated service system as referred to in paragraph (1) is a service system that is carried out by integrating electronic services.

## Division Two Implementation of MPP

### Article 38

- (1) The Local Government shall implement MPP.
- (2) The Local Government as referred to in paragraph (1) may provide services in several places as needed.
- (3) The implementation of MPP as referred to in paragraph (1) is further regulated in a Regent Regulation.

## CHAPTER IX UTILIZATION OF INFORMATION TECHNOLOGY

### Article 39

- (1) To improve the effectiveness and efficiency of Public Services, Organizers may utilize information technology.
- (2) The utilization of information technology as referred to in paragraph (1) becomes a tool in implementing transparency and accountability in Public Services, to realize good governance.
- (3) The Organizers provide easy access for the public to utilize the information technology provided in accordance with the provisions of laws and regulations.
- (4) Further provisions regarding the use of information technology as referred to in paragraph (2) are regulated in a Regent Regulation.

## CHAPTER X PUBLIC PARTICIPATION

### Article 40

- (1) Public participation in the administration of Public Services can begin from the formulation of service standards to evaluation and awarding of recognition.
- (2) Public participation as referred to in paragraph (1) is manifested in the form of cooperation, fulfillment of community rights and obligations, and an active role in the formulation of Public Service policies.
- (3) The community may establish a public service oversight body.
- (4) Further regulations regarding the procedures for public participation in the administration of public services are stipulated in a Regent Regulation.

## CHAPTER XI SUPERVISION

Article 41

- (1) Supervision of the administration of Public Services is carried out by internal supervisors and external supervisors.
- (2) Internal supervision of the administration of Public Services is carried out through:
  - a. supervision by immediate superiors; and
  - b. supervision by regional functional supervisory agencies.
- (3) External supervision of the administration of Public Services is carried out through:
  - a. supervision by the community and community organizations;
  - b. supervision by the DPRD;
  - c. supervision by the Ombudsman; or
  - d. supervision by the Village Consultative Body.

CHAPTER XII  
TRANSITIONAL PROVISIONS

Article 42

All existing regional policies regarding the administration of Public Services are required to comply with the provisions of this Regional Regulation no later than one (1) year after this Regional Regulation is promulgated.

CHAPTER XIII  
CLOSING PROVISIONS

Article 43

Upon the entry into force of this Regional Regulation, Regulation of the Regency of Wonosobo Number 2 of 2009 on Public Services (Regional Gazette of the Regency of Wonosobo Year 2009 Number 6, Supplement to the Regional Gazette of the Regency of Wonosobo Number 6) is repealed and declared ineffective.

Article 44

The implementing regulation of this Regional Regulation shall be stipulated no later than one (1) year from the date this Regional Regulation is promulgated.

Article 45

This Regional Regulation shall enter into force as of the date of its promulgation.

In order to make this Regional Regulation known to the public,  
it is hereby ordered that it be promulgated by its publication in  
the Regional Gazette of the Regency of Wonosobo.

Enacted in Wonosobo,  
on 18 April 2022

REGENT OF WONOSOBO

signed

AFIF NUR HIDAYAT

Promulgated in Wonosobo  
on 19 April 2022

REGIONAL SECRETARY  
OF THE REGENCY OF WONOSOBO,

signed

ONE ANDANG WARDOYO

REGIONAL GAZETTE OF THE REGENCY OF WONOSOBO YEAR 2022 NUMBER  
5

Prepared and issued as an official translation

Jakarta, 20 April 2026  
DIRECTOR GENERAL OF LAWS AND REGULATIONS  
FOR THE MINISTER OF LAW OF THE REPUBLIC OF INDONESIA,



DHAHANA PUTRA

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ELUCIDATION  
OF  
REGULATION OF THE REGENCY OF WONOSOBO  
NUMBER 5 OF 2022  
ON  
PUBLIC SERVICES

I. GENERAL

Regions shall provide Public Services, which are the rights and needs of every citizen, through a system of government that supports the creation of excellent Public Service administration in order to meet basic needs and civil rights to public goods, public services, and administrative services. The provision of Public Services today still faces conditions that are not in line with the needs of the Community, therefore it is necessary to improve their quality and structure in order to meet the demands of the Community.

Building public trust in the Public Services provided by the region is an ongoing activity in line with the expectations and demands of every member of the community for improved Public Services. The Local Government strives to improve the quality and guarantee the provision of Public Services in accordance with the general principles of good governance and to protect every member of the community from abuse of authority in the administration of Public Services. This requires supporting legal regulations.

The implementation of Public Services to every citizen in the region is carried out through an integrated service system. This system essentially simplifies the service mechanism so that its benefits are truly felt by the community, as services become easier, simpler, faster, cheaper, and more orderly by utilizing developments in information technology.

The formulation of this Regional Regulation is strategically important in realizing quality public service administration in the region. With the issuance of the Regulation of the Regency of Wonosobo on Public Services, it is expected that the community in the Region will obtain public services in accordance with the principles and objectives and in compliance with service standards as stipulated in statutory regulations.

II. ARTICLE BY ARTICLE

Article 1

Self-explanatory.

Article 2

Self-explanatory.

## Article 3

### subparagraph a

The provision of services may not prioritize personal and/or group interests.

### subparagraph b

The realization of the rights and obligations of each party in the administration of services shall be guaranteed.

### subparagraph c

The provision of services shall not discriminate on the basis of ethnicity, race, religion, class, gender, and social, educational, and economic status.

### subparagraph d

The fulfilment of rights shall be proportional to the obligations that shall be carried out, both by the provider and recipient of services.

### subparagraph e

Service organizers shall have the appropriate competence for their field of work.

### subparagraph f

Increased community participation in service provision, taking into account the aspirations, needs, and expectations of the community.

### subparagraph g

Every citizen has the right to fair service.

### subparagraph h

Every service recipient can easily access and obtain information about the desired service.

### subparagraph i

The service administration process shall be accountable in accordance with the provisions of laws and regulations.

### subparagraph j

Facilitation for vulnerable residents so that fairness in service is created.

### subparagraph k

The completion of each type of service is carried out in a timely manner in accordance with service standards.

### subparagraph l

Each type of service is carried out quickly, easily, and affordably.

## Article 4

### Paragraph (1)

#### subparagraph a

Public goods services are services that produce various forms or types of goods used by the public, in accordance with the authority of the Local Government based on laws and regulations and the alignment of public services carried out by State-Owned Enterprises, which include procurement and distribution of public goods carried out by Regional Apparatus whose funding partially or wholly originates from the State Budget and/or APBD, procurement and distribution of public goods carried out by business entities whose establishment capital partially or wholly originates from restricted local assets, and procurement and distribution of public goods whose financing does not originate from the APBD or business entities whose establishment capital partially or wholly originates from restricted local assets, but whose availability constitutes a regional mission, as determined in the provisions of laws and regulations.

subparagraph b

Public services are services that produce various forms of services needed by the public, including the provision of public services by Regional Apparatus, some or all of whose funds come from the State Budget and/or the APBD, the provision of public services by a business entity whose capital comes partly or wholly from restricted local assets, and the provision of public services whose funding does not come from the APBD or business entities whose establishment capital is partially or wholly sourced from restricted local assets, but whose availability is a regional mission established in accordance with the provisions of laws and regulations.

subparagraph c

Administrative services are services that produce various forms of official documents required by the public, including administrative actions by local governments in order to protect the privacy, family, honor, dignity, and property of the community, as well as administrative actions by non-governmental agencies as regulated by laws and regulations.

Paragraph (2)

Self-explanatory.

Article 5

subparagraph a

Public goods provided by government agencies using the State Budget and/or APBD are intended to support the programs and duties of such agencies, for example:

1. Provision of medicines for avian influenza whose procurement uses the State Budget at the Ministry of Health;
2. Provision of urban transportation infrastructure whose procurement uses the APBD.

subparagraph b

Public goods whose availability is the result of activities carried out by State-Owned Enterprises and/or Local-Owned Enterprises that have been delegated the task of providing public services, for example: electricity and clean water.

subparagraph c

A national mission is a policy to address specific issues, carry out specific activities, or achieve specific goals related to the interests and benefits of the general public, for example:

1. A policy to provide subsidies so that fertilizer can be sold at a lower price to encourage farmers to produce more;
2. A policy to eradicate or reduce goiter by adding iodine to all salt (except iodized salt).

Article 6

subparagraph a

Public services in this provision include, for example, health services (hospitals and community health center), educational services (elementary schools, junior high schools, high schools), and traffic services.

subparagraph b

Public services in this provision are services provided by state-owned enterprises/local-owned enterprises that have been delegated the task of providing public services, such as clean water supply services

provided by regional water companies.

subparagraph c

The State Mission is a policy to address specific issues, carry out specific activities, or achieve specific objectives related to the interests and benefits of the general public, such as : security services, the establishment of social welfare institutions, etc.

Article 7

Self-explanatory.

Article 8

Self-explanatory.

Article 9

Self-explanatory.

Article 10

Self-explanatory.

Article 11

subparagraph a

Regulation that from the basis for service delivery.

subparagraph b

Requirements that shall be met in administrating a type of service, both technical and administrative requirements.

subparagraph c

Standardized service procedures for service organizers and recipients, including complaints.

subparagraph d

The time required to complete the entire service process for each type of service.

subparagraph e

The fees charged to service recipients for managing and/or obtaining services from the provider, the amount of which is determined between the provider and the community.

subparagraph f

The results of services provided and received in accordance with the determined provisions.

subparagraph g

Equipment and facilities required in the service delivery, including equipment and service facilities for vulnerable groups.

subparagraph h

The capabilities shall be possessed by the implementer include knowledge, expertise, skills, and experience.

subparagraph i

Control exercised by the head of the work unit or the immediate superior of the implementer.

subparagraph j

Procedures for handling complaints and follow-up.

subparagraph k

Availability of implementers in accordance with the workload.

subparagraph l

Self-explanatory.

subparagraph m

Certainty of providing a sense of security and freedom from danger,

risk, and uncertainty.

subparagraph n

Assessment to determine the extent to which the implementation of activities is in accordance with service standards.

Article 12

Self-explanatory.

Article 13

Self-explanatory.

Article 14

Self-explanatory.

Article 15

Self-explanatory.

Article 16

Paragraph (1)

Self-explanatory

Paragraph (2)

subparagraph a

The organizers' profile includes the name of the person in charge, the implementer, the implementing organization, the implementation budget, the complaint address, telephone number, and email address.

subparagraph b

The implementer's profile includes the implementer in charge, the complaint address, telephone number, and email address.

subparagraph c

Service Standards contain complete information explaining the details of the Service Standards.

subparagraph d

Service Declaration contains complete information regarding the Organizers' capabilities.

subparagraph e

Complaint Management contains complete information regarding the complaint handling process, from the selection, review, and classification stages to the confirmation of the complaint's resolution.

subparagraph f

Performance assessment contains complete information on the results of assessments carried out by the service delivery itself, together with other parties, or by other parties at the request of the Organizers to determine the performance of the service using specific assessment methods.

Paragraph (3)

Self-explanatory.

Article 17

Self-explanatory.

Article 18

Self-explanatory.

Article 19  
Self-explanatory.

Article 20  
Self-explanatory.

Article 21  
Self-explanatory.

Article 22  
Self-explanatory.

Article 23  
Self-explanatory.

Article 24  
Self-explanatory.

Article 25  
Paragraph (1)  
Other parties include state institutions and/or local government institutions, corporations, independent institutions, or other legal entities.  
Paragraph (2)  
Self-explanatory.  
Paragraph (3)  
Self-explanatory.

Article 26  
Paragraph (1)  
The delegation of some tasks is the assignment of some tasks to another party from all service delivery tasks, except those that according to the law shall be carried out by the organizers itself, such as Resident Identity Card services, birth certificates, land certificates, and other licensing services. Another party is a party outside the organizers that is assigned or given part of the tasks by the service organizers. The definition of cooperation also includes the appointment of an implementing operator or contractor who is given the right to carry out the functions of the organizers, such as the management of parking lots that is handed over to the private sector.  
Paragraph (2)  
Self-explanatory.

Article 27  
Paragraph (1)  
Self-explanatory.  
Paragraph (2)  
subparagraph a  
Self-explanatory.  
subparagraph b  
Self-explanatory.  
subparagraph c  
Self-explanatory.

subparagraph d  
Self-explanatory.

subparagraph e  
Self-explanatory.

subparagraph f  
Self-explanatory.

subparagraph g  
Public Service Accountability is the manifestation of the obligation of Public Service Organizers to be accountable to the public regarding the achievement of predetermined objectives, through periodic accountability mechanisms.

subparagraph h  
Self-explanatory.

subparagraph i  
Self-explanatory.

subparagraph j  
Self-explanatory.

subparagraph k  
Self-explanatory.

Paragraph (3)  
Self-explanatory.

Article 28  
Self-explanatory.

Article 29  
Self-explanatory.

Article 30  
Self-explanatory.

Article 31  
Self-explanatory.

Article 32  
Self-explanatory.

Article 33  
Self-explanatory.

Article 34  
Self-explanatory.

Article 35  
Self-explanatory.

Article 36  
Self-explanatory.

Article 37  
Paragraph (1)  
Self-explanatory.

Paragraph (2)  
subparagraph a

The One-Stop Integrated Service System is carried out by

combining several types of services to provide integrated services in a single process, starting from the application stage to the completion of the service product through a single point of contact.

subparagraph b

The One-Stop Integrated Service Center is implemented by combining several types of services and/or several service Organizers to provide services jointly in one place, starting from the application stage to the completion of the service product through one roof.

Paragraph (3)

Self-explanatory.

Article 38

Self-explanatory.

Article 39

Self-explanatory.

Article 40

Paragraph (1)

Self-explanatory

Paragraph (2)

Active participation in public policy formulation refers to the involvement of the community in the administration of Public Services in the form of input, feedback, reports, and/or complaints to the organizers and the organizers' immediate superior, as well as related parties in accordance with the provisions of laws and regulations or through the mass media.

Paragraph (3)

Self-explanatory.

Paragraph (4)

Self-explanatory,

Article 41

Paragraph (1)

Self-explanatory

Paragraph (2)

subparagraph a

Supervision carried out by the head of the Regional Apparatus or the immediate superior of the Implementer.

subparagraph b

Self-explanatory.

Paragraph (3)

subparagraph a

Self-explanatory.

subparagraph b

Supervision by the DPRD is carried out in accordance with the provisions of laws and regulations.

subparagraph c

Supervision by the Ombudsman is carried out in accordance with the provisions of laws and regulations.

subparagraph d

Supervision by the Village Consultative Body is carried out in accordance with the provisions of laws and regulations.

Article 42  
Self-explanatory.

Article 43  
Self-explanatory.

Article 44  
Self-explanatory.

Article 45  
Self-explanatory.

SUPPLEMENT TO THE REGIONAL GAZETTE OF THE REGENCY OF WONOSOBO  
NUMBER 5