REGULATION OF THE MUNICIPALITY OF TANJUNGPINANG
NUMBER 3 OF 2024
ON
ADMINISTRATION OF BUSINESS LICENSING AND NON-LICENSING

BY THE GRACE OF ALMIGHTY GOD

THE MAYOR OF TANJUNGPINANG,

Considering :

a. that in order to enhance the ease and legal certainty in conducting business, to establish an investment and business activity ecosystem, and to maintain the quality of accountable licensing, it is necessary to support the administration of business licensing and non-licensing at the regional level that is fast, easy, integrated, transparent, efficient, effective, and accountable;
b. that the administration of business licensing and non-Licensing at the regional level must be carried out in an integrated manner through electronic means, based on the norms, standards, procedures, and criteria established by the Central Government;
c. that in order to provide legal certainty in the administration of business licensing and non-licensing at the regional level, a regulation is required;
d. that based on the considerations as referred to in paragraphs a, b, and c, it is necessary to establish a Regional Regulation on the Administration of Business Licensing and Non-Licensing;

Having regard to :

1. Article 18 paragraph (6) of the 1945 Constitution of the Republic of Indonesia;
2. Law Number 5 of 2001 on the Establishment of the Municipality of Tanjungpinang (State Gazette of the Republic of Indonesia Year 2001 Number 85, Supplement to the State Gazette of the Republic of Indonesia Number 4112);
3. Law Number 25 of 2007 on Investment (State Gazette of the Republic of Indonesia Year 2007 Number 67, Supplement to the State Gazette of the Republic of Indonesia Number 4724);
4. 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);

5. 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 last amended by Law Number 1 of 2022 on Financial Relations between the Central Government and Regional Governments (State Gazette of the Republic of Indonesia Year 2022 Number 4, Supplement to State Gazette of the Republic of Indonesia Number 6757);
6. Law Number 30 of 2014 on Government Administration (State Gazette of the Republic of Indonesia Year 2014 Number 292, Supplement to the State Gazette of the Republic of Indonesia Number 5601), as amended by Law Number 6 of 2023 on the Enactment of Government Regulation in Lieu of Law Number 2 of 2022 on Job Creation to Become Law (State Gazette of the Republic of Indonesia Year 2023 Number 41, Supplement to State Gazette of the Republic of Indonesia Number 6856);
7. Government Regulation Number 5 of 2021 on the Administration of Risk-Based Business Licensing (State Gazette of the Republic of Indonesia Year 2021 Number 15, Supplement to State Gazette of the Republic of Indonesia Number 6617);
8. Government Regulation Number 6 of 2021 on the Administration of Business Licensing in the Regions (State Gazette of the Republic of Indonesia Year 2021 Number 16, Supplement to the State Gazette of the Republic of Indonesia Number 6618);
9. Presidential Regulation Number 97 of 2014 on the Administration of One-Stop Integrated Service (State Gazette of the Republic of Indonesia Year 2014 Number 221):
10. Presidential Regulation Number 89 of 2021 on the Administration of Public Service Malls (State Gazette of the Republic of Indonesia Year 2021 Number 222);
11. Regulation of the Minister of Home Affairs Number 138 of 2017 on the Administration of Regional One-Stop Integrated Service (Official Gazette of the Republic of Indonesia Year 2017 Number 1956);
12. Regulation of the Minister of Investment/Head of the Investment Coordinating Agency Number 9 of 2021 on the Delegation and Guidelines for the Administration of the De-concentration in the Field of Investment Implementation Control (Official Gazette of the Republic of Indonesia Year 2021 Number 1502);

With the Joint Approval of

THE REGIONAL HOUSE OF REPRESENTATIVES
OF THE MUNICIPALITY OF TANJUNGPINANG
and
THAT MAYOR OF TANJUNGPINANG

HEREBY DECIDES:

To enact : REGIONAL REGULATION ON THE ADMINISTRATION OF BUSINESS LICENSING AND NON-LICENSING.

CHAPTER I
GENERAL PROVISIONS

Article 1

In this Regional Regulation:

1. Regional means the Municipality of Tanjungpinang.
2. Central Government means the President of the Republic of Indonesia having the governmental authority of the Republic of Indonesia as assisted by the Vice President and the Ministries as referred to in the 1945 Constitution of the Republic of Indonesia.
3. Regional Government means the Government of the Municipality of Tanjungpinang.
4. Mayor means the Mayor of Tanjungpinang.
5. Regional Apparatus means the supporting elements of the Regional Head and the Regional House of Representatives in the administration of government affairs under the authority of the Region.
6. One-Stop Integrated Service means an integrated service in one unified process starting from the application stage to the completion stage of the one-stop integrated service product.
7. Office means Regional Apparatus having the duty and function to administer government affairs in the fields of licensing and investment under the authority of the Region.
8. Administration of Business Licensing means the business licensing activity in which the management process is carried out electronically, starting from the application stage to the issuance of the document, conducted in an integrated manner in a single system.
9. Business Licensing means the legality granted to a business operator to start and operate their business and/or activities.
10. Risk-Based Business Licensing means Business Licensing based on the risk level of business activities.
11. Non-Licensing means the issuance of documents or legal proof of the validity of something to an individual or a group of people, for the purpose of service facilitation and information in accordance with the provisions of legislation.
12. Public Service Mall means the integration of public services provided by ministries, institutions, provincial governments, regency/municipal governments, state-owned enterprises, regional-owned enterprises, and private entities in an integrated manner in one (1) place, as an effort to improve the speed, ease, reach, comfort, and security of services.
13. Risk means the potential for injury or damage resulting from a hazard or the combination between the probability and impact of a hazard.

14. Electronically Integrated Business Licensing System (Online Single Submission), hereinafter referred to as the OSS System, means an integrated electronic system managed and organized by the OSS Institution for the implementation of Risk-Based Business Licensing.
15. OSS Management and Implementation Institution, hereinafter referred to as the OSS Institution, means a government Institution administering government affairs in the field of investment coordination.
16. Business Operators mean individuals or business entities conducting business and/or activities in certain fields.
17. Civil Service Employee (*Aparatur Sipil Negara*), hereinafter abbreviated as ASN, means the profession for civil servants and government employees with work agreements who work in government institution.
18. Day means a workday as determined by the Central Government.

Article 2

This Regional Regulation is intended as a guideline for the implementation of Business Licensing and Non-Licensing in the Region.

Article 3

The implementation of Business Licensing and Non-Licensing in the Region aims to:

a. improve the investment ecosystem and business activities;
b. provide legal certainty in the provision of Business Licensing and Non-licensing services in the Region; and
c. manifest the process of Business Licensing and Non-Licensing services that is fast, easy, transparent, certain, simple, affordable, professional, and integrity-driven.

Article 4

The scope of this Regional Regulation includes:

a. the authority for the Administration of Business Licensing and Non-Licensing in the Region;
b. the implementation of Business Licensing and Non-Licensing in the Region;
c. the reporting of the Administration of Business Licensing and Non-Licensing in the Region;
d. guidance and supervision; and
e. funding.

CHAPTER II
THE AUTHORITY FOR THE ADMINISTRATION OF BUSINESS LICENSING AND NON-LICENSING

Article 5

(1) The Mayor administers Business Licensing and Non-Licensing in the Region in accordance with the authority of the Region.
(2) The Mayor delegates the authority for the administration of Business Licensing and Non-Licensing to the Head of the Office.

(3) The delegation of authority for the administration of Business Licensing and Non-Licensing as referred to in paragraph (2) includes:
   a. the administration of Business Licensing and Non-Licensing which is the authority of the Region in accordance with the provisions of laws and regulations; and
   b. the delegation of Business Licensing and Non-Licensing which is the authority of the Central Government being transferred to the Mayor based on the principle of assistance tasks.

(4) Further provisions on the delegation of authority for the administration of Business Licensing and Non-Licensing as referred to in paragraph (3) are regulated in a Mayor Regulation.

Article 6

The Administration of Business Licensing and Non-Licensing in the Region may be carried out through the Public Service Mall.

CHAPTER III
THE IMPLEMENTATION OF BUSINESS LICENSING AND NON-LICENSING

Division One
Business Licensing

Article 7

(1) To commence and carry out business activities, Business Operators shall fulfill:
   a. The basic requirements for Business Licensing; and/or
   b. Risk-Based Business Licensing.

(2) Any Business Operator who does not fulfill the basic requirements for Business Licensing and/or Risk-Based Business Licensing as referred to in paragraph (1) shall be subject to administrative sanctions.

(3) The administrative sanctions as referred to in paragraph (2) include:
   a. written warning;
   b. administrative penalty;
   c. temporary suspension of the operation of the business activities; and/or
   d. revocation of Business Licensing.

(4) Further provisions on the imposition of administrative sanctions as referred to in paragraph (3) are implemented in accordance with the provisions of laws and regulations.

Article 8

(1) The Administration of Business Licensing in the Region is conducted to improve the investment ecosystem and business activities.

(2) The improvement of the investment ecosystem and business activities as referred to in paragraph (1) includes:
   a. Risk-Based Business Licensing;

b. basic requirements for Business Licensing; and
c. sectoral Business Licensing and the ease of investment requirements.

Article 9

(1) Risk-Based Business Licensing as referred to in Article 8 paragraph (2) subparagraph a is carried out based on the determination of the Risk level and the business activity scale ranking.
(2) The Risk Level as referred to in paragraph (1) includes business activities with the following risk levels:
a. Low Risk;
b. Medium Risk; and
c. High Risk.
(3) Business activities with Medium Risk as referred to in paragraph (2) subparagraph b are divided into:
a. Medium-low Risk; and
b. Medium-high Risk.
(4) The basic requirements for Business Licensing as referred to in Article 8 paragraph (2) subparagraph b include:
a. compliance with spatial utilization activities;
b. environmental approval;
c. building construction permit; and
d. certificate of function worthiness;
(5) The sectoral Business Licensing as referred to in Article 8 paragraph (2) subparagraph c includes:
a. fisheries;
b. agriculture;
c. life environment;
d. industrial affairs;
e. trading;
f. public works and housing;
g. transportation;
h. health, medicine and food;
i. education and culture;
j. tourism;
k. postal services, telecommunications, broadcasting, and electronic systems and transactions; and
l. manpower.
(6) Further provisions on the Risk-Based Business Licensing, basic requirements for Business Licensing, and sectoral Business Licensing, and the ease of investment requirements as referred to in Article 8 paragraph (2) shall be implemented in accordance with the provisions of laws and regulations on the administration of Risk-Based Business Licensing and laws and regulations in the fields of spatial planning, life environment, and building construction.

Division Two
Non-Licensing
Article 10

Any individual applying for Non-Licensing shall fulfill the technical requirements as determined by the relevant Regional Instruments based on norms, standards, procedures, and

criteria established under the Ministerial Regulation or relevant Technical Non-Ministerial Government Institution.

Article 11

The administration of Non-Licensing by the Regional Office or relevant Regional Instruments may utilize the electronic system established by the Region or designated by the Ministry or by the Technical Non-Ministerial Government Institution.

Article 12

The procedures for Non-Licensing administration are regulated in a Mayor Regulation.

Division Three
Management of the Administration of Business Licensing and Non-Licensing

Article 13

(1) The administration of Business Licensing and Non-Licensing at the regional level is carried out by the Office.
(2) The Office integrates and coordinates the One-Stop Integrated Service between Regional Apparatuses and vertical institutions in the Region in accordance with its authority.

Article 14

(1) In the administration of Business Licensing and Non-Licensing as referred to in Article 13 paragraph (1), the Office implements the management of the Administration of Business Licensing and Non-Licensing in the Region.
(2) The management of the Administration of Business Licensing as referred to in paragraph (1) includes:
    a. implementation of services;
    b. management of public complaints;
    c. information management;
    d. public outreach;
    e. consultation services; and
    f. legal assistance.
(3) The management of Non-Licensing administration is guided by the norms, standards, procedures, and criteria of each sector that falls under the authority of the Region in accordance with the laws and regulations governing the administration of Non-Licensing.

Subdivision 1
Implementation of Services

Article 15

(1) The implementation of Business Licensing services by the Office as referred to in Article 14 paragraph (2) subparagraph a complies with the provisions of the laws and regulations on the administration of Risk-Based Business Licensing.
(2) The implementation of Business Licensing services as referred to in paragraph (1) shall utilize the OSS System

managed by the Central Government, effective from the day that the OSS System is effectively enforced in accordance with provisions of the laws and regulations on the administration of Risk-Based Business Licensing.

Article 16

(1) The implementation of Business Licensing services is supplemented with special services for vulnerable groups, the elderly, and persons with disabilities in obtaining Business Licensing services.
(2) The Regional Government may develop a supporting system for the implementation of the OSS System in accordance with the norms, standards, procedures, and criteria established by the Central Government.

Article 17

(1) OSS System services for Business Licensing are carried out independently by Business Operators.
(2) Independent services as referred to in paragraph (1) are carried out by utilizing their own equipment/facilities or provided by the Office.
(3) Where OSS System services cannot be carried out independently, the Office provides:
    a. assisted services; and/or
    b. mobile services.
(4) Assisted services as referred to in paragraph (3) subparagraph a are carried out interactively between the Office and the Business Operator.
(5) Mobile services as referred to in paragraph (3) subparagraph b are provided by bringing the services closer to the Business Operator utilizing transportation or other facilities.

Article 18

(1) Assisted services as referred to in Article 14 paragraph (3) subparagraph are also provided if the OSS System services:
    a. are not yet available; or
    b. are experiencing technical disruptions.
(2) Where the assisted services as referred to in paragraph (1) are required, the Office coordinates with the OSS Institution to ensure the services remain in place.
(3) Where OSS System services as referred to in paragraph (1) subparagraph a are not yet available, assisted services are provided in the following stages:
    a. The Business Operator may submit a form of Business Licensing onsite to the Office employees;
    b. The Office employees connect the onsite licensing application as referred to in subparagraph a to the OSS System of the closest Office; and
    c. Approval or rejection of the issuance of the Business Licensing document is communicated to the Business Operator through communication devices.
(4) Where the OSS System services are experiencing a technical disruption as referred to in paragraph (1) subparagraph b, assisted services must be available not

later than one (1) day after the technical disruption is declared.

(5) A statement regarding the technical disruption of OSS System services as referred to in paragraph (4) is communicated to the public by the Head of the Office.

Article 19

(1) The implementation of Business Licensing and Non-Licensing services by the Office is free of charge.

(2) Certain Business Licensing services at the Office are subject to local levies in accordance with the provisions of the laws and regulations.

(3) The Office is not burdened with a target revenue for Local levies as referred to in paragraph (2).

Subdivision 2
Management of Public Complaints

Article 20

(1) Management of public complaints as referred to in Article 14 paragraph (2) subparagraph b is carried out promptly, accurately, transparently, fairly, non-discriminatively, and free of charge.

(2) Management of public complaints as referred to in paragraph (1) is integrated with the ministries/institutions and Regional Apparatuses through the OSS System and include the following stages of:
   a. receiving and issuing acknowledgment of receipt;
   b. verifying document completeness;
   c. classifying and prioritizing resolution;
   d. reviewing and responding;
   e. documenting;
   f. reporting the results; and
   g. monitoring and evaluating.

(3) Duration of the management of complaints as referred to in paragraph (1) shall be regulated by the provisions of laws and regulations.

Article 21

(1) The Office shall provide a complaint facility to manage public complaints related to Business Licensing and Non-Licensing services.

(2) Complaint facility as referred to in paragraph (1) must be easily accessible and reachable to the public by seeking the utilization of information and communication technology.

Subdivision 3
Management of Information

Article 22

(1) The management of information as referred to in Article 14 paragraph (2) subdivision c is carried out transparently and easily accessible by the public.

(2) The implementation of information management as referred to in paragraph (1) includes:
   a. receiving requests for information services; and

b. providing and delivering information related to Business Licensing and Non-Licensing services.

(3) The provision and delivery of information as referred to in paragraph (2) subparagraph b are carried out through the information service subsystem in the OSS System and other systems provided by the Local Government.

(4) In addition to the information services as referred to in paragraph (1), the Local Government may provide and deliver other information which at least include:
a. institutional profile of the Regional Apparatuses;
b. standards for Business Licensing and Non-Licensing services; and
c. performance assessment of PTSP.

(5) The information services as referred to in paragraph (3) are carried out through electronic and print media.

(6) The provision and delivery of information to the public are free of charge.

Subparagraph 4
Public Outreach

Article 23

(1) The public outreach as referred to in Article 14 paragraph (2) subparagraph d includes:
a. rights and obligations of the Local Government and the public with respect to Business Licensing and Non-Licensing services;
b. benefits of Business Licensing and Non-Licensing for the public;
c. requirements and mechanisms of Business Licensing and Non-licensing services;
d. time and place of services; and
e. level of risk of business activities.

(2) The implementation of public outreach is carried out through:
a. electronic media;
b. print media; and/or
c. meetings.

(3) The outreach as referred to in paragraphs (1) and (2) is carried out by the Office in coordination with the relevant technical Regional Apparatuses on a periodical basis.

Subdivision 5
Consultation Services

Article 24

(1) Consultation services as referred to in Article 11 paragraph (2) subparagraph e at least include:
a. technical consultations on the types of Business Licensing and Non-Licensing services;
b. consultations on the legal aspects of Business Licensing and Non-Licensing; and
c. technical assistance.

(2) The consultation services as referred to in paragraph (1) are provided in designated consultation spaces and/or online.

(3) The consultation services as referred to in paragraph (1) are conducted interactively by the Office in coordination with the relevant Regional Apparatuses.

Subdivision 6
Legal Assistance

Article 25

(1) The legal assistance as referred to in Article 14 paragraph (2) subparagraph f is provided in case of legal issues arising during the process and implementation of Business Licensing and Non-Licensing involving the Office.
(2) The legal assistance as referred to in paragraph (1) is provided by the Legal Division.

Division Three
Facilities and Infrastructure

Article 26

(1) The administration of Business Licensing and Non-licensing at the place of the Office must be equipped with facilities and infrastructure in accordance with the standards of the services.
(2) The facilities and infrastructure as referred to in paragraph (1) at least include:
    a. front office;
    b. back office;
    c. support rooms; and
    d. supporting equipment/facilities.
(3) The facilities and infrastructure for electronic service administration at least include:
    a. internet connection;
    b. data center and application server;
    c. smartphones; and
    d. information and communication technology security systems.
(4) The data center and application server as referred to in paragraph (3) subparagraph b may be jointly utilized with the Central Government and/or Local Government in accordance with the provisions of laws and regulations.

Division Four
Human Resources for Apparatus

Article 27

The administration of Business Licensing and Non-Licensing within the Office is supported by the ASN performing the duties and functions of Business Licensing services, provided proportionally to support the performance of the Office.

Article 28

(1) ASN assigned to the Office as referred to in Article 27 paragraph (1) must meet qualification and competency standards in accordance with the provisions of laws and regulations.

(2) The competencies of the ASN as referred to in paragraph (1) may be enhanced through competency development in accordance with the provisions of laws and regulations.
(3) For the purpose of improving the performance of services in the administration of Business Licensing and Non-Licensing in the Region, the Mayor may provide employee's additional income for the ASN within the Office in accordance with the financial capacity of the Region and the provisions of laws and regulations.

Division Five
Work Relationship Procedures

Article 29

The Office, in carrying out its duties, establishes work relationships that include:
a. work relationships between the Office and government institutions responsible for administering government affairs in the field of investment coordination as the OSS Institution; and
b. work relationship between the Office and Regional Apparatuses, including Sub-districts and Urban Villages.

Article 30

(1) The work relationship between the Office and the OSS Institution as referred to in Article 29 subparagraph a is carried out functionally in implementing Business Licensing and Non-Licensing in the Region.
(2) The functional work relationship as referred to in paragraph (1) includes:
    a. assistance in the implementation of Business Licensing and Non-Licensing;
    b. verification of Business Licensing and Non-Licensing proposals;
    c. development of human resource competencies;
    d. procurement of hardware and software to support the implementation of the OSS System; and
    e. handling of complaints with respect to Business Licensing and Non-Licensing services in the Region.

Article 31

The work relationship between the Office and Regional Apparatuses, including Districts and Subdistricts as referred to in Article 29 subparagraph b is conducted to provide support for Business Licensing and Non-Licensing within the Sub-District and Urban Village areas.

CHAPTER IV
REPORTING OF THE ADMINISTRATION OF BUSINESS LICENSING AND NON-LICENSING

Article 32

(1) The Mayor submits a report on the administration of Business Licensing and Non-Licensing to the Governor on a regular basis every three (3) month.

(2) The report as referred to in paragraph (1) is at least including:
   a. the number of Business Licensing and Non-Licensing issued;
   b. investment plans and realizations;
   c. challenges and solutions.

(3) The report as referred to in paragraph (1) is utilized as evaluation and guidance material to improve the performance of the Office.

CHAPTER V
SUPERVISION AND GUIDANCE

Article 33

(1) The Mayor provides guidance and supervision on the administration of the Business Licensing and Non-Licensing in the Region.

(2) The guidance and supervision as referred to in paragraph (1) are coordinated by the Office.

(3) Further provisions on such guidance and supervision as referred to in paragraph (1) are implemented in accordance with laws and regulations.

CHAPTER VI
FUNDING

Article 34

The Administration of Business Licensing and Non-Licensing is funded by the Local Budget and other lawful and non-binding sources.

CHAPTER VII
TRANSITIONAL PROVISIONS

Article 35

(1) The provisions for the implementation of Business Licensing regulated under this Regional Regulation are exempted to Business Operators whose Business Licensing has been approved and is effective prior to the enforcement of this Regional Regulation including any fulfilled requirements.

(2) Where Business Operators who have obtained Business Licensing but whose licensing has not yet become effective prior to the entry into force of this Regional Regulation, their Business Licensing is processed in accordance with the provisions of this Regional Regulation.

CHAPTER VIII
CLOSING PROVISIONS

Article 36

Upon the entry into force of this Regional Regulation, Regulation of the Municipality of Tanjungpinang Number 3 of 2013 on Licensing Administration (Regional Gazette of the Municipality of Tanjungpinang Year 2013 Number 3) Supplement to the Regional Gazette of the Municipality of Tanjungpinang Number 16) is hereby repealed and declared to be no longer in force.

Article 37

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 Municipality of Tanjungpinang.

Enacted in Tanjungpinang
on 19 January 2024

MAYOR OF TANJUNGPINANG AD INTERIM,

signed

HASAN

Promulgated in Tanjungpinang
On 19 January 2024

REGIONAL SECRETARY,

signed

ZULHIDAYAT

REGIONAL GAZETTE OF THE MUNICIPALITY OF TANJUNGPINANG YEAR 2025 NUMBER 69

Prepared and issued as an official translation

Jakarta, 6 July 2026
DIRECTOR GENERAL OF LAWS AND REGULATIONS
FOR THE MINISTER OF LAW OF THE REPUBLIC OF INDONESIA,

DHAHANA PUTRA

Official Translation Notice:
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In the event of any discrepancy, inconsistency, or ambiguity between the English version and the Indonesian version, t he Indonesianversion shall prevail

ELUCIDATION
OF
REGULATION OF THE MUNICIPALITY OF TANJUNGPINANG
NUMBER 3 OF 2024
ON
ADMINISTRATION OF BUSINESS LICENSING AND NON-LICENSING

I. GENERAL

The improvement of investment climate is an important aspect in supporting the economic growth of a Region. Considering that the Central Government has currently implemented policies to facilitate the ease of investment, among others on Administration of Business Licensing for Business Operators in the Region. The making of this Regional Regulation is reiterated in Government Regulation Number 5 of 2021 on Administration of Risk-Based Business Licensing and Government Regulation Number 6 of 2021 on Administration of Business Licensing in the Region.

The scope regulated in this Regional Regulation includes:

a. the authority of the administration of Business Licensing and Non-Licensing in the Region;
b. implementation of Business Licensing and Non-Licensing in the Region;
c. the reporting of the administration of the Business Licensing in the Region;
d. development and supervision; and
e. funding.

Based on the above considerations, it is necessary to enact a Regional Regulation on Administration of Business Licensing and Non-Licensing.

II. ARTICLE BY ARTICLE

Article 1

Self-explanatory.

Article 2

Self-explanatory.

Article 3

Self-explanatory.

Article 4

Self-explanatory.

Article 5

Self-explanatory.

Article 6

Self-explanatory.

Article 7
Self-explanatory.

Article 8
Self-explanatory.

Article 9
Self-explanatory.

Article 10
Self-explanatory.

Article 11
Self-explanatory.

Article 12
Self-explanatory.

Article 13
Self-explanatory.

Article 14
Self-explanatory.

Article 15
Self-explanatory.

Article 16
Self-explanatory.

Article 17
Self-explanatory.

Article 18
Self-explanatory.

Article 19
Paragraph (1)
Self-explanatory.
Paragraph (2)
The types of specific Business Licensing levies include:
a. levies for the approval of building permit;
b. levies for permits to sell alcoholic beverages;
c. route permit levies; and
d. fisheries business permit levies.
The term "laws and regulations" means the laws and regulations on Regional Taxes and Regional Levies for the purpose of supporting the ease of doing business and Regional services.
Paragraph (3)
Self-explanatory.

Article 20
Self-explanatory.

Article 21
Self-explanatory.

Article 22

Self-explanatory.

Article 23

Self-explanatory.

Article 24

Self-explanatory.

Article 25

Self-explanatory.

Article 26

Paragraph (1)

Self-explanatory.

Paragraph (2)

Subparagraph a

The front office is at least consist of a reception counter, submission counter, payment counter, information service room/area, complaint service room/area, and consultation service area.

Subparagraph b

The back office is at least consist of a meeting room and a processing room.

Subparagraph c

The supporting room is at least consist of a waiting room, lactation room, room for persons with disabilities and elderly, archive and library room, prayer room, parking area, and restrooms.

Subparagraph d

Supporting equipment/facilities is at least consist of service uniforms, forms, telephone, fax machines, computers, printers, scanners, queue machines, service satisfaction measurement devices, complaint boxes, photocopy machines, surveillance cameras, internet connection, website, email, power supply equipment or uninterruptible power supply, fire extinguisher, air conditioning, television, banner, and location direction signs.

Paragraph (3)

Self-explanatory.

Paragraph (4)

Self-explanatory.

Article 27

Self-explanatory.

Article 28

Paragraph (1)

Self-explanatory.

Paragraph (2)

Self-explanatory.

Paragraph (3)

The term "employee's additional income for the ASN" means extra income provided based on workload and investment targets given to the ASN who are assigned with tasks that are considered to exceed the normal workload, in accordance with the provisions of laws and regulations on regional financial management.

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
Self-explanatory.

SUPPLEMENT TO THE REGIONAL GAZETTE OF THE MUNICIPALITY OF TANJUNGPINANG NUMBER 33