

REGULATION OF THE PROVINCE OF LAMPUNG  
NUMBER 2 OF 2023  
ON  
IMPLEMENTATION OF BUSINESS LICENSING IN THE REGION

BY THE BLESSINGS OF ALMIGHTY GOD

GOVERNOR OF LAMPUNG,

- Considering : a. that in the context of optimizing the implementation of business licensing in the regions and encouraging the regional investment climate in improving the public economy;
- b. that with the issuance of Government Regulation Number 6 of 2021 on Implementation of Business Licensing in the Regions, Regulation of the Province of Lampung Number 2 of 2012 on Implementation of One-Stop Integrated Services is deemed no longer in accordance with the dynamics of legislation, so it needs to be replaced;
- c. that based on the considerations as referred to in point a and point b, it is necessary to establish a Regional Regulation on Implementation of Business Licensing in the Region;
- Observing : 1. Article 18 section (6) of the 1945 Constitution of the Republic of Indonesia;
2. Law Number 14 of 1964 on Stipulation of Government Regulation in Lieu of Law Number 3 of 1964 on Establishment of the Lampung Level I Region by Amending Law Number 25 of 1959 on Establishment of the South Sumatra Level I Region into Law (State Gazette of the Republic of Indonesia of 1964 Number 95, Supplement to the State Gazette of the Republic of Indonesia Number 2688);
3. 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);
4. Law Number 12 of 2011 on Legislation Making (State Gazette of the Republic of Indonesia 2011 Number 82, Supplement to the State Gazette of the Republic of Indonesia Number 5234) as amended several times, last

- by Law Number 13 of 2022 on Second Amendment to Law Number 12 of 2011 on Legislation Making (State Gazette of the Republic of Indonesia of 2022 Number 143, Supplement to the State Gazette of the Republic of Indonesia Number 6801);
5. Law Number 23 of 2014 on Local Government (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);
  6. Law Number 30 of 2014 on Government Administration (State Gazette of the Republic of Indonesia of 2014 Number 292, Supplement to the State Gazette of the Republic of Indonesia Number 5601) 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);
  7. Government Regulation Number 96 of 2012 on Implementation of Law Number 25 of 2009 on Public Services (State Gazette of the Republic of Indonesia of 2012 Number 215, Supplement to the State Gazette of the Republic of Indonesia Number 5257);
  8. Government Regulation Number 24 of 2018 on Electronically Integrated Business Licensing Services (State Gazette of the Republic of Indonesia of 2018 Number 90);
  9. Government Regulation Number 5 of 2021 on Implementation of Risk-Based Business Licensing (State Gazette of the Republic of Indonesia of 2021 Number 15);
  10. Government Regulation Number 6 of 2021 on Implementation of Business Licensing in Regions (State Gazette of the Republic of Indonesia of 2021 Number 16);
  11. Government Regulation Number 96 of 2021 on Implementation of Mineral and Coal Mining Business Activities (State Gazette of the Republic of Indonesia of 2021 Number 208, Supplement to the State Gazette of the Republic of Indonesia Number 6721);
  12. Presidential Regulation Number 97 of 2014 on Implementation of One-Stop Integrated Services (State Gazette of the Republic of Indonesia of 2014 Number 6221);
  13. Presidential Regulation of the Republic of Indonesia Number 91 of 2017 on Acceleration of Business Implementation (State Gazette of the Republic of Indonesia of 2017 Number 210);
  14. Regulation of the President of the Republic of Indonesia Number 10 of 2021 on Investment Business Sector (State Gazette of the Republic of Indonesia of 2021 Number 61);

15. Regulation of the President of the Republic of Indonesia Number 55 of 2022 on Delegation of Granting Business Licensing in the Mineral and Coal Mining Sector (State Gazette of the Republic of Indonesia of 2022 Number 91);
16. Regulation of the Minister of Home Affairs Number 138 of 2017 on Implementation of Regional One-Stop Integrated Services (State Bulletin of the Republic of Indonesia of 2017 Number 1956);
17. Regulation of the Province of Lampung Number 7 of 2015 on Providing Incentives and Ease of Investment (Regional Gazette of the Province of Lampung of 2015 Number 7, Supplement to the Regional Gazette of the Province of Lampung Number 437);
18. Regulation of the Province of Lampung Number 6 of 2017 on the Formation of Regional Legal Products (Regional Gazette of the Province of Lampung of 2017 Number 6, Supplement to the Regional Gazette of the Province of Lampung Number 461);
19. Regulation of the Province of Lampung Number 4 of 2019 on the Formation and Structure of Regional Apparatus of the Province of Lampung (Regional Gazette of the Province of Lampung of 2019 Number 4, Supplement to the Regional Gazette of the Province of Lampung Number 491);
20. Regulation of the Province of Lampung Number 6 of 2019 on Capital Investment (Regional Gazette of the Province of Lampung of 2019 Number 6, Supplement to the Regional Gazette of the Province of Lampung Number 493);

With the Joint Approval of

THE REGIONAL HOUSE OF REPRESENTATIVES OF THE PROVINCE  
OF LAMPUNG  
And  
GOVERNOR OF LAMPUNG

HAS DECIDED:

To issue : REGIONAL REGULATION ON IMPLEMENTATION OF  
BUSINESS LICENSING IN THE REGION.

CHAPTER I  
GENERAL PROVISIONS

Article 1

In this Regional Regulation:

1. Government means the Central Government.
2. Area means Lampung Province.
3. Local Government means the regional head as the element of administering Local Government who leads the implementation of government affairs which fall under the authority of the autonomous region.
4. Regency/Municipality means a Regency/Municipality within the Lampung Province area.
5. Governor means the Governor of Lampung.

6. Regional Apparatus means the supporting element of the Governor and the Regional House of Representatives in administering government affairs which fall under the authority of the Region.
7. Technical Regional Apparatus mean Regional Apparatus that manages sectoral/technical Business Licensing services.
8. One Stop Investment and Integrated Services Office, hereinafter abbreviated as DPMPTSP (*Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu*), means Regional Apparatus that administers government affairs in the field of investment and one stop integrated services in the Province of Lampung.
9. Implementation of Business Licensing in the Region means a business licensing activity whose management process is electronic starting from the application stage to the issuance of documents which is carried out in an integrated manner through one door.
10. Business Licensing means the legality given to business actors to start and run their business and/or activities.
11. Risk-Based Business Licensing means a Business Licensing based on the level of risk of business activities.
12. Non-licensing means all forms of service convenience, fiscal facilities, and information for business or investment purposes in accordance with the provisions of legislation.
13. One-Stop Integrated Service, hereinafter abbreviated as PTSP (*Pelayanan Terpadu Satu Pintu*), means an integrated service in one unified process starting from the application stage to the completion stage of the one-stop integrated service product.
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 Institutions for the implementation of Risk-Based Business Licensing.
15. OSS Management and Organizing Institutions, hereinafter referred to as OSS Institutions, mean government institutions that carry out Government Affairs in the field of investment coordination.
16. Business Actors mean individuals or business entities that carry out business and/or activities in certain fields. Investment is all forms of investment activities, both by domestic investors and foreign investors to conduct business in the region.
17. Technical Considerations mean considerations that contain approval or rejection/cannot be processed for the entire activity plan along with the terms and conditions that must be fulfilled by the applicant for a Business Licensing in the context of investment activities.
18. Electronic Signature means a signature consisting of electronic information that is attached, associated or related to other electronic information that is used as a means of verification and authentication.

19. Service Standards mean benchmarks used as guidelines for service delivery and a reference for assessing service quality as an obligation and promise to provide services to the community in the context of quality, fast, easy, affordable and measurable services.
20. Standard Operating Procedures mean series of standardized written instructions regarding various government administration processes, how and when they must be carried out, where and by whom they are carried out.
21. Community Satisfaction Index Survey, hereinafter abbreviated as SIKM (*Survei Indeks Kepuasan Masyarakat*), means a comprehensive measurement of activities regarding the level of community satisfaction obtained from the results of measuring community opinions in obtaining services from public service providers.
22. Public Service Declaration means a statement of the Local Government's ability to provide public services.
23. Regional Spatial Planning Plan, abbreviated as RTRW (*Rencana Tata Ruang Wilayah*), means the RTRW of the Province of Lampung.
24. Day means a work day.

#### Article 2

The implementation of Business Licensing in the Regions is carried out based on the principles of:

- a. legal certainty;
- b. openness;
- c. accountability;
- d. non-discriminatory;
- e. togetherness;
- f. fair efficiency;
- g. sustainable;
- h. environmentally friendly;
- i. independence; and
- j. balanced progress and national economic unity.

#### Article 3

The implementation of Business Licensing in the Regions is intended to improve the investment ecosystem and business activities in the Regions which include:

- a. Risk-based Business Licensing;
- b. basic requirements for Business Licensing;
- c. Sector Business Licensing and ease of investment requirements.

#### Article 4

The implementation of Business Licensing in the Region aims to:

- a. improve the quality of Business Licensing services in the Region; and
- b. increase the ease of doing business and regional competitiveness.

CHAPTER II  
AUTHORITY TO IMPLEMENT BUSINESS LICENSING IN THE  
REGION

Part One  
DPMPTSP Authority

Article 5

- (1) DPMPTSP's authority covers all Business Licensing service matters delegated by the Government and/or Governor in accordance with the provisions of legislation.
- (2) The Governor as referred to in section (1) delegates the signing authority to the Head of DPMPTSP.
- (3) Delegation of signing authority to the Head of DPMPTSP as referred to in section (2) includes:
  - a. the authority for Business Licensing which becomes an affair of the Local Government in accordance with the provisions of legislation; and
  - b. Business Licensing authority which becomes an affair of the Government which is delegated authority to the Governor.
- (4) Delegation of signing authority to the Head of DPMPTSP as referred to in section (3) is further regulated in a Governor Regulation.

Part Two  
Risk-Based Business Licensing

Article 6

- (1) Risk-based business licensing as referred to in Article 3 point a is carried out based on the stipulation of the risk level and business scale ranking of business activities in accordance with the provisions of legislation.
- (2) The basic requirements for Business Licensing as referred to in Article 3 point b, consist of sectors:
  - a. maritime affairs and fisheries;
  - b. agriculture;
  - c. environmental and forestry;
  - d. energy and mineral resources;
  - e. industry;
  - f. trading;
  - g. public works and public housing;
  - h. transportation;
  - i. medicine and food health;
  - j. education and culture;
  - k. tourism;
  - l. post, telecommunications, broadcasting; and electronic systems and transactions; and
  - m. employment.
- (3) In order to improve the investment ecosystem and business activities in the sector as referred to in section (2), Micro, Small and Medium Enterprises are provided with ease of investment requirements and Business Licensing in accordance with the provisions of legislation regarding the Implementation of Risk-Based Business Licensing.

- (4) Business Licensing Services as referred to in section (1) are further regulated by a Governor Regulation.

CHAPTER III  
IMPLEMENTATION OF BUSINESS LICENSING

Part One  
General

Article 7

- (1) The implementation of Business Licensing in the Regions is carried out by DPMPTSP by integrating PTSP between regional apparatus and vertical agencies in the regions in accordance with their authority.
- (2) DPMPTSP in providing Business Licensing services as referred to in section (1) coordinates with the relevant Regional Apparatus.
- (3) The implementation of Business Licensing services by DPMPTSP as referred to in section (1) includes:
  - a. implementation of services;
  - b. management of public complaints;
  - c. information management;
  - d. dissemination to the public;
  - e. consulting services; and
  - f. legal assistance.

Part Two  
Implementation of Services

Article 8

- (1) The implementation of Business Licensing services by DPMPTSP as referred to in Article 7 section (3) point a is in accordance with the provisions of legislation regarding the implementation of Risk-Based Business Licensing.
- (2) Implementation of Business Licensing services by DPMPTSP is required to use the OSS System which is managed by the Central Government starting from the time the OSS System becomes effective in accordance with the provisions of legislation regarding the implementation of Risk-Based Business Licensing.
- (3) The implementation of Business Licensing services in the regions as referred to in section (2) is equipped with special services for vulnerable groups, the elderly and people with disabilities in obtaining Business Licensing services.

Article 9

- (1) OSS System services for Business Licensing in the regions are carried out independently by Business Actors.
- (2) Independent services as referred to in section (1) are carried out using the Business Actor's own devices or those provided by the DPMPTSP.
- (3) In the event that OSS System services cannot be implemented independently, DPMPTSP needs to do:

- a. Assisted services; and/or
- b. Mobile service.

#### Article 10

- (1) Assisted services as referred to in Article 9 section (3) point a are carried out interactively between DPMPTSP and Business Actors.
- (2) Assisted services are also provided if technical problems occur in the OSS System service.
- (3) In the event that assisted services are required as referred to in section (1), DPMPTSP coordinates with the OSS Institution so that the services can be carried out.
- (4) In the event that there is a technical problem in the OSS System service as referred to in section (2), assisted services must be available not later than 1 (one) day after the technical problem is declared to have occurred.
- (5) The statement of the occurrence of technical problems with OSS System services as referred to in section (4) is conveyed to the public by DPMPTSP.

#### Article 11

Mobile services as referred to in Article 9 section (3) point b are carried out by bringing service affordability closer to Business Actors by using transportation or other means.

#### Article 12

- (1) The implementation of Business Licensing services by DPMPTSP is free of charge.
- (2) Certain Business Licensing at DPMPTSP are subject to local levies in accordance with the provisions of legislation.
- (3) In implementing the DPMPTSP Business Licensing service, there is no revenue target of local levies.

### Part Three

#### Management of Public Complaints

#### Article 13

- (1) Information management as referred to in Article 7 section (3) point c, is carried out openly and is easily accessible to the public.
- (2) The implementation of information management as referred to in section (1), at least:
  - a. receives information service requests; and
  - b. provides and give information related to Business Licensing services.
- (3) Further provisions regarding public complaints as referred to in section (1) are regulated in a Governor Regulation.

#### Article 14

- (1) Information management as referred to in Article 13 is carried out through the information service subsystem in the OSS System.



- (2) In addition to the information services as referred to in section (1), Local Governments can provide and give other information, containing at least:
  - a. Institutional profile of regional apparatus;
  - b. Business Licensing service standards in the regions; and
  - c. PTSP performance assessment.
- (3) Information services as referred to in section (1) are carried out through electronic media and print media.
- (4) Provide and give information to the public is free of charge.
- (5) The implementation of giving information is carried out in accordance with the provisions of legislation.

Part Four  
Dissemination to the Public

Article 15

- (1) Dissemination to the public as referred to in Article 7 section (3) point d includes:
  - a. rights and obligations of the Local government and the community regarding Business Licensing services;
  - b. benefits of Business Licensing for the Public;
  - c. requirements and mechanisms for Business Licensing services;
  - d. time and place of service; and
  - e. level of risk of business activities.
- (2) Organizing dissemination to the public is carried out through:
  - a. electronic media;
  - b. print media; and/or
  - c. meeting.
- (3) The implementation of dissemination as referred to in section (1) and section (2) is carried out by DPMPTSP in coordination with regional technical apparatus on a periodic basis.
- (4) Further provisions regarding dissemination to the public as referred to in section (1) are regulated in a Governor Regulation.

Part Five  
Consultation Services

Article 16

- (1) Consultation services as referred to in Article 7 section (3) point e, at least in the form of:
  - a. technical consultation on types of Business Licensing services;
  - b. consultation on legal aspects of Business Licensing; and
  - c. technical assistance.
- (2) Consultation services as referred to in section (1) are carried out in the consultation room provided and/or online.

- (3) Consultation services as referred to in section (1) are carried out by DPMPTSP in coordination with regional technical apparatus in an interactive manner.
- (4) Further provisions regarding consultation services as referred to in section (1) are regulated in a Governor Regulation.

Part Six  
Legal Assistance

Article 17

- (1) Legal assistance as referred to in Article 7 section (3) point f is carried out in the event that there are legal problems in the licensing process and implementation involving DPMPTSP.
- (2) Legal assistance as referred to in section (1) is carried out by the Legal Bureau of the Provincial Regional Secretariat.
- (3) Further provisions regarding legal assistance as referred to in section (1) are regulated in a Governor Regulation.

CHAPTER IV  
PUBLIC SERVICE DECLARATION, SERVICE STANDARDS  
AND  
SERVICE MANAGEMENT

Part One  
Public Service Declaration

Article 18

- (1) Local Governments in providing Business Licensing services are required to form a Business Licensing Public Service Declaration.
- (2) The Business Licensing Public Service Declaration as referred to in section (1) consists of:
  - a. type of service provided;
  - b. condition;
  - c. procedure;
  - d. cost;
  - e. time;
  - f. rights and obligations of Local Government and public members; and
  - g. person responsible for providing services.
- (3) The Local Government Business Licensing Public Service Declaration as referred to in section (1) is signed by the Head of DPMPTSP and placed in a place or media that is easily accessible to the public.

Part Two  
Service Standard

Article 19

In providing Business Licensing services, Local Governments are obligated to prepare, determine and implement:

- a. Service Standard; and
- b. Standard Operating Procedures.

Article 20

- (1) Service Standard Components as referred to in Article 19 point a include:
  - a. legal basis;
  - b. requirements;
  - c. systems, mechanisms and procedures;
  - d. settlement period;
  - e. fees/tariffs;
  - f. service products;
  - g. facilities, infrastructure and/or facilities;
  - h. implementing competence;
  - i. internal monitoring;
  - j. handling complaints, suggestions and input;
  - k. number of personnel;
  - l. service guarantee which provides certainty that services are carried out in accordance with Service Standards;
  - m. guarantee of service security and safety in the form of a commitment to provide a sense of security, freedom from danger and risk of doubt; and
  - n. evaluation of personnel performance.
- (2) The Service Standards as referred to in section (1) are determined by the Decision of the Head of DPMPTSP guided by the provisions of legislation.

Article 21

- (1) Components of Standard Operating Procedures as referred to in Article 19 point b include:
  - a. Standard Operating Procedure number;
  - b. date of manufacture;
  - c. revision date;
  - d. date of approval;
  - e. endorsed by;
  - f. name of Standard Operating Procedure;
  - g. legal basis;
  - h. implementing qualifications;
  - i. linkages;
  - j. equipment and supplies;
  - k. warning;
  - l. recording and data collection;
  - m. description of procedures;
  - n. personnel;
  - o. completeness;
  - p. time; and
  - q. output.
- (2) Standard Operational Procedures as referred to in section (1) are determined by the Decision of the Head of DPMPTSP.

Part Three  
Service Management

Article 22

- (1) In providing Business Licensing services, DPMPTSP is required to implement PTSP management.
- (2) PTSP management as referred to in section (1) includes:
  - a. implementation of services;
  - b. management of public complaints;
  - c. information management;
  - d. internal monitoring;
  - e. dissemination to the public;
  - f. consulting services; and
  - g. legal assistance.

CHAPTER V  
PTSP SERVICE SYSTEM

Part One  
PTSP Service System

Article 23

- (1) The Business Licensing service and document flow system in administering PTSP uses a frontoffice and backoffice system supported by OSS.
- (2) OSS as referred to in section (1), uses OSS, and an electronic service system developed by DPMPTSP called e-PTSP.

Part Two  
Utilization of Electronic Signatures

Article 24

- (1) license and non-license documents are issued in the form of electronic documents in portable document format (pdf).
- (2) The entire process of issuing license and non- license documents is through electronic transactions using Electronic Signatures.
- (3) Electronic license and non- license documents as referred to in section (1) which have a valid electronic signature are authentic documents.
- (4) The printed results of electronic license and non- license documents as referred to in section (3) become copies of authentic documents.
- (5) Utilization of Electronic Signatures is required to have an electronic Certificate issued by a Certified Electronic Certification Provider in accordance with the provisions of legislation.

Part Three  
Special Services

Article 25

- (1) The implementation of Business Licensing Services in the regions is equipped with special services for vulnerable

groups of elderly and people with disabilities in obtaining business licensing services.

- (2) The special services provided are:
  - a. optimization of helpdesk functions;
  - b. use of investor corner space; and
  - c. proactive service.

#### Article 26

In providing services, PTSP can form a Public Service Mall in accordance with the provisions of legislation.

### CHAPTER VI HUMAN RESOURCES

#### Article 27

- (1) The implementation of Business Licensing at the DPMPTSP is carried out by state apparatus who are proportional and professional according to their field of competence.
- (2) In order to improve the quality, reach and wider access to the public, DPMPTSP can collaborate with the Regency/Municipality Government to empower the state apparatus in the sub-district or urban village/rural village/village/pekon or urban village/rural village/village/pekon apparatus

### CHAPTER VII PUBLIC SATISFACTION INDEX SURVEY

#### Article 28

- (1) PTSP carries out SIKM to measure the grade and quality of services to the public.
- (2) SIKM as referred to in section (1) is carried out periodically at least 1 (one) time a year.
- (3) SIKM as referred to in section (1) is carried out through internal and/or external surveys based on the provisions of legislation.

### CHAPTER VIII PTSP COMMUNICATION FORUM

#### Article 29

- (1) DPMPTSP can form a communication forum.
- (2) Membership of the communication forum as referred to in section (1) consists of elements
  - a. Provincial PTSP and/or Regency/Municipality PTSP;
  - b. representatives of service recipient associations;
  - c. Ombudsman of the Republic of Indonesia; and
  - d. other related elements.
- (3) The communication forum as referred to in section (1) has the following functions:
  - a. resolve Business Licensing issues;
  - b. evaluate the implementation of PTSP; and
  - c. submit a report to the Governor.
- (4) The communication forum as referred to in section (1) is established by a Governor Decision.

CHAPTER IX  
REPORTING

Article 30

- (1) The Governor submits reports on the implementation of Provincial Business Licensing periodically to the Minister.
- (2) The report as referred to in section (1) must at least contain:
  - a. number of licensing issued;
  - b. investment plans and realization; and
  - c. obstacles and solutions.
- (3) The report as referred to in section (2) is carried out periodically every 3 (three) months.

CHAPTER X  
GUIDANCE AND SUPERVISION

Article 31

- (1) Guidance and supervision of the implementation of Regency/Municipality PTSP is carried out by the Governor as a representative of the Central Government.
- (2) Guidance as referred to in section (1) is carried out according to Region's needs in the form of:
  - a. facilitation, consultation, education and training as well as research and development.
  - b. providing guidance, supervision as well as development, monitoring and evaluation of PTSP implementation.
- (3) In providing Business Licensing services, DPMPTSP is administratively responsible, while technical responsibility lies with the relevant Regional Apparatus, except for Business Licensing in the field of Investment.
- (4) Supervision and evaluation after the issuance of a Business Licensing is carried out and is the responsibility of the relevant Regional Apparatus, in accordance with the provisions of legislation.
- (5) Supervision and evaluation after the issuance of Business Licensing in the Investment sector is carried out and is the responsibility of the DPMPTSP, in accordance with the provisions of legislation.

CHAPTER XI  
FINANCING

Article 32

Financing for PTSP implementation comes from:

- a. Local Budget; and/or
- b. Other sources that are valid and non-binding in accordance with the provisions of legislation.

CHAPTER XII  
TRANSITIONAL PROVISIONS

Article 33

Business Licensing that has been submitted before the issuance of this Regional Regulation are still processed according to applicable procedures.

CHAPTER XIII  
CLOSING PROVISIONS

Article 34

At the time when this Regional Regulation comes into force, then Regional Regulation Number 2 of 2012 on Implementation of One-Stop Integrated Services (Regional Gazette of the Province of Lampung of 2012 Number 2, Supplement to the Regional Gazette of the Province of Lampung Number 365), is repealed and declared ineffective.

Article 35

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

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

Issued in Telukbetung  
On 9 May 2023

GOVERNOR OF LAMPUNG,

signed

ARINAL DJUNAIDI

Promulgated in Telukbetung  
on 9 May 2023

REGIONAL SECRETARY OF THE PROVINCE OF LAMPUNG

signed

FAHRIZAL DARMINTO

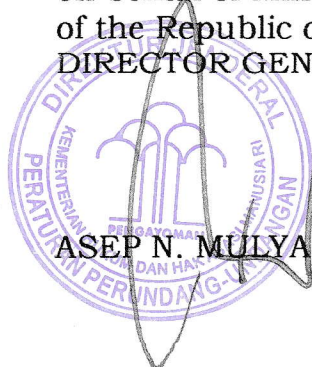
REGIONAL GAZETTE OF THE PROVINCE OF LAMPUNG OF 2023 NUMBER 2

Jakarta, 22 March 2024

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

DIRECTOR GENERAL OF LEGISLATION,

ASEP N. MULYANA



ELUCIDATION  
OF  
REGULATION OF THE PROVINCE OF LAMPUNG  
NUMBER 2 OF 2023  
ON  
IMPLEMENTATION OF BUSINESS LICENSING IN THE REGION

I. GENERAL

The promulgation of Law Number 11 of 2020 on Job Creation and its implementing regulations resulted in fundamental changes in the administration of government affairs, including in the administration of licensing in the regions. Implementation of licensing services aimed at improving the investment ecosystem and business activities in the Region, including: risk-based business licensing; basic business licensing requirements; sector business licensing and ease of investment requirements must be immediately adjusted to the provisions of legislation.

In carrying out government affairs in the field of investment and licensing, the Province of Lampung has Regional Regulation of the Province of Lampung Number 2 of 2012 on Implementation of One-Stop Integrated Services, Regulation of the Province of Lampung Number 7 of 2015 on Providing Incentives and Ease of Investment, Regulation of the Province of Lampung Number 6 of 2017 on Formation of Regional Legal Products, and Regulation of the Province of Lampung Number 6 of 2019 on Investment.

Based on the provisions of Article 39 of Government Regulation Number 6 of 2021 on Implementation of Business Licensing in the regions, Regional Regulations and Regional Head Regulations that regulate business licensing in the regions are required to conform to Government Regulation Number 6 of 2021 within a maximum of 2 (two) months, starting from its promulgation on 2 February 2021.

Regulation of the Province of Lampung Number 2 of 2012 on Implementation of One-Stop Integrated Services is deemed no longer in accordance with the dynamics of legislation, so it needs to be replaced. Based on these considerations, it is necessary to promulgate a Regulation of the Province of Lampung on Implementation of Business Licensing in the Region.

II. ARTICLE BY ARTICLE

Article 1

Sufficiently clear.



Article 2  
Sufficiently clear.

Article 3  
Sufficiently clear.

Article 4  
Sufficiently clear.

Article 5  
Sufficiently clear.

Article 6  
Sufficiently clear.

Article 7  
Sufficiently clear.

Article 8  
Sufficiently clear.

Article 9  
Sufficiently clear.

Article 10  
Sufficiently clear.

Article 11  
Sufficiently clear.

Article 12  
Sufficiently clear.

Article 13  
Sufficiently clear.

Article 14  
Sufficiently clear.

Article 15  
Sufficiently clear.

Article 16  
Sufficiently clear.

Article 17  
Sufficiently clear.

Article 18  
Sufficiently clear.

Article 19  
Sufficiently clear.

Article 20  
Sufficiently clear.

Article 21  
Sufficiently clear.

Article 22  
Sufficiently clear.

Article 23  
Section (1)  
The term "Front office at DPMPTSP, hereinafter referred to as Front office, means the recipient of license/non-license application files that have met the requirements and then carry out verification of the application.  
Section (2)  
Back Office on DPMPTSP, hereinafter referred to as Backoffice, is a license processor that has been verified by front office officers.

Article 24  
Sufficiently clear.

Article 25  
Section (1)  
Sufficiently clear.  
Section (2)  
Point a  
The term "helpdesk" means a section or work unit in the DPMPTSP which is tasked with serving or responding to all technical questions from service users. Technical questions and answers can be submitted via email, telephone, fax, official DPMPTSP email.  
Point b  
The term "investor corner" means a special room/corner at DPMPTSP that provides information about investment.  
Point c  
Sufficiently clear.

Article 26  
The term "Public Service Mall" means a place where DPMPTSP service activities or activities take place in order to provide fast, easy, affordable, safe and comfortable services.

Article 27  
Sufficiently clear.

Article 28  
Sufficiently clear.

Article 29  
Sufficiently clear.

Article 30  
Sufficiently clear.

Article 31  
Sufficiently clear.

Article 32  
Sufficiently clear.

Article 33  
Sufficiently clear.

Article 34  
Sufficiently clear.

Article 35  
Sufficiently clear.

SUPPLEMENT TO THE REGIONAL GAZETTE OF THE PROVINCE OF  
LAMPUNG NUMBER 537