



**GOVERNOR OF THE SPECIAL REGION OF
JAKARTABATA**

**INSTRUCTION OF THE GOVERNOR OF THE SPECIAL REGION OF
JAKARTABATA**

NUMBER 8 YEAR 2018

ABOUT

**ARRANGEMENT, ESTABLISHMENT AND IMPLEMENTATION OF SERVICE STANDARDS IN
REGIONAL INSTRUMENTS YEAR 2018**

GOVERNOR OF THE SPECIAL REGION OF JAKARTABATA,

In order to continue the Regulation of the Minister of State Apparatus Management and Bureaucratic Reform Number 15 Year 2014 regarding the Guidelines for Service Standards that obliges every Service Provider to establish and implement Public Service Standards for each service, with this I instruct

To: Regional Heads of the Special Region of Jakarta

For:

FIRST: Implement the Arrangement, Establishment and Implementation of Service Standards in order to support the improvement of public service quality in each Regional Instrument.

SECOND: Arrangement, Establishment and Implementation of Service Standards as intended in the first paragraph based on the Regulation of the Minister of State Apparatus Management and Bureaucratic Reform Number 15 Year 2014 regarding the Guidelines for Service Standards.

THIRD: Each Regional Head is responsible for the availability and suitability of Service Standards in Regional Instruments that are under their leadership.

FOURTH: In implementing the Arrangement, Establishment and Implementation of Service Standards as intended in the first paragraph, form a Team and involve Regional Instruments related and/or other parties who are competent.

FIFTH: The results of the implementation of Service Standards are reported to the Regional Secretary with copies to the Regional Office of Organization and Bureaucratic Reform of the Special Region of Jakarta.

KEENAM : Pada saat Instruksi Gubernur ini mulai berlaku, Instruksi Gubernur Nomor 22 Tahun 2017 tentang Penyusunan, Penetapan dan Penerapan Standar Pelayanan pada SKPD/UKPD Tahun 2017, dicabut dan dinyatakan tidak berlaku.

Instruksi Gubernur ini mulai berlaku pada tanggal ditetapkan.

Ditetapkan di Jakarta
pada tanggal 17 Januari 2018

Gubernur Provinsi Daerah Khusus
Ibukota Jakarta,

Anes Baswedan, Ph.D.

Tembusan :

1. Wakil Gubernur Provinsi DKI Jakarta
2. Sekretaris Daerah Provinsi DKI Jakarta
3. Para Asisten Sekda Provinsi DKI Jakarta