



MINISTRY OF ENERGY AND MINERAL RESOURCES
DIRECTORATE GENERAL OF NEW, RENEWABLE ENERGY AND ENERGY CONSERVATION

SERVICE STANDARDS

NEW ENERGY INFORMATION AND INVESTMENT SERVICES, RENEWABLE AND ENERGY CONSERVATION (CROSS EBTKE)



NO.	COMPONENT	DESCRIPTION
SERVICE DELIVERY		
1	Condition	<ul style="list-style-type: none"> Applicants for information services, investment, licensing, and complaints in the field of new, renewable energy and energy conservation, hereinafter referred to as applicants, are parties, both citizens and residents, whether individuals, groups or legal entities, who submit applications to the Directorate General of New, Renewable Energy and Energy Conservation (Ditjen EBTKE) or other units within the Ministry of Energy and Mineral Resources (ESDM) which have been forwarded to the Ditjen EBTKE. The types of applications submitted can be: <ul style="list-style-type: none"> Legal information in the field of EBTKE; 1. 2. Personnel information within the Directorate General of EBTKE; 3. Programs and policies in the field of EBTKE; 4. EBTKE potential and investment data; 5. EBTKE statistical data; 6. Terms and conditions for licensing handled by the Directorate General of EBTKE; 7. Licensing processing handled by the Directorate General of EBTKE; 8. Request for publication materials in the field of EBTKE; 9. Request for other information and investments his; 10. Assistance services; 11. Complaints about public services in the field of EBTKE; 12. Complaints regarding irregularities or violations of the law; and 13. Other public complaints.





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NO.	COMPONENT	DESCRIPTION
1	Condition	<ul style="list-style-type: none"> The applicant submits the application directly or indirectly. Applications are submitted directly through the New, Renewable and Energy Information and Investment Service. Energy Conservation (Across EBTKE) in the Cross EBTKE Space. Indirect applications are submitted through the Lintas EBTKE website or a letter sent to the head of the Directorate General of EBTKE office, telephone or fax to the Directorate General of EBTKE office or the Ministry of Energy and Mineral Resources Contact Center, social media officially managed by the Directorate General of EBTKE, the official website of the Directorate General of EBTKE, the Directorate General of EBTKE's electronic mail, and/or through similar means managed by other units within the Ministry of Energy and Mineral Resources that have been forwarded to the Directorate General of EBTKE. Applicants who submit applications directly must fill in the attendance list and the specified application form by attaching a copy/photocopy. personal identity. Applicants who submit applications for information, investment, licensing and other services indirect assistance at least includes name, complete address, contactable telephone number, occupation, description of application and purpose of data utilization/ requested information. Applicants who submit complaints indirectly must at least include a description of the complaint and supporting documents as supporting data as evidence of the complaint. The applicant fills out the specified satisfaction survey form.





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NO.	COMPONENT	DESCRIPTION
2	Systems, Mechanisms, Procedure	<ul style="list-style-type: none"> The applicant submits the application directly or indirectly. Direct and indirect applications are recorded in one door by the EBTKE Cross Officer in the EBTKE Directorate General environment who is placed in the EBTKE Cross Room. Direct applications will be served directly by EBTKE Cross Officers. Indirect requests will be followed up directly by EBTKE Cross Officers and/or through the disposition mechanism of the relevant Leader. Obstacles or problems in the service process are conveyed to management for follow-up resolution.
3	Time Period Service	<ul style="list-style-type: none"> The service period for requests for information and investment of a consultative nature is a maximum of 60 minutes. The service period for requests for information and investments that require data preparation and processing in advance (one) day and/or at the earliest is 1 to 7 (seven) working days. The service period for licensing services is in accordance with the provisions of each license.
4	Fees / Rates	<ul style="list-style-type: none"> There are no fees/rates.
5	Service Products	<ul style="list-style-type: none"> Data, information and/or permits, consultation assistance and public complaints





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NO.	COMPONENT	DESCRIPTION
6	Handling Complaints, Suggestions, Input / appreciation	<ul style="list-style-type: none"> Complaints, suggestions and input can be submitted directly by filling out a written form or by letter addressed to: Director General of New Energy and Renewable Energy Jl. East Pegangsaan No. 1 Menteng, Central Jakarta, DKI Jakarta 10320 Submit complaints, suggestions and input directly via: <ul style="list-style-type: none"> a) telephone: 021-39830077; b) facsimile: 021-31901097; c) DJ EBTKE public services https://lintas.ebtke.esdm.go.id/ d) Complaint channel SP4N-LAPOR!: <ul style="list-style-type: none"> - website: www.lapor.go.id; - SMS via number 1708; - twitter: @lapor1708; and - android/iOS app: SP4N-REPORT!

SERVICE MANAGEMENT

1	Legal basis	<ul style="list-style-type: none"> Law Number 30 of 2007 concerning Energy. Law Number 14 of 2008 concerning Transparency of Public Information. Law Number 30 of 2009 concerning Electricity. Law Number 23 of 2014 concerning Regional Government. Law Number 30 of 2014 concerning Government Administration. Law Number 5 of 2015 concerning State Civil Apparatus. Government Regulation Number 60 of 2008 concerning the Government Internal Control System. Government Regulation Number 90 of 2010 concerning Preparation of Work Plans and Budgets of Ministries/ Institutions.
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bangsa

BerAKHLAK
Berorientasi Pelayanan Akuntabel Kompeten
Harmonis Loyal Adaptif Kolaboratif



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NO.	COMPONENT	DESCRIPTION
1	Legal basis	<ul style="list-style-type: none"> Government Regulation Number 79 of 2014 concerning National Energy Policy. Presidential Regulation Number 68 of 2015 concerning the Ministry of Energy and Mineral Resources. Presidential Instruction Number 9 of 2015 concerning Public Communication Management regulates the delivery and dissemination of government policies quickly and accurately through various communication media. Information Commission Regulation Number 1 of 2010 concerning Public Information Service Standards (State Gazette of the Republic of Indonesia 2010 Number 272). Regulation of the Minister of Energy and Natural Resources Mineral Number 17 of 2011 concerning the Implementation of the Government Internal Control System within the Ministry of Energy and Mineral Resources (State Gazette of the Republic of Indonesia 2011 Number 863). Regulation of the Minister of Energy and Mineral Resources Number 40 of 2015 concerning Guidelines for Management of Public Complaints within the Ministry of Energy and Mineral Resources (State Gazette of the Republic of Indonesia 2015 Number 1842). Information Commission Regulation Number 1 of 2017 concerning Classification of Public Information (State Gazette of the Republic of Indonesia 2017 Number 429). Regulation of the Minister of Energy and Natural Resources Mineral Number 15 of 2021 concerning the Organization and Work Procedures of the Ministry of Energy and Mineral Resources (State Gazette of the Republic of Indonesia 2021 Number 733). Regulation of the Minister of Finance Number 60/PM-K.02/2021 concerning Input Cost Standards for the 2022 Fiscal Year. Decree of the Minister of Energy and Mineral Resources Number 939.K/73/MEM/2003 concerning the Department of Energy and Mineral Resources Information System Master Plan Development Team.





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NO.	COMPONENT	DESCRIPTION
1	Legal basis	<ul style="list-style-type: none"> Decree of the Minister of State Apparatus Empowerment Number 63/KEP/M.PAN/2003 concerning General Guidelines for the Provision of Public Services. Decree of the Minister of State Apparatus Empowerment Number KEP/25/M.PAN/2/2004 concerning General Guidelines for Compiling Public Satisfaction Indexes for Government Agency Service Units. Decree of the Minister of Energy and Mineral Resources Number 3017 K/73/MEM/2017 concerning the Appointment of Information and Documentation Management Officers of the Ministry of Energy and Mineral Resources. Decree of the Minister of Energy and Mineral Resources Number 129.K/HK.02/MEM.S/2021 concerning Management of Information Services and Public Complaints within the Ministry of Energy and Mineral Resources
2	Facilities, Infrastructure and/or Facilities	<ul style="list-style-type: none"> Facilities obtained by applicants who submit applications directly to EBTKE Cross Space: <ul style="list-style-type: none"> - The waiting room - Front office facilities (tables and chairs) - Kiosk (as a means of electronic information) - Books, magazines, pamphlets and other literary materials - Telephone/facsimile - Complaint/suggestion/criticism box - Queue number - Motor vehicle parking area - Toilet facilities - Lactation Room If the applicant submits an application via the website/social media/e-mail/: Internet Network





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NO.	COMPONENT	DESCRIPTION
3	Implementation Competencies	<ul style="list-style-type: none"> State Civil Apparatus (ASN) who understand Law Number 25 of 2009 concerning Public Services (State Gazette of the Republic of Indonesia) Indonesia 2009 Number 112, Supplement State Gazette of the Republic of Indonesia Number 5038); Law Number 14 of 2008 concerning Public Information Disclosure (State Gazette of the Republic of Indonesia Year 2008 Number 61, Supplement to the State Gazette Republic of Indonesia Number 4846); Government Regulation Number 96 of 2012 concerning the Implementation of Law Number 25 of 2009 concerning Public Services (State Gazette of the Republic of Indonesia 2003 Number 15, Supplement to the State Gazette of the Republic of Indonesia Number 4263); Regulation of the Minister of Energy and Mineral Resources Number 13 of 2016 concerning Organization and Work Procedures of the Ministry of Energy and Mineral Resources (State Gazette of the Republic of Indonesia 2016 Number 782); and EBTKE Subsector Legislation. ASN who understands programs and policies in the EBTKE sector; ASN who understand the terms, conditions, and licensing processes in the EBTKE sector; ASN who are alert and responsive to time
4	Internal Supervision	<ul style="list-style-type: none"> It is carried out in a hierarchical manner from the direct superior to the relevant Middle High Leadership Position; The government's internal control system and functional supervision are carried out by the Inspectorate;





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NO.	COMPONENT	DESCRIPTION
		<ul style="list-style-type: none"> Service transparency with the Lintas EBTKE application.
5	Number of Executors	<ul style="list-style-type: none"> 1 (one) officer receiving letters and packages 1 (one) receptionist 2 (two) frontline officers, Cross-Service officers EBTKE
6	Service guarantee	<ul style="list-style-type: none"> Services are carried out in accordance with standard operating procedures and established time norms.
7	Guarantee of service safety and security	<ul style="list-style-type: none"> Service implementation implements the principles of Service Declaration. The recommendation process is free from extortion/ bribery/gratification.
8	Evaluation of the implementer's performance	<ul style="list-style-type: none"> The implementation of the performance evaluation of the implementer is carried out routinely every quarter; and Implementation of satisfaction surveys for improvement and enhancement of service performance.

Established in Jakarta, January 3, 2022
DIRECTOR GENERAL

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Dadan Kusdiana



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BerAKHLAK
Berorientasi Pelayanan Akuntabel Kompeten
Harmonis Loyal Adaptif Kolaboratif