

**STANDARD PROCEDURE ON MANAGEMENT OF
POTABLE SUPPLY OPERATIONAL SYSTEM
(Regulation of Minister of Public Works and Housing
for People of R.I Number 26/PRT/M/2014,
dated December 31, 2014)**

WITH THE BLESSING OF THE ONE AND ONLY GOD

MINISTER OF PUBLIC WORKS AND PEOPLE
HOUSING OF THE REPUBLIC OF INDONESIA,

Considering:

- a. that to implement the provision in Article 13 of Government Regulation Number 16 Year 2005, concerning Development of Potable Supply System, it is necessary to stipulate technical provision on undistilled water unit, water production unit, water distribution unit, water service unit, and water processing unit;
- b. that the unstilled water unit, water production unit, water distribution unit, water service unit, and water processing unit referred to in letter a need to be monitored and evaluated in the development of Potable Supply System (SPAM);
- c. that to monitor and evaluate development of SPAM, it is necessary to stipulate standard procedure on Potable Supply System;

- d. that based on the consideration referred to in letter a, letter b, and letter c, it is necessary to stipulate Regulation of the Minister of Public Works and People Housing on standard procedure on Potable Supply System;

In view of:

1. Government Regulation Number 16 Year 2005, concerning Development of Potable Supply System (Statute Book of the Republic of Indonesia Year 2005 Number 33, Supplement to Statute Book of the Republic of Indonesia Number 4490);
2. Government Regulation Number 42 Year 2008, concerning Management of Water Resource (Statute Book of the Republic of Indonesia Year 2008 Number 82, Supplement to Statute Book of the Republic of Indonesia Number 4858);
3. Presidential Regulation Number 47 Year 2009, concerning Establishment and Organization of State Minister as amended several times and lately amended by Presidential Regulation Number 13

Year 2014;

4. Presidential Regulation Number 24 Year 2010, concerning Capacity, Duty and Function of State Minister and Organizational Structure, Duty, and Function of Echelon I of State Minister as amended several times and lately amended by Presidential Regulation Number 135 Year 2014;
5. Presidential Regulation Number 165 Year 2014, concerning Coordination of Duty and Function of Kabinet Kerja (Statute Book of the Republic of Indonesia Year 2014 Number 339);
6. Regulation of the Minister of Home Affairs Number 2 Year 2007, concerning Organization and Employee Matter of Regional-owned Potable Company;
7. Regulation of the Minister of Public Works Number 18/PRT/M/2007, concerning Development of Potable Supply System;
8. Regulation of the Minister of Home Affairs Number 61 Year 2007, concerning Regional-owned Public Service Agency;
9. Regulation of the Minister of Public Works Number 08/PRT/M/2010, concerning Organization and Work Procedure of the Ministry of Public Works;
10. Regulation of the Minister of Health Number 492/MENKES/PER/IV/2010, concerning Terms and Conditions of Potable Quality;
11. Regulation of the Minister of Health Number 736/MENKES/PER/VI/2010, concerning Procedure for Supervision of Potable Quality;
12. Regulation of the Minister of Public Works Number 18/PRT/M/2012, concerning Guideline for Management on Development of Potable Supply System;

13. Regulation of the Minister of Public Works Number 13/PRT/M/2013, concerning National Policy and Strategy on Development of Potable Supply System;
14. Regulation of the Minister of Public Works Number 1/PRT/M/2014, concerning Standard Minimum Service on Public Works and Space Layout;

D E C I D E D

To stipulate:

REGULATION OF THE MINISTER OF PUBLIC WORKS AND PEOPLE HOUSING ON STANDARD PROCEDURE ON DEVELOPMENT OF POTABLE SUPPLY SYSTEM.

CHAPTER I

GENERAL PROVISION

Part One

Interpretation

Article 1

What is meant in this Regulation of Minister by:

1. Potable shall be drinking water for home, the process or non-process of which complies with health requirements for potable.
2. Undistilled water for drinking for home, hereinafter referred to as undistilled water shall be water that may come from surface water, water reserve and/or rain water that comply with particular standard quality of undistilled water for drinking.
3. Potable Supply System hereinafter referred to as SPAM shall be technical and physical and non-physical unit of infrastructure and facilities for potable.
4. SPAM Development shall be activities on planning, construction, management, maintenance, rehabilitation, monitoring, and/or evaluation of technical physical and non-physical system of potable supply.

5. Developer of SPAM development hereinafter referred to as Operator shall be State-owned / Regional-owned / business entity / cooperatives, private business entity, and/or group of members of the community exercising SPAM development.
6. SPAM management shall be activity to run the functions of SPAM as have been constructed.
7. Potable supply shall be activity to supply potable to fulfill the need of the people for healthy, clean, and productive lives;
8. Potable supply system hereinafter referred to as SPAM shall be a unit of technical physical and non-physical system of infrastructure and facilities;
9. Regional-owned Business Entity hereinafter referred to as BUMD shall be business entity which establishment is initiated by Regional Government, the whole or part of the capital thereof belong to the Region by direct participation which capital originates from allocated Regional asset;
10. Potable Regional Company hereinafter referred to as PDAM shall be Regional-owned Business Entity operating on potable supply service.
11. Technical Operating Unit Office hereinafter referred to as UPTD shall be technical operator at Regional office or agency.
12. Regional Public Service Agency hereinafter referred to as BLUD shall be Regional Working Unit of Regional Government duly established to provide service to the people in the form of provision of goods and/or services sold without profit, and in carrying out the activity shall be based on the principles of efficiency and productivity.
13. Rural-owned Business Entity hereinafter referred to as BUM Desa, shall be business entity which the whole or part of its capital belong to Rural by direct participation and which capital originates from Rural allocated asset intended for management of asset, provision of services, and other business which are meant for the welfare of the rural community.

14. Work Unit shall be organizational unit, both structural and functional existing within the SPAM operation structural organization.
15. Standard Operational Procedure shall be series of standard written guidelines on implementation of duty in the Management of Potable Supply System.
16. Work process shall be systematic measures in conducting a job to obtain certain result from the work.
17. Work Instruction shall be document containing instruction, obligation, authority and order to endeavor all measures set forth in the Manual of procedures.
18. Flow diagram shall be drawing that clarifies the flow process, procedure or activity using symbols or site diagrams, to make it easier to obtain information.
19. Model of Procedure shall be reference for the Operator to compile Standard Operational Procedure for the respective Work Unit.

Part Two

Purposes and Objectives

Article 2

- (1) This Regulation of the Minister is intended:
 - a. as guideline for the Operator to compile Standard Operational Procedure that is justified with the characteristics and conditions of the Operator in the respective area; and
 - b. as guideline for the Operator to compile Work Instruction that is justified with the characteristics and conditions of the Operator in the respective area.
- (2) This Regulation of the Minister is intended to:
 - a. accomplish processing and supply of potable that complies with the principles on quality, quantity, continuity, and accessibility; and

- b. accomplish processing and supply in all working units of the Operator so as to operate and coordinately properly.

Part Three

Scope

Article 3

The scope of coordination in this Regulation of the Minister covers:

- a. Standard Operational Procedure;
- b. Standard Operational Procedure; and
- c. Management and Supervision.

CHAPTER II

STANDARD OPERATIONAL PROCEDURE

Article 4

Distribution of types of Standard Operational Procedure covers:

- a. Standard Operational Procedure on undistilled water;
- b. Standard Operation Procedure on production unit;
- c. Standard Operational Procedure on distribution unit;
- d. Standard Operational Procedure on supply unit; and
- e. Standard Operational Procedure on processing unit.

Article 5

- (1) Standard Operational Procedure on Undistilled Water Unit as referred to in Article 4 letter a is initiated for:
 - a. supply of undistilled water for production unit; and
 - b. maintain undistilled water intake and its supporting device.
- (2) Standard Operational Procedure on Undistilled Water unit as referred to in paragraph (1) consists of:
 - a. Standard Operational Procedure on Operation of Free Intake;
 - b. Standard Operational Procedure on Maintenance of Free Intake;
 - c. Standard Operational Procedure on Operation of Well Intake;

- d. Standard Operational Procedure on Maintenance of Well Intake;
- e. Standard Operational Procedure on Operation of Dam Intake;
- f. Standard Operational Procedure on Maintenance of Dam Intake;
- g. Standard Operational Procedure on Operation of Pontoon Intake;
- h. Standard Operational Procedure on Maintenance of Pontoon Intake;
- i. Standard Operational Procedure on Operation of Gallery Infiltration;
- j. Standard Operational Procedure on Maintenance of Gallery Infiltration;
- k. Standard Operational Procedure on Operation of Bridge Intake;
- l. Standard Operational Procedure on Maintenance of Bridge Intake;
- m. Standard Operational Procedure on Operation of Water Catch Construction;
- n. Standard Operational Procedure on Maintenance of Water Catch Construction;
- o. Standard Operational Procedure on Operation of Deep Well;
- p. Standard Operational Procedure on Maintenance of Deep Well;
- q. Standard Operational Procedure on Control of Undistilled Water Emergency;
- r. Standard Operational Procedure on Operation of Undistilled Water Transmission Pipe;
- s. Standard Operational Procedure of Undistilled Water Transmission Pipe;
- t. Standard Operational Procedure on Operation of Mechanical and Electrical; and
- u. Standard Operational Procedure on Maintenance of Mechanical and Electrical.

(3) Provisions on Standard Operational Procedure on Undistilled Water Unit as referred to in paragraph (1) are as specified in Attachment I constituting inseparable part of this Regulation of Minister.

Article 6

- (1) Standard Operational Procedure on Production Unit as referred to in Article 4 letter b is provided to:
 - a. process from undistilled water to potable; and
 - b. maintain potable processing installation and its supporting tools.
- (2) Standard Operational Procedure on Production Unit as referred to in paragraph (1) consists of:
 - a. Standard Operational Procedure on Operation of Water Processing Installation;
 - b. Standard Operational Procedure on Maintenance of Water Processing Installation;
 - c. Standard Operational Procedure Operation of Pre-Sedimentation;

- d. Standard Operational Procedure on Maintenance of Pre-Sedimentation;
- e. Standard Operational Procedure on Operation of SPL (Slow Sand Filtration);
- f. Standard Operational Procedure Maintenance of SPL (Slow Sand Filtration);
- g. Standard Operational Procedure Operation of Iron and Mangan Processing Installation;
- h. Standard Operational Procedure Maintenance of Iron and Mangan Processing;
- i. Standard Operational Procedure Operation of Salinity Minimizing Unit Using Lime/Sodium Ash;
- j. Standard Operational Procedure Maintenance Unit for Minimizing Salinity using Lime/Sodium Ash;
- k. Standard Operational Procedure on Operation of Minimization of aggressive CO₂ content;
- l. Standard Operational Procedure on Maintenance of Minimization of aggressive CO₂ content;
- m. Standard Operational Procedure on Operation of Mud Processing and Handling;
- n. Standard Operational Procedure on Maintenance of Mud Processing and Handling;
- o. Standard Operational Procedure on Operation of Disinfectant Installation; and
- p. Standard Operational Procedure on Maintenance of Disinfectant Installation.

(3) Provision on Standard Operational Procedure Unit on Production as referred to in paragraph (1) is as specified in Attachment II constituting inseparable part of this Regulation of Minister.

Article 7

- (1) Standard Operational Procedure Unit on Distribution as referred to in Article 4 letter c is implemented to:
- a. flow potable to the Supply Unit; and
 - b. maintain facilities and infrastructure at transmission pipeline, distribution pipeline, and its supporting device.
- (2) Standard Operational Procedure Unit on Distribution as referred to in paragraph (1) consists of:
- a. Standard Operational Procedure on Operation of Transmission Pipeline and Potable Distribution;
 - b. Standard Operational Procedure on Maintenance of Transmission Pipeline and Potable Distribution;
 - c. Standard Operational Procedure on Leak Handling;
 - d. Standard Operational Procedure on Pressure Control;
 - e. Standard Operational Procedure on Pipe Draining;
 - f. Standard Operational Procedure on Control of Flow Disruption;
 - g. Standard Operational Procedure on Operation of Reservoir;

- h. Standard Operational Procedure on Maintenance of Reservoir;
- i. Standard Operational Procedure on Operation of Zonal System;
- j. Standard Operational Procedure Maintenance of Zonal System;
- k. Standard Operational Procedure Operation of Public Hydrant;
- l. Standard Operational Procedure Maintenance of Public Hydrant;
- m. Standard Operational Procedure Operation of Fire Hydrant; dan
- n. Standard Operational Procedure Maintenance of Fire Hydrant.

(3) Provision on Standard Operational Procedure Unit on Distribution as referred to in paragraph (1) is as specified in Attachment III constituting inseparable part of this Regulation of Minister.

Article 8

(1) Standard Operational Procedure Unit on Supply as referred to in Article 4 letter d is implemented to:

- a. supply potable to customers; and
- b. administer orderly supply of potable to customers.

(2) Standard Operational Procedure Unit Supply as referred to in paragraph (1) consists of:

- a. Standard Operational Procedure on Installation of New Connection;
- b. Standard Operational Procedure on Line Disconnection and Reconnection to Customers;
- c. Standard Operational Procedure on Delivery of Potable by Tank Vehicle;
- d. Standard Operational Procedure on Reading Customer Potable Meter.
- e. Standard Operational Procedure on Maintenance of Customer Potable Meter;
- f. Standard Operational Procedure on Replacement of Water Meter at the customer's location;
- g. Standard Operational Procedure on Operation of Service Department-owned Pipeline and Services;
- h. Standard Operational Procedure on Maintenance of Service Department-owned Pipeline and Services;
- i. Standard Operational Procedure on Change of Identity of Customer; and
- j. Standard Operational Procedure on Customer Complaint.

(3) Provision on Standard Operational Procedure on Service Unit as referred to in paragraph (1) shall be as set forth in Attachment IV constituting inseparable part of this Regulation of Minister.

Article 9

- (1) Standard Operational Procedure on Management Unit as referred to in Article 4 letter e shall be exercised in the management of institutional administration activity.
- (2) Standard Operational Procedure Unit Pengelolaan as referred to in paragraph (1) consists of:
- a. Standard Operational Procedure on Plan for New Connection and Expansion of Distributional Network;
 - b. Standard Operational Procedure on Network Mapping;
 - c. Planning on Water Construction and Public Civil (?);
 - d. supervision of non-physical work;
 - e. supervision of physical work;
 - f. supervision of water quality;
 - g. income from procurement of chemical substance;
 - h. management of Laboratory facilities and infrastructure;
 - i. technical research and development;
 - j. monitoring and evaluation of technical and non-technical activities;
 - k. maintenance of software, hardware, and network device;
 - l. construction and development of Information Technology System(IT);
 - m. management of Database;
 - n. management of Warehouse inventory;
 - o. asset eliminattion;
 - p. asset evaluation;
 - q. asset insurance with risk;
 - r. safeguarding public construction and warehouse;
 - s. employee recruitment;
 - t. evaluation of employee performnce;
 - u. grant of Reward and charge of Punishment on the result of evaluation of performance;
 - v. ranking promotion;
 - w. management of used goods;
 - x. development of human resource (SDM);
 - y. salary administration;
 - z. periodical salary increase (KGB);

- aa. survey on employee's satisfaction;
- bb. survey of customer's satisfaction (SKP);
- cc. marketing;
- dd. joint venture in maintenance with third party;
- ee. non-technical research and development; and
- ff. management of Water Meter Reading Data.

(3) Provision on Standard Operational Procedure on Management Unit as referred to in paragraph (1) shall be at set forth in Attachment V constituting inseparable part of this Regulation of Minister.

CHAPTER III

APPLICATION OF STANDARD OPERATIONAL PROCEDURE

Article 10

Application shall be conducted in phases as follows:

- a. establishment of Team for Application of Standard Operational Procedure;
- b. preparation of Standard Operational Procedure;
- c. orientation and distribution; and
- d. monitoring and evaluation.

Article 11

(1) The Team for Application of Standard Operational Procedure as referred to in Article 5 letter a shall function to implement and/or coordinate all phases for implementation of Standard Operational Procedure, prepare Standard Operational Procedure, prepare plan for implementation and orientation of Standard Operational Procedure in each Operator's work unit.

(2) The Team referred to in paragraph (1) shall be determined by the Operator Management Unit.

Article 12

(1) The Standard Operational Procedure referred to in Article 10 letter b shall be prepared in phases as cited below:

- a. preparation;

- b. identification of the need for Standard Operational Procedure;
 - c. writing of the Standard Operational Procedure; and
 - d. verification and trial test of Standard Operational Procedure.
- (2) Standard Operational Procedure is compiled based on the Procedure Model as designed in the Attachment to this Regulation of Minister.
- (3) The Procedure Model referred to in paragraph (2) shall constitute reference or the Team for Application of Standard Operational Procedure as referred to in Article 11 in compiling Standard Operational Procedure in each Work Unit.
- (4) The Procedure Model referred to in paragraph (2) shall be adjusted to the use thereof based on the need and technical characteristics of the respective Operator's operational activity.
- (5) The Standard Operational Procedure referred to in paragraph (3) shall be determined by the Operator Management.

Article 13

- (1) The Standard Operational Procedure as referred to in Article 10 letter c shall be oriented and distributed to all relevant work units.
- (2) The distribution referred to in paragraph (1) shall be by recording and under control.

Article 14

- (1) The monitoring and evaluation referred to in Article 10 letter e shall be conducted by the Operator Management which may be delegated to the Team of particular work unit.
- (2) The monitoring and evaluation referred to in paragraph (1) shall be conducted periodically.
- (3) The result of monitoring and evaluation will be used as data for improvement of the Standard Operational Procedure at the respective work unit.

CHAPTER IV
MANAGEMENT

Article 15

Application of Standard Operational Procedure shall be managed based on the provision on management in the implementation of development of potable supply.

CHAPTER V
CLOSING PROVISION

Article 16

This Regulation of Minister comes to force on the date it is enacted.

For public cognizance, this Regulation of Minister shall be announced by placing it in the State Gazette of the Republic of Indonesia.

Stipulated in Jakarta

Dated December 31, 2014

MINISTER OF PUBLIC WORKS AND
PEOPLE'S HOUSING OF THE REPUBLIC OF
INDONESIA,

sgd.

M. BASUKI HADIMULJONO

Enacted in Jakarta

Dated January 13, 2015

MINISTER OF LAW AND HUMAN RIGHTS
OF THE REPUBLIC OF INDONESIA,

sgd.

YASONNA H. LAOLY

STATE GAZETTE OF THE REPUBLIC OF INDONESIA
YEAR 2015 NUMBER 47

Note from Editor:

- Due to technical reason no Attachment is provided herein.

(MA)