

209 Pelayanan Masyarakat Kini Ter-Cover di Satu Atap

MAYANGAN – Kota Probolinggo kini punya Mal Pelayanan Publik (MPP). Senin (20/5), MPP itu resmi di-launching Wali Kota Probolinggo Hadi Zainal Abidin. Ada 209 jenis layanan dari 20 instansi yang siap melayani masyarakat di eks gedung Hayam Wuruk, yang terletak di Jalan Basuki Rahmat itu.

MPP sendiri beroperasi mulai pukul 08.00-14.30 pada hari Jumat. Sementara, di hari kerja, dibuka pukul 08.00-15.00. MPP di Kota Probolinggo merupakan ke 27 se-Indonesia yang telah di-launching, dari ratusan pemerintah daerah.

Launching MPP Kota Probolinggo itu dihadiri sejumlah pejabat. Selain wali kota, nampak juga Wawali Mochammad Soufis Subri; Kapolresta AKBP Alfian Nurrisal; Dandim 0820 Letkol Imam Wibowo dan Kajari Martiul.

Diakui oleh Wali Kota Hadi Zainal Abidin MPP saat ini masih memerlukan banyak sentuhan, untuk penyempurnaannya. Namun, kondisi tersebut tidak akan menghalangi proses pelayanan kepada masyarakat.

Tingginya kebutuhan dan permintaan masyarakat dalam mendapatkan pelayanan publik diformulasikan dalam mal ini.

Masyarakat tidak perlu keluar masuk sejumlah instansi untuk mengurus pengajuan perizinan.



Pelepasan balon sebagai salah satu simbol diresmikannya Mal Pelayanan Publik di Kota Probolinggo.

Pelayanan Imigrasi Segera Menyusul

Mal Pelayanan Publik ini sangat strategis. Sehingga, sangat memungkinkan meningkatkan kebutuhan pelayanan publik di pemerintah dan instansi vertikal.

“Harapan masyarakat pada pelayanan publik sangat besar. Sebab, memberikan kemudahan, murah, terjangkau dan terukur. Sesuai semangat reformasi birokrasi serta meningkatkan pelayanan kepada masyarakat,” jelas Wali Kota Habib Hadi ketika launching.

Habib Hadi –sapaan akrabnya- menegaskan, masih banyak yang perlu diperhatikan di mal ini. Antara lain keamanan parkir, kenyamanan gedung dan fasilitas umum lainnya.

Wali kota pun meminta petugas di MPP menerapkan senyum, salam, sapa, sopan santun. Sehingga, masyarakat merasa dihargai, aman

dan nyaman.

Soal imigrasi, wali kota masih berupaya keras agar bisa terlayani di MPP. Sebab, Menkumkam RI sudah menyetujuinya. "Inshaallah segera terealisasi dan menjadi bagian dari Mal Pelayanan Publik. Mengurus haji dan umrah, juga bisa disini. Mal Pelayanan Publik ini menjadi wadah masyarakat untuk urus perizinan, biar tidak bingung, tidak perlu kemana-mana. Inshaallah terselesaikan di hari yang sama," ujar Habib Hadi.

Pertimbangkan Buka saat Weekend

Seremonial dibukanya Mal Pelayanan Publik ditandai dengan pelepasan balon dan pembukaan tirai mal oleh Wali Kota Habib Hadi bersama Forkopimda.

Saat berkeliling ke dalam mal, banyak instansi yang bersyukur dengan keberadaan mal tersebut. "Dari Kemenag sangat senang. Karena pelayanan bisa langsung ditindaklanjuti disini. Kalau imigrasi tinggal tunggu kapan? Soal tempat, sudah siap," imbuh mantan anggota DPR RI ini.

Habib Hadi berharap, masyarakat dapat memanfaatkan Mal Pelayanan Publik dengan baik. "Mudah-mudahan bisa memberikan layanan terbaik bagi masyarakat. Sarana prasarana akan kami perhatikan semata-mata untuk memberikan pelayanan bagi masyarakat," tegasnya.

Mal Pelayanan Publik ini dapat berdiri karena kerja sama dari Forum CSR (*Coorporate Social Responsibility*) Kota Probolinggo. Di antaranya memberi kursi ruang tunggu, papan pelayanan di masing-masing instansi dan tempat bermain anak-anak.

Saat ditanya apakah Mal Pelayanan Publik akan beroperasi juga saat weekend, Kepala DPMPSTSP Dwi Hermanto masih akan mempertimbangkannya. "Nanti akan kami evaluasi, apakah cukup di hari kerja saja atau perlu ditambah di hari lain," tuturnya. (**famydecta/humas**)

Probolinggo City now has a Public Service Mall (MPP). Monday (20/5), MPP was officially launched by Probolinggo Mayor Hadi Zainal Abidin. Located at the former Hayam Wuruk Building on Jalan Basuki Rahmat, there are 209 types of services from 20 agencies, ready to serve the community.

The MPP opens from 08:00 to 14:30 on Friday. Meanwhile, on weekdays, it opens at 08.00-15.00. This is the 27th MPP in Indonesia that has been launched, from hundreds of regional governments.

The launching was attended by a number of governmental officials. In addition to the mayor, Vice Mayor Mochammad Soufis Subri also appeared; Probolinggo Police Chief AKBP Alfian Nurrizal; Commander of Military District 0820 Lieutenant Colonel Imam Wibowo and the Head of Probolinggo City's State Prosecutor, Martiul.

Mayor Hadi Zainal Abidin admitted that this facility requires a lot of improvement. However, these conditions will not hinder the process of service to the community.

The high needs and demands of the community in obtaining public services are available in this mall.

The community does not need to go in and out of a number of agencies to arrange licensing applications.

Immigration Services to be Available

This Mall is very strategic. So, it is very possible to increase public service needs in the government and vertical agencies.

"The public's expectation of public service is very huge because it provides convenience, low-prices, affordable and measurable in accordance with the spirit of bureaucratic reform and improving service to the community," explained Mayor Habib Hadi when delivering his speech.

Habib Hadi stressed, there is still much to be considered in this mall. Among others are parking security, building convenience and other public facilities.

The mayor also asked officers at MPP to smile, greetings, and show courtesy so that, people feel to be respected, safe and comfortable.

Regarding immigration services, the mayor is still working hard to provide it in MPP. The Indonesian Minister of Justice and Human Rights has agreed with this plan. "God willing, it will soon be realized and become part of the Public Service Mall. With the immigration services available in the mall, the administration of Hajj and Umrah can also be filed here. This Public Service Mall is a place for people to have licensing, so as not to be confused, there is no need to go anywhere. God willing, it all will be finished in one day," said Habib Hadi.

Mall to Open at Weekend

The ceremonial opening of the Public Service Mall was marked by the release of balloons by Mayor Habib Hadi along with the Regional Leaders Coordination Forum (Forkopimda).

Observing the mall, the mayor found out that many agencies are grateful for the existence of the mall. "The city's office of the Ministry of Religion Affairs is very happy because the service can be immediately followed up here. We just need to wait to provide immigration service. The place is ready," added the former member of the Indonesian House of Representatives.

Habib Hadi hopes that the community can use the Public Service Mall well. "Hopefully it can provide the best service for the community. We will pay attention to infrastructure facilities solely to provide services to the community," he said.

Thanks to the collaboration of the Probolinggo City CSR (Corporate Social Responsibility) Forum, the city can create

this mall. The CSR has provided waiting room chairs, service boards in each agency and children's playground.

When asked whether the Public Service Mall will operate also at the weekend, the Head of Licensing Department (DPMPTSP) Dwi Hermanto will still consider it. "We will evaluate it later, is it enough on weekdays or need to be extended on weekends," he said.