

## 24<sup>th</sup> EAROPH World Congress and Mayors' Caucus Jakarta 10<sup>th</sup>-14<sup>th</sup> August 2014 (Part-2 Report)

Theme: Towards Resilient and Smart Cities – *Innovation, Planning and Determination in Managing Major Cities of the World*



### Day-2 11 August 2014 MAYORS' CAUCUS

Theme: *Challenges in the Governance of Cities Today*

When the afternoon session of the EAROPH Congress started at 1.00pm on Day-2, a parallel session for the Mayors' Caucus on the theme, *Challenges in the Governance of Cities Today*, started at the same time. This session was vitally important, as never before in EAROPH's history of 54 years had it been possible to have a Mayors' Caucus with a total of 31 high local government officials from 4 EAROPH member countries. They comprised 18 Mayors, 7 *Bupati* (Regents) and 1 Vice Governor of DKI Jakarta, from Indonesia; 1 Mayor from Spain; 2 Mayors and 1 CEO IRDA from Malaysia; and 1 Mayor from Japan. Counting other speakers, a moderator, and many registered participants in the audience jam-packing the conference hall, the total number of participants swelled to no less than 150.

Although it has always been the objective to stage the Mayors' Caucus in EAROPH's Congresses so Mayors could network and share their experiences, the most we have had was only 4 Mayors. On this occasion, the Congress Organizing Committee in Jakarta, Indonesia achieved our goal; thanks to the foresight, capability and resourcefulness of its Chairman, Ir Bernardus Djonoputro. The Caucus Chair was the enthusiastic Vice Governor of DKI Jakarta, HE Basuki Purnama, and the Vice Chair was the Mayor of Makassar City in South Sulawesi, HE Ramdhan Pomanto. It was so successful that the Indonesian Local Government officials have initiated arrangements with EAROPH-

#### Some basic facts

- Indonesia is an archipelago of 13,466 islands. (Based on 2007-2010 geographical surveys under the UN Law of the Sea (UNCLOS)).
  - Population in Indonesia is 253.6 million (Jul 2014 est.) (indexmundi.com)
  - Since 1999, after the resignation of President Soeharto, the nation has embarked on a program of decentralisation known locally as *otonomi daerah* (regional autonomy) which has earned the reputation as one of the "most decentralised and democratic" countries in the world. This Law No 22 of 1999 was passed in 2000, but replaced by Regional Governance, Law No 32 of 2004, also popularly known as the Autonomy Law 2004.
  - Under the 1999 Law, Indonesia is divided into provinces, and these are further divided into *kabupaten* (districts or regencies) and *kota* (cities). The goal of each of these 3 levels of government is:
    - To have its own regional government (Art 18(1), Constitution) under its own parliament with elected members (Art 18(3));
    - To manage and regulate the activities of government, while assisting the central government (Art 18(2)); and
    - To have democratically-elected governors for provinces, a *bupati* (regent) for each *kabupaten* (district or regency) and a mayor for each *kota* (city) (Art 18(4)).
  - Indonesia currently has:
    - 34 Provinces, each headed by a Governor;
    - 405 *Kabupaten* (Regencies), each headed by a *Bupati* (Regent);
    - 97 *Kota* (Cities), each headed by a Mayor;
    - 6,543 *Kecamatan* or *Distrik* (Districts), each headed by a *Camat* or *Kepala Distrik*; and
    - 75,244 *Desa & Kelurahan* (Villages), each headed by a *Lurah/Kepala Desa* (Head of Village).
- (Data Wilayah – Kementerian Dalam Negeri – Republik Indonesia)

Indonesia to hold a national EAROPH Mayors' Caucus every year.

With such a vibrant gathering of 26 local government officials, the Mayors' Caucus organizing officials felt that these participants would naturally be keen to share their valuable experiences and critical concerns in the complexities of urban governance. In such a fantastic gathering, these local government officials were optimistic that they would be inspired to scale up their planning processes and innovatively form urban policies leading to the creation of resilient and smart cities. More importantly, their candid discussions would enable them to find more realistic ways of enhancing the citizens' quality of life. In anticipation of this, the Mayors' Caucus organizers established some pertinent issues that would be highlighted in the dialogue session:

- Climate change and natural disasters – the programs so established should include ideas to help the urban poor and the informal sectors that would suffer the effects most.
- Rapid growth of technologies, especially ICT, green transportation, renewable energy and clean water – these should be optimized in the process of creating smart cities.
- Good governance is the fundamental basis of sustainable human settlements – maintaining social security, social justice and ecosystems forms the framework within which to create resilient and smart cities.

The invited local government officials who participated in the EAROPH Mayors' Caucus were:

1. HE Ir Basuki Tjahaja Purnama, MM, Vice Governor of DKI Jakarta, Indonesia.
2. HE Ibon Areso, Mayor of Bilbao, Spain
3. HE Dato Pathahiyah Ismail, Mayor of Penang, Malaysia
4. HE Datin Paduka Alinah Ahmad, Mayor of Petaling Jaya, Malaysia
5. Datuk Ismail Ibrahim, CEO IRDA, Johor Bahru, Malaysia
6. HE Taichiro Taniguchi, Mayor of Ureshino, Japan
7. Mr. Hardik V Bhatt, Expert Panellist, Managing Director, Internet of Everything for Cities, Cisco International
8. Ir Bernadus Djonoputro, Moderator of the Mayors' Caucus, President, Indonesian Association of Planners
9. HE Ramdhan Pomanto, Mayor of Makassar, a City in South Sulawesi Province, Indonesia.
10. HE Heru Budi Hartono, SE MM, Mayor of Jakarta Utara, a City of Koja, in the Special Capital Region of Jakarta.
11. HE Ir Ridwan Kamil, Mayor of Bandung, a City in West Java Province.
12. HE Drs Haryadi Suyuthi, Mayor of Jogjakarta, a City in the Special Region of Jogjakarta.
13. HE Hendrar Prihadi, SE MM, Mayor of Semarang, a City in Central Java Province.
14. HE Tri Rismaharini, MT, Mayor of Surabaya, a City in East Java Province.
15. HE Dr HM Basyir Ahmad, Mayor of Pekalongan, a City in Central Java Province.
16. HM Rizal Effendi, SE, Mayor of Balikpapan, a City in East Kalimantan Province.
17. HM Riban Satia, S Sos, Mayor of Palangkaraya, a City in Central Kalimantan Province.
18. HE Dr Bima Arya Sugiarto, Mayor of Bogor, a City in West Java Province.
19. HE BR Dharmawijaya M, Mayor of Denpasar, a City in Bali Province.
20. HE Ir Adi Darma, Mayor of Bontang, a City in East Kalimantan Province.
21. HE Airin Rachmi Diany, SH, MH, Mayor of Tangerang Selatan, a City Ciputat in Banten Province.
22. HE Muhidin, Mayor of Banjarmasin, a City in South Kalimantan Province.
23. HE Rusdy Mastura, Mayor of Palu, a City in Central Sulawesi Province.
24. HE Richard Louhenapessy, SH, Mayor of Ambon, a City in Maluku Province, Maluku Islands.
25. HE Rukmini, SH, Mayor of Probolinggo, a City in East Java Province.
26. HE Bambang Irianto, SH, MM, Mayor of Madiun, a City in East Java Province.
27. HE Ir Hugua, Bupati of Wakatobi, a Regency in Southeast Sulawesi Province.
28. HE Ir Indra Catri, Bupati of Agam, a Regency in West Sumatra Province.

29. HE Dr Ir HM Nurdin Abdullah, Bupati of Bantaeng, a Regency in South Sulawesi Province.
30. HE Abdullah Azwar Anas, Bupati of Banyuwangi, a Regency in East Java Province.
31. HE Ir Achmad Husein, Bupati of Banyumas, a Regency in Central Java Province.
32. HE Riza Falepi, ST, MT, Bupati of Payakumbuh, a Regency in West Sumatra Province.
33. HE Drs H Suyoto, Bupati of Banjarnegara, a Regency in Central Java Province.

## Mayors' Caucus Presentations:

### Presentation 1 –

#### Mayor of Surabaya, HE Ir Tri Rismaharini “Good Governance”



*Due to the length of her presentation, we are only reporting on Presentation-1 of the Mayors' Caucus in this issue of the Bulletin. In view of the importance of her presentation, we have tried to cover at least the main points of her model of Good Governance. Eds.*



#### Brief Introduction of Mayor Tri Rismaharini

Born in East Java, she celebrated her 53<sup>rd</sup> birthday in 2014. Like the Mayor of Bilbao, Ibon Areso, she is a professional architect and planner and has served as Head of the Surabaya Town Planning Agency, as well as the Head of the Department of Hygiene. In 2010, the people elected her as the first woman mayor of Surabaya and she will continue to hold office until the term is completed in September 2015. She is married to Ir Djoko Saptoadji and has two children. She is commonly known as Ibu Risma, but the locals call her affectionately as “Bu Risma”.

She is known to be non-corrupt, honest, hardworking and fearlessly determined to get results. Ever since she became the Mayor of Surabaya, she has successfully launched many social programs to help the students, the poor, the disabled and aged. She visits them in their homes—however squalid and congested—bringing them home-industrial training, financial aid and motivation. Most importantly she brings them hope—not with talking but realistic action in the follow-ups. She brings public departments and commercial enterprises closer to the people so that they can trust them. She provides free education, training, medical services, food and other essentials to empower the poor, the weak and the disadvantaged.

She has turned Surabaya into a green city, which now has 7 public parks, many of which are award winning. While the rich can spend their leisure time in luxurious shopping malls, all people can enjoy themselves in the parks, especially in summer when the temperature soars above 40°C. She is action-focused for results; consequently, this metropolis now has fewer traffic jams, less carbon emission, and is less prone to flooding – except during unexpected heavy rainstorms. Most importantly, she eradicated the “Dolly”, which was notoriously known as Asia’s largest urban hub for prostitution; in so doing she also eliminated human trafficking, drugs and aids. Those in the illegal businesses may hate her, but most of the local population love her—throughout the whole nation. Thanks to her, Surabaya is now a city boasting many national and international Awards. When politicians tried to force her to resign, the Governor of Jakarta Joko Widodo came to Surabaya to insist that she stay on as Mayor of Surabaya until the next election. Do enjoy her presentation. *Eds.*

Her Excellency, the dynamic and much admired Mayor Ir Tri Rismaharini, delivered a stunning 276-slide presentation to the applause of the audience in the packed hall. Because of its length, it is only briefly reported here. The presentation reveals her humane, green and sustainable vision for the City of Surabaya, under the title “Good Governance”, showing the continuing process of implementation and the exciting results so far attained under four programs:

## 1. Bureaucracy Reform

**Institutional Downsizing to reduce costs and expenditure while increasing work efficiency, such as:**

- **Implementation**
  - Merging admin areas from 163 to 160 in 2011.
  - Merging 31 Technical Implementation Units (UPTD) in Education Department to 5.
- **Planning**
  - Merging 5 Section Heads in Economy with Physical & Infrastructure Section to 4.
  - Merging 160 admin areas to 154 in 2013.
  - Merging 3 UPTD in Transport Department to 1.
  - Merging 5 UPTD in Tourism Department to 2.
- **Government departments**
  - Reducing 23 Departments to 18.
  - Reducing 4 offices to 1.
  - Reducing admin areas in villages from 163 units to 160.
  - Reducing educational UPTD from 31 to 5.
- **City government departments’ needs and final realization in 2013**

### Basic Information about the City of Surabaya

Surabaya (pop. 3.19m) is one of 9 cities in the Province of East Java (pop. 38.36m). As a provincial capital, it is a service and cultural centre of the province. Nationally, it is also the development centre of whole of East Indonesia (pop. 87.88m). As a coastal city, its land area is about 33,048 km<sup>2</sup>. Surabaya City has 31 sub-districts, 154 villages, 1,405 Community Associations and 9,271 Neighbourhood Associations. Surabaya’s Regional Government Budget for 2014 is IDR 6,634 billion.

| NEEDS OF ECHELON |              |                   |           |           |            |            |             |             |
|------------------|--------------|-------------------|-----------|-----------|------------|------------|-------------|-------------|
| NO:              | INSTITUTION  | NUMBER OF ECHELON |           |           |            |            |             | TOTAL       |
|                  |              | II.a              | II.b      | III.a     | III.b      | IV.a       | IV.b        |             |
| 1                | SECRETARIAT  | 1                 | 10        | 14        | 0          | 39         | 0           | 64          |
| 2                | BOARD        | 0                 | 9         | 14        | 31         | 90         | 1           | 145         |
| 3                | OFFICES      | 0                 | 0         | 1         | 0          | 3          | 0           | 4           |
| 4                | DEPARTMENT   | 0                 | 19        | 18        | 67         | 258        | 150         | 512         |
| 5                | SUB DISTRICT | 0                 | 0         | 31        | 31         | 315        | 862         | 1239        |
| <b>TOTAL</b>     |              | <b>1</b>          | <b>37</b> | <b>78</b> | <b>129</b> | <b>700</b> | <b>1011</b> | <b>1956</b> |

| REALIZATION OF ECHELON |              |                   |           |           |            |            |            |             |
|------------------------|--------------|-------------------|-----------|-----------|------------|------------|------------|-------------|
| NO:                    | INSTITUTION  | NUMBER OF ECHELON |           |           |            |            |            | TOTAL       |
|                        |              | II.a              | II.b      | III.a     | III.b      | IV.a       | IV.b       |             |
| 1                      | SECRETARIAT  | 1                 | 6         | 13        | 0          | 36         | 0          | 56          |
| 2                      | BOARD        | 0                 | 9         | 14        | 29         | 86         | 1          | 139         |
| 3                      | OFFICES      | 0                 | 0         | 1         | 0          | 3          | 0          | 4           |
| 4                      | DEPARTMENT   | 0                 | 17        | 17        | 64         | 228        | 92         | 418         |
| 5                      | SUB DISTRICT | 0                 | 0         | 30        | 30         | 294        | 683        | 1037        |
| <b>TOTAL</b>           |              | <b>1</b>          | <b>33</b> | <b>78</b> | <b>126</b> | <b>685</b> | <b>722</b> | <b>1645</b> |

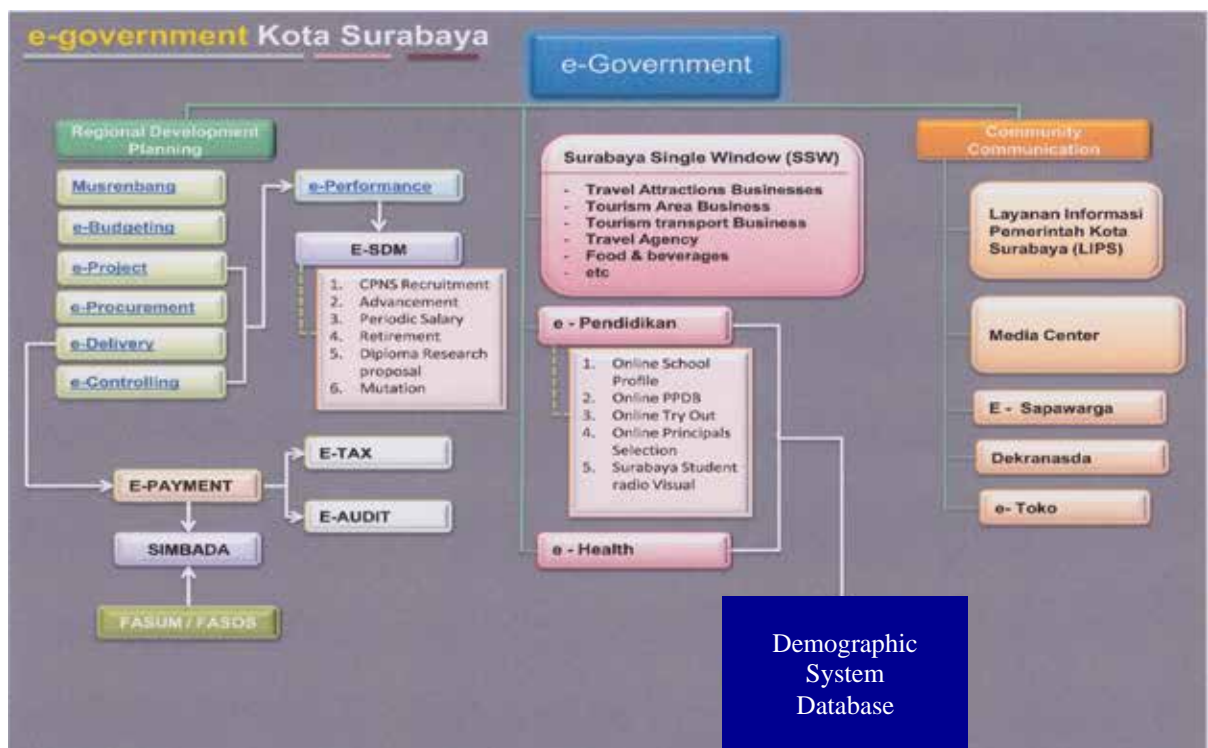
- Disciplinary Sanction of government employees – Monitoring & Strengthening

| 2011              |        |        |       | 2012              |        |        |        |
|-------------------|--------|--------|-------|-------------------|--------|--------|--------|
|                   | RINGAN | SEDANG | BERAT |                   | RINGAN | SEDANG | TINGGI |
| Total Pelanggaran | 23     | 23     | 46    | Total Pelanggaran | 9      | 14     | 33     |

- Better Admin Office Development Planning
- Better Layout Planning and Building Designs including choice of materials for Government Buildings

## 2. E-Government

- Framework of City of Surabaya's e-Government



- The e-Musrenbang (e-Participatory Budgeting) Website for Community Consultation & Local Planning

The website is used to check local Musrenbang development programs in Surabaya. Local inhabitants can participate with their suggestions and comments in any of the development programs by the City Government of Surabaya.

- GRMS e-Budgeting

Advantages: Mayor Risma pointed out that the e-technology would:

- Enable SKPD Budgeting process to move faster;
- Enable standardization of costs and therefore prices for a set time frame;
- Enable fast establishment of financial information as well as budgeting planning data as illustrated in her PPT presentation.

- **GRMS e-Projects**

The Mayor also explained that under this e-Program, work plans would be established more quickly and with accurate details, as shown in her PPT slide presentation.

- **Contract Signing under the Privatization Program**

The main picture on the right shows the Mayor giving her official address about the contracts leading to the contract signing by all the successful tenderers (inset photo.)



- **Other e-Programs introduced to ensure efficiency & transparency**

- GRMS e-Procurement ensuring transparency.
- GRMS e-Contracts Delivery
- Auction Recap of Procurement.
- I-Net Membership Certificate under ISO 9001:2000.
- Certificate of Registration issued by the Secretariat of e-Procurement under ISO 27001:2005 for maximum transparency.
- GRMS e-Controlling Reporting on the work progress including monitoring and evaluation.
- GRMS e-Performance Management – including personnel performance appraisal leading to award of decorations and scoring for motivation boosting.
- System Information Management of Local Government Assets.
- Work Flow System Management of Government Employee Database: Recruitment, Mutation, Retirement, Punishment, Rank and Periodic Salary.
- Information System Flow Chart for Financial Administration’s e-Payment under SKPD’s Implementation and DPPK’s Implementation.
- Apparatus HR Management System e-Processes – Online CPNS Applications Display.
- Apparatus HR Management System e-Processes – Government employees using “Handkey”
- GARBIS – Attendance Report under the Biometric Information System Management.
- Surabaya Single Window (SSW) e-System.
- Surabaya City Government’s e-Health Website – For Community Health Centres and Hospitals including Patients’ Medical Record Management System.
- Surabaya’s Indonesian Craft Website.
- Surabaya’s Online Store – e-TOKO Website.
- Surabaya’s Students Recruitment Website.
- Database managing all Schools’ Complete Information.
- Website for Principal Candidate Selection in Surabaya.
- Students of various grades’ Try Out Online.
- Local Government’s e-Information Services for Residents.
- Public Complaints through the Internet in Surabaya with free WIFI access – in 2012 public complaints received on the website and facebook soared to 995 and 741 respectively, while other media were also increasing, though more slowly.
- E-KTP data collection services in the City Hall, Sub-District Offices, Exhibition Halls, Shopping Malls and Public Parks are constantly being improved.

- Birth Certificate Services are becoming more efficient and easier for the people.
- Surabaya's public services now offer free “*Sidang Isbat Nikah*” or Marriage Confirmation.
- Public Community Centres offering services for birth certificates, marriage reporting, death certificates, ID card extension, temporary residence certificates, population administration information and consultation.
- Intelligent Transportation System Development for Surabaya divided into 5 areas.
- CCTV for Surabaya traffic hot spots – in 2013, 227 locations were installed; in 2014, another 50 will be added.
- CCTV for Surabaya public places and government offices.
- Surabaya Intelligent Transport System – Central Control Room in full operation.
- E-Monitoring Service for TPA Weighbridges.

### 3. Assistance and CSR Services

- **Improvement of Reading Interest and Quality Programs**

- Set-up Reading Corners for the community in 5 locations.
- Launching a book-sharing program at Mall Surabaya, which has 8,600 books.
- Mayor launching a book sharing drop box program during the Ramadhan month.
- Bank Indonesia – providing a Reading Corner with facilities and infrastructure including contribution of 1,000 books.  
(The Mayor signing an MoU for Bank Indonesia's CSR program with bank officials – see photo on the right.)



- Programs involving Bank BNI Syariah, and Permata Bank.

- Today, Surabaya has 947 Reading Corners established in various places:

|                               |     |
|-------------------------------|-----|
| - PUKS:                       | 2   |
| - TBM:                        | 313 |
| - Parks:                      | 5   |
| - Public Health Clinic:       | 19  |
| - Hospitals:                  | 2   |
| - Terminal & Dinas Pertanian: | 2   |
| - Schools:                    | 489 |
| - Kampung Ilmu:               | 1   |
| - Mobile Library:             | 64  |
| - Paket:                      | 50  |

**TOTAL: 947**

- **Education Quality Improvement Programs**

- Senior High School Quality Improvement Program in Surabaya.
- Human Resource Development Program for Teachers in Public Senior High Schools.
- Quality Improvement Program for Principals and Teachers in Junior and Senior High Schools.

- **Health Services Quality Improvement Programs**

- Provision of 3 ambulances for Surya Timur Sakti Jawa Timur.

- **Public Service Quality Improvement Programs**

- Provision of Smoking Room in City Hall Surabaya and Taman Surya.

- **SMEs Development Programs**

- Production technical training; Assistance in production equipment, packaging design, marketing and capital financing.
- Development of Street Hawker Centre in Gayungan.
- Business Capital Assistance for Stall Operators in PD. Pasar Surya.
- Infrastructure assistance for Food Courts, including pedicab shelters in Pembangkitan Jawa Bali (PJB).

• **Environment and Infrastructure Quality Improvement Programs**

- Program implementation in Wonorejo City Forest.
- Repainting of a Youth Hall in Surabaya.
- Provision of assistance to 50 Waste Centres in Pembangkit Jawa Bali (PJB), Surabaya, which has 2,638 customers. Program helps to reduce waste up to 3,777 kg per week. Provision of 27 systems of Waste Water Treatment Infrastructure to the neighbourhoods.
- Provision of 2 Compost Systems (facilities, infrastructure and buildings) to PT. Perusahaan Gas Negara.
- Provision of 20 wheelie bins, 150 trash bins, 1 unit of carriage motor and 325 Pucuk Merah trees to assist PT. Bank Danamon Indonesia.
- Implementing Improvement Program in Jagi Lumumba Park in Surabaya.
- Assisting PT. Telkom Indonesia to upgrade Bungkul Park, BMX Park and LIPS Development; PT. Pertamina Persero to redevelop the Rainbow Park (see photos on the right); PT. Pertamina Persero mobile Water Tanks for North Rayon and Central Rayon; PT. Bank Pembangunan Daerah Jatim to upgrade Undaan Park, as well as 1 mobile Water Tank in 2012 and 1 mobile Skywalker truck to serve Daerah Jatim; PT. Bank Mandiri to redevelop Kombes M. Duryat Park, as well as 1 unit of Skywalker truck and 1 mobile Water Tank; PT. Telkom Indonesia to equip public spaces with free WIFI network; implementing redevelopment of Mundu Park, Flora Park, Elderly Park, City Hall open spaces; Rukal Park; and Keputih Park.



• **Development of Broadband Learning Centres**

- Many such centres have been set up. (See photos of a Learning Centre on the right.)

• **Cultural Programs for Community Development**

- Launching the Cultural Road Show to Kampung Program.
- Launching the KPK Integrity Fair.
- Mayor launching the Flower & Cultural Parade.
- Launching the Parade Juang (see the Mayor, 1<sup>st</sup> from left, pushing a veteran soldier in the top photo.)
- Mayor launching the National School Achievement Program.
- Leading the Cross Culture Festival to welcome foreigners.
- Launching the Tunjungan Street Festival.
- Leading the Surabaya Urban Culture Festival.
- Launching the 25<sup>th</sup> Anniversary of CITYNET celebration and conference.



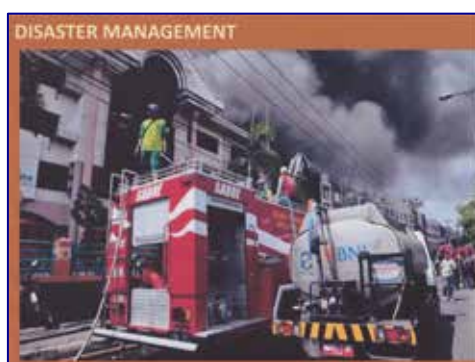


- Launching the APEC 2013 Meeting in Surabaya while leading many social programs to welcome the delegates from member countries.
- Leading the Grand Final Cak & Ming of Surabaya City.
- Leading the Festival Rujak Uleg 2013.
- Launching the ASEAN – Korean Festival 2013.
- Mayor at the launch of the Ogoh-Ogoh Festival (see photo on the right.)
- Presenting the Athletes’ and Coaches’ Achievement Awards.
- Car-Free Day Programs:
  1. Jalan Raya Darmo – Every Sunday.
  2. Jalan Tunjungan – Twice a Month.
  3. Jalan Raya Kertajaya – Once a Month.
  4. Government Office Areas – Once a Month.
- Launching Festival Pasar Tradisional 2011.
- Launching Festival Pasar Surabaya 2011.
- Launching Pesta Cak Koen Surabaya.
- Launching Panen Raya Ikan (Fish Harvest Festival in Village Rivers).
- Launching Pesta Rakyat (Community Party).
- Launching Makanan Rakyat to coincide with Car-Free Day in Jalan Tunjungan.
- Launching Free Services Program – Birth Certificates services, Free Health Care Services for Senior Citizens and Toddlers.
- Launching Cruise Ship Visit Program to welcome foreign tourists to Surabaya.
- Launching Hari Buruh Dunia (May Day Celebration in Surabaya).
- City Dialogue with Bonek. (According to Inside Indonesia’s review of “Surabaya-style football fandom”, its website explains that: The name Bonek comes from Bondo Nekat. Bondo is a Javanese word meaning ‘resource’ and nekat means ‘reckless’. Thus, Bonek are those who live recklessly off minimal resources. This name was given to supporters who would leave Surabaya with little or no money to travel to Jakarta to watch Persebaya play. This ‘recklessness behaviour’ is part bravery, part over-commitment and part risk-taking. Their lack of money on the intercity trips has resulted in the ransacking of stalls at train stations. Having no train ticket has not been a problem as the national train operator knows that fans will damage their trains and train stations if they are not allowed to make the trip.) The public dialogue session conducted by the Mayor was therefore important.
- Launching the Community Service to clean up the City of Surabaya every Friday. Very often the Mayor leads the cleaning work in the streets, drains, etc.
- Leading the *Dialog Tokoh-Tokoh Masyarakat* – A Community Dialogue with Pemerintah Kota Surabaya.
- Photo on the right shows one of the many Community Dialogue sessions the Mayor and other city officials have with relevant local community leaders.
- Disaster Management:  
Surabaya is prone to all kinds of natural disasters. Not only must the whole city government constantly learn new methods to deal with them, but local citizens must also learn to work with the government to minimize injury to human lives and properties. Irrespective of the dangers posed by the natural



disasters, Mayor Risma is quick to be on the scene to learn about actual causes of the disasters and to coordinate the mitigation processes, while conducting the rescue and evacuation operations. To deal with a disaster is just the beginning; the city government must also assist the victims who are undergoing all kinds of suffering. Some might have lost everything except the clothes they have been wearing for days. Some might have lost loved ones. In fact they might never know if their lost ones are dead or still alive, but buried under tons of debris. The Mayor does her best to comfort them, while organizing financial aid and many other programs to help them.

Below are 3 photographic records of some disasters in Surabaya. The photograph on the top right shows the Mayor walking with other government officials to investigate causes of the flood. Her city government has been improving Surabaya's drainage problems; consequently, all existing drains, especially stormwater drains are no longer blocked. Most streets are regularly cleaned and very few people throw rubbish in public roads, open spaces and drains. Whenever there were floods, the Mayor would be there to find out why this was; followed by fast action to remove the causes in order to prevent recurrence.



### Disaster management involving cross-sector

Coordination of related SKPD to fire disaster

burning settlements condition

(PDAM & DKP) Provision of water trucks to support outages and emergency of toilet

(Diknas) Students documenting

(Dinkes) Health services

(dispenduk capil) Facilitation of The new ID card / identity for the victim at the scene

(Dinas Sosial & Tagana) Provision of Logistics & daily needs

(Dinas PMK) Fire Fighter Management & (Bapemas KB) victim assistance

**Surabaya Cyber City**  
Pemerintah Kota Surabaya

- **Employment Training Programs 2012**
  - Handphone Repairing Training program.
  - Computer Multimedia Training program.
  - Photography Training Program.
  - Printing Training Program.
  - Motor Repair Training Program.
  - Security Training Program.
  - Welding Training Program.
  - Electronic Repair Training Program.
  - Competency-Based Skills Training to access the formal labour market.
  - Internships Facilities for Trainees.

#### 4. Social and Economic Problems Management

- **Food Supplement Programs**
  - Additional Food Supplement Program

| PEOPLE TYPES          | FOOD                | TOTAL            | FREQUENCY            |
|-----------------------|---------------------|------------------|----------------------|
| PMT Lansia            | Snack               | 54,407 persons   | 4x/month ~ 12 months |
| PMT Balita            | Jajanan Tradisional | 179,857 toddlers | 12 months            |
| PMT Balita Gizi Buruk | Snack               | 626 toddlers     | 90 days              |
| MP ASI Balita Gakin   | Milk                | 1,291 toddlers   | 90 days              |
| PMT Ibu Hamil         | Milk                | 1,222 persons    | 90 days              |
| PMT Kanker Paliatif   | Milk                | 306 persons      | 12 months            |
| PMT TB Paru           | Milk                | 2,009 persons    | 6 months             |
| PMT HIV/AIDS          | Milk                | 200 persons      | 12 months            |
| PMT Kusta             | Milk                | 100 persons      | 12 months            |

- Food for Disabled Poor & Waif Children

| PEOPLE CLASSIFICATION                  | TYPE OF MEAL | TOTAL             | FREQUENCY             |
|--|--------------|-------------------|-----------------------|
| Elderly people                         | Food         | 6,014 x Rp.10,000 | Once a day for 1 year |
| Orphan                                 | Food         | 4,160 x Rp.10,000 | Once a day for 1 year |
| Poor Disabled & Waif Disabled Children | Food         | 2,627 x Rp.10,000 | Once a day for 1 year |

- **Social Programs**
  - Condolences Donation Program – to registered poor families in Surabaya City. Donations are given to heirs – as much as Rp.2,000,000 each person.
  - Moezzin Welfare Development Program – to cover operating costs of moezzins registered with the Social Department. Allocation of funds is around Rp.125,000 for 12 months for each registered moezzin.
  - Social Rehabilitation of Slum Areas – For poor families who have Poor Family Identity Cards or official letters stating they are needy. 20 Slum Areas were identified in 2012. 400 poor families have been rehoused in villages that each has 20 families.
  - Social program for Elderly People. In 2013, there were 160 Elderly People Groups in Surabaya City identified and registered for the Program.
  - Donation for Eye Cancer People Program.
  - Victims of Domestic Violence Program – Mayor Risma often works closely with the victims to help the families.

- Donations Program for Exploited Victims – The Mayor gives moral support to the victims and venture capital for them to start small businesses.
- Photos below show the Mayor working with the families that have experienced child exploitation.



- Helping Victims of Human Trafficking Program – The Mayor visits the families to give moral support to the victims as well as donations. She also assists the parents to open small businesses with financing and business guidance provided.
- Café raids for illegal activities program.
- Street Hawkers Control Program.
- UPTD Social Housing of Keputih Program – each housing complex accommodates as many as 1,111 people.
- Child Social Rehabilitation Program
  - Street and Waif Children Counselling for Kampung Anak Negeri.
  - Each unit houses 32 children.
  - Each unit provides basic needs, psychological counselling, education facilities, medical personnel, psychologists, skills development, sports and recreation.
- UPTD Kalijudan Homestay for Disabled Children Program for disabled and children of poor families who have good achievement records – each unit houses 50 university students and 45 disabled children including children from poor families.
- Activity Program for Disabled Children.
- SEW Workers Handling Program.
- Number of Houses closed down in 2013:
  - Tambak Asri: Localization Houses: 96 units; Pimps: 96 people; Sex Workers: 354 people.
  - Klakahrejo: Localization Houses 70 units; Pimps: 65 people; Sex Workers: 219 people.
  - Sememi: Localization Houses 32 units; Pimps: 22 people; Sex Workers: 208 people.
  - Bangun Sari: 22 Localization Houses closed.
- Sex Workers Empowerment Program:
  - Cooking Classes; Beautician Training; Handicraft Training, Sewing Skills Training and other Specialization Skills Training.
- Bangunsari Cheap Market Sustainability Program.
- Bangunsari Management & Marketing Program.
- Negotiator Team of Satpol PP Surabaya Program in the Police Force.
- Humanity Socialization Team of Satpol PP Surabaya Program in the Police Force.
- Identity Card Controlling Program.
- Night Raids of Alcohol and Drug Abuse across Surabaya City Program.
- Night Raids of Children without Identity Card Program.

- Mayor speaking with children caught in the Night Raids, especially those who are victims of human trafficking. Suitable ways to help them are established.
- **Awards**
  - Mayor receiving on behalf of City Surabaya the Initiator of Child-Friendly City Intermediate Level Award in 2011.
  - Mayor receiving on behalf of City Surabaya the Women Care City Award.
  - Mayor receiving on behalf of City Surabaya the ICT Pura Award in 2011.
  - Mayor receiving the People of the Year 2011 for being the best Mayor.
  - Mayor receiving the Woman Leader Award from Globe Asia.
  - Mayor receiving on behalf of City Surabaya the Adipura Kencana 2012 Award for the Metropolitan City Category.
  - The City of Surabaya's 33 National Awards received since she took over the Mayorship in 2010.
  - The City of Surabaya received 7 International Awards between 2005 and 2012, out of which 2 were received after she took over the Mayorship. The 2 Awards are:
    - ASEAN Environmental Sustainable City (ESC) Award 2011, and
    - C2C Award of Public Participation Category by CITYNET, 2012.

### **Final remarks from the Editors of the EAROPH-Australia e-Bulletin**

- This e-Bulletin is amazed by Mayor Risma's energy, dynamism and her love for the people of the City of Surabaya. Her admirable efforts in maintaining transparency and social justice within her model of Good Governance are really exemplary for the world. No wonder many think that she should win the World Mayor 2014 Award, which will be announced in January 2015.
- **The World Mayor 2014 Award**
  - Mayor Risma is among the 26 Finalists chosen from a list of 26 Mayors as follows:
    - North America: 4;
    - Latin America: 4;
    - Europe: 9;
    - Asia: 6;
    - Australia: 1; and
    - Africa: 2.
- Many top Indonesian planners have been suggesting that EAROPH members visit the City of Surabaya, as it is the best systemic urban planning and management in Indonesia — even better than Jakarta.

### **End of Report**

EAROPH-Australia eBulletin Co-editors: KC Leong and Coralie Leong. [kcleong7@gmail.com](mailto:kcleong7@gmail.com)