

# PROFILE

Indonesian Water Supply Association


# PERPAMSI



TIRTA DHARMA

PERSATUAN  
PERUSAHAAN AIR MINUM  
SELURUH INDONESIA





**“We work together in synergy  
to make PERPAMSI a strategic,  
professional, transparent, and  
accountable water works  
organization”**

Indonesia has reached a stage where achievement of the Millennium Development Goals (MDGs) relies not just on commitment and action from the government. PERPAMSI and its members play a key role in reducing by half the proportion of Indonesian people without sustainable access to safe drinking water.

## **PERPAMSI** *Indonesian Water Supply Association*



**Dr. Ir. H. Syaiful, D.E.A.**  
Chairman



**Ir. H. Agus Sunara**  
Executive Director

# PERPAMSI

**P**ERPAMSI (Indonesian Water Supply Association) is the biggest water works association in the South East Asia. It was founded on April 8, 1972 in Kopeng, Central Java, by the leaders of 50 Indonesian water utilities at that time, in its first national conference (MAPAM).

From the very beginning until now, PERPAMSI is the one-and-only organization for its members in their struggle to improve piped water services for all Indonesian people.

PERPAMSI's primary focus is on developing the capacity of its members to improve their performances in water supply.



## VISION

To be a professional water works association by providing high quality services

## MISSION

- To provide excellent services for the members
- To encourage members achieving high performance
- To build mutual partnership networking
- To facilitate capacity building
- To give positive contributions for all stakeholders
- To implement accountable good corporate governance

# 9 AREAS OF STRATEGIC PLANS

## 1. REGULATION AND POLICY

Involvement in formulation of related regulations and policies

## 2. ORGANIZATION AND MANAGEMENT

- Improvement of management effectivity
- Improvement of operational management
- Improvement of asset management and administration

## 3. HUMAN RESOURCES

- Capacity building for secretariat staff
- Capacity building for water utilities

## 4. FINANCE

Extensification of financing resources

## 5. PARTNERSHIP

- Role enhancement In partnership
- Strengthening cooperation with donors

## 6. MEMBER SERVICES

- Recuperation program for members with low performances
- Development program for members

- Helping members to achieve 10 million new customers together as of 2013

## 7. INFORMATION & COMMUNICATION

- Increasing intensity and quality of information
- Organizational dissemination

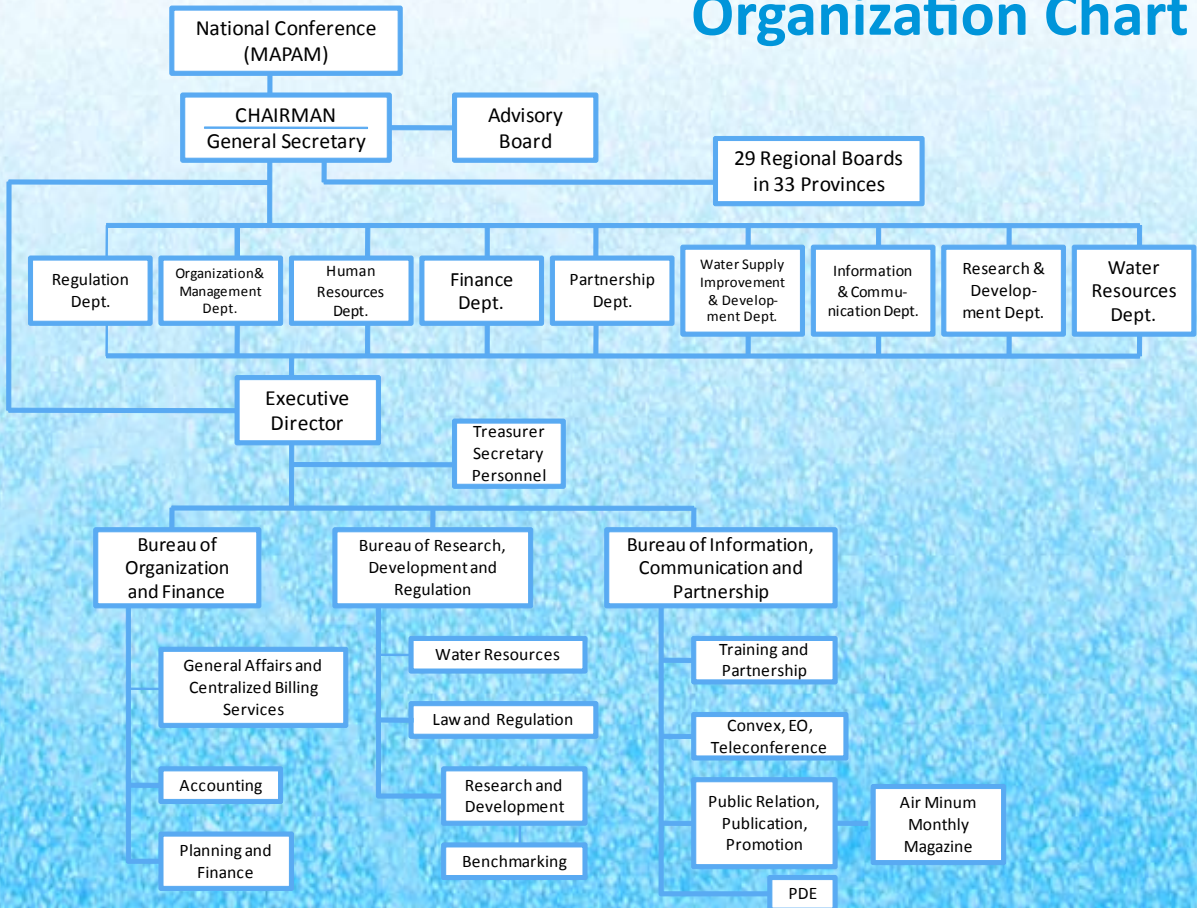
## 8. RESEARCH AND DEVELOPMENT

- Strengthening data management
- Development of Perpamsi standardization and SOP of water works
- Formulation of goods and services procurement
- Development of water supply technology

## 9. WATER RESOURCES

- Provision of raw water
- Environmental conservation for water supply.

# Organization Chart



# PERPAMSI TODAY KEY FACTS

**MEMBERS** **394** piped water utilities throughout Indonesia

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**Size** **31 Large** more than 50.000 customers  
**53 Medium** 20.000 - 50.000 customers  
**310 Small** less than 20.000 customers

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Total number of national customers **8.628.822**

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**National Service Coverage** **24%**

47% URBAN  
11% RURAL





# ORGANIZATION

Based on its Charter, PERPAMSI holds a national conference (MAPAM) every four years to elect a chairman. The Chairman

receives mandate to form a National Board (DPP) consists of a General Secretary and 9 heads of departments (see chart).



Day-to-day activity of the organization is run by the National Head Office in Graha Perpamsi, Jakarta, led by an Executive Director with 3 heads of bureaus.

Perpamsi has 29 regional boards (DPD) covering 33 provinces of the country, which elect their own regional chairman, and run the organization activities in their region.

# FUNDING

PERPAMSI has sources of funding from:

- Membership fees through centralized water billing of Defense Ministry conducted by PERPAMSI (85%)
- Donors or sponsorships (project support) (5%)
- Interests of deposit/investment (10%).

# PRODUCTS AND SERVICES

## MONTHLY MAGAZINE

Air Minum Magazine is one of the most popular icon of PERPAMSI. It is published since 1975 and is subscribed by all members with 4,000 copies of circulation every month. It is a unique, the one and only PDAM magazine, giving the readers up-to-date information about water issues. The publisher gets funding from advertisement and subscription.



## WEBSITE



Daily updated, the [www.perpamsi.org](http://www.perpamsi.org) provides major information on PERPAMSI and its activities.

## LIBRARY AND WATER INFORMATION CENTER (NEW)

Established on April 8, 2010, the library is projected to be an Indonesian water information center, providing collections of printed publications and digitalized data. This project will also include the publication of best practice stories and Directory of PERPAMSI.



# PRODUCTS AND SERVICES

## CENTRALIZED WATER BILLING OF DEFENSE MINISTRY

Due to centralized policy of Defense Ministry in the payment of water use, PERPAMSI organizes the billing for most of its members and get the fee from doing it. This service is the main source of funding for PERPAMSI's organization.

## BENCHMARKING PROGRAMME

In 2003, PERPAMSI established a Benchmarking System supported by the World Bank, as a framework to help members in improving their performances. The system keeps running with 115 active participants.

## TRAINING, SEMINAR AND WORKSHOP

PERPAMSI conducts a variety of training, seminar and workshop regularly to provide updated skills and knowledge, mainly for PDAM manpower. These also become forums to share best practises between members.



# MEMBERSHIP

## ORDINARY MEMBER

Perpamsi has 392 ordinary members, which are mostly water utilities (PDAM) owned by local governments in each city or regency, spread over the archipelago, from Sabang in the west to Merauke in the east, and Talaud in the north to Rote Island in the south.

The representatives of each water utilities (PDAM) in PERPAMSI organization must be the director or president director, or board of directors.

## EXTRA-ORDINARY MEMBER

The 115 extra-ordinary members (non-PDAM) consists of companies of manufacturers or suppliers, professional associations, universities, and many other institutions with interests related to water supply.



# AFFILIATION

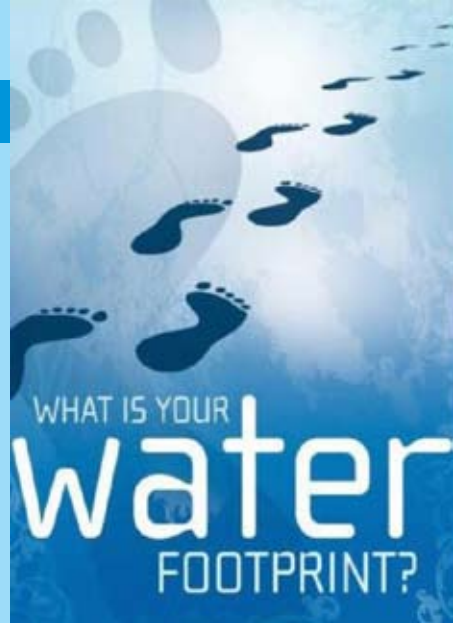
Perpamsi established subsidiary institutions:

## **TIRTA DHARMA EDUCATION FOUNDATION (YPTD)**

- Conducting regular certified training for PDAM management
- Running AKATIRTA water academy in Magelang, Central Java

## **DAPENMA PAMSI PENSION FUND**

- A legal independent financial institution in managing pension fund for PDAM employees.



## DONORS FOR THE MAIN PROJECTS (1999 - 2008)

### World Bank & World Bank Institute

- Financing benchmarking project
- Technical assistance for PDAM Rescue program
- SWOT analysis
- Competency based training
- Leadership forum : Water for people
- VNG Logo south country programme, contribute to the improvement of water supply service delivery in Indonesia

### USAID

- Water efficiency team assessments
- Water services for local government program
- Customer satisfaction surveys
- TOMCAT, CATNIP, and WILLOWS

### USAEP

- involvement of women institutions in local development
- Training modules for new senior managers
- Re-rating water treatment plants

### CIM

- Long term adviser for PERPAMSI/training foundation

### GTZ/DWQS

- Equipment for Magelang technical school  
Establish communication forum for water quality improvement

## PARTNERS

### Water Supply Associations

- IWA (International Water Association)
- AWWA (American Water Works Association)
- VEWIN (Associations of water supply companies of The Netherlands)
- DVGW (Gas and water supply association of Germany)
- MWA (Malaysian Water Association)
- AWA (Australian Water Association)

### Education Institutions

- IHE (International Institute for Hydraulic & Environmental Engineering, Netherlands)
- ITB (Bandung Technical Institute, Indonesia)
- ITS (Surabaya Technical Institute, Indonesia)
- Local universities (all provinces)

### Other Organizations

- IATPI (Association of Indonesian Environmental Engineering)
- Aquanet (Consultant for Dutch Water Companies involved in twinning)
- AKAINDO (Indonesian Water Contractor Association)
- SEAWUN (South East Asian Water Utilities Network)
- Waterlinks



The President of the Republic of Indonesia Soesilo Bambang Yudhoyono congratulated Presiden Director of PDAM Tirta Musi, Palembang City, Syaiful, in a ceremony of Excellent Services Award for Indonesian Public Utilities.

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