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PERATURAN/DOKUMEN

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- Peraturan Sekretaris Jenderal DPR RI Nomor 9 Tahun 2020 tentang Pengaduan Masyarakat terhadap Kinerja Setjen DPR RI.

Peraturan Sekretariat Jenderal DPR RI Nomor 22 Tahun 2022 Pengelolaan Aspirasi Dan Pengaduan Masyarakat Kepada Dewan Perwakilan Rakyat Republik Indonesia.

Ketentuan Pasal 72 huruf g dan Pasal 81 huruf j Undang-Undang Nomor 17 Tahun 2014 Tentang Majelis Permusyawaratan Rakyat, Dewan Perwakilan Rakyat, Dewan Perwakilan Daerah, dan Dewan Perwakilan Rakyat Daerah, sebagaimana telah diubah dengan Undang-Undang No. 42 Tahun 2014 terakhir dengan Undang-Undang No. 2 Tahun 2018 jo Pasal 7 huruf g serta Pasal 12 huruf j Peraturan DPR RI Nomor 1 Tahun 2014 tentang Tata Tertib sebagaimana telah beberapa kali diubah terakhir dengan Peraturan DPR RI No. 2 Tahun 2018 bahwa DPR bertugas menyerap, menghimpun, menampung, dan menindaklanjuti aspirasi masyarakat.

Peraturan Menteri Pendayagunaan Aparatur Negara dan Reformasi Birokrasi Republik Indonesia Nomor 24 Tahun 2014 tentang Pedoman Penyelenggaraan Publik Nasional Pengelolaan Pengaduan.

Permenpan Nomor 62 Tahun 2018 Tentang Pedoman Sistem Pengaduan Pelayanan Publik Nasional.