

Indonesia

Current postal regulatory landscape

National legislation

- Name of the act/law/rule: Postal Law No. 38 of 2009 on the Post
- Year of enactment: 2009
- Year of last amendment:
- Website link to the text of the act/law/rule: jdih.kominfo.go.id/produk_hukum/view/id/155/t/undangundang+nomor+38+tahun+2009+tanggal+14+oktober+2009
- All the postal legislation in place (Conventions/Rules/Regulations, etc.)
 - Government Regulation No. 15 of 2013 on the implementation of Law No. 38 of 2009 on the Post
 - Ministerial Regulation No. 4 of 2021 on postal operations
 - Ministerial Decree No. 222 of 2022 on universal postal service rates
 - Ministerial Decree No. 216 of 2023 on guidelines for the calculation, supervision and payment of an operational subsidy for universal postal services
 - Ministerial Regulation No. 3 of 2023 on other official postal service operations

The government is currently formulating a new regulation on commercial postal services.

Coordinating body for postal policies

- Name of the coordinating body/ministry/committee/agency:
 - The Coordinating Ministry for Political, Legal and Security Affairs
 - The Coordinating Ministry for Economic Affairs
- Level (Ministry or other): ministry
- Website:
 - The Coordinating Ministry for Political, Legal, and Security Affairs: www.polkam.go.id
 - The Coordinating Ministry for Economic Affairs: www.ekon.go.id

Regulatory authority

- Name of the coordinating regulator: Ministry of Communications and Informatics, Directorate of Posts, Directorate General of Posts and Informatics Operations.
- Covered areas: Carries out the formulation and implementation of policies and the preparation of norms, standards, procedures and associated criteria; provides technical guidance and supervision; monitors, evaluates and reports in the fields of service and technical quality standardization, licensing services, postal accessibility and connectivity; and supervises the application of non-state revenue operating tax in the field of postal operating permits in accordance with the provisions of statutory regulations.

Licensing body

- Name of the coordinating body/ministry/committee/agency: Ministry of Communications and Informatics
- Types of Licences: Public postal licence; courier and express parcel licence
- The process of applying for licences/registration:
 - 1 Access www.oss.go.id;
 - 2 Create an account;
 - 3 Log in with username and password;

- 4 Add KBLI 53201;
- 5 Fill in the business plan activity;
- 6 Save business plan;
- 7 Choose fulfillment of commitments;
- 8 Choose type of activity;
- 9 Fill out a business proposal for the next five years;
- 10 Receive non-tax state revenue payment notification (PNBP);
- 11 Make non-tax state revenue payment (PNBP) via ID Billing using bank payment channels;
- 12 Receive notification of issuance of licence;
- 13 Access www.oss.go.id;
- 14 Select KBLI 53201; and
- 15 Select "print licence".

Universal service obligations

- Products and services covered by universal service obligation: Yes
- Letters, postcards, printed papers and small packets (letters containing goods) up to 2 kg;
- Items for the blind up to 7 kg;
- Printed papers delivered in special bags addressed to recipients at the same address up to 30 kg (M bags); Parcels up to 20 kg.
- Prescribed number of post offices: No
- Prescribed number of letter boxes: No
- Exceptions to universal service obligations: No
- Name of the universal service provider providing USO: PT Pos Indonesia
- Status of the universal service provider providing USO: SOE

Financing of universal service obligations

- Is there a well-defined procedure for financing the universal service provider: Yes
- How does the government support the universal service provider in your country: By allocating a government subsidy.

Quality requirements

Postal service providers shall implement the service standards determined by the ministry. These service standards cover the following aspects:

- a service access availability;
- b service regularity;
- c human resources competence;
- d speed and reliability;
- e security and confidentiality;
- f complaints, suggestions and input handling;
- g customer satisfaction; and
- h service tariffs.

Frequency of collection/delivery of postal services

- a Round-the-clock mail bus serving the delivery of letters, postcards and printed papers in respect of the universal postal service. Items are collected and emptied from the mail bus at least once a day.
- b Postal box serving round-the-clock collection of universal postal items.

*Grievance redressal**Name of the body/organization designated for grievance redressal*

Grievance redressal should be designated to work units and/or functions within postal operators that handle and settle complaints submitted by postal service users.

Price regulations

- Name of the body: Ministry of Communications and Informatics
- Scope of such price regulation: Applies only to postal products and services under the universal obligation.

Taxation

Are postal products and services liable for taxation: No

Cross-border regulations

- Are there clear regulations regarding the import and export of items through the postal channel: Yes
- List the authorities that are stakeholders in cross-border postal exchanges:
 - Ministry of Finance (Customs)
 - Ministry of Trade (e-commerce)
 - Ministry of Transportation
 - Quarantine Agency
 - National Narcotics Board
 - Ministry of Environment and Forestry
- Threshold value regarding import duties: 3 USD
- Threshold value regarding VAT: The current VAT threshold in Indonesia is 11%
- Is there any national legislation mandating Electronic Advance Data for cross-border transfer of items: Yes