

LAW OF THE REPUBLIC OF INDONESIA
NUMBER 8 OF 1999
ON
CONSUMER PROTECTION¹

BY THE GRACE OF GOD ALMIGHTY

PRESIDENT OF THE REPUBLIC OF INDONESIA,

Considering:

- a. that national development aims to realize a just and prosperous society which is equally distributed, both materially and spiritually, in the era of democratized economy based on *Pancasila* and the 1945 Constitution of the Republic of Indonesia;
- b. that national economic development in globalization era should be able to support the growth of business society, hence it is capable of producing various goods and/or services which have technology content that is able to increase welfare of the general public and simultaneously receive certainty on goods and/or services which are obtained from trading without inflicting consumers' losses;
- c. that with national market being more open as a result from economic globalization process, it should still guarantee the increase in public welfare, as well as certainty on quality, amount and safety of goods and/or services which are obtained by them in the market;
- d. that in bid to improve dignity and value of consumers, it is deemed necessary to increase awareness, knowledge, care, ability and independence of consumer in order to protect itself, as well as developing accountable attitude of businesses;
- e. that legal provisions which protect consumers' interests in Indonesia are inadequate;

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- f. that based on such considerations as mentioned above, framework of laws and regulations is deemed necessary in order to realize balance between protection of consumers' interests and businesses, hence fair economy is incepted;
- g. that for that purpose, it is deemed necessary to enact Law on Consumer Protection;

In view of:

Article 5 Paragraph (1), Article 21 Paragraph (1), Article 27, and Article 33 of the 1945 Constitution of the Republic of Indonesia;

With the agreement of

HOUSE OF REPRESENTATIVES OF THE REPUBLIC OF INDONESIA

HAS DECIDED:

To enact:

LAW ON CONSUMER PROTECTION.



CHAPTER 1
GENERAL PROVISIONS

Article 1

Under this Law, the following definitions are employed:

1. Consumer protection is any efforts which guarantee the existence of legal certainty in order to provide protection for consumers.
2. Consumer is any person as the user of goods and/or services which are available in the public, either for the interest of oneself, family, other person, or other living organism and not for trading purposes.
3. Businesses are any individual or enterprise, both taking form as incorporated entity and unincorporated entity which is established and domiciled or operate activities within the jurisdiction of the Republic of Indonesia, either independently or collectively

through agreement on organization of business activities within various economic sectors.

4. Goods are any object, both tangible and intangible, both movable and immovable, both consumable or non-consumable, which may be traded, worn, used, or utilized by consumers.
5. Services are any service in the forms of work or performance as provided for the public to be utilized by consumers.
6. Promotion is activity on introduction or dissemination of information of a good and/or in order to attract the buying interest of consumers against goods and or services which are going to and currently traded.
7. Import of goods is activity of importing goods into customs areas.
8. Import of services is activity of providing foreign services to be used within the territories of the Republic of Indonesia.
9. Civil Society Consumer Protection Agency is non-Governmental agency which is registered and acknowledged by Government that has activity on handling consumer protection.
10. Standard Clause is any rule or provision and requirements which have been initially prepared and established single-handedly by businesses which are incorporated in a document and/or agreement which bind and must be fulfilled by consumers.
11. Consumer Dispute Resolution Body is body which assumes the duty on handling and resolving dispute between businesses and consumers.
12. National Consumer Protection Body is body which is constituted in order to assist the effort on development of consumer protection.
13. Minister is minister whose scope of duties and responsibilities encompasses trading sector.

CHAPTER II PRINCIPLES AND PURPOSES

Article 2

Consumer protection has the principles of benefit, justice, balance, security and safety of consumer, as well as legal certainty.

Article 3

Consumer protection has the purposes of:

- a. increasing awareness, capability and independence of consumer to protect itself;
- b. escalating dignity and value of consumer by the way of preventing it from the negative excess on consumption of goods and/or services;
- c. increase empowerment of consumer in choosing, determining, and demanding its rights as consumer;
- d. creating consumer protection system which contains the element of legal certainty and disclosure of information, as well access to obtain information;
- e. growing awareness of businesses on the importance of consumer protection, thus truthful and accountable attitudes in operating business are developed;
- f. improving the quality of goods and/or services which gurantees business continuity of production of goods and/or services, health, comfort, security, and safety of consumer.

CHAPTER III RIGHTS AND OBLIGATIONS

First Division

Rights and Obligations of Consumers

Article 4

Rights of consumers are:

- a. right for comfort, security, and safety in consuming goods and/or services;

- b. right to choose goods and/or services, as well as obtaining such goods and/or services in accordance with the exchange rate and condition, as well as guarantee which is promised;
- c. right to information which is veracious, clear, and truthful on condition and guarantee of goods and/or services;
- d. right for its opinion and complaint to goods and/or services which are used to be heard;
- e. right to receive advocacy, protection, and consumer protection dispute resolution measure in duly manner;
- f. right to receive governance and education of consumer;
- g. right to be treated or served in right and truthful, as well as non-discriminatory manners;
- h. right to receive compensation, indemnity, and/or replacement, if goods and/or services which are obtained are not in accordance with agreement or improper;
- i. rights which are addressed in provisions under other laws and regulations.

Article 5

Obligations of consumer are:

- a. reading or following instruction on information and procedure for the consumption or utilization of goods and/or services, for security and safety purposes;
- b. having good faith in the course of performing transaction of buying goods and/or services;
- c. paying in accordance with the agreed exchange rate;
- d. following consumer protection legal dispute resolution measure properly.

Second Division

Rights and Obligations of Businesses

Article 6

Rights of businesses are:

- a. right to receive payment which is in accordance with agreement on condition and exchange rate of goods and/or services which are traded;
- b. right to obtain legal protection from bad-faith consumer's conduct;
- c. right to make proper self-defense in the course of legal resolution of consumer dispute;
- d. right for rehabilitation of reputation if it is legally proven that losses of consumer are not inflicted by goods and/or services which are traded;
- e. rights which are addressed in provisions under other laws and regulations.

Article 7

Obligations of businesses are:

- a. having good faith in the course of operating their business activities;
- b. providing information which is veracious, clear and truthful on condition and guarantee of goods and/or services, as well as giving explanation on the use, repair and maintenance;
- c. treating or serving consumer in well and truthful manners, as well as non-discriminatory manners;
- d. guaranteeing quality of goods and/or services which are produced and/or traded based on prevailing provisions quality standard of goods and/or services;
- e. giving opportunity for consumer to test, and/or try certain goods and/or services, as well as giving guarantee and/or warranty of goods which are produced and/or traded;
- f. giving compensation, indemnity and/or replacement for losses due to use, consumption and utilization of goods and/or services which are traded;
- g. giving compensation, indemnity and/or replacement if goods and/or services which are received or utilized are not in accordance with the agreement.

CHAPTER IV PROHIBITED ACTS FOR BUSINESSES

Article 8

- (1) Businesses are prohibited from producing and/or trading goods and/or services which:
- a. do not fulfill or not in accordance with required standards and provisions under laws and regulations;
 - b. are not in accordance with net weight, net content, and amount in calculation as declared on the label or tag of such goods;
 - c. are not in accordance with the size, measurement, scale and amount in calculation according to actual size;
 - d. are not in accordance with condition, guarantee, special feature or efficacy as declared on label, tag or description of such goods and/or services;
 - e. are not in accordance with quality, level, composition, processing process, style, mode, or certain use as declared on label or description of such goods and/or services;
 - f. are not in accordance with claim as declared on label, tag, description, advertisement or sale promotion of such goods and/or services;
 - g. do not put expiration date or time period for best use/utilization of certain goods;
 - h. do not follow provisions on halal production, according to “halal” declaration as affixed to label;
 - i. do not affix label or make explanation of goods which contains name of goods, size, net weight/content, composition, how to use, manufacturing date, side effect, name and address of businesses, as well as other information for use, of which, according to provisions should be installed/made;
 - j. do not put information and/or direction for the use of goods in Indonesian language in accordance with prevailing provisions under laws and regulations.

- (2) Businesses are prohibited from trading goods which are damaged, defected or secondhand, and polluted without giving information in complete and veracious manners on goods in question.
- (3) Businesses are prohibited from trading pharmaceutical products and foods which are damaged, defect or secondhand and polluted, with or without giving information in complete and veracious manners.
- (4) Businesses which commit violation in paragraph (1) and paragraph (2) are prohibited from trading such goods and/or services, as well as mandatory to recall them from circulation.

Article 9

- (1) Businesses are prohibited from offering, promoting, advertising a good and/or service in false manner, and/or as if:
 - a. such good has fulfilled and/or possessed discount, special price, certain quality standard, certain style or mode, certain characteristic, certain history or function;
 - b. such good is in good and/or new condition;
 - c. such good and/or service have obtained and/or possessed sponsor, approval, certain supplement, certain benefit, operating criteria or certain accessory;
 - d. such good and/or service are produced by company which possesses sponsor, approval or affiliation;
 - e. such good and/or service is available;
 - f. such good does not contain hidden defect;
 - g. such good is supplement to certain good;
 - h. such good is originated from certain region;
 - i. directly or indirectly degrading other good and/or service;
 - j. using hyperbolic words, such as secure, not dangerous, not having risk or side effect without complete description;
 - k. offering something which contains uncertain promise.
- (2) Goods and/or services as referred to in paragraph (1) are prohibited to be traded.

- (3) Businesses which commit violation of paragraph (1) are prohibited from continuing offering, promotion, and advertisement of such goods and/or services.

Article 10

Businesses, in the course of offering goods and/or services which are designated to be traded, are prohibited from offering, promoting, advertising or making false or misleading statement on:

- a. price of tariff of a good and/or service;
- b. function of a good and/or service;
- c. condition, burden, guarantee, right or indemnity of a good and/or service;
- d. discount offer or interesting reward which is offered;
- e. danger from the use of goods and/or services.

Article 11

Businesses, in case the sale is performed through clearance sale or auction, are prohibited from deceiving/misleading consumer by:

- a. stating that such goods and/or services, as if have fulfilled certain quality standard;
- b. stating that such goods and/or services, as if do not contain hidden defect;
- c. not intending to sell offered goods, meanwhile has the intention to sell other goods;
- d. not providing goods in certain amount and/or sufficient amount with the intention to sell other goods;
- e. not providing services in certain capacity or sufficient amount with the intention to sell other services;
- f. raising price or tariff of goods and/or services prior to performing clearance sale.

Article 12

Businesses are prohibited from offering, promoting, or advertising a good and/or service using special price or tariff within a certain period and amount, if such businesses do not intend to implement it in accordance with the period and amount as offered, promoted, or advertised.

Article 13

- (1) Businesses are prohibited from offering, promoting, or advertising a good and/or service by the way of promising the giving of reward in the forms of other goods and/or services free of charge with the intention of not giving it or giving it not as it was promised.
- (2) Businesses are prohibited from offering, promoting, or advertising drug, traditional medicine, food supplement, medical device, and healthcare service by the way of promising the giving of reward in the forms of goods and/or services by the way of promising the giving of reward in the forms of other goods and/or services.

Article 14

Businesses, in the course of offering goods and/or services which are designated to be traded by giving reward through lottery method, are prohibited from being categorized as:

- a. not performing redeem of reward after exceeding the promised time period;
- b. announcing its result not through mass media;
- c. giving reward which is not in accordance with the one which was promised;
- d. replacing reward which is not equivalent to the value of promised reward.

Article 15

Businesses, in the course of offering goods and/or services, are prohibited from performing it by using force or other methods which may cause disturbance, both physically and psychologically, to consumer.

Article 16

Businesses, in the course of offering goods and/or services through order, are prohibited from:

- a. failing to meet the order and/or agreement on settlement time in accordance with what was promised;
- b. failing to meet the promise of a service and/or performance.

Article 17

- (1) Advertising businesses are prohibited from producing advertisement which:
 - a. deceives consumer on quality, quantity, material, function and price of goods and/or tariff of services, as well as punctuality on the retrieval of goods and/or services;
 - b. deceives guarantee/warranty of goods and/or services;
 - c. contains information which is erroneous, false, or incorrect on goods and/or services;
 - d. fails to contain information on risk on consumption of goods and/or services;
 - e. exploits event and/or someone without securing permit from the authorized party or agreement from the party in question;
 - f. violating ethics and/or provisions under laws and regulations on advertising.
- (2) Advertising businesses are prohibited from continuing the distribution of advertisement which has violated provisions in paragraph (1).

CHAPTER V

PROVISIONS ON INCLUSION OF STANDARD CLAUSES

Article 18

- (1) Businesses, in the course of offering goods and/or services which are designated to be traded, are prohibited from making or including standard clause in every document and/or agreement, if it:
 - a. states shifting of responsibility of businesses;
 - b. states that businesses reserve the right to refuse return of goods which are bought by consumer;
 - c. states that businesses reserve the right to refuse refund of money which was paid over goods and/or services which were bought by consumer;
 - d. states the granting of authority from consumer to businesses, either directly or indirectly, to perform any single-handed acts relating to goods which are bought by consumer in installments;

- e. addresses matter on the proving process of the loss of function of goods or utilization of services which were bought by consumer;
 - f. gives right to businesses in order to reduce function of services or reduce assets of consumer which become the object of sale and purchase of services;
 - g. states the compliance of consumer to regulation in the forms of new, additional, follow-up and/or further modification to rules which are made single-handedly by businesses during the period when consumer utilizes services which are bought by it;
 - h. states that consumer grants authority to businesses for incumbrance of mortgage title, lien right, or collateral right against goods which are bought by consumer in installments.
- (2) Businesses are prohibited from including standard clause, of which, its position or shape is hardly visible or readable in clear manner, or which disclosure is difficult to be understood.
 - (3) Any standard clause which has been established by businesses in document or agreement which fulfills provisions as referred to in paragraph (1) and paragraph (2) is declared to be null and void.
 - (4) Businesses must adjust standard clause which is in contradictory with this Law.

CHAPTER VI
LIABILITY OF BUSINESSES

Article 19

- (1) Businesses are held liable to give indemnity over damage, pollution, and/or consumer's losses due to consumption of goods and/or services which are produced or traded.
- (2) Indemnity as referred to in paragraph (1) may take form as refund or replacement of goods and/or services with the same kind or equivalent in value, or healthcare and/or giving of compensation which is in accordance with provisions under prevailing laws and regulations.

- (3) Giving of indemnity is performed within a grace period of 7 (seven) days after the transaction date.
- (4) Giving of indemnity as referred to in paragraph (1) and paragraph (2) does not eliminate the possibility on occurrence of criminal charge based on further inquisitorial process on the existence of mistake element.
- (5) Provisions as referred to in paragraph (1) and paragraph (2) do not apply if businesses may prove that such mistake is the mistake of consumer.

Article 20

Advertising businesses are held liable for advertisement which is produced and all consequences which are caused by such advertisement.

Article 21

- (1) Importer of goods is held liable as the producer of goods which are imported, if importation of such goods is not performed by agent or representative of foreign producer.
- (2) Importer of services is held liable as foreign service provider, if the provision of such foreign service is not performed by agent or representative of foreign service provider.

Article 22

Inquisitorial process on the existence of mistake element in criminal case as referred to under article 19 paragraph (4), Article 20, and Article 21 becomes burden and liability of businesses to shut the window for public prosecutor to perform inquisitorial process.

Article 23

Businesses which refuse and/or do not give response and/or fail to fulfill indemnity over claim of consumer as referred to under Article 19 paragraph (1), paragraph (2), paragraph (3), and paragraph (4), may be sued through consumer dispute resolution body or by filing a lawsuit to judiciary body where the consumer is domiciled.

Article 24

- (1) Businesses which sell goods and/or services to other businesses are held liable for any indemnity claim and/or consumer claim if:
 - a. the other businesses sell to consumer without making any modification to such goods and/or services;
 - b. the other businesses, in regards to sale-and-purchase transaction, do not have any knowledge on modification to goods and/or services which is made by businesses or not in accordance with the sample, quality, and composition.
- (2) Businesses as referred to in paragraph (1) are exempted from liability of indemnity claim and/or consumer claim if the other businesses, which purchase goods and/or services, sell to consumer by making modification to such goods and/or services.

Article 25

- (1) Businesses which produce goods, of which, their utilization is continuous within a time period of at least 1 (one) year, must provide spare-parts and/or after-sales facilities and must fulfill guarantee or warranty in accordance with agreed condition.
- (2) Businesses as referred to in paragraph (1) are held liable for indemnity claim and/or consumer claim if such businesses:
 - a. do not or negligently fail to provide spare-parts and/or repairment facility;
 - b. do not or fail to fulfill guarantee or warranty which is agreed.

Article 26

Businesses which trade services must fulfill guarantee and/or warranty which are consented to and/or agreed to.

Article 27

Businesses which produce goods are exempted from liability for losses as sustained by consumer, if:

- a. such goods are proven should have not been circulated or not intended to be circulated;
- b. defect of goods occurs in the future;

- c. defect occurs due to the compliance with provisions on qualification of goods;
- d. negligence is triggered by consumer;
- e. expiration of time period for claim, namely 4 (four) years since the goods were bought or expiration of time period which is agreed.

Article 28

Inquisitorial process against the existence of mistake element in indemnity claim as referred to under Article 19, Article 22, and Article 23 becomes the burden and liability of businesses.

CHAPTER VII

GOVERNANCE AND SUPERVISION

First Division

Governance

Article 29

- (1) Government is responsible for governance of organization of consumer protection which guarantees the fulfillment of rights of consumer and businesses, as well as the performance of obligation by consumer and businesses.
- (2) Governance by the government for organization of consumer protection as referred to in paragraph (1) is performed by Minister and/or related technical minister.
- (3) Minister as referred to in paragraph (2) performs coordination on organization of consumer protection.
- (4) Governance for organization of consumer protection as referred to in paragraph (2) encompasses efforts for the:
 - a. creation of business climate and growing of fair relationship between businesses and consumer;
 - b. development of civil society consumer protection agency;
 - c. improvement of quality of human resources, as well as the increasing in research and development activities within the sector of consumer protection.

- (5) Further provisions on governance for organization of consumer protection are addressed under Regulation of the Government.

Second Division

Supervision

Article 30

- (1) Supervision for organization of consumer protection, as well as implementation of provisions under laws and regulations are organized by the government, public, and civil society consumer protection agency.
- (2) Supervision by the government as referred to in paragraph (1) is performed by Minister and/or related technical minister.
- (3) Supervision by the public and civil society consumer protection agency is performed against goods and/or services which are circulated in the market.
- (4) If the result of supervision as referred to in paragraph (3) apparently is in incompliance with prevailing laws and regulations and endangers consumer, Minister and/or technical minister take measure in accordance with prevailing laws and regulations.
- (5) Result of supervision which is organized by the public and civil society consumer protection agency may be disseminated to the public and may be submitted to Minister and technical minister.
- (6) Provisions on the implementation of supervisory duties as referred to in paragraph (1), paragraph (2), and paragraph (3) are addressed under Regulation of the Government.

CHAPTER VIII
NATIONAL CONSUMER PROTECTION BODY

First Division
Name, Position, Functions, and Duties

Article 31

In the event of developing consumer-protection efforts, National Consumer Protection Body is constituted.

Article 32

National Consumer Protection Body is domiciled in the Capital City of Republic of Indonesia and reports to the President.

Article 33

National Consumer Protection Body has the functions on giving suggestion and consideration to the government as an effort to develop consumer protection in Indonesia.

Article 34

- (1) In order to carry out function as referred to under Article 33, National Consumer Protection Body assumes these duties:
- a. giving suggestion and recommendation to the government in the event of drafting policy within the sector of consumer protection;
 - b. performing research and study of prevailing laws and regulations within the sector of consumer protection.
 - c. performing research of goods and/or services which relate to safety of consumer;
 - d. urging the development of civil society consumer protection agency.
 - e. disseminating information through media on consumer protection and popularizing stance which leans to consumer;

- f. soliciting complaint on consumer protection from the public, civil society consumer protection agency, or businesses;
 - g. performing survey which relates to consumer's needs.
- (2) In the course of performing duties as referred to in paragraph (1), National Consumer Protection Body may enter into cooperation with international consumer organization.

Second Division

Organizational and Membership Structures

Article 35

- (1) National Consumer Protection Body is composed by a head which acts simultaneously as member, a deputy which acts simultaneously as member, as well as at least 15 (fifteen) persons and 25 (twenty-five) persons at maximum as members which represent all elements.
- (2) Members of National Consumer Protection Body are appointed and terminated by the President upon proposal from Minister, after they are being consulted to House of Representatives of the Republic of Indonesia.
- (3) Office period of head, deputy, and members of National Consumer Protection Body prevails for 3 (three) years and may be reappointed for 1 (one) subsequent office term.
- (4) Head and deputy of National Consumer Protection Body are elected by members.

Article 36

Members of National Consumer Protection Body consist of elements from:

- a. government;
- b. businesses;
- c. civil society consumer protection agency;
- d. academics; and
- e. experts.

Article 37

Requirements for membership of National Consumer Protection Body are:

- a. citizens of the Republic of Indonesia;
- b. be physically healthy;
- c. having good behavior;
- d. have never been punished because of crime;
- e. having knowledge and experience within the sector of consumer protection; and
- f. be 30 (thirty) years old at minimum.

Article 38

Membership of National Consumer Protection Body ceases due to:

- a. passing away;
- b. resignation upon self-request;
- c. domicile outside of territories of the Republic of Indonesia;
- d. prolonged illness;
- e. expiration of office period as member; or
- f. termination.

Article 39

- (1) For smoothness of performance of duties, National Consumer Protection Body is assisted by secretariat.
- (2) Secretariat as referred to in paragraph (1) is headed by a secretary who is appointed by Head of National Consumer Protection Body.
- (3) Functions, duties, and working procedures of secretariat as referred to in paragraph (1) are addressed under decree of Head of National Consumer Protection Body.

Article 40

- (1) If necessary, National Consumer Protection Body may establish Representative in Capital City of Level-I Region in order to assist the performance of its duties.
- (2) Establishment of representative as referred to in paragraph (1) is addressed further under decree of Head of National Consumer Protection Body.

Article 41

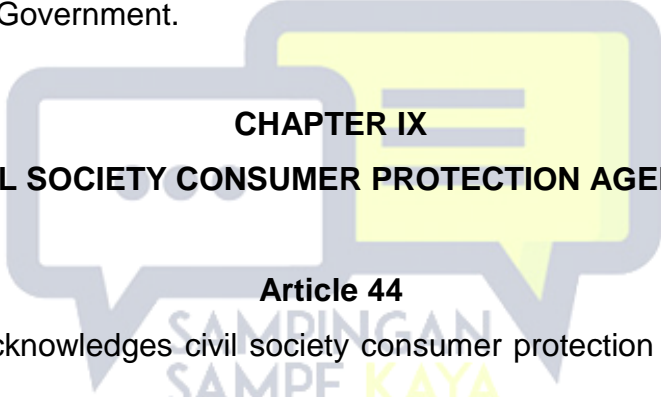
In the course of performance of duties, National Consumer Protection Body operates based on working procedures as addressed under decree of Head of National Consumer Protection Body.

Article 42

Fees for performance of duties of National Consumer Protection Body are attributed toward state revenue and expenditure budget and other sources in accordance with prevailing laws and regulations.

Article 43

Further provisions on constitution of National Consumer Protection Body are addressed under Regulation of Government.



CHAPTER IX CIVIL SOCIETY CONSUMER PROTECTION AGENCY

Article 44

- (1) Government acknowledges civil society consumer protection agency which fulfills requirements.
- (2) Civil society consumer protection agency has the opportunity to take active role in realizing consumer protection.
- (3) Duties of civil society consumer protection agency encompass the activities of:
 - a. disseminating information in the event of increasing awareness of rights and obligations and precaution of consumer in consuming goods and/or services.
 - b. giving advice to consumer whom needing it;
 - c. entering in cooperation with related institution as an effort to realize consumer protection;
 - d. assisting consumer in striving for its right, including soliciting complaint and consumer's report;

- e. performing joint supervision between the government and the public against implementation of consumer protection.
- (4) Further provisions on duties of civil society consumer protection agency as referred to in paragraph (3) are addressed under Regulation of the Government.

CHAPTER X DISPUTE RESOLUTION

First Division General

Article 45

- (1) Any consumer who is injured may file a claim toward businesses through agency who has duties to resolve dispute between consumer and businesses or through judiciary which is within the scope of general judiciary.
- (2) Consumer dispute resolution may be strived through court or out-of-court based on voluntary choice by the disputing parties.
- (3) Out-of-court dispute resolution as referred to in paragraph (2) does not eliminate criminal liability as addressed under the Law.
- (4) If out-of-court consumer dispute resolution course of action has been chosen, claim through court may only be strived if such course of action is declared to be unsuccessful by one of or the disputing parties.

Article 46

- (1) Claim toward violation of businesses may be made by:
 - a. a consumer who is injured or heir in question;
 - b. a group of consumers who have the same concern;
 - c. civil society consumer protection agency which fulfills requirements, namely in the forms of incorporated entity or foundation, of which, its articles of association explicitly state that the purpose of the establishment of such

- organization is for consumer-protection interest and has operated activities in accordance with its articles of association;
- d. government and/or related institution, if goods and/or services which are consumed or utilized incur huge economic losses and/or a high number of victims.
- (2) Claim which is filed by a group of consumers, civil society consumer protection agency or the government as referred to in paragraph (1) letter b, letter c, or letter d is filed to general judiciary.
 - (3) Further provisions on huge economic losses and/or a high number of victims as referred to in paragraph (1) letter d are addressed under Regulation of the Government.

Second Division

Out-of-Court Dispute Resolution

Article 47

Out-of-court consumer dispute resolution is organized in order to reach consensus on the form and amount of indemnity and/or regarding certain measure in a bid to guarantee that losses which are sustained by consumer will not reoccur or be repeated.

Third Division

In-Court Dispute Resolution

Article 48

In-court consumer dispute resolution refers to prevailing provisions on general judiciary by taking regards provisions under Article 45.

CHAPTER XI

CONSUMER DISPUTE RESOLUTION BODY

Article 49

- (1) Government constitutes Level-II Regional consumer dispute resolution body for out-of-court consumer dispute resolution.
- (2) In order to be appointed as members of consumer dispute resolution body, one should fulfill the following requirements:
 - a. be a citizen of the Republic of Indonesia;
 - b. be physically healthy;
 - c. having good behavior;
 - d. has never been punished because of crime;
 - e. having knowledge and experience within the sector of consumer protection.
 - f. be 30 (thirty) years old at minimum.
- (3) Members as referred to in paragraph (2) consist of the government element, consumer element, and businesses element.
- (4) Members of each element as referred to in paragraph (3) are 3 (three) persons at minimum, and 5 (five) persons at maximum.
- (5) Appointment and termination of members of consumer dispute resolution body are determined by Minister.

Article 50

Consumer dispute settlement body as referred to under Article 49 paragraph (1) is composed by:

- a. head, who acts simultaneously as member;
- b. deputy, who acts simultaneously as member;
- c. member.

Article 51

- (1) Consumer dispute resolution body, in the course of performing duties, is assisted by secretariat.
- (2) Secretariat to consumer dispute resolution body consists of head of secretariat and members of secretariat.
- (3) Appointment and termination of head of secretariat and member of secretariat to consumer dispute resolution are determined by Minister.

Article 52

Duties and authorities of consumer dispute resolution body encompass:

- a. performing handling and resolution of consumer dispute through mediation or arbitration or conciliation;
- b. giving consultation on consumer protection;
- c. performing supervision against the inclusion of standard clause;
- d. reporting to public investigator if a violation of provisions under this Law occurs;
- e. soliciting report, both in writing and verbal, from consumer on the occurrence of violation against consumer protection;
- f. performing inspection and examination of consumer-protection dispute;
- g. summoning businesses which are suspected to have committed violation of consumer protection;
- h. summoning and presenting witness, expert witness and/or anyone who is deemed to have knowledge on violation against that Law;
- i. requesting assistance of investigator in order to present businesses, witness, expert witness, or anyone as referred to in letter g and letter h, who is unwilling to fulfill the summon of consumer dispute resolution body;
- j. obtaining, inspecting and/or assessing letter, document, or other evidence for investigation and/or examination purposes;
- k. deciding and determining whether there is or is not any losses from consumer;
- l. notifying decision to businesses which commit violation of consumer protection;
- m. imposing administrative sanctions to businesses which violate provisions under this Law.

Article 53

Further provisions on performance of duties and authorities of Level-II Regional consumer dispute resolution body are addressed under decree of the minister.

Article 54

- (1) In order to handle and resolve consumer dispute, consumer dispute resolution body constitutes a panel;
- (2) Number of members of panel as referred to in paragraph (1) should be odd-number and at least 3 (three) persons who represent all elements as referred to under Article 49 paragraph (3), as well as be assisted by a registrar.
- (3) Decision of the panel is final and binding;
- (4) Further technical provisions on performance of duties of panel are addressed under decree of the minister.

Article 55

Consumer dispute resolution body must hand down decision no later than 21 (twenty-one) business days after the claim was received.

Article 56

- (1) Within the time period of 7 (seven) business days at maximum since the retrieval of decision of consumer dispute resolution body as referred to under Article 55, businesses must enforce such decision.
- (2) The parties may file an objection to District Court no later than 14 (fourteen) business days after the retrieval of notification of such decision.
- (3) Businesses which do not file an objection within the time period as referred to in paragraph (2) are deemed to accept decision of consumer dispute resolution body.
- (4) If provisions as referred to in paragraph (1) and paragraph (3) are not enforced by businesses, consumer dispute resolution body hands over such decision to investigator to perform investigation in accordance with provisions under prevailing laws and regulations.

- (5) Decision of consumer dispute resolution body as referred to in paragraph (3) becomes sufficient preliminary evidence for investigator to perform investigation.

Article 57

Execution stipulation of decision of panel as referred to under Article 54 paragraph (3) is requested from District Court where the injured consumer is domiciled [*sic*].

Article 58

- (1) District Court must hand down decision on objection as referred to under Article 56 paragraph (2) within a time period of no later than 21 (twenty-one) days since the retrieval of objection.
- (2) Against decision of District Court as referred to in paragraph (1), the parties within a time period of no later than 14 (fourteen) days may file cassation to Supreme Court of the Republic of Indonesia.
- (3) Supreme Court of the Republic of Indonesia must issue decision within a time period of no later than 30 (thirty) days since the retrieval of cassation petition.

CHAPTER XII INVESTIGATION

Article 59

- (1) In addition to the Police Officer of the Republic of Indonesia, certain Civil Servant Officer within the scope of governmental institution whose duties and responsibilities is within the sector of consumer protection, is also given special authority as investigator as referred to under the prevailing Law on Criminal Procedural Law.
- (2) Civil Servant Officer acting as Investigator as referred to in paragraph (1) has the authority to:
 - a. perform examination on veracity of report and information in relation to criminal act within the sector of consumer protection;
 - b. perform examination against person or incorporated entity which is suspected to commit criminal act within the scope of consumer protection;

- c. request information and evidence material from person or incorporated entity in connection with criminal act event within the sector of consumer protection;
 - d. perform examination of bookkeeping, record, and other document in relation to criminal act within the sector of consumer protection;
 - e. perform examination at certain location which is suspected that there is evidence material, as well as perform seizure of goods as the outcome of violation which may be classified as evidence in criminal-act case within the sector of consumer protection;
 - f. request assistance from expert in the event of performance of criminal-act investigation duties within the sector of consumer protection.
- (3) Civil Servant Officer acting as Investigator as referred to in paragraph (1) notifies the commencement of investigation and its investigation result to Police Officer of the Republic of Indonesia acting as Investigator.
- (4) Civil Servant Officer acting as Investigator as referred to in paragraph (1) submits investigation result to Public Prosecutor through Police Officer of the Republic of Indonesia acting as Investigator.

CHAPTER XIII SANCTIONS

First Division Administrative Sanctions

Article 60

- (1) Consumer dispute resolution body has the authority to impose administrative sanctions against businesses which violate Article 19 paragraph (2) and paragraph (3), Article 20, Article 25, and Article 26.
- (2) Administrative sanction in the forms of stipulation on indemnity is in sum of IDR 200,000,000.00 (two hundred million rupiahs) at maximum.
- (3) Procedures for the stipulation of administrative sanctions as referred to in paragraph (1) are further addressed under laws and regulations.

Second Division
Criminal Sanctions

Article 61

Criminal prosecution may be performed against businesses and/or its management.

Article 62

- (1) Businesses which violate provisions as referred to under Article 8, Article 9, Article 10, Article 13 paragraph (2), Article 15, Article 17 paragraph (1) letter a, letter b, letter c, letter e, paragraph (2), and Article 18, are sentenced with imprisonment for 5 (five) years at maximum or fines in sum of IDR 2,000,000,000.00 (two billion rupiahs) at maximum.
- (2) Businesses which violate provisions as referred to under Article 11, Article 12, Article 13 paragraph (1), Article 14, Article 16 and Article 17 paragraph (1) letter d and letter f, are sentenced with imprisonment for 2 (two) years at maximum and fines in sum of IDR 500,000,000.00 (five hundred million rupiahs) at maximum.
- (3) Against violation which causes serious injury, grave illness, permanent disability or death, prevailing criminal provisions are applied.

Article 63

Against criminal sanctions as referred to under Article 62, additional sentence may be imposed, in the forms of:

- a. confiscation of certain goods;
- b. announcement of decision of judge;
- c. indemnity payment;
- d. order on cessation of certain activities which cause the occurrence of consumer's losses;
- e. mandatory recall of goods from circulation; or
- f. revocation of business license.

CHAPTER XIV TRANSITIONAL PROVISIONS

Article 64

All provisions under laws and regulations which aim to protect consumer which have existed at the time when this Law is promulgated, are declared to continue to prevail insofar they are not addressed specifically and/or not in contradictory with provisions under this Law.



CHAPTER X
FINAL PROVISIONS

Article 65

This Law enters into force 1 (one) year after its promulgation date.

For the purposes of public cognizance, it has been ordered that the promulgation of this Law should be achieved through its publication in the State Gazette of the Republic of Indonesia.

Enacted in Jakarta

on 20 April 1999

PRESIDENT OF THE REPUBLIC OF INDONESIA,

signed.

BACHRUDDIN JUSUF HABIBIE

Promulgated in Jakarta

on 20 April 1999

STATE MINISTER OF STATE SECRETARY

OF THE REPUBLIC OF INDONESIA,

signed.

AKBAR TANJUNG

STATE GAZETTE OF THE REPUBLIC OF INDONESIA OF 1999 NUMBER 22

**ELUCIDATION OF
LAW OF THE REPUBLIC OF INDONESIA
NUMBER 8 OF 1999
ON
CONSUMER PROTECTION**

I. GENERAL

Economic development and progress generally and specifically within the sectors of national industrial affairs and trading have produced various goods and/or services which are consumable. In addition, globalization and free trade which are supported with advancement of telecommunication and informatics technology has broadened the movement space of transaction flow of goods and/or services to cross borders of a state, thus goods and/or services which are offered are varied, both foreign production and domestic production.

Such condition, on one hand, has benefit for consumer because the needs of consumer on goods and/or services which are desired may be fulfilled, as well as wider freedom to choose various types and quality of goods and/or services in accordance with the desire and capability of consumer.

On other hand, such condition and phenomenon as mentioned above may cause the position of businesses and consumer to become imbalance and consumer stands on weaker position. Consumer becomes the object of business activities in order to gain utmost profit by businesses through the promotional tips, sale method, as well as implementation of standard agreement which is harmful for consumer.

The primary factor which becomes the weakness of consumer is the awareness level of consumer on its right is still low. This matter is specifically caused by the low consumer's education. Hence, Law on Consumer Protection is intended to become robust legal basis for the government and civil society consumer protection agency in order to perform empowerment efforts of consumer through governance and education of consumer.

This empowerment effort is important because it is difficult to expect awareness of businesses, of which, basically the economic principle of businesses is to gain

profit as much as possible with capital as minimal as possible. This principle potentially injures consumer's interest, both directly and indirectly.

Based on condition as described above, empowerment of consumer through establishment of law which is able to protect consumer's interest in integrative and comprehensive manners, as well as may be effectively implemented in the public is deemed to be necessary.

Legal framework which protects consumer is not intended to shutdown business of businesses, instead otherwise, consumer protection may urge fair business climate which urges the inception of tough company in encountering competition through provision of quality goods and/or services.

Besides that, this Law on Consumer Protection, in the course of its implementation still gives special attention to small-and-medium businesses. Such action is performed through the governance effort and imposition of sanction for its violation.

This Law on Consumer Protection is drafted by referring to national-development philosophy, that national development, including legal development which accommodates protection to consumer is in the event of developing Indonesian human in integrated manner which is based on the state philosophies of the Republic of Indonesia, namely the state's principle, *Pancasila*, and state constitution, the 1945 Constitution.

Asides from that, Law on Consumer Protection basically is not the alpha and omega of law which addresses consumer protection, because up to the enactment this Law on Consumer Protection, there has been several laws, of which, their contents protect interest of consumer, such as:

- a. Law [Number 10 of 1961](#) on Stipulation of Regulation of the Government in Lieu of Law [Number 1 of 1961](#) on Goods, to become Law;
- b. Law [Number 2 of 1966](#) on Hygiene;
- c. Law [Number 5 of 1974](#) on Regional Governmental Principles;
- d. Law [Number 2 of 1981](#) on Legal Metrology;
- e. Law [Number 3 of 1982](#) on Mandatory Registration of Company;
- f. Law [Number 5 of 1984](#) on Industrial Affairs;

- g. Law [Number 15 of 1985](#) on Electricity;
- h. Law [Number 1 of 1987](#) on Chamber of Commerce and Industry;
- i. Law [Number 23 of 1992](#) on Health;
- j. Law [Number 7 of 1994](#) on Agreement Establishing The World Trade Organization (*Persetujuan Pembentukan Organisasi Perdagangan Dunia*);
- k. Law [Number 1 of 1995](#) on Limited Liability Company;
- l. Law [Number 9 of 1995](#) on Small Business;
- m. Law [Number 7 of 1996](#) on Food;
- n. Law [Number 12 of 1997](#) on Amendment to Law on Copyright, as amended by Law [Number 7 of 1987](#);
- o. Law [Number 13 of 1997](#) on Amendment to Law [Number 6 of 1989](#) on Patent;
- p. Law [Number 14 of 1997](#) on Amendment to Law Number 19 of 1989 on Mark;
- q. Law [Number 23 of 1997](#) on Environmental Management;
- r. Law [Number 24 of 1997](#) on Broadcasting;
- s. Law [Number 25 of 1997](#) on Manpower;
- t. Law [Number 10 of 1998](#) on Amendment to Law [Number 7 of 1992](#) on Banking.

Consumer protection in case businesses violate intellectual property right (*Hak Atas Kekayaan Intelektual – HAKI*) is not addressed under this Law on Consumer Protection, because it has been addressed under Law [Number 12 of 1997](#) on Copyright, Law [Number 13 of 1997](#) on Patent, and Law [Number 14 of 1997](#) on Mark, which prohibit to produce or trade goods and/or services which violate provisions on HAKI.

In addition, consumer protection within environmental sector is not addressed under this Law on Consumer Protection, because it has been addressed under Law [Number 23 of 1997](#) on Environmental Management in regards to obligation of any person to maintain the sustainability of environmental functions, as well as prevent and overcome environmental pollution and damage.

In the future, possibility on the establishment of new law which basically addresses provisions which protect consumer is still open. Thus, this Law on

Consumer Protection becomes the umbrella which integrates and strengthens law enforcement within the sector of consumer protection.

II. ARTICLE BY ARTICLE

Article 1

Point 1

Self-explanatory.

Point 2

Within economic literature, the term end-consumer and intermediary-consumer are recognized. End-consumer is end user or utilizer of a product, meanwhile intermediary-consumer is consumer who uses a product as a part of production process of other product. The definition of Consumer under this Law refers to end-consumer.

Point 3

Businesses which are included in this definition is corporate company, State-Owned Enterprises (BUMN), cooperatives, importer, merchant, distributor and others.

Point 4

Self-explanatory.

Point 5

Self-explanatory.

Point 6

Self-explanatory.

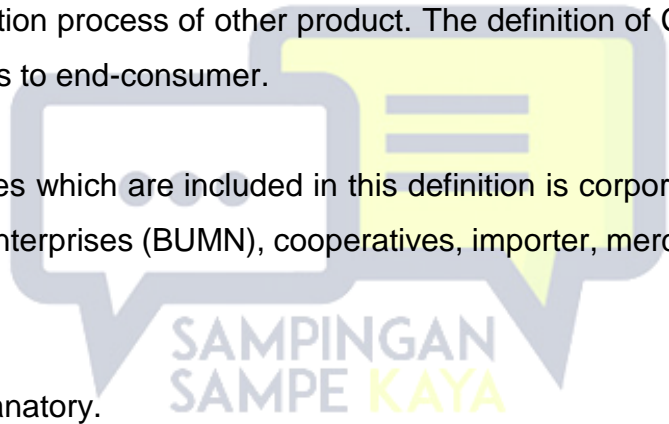
Point 7

Self-explanatory.

Point 8

Self-explanatory.

Point 9



This agency is established in order to increase public participation as an effort of consumer protection, as well as to show that consumer protection becomes collective responsibility between the government and public.

Point 10

Self-explanatory.

Point 11

This body is constituted in order to handle consumer dispute resolution which is efficient, prompt, inexpensive and professional.

Point 12

Self-explanatory.

Point 13

Self-explanatory.

Article 2

Consumer protection is organized as collective attempt based on 5 (five) principles which are relevant to national development, namely:

1. Principle of benefit is intended to mandate that any efforts in the organization of consumer protection should give the utmost benefit for the interest of consumer and businesses comprehensively.
2. Principle of justice is intended so that participation of all citizens may be realized at maximum and give opportunity to consumer and businesses to obtain its right and perform its obligation justly.
3. Principle of balance is intended to provide balance between the interests of consumer, businesses, and the government, both in material and spiritual context.
4. Principle of safety and security of consumer is intended to provide guarantee for safety and security of consumer in relation to the use, wearing and utilization of goods and/or services which are consumed or used.
5. Principle of legal certainty is intended so that both businesses and consumer comply with the law and obtain justice in the course of

organization of consumer protection, as well as the state guarantees legal certainty.

Article 3

Self-explanatory.

Article 4

Letter a

Self-explanatory.

Letter b

Self-explanatory.

Letter c

Self-explanatory.

Letter d

Self-explanatory.

Letter e

Self-explanatory.

Letter f

Self-explanatory.

Letter g

Right to be treated or served in right and truthful, as well as non-discriminatory manners based on ethnicity, religion, culture, region, education, rich, poor, and other social statuses.

Letter h

Self-explanatory.

Letter i

Self-explanatory.

Article 5

Self-explanatory.



Article 6

Self-explanatory.

Article 7

Letter a

Self-explanatory.

Letter b

Self-explanatory.

Letter c

Businesses are prohibited from differentiating consumers in giving services.

Businesses are prohibited from differentiating quality of services to consumer.

Letter d

Self-explanatory.

Letter e

Certain goods and/or services refer to goods which may be tested or tried without causing any damage or losses.

Letter f

Self-explanatory.

Letter g

Self-explanatory.

Article 8

Paragraph (1)

Letter a

Self-explanatory.

Letter b

Self-explanatory.

Letter c

Self-explanatory.

Letter d

Self-explanatory.



Letter d

Self-explanatory.

Letter e

Self-explanatory.

Letter f

Self-explanatory.

Letter g

Time period for best use/utilization is translation from the phrase best before which is commonly used in the label of food product.

Letter h

Self-explanatory.

Letter i

Self-explanatory.

Letter j

Self-explanatory.

Paragraph (2)

Goods in question refer to goods which are not hazardous toward consumer and are in accordance with provisions under prevailing laws and regulations.

Paragraph (3)

Pharmaceutical products and food in question refer to those which are hazardous toward consumer according to prevailing laws and regulations.

Paragraph (4)

Minister and technical minister are authorized to recall goods and/or services from circulation.

Article 9

Paragraph (1)

Self-explanatory.

Paragraph (2)

Self-explanatory.

Paragraph (3)

Self-explanatory.

Article 10

Self-explanatory.

Article 11

Letter a

Self-explanatory.

Letter b

Self-explanatory.

Letter c

Self-explanatory.

Letter d

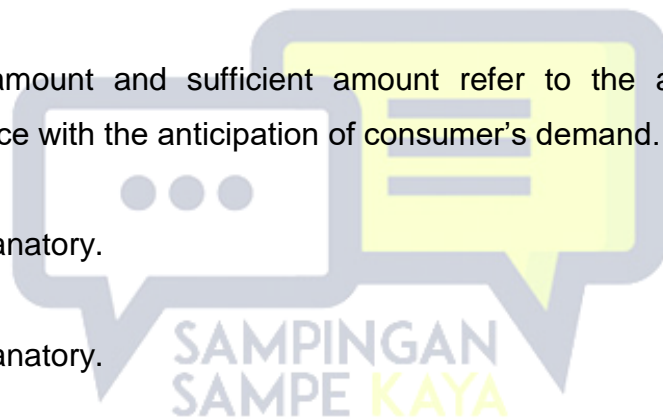
Certain amount and sufficient amount refer to the adequate amount in accordance with the anticipation of consumer's demand.

Letter e

Self-explanatory.

Letter f

Self-explanatory.



Article 12

Self-explanatory.

Article 13

Paragraph (1)

Self-explanatory.

Paragraph (2)

Self-explanatory.

Article 14

Self-explanatory.

Article 15

Self-explanatory.

Article 16

Self-explanatory.

Article 17

Paragraph (1)

Self-explanatory.

Paragraph (2)

Self-explanatory.

Article 18

Paragraph (1)

This prohibition is intended to place the position of consumer to be equal with businesses based on the principle of freedom of contract.

Letter a

Self-explanatory.

Letter b

Self-explanatory.

Letter c

Self-explanatory.

Letter d

Self-explanatory.

Letter e

Self-explanatory.

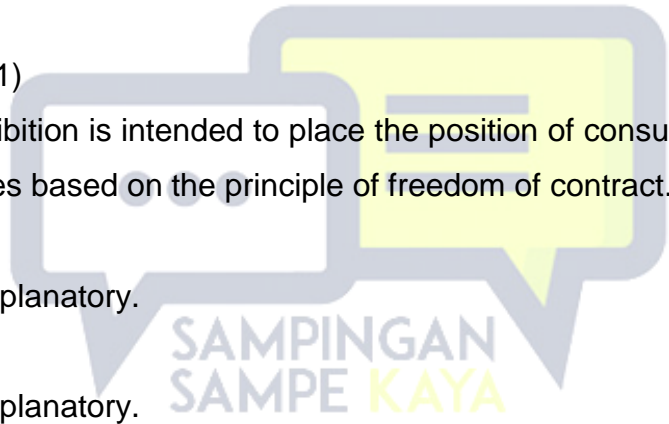
Letter f

Self-explanatory.

Letter g

Self-explanatory.

Letter h



Self-explanatory.

Paragraph (2)

Self-explanatory.

Paragraph (3)

Self-explanatory.

Paragraph (4)

Self-explanatory.

Article 19

Paragraph (1)

Self-explanatory.

Paragraph (2)

Self-explanatory.

Paragraph (3)

Self-explanatory.

Paragraph (4)

Self-explanatory.

Paragraph (5)

Self-explanatory.



Article 20

Self-explanatory.

Article 21

Paragraph (1)

Self-explanatory.

Paragraph (2)

Self-explanatory.

Article 22

This provision is intended to implement shifted burden of proof system [*sistem beban pembuktian terbalik*].

Article 23

Self-explanatory.

Article 24

Paragraph (1)

Self-explanatory.

Paragraph (2)

Self-explanatory.

Article 25

Paragraph (1)

Self-explanatory.

Paragraph (2)

Self-explanatory.

Article 26

Self-explanatory.

Article 27

Letter a

Self-explanatory.

Letter b

Defect which occurs in the future is subsequent to the date which is covered by guarantee from businesses as agreed to, either in writing or verbal.

Letter c

Quality of goods refers to provisions on standardization which have been established by the government based on agreement of all parties.



Letter d

Self-explanatory.

Letter e

Time period which is agreed upon is warranty period.

Article 28

Self-explanatory.

Article 29

Paragraph (1)

Self-explanatory.

Paragraph (2)

Self-explanatory.

Paragraph (3)

Self-explanatory.

Paragraph (4)

Self-explanatory.

Paragraph (5)

Self-explanatory.



Article 30

Paragraph (1)

Self-explanatory.

Paragraph (2)

Technical minister refers to minister who is technically responsible according to its scope of duties.

Paragraph (3)

Supervision which is performed by the public and civil society consumer protection agency is performed over goods and/or services which are circulated in the market by the way of inspection, testing and/or survey.

Supervisory aspect encompasses the inclusion of information on risk on the use of goods if mandatory, affixation of label, advertising, and others which are required based on provisions under laws and regulations and custom within the practice of business society.

Paragraph (4)

Self-explanatory.

Paragraph (5)

Self-explanatory.

Paragraph (6)

Self-explanatory.

Article 31

Self-explanatory.

Article 32

Self-explanatory.

Article 33

Self-explanatory.



Article 34

Paragraph (1)

Letter a

Self-explanatory.

Letter b

Self-explanatory.

Letter c

Self-explanatory.

Letter d

Self-explanatory.

Letter e

Leaning toward consumer is intended to increase high care attitude toward consumer (wise consumerism).

Letter f

Self-explanatory.

Letter g

Self-explanatory.

Paragraph (2)

Self-explanatory.

Article 35

Paragraph (1)

Number of representatives of each element does not have to be the same.

Paragraph (2)

Self-explanatory.

Paragraph (3)

Self-explanatory.

Paragraph (4)

Self-explanatory.

Article 36

Letter a

Self-explanatory.

Letter b

Self-explanatory.

Letter c

Self-explanatory.

Letter d

Academics are those who possess high education and members of university.

Letter e

Experts are those who are experienced within the sector of consumer protection.



Article 37

Self-explanatory.

Article 38

Letter a

Self-explanatory.

Letter b

Self-explanatory.

Letter c

Self-explanatory.

Letter d

Prolonged illness, hence unable to perform its duties.

Letter e

Self-explanatory.

Letter f

Self-explanatory.

Article 39

Paragraph (1)

Self-explanatory.

Paragraph (2)

Self-explanatory.

Paragraph (3)

Self-explanatory.

Article 40

Paragraph (1)

Self-explanatory.

Paragraph (2)

Decree of Head of National Consumer Protection Body refers to decree which is stipulated based on deliberation of members.



Article 41

Decree of Head of National Consumer Protection Body refers to decree which is stipulated based on deliberation of members.

Article 42

Self-explanatory.

Article 43

Self-explanatory.

Article 44

Paragraph (1)

Fulfills requirements refers to, *inter alia*, being registered and acknowledged, as well as operating within the sector of consumer protection.

Paragraph (2)

Self-explanatory.

Paragraph (3)

Self-explanatory.

Paragraph (4)

Self-explanatory.

Article 45

Paragraph (1)

Self-explanatory.

Paragraph (2)

Consumer dispute resolution as referred to in this paragraph does not eliminate possibility of amicable resolution by disputing parties. On every phase, the use of amicable resolution should be strived for by the both disputing parties.

Amicable resolution refers to resolution which is performed by both disputing parties (businesses and consumer) without through court or consumer dispute settlement body and not in contradictory with this Law.

Paragraph (3)

Self-explanatory.

Paragraph (4)

Self-explanatory.

Article 46

Paragraph (1)

Letter a

Self-explanatory.

Letter b

This Law acknowledges class action or *gugatan kelompok*.

Class action or *gugatan kelompok* should be filed by consumers who are truly injured and may be legally proven, one of them is the existence of evidence on transaction.

Letter c

Self-explanatory.

Letter d

Parameter of huge economic losses and/or a high number of victims which is used is the magnitude of impact toward consumer.

Paragraph (2)

Self-explanatory.

Paragraph (3)

Self-explanatory.

Article 47

Form of guarantee as referred to, in this case, takes form as written statement which states that the action which has injured such consumer will not be repeated.

Article 48

Self-explanatory.

Article 49

Paragraph (1)

Self-explanatory.

Paragraph (2)

Self-explanatory.

Paragraph (3)

Consumer element is civil society consumer protection agency or group of consumers.

Paragraph (4)

Self-explanatory.

Paragraph (5)

Self-explanatory.

Article 50

Self-explanatory.

Article 51

Paragraph (1)

Self-explanatory.

Paragraph (2)

Self-explanatory.

Paragraph (3)

Self-explanatory.

Article 52

Self-explanatory.



Article 53

Self-explanatory.

Article 54

Paragraph (1)

Self-explanatory.

Paragraph (2)

Self-explanatory.

Paragraph (3)

Decision of panel is final refers to that within the consumer dispute settlement body, there is no appeal and cassation remedies.

Paragraph (4)

Self-explanatory.

Article 55

Self-explanatory.

Article 56

Paragraph (1)

Self-explanatory.

Paragraph (2)

Self-explanatory.

Paragraph (3)

Self-explanatory.

Paragraph (4)

Self-explanatory.

Paragraph (5)

Self-explanatory.

Article 57

Self-explanatory.



Article 58

Paragraph (1)

Self-explanatory.

Paragraph (2)

Self-explanatory.

Paragraph (3)

Self-explanatory.

Article 59

Paragraph (1)

Self-explanatory.

Paragraph (2)

Self-explanatory.

Paragraph (3)

Self-explanatory.

Paragraph (4)

Self-explanatory.

Article 60

Paragraph (1)

Self-explanatory.

Paragraph (2)

Self-explanatory.

Paragraph (3)

Self-explanatory.

Article 61

Self-explanatory.



Article 62

Paragraph (1)

Self-explanatory.

Paragraph (2)

Self-explanatory.

Paragraph (3)

Self-explanatory.

Article 63

Self-explanatory.

Article 64

Self-explanatory.

Article 65

Self-explanatory.

SUPPLEMENT TO THE STATE GAZETTE OF THE REPUBLIC OF INDONESIA

NUMBER 3821

SAMDINGAN
SAMPE KAYA