

# **PROCEDURES FOR THE IMPLEMENTATION OF WORKING ACCIDENT, DEATH AND OLD-AGE SECURITY PROGRAM FOR WAGE-RECIPIENT PARTICIPANTS**

**(Regulation of the Minister of Manpower  
Number 26 Year 2015, Dated October 13, 2015)**

BY GRACE OF GOD THE ALMIGHTY

THE MINISTER OF MANPOWER OF THE REPUBLIC OF INDONESIA

Considering:

- a. that in order to implement the provisions of Article 25 paragraph (6), Article 27 paragraph (2), Article 30 paragraph (4), Article 34 paragraph (3), Article 35 paragraph (2), Article 45 paragraph (5) and Article 57 paragraph (5) of Government Regulation Number 44 Year 2015 on the Implementation of Working Accident Security and Death Security Program and Government Regulation Number 46 Year 2015 on the Implementation of Old Age Security Program as already amended by Government Regulation Number 60 Year 2015;
- b. that having regards to letter a, it is necessary to stipulate a ministerial regulation;

In view of:

1. Law Number 40 Year 2004 on National Social Security Program (Statute Book of the Republic of Indonesia Year 2004 Number 150, Supplement to Statute Book of the Republic of Indonesia Number 4456);
2. Law Number 24 Year 2011 on Social Security Management Board (Statute Book of the Republic of Indonesia Year 2011 Number 116, Supplement to Statute Book of the Republic of Indonesia Number 5256);
3. Government Regulation Number 44 Year 2015 on the Implementation of Working Accident Security and Death Security Program (Statute Book of the Republic of Indonesia Year 2015 Number 154, Supplement to Statute Book of the Republic of Indonesia Number 5714);
4. Government Regulation Number 46 Year 2015 on the Implementation of Old Age Security Program (Statute Book of the Republic of Indonesia Year 2015 Number 156, Supplement to Statute Book of the Republic of

Indonesia Number 5716) as already amended by Government Regulation Number 60 Year 2015 (Statute Book of the Republic of Indonesia Year 2015 Number 187, Supplement to Statute Book of the Republic of Indonesia Number 5730);

5. Regulation of the Minister of Manpower Number 8 Year 2015 on Procedures for Drafting Law, Government Regulation, and Presidential Regulation as well as Ministerial Regulation in the Ministry of Manpower (State Gazette of the Republic of Indonesia Year 2015 Number 411);

## D E C I D E S :

To stipulate:

### REGULATION OF THE MINISTER OF MANPOWER ON PROCEDURES FOR THE IMPLEMENTATION OF WORK- ING ACCIDENT, DEATH AND OLD AGE SECURITY PROGRAM FOR WAGE-RECIPIENT PARTICIPANTS.

## CHAPTER I

### GENERAL

#### Article 1

Referred to in this regulation as:

1. Manpower Social Security Management Board hereinafter called BPJS Manpower shall be a public legal entity established to organize working-accident security, death security and old-age security program.
2. Working Accident Security hereinafter abbreviated to JKK shall be benefit in the form of cash money and/or medical service provided when participant encounters working accident or disease attributable to working environment.
3. Death Security hereinafter abbreviated to JKM shall be benefit in the form of cash money granted to heir when a participant passed away not attributable to working accident.
4. Old age security hereinafter abbreviated to JHT shall be benefit in the form of cash money paid in lump sum when a participant embarks on mandatory retirement age, passed away or suffers from permanent total disability.
5. Employer shall be individual, business people, legal entity or other entities employing manpower by paying wage or compensation in other form.
6. Non-State Administrator Employer hereinafter called Employer shall be individual person, business people or other entities employing manpower by paying wage or compensation in other form.

7. Participant shall be everybody, including foreigner working minimally 6 (six) months in Indonesia, already paying contribution.
8. Worker shall be everybody working by receiving wage or compensation in other form.
9. Working Accident shall be accident occurring in industrial relations, including accident in the journey from home to work place or vice versa and disease attributable to working environment.
10. Working Attributed Disease shall be disease attributable to work and/or working environment.
11. Disability shall be a condition of the reduction or loss of body function directly or indirectly reducing or loosing the capability of worker to execute work.
12. Contribution shall be a specified amount of money paid regularly by participant and/or employer.
13. Wage shall be a right of worker received or stated in the form of money as compensation from employer to worker, which is stipulated and paid according to a working contract, agreement or legislation, including allowance for workers and their families in relations to a job and/or service already or to be executed.
14. Diagnosing Doctor shall be a doctor examining and/or handling working encountering working accident or working attributed disease.
15. Advisory Doctor shall be a doctor appointed by the Minister of Manpower, having task and function to provide medical consideration in determining the percentage of disability attributable to working accident and working attributed disease.
16. Inspector of BPJS Manpower shall be an employee of BPJS Manpower appointed by the Board of Directors of BPJS Manpower and assigned to supervise the compliance of non-state administrator employer in accordance with the provision of legislation.
17. Manpower Supervisor hereinafter called Manpower Supervisor shall be civil servant appointed and assigned in a functional position of manpower supervisor in accordance with the provision of legislation.
18. Minister shall be the minister in charge of manpower affairs.

## CHAPTER II

### REGISTRATION

#### Article 2

- (1) Every employer shall be obliged to register themselves and their workers as participants in JKK, JKM, and JHT program to BPJS Manpower by completing the following forms:
  - a. corporate registration;
  - b. worker registration;

- c. recapitulation of contribution payment details; and
  - d. detail of worker contribution.
- (2) Employers shall submit the forms as meant in paragraph (1) already filled completely, covering data about workers and their family members to BPJS Manpower in no later than 30 (thirty) working days as from the receipt of the registration form from BPJS Manpower, which is proven by receipt form.
- (3) BPJS Manpower shall be obliged to issue membership number in no later than one working day as from the receipt of registration form completely and truthfully and the settlement of the first contribution to BPJS Manpower.
- (4) The membership in JKK, JKM, and JHT program as meant in paragraph (3) shall start to apply as from the issuance of the membership number.
- (5) The registration as meant in paragraph (1) and paragraph (2) may be executed manually or electronically.

#### Article 3

- (1) Following the membership registration as meant in Article 2 paragraph (1), BPJS Manpower shall stipulate the amount of contribution to JKK in accordance with category of environmental risk level as meant in Attachment I to Government Regulation Number 44 Year 2015 on the Implementation of Working Accident and Death Security Program.
- (2) BPJS Manpower shall issue membership certificate to company, membership card to employer and the whole workers in no later than 7 (seven) working days as from the receipt of the registration form completely and truthfully as well as the settlement of the first payment of contribution to BPJS Manpower.
- (3) Employer shall submit membership card of BPJS Manpower to each participant in no later than 3 (three) working days as from the receipt from BPJS Manpower.

#### Article 4

- (1) Workers shall be obliged to submit any change in their personal and family data completely and truthfully to employer in no later than 7 (seven) working days as from the change.
- (2) Employer shall be obliged to report to BPJS Manpower in the case of:
- a. any change in corporate data;
  - b. any change in worker data;
  - c. addition to worker;
  - d. reduction of worker because worker stops working or passed away; and

e. any change in worker wage data.

- (3) The change in the data as meant in paragraph (1) and paragraph (2) shall be reported in no later than 7 (seven) working days after the data are received from participants and/or the data changed.
- (4) In the case of employer not reporting the change in the data as meant in paragraph (2) and risk coming, BPJS Manpower shall count benefit on the basis of the latest data in BPJS Manpower.
- (5) The shortfall of benefit payment as meant in paragraph (4) shall become responsibility of employer.

#### Article 5

- (1) Employer having more than one company shall be obliged to participate in JKK and JHT program in each company in accordance with the provision of legislation.
- (2) Employer having more than one company shall be obliged to participate in JKM program in any of the companies in accordance with the provision of legislation.
- (3) The contribution to JKK and JHT as meant in paragraph (1) shall be paid by the respective companies in accordance with the provision of legislation.
- (4) The membership card of the employer as meant in paragraph (1) shall be only issued once by granting special code by BPJS Manpower.

#### Article 6

- (1) Wage recipient worker working in companies shall be involved in JKK, JKM, and JHT program by the respective companies in accordance with the provision of legislation.
- (2) Contribution to JKK, JKM, and JHT shall be paid by the respective companies in accordance with the provision of legislation.
- (3) The membership card of the worker as meant in paragraph (1) shall be only issued once by granting special code by BPJS Manpower.

### CHAPTER III

#### PROCEDURES FOR REPORTING AND STIPULATING SECURITY FOR PARTICIPANT OF

#### BPJS MANPOWER

#### Part One

#### Working Accident Security



## Article 7

- (1) Employer shall be obliged to report every working accident or working attributed disease affecting their worker to BPJS Manpower and local service in charge of manpower affairs in no later than 2 x 24 hours as from the occurrence of accident as the first phase report.
- (2) Employer shall be obliged to report consequence of working accident or working attributed disease to BPJS Manpower and local service in charge of manpower affairs in no later than 2 x 24 hours after the worker is declared recovery, disabled or passing away as the second-phase report on the basis of doctor certificate certifying that:
  - a. temporary condition of inability to work (STMB) has elapsed;
  - b. permanent total disability;
  - c. anatomically partly disabled;
  - d. functionally partly disabled; or
  - e. passing away.
- (3) The report as meant in paragraph (2) shall concurrently constitute the submission of benefit of JKK to BPJS Manpower by enclosing the following requirements:
  - a. copy of membership card of BPJS Manpower;
  - b. copy of resident identity card (KTP);
  - c. certificate of diagnosing/treating and/or advisory doctor;
  - d. receipt form of transport cost;
  - e. receipt form of medical care and/or treatment cost; and
  - f. other supporting document, if necessary.
- (4) The receipt form of medical care and/or treatment cost as meant in paragraph (3) letter e may be asked for compensation from BPJS Manpower in the event that the used medical facility has not cooperated with BPJS Manpower because no medical facility cooperates with BPJS Manpower in the location of working accident.
- (5) In the case of the requirement as meant in paragraph (3) being already complete, BPJS Manpower shall count and pay to the entitled party in accordance with the provision of legislation.
- (6) If the requirement as meant in paragraph (3) being not complete, BPJS Manpower shall inform employer in no later than 3 (three) working days as from the receipt of the second-phase report.
- (7) The reporting as meant in paragraph (1) and paragraph (2) may be executed manually and/or through electronic media.

## Part Two

## Death Security

## Article 8

(1) Employer or heir shall be obliged to report and submit application for benefit of JKM to BPJS Manpower by enclosing the following requirements:

- a. membership card of BPJS Manpower;
- b. copy of resident identity card (KTP);
- c. certificate of death from the authorized institution;
- d. copy of family card;
- e. certificate of heir from the authorized official; and
- f. other supporting documents, if necessary.

(2) Based on the reporting and submission as meant in paragraph (1), BPJS Manpower shall pay benefit of JKM to heir in no later than 3 (three) working days as from the fulfillment of complete and true requirements to BPJS Manpower.

## Part Three

## Old Age Security

## Article 9

Procedures and requirements for the payment of benefit of JHT shall refer to the provision of legislation.

## CHAPTER IV

## PROCEDURES FOR REPORTING AND STIPULATING SECURITY

## FOR NON-BPJS MANPOWER PARTICIPANT WORKER

## Part One

## Working Accident Security

## Article 10

Employers not yet involving their workers in JKK program to BPJS Manpower shall pay worker right in accordance with the provision of legislation if their workers encountered risk.

## Article 11

- (1) Employer or worker or heir shall be obliged to report every working accident or working attributed disease affecting their worker to local service in charge of manpower affairs in no later than 2 x 24 hours as from the occurrence of accident as the first phase report.
- (2) Employer or worker or heir shall be obliged to report consequence of working accident or working attributed disease to local service in charge of manpower affairs in no later than 2 x 24 hours after the worker is declared recovery, disabled or passing away as the second-phase report on the basis of doctor certificate certifying that:
  - a. temporary condition of inability to work (STMB) has elapsed;
  - b. permanent total disability;
  - c. anatomically partly disabled;
  - d. functionally partly disabled; or
  - e. passing away.
- (3) Based on the report as meant in paragraph (2), manpower supervisor shall examine and evaluate the truth of the report.
- (4) Based on result of the examination and evaluation, manpower supervisor shall prepare stipulation regarding the amount of benefit of JKK and require employer to pay worker right in accordance with the provision of legislation.
- (5) In the case of the stipulation of manpower supervisor being not accepted by any of the parties, the party may seek stipulation from the minister.
- (6) The ministerial stipulation shall constitute the final stipulation that the party has to implement.

## Part Two

## Death Security

## Article 12

Employers not yet involving their workers in JKM program to BPJS Manpower shall pay worker right in accordance with the provision of legislation in the case of their workers encountering risk.

## Article 13

- (1) Heir of worker shall be obliged to report and submit application for the payment of benefit of JKM to employer by enclosing the following requirements:



- a. copy of resident identity card (KTP);
  - b. certificate of death from the authorized institution;
  - c. copy of family card;
  - d. certificate of heir from the authorized official; and
  - e. other supporting documents, if necessary.
- (2) Based on the reporting and submission as meant in paragraph (1), employer shall pay benefit of JKM to heir in no later than 3 (three) working days as from the fulfillment of complete and true requirements to the employer.
- (3) In the case of employer not executing the obligation as meant in paragraph (2), heir of the worker may report to manpower supervisor in local service in charge of manpower affairs.
- (4) Based on the report as meant in paragraph (3), manpower supervisor shall examine and evaluate to ascertain the truth of the report.
- (5) Based on result of the examination and evaluation as meant in paragraph (4), manpower supervisor shall require employer to pay benefit of death insurance in accordance with the provision of legislation.

## CHAPTER V

### PAYMENT OF BENEFIT

#### Part One

#### JKK Benefit

#### Article 14

- (1) Participants encountering working accident or suffering from working-attributed disease shall deserve JKK benefit in accordance with the provision of legislation.
- (2) Participant passing away suddenly in workplace shall be deemed as working accident and deserve JKK benefit in accordance with the provision of legislation if the following criteria as fulfilled:
- a. worker upon working in workplace passed away suddenly without observing the cause of the suffered disease;
  - b. worker upon working in workplace gets disease strike later carried directly to doctor or medical service unit or hospital and later passing away in no later than 24 (twenty) hours.

#### Article 15

- (1) In the case of employer not paying contribution to JKK up to 3 (three) months consecutively and working

- accident or working attributed disease occurring, BPJS Manpower shall be obliged to pay JKK benefit to participants or their heirs.
- (2) In the case of employer not paying contribution to JKK up to 3 (three) months consecutively and working accident or working attributed disease occurring, the employer shall be obliged to pay first JKK benefit to participants or their heirs.
  - (3) In the case of employer already settling the whole arrears of contribution and fine becoming their obligation, the employer may ask for substitution from BPJS Manpower.
  - (4) The employer shall submit request for the substitution of security as meant in paragraph (3) to BPJS Manpower in no later than 3 (three) months after the employer pays the worker right.
  - (5) BPJS Manpower shall be obliged to pay the substitution to JKK benefit as meant in paragraph (4) in no later than 7 (seven) working days as from the receipt of the request and supporting documents completely and truthfully by BPJS Manpower.

## Part Two

### JKM Benefit

#### Article 16

Participant passing away not attributable to working accident or working attributed disease shall deserve JKM benefit in accordance with the provision of legislation.

#### Article 17

- (1) In the case of employer not paying contribution to JKM up to 3 (three) months consecutively and working accident or working attributed disease occurring, BPJS Manpower shall be obliged to pay JKK benefit to participants or their heirs.
- (2) In the case of employer not paying contribution to JKM up to 3 (three) months consecutively and working accident or working attributed disease occurring, the employer shall be obliged to pay first JKK benefit to participants or their heirs.
- (3) In the case of employer already settling the whole arrears of contribution and fine becoming their obligation, the employer may ask for substitution from BPJS Manpower.
- (4) The employer shall submit request for the substitution of security as meant in paragraph (3) to BPJS Manpower in no later than 3 (three) months after the employer pays the worker right.
- (5) BPJS Manpower shall be obliged to pay the substitution to JKK benefit as meant in paragraph (4) in no later

than 7 (seven) working days as from the receipt of the request and supporting documents completely and truthfully by BPJS Manpower.

### Part Three

#### Granting and Requirement for Securing Benefit of Child Education Fellowship in

#### JKK and JKM Program

#### Article 18

- (1) Workers passing away or suffering from permanent total disability attributable to working accident or working attributed disease shall deserve benefit of child education fellowship.
- (2) Requirements for securing the child education fellowship benefit as meant in paragraph (1) shall cover:
  - a. worker has school-age child;
  - b. the child of worker is maximally 23 years old;
  - c. only applying to one child;
  - d. copy of family card;
  - e. certificate from school/university; and
  - f. not yet marrying.
- (3) The child education fellowship as meant in paragraph (1) shall be amounting to Rp12,000,000 (twelve million), shall be paid in lump sum and granted only once as long as the worker becomes participant.
- (4) In the case of company not paying contribution over 3 (three) months, the fellowship benefit as meant in paragraph (3) shall be granted after the employer settle the contribution arrears and fine.

#### Article 19

- (1) The employer and/or heir of worker shall submit application to secure child education fellowship to BPJS Manpower.
- (2) Based on the application as meant in paragraph (1), BPJS Manpower shall be obliged to pay child education fellowship to worker or heir in no later than 3 (three) working days after the requirements as meant in Article 18 paragraph (2) are fulfilled.

#### Article 20

- (1) Workers passing away not attributable to working accident or working attributed disease shall deserve child education fellowship if the workers have had participation period minimally 5 (five) years.

- 2) Requirements for securing the child education fellowship benefit as meant in paragraph (1) shall cover:
  - a. worker has school-age child;
  - b. the child of worker is maximally 23 years old;
  - c. only applying to one child;
  - d. copy of family card;
  - e. certificate from school/university; and
  - f. not yet marrying.
- (3) The child education fellowship as meant in paragraph (1) shall be amounting to Rp12,000,000 (twelve million), shall be paid in lump sum and granted only once as long as the worker becomes participant.
- (4) In the case of company not paying contribution over 3 (three) months, the fellowship benefit as meant in paragraph (3) shall be granted after the employer settle the contribution arrears and fine.

#### Article 21

- (1) Employers and/or heirs of workers shall submit application to secure child education fellowship to BPJS Manpower.
- (2) Based on the application as meant in paragraph (1), BPJS Manpower shall be obliged to pay child education fellowship benefit to workers or their heirs in no later than 3 (three) working days after the requirements as meant in Article 20 paragraph (2) are fulfilled.

#### Part Four

#### Substitution to Compensatory Cost in the Form of Money

#### Article 22

- (1) Employer shall be obliged to pay first the transportation cost of participants encountering working accident or working attributed disease to hospital and/or their houses, including the cost of first aid in accident and tentative compensation for inability to work.
- (2) Employers may ask for the substitution to compensation in the form of money as meant in paragraph (1) from BPJS Manpower upon the second-phase working accident reporting by enclosing:
  - a. receipt form of the cost of transport and first aid in accident; and
  - b. evidence of the payment of wage as long as worker is unable to work or tentative compensation for inability to work.
- (3) Based on the application as meant in paragraph (2), BPJS Manpower in no later than 7 (seven) working

days shall verify and pay the substitution to cost already spent by the employer as meant in paragraph (1).

## CHAPTER VI

### SETTLEMENT OF DIFFERENT OPINION IN JKK PROGRAM

#### Article 23

- (1) In the case of different opinion about working accident or working attributed disease between employers and/or workers/their families and/or BPJS Manpower, any of the parties shall ask for stipulation from manpower supervisor.
- (2) Pending stipulation from manpower supervisor, employer shall pay first the cost of transport, cost of first aid in accident and tentative compensation for inability to work to the worker in accordance with the provision of legislation.
- (3) Based on the request as meant in paragraph (1), manpower supervisor shall examine and evaluate the accident, and if required, manpower supervisor by coordinate with BPJS Manpower.
- (4) Based on result of the examination and evaluation as meant in paragraph (3), manpower supervisor shall prepare stipulation regarding working accident or working attributed disease.
- (5) In the case of the stipulation of manpower supervisor being not accepted by any of the parties, the party not accepting the stipulation may ask for stipulation from the minister.
- (6) In the case of the minister stipulating working accident, BPJS Manpower shall be obliged to pay JKK in accordance with the provision of legislation.
- (7) In the case of the Minister stipulating not working accident, BPJS Manpower shall coordinate with BPJS Health related to medical service of worker in accordance with the provision of legislation.
- (8) The ministerial stipulation shall constitute final stipulation that the parties have to execute.

#### Article 24

- (1) In the case of different opinion about the percentage of disability attributable to working accident or working-attributed disease, worker may ask for stipulation from local manpower supervisor.
- (2) Based on the request as meant in paragraph (1), local manpower supervisor shall ask for medical consideration from regional advisory doctor to stipulate the percentage of disability.
- (3) Based on the medical consideration of the regional advisory doctor as meant in paragraph (2), local manpower supervisor shall prepare stipulation regarding benefit of JKK on the basis of the percentage of dis-



ability.

- (4) IN the case of the stipulation of local manpower supervisor as meant in paragraph (3) being not accepted by any of the parties, the complaining party may ask for stipulation from the minister.
- (5) The ministerial stipulation as meant in paragraph (4) shall be made on the basis of examination, evaluation, supporting data and if required, may ask medical consideration from central advisory doctor.
- (6) Based on the data as meant in paragraph (5), the minister shall stipulate the amount of JKK benefit on the basis of the percentage of disability in accordance with the provision of legislation.
- (7) The ministerial stipulation shall constitute final stipulation that the parties have to execute.

#### Article 25

- (1) In the case of different opinions about the amount of compensation benefit in the form of money received by workers or their families due to the untrue wage report by employer to BPJS Manpower, the workers or their families may ask for recalculation to local manpower supervisor.
- (2) Based on the request as meant in paragraph (1), manpower supervisor shall examine and evaluate to secure wage data as the basis for the calculation of compensatory benefit in the form of money.
- (3) Based on the data as meant in paragraph (2), local manpower supervisor shall recalculate the amount of compensation benefit in the form of money in accordance with the provision of legislation.
- (4) IN the case of the stipulation of local manpower supervisor as meant in paragraph (3) being not accepted by employer or workers or their families or BPJS Manpower, complaining party may ask for stipulation from the minister.
- (5) If required, the minister may order central manpower supervisor to re-examine and re-evaluate.
- (6) Based on the data as meant in paragraph (5), the minister shall prepare stipulation regarding the amount of compensation benefit in the form of money in accordance with the provision of legislation.
- (7) In the case of the stipulated amount of compensation benefit as meant in paragraph (6) being bigger than the amount stipulated by BPJS Manpower, employer shall be obliged to pay the shortfall.
- (8) The ministerial stipulation shall constitute final stipulation that the parties have to execute.

### CHAPTER VII

#### MEDICAL CONSIDERATION AND WORKING MECHANISM OF ADVISORY DOCTOR

#### Article 26

- (1) In the case of BPJS Manpower doubting the percentage of disability and diagnosis of working attributed

disease thus being unable to count the amount of JKK and needing medical consideration of advisory doctor, BPJS Manpower shall pass on the case to the manpower supervisor by enclosing the medical data and other supporting data.

- (2) The medical data and other supporting data as meant in paragraph (1) shall include:
  - a. the first and second phase reports on working accident or working attributed disease;
  - b. certificate from diagnosing doctor;
  - c. history of disease and medical record of worker;
  - d. history of work of worker; and
  - e. other required data.
- (3) Manpower supervisor shall ask for medical consideration from advisory doctor in no later than 3 (three) working days as from the receipt of the transferred case from BPJS Manpower by using Form A as contained in Attachment I to this ministerial regulation.
- (4) In the case of the data being not yet complete, manpower supervisor shall return the data to BPJS Manpower for the completion.
- (5) BPJS Manpower in no later than 2 (two) working days shall complete the data and give up the data to manpower supervisor for further processing.
- (6) Based on the request as meant in paragraph (3), advisory doctor shall study the medical data and other supporting data and if required, may consult with specialist doctor and/or examine the worker.
- (7) The advisory doctor shall grant medical consideration in no later than 7 (seven) working days as from the fulfillment of the technical and administrative requirements by using Form B as contained in Attachment II, which constitutes an integral part of this ministerial regulation.

#### Article 27

- (1) The medical consideration of the advisory doctor as meant in Article 26 paragraph (7) shall be used as substance of consideration for manpower supervisor in stipulating working accident and/or working attributed disease.
- (2) Manpower supervisor shall submit the stipulation as meant in paragraph (1) to BPJS Manpower in no later than 3 (three) working days.

## CHAPTER VIII

## SUBMISSION AND SETTLEMENT OF COMPLAINT

## Article 28

In the case of participant feeling dissatisfactory with medical service provided by medical service facility cooperating with BPJS Manpower, the participant may submit complaint to BPJS Manpower through i:

- a. local BPJS Manpower Office; and
- b. electronic media (telephone, email, website, etc).

## Article 29

- (1) In the case of employer and/or participant feeling dissatisfactory with service of BPJS Manpower, the employer and/or worker may submit complaint verbally or in writing to local institution in charge of manpower affairs and/or the Ministry of Manpower.
- (2) The complaint shall specify the dissatisfaction of employer and/or worker with service provided by BPJS Manpower, including service for normative right of employer and/or worker regulated in the provision of legislation by enclosing evidence.
- (3) The institution in charge of manpower shall assign manpower supervisor to examine and evaluate the truth of the complaint.
- (4) If the complaint as meant in paragraph (3) is proven true, the institution in charge of manpower affairs shall issue admonition to BPJS Manpower so as to execute its obligation in accordance with the provision of legislation.
- (5) In the case of the complaint being not proven, the institution in charge of manpower affairs shall grant a written anware to employer and/or worker with regards to the untruth of the complaint.

## Article 30

- (1) In the case of employer and/or worker feeling not satisfying with service of BPJS Manpower, the employer and/or worker may submit report verbally or in writing to the National Social Security Council.
- (2) The report shall contain description of dissatisfaction of employer and/or worker with service provided by BPJS Manpower.
- (3) Based on the report as meant in paragraph (1), the National Social Security Council may submit the report to the Board of Directors of BPJS Manpower to be followed up in accordance with the provision of legislation.

## CHAPTER IX

## CONCLUSION

## Article 31

With the enforcement of this regulation:

- a. Regulation of the Minister of Manpower and Transmigration Number PER.12/MEN/VI/2007 on Technical Directive for the Registration of Membership, Payment of Contribution, Payment of Benefit and Manpower Social Security Service; and
  - b. Regulation of the Minister of Manpower and Transmigration Number PER.04/MEN/1993 on Working Accident Security,
- shall be revoked and declared null and void.

## Article 32

The ministerial regulation shall come into force as from the date of promulgation.

For public cognizance, the ministerial regulation shall be promulgated by placing it in State Gazette of the Republic of Indonesia.

Stipulated in Jakarta

On October 13, 2015

THE MINISTER OF MANPOWER OF  
THE REPUBLIC OF INDONESIA

sgd

M. HANIF DHAKIRI

Promulgated in Jakarta

On October 15, 2015

THE DIRECTOR GENERAL OF LEGISLATION OF  
THE MINISTRY OF LAW AND HUMAN RIGHTS OF  
THE REPUBLIC OF INDONESIA

sgd.

WIDODO EKATJAHJANA

STATE GAZETTE OF THE REPUBLIC OF INDONESIA  
YEAR 2015 NUMBER 1513

Editor's note:

Due to technical reason, the attachments are not published

(R)