

*Seal of President of
the Republic of Indonesia*

LAW OF THE REPUBLIC OF INDONESIA
NUMBER 38 OF 2009
ON
POST

BY THE GRACE OF THE ONE AND ALMIGHTY GOD

PRESIDENT OF THE REPUBLIC OF INDONESIA,

Considering : a. that the State guarantees the rights of every citizen to communicate and obtain information in accordance with the 1945 Constitution of the Republic of Indonesia;
b. that post is a means of communication and information that plays an important and strategic role in supporting the implementation of development, the unity and integrity, economic activities, educating the life of the people, as well as promoting interstate relations;
c. that Law Number 6 of 1984 on Post (State Gazette of the Republic of Indonesia Year 1984 Number 28, Supplement to State Gazette of the Republic of Indonesia Number 3276) is no longer relevant with the development of public needs and technological advances in postal field;
d. that in regards to the considerations as referred to in letter a, letter b, and letter c, it is necessary to enact a Law on Post;

Noting : Article 20, Article 20A paragraph (1), Article 28F, Article 33 paragraph (2) and paragraph (4), and Article 34 paragraph (3) of the 1945 Constitution of the Republic of Indonesia.

With the Joint Approval of

THE HOUSE OF REPRESENTATIVES OF
THE REPUBLIC OF INDONESIA
and
PRESIDENT OF THE REPUBLIC OF INDONESIA,

HAS DECIDED:

To establish : LAW ON POST.

CHAPTER I
GENERAL PROVISIONS

Article 1

In this Law, the following terms have the following meanings:

1. Post means written communication and/or electronic mail services, parcel services, logistics services, financial transaction services, and postal agency services for public interests.
2. Postal Operator means a business enterprise that operates postal services.
3. Postal Operation means the overall activities of management and administration of postal services.
4. Postal Network means a series of integrated service points, both physical and non-physical, within certain coverage areas in postal operations.
5. Interconnection means connection of postal networks between postal operators.
6. Universal Postal Service means certain types of postal services that shall be guaranteed by the Government to cover all territories of the Unitary State of the Republic of Indonesia that enable the people to send and/or receive postal items from one point to another worldwide.
7. Postcode means a series of digits or letters or combination of digits and letters written on the back of the city name to ease the process of sorting, delivery of postal items, and other purposes.
8. Postal Item means a written communication unit, electronic mails, parcels, logistics, or remittances sent through postal operators.
9. Postage Stamp means a label or a piece, or impression on a paper of certain forms and sizes, with or without images, which contains the name of the issuing country or images that represent the characteristics of the issuing country, and possesses certain nominal values in the forms of digits and/or letters.
10. Central Government, hereinafter referred to as the Government, means the President of the Republic of Indonesia who holds the executive power of governance of the Republic of Indonesia as referred to in the 1945 Constitution of the Republic of Indonesia.
11. Regional Government means governors, regents/mayors, and regional working units as the elements of regional administrator.
12. Minister means the Minister whose duties and responsibilities are in postal field.
13. Person means individuals or juristic persons.

CHAPTER II
PRINCIPLES AND OBJECTIVES

Article 2

The Post shall be operated based on the following principles:

- a. benefit;
- b. fairness;
- c. legal certainty;
- d. unity;
- e. nationality;
- f. welfare;
- g. security and safety;
- h. confidentiality;
- i. protection;
- j. independence; and
- k. partnership.

Article 3

The Post shall be operated with the following objectives:

- a. promoting and enhancing the unity and integrity of the nation, educating the life of the people, as well as promoting interstate relations;
- b. opening business opportunities, accelerating national economy, and supporting the Government activities;
- c. guaranteeing quality of service of written communication and electronic mail services, parcel services, logistics services, financial transaction services and postal agency services; and
- d. guaranteeing the operation of postal services that cover all territories of the Unitary State of the Republic of Indonesia.

CHAPTER III
POSTAL OPERATIONS

Part One
Operations

Article 4

- (1) Postal Operations shall be conducted by business enterprises established under Indonesian laws.
- (2) The business enterprises as referred to in paragraph (1) shall comprise:
 - a. state-owned enterprises (BUMN);

- b. regional government-owned enterprises (BUMD);
- c. private enterprises; and
- d. cooperatives.

Article 5

- (1) The business enterprises as referred to in Article 4 paragraph (1) may conduct the following activities:
 - a. written communication and/or electronic mail services;
 - b. parcel services;
 - c. logistics services;
 - d. financial transaction services; and
 - e. postal agency services.
- (2) Further provisions on the implementing procedures for the services as referred to in paragraph (1) shall be stipulated in a Government Regulation.

Article 6

Provisions on procedures and requirements for the financial transaction services as referred to in Article 5 paragraph (1) letter d shall be conducted in accordance with the provisions of the laws and regulations.

Article 7

- (1) Postal Operations shall be conducted with excellent service and according to service standards.
- (2) The service standards and their implementation as referred to in paragraph (1) shall be stipulated in a Government Regulation.

Article 8

- (1) Postal Operations for military services shall be regulated by the Minister together with the minister responsible for defense field.
- (2) Provisions on Postal Operations for other services shall be stipulated in a Government Regulation.

Article 9

Postal Operations shall use equipment that meets the applicable national and/or international technical standards.

Part Two
Licensing

Article 10

- (1) The business enterprises as referred to in Article 4 paragraph (1) shall obtain Postal Operations license from the Minister.
- (2) Further provisions on the requirements and procedures for the granting of licenses shall be stipulated in a Government Regulation.

Part Three
Cooperations

Article 11

- (1) Postal Operators may cooperate with:
 - a. domestic Postal Operators;
 - b. foreign Postal Operators;
 - c. non-Postal Operator domestic business enterprises; and/or
 - d. non-Postal Operator foreign business enterprises.
- (2) The cooperation between Postal Operators and non-Postal Operator foreign business enterprises as referred to in paragraph (1) letter d shall not include capital and share ownership as well as be limited to respective operational areas.

Article 12

- (1) Foreign Postal Operators may provide postal services in Indonesia under the following requirements:
 - a. they shall cooperate with domestic Postal Operators;
 - b. they shall operate through joint-venture mechanism with the share majority owned by domestic Postal Operators;
 - c. the shares of domestic Postal Operators that will cooperate with the foreign Postal Operators shall not be owned by foreign citizens or business enterprises affiliated with domestic Postal Operators;
 - d. foreign Postal Operators and their affiliates may only cooperate with one domestic Postal Operator; and
 - e. the operational areas of cooperation between foreign Postal Operators and domestic Postal Operators shall be restricted within the provincial capitals with international airports and/or seaports.
- (2) Inter-city dispatches shall be conducted by the domestic non-joint venture Postal Operators as referred to in paragraph (1) letter b.

Article 13

- (1) The cooperation between domestic Postal Operators and foreign Postal Operators as referred to in Article 11 and Article 12 shall be conducted in accordance with the provisions of the laws and regulations.
- (2) Postal Operators may become public companies after obtaining license from the Minister.

Part Four
Interconnection

Article 14

- (1) Postal Operators shall provide Postal Networks in accordance with their operations license.
- (2) Postal Operators may interconnect with other Postal Operators to guarantee postal services in every region.
- (3) Any Postal Operator shall provide Interconnection to other Postal Operators for Universal Postal Service.
- (4) The Interconnection as referred to in paragraph (2) and paragraph (3) shall be conducted in non-discriminatory, transparent, responsible, and mutually beneficial manners.
- (5) Further provisions on the Interconnection as referred to in paragraph (2) and paragraph (3) shall be stipulated in a Government Regulation.

Part Five
Universal Postal Service

Article 15

- (1) The Government shall guarantee the operations of Universal Postal Service in all territories of the Unitary State of the Republic of Indonesia.
- (2) In operating the Universal Postal Service as referred to in paragraph (1), the Government shall designate Postal Operators.
- (3) The Government shall give equal opportunity to all Postal Operators that meet the requirements to operate Universal Postal Service.
- (4) Postal Operators shall contribute to Universal Postal Service financing.

- (5) Subsidized Universal Postal Service areas shall be determined by the Minister.
- (6) Further provisions on the Universal Postal Service as referred to in paragraph (1), paragraph (2), and paragraph (3) shall be stipulated in a Government Regulation.

Article 16

- (1) Any land, sea, and air transportation company shall prioritize Universal Postal Service items submitted by the Postal Operators as referred to in Article 15 paragraph (1) in accordance with the provisions of the laws and regulations.
- (2) The obligation to transport as referred to in paragraph (1) shall apply to all parties operating land, sea, and air transportation by receiving remuneration in accordance with the provisions of the laws and regulations.
- (3) Any transportation company as referred to in paragraph (1) shall submit its travel itinerary at the request of the Postal Operators.

Article 17

Any transportation company as referred to in Article 16 shall be responsible for the security and safety of postal items it receives.

Part Six Tariffs

Article 18

- (1) In providing commercial postal service activities, Postal Operators shall have the rights to determine tariff.
- (2) The amount of the tariff as referred to in paragraph (1) shall be determined by the Postal Operators by cost-based calculation formula.
- (3) Further provisions on the tariff determination as referred to in paragraph (2) shall be stipulated in a Ministerial Regulation.

Article 19

- (1) The Government shall determine Universal Postal Service tariffs.

- (2) Provisions on procedures for tariff determination of the Universal Postal Service as referred to in paragraph (1) shall be stipulated in a Government Regulation.

Article 20

Postal Operators shall provide an exemption on tariff for items for the blind using land or sea delivery facilities on certain weight levels.

Article 21

Postal Operators shall provide exemption on basic tariff for postal items sent to or by prisoner-of-war, both military and civilian, whether directly or through agencies in accordance with the provisions of the laws and regulations.

CHAPTER IV POSTAGE STAMPS AND POSTCODE

Part One Postage Stamps

Article 22

- (1) Postage Stamps may function as:
- a. proof of payment of postal delivery charges;
 - b. educational tools for the public;
 - c. public information dissemination tools; and/or
 - d. philatelic items.
- (2) The Minister shall determine and issue Postage Stamps.

Article 23

Any person shall not:

- a. imitate and counterfeit Postage Stamps;
- b. possess, sell, and/or use counterfeit Postage Stamps;
- c. print and/or reprint Postage Stamps.

Article 24

- (1) Any person may channel the passion of collecting, preserving, studying Postage Stamps, and other postal articles through philately.

- (2) The philately as referred to in paragraph (1) shall be organized with the support from the elements of the Government, Regional Governments, Postal Operators, and the public.
- (3) The philately items as referred to in Article 22 paragraph (1) letter d may be used as a means of trade and investment.

Part Two
Postcode

Article 25

- (1) The Government shall design and develop postcode system for postal service areas of the Unitary State of the Republic of Indonesia.
- (2) Postal Operators and postal service users shall include postcode to identify an address or area.
- (3) Further provisions on the postcode system as referred to paragraph (1) and paragraph (2) shall be stipulated in a Government Regulation.

CHAPTER V
RIGHTS AND OBLIGATIONS

Part One
Rights

Article 26

Any Person shall be entitled to postal services.

Article 27

- (1) The ownership of postal items shall belong to the postal service users until they are delivered to the addressees.
- (2) Postal service users shall be entitled to a guarantee of confidentiality, security, and safety of the postal items.

Article 28

Postal service users shall be entitled to an indemnity in the event of any:

- a. loss of postal items;
- b. damage to contents of parcels;

- c. delay of postal items; or
- d. mismatch between sent and received goods.

Article 29

- (1) Postal Operators shall have the rights to obtain correct information from the postal service users on the postal items declared on the accompanying document.
- (2) Postal Operators shall have the rights to open and/or examine postal items before the postal service users to verify the validity of the postal items information as referred to in paragraph (1).
- (3) Postal Operators may not be sued in the event that the contents of the postal items are proven not to correspond with the written declaration by the postal service users on the accompanying document and are not opened by the Postal Operators.
- (4) The Postal Operators as referred to in paragraph (3) may be sued in the event that they are proven to acknowledge the contents of the postal items and still continue to dispatch such prohibited goods in accordance with the provisions of the laws and regulations.

Part Two Obligations

Article 30

Postal Operators shall keep the confidentiality, security, and safety of the postal items.

Article 31

- (1) Postal Operators shall indemnify postal service users for damages arising from the negligence and/or error of the Postal Operators.
- (2) The charge of indemnity as referred to in paragraph (1) shall not be applicable if the loss or damage arises from natural disasters, emergency, or other forms of force majeure.
- (3) The indemnity as referred to in paragraph (1) shall be paid by the Postal Operators in accordance with the agreement between postal service users and the Postal Operators.
- (4) Postal Operators shall not be liable to the indemnity as referred to in

paragraph (1) if:

- a. the damage arises from the characteristics or conditions of the postal items; or
 - b. the damage arises from the error or negligence of the postal service users.
- (5) Time limit and requirements that must be fulfilled in order to be entitled to the indemnity as referred to in paragraph (1) shall be determined in accordance with the agreement between Postal Operators and postal service users.
- (6) Issues on lost and found postal items shall be resolved in accordance with the agreement between Postal Operators and postal service users.

Article 32

- (1) Postal service users shall be prohibited from sending goods that may harm other postal items, environment, or people's safety.
- (2) The prohibited goods that may harm the postal items or people's safety as referred to in paragraph (1) shall comprise:
 - a. narcotics, psychotropic substances, and other illicit drugs;
 - b. explosive articles;
 - c. flammable articles;
 - d. perishable articles and pollutants;
 - e. obscene or immoral articles; and/or
 - f. other prohibited articles in accordance with the laws and regulations.
- (3) The sending of the prohibited goods as referred to in paragraph (1) shall be conducted in accordance with the provisions of the laws and regulations.

CHAPTER VI POSTAL ITEMS INSPECTION

Article 33

- (1) Any postal item both universal postal items and other postal items sent from and abroad shall be treated as imported and exported goods in accordance with the provisions of the laws and regulations in customs and/or quarantine field.

- (2) Inspection of postal items for customs and/or quarantine purposes shall be prioritized over other inspections.
- (3) In the event of violations of customs and/or quarantine for the sending of postal items as referred to in paragraph (1), the provisions of the laws and regulations in customs and/or quarantine field shall apply.

Article 34

- (1) Postal Operators shall have the obligation to pay import duties, export duties, excise, and other taxes related to postal services they operate.
- (2) The obligation to pay import duties, export duties, excise, and other taxes related to Universal Postal Service shall be stipulated in accordance with the provisions of the laws and regulations.

Article 35

The Postal Operators as referred to in Article 31 may not be liable to the loss of or damage to the postal items that are opened, inspected, and/or confiscated by the competent authorities.

CHAPTER VII
IMPROVEMENT AND DEVELOPMENT OF
POSTAL OPERATIONS

Article 36

- (1) Improvement and development of Postal Operations shall be conducted to optimize postal services.
- (2) The Government shall endeavor to improve and develop Postal Operations.
- (3) In improving and developing the Postal Operations as referred to in paragraph (1), the Minister shall establish policies, regulations, controls, and facilitations.
- (4) The establishment of policies, regulations, controls, and facilitations in the postal field as referred to in paragraph (3) shall be conducted in comprehensive and integrated manners by considering public opinions.

- (5) In considering the public opinions as referred to in paragraph (4), the Minister shall meet periodically with the stakeholder representatives.
- (6) Further provisions on the improvement and development of Postal Operations as referred to in paragraph (1) shall be stipulated in a Government Regulation.

CHAPTER VIII INVESTIGATIONS

Article 37

- (1) Civil Service Investigators within the institution whose duties and responsibilities are in the postal field shall be given special authority as criminal investigators as referred to in this Law.
- (2) In performing their duties, the Civil Service Investigators as referred to in paragraph (1) shall be under the coordination and supervision of Investigating Officer of Indonesian National Police.

Article 38

- (1) The Civil Service Investigators as referred to in Article 37 shall have the authorities to:
 - a. assess the validity of reports, complaints, and/or inquiries to criminal offenses in postal field;
 - b. summon any persons for their testimonies as witnesses and/or suspects of criminal offenses in postal field;
 - c. search, seal, and/or confiscate the equipment used to commit criminal offenses in postal field;
 - d. inspect the crime scenes and other premises suspected to contain the evidence of criminal offenses in postal field;
 - e. confiscate evidence of criminal offenses in postal field;
 - f. request for information and evidence from the persons and/or juristic persons over the criminal offenses in postal field;
 - g. invite experts needed for investigations of criminal offenses in postal field;
 - h. make and sign a case investigation report for criminal offenses in postal field; and
 - i. stop investigations in the event of no sufficient evidence to support the criminal offenses in postal field;

- (2) The Civil Service Investigators as referred to in paragraph (1) shall submit the investigation result to the Public Prosecutor through the Investigating Officer of Indonesian National Police.

CHAPTER IX ADMINISTRATIVE SANCTIONS

Article 39

- (1) The Minister shall have the authority to impose administrative sanctions on violations of Article 14 paragraph (1) and paragraph (3) and Article 15 paragraph (4).
- (2) The administrative sanctions as referred to in paragraph (1) may comprise:
- a. written reprimands;
 - b. fines; and/or
 - c. license revocation.
- (3) The procedures for administrative sanctions imposition as referred to in paragraph (1) shall be stipulated in a Government Regulation.

Article 40

Any Postal Operators which intentionally or without rights fail to keep the security and safety of postal items as referred to in Article 30 shall be subject to administrative sanctions.

Article 41

Further provisions on the administrative sanctions as referred to in Article 40 shall be stipulated in a Government Regulation.

CHAPTER X CRIMINAL PROVISIONS

Article 42

Any Postal Operator which violates the provisions as referred to in Article 10 paragraph (1) shall be sentenced to a maximum of 7 (seven) years in prison or a maximum of Rp2,000,000,000 (two billion rupiah) in fines.

Article 43

Any Person who imitates and/or counterfeits the Postage Stamps as referred to in Article 23 letter a shall be sentenced to a maximum of 6 (six) years in prison or a maximum of Rp1,750,000,000 (one billion seven hundred and fifty million rupiah) in fines.

Article 44

Any Person who intentionally possesses, sells, and/or uses the counterfeit Postage Stamps as referred to in Article 23 letter b shall be sentenced to a maximum of 5 (five) years in prison or a maximum of Rp1,500,000,000 (one billion and five hundred million rupiah) in fines.

Articles 45

Any Person who intentionally and without rights prints and/or reprints the Postage Stamps as referred to in Article 23 letter c shall be sentenced to a maximum of 7 (seven) years in prison or a maximum of Rp2,000,000,000 (two billion rupiah) in fines.

Article 46

Any Person who intentionally and without rights fails to keep the confidentiality of postal items as referred to in Article 30 shall be sentenced to a maximum of 3 (three) years in prison or a maximum of Rp500,000,000 (five hundred million rupiah) in fines.

Article 47

Any Person who intentionally sends the prohibited goods as referred to in Article 32 paragraph (1) and paragraph (2) shall be sentenced to a maximum of 5 (five) years in prison or a maximum of Rp1,000,000,000 (one billion rupiah) in fines.

CHAPTER XI
TRANSITIONAL PROVISIONS

Article 48

As from the time this Law comes into force, the agencies or companies as referred to in Law Number 6 of 1984 on Post (State Gazette of the Republic of Indonesia Year 1984 Number 28, Supplement to State Gazette of the Republic of Indonesia Number 3276), may continue their activities, provided that they

shall adjust themselves to this Law within no later than 2 (two) years from the date this Law declared effective.

Article 49

With this Law coming into force, all implementing regulations of Law Number 6 of 1984 on Post (State Gazette of the Republic of Indonesia Year 1984 Number 28, Supplement to State Gazette of the Republic of Indonesia Number 3276) shall remain effective insofar as not contradictory and/or not superseded by new ones by virtue of this Law.

CHAPTER XII
CLOSING PROVISIONS

Article 50

To guarantee the sustainability of Universal Postal Service, the designation of operator of Universal Postal Service shall be conducted by a state-owned enterprise designated by the current Government until a maximum period of 5 (five) years.

Article 51

In preparing the state-owned enterprise for market access liberalization, it is necessary to establish a revitalization effort which shall be completed within a maximum period of 5 (five) years.

Article 52

- (1) As from the time this Law comes into force, Law Number 6 of 1984 on Post (State Gazette of the Republic of Indonesia Year 1984 Number 28, Supplement to State Gazette of the Republic of Indonesia Number 3276) shall be repealed and declared ineffective.
- (2) Government Regulation and other implementing regulations of this Law shall be stipulated within a maximum period of 2 (two) years from the date of its promulgation.

Article 53

This Law shall come into force from the date of its promulgation.

For public cognizance, it is hereby ordered that this Law be promulgated in the State Gazette of the Republic of Indonesia.

Enacted in Jakarta
On 14 October 2009

PRESIDENT OF
THE REPUBLIC OF INDONESIA,
signed
DR. H. SUSILO BAMBANG YUDHOYONO

Promulgated in Jakarta
On 14 October 2009

MINISTER OF LAWS AND HUMAN RIGHTS
OF THE REPUBLIC OF INDONESIA,
signed
ANDI MATTALATTA

STATE GAZETTE OF THE REPUBLIC OF INDONESIA YEAR 2009 OF 146

ELUCIDATION
OF
LAW OF THE REPUBLIC OF INDONESIA
NUMBER 38 OF 2009
ON
POST

I. GENERAL PROVISIONS

Since the promulgation of Law Number 6 of 1984 on Post, Postal Operators have been playing an important and strategic role in supporting economic activities, strengthening defense and security, educating the life of the people, facilitating governance, solidifying unity and integrity of the nation in the framework of *wawasan nusantara* (archipelagic concept) as well as in promoting and facilitating interstate relations.

In the meantime, for Postal Operators to carry out Postal Operations without disruption, supports in the form of transportation means that include sea, land, and air transport for the public are needed.

Furthermore, in conjunction with the development of science and technology, the word 'mail' currently has various meanings. Besides traditional (physical) mails, there are also electronic mails, facsimiles, hybrid mails, and internet services. The development of postal service across Indonesia and the expansion of Postal Operations are also expected to provide job opportunities, improve standard of living of the people, boost the development as well as increase business activities all over the country. Postal Operations have also become an important and strategic activity to deliver news and goods and to facilitate financial transaction.

Last but not least, to promote cooperation among nations in the field of Postal Operations, it is also necessary to consider agreements made by the Universal Postal Union (UPU).

By adhering to the direction and policies of national development as well as the ongoing development both at home and abroad, particularly in the postal field, legal norms for the fostering and the operation stipulated in Law Number 6 of 1984 on Post shall be superseded.

II. ARTICLE BY ARTICLE

Article 1

Self-explanatory.

Article 2

Letter a

“Benefit” means postal development especially Postal Operations will be more effective and efficient as development infrastructure, government affairs facilities, educational facilities, transportation facilities, as well as economic commodities that may improve people’s welfare physically and mentally.

Letter b

“Fairness” means Postal Operations provide equal opportunity and treatment to all parties and the results of which can be equally enjoyed by the people and all parties.

Letter c

“Legal certainty” means that postal development especially Postal Operations must be in accordance with the laws and regulations that ensure legal certainty, provide legal protection to investors, Postal Operators, as well as people as the users.

Letter d

“Unity” means that Postal Operations are conducted as an effort to guarantee the unity and integrity of the nation.

Letter e

“Nationality” means that Postal Operations must reflect the nature and characteristics of the pluralistic (*kebhinnekaan*) Indonesia nation by maintaining the principle of the Unitary State of the Republic of Indonesia.

Letter f

“Welfare” means that Postal Operations must be able to improve quality of people’s economy.

Letter g

“Security and safety” means that Postal Operations consider security and safety factors in planning, development as well as operation.

Letter h

“Confidentiality” means the content of postal items may not be exposed to others, and that Postal Operators keep the confidentiality of the postal items which is guaranteed by Law.

Letter i

“Protection” means that Postal Operations are conducted to guarantee the fulfilment of the rights of postal service users and Postal Operators.

Letter j

“Independence” means that Postal Operations are conducted by using maximum national resource potential efficiently in facing global competition.

Letter k

“Partnership” means that post is operated through cooperation between Postal Operators, both through interconnection with domestic Postal Operators and cooperation with foreign ones, as well as cooperation with the sender and recipient.

Article 3

Self-explanatory.

Article 4

Paragraph (1)

Self-explanatory.

Paragraph (2)

Letter a

Self-explanatory.

Letter b

Self-explanatory.

Letter c

“Private enterprises” mean business enterprises established by Indonesian Citizens either by individual or a group of people.

Letter d

Self-explanatory.

Article 5

Paragraph (1)

Letter a

Written communication and/ or electronic mail services mean the activities of collection, processing, transmission, and delivery of information in the forms of letters, aerograms, postcards, printed papers, documents and/or items for the blind.

Letters are part of written communication with or without envelopes addressed to individuals or agencies to certain addresses, the delivery process of which is done physically.

Electronic mails are mail services, of which their delivery process to the Postal Operators is done electronically or in the form of soft copies to the individuals or agencies with certain addresses.

Aerograms are written communication form written on a sheet of paper which also function as an envelope.

Postcards are written communication form on cards with and/or without images.

Printed papers are any kind of publication printed on papers or other materials which include, but not limited to, books, brochures, catalogs, newspapers, and magazines.

Documents are data, notes and/or information either written on papers or other materials, recorded in any form that can be seen, read, or heard and which have commercial value or valuable.

Items for the blind are writings, publications, or records for the blind.

Letter b

Parcels services include activities of collection, acceptance and/or delivery of goods.

Letter c

Logistics services include activities of planning, handling and controlling the delivery and storing of goods, including information, management services and related administration conducted by Postal Operators.

Letter d

Financial transaction services include activities of depositing, saving, overbooking, distribution, and remittance from and/or to service users in accordance with the laws and regulations.

Letter e

Postal agency services include the provision of facilities and infrastructure for postal services.

Paragraph (2)

Self-explanatory.

Article 6

Self-explanatory.

Article 7

Paragraph (1)

“Excellent services” mean services that ensure timeliness, cost certainty, and clarity of procedures.

Paragraph (2)
Self-explanatory.

Article 8

Paragraph (1)
“Postal Operations for military services” mean non-commercial Postal Operations for military purposes.

Paragraph (2)
“Postal Operations for other services” mean official and non-commercial Postal Operations for State interests.

Article 9

“Using equipment that meets the applicable national and/or international technical standards” means the use of equipment under the following principles:

- a. the efficient use of resources;
- b. compatibility of system and equipment;
- c. improvement of quality of service; and
- d. fair competition.

Article 10

Self-explanatory.

Article 11

Paragraph (1)

Letter a

Domestic Postal Operators are Postal Operators that have obtained Postal Operation license whose shares are wholly and/or for the most part owned by Indonesian citizens and/or Indonesian business enterprises.

Letter b

Foreign Postal Operators are foreign business enterprises that operate postal services outside Indonesia.

Letter c

Non-Postal Operators domestic business enterprises are business enterprises established under Indonesian law.

Letter d

Non-Postal Operators foreign business enterprises are business enterprises established under foreign law.

Paragraph (2)

Self-explanatory.

Article 12

Self-explanatory.

Article 13

Self-explanatory.

Article 14

Self-explanatory.

Article 15

Paragraph (1)

Universal Postal Service includes:

- a. letters, postcards, printed papers, and small packets (letters that contain goods) up to 2 kilograms;
- b. items for the blind up to 7 kilograms;
- c. printed papers delivered in special bags addressed to the recipients of the same address up to 30 kilograms (M-bag); and
- d. parcels up to 20 kilograms.

Paragraph (2)

Self-explanatory.

Paragraph (3)

Self-explanatory.

Paragraph (4)

Self-explanatory.

Paragraph (5)

Self-explanatory.

Paragraph (6)

Self-explanatory.

Article 16

Paragraph (1)

“Shall prioritize Universal Postal Service items” means in referring to the laws on transportation, transportation companies are obliged to prioritize postal items.

Paragraph (2)

Self-explanatory.

Paragraph (3)

“Travel itinerary” means departure and arrival time as well as destination.

Article 17

“Security and safety of postal items by transportation companies” means

safeguarding postal items intact and undamaged until the destination under the condition when the postal items are submitted to the transportation companies.

Article 18

Paragraph (1)

“Commercial postal services” mean services whose tariffs and quality of service are not determined by Government.

Paragraph (2)

“Cost-based calculation formula” means calculation method that considers operational costs borne by Postal Operators and prevents unfair competition, *inter alia*, through predatory pricing.

Paragraph (3)

Self-explanatory.

Article 19

Self-explanatory.

Article 20

“Certain weight levels” mean a maximum of 7 (seven) kilograms.

Article 21

Self-explanatory.

Article 22

Paragraph (1)

Letter a

Self-explanatory.

Letter b

“Educational tools for the public” mean postage stamps that can be used as facilities to improve knowledge and learning for the public.

Letter c

“Public information dissemination tools”, among others, include information in the forms of images and/or writings on the postage stamps, such as flora, fauna, heroes, and cultural products.

Letter d

“Philatelic items” mean postage stamps and postal articles related to postage stamps.

Paragraph (2)

Self-explanatory.

Article 23

Self-explanatory.

Article 24

Self-explanatory.

Article 25

Paragraph (1)

Self-explanatory.

Paragraph (2)

Postcode functions as address guide to facilitate delivery process of postal items and can also be used by other parties according to their interests. Postcode is dynamic in nature and can be developed if necessary.

Paragraph (3)

Self-explanatory.

Article 26

Self-explanatory.

Article 27

Self-explanatory.

Article 28

Letter a

Self-explanatory.

Letter b

Self-explanatory.

Letter c

Self-explanatory.

Letter d

“Mismatch between sent and received goods” means the mismatch of condition or amount between sent and received goods.

Article 29

Self-explanatory.

Article 30

Self-explanatory.

Article 31

Self-explanatory.

Article 32

Self-explanatory.

Article 33

Paragraph (1)

Self-explanatory.

Paragraph (2)

One of the main duties of customs and quarantine as authorized Border Protection Agencies determine imported or exported goods in accordance with the laws. Therefore, customs and quarantine inspections shall be prioritized to determine the status of the goods concerned.

Paragraph (3)

Self-explanatory.

Article 34

Self-explanatory.

Article 35

Self-explanatory.

Article 36

Paragraph (1)

“Optimizing postal services” means guaranteeing accessibility of services, availability of service quality and proper protection.

Paragraph (2)

Improvement and development of postal services are not only addressed to optimize postal services but also to enhance competitiveness of national postal industry.

Paragraph (3)

Self-explanatory.

Paragraph (4)

Self-explanatory.

Paragraph (5)

“Stakeholders” are among others industry players and consumers.

Paragraph (6)

Self-explanatory.

Article 37

Self-explanatory.

Article 38

Self-explanatory.

Article 39
Self-explanatory.

Article 40
Self-explanatory.

Article 41
Self-explanatory.

Article 42
Self-explanatory.

Article 43
Self-explanatory.

Article 44
Self-explanatory.

Article 45
Self-explanatory.

Article 46
Self-explanatory.

Article 47
Self-explanatory.

Article 48
Self-explanatory.

Article 49
Self-explanatory.

Article 50
Self-explanatory.

Article 51
Self-explanatory.

Article 52
Self-explanatory.

Article 53

Self-explanatory.

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This unofficial English translation is brought by the collaboration between Government translators from Ministry of Communication and Information Technology and Cabinet Secretariat: Andhika Widyarani, Aulia Astagina Ramadhani, Chrisna Harimurti, Cintami Agnes Selviani, Ivan Atmanagara, Muhammad Ersan Pamungkas, Muhardi, Penni Patmawati Rusman, Rina Alexandra, and Siti Chodijah.