



**PRESS RELEASE**

**Jakarta, 26 June 2020**

**BKPM In-person Consultation Ready to Serve Investors in the New Normal Era**

Jakarta, 26 June 2020 - Indonesia Investment Coordinating Board (BKPM) has reopened in-person consultation services at BKPM One-Stop Integrated Services (PTSP) starting Tuesday, 23 June 2020. Previously, in-person services were suspended from 16 March 2020 due to the COVID-19 pandemic.

The reopening of this in-person consultation service applies health protocol in the new normal era. To avoid a gathering of people in large numbers, services are limited to 100 queue numbers a day grouped into 4 (four) queuing schedules. Every investor consulting is allowed one queue number.

"It is certainly a change from previous conditions. There are adjustments in the new normal era. At the same time, the usual PTSP area is being renovated, so services are moved temporarily to BKPM auditorium. We are making certain services follow health protocols to prevent COVID-19," said BKPM Press Secretary Tina Talisa.

BKPM has prepared supporting facilities such as hand-washing stations, hand sanitizers, and waiting rooms with socially distanced chairs. Temperature checks are done to ensure served investors do not have fevers with a maximum body temperature of 37.5°C. At each consult table, officers at BKPM PTSP are also equipped with face shields, masks and dividing barriers to minimize direct contact with investors.

"We ask for cooperation during services. Visiting investors must wear masks. Consultations have a time limit of 20 minutes per investor. BKPM is fully committed to facilitating the needs of investors. However, in-person services at PTSP must also prioritize common health and safety," added Tina.

BKPM PTSP in-person consultation is open every business day at 7.30-12.00. For consults regarding Online Single Submission (OSS), investors must register online at least one day prior at <http://antrian.bkpm.go.id/pendaftaran>.

Based on BKPM data, after four days of in-person services (23-26 June), all 100 queue quotas are filled, except for the first day when there were only 77 registrants. Not all of those registered, however, showed up.

"Since Tuesday, the registration quota is always full. Nevertheless, 20-30 percent of registrants have not shown each day. We ask our registered investors to keep their appointment. Be mindful of other investors who need consulting." said Tina. (\*)

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