PRESS RELEASE

President Jokowi Checks BKPM’s OSS Effectiveness

Jakarta, 14 January 2019 – Just two weeks after the Online Single Submission (OSS) system was transferred to BKPM (Indonesia Investment Coordinating Board), President Joko Widodo visited BKPM to check the effectiveness of the service which is considered as a breakthrough in providing easiness for investors. The OSS service is aimed to induce a positive impact on business and reduce corruption.

President Joko Widodo arrived at 8.05 at the Ismail Saleh Building of the BKPM Office and was greeted by the Coordinating Minister for Economic Affairs, Darmin Nasution and the Head of BKPM, Thomas Lembong. The President was accompanied by the State Secretary, Praktikno, in his visit to the OSS service at BKPM.

The BKPM Deputy Chairman for Investment Service, Husen Maulana, acted as the tour guide for President Joko Widodo’s visit to the OSS Service. The President was seen on the already prepared Priority Service Room and the Self-Service Room, also spent time discussing to some of the investors that were using the OSS service.

President Joko Widodo’s conveyed that he wanted to ensure the effectiveness of OSS service. “After the OSS service was handed-over to BKPM, I want to make sure that the services are running smoothly. Quite fast, in two hours at the most, you can get the initial permit, namely the Single Business Number (NIB) and Business Permit. With that, you can start making your investments,” Joko Widodo said at the door-stop interview with the media at the front office of the OSS Lounge, Monday (14/01).

Meanwhile, the Head of BKPM, Thomas Trikasih Lembong said that ever since the OSS system was transferred to BKPM from 2 January to 11 January 2019, the services have been running efficiently. “From the reports I received, averagely there are 1,239 NIBs issued per day with a total of 8,895 NIBs for domestic investments (PMDN), 541 NIBs for Small Medium Enterprises (SME) and 486 NIBs for foreign investments (PMA)”, he mentioned.

According to Thomas, apparently many investors are still not yet familiar with the OSS service, as seen from the number of visitors at the OSS lounge, ranging on the average of 208 applicants. “The call center has served 113 phone calls and received 1,625 emails. Out of these emails, we have responded to 1,200 emails, so we apologize for those who have not been responded to,” said Thomas.

Thomas hopes there will be more investors become more familiar with the online services, therefore will reduce the number of visitors to BKPM. “As the system is going online, once investors understand the system, they would no longer need to visit BKPM,” he said.

BKPM shall continue to improve the OSS service by upgrading the system, escalating the integration with local governments, coordinating with all related parties, as well as conducting intensive socialization about the services to the community particularly OSS users.
The OSS service was first launched at the office of the Coordinating Minister for Economic Affairs on 9 July 2018. This service is considered as revolutionary by integrating the process for business permits at the Ministerial and Institutional level, integrating the process for business permits at the local governments, also establishing a compliance control mechanism for applicants to obtain the OSS service.

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