

## **1. The Business Start-up Process**

For your convenience, last year's aggregate answers are included in this survey. They represent a **unified** answer based on the answers we received from various contributors. Thus, they may not match the specific answers that you or your colleagues provided last year.

If you feel that the unified answers do not reflect the current reality in your economy, kindly provide us with your own answers and a clear indication of the reasons for your different views.

Please describe in detail any change to the data and indicate when the change took effect. Please specify the reason why you think the data for this year should be different:

- (i) Correction: our unified answer is wrong and does not reflect the current practice in your economy;
- (ii) Reform: the different answer resulted from a modification of practice or law after June 1, 2016;
- (iii) Other: please specify.

### **Definitions**

A **procedure** is any interaction of the company founder with external parties, for example, government agencies, lawyers, auditors or notaries. Interactions between company founders or between company officers and their employees are not considered separate procedures. Both pre- and post-incorporation procedures that are required for an entrepreneur to legally operate a business (**including procedures required after the company incorporation**) are recorded. If female entrepreneurs have to comply with additional requirements compared to male entrepreneurs, such additional requirements are included in the list of procedures and are marked as "applies to women only".

**Time** is recorded in **calendar days**, not working days. The time span for each procedure starts with the first filing of the application or request and ends once the company has received the final document, such as the company registration certificate or tax number (for example, it includes the time to make an appointment with a notary or any waiting time once the documents are filed). It is assumed that the entrepreneur has had no prior contact with any of the officials. Procedures that can be fully completed online and in less than 1 day are counted as half a day.

**Costs** include only **official fees and taxes**. Bribes are excluded. If possible, please indicate the relevant fee schedule or calculation formula (for example, as a percentage of the company's capital). Fees for professional services (such as those of notaries, lawyers or accountants) are included only if the company is required by law to use such services or if the use of professional services are solicited by the majority of entrepreneurs.

**Paid-in minimum capital requirement** is the amount that an entrepreneur is required to deposit in a bank or with a notary prior to or within 3 months of company registration.

**Please note that all time and cost estimates for each procedure should be provided assuming that no bribe is offered to the officials. Similarly, please assume that no procedure can be skipped through a bribe payment.**

**1.1 Please update the data below, taking into account the case study assumptions provided in section 1.**

- Please describe in detail any change to the data and indicate when the change took effect.
- When your answers differ from last year's information, please specify whether this is due to a correction, a reform or other reason.

	Last year's information	Please update last year's information	Comments (correction, reform, other)
Most common type of domestic limited liability company in Indonesia (Jakarta).	Perseroan Terbatas (PT)		
Minimum capital requirement	IDR 0	IDR 0	
Paid-in minimum capital requirement (minimum amount to be deposited prior to or within 3 months of company registration)	IDR 0	IDR 0	

**1.2 Please revise as needed the following list of procedures to start a company in Jakarta based on the scenario described in section 1.**

Procedure 1 Pay fee for obtaining clearance of company name	
<b>Time:</b>	Time last year: 1 day
	<b>Time update:</b> 1 day
	Can this procedure be done simultaneously with another procedure? Yes
	If so, which other procedure can it be done simultaneously with? Obtaining clearance of the company's name in AHU online system
<b>Cost:</b>	Cost last year: IDR 200,000
	<b>Cost update:</b> IDR 100,000
	<b>Legal basis for the fee (including a link to the fee schedule where available):</b> Peraturan Pemerintah nomor 45 tahun 2016 tentang Perubahan Kedua atas peraturan pemerintah nomor 45 tahun 2014 tentang jenis dan tarif atas jenis penerimaan negara bukan pajak yang berlaku pada kementerian hukum dan hak asasi manusia berlaku mulai 10 November
<b>Agency:</b>	Agency last year: Notary
	<b>Agency update:</b> Notary
<b>Procedure Details:</b>	<p>Details: The process of company name clearance must be done through a computerized processing system, the reservation and clearance is most commonly done in practice by a notary public. The notary must first pay the fee of IDR 200,000 at a bank before obtaining clearance for the proposed company name. Once the notary pays at a bank, she/he obtains a payment receipt with a code.</p> <p><b>Your comments:</b> similar with fee payment reduced to be only IDR 100,000</p>
If you made changes to last year's information, please indicate whether these reflect a correction or a reform Reform	
Please explain the changes and provide the legal basis when applicable: PP nomor 45 tahun 2016	
Can this procedure be done online? Yes Please provide a link to the website: <a href="http://ahu.go.id/sabh/">http://ahu.go.id/sabh/</a>	
If <b>yes</b> , do the <b>majority</b> of entrepreneurs use this online service? Yes	

If <b>not</b> , what are the main obstacles?
If the procedure is done online, is any <b>further</b> in-person interaction still needed <b>at the agency</b> (i.e. a visit to submit physical documents in addition to the electronic submission; a visit to obtain the final document; receive a physical inspection visit, etc.)? -Click to Select-
If yes, please explain:

<b>Procedure 2</b>	<b>Obtain clearance for the company's name at the Ministry of Law and Human Rights</b>
--------------------	--

<b>Time:</b>	Time last year: Less than one day (online procedure)
	<b>Time update:</b> Less than one day
	Can this procedure be done simultaneously with another procedure? Yes
	If so, which other procedure can it be done simultaneously with? pay fee of obtaining the company's name
<b>Cost:</b>	Cost last year: included in procedure 3
	<b>Cost update:</b> included in procedure 1
	<b>Legal basis for the fee (including a link to the fee schedule where available):</b>
<b>Agency:</b>	Agency last year: Notary
	<b>Agency update:</b> Notary
<b>Procedure Details:</b>	<p>Details: The notary inserts the code online when reserving the company name as proof of payment. The reserved name will be blocked for 60 days. If the founding shareholders are confident that the same name has not been used by another Indonesian company, this procedure is not necessary.</p> <p>Company must not use a name which:</p> <ol style="list-style-type: none"> <li>has been lawfully used by another company or is similar to the name of another company;</li> <li>contravenes public order and/or decency;</li> <li>is identical or similar to the name of a state agency, government agency, or international agency, except with their approval;</li> <li>does not conform to the purposes and objectives and business activities of the company, or only designates the purposes and objectives of the company without having its own name;</li> <li>consists of numbers or a set of figures, a letter or a set of letters that do not form any words; or</li> <li>means a Company, a legal entity, or a civil enterprise (persekutuan perdata).</li> </ol> <p>The Ministry of Law and Human Rights may reject a name application reservation if the requested name is, among others, the same or resembles similarities to name of other companies.</p> <p>According to Article 4 of MoLHR Reg. No. 1/2016, an electronic application must be submitted for the use of the company's name to the Ministry of Law and Human Rights ("Minister of MOLHR") through Legal Entity Administration System / Sistem Administrasi Badan Hukum ("SABH"). Such application shall be performed by filing the Company's Name Application Form which at least contains of the following information:</p> <ol style="list-style-type: none"> <li>payment number of the approval of the use of the company's name from bank; and</li> <li>booked name of the company.</li> </ol> <p>The approval of the company's name by the Minister of MOLHR shall be given electronically, as regulated under MoLHR Reg. No.1/2016, which at least contains of the following information:</p>

	<p>a. booking number of the name of the company;  b. name of the company which may be used;  c. date of booking;  d. expiry date; and  e. payment code.  <b>Your comments:</b></p>
If you made changes to last year's information, please indicate whether these reflect a correction or a reform Correction	
Please explain the changes and provide the legal basis when applicable: the fee for obtaining the company's name as well as the clearance of it reduced from IDR 200,000 to IDR 100,000 base on PP nomor 45 tahun 2016	
Can this procedure be done online? Yes Please provide a link to the website: <a href="http://ahu.go.id/sabh/">http://ahu.go.id/sabh/</a>	
If <b>yes</b> , do the <b>majority</b> of entrepreneurs use this online service? Yes	
If <b>not</b> , what are the main obstacles?	
If the procedure is done online, is any <b>further</b> in-person interaction still needed <b>at the agency</b> (i.e. a visit to submit physical documents in addition to the electronic submission; a visit to obtain the final document; receive a physical inspection visit, etc.)? -Click to Select-	
If yes, please explain:	

Procedure 3 Arrange for a notary to obtain the standard form of the company deed and notarize company documents	
<b>Time:</b>	Time last year: 1 day,(simultaneous with previous procedure)
	<b>Time update:</b> 1 day
	Can this procedure be done simultaneously with another procedure? No
	If so, which other procedure can it be done simultaneously with?
<b>Cost:</b>	Cost last year: See procedure details
	<b>Cost update:</b> IDR 1,000,000 (maximum fee from notary services), special payment for SME company
	<b>Legal basis for the fee (including a link to the fee schedule where available):</b> consensus between notary association and government for endorsing the government economic package number XII
<b>Agency:</b>	Agency last year: Notary
	<b>Agency update:</b> Notary
<b>Procedure Details:</b>	<p>Details: Government Regulation No. 43 of 2011 on Use of Names of Limited Liability Companies also provides that an application to use a name that is the same or similar to a well-known trademark shall be rejected unless approval is obtained from the holder of the trademark. Law No. 30 of 2004 concerning Notaries (Article 36 paragraph 3) stipulates that the maximum notary fee for objects of deed with an economical value of above IDR 100,000,000 up to IDR 1,000,000,000 is 1.5% of the total value of the object of the deed.  <b>Your comments:</b></p>
If you made changes to last year's information, please indicate whether these reflect a correction or a reform Correction	
Please explain the changes and provide the legal basis when applicable: The Central Government already lunched the economic package reforms, one of them is EoDB (Package Number XII), all entities should be following this economic package reforms, including supporting from the notary association in dealing with starting business for SME business.	
Can this procedure be done online? No Please provide a link to the website:	
If <b>yes</b> , do the <b>majority</b> of entrepreneurs use this online service? -Click to Select-	

If <b>not</b> , what are the main obstacles?
If the procedure is done online, is any <b>further</b> in-person interaction still needed <b>at the agency</b> (i.e. a visit to submit physical documents in addition to the electronic submission; a visit to obtain the final document; receive a physical inspection visit, etc.)? -Click to Select-
If yes, please explain:

<b>Procedure 4</b>	<b>Apply to the Ministry of Law and Human Rights for approval of the deed of establishment</b>
--------------------	--

<b>Time:</b>	Time last year: Less than one day (online procedure)
	<b>Time update:</b> same
	Can this procedure be done simultaneously with another procedure? Yes
	If so, which other procedure can it be done simultaneously with? procedure number 2
<b>Cost:</b>	Cost last year: included in procedure 7
	<b>Cost update:</b> IDR 500,000 (for PNBP) + IDR 350,000 (for legal printing by PNRI) = total IDR 850,000
	<b>Legal basis for the fee (including a link to the fee schedule where available):</b> Peraturan Pemerintah nomor 45 tahun 2016 dan Keputusan Direksi Perum PNRI No. 9/2017
<b>Agency:</b>	Agency last year: Ministry of Law and Human Rights
	<b>Agency update:</b> same
<b>Procedure Details:</b>	<p>Details: Based on Article 9, 10, 29 and 30 Indonesian Company Law No. 40 year 2007, the application for approval of Ministry of Law and Human Rights (the "Ministry of Law") on establishment of company can be filed electronically by attaching with the certificate of bank account and a copy of the relevant bank transmittal advice. The process will be taken as follows:</p> <ul style="list-style-type: none"> <li>•The application should be filled at the latest 60 days since the date of establishment deed;</li> <li>• Since the application has already fulfilled, the Ministry of Law directly electronically stated no objection on said application. However, if the application is not fulfilled, the Ministry of Law will directly electronically state his objection on said application;</li> <li>• in 30 days since the date of no objection by Ministry of Law, the applicant should submit the original application and supporting documents;</li> <li>• 14 days after fulfillment of above requirements, Ministry of Law will issue the legalization on the establishment of the company;</li> <li>• Data of company which its establishment has been approved by Ministry of Law i.e. name, domicile, object and purpose, period, Capital Company will be inserted into Company Registry.</li> <li>• The Ministry of Law will announce the establishment of company in Supplement State Gazette (TBNRI) within 14 days of the Ministry's Approval Letter.</li> </ul> <p>As of March 2014, the Ministry of Law and Human Rights issues the approval of the deed of establishment electronically.</p> <p>The cost of this procedure is based on the Schedule to the Government Regulation Number 38 of 2009 concerning Types and Tariffs on Non-Tax State Revenues Applied for in the Department of Law and Human Rights which comes into effect on 28 May 2009.</p> <p><b>Your comments:</b></p>

If you made changes to last year's information, please indicate whether these reflect a correction or a reform Reform

Please explain the changes and provide the legal basis when applicable: Berdasarkan Pengumuman dari Direktur Perdata, Dirjen Administrasi Hukum Umum, kemenkumHAM tanggal 14 maret 2017 tentang peluncuran aplikasi 2 in 1 maka prosedur pemesanan nama dan permohonan pengesahan badan hukum PT disederhanakan menjadi satu proses secara online lewat <https://ahu.go.id/sabh/perseroan>

Can this procedure be done online? Yes Please provide a link to the website: <a href="https://ahu.go.id/sabh/perseroan">https://ahu.go.id/sabh/perseroan</a>
If <b>yes</b> , do the <b>majority</b> of entrepreneurs use this online service? Yes
If <b>not</b> , what are the main obstacles?
If the procedure is done online, is any <b>further</b> in-person interaction still needed <b>at the agency</b> (i.e. a visit to submit physical documents in addition to the electronic submission; a visit to obtain the final document; receive a physical inspection visit, etc.)? -Click to Select-
If yes, please explain:

Procedure 5 Apply for the Certificate of Company Domicile	
<b>Time:</b>	Time last year: 2 days
	<b>Time update:</b> 0 (this procedure already removed, no longer existed)
	Can this procedure be done simultaneously with another procedure? -Click to Select-
	If so, which other procedure can it be done simultaneously with?
<b>Cost:</b>	Cost last year: no charge
	<b>Cost update:</b>
	<b>Legal basis for the fee (including a link to the fee schedule where available):</b>
<b>Agency:</b>	Agency last year: municipal
	<b>Agency update:</b>
<b>Procedure Details:</b>	<p>Details: All Indonesian limited liability companies must have a certificate of company domicile. This certificate is issued by the head of the village (the Lurah) where the company is located or by the building management if office space is leased. There is no official fee for this certificate. This certificate is required for tax registration (NPWP)</p> <p><b>Your comments:</b></p>
If you made changes to last year's information, please indicate whether these reflect a correction or a reform -Click to Select-	
Please explain the changes and provide the legal basis when applicable:	
Can this procedure be done online? -Click to Select- Please provide a link to the website:	
If <b>yes</b> , do the <b>majority</b> of entrepreneurs use this online service? -Click to Select-	
If <b>not</b> , what are the main obstacles?	
If the procedure is done online, is any <b>further</b> in-person interaction still needed <b>at the agency</b> (i.e. a visit to submit physical documents in addition to the electronic submission; a visit to obtain the final document; receive a physical inspection visit, etc.)? -Click to Select-	
If yes, please explain:	

Procedure 6 Pay the non-tax state revenue (PNBP) fees for legal services at a bank	
<b>Time:</b>	Time last year: 1 day
	<b>Time update:</b> 0 (this procedure become 1 procedure with procedure number 4)
	Can this procedure be done simultaneously with another procedure? -Click to Select-

	If so, which other procedure can it be done simultaneously with?
<b>Cost:</b>	Cost last year: See procedure details
	<b>Cost update:</b>
	<b>Legal basis for the fee (including a link to the fee schedule where available):</b>
<b>Agency:</b>	Agency last year: Notary
	<b>Agency update:</b>
<b>Procedure Details:</b>	<p>Details: The requirement to pay the non-tax state revenue (PNBP) fee for legal services in relation to the establishment of a PT is obtained from the information stated in the website of the Legal Entity Administration System known as SABH (Sistem Administrasi Badan Hukum) (<a href="http://www.sisminbakum.go.id">www.sisminbakum.go.id</a>). The obligation for the company to pay the Non Tax State Revenue/ Penerimaan Negara Bukan Pajak ("PNBP") for the legal services in relation to the establishment of the company is also stated in Article 5 of the MOLHR Reg. No.4/2014.</p> <p>The cost for the PNBP is further regulated under the Government Regulation of the Republic of Indonesia No.45 of 2014 concerning Types and Rates of Non Tax State Revenues Prevailing in the Ministry of Law and Human Rights ("GR No. 45/2014") which comes into effect on 3 June 2014.</p> <p>Cost breakdown:  1,000,000 IDR for validation of company as legal entity  30,000 IDR for publication in State Gazette  550,000 for publication in the Supplement State Gazette</p> <p><b>Your comments:</b></p>
	<p>If you made changes to last year's information, please indicate whether these reflect a correction or a reform  -Click to Select-</p> <p>Please explain the changes and provide the legal basis when applicable:</p> <p>Can this procedure be done online? -Click to Select- Please provide a link to the website:</p> <p>If <b>yes</b>, do the <b>majority</b> of entrepreneurs use this online service? -Click to Select-</p> <p>If <b>not</b>, what are the main obstacles?</p> <p>If the procedure is done online, is any <b>further</b> in-person interaction still needed <b>at the agency</b> (i.e. a visit to submit physical documents in addition to the electronic submission; a visit to obtain the final document; receive a physical inspection visit, etc.)? -Click to Select-</p> <p>If yes, please explain:</p>

<b>Procedure 7</b>	
<b>Apply at the Ministry of Trade for the permanent business trading license (Surat Izin Usaha Perdagangan, SIUP) and the company registration certificate (Tanda Daftar Perusahaan/TDP) from the BPTS- OSS for Jakarta</b>	
<b>Time:</b>	Time last year: 7 days
	<b>Time update:</b> 2 days
	Can this procedure be done simultaneously with another procedure? Yes
	If so, which other procedure can it be done simultaneously with? procedure no 9 and no.10
<b>Cost:</b>	Cost last year: no charge
	<b>Cost update:</b> no charge
	<b>Legal basis for the fee (including a link to the fee schedule where available):</b>

<b>Agency:</b>	Agency last year: One Stop Integrated Service Body of SKI Jakarta Provincial Government - Ministry of Trade <b>Agency update:</b> same
<b>Procedure Details:</b>	<p>Details: The Surat Izin Usaha Perdagangan (SIUP) constitutes the business license for a non-facility company engaging in trading business. The SIUP contains details about the company activities and the person in charge of the company (normally the President Director). The Ministry of Trade, which issues the SIUP for a non-facility company, may require a letter of good conduct from the Indonesian police in support of the person in charge of the company. Normally, the following copy of documents should be attached for the application for a SIUP:</p> <ul style="list-style-type: none"> <li>• The articles of association (copy).</li> <li>• An attestation of location and address of the company's offices (building management domicile certificate and certificate of company domicile).</li> <li>• Identity card of the company President Director.</li> <li>• Letter of approval from the Ministry of Law and Human Rights</li> </ul> <p>After reviewing the application, the Municipality passes it to the technical agency at the regional office for cooperatives for further review• it takes 2 days to get the signature of the head of that office as the authority is not delegated. Once the application is back, the SUIP is provided.</p> <p>The Trade Minister Regulation No. 36/M-DAG/PER/9/2007 as amended by the Trade Minister Regulation No. 46/M-DAG/PER/12/2011. There are no changes to Article 3 under this new regulation. classified the SIUP based on the enterprises' net assets as follows:</p> <p>Article 3  (1) Small Scale SIUP must be held by businesses engaging in trade having a net asset of more than Rp. 50.000.000,- (fifty million Rupiah) up to no more than Rp. 500.000.000,- (five hundred million Rupiah) not including land and building on which the business operates;  (2) Medium Scale SIUP must be held by businesses engaging in trade having a net asset of more than Rp. 500.000.000,- (five hundred million Rupiah) up to no more than Rp. 10.000.000.000,- (ten billion Rupiah) not including land and building on which the business operates;  (3) Large Scale SIUP must be held by businesses engaging in trade having a net asset of more than Rp. 10.000.000.000,- (ten billion Rupiah) not including land and building on which the business operates.</p> <p>As of February 2016, the application for SUIP and TDP have merged into one application in Jakarta. The OSS (BPTS) has the authority to review the application and issue the approval either online or in person. Once the founder returns to the one-stop shop they will receive two separate registration documents.</p> <p><b>Your comments:</b></p>
If you made changes to last year's information, please indicate whether these reflect a correction or a reform	Reform
Please explain the changes and provide the legal basis when applicable:	Berdasarkan Permendag no 7 tahun 2017, Permendag nomor 8 tahun 2017 , SE Mendag nomor 2 tahun 2017, SE Mendag nomor 3 tahun 2017, tentang Pengurusan SIUP dan TDP secara simultan di PTSP. Berdasarkan MoU antara Gubernur DKI Jakarta dengan BPJS Kesehatan No 2 tahun 2016 tentang optimalisasi penyelenggaraan jaminan sosial kesehatan maka pengurusan BPJS Kesehatan di DKi Jakarta digabungkan dengan pengurusan SIUP-TDP di PTSP.
Can this procedure be done online? Yes Please provide a link to the website:	<a href="http://pelayanan.jakarta.go.id/site/perizinan">http://pelayanan.jakarta.go.id/site/perizinan</a> (Jakarta) or <a href="http://ssw.surabaya.go.id/">http://ssw.surabaya.go.id/</a> (Surabaya)
If <b>yes</b> , do the <b>majority</b> of entrepreneurs use this online service? Yes	Yes
If <b>not</b> , what are the main obstacles?	
If the procedure is done online, is any <b>further</b> in-person interaction still needed <b>at the agency</b> (i.e. a visit to submit physical documents in addition to the electronic submission; a visit to obtain the final document; receive a physical inspection visit, etc.)? -Click to Select-	

If yes, please explain:

<b>Procedure 8 Register with the Ministry of Manpower</b>	
<b>Time:</b>	Time last year: 1 day
	<b>Time update:</b> 1 day
	Can this procedure be done simultaneously with another procedure? Yes
	If so, which other procedure can it be done simultaneously with? procedure number 7
<b>Cost:</b>	Cost last year: no charge
	<b>Cost update:</b> no charge
	<b>Legal basis for the fee (including a link to the fee schedule where available):</b>
<b>Agency:</b>	Agency last year: Ministry of Manpower
	<b>Agency update:</b> same
<b>Procedure Details:</b>	<p>Details: Pursuant to Article 6 of the Law No.7 of 1981 concerning Mandatory Labor Affairs Report ("Law No.7/1981"), the company shall be obliged to submit a manpower report in the company to the Ministry of Manpower and Transmigration ("Minister of Manpower") or the appointed officer within a period of no more than 30 days as of the establishment of the company. Such report shall contain the following information:</p> <ul style="list-style-type: none"><li>a. company identification;</li><li>b. manpower relation;</li><li>c. manpower protection; and</li><li>d. employment opportunity.</li></ul> <p>The provision regarding the manpower report in the company is further governed under the Regulation of the Ministry of Manpower and Transmigration of the Republic of Indonesia No.PER.14/2006 concerning the Guidelines for the Manpower Report in the Company ("MoMTR No.14/2006"). Pursuant to Article 2 of the MoMTR No.14/2006, the manpower report must be submitted in the form of electronic data compiled in the Company's Manpower Database in the Information System on Company's Manpower Mandatory Reports / Sistem Informasi Wajib Laporan Ketenagakerjaan di Perusahaan ("SINLAPNAKER"). The company which make a use of the Sinlapnaker shall be given an Identity Card from the Directorate General of Development of Labor Supervision.</p> <p>In the event that the region of the company has not yet installed SINLAPNAKER, the report must be submitted in writing and delivered by hand or by registered mail to the government institution having tasks and responsibility in the field of manpower in the Municipality/City where the company is located in accordance with the procedure as stated in Article 5 of the MoMTR No.14/2006. Further, in order to increase the service of the implementation of mandatory labor affairs report, the Minister of Manpower issues the Circular Letter of the Ministry of Manpower and Transmigration of the Republic of Indonesia No.SE.3/MEN/III/2014 concerning the Implementation of Mandatory Labor Affairs Report in the Company ("MoMTCL No.3/2014").</p> <p>Time: ratification of the registration of mandatory labor affairs report in the company shall be performed within a period of 1 working day as of the receipt of complete application (signed which has been filled in complete and signed with the company stamp (MoMTCL No. 3/2014).</p> <p>Cost: the registration of the mandatory labor affairs report shall not be subject to any fee(s) (MoMTCL No.3/2014).</p> <p><b>Your comments:</b></p>

If you made changes to last year's information, please indicate whether these reflect a correction or a reform Reform
Please explain the changes and provide the legal basis when applicable:
Can this procedure be done online? Yes Please provide a link to the website: <a href="http://pelayanan.jakarta.go.id/site/perizinan">http://pelayanan.jakarta.go.id/site/perizinan</a> (Jakarta) or <a href="http://ssw.surabaya.go.id/">http://ssw.surabaya.go.id/</a> (Surabaya)
If <b>yes</b> , do the <b>majority</b> of entrepreneurs use this online service? Yes
If <b>not</b> , what are the main obstacles?
If the procedure is done online, is any <b>further</b> in-person interaction still needed <b>at the agency</b> (i.e. a visit to submit physical documents in addition to the electronic submission; a visit to obtain the final document; receive a physical inspection visit, etc.)? -Click to Select-
If yes, please explain:

Procedure 9 Apply for the Workers Social Security Program (BPJS Ketenagakerjaan)	
<b>Time:</b>	Time last year: 7 days
	<b>Time update:</b> less than 1 day
	Can this procedure be done simultaneously with another procedure? Yes
	If so, which other procedure can it be done simultaneously with? procedure number 7 and number 10
<b>Cost:</b>	Cost last year: no charge
	<b>Cost update:</b> no charge
	<b>Legal basis for the fee (including a link to the fee schedule where available):</b> Mou antara BKPM/PTSP dengan BPJS ketenagakerjaan
<b>Agency:</b>	Agency last year: Social Security Administrative Bodies (BPJS Ketenagakerjaan)
	<b>Agency update:</b> same
<b>Procedure Details:</b>	<p>Details: The Presidential Regulation No. 109 of 2013 on Membership Phasing of Social Security Program regulates that BPJS Ketenagakerjaan covers occupational accident security, old age security, pension security, as well as death security. Under this regulation, every employers have the obligation to register their workers to BPJS Ketenagakerjaan based on their business scale starting from 1 July 2015, which are as follows:</p> <ol style="list-style-type: none"> <li>1. Big and medium business scale to participate on programs including occupational accident security, old age security, pension security, and death security program;</li> <li>2. Small business scale to participate on programs including occupational accident security, old age security, and death security program; and</li> <li>3. Micro business scale to participate on programs including occupational accident security and death security.</li> </ol> <p>The company shall obtain application forms (form 1 for data and form 1A for employees' data) at the nearest BPJS Ketenagakerjaan office (list of BPJS Ketenagakerjaan in DKI Jakarta: <a href="http://www.bpjsketenagakerjaan.go.id/kanwil/903/KANWIL-DKI-JAKARTA.html">http://www.bpjsketenagakerjaan.go.id/kanwil/903/KANWIL-DKI-JAKARTA.html</a>). The application forms shall be submitted to the BPJS Ketenagakerjaan at the latest 30 (thirty) days after obtaining application forms with following attachments: receipt of first contribution payment, SIUP, company's NPWP, Deed of Establishment, and employees' National Identity Card, Photograph, and Family Registration Card. After 7 (seven) days of the submission, BPJS Ketenagakerjaan will issue the membership card and certificate of registration. If there is any changes on the company's address, business activity, and the amount of employees, as well as employee's wages, at the latest 7(seven) days following to such changes, the employer is obliged to convey it to BPJS Ketenagakerjaan.</p>

	<b>Your comments:</b>
If you made changes to last year's information, please indicate whether these reflect a correction or a reform Reform	
Please explain the changes and provide the legal basis when applicable:	
Can this procedure be done online? Yes Please provide a link to the website: <a href="http://pelayanan.jakarta.go.id/site/perizinan">http://pelayanan.jakarta.go.id/site/perizinan</a> (Jakarta) or <a href="http://ssw.surabaya.go.id/">http://ssw.surabaya.go.id/</a> (Surabaya)	
If <b>yes</b> , do the <b>majority</b> of entrepreneurs use this online service? Yes	
If <b>not</b> , what are the main obstacles?	
If the procedure is done online, is any <b>further</b> in-person interaction still needed <b>at the agency</b> (i.e. a visit to submit physical documents in addition to the electronic submission; a visit to obtain the final document; receive a physical inspection visit, etc.)? -Click to Select-	
If yes, please explain:	

Procedure 10 Apply for healthcare insurance with BPJS (Badan Penyelenggara Jaminan Sosial) Kesehatan	
<b>Time:</b>	Time last year: 7 days (simultaneous with previous procedure)
	<b>Time update:</b> less than 1 day
	Can this procedure be done simultaneously with another procedure? Yes
<b>Cost:</b>	If so, which other procedure can it be done simultaneously with? procedure number 7 and 9
	Cost last year: no charge
	<b>Cost update:</b> no charge
<b>Agency:</b>	<b>Legal basis for the fee (including a link to the fee schedule where available):</b> MoU antara Gubernur DKI Jakarta dengan BPJS Kesehatan No 2 tahun 2016 tentang optimalisasi penyelenggaraan jaminan sosial kesehatan maka pengurusan BPJS Kesehatan di DKI Jakarta digabungkan dengan pengurusan SIUP-TDP di PTSP. <a href="http://pelayanan.jakarta.go.id/site/perizinan">http://pelayanan.jakarta.go.id/site/perizinan</a> (Jakarta) or <a href="http://ssw.surabaya.go.id/">http://ssw.surabaya.go.id/</a> (Surabaya)
	Agency last year: Social Security Administrative Bodies (BPJS Kesehatan)
<b>Agency update:</b>	<b>Agency update:</b> same
	<b>Procedure Details:</b>
<p>Details: Manual registration is performed by completing the registration form and providing the data of future participants to BPJS Health or through appointed third parties, and then completing the form and submitting the personal data of the participant candidates.</p> <p>During application, the employer must provide at least the following personal data of the candidate participants:</p> <ul style="list-style-type: none"> <li>- Name;</li> <li>- Date of birth;</li> <li>- Name of the health service provider selected by the employee; and</li> <li>- Other personal information, including: <ul style="list-style-type: none"> <li>• Employee and his/her family member(s), who will be covered by the health insurance program;</li> <li>• Employee's salary information;</li> <li>• Information on participation status</li> </ul> </li> </ul>	
<b>Your comments:</b>	

If you made changes to last year's information, please indicate whether these reflect a correction or a reform -Click to Select-
Please explain the changes and provide the legal basis when applicable:
Can this procedure be done online? -Click to Select- Please provide a link to the website:
If <b>yes</b> , do the <b>majority</b> of entrepreneurs use this online service? -Click to Select-
If <b>not</b> , what are the main obstacles?
If the procedure is done online, is any <b>further</b> in-person interaction still needed <b>at the agency</b> (i.e. a visit to submit physical documents in addition to the electronic submission; a visit to obtain the final document; receive a physical inspection visit, etc.)? -Click to Select-
If yes, please explain:

Procedure 11 Obtain a taxpayer registration number (NPWP) and a VAT collector number (NPPKP)	
<b>Time:</b>	Time last year: 1 day (simultaneous with previous procedure)
	<b>Time update:</b> 1 day
	Can this procedure be done simultaneously with another procedure? No
	If so, which other procedure can it be done simultaneously with?
<b>Cost:</b>	Cost last year: no charge
	<b>Cost update:</b> no charge
	<b>Legal basis for the fee (including a link to the fee schedule where available):</b> PERATURAN MENTERI KEUANGAN REPUBLIK INDONESIA NOMOR 182/PMK.03/2015 TENTANG TATA CARA PENDAFTARAN NOMOR POKOK WAJIB PAJAK, PENGUKUHAN PENGUSAHA KENA PAJAK, PENGHAPUSAN NOMOR POKOK WAJIB PAJAK, DAN PENCABUTAN PENGUKUHAN PENGUSAHA KENA PAJAK
<b>Agency:</b>	Agency last year: Tax Office
	<b>Agency update:</b> same
<b>Procedure Details:</b>	<p>Details: Regulation of Directorate General of Taxation No. Per- 38/PJ/2013 concerning Procedures of Application of Taxpayer Registration and/or Taxable Entrepreneur Number, Amendment of Data and Transfer of Taxpayer and/or Taxable Entrepreneur aimed to enhance the service to the taxpayer. The regulation states that within 1 year as of the issuance of NPWP, the relevant Tax Office will conduct field confirmation regarding the correct data/identity of the taxpayer.</p> <p>The person/entity can apply for NPWP in the relevant tax office where the company is located or can apply it online through <a href="http://www.pajak.go.id">http://www.pajak.go.id</a>, choose e-registration to make account as a taxpayer and then follow the procedures therein, by filling the form and attaching copies of the following</p> <ul style="list-style-type: none"> <li>- Deed of establishment</li> <li>- Identity card/KTP of one of active Director</li> <li>- Statement letter regarding confirmation on place of business from one of the active Director (form is provided),</li> <li>- POA and identity card/KTP of the authorized.</li> </ul> <p>The NPWP card and Registered Statement Letter is obtained within 1 calendar day upon the completeness of the required document without and fee, charge and/or retribution.</p>

	<b>Your comments:</b>
If you made changes to last year's information, please indicate whether these reflect a correction or a reform Correction	
Please explain the changes and provide the legal basis when applicable:	
Can this procedure be done online? Yes Please provide a link to the website: <a href="https://ereg.pajak.go.id/">https://ereg.pajak.go.id/</a>	
If <b>yes</b> , do the <b>majority</b> of entrepreneurs use this online service? Yes	
If <b>not</b> , what are the main obstacles?	
If the procedure is done online, is any <b>further</b> in-person interaction still needed <b>at the agency</b> (i.e. a visit to submit physical documents in addition to the electronic submission; a visit to obtain the final document; receive a physical inspection visit, etc.)? -Click to Select-	
If yes, please explain:	

**1.3 Additional procedures to start a business. Please specify any new or existing procedures that have been omitted from the general list. For example, are there any missing procedures related to:**

- Registration of employer and/or employees with the relevant social security agency
- Registration of employer and/or employees with the Ministry of Labor
- Registration of employer with the relevant tax authority and/or VAT
- Registration or inspection of the company's office space by any agency

Additional procedure 1	
<b>Time:</b>	
	Can this procedure be done simultaneously with another procedure? -Click to Select-
	If so, which other procedure can it be done simultaneously with?
<b>Cost:</b>	
	<b>Legal basis for the fee (including a link to the fee schedule where available):</b>
<b>Agency:</b>	
<b>Procedure Details:</b>	
	Please indicate the sequence of this new procedure (for example, between procedures 2 and 3):
Can this procedure be done online? -Click to Select- Please provide a link to the website:	
If <b>yes</b> , do the <b>majority</b> of entrepreneurs use this online service? -Click to Select-	
If <b>not</b> , what are the main obstacles?	
If the procedure is done online, is any <b>further</b> in-person interaction still needed <b>at the agency</b> (i.e. a visit to submit physical documents in addition to the electronic submission; a visit to obtain the final document; receive a physical inspection visit, etc.)? -Click to Select-	
If yes, please explain:	

Additional procedure 2	
<b>Time:</b>	
	Can this procedure be done simultaneously with another procedure? -Click to Select-
	If so, which other procedure can it be done simultaneously with?
<b>Cost:</b>	
	<b>Legal basis for the fee (including a link to the fee schedule where available):</b>
<b>Agency:</b>	
<b>Procedure Details:</b>	
	Please indicate the sequence of this new procedure (for example, between procedures 2 and 3):
Can this procedure be done online? -Click to Select- Please provide a link to the website:	
If <b>yes</b> , do the <b>majority</b> of entrepreneurs use this online service? -Click to Select-	
If <b>not</b> , what are the main obstacles?	
If the procedure is done online, is any <b>further</b> in-person interaction still needed <b>at the agency</b> (i.e. a visit to submit physical documents in addition to the electronic submission; a visit to obtain the final document; receive a physical inspection visit, etc.)? -Click to Select-	
If yes, please explain:	

#### 1.4 Please verify the time required for all procedures to start and operate a business in Jakarta

Question	Answer
<b>Last year</b> , the overall time to start an operate a limited liability company in Jakarta – including all the procedures required before, during and after registration - was estimated at:	22 days
<b>This year</b> , based on your experience and using the case study assumptions explained in Section 1, what is the overall average time to start and operate a business?	9 days
Based on your experience and the same case study assumptions, what can be <b>the fastest time</b> in practice to start and operate a business?	7 days
Based on your experience and the same case study assumptions, what can be <b>the longest time</b> in practice to start and operate a business?	7 days
If there is a difference between the fastest and the longest time, what is the main reason behind it?	

## 2. Research Questions

This year, *Doing Business* is collecting data on the quality of infrastructure, accessibility of information and legislative framework for the registration of limited liability companies. This section measures data for Indonesia. Please provide your answers to the questions below as well as your comments when applicable.

### 2.1 Quality of infrastructure at the company registry

	Answer	Comments
4.1.1 Is there a centralized business registry with full national coverage (Indonesia)?	-Click to Select-	
4.1.2 Are all company records stored in digital form in the economy (Indonesia)?	-Click to Select-	
4.1.3 Is there an electronic database to search all company records?	-Click to Select-	
If yes, is the search available for individual cases?	-Click to Select-	
If yes, is the search available in bulk (i.e., the result would show all companies that satisfy the search criteria)?	-Click to Select-	
4.1.4 Is there an electronic system that covers the entire company registration process?	-Click to Select-	
4.1.5 Is there a fully electronic filling of changes of ownership?	-Click to Select-	
4.1.6 Is there an electronic payment for all fees related to company incorporation?	-Click to Select-	
4.1.7 Is there an electronic signature or another electronic form of authentication (with relevant legal framework) used for online company registration?	-Click to Select-	
4.1.8 Is there an automated electronic exchange of information between the business registry and other stakeholder agencies (tax authority, social security, pension fund, etc.)?	-Click to Select-	
4.1.9 Is a Unique Business Identification number (UBI) for all companies used by all government agencies (business registry, tax authority, social security, etc.)?	-Click to Select-	

### 2.2 Accessibility of information about companies

	Answer	If online, please provide link	Comments
4.2.1 Does the company registry provide public access to information about the:			
• Name of company?	-Click to Select-		

	Answer	If online, please provide link	Comments
• Company ID?	-Click to Select-		
• Name of directors?	-Click to Select-		
• Name of shareholders?	-Click to Select-		
• Name of beneficial owners?	-Click to Select-		
• Articles of association?	-Click to Select-		
• Year of incorporation?	-Click to Select-		
• Legal address?	-Click to Select-		
• Physical address?	-Click to Select-		
• Type of main activity?	-Click to Select-		
• Annual accounts?	-Click to Select-		
• Annual returns?	-Click to Select-		
• Capital structure (types, numbers and rights of outstanding shares)?	-Click to Select-		
• Corporate structure (corporate family tree, subsidiaries, holding companies, etc.)?	-Click to Select-		

4.2.2 Is the list of documents needed to incorporate a limited liability company available to the general public?	-Click to Select-		
---	-------------------	--	--

4.2.3 Is the list of all fees (including their amount) required for company incorporation available to the general public?	-Click to Select-		
--	-------------------	--	--

4.2.4 Are the service standards for company incorporation (e.g. commitment from the administration to deliver the document within a specific timeframe) available to the general public?	-Click to Select-		
--	-------------------	--	--

4.2.5 Are statistics about newly registered limited liability companies available to the general public?	-Click to Select-		
If yes, what is the number of new limited liability companies in the economy (Indonesia) in 2016?			

### 2.3 Legislative framework for company registration

	Answer	If yes, please provide a specific legal basis	Comments
4.3.1 Is it mandatory to verify the company name?	-Click to Select-		
4.3.2 Is it mandatory to verify the identity of the entrepreneurs?	-Click to Select-		
If yes, who is held responsible for verifying the identity of the entrepreneurs? Please select all	<input type="checkbox"/> Registrar <input type="checkbox"/> Notary <input type="checkbox"/> Lawyer		

that apply:	<input type="checkbox"/> Other		
-------------	--------------------------------	--	--

4.3.3 Is it mandatory to register changes of company name at the business registry?	-Click to Select-		
If yes, what is the time limit for registering such changes?			

4.3.4 Is it mandatory to register changes in shareholder details at the business registry?	-Click to Select-		
If yes, what is the time limit for registering such changes?			

4.3.5 Is it mandatory to register changes in the articles of association at the business registry?	-Click to Select-		
If yes, what is the time limit for registering such changes?			

4.3.6 Is it mandatory to register bankruptcy cases?	-Click to Select-		
If yes, what is the time limit for registering such cases?			

4.3.7 Is it mandatory to register beneficial owner details and changes thereof?	-Click to Select-		
If yes, what is the time limit for registering such changes?			

4.3.8 Are there legal provisions on preventing the corporate identity theft?	-Click to Select-		
--	-------------------	--	--

**Referrals**

Please help us expand our list of contributors by referring us to other experts in the private or public sector (lawyers, notaries, public officials or any expert on this field) who could respond to *Doing Business* questionnaire.

First Name

Last name

Firm name

Position

Phone

Email

Profession -Click to Select-

Topic of Interest -Click to Select-

**Thank you very much for completing the questionnaire!**

We sincerely appreciate your contribution to the *Doing Business* project. The results will appear in *Doing Business 2018* and on our website: <http://www.doingbusiness.org>. Your work will be gratefully acknowledged in both.