



Version 1.5

GUIDELINES OF BUSINESS LICENSING THROUGH ONLINE SINGLE SUBMISSION (OSS) for Businesses

By:

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GUIDELINES OF BUSINESS LICENSING

THROUGH OSS

The Online Single Submission (OSS) is business licenses which given in behalf of government institution, governor, or mayor for businesses by integrated electronic system.

Who can use OSS to obtain business licenses?

All businesses with the following characteristics:

- An organization or an individual;
- Micro, small, medium or large enterprise;
- A new business or one already in existence prior the operation of OSS;
- A business with wholly domestic capital or one containing foreign capital.

What is the procedure of using OSS?

1. Create user ID
2. Log in into OSS system using user ID
3. Fill in data to obtain a Single Business Number (*Nomor Induk Berusaha*, NIB)
4. a. For a new business: complete the process to register a business and to obtain business licenses.
b. For an existing business: continue the process to obtain business licenses, to extend existing business licenses, or to update business licenses.

What do you need before accessing OSS?

1. A Single Identity Number (*Nomor Induk Kependudukan*, NIK) which you will be asked to enter when you create your user ID. If you do not have a NIK you can create one, for example by entering your passport number.
2. All for-profit businesses, including Limited Liability Companies (*Perseroan Terbatas*, PT), must first complete the process of incorporation at the Ministry of Law and Human Rights (MOLHR) through AHU Online **before accessing** OSS.
3. Businesses and other legal entity owned by the state, public service agency or broadcasting agency shall prepare a legal basis for the incorporation of business entity.



What are the benefits of using OSS?

1. Make it easier to obtain a range of business licenses you need to operate business (location permit, environment permit or building permit), whether they are issued by the central government or local government with mechanism of compliance the commitment.
2. Helps to connect with all stakeholders and obtain licenses in a safe, quick and real time way.
3. Helps to report and solve license problems in one place.
4. Helps to save licenses data in one identity (NIB).

What businesses need to know before access OSS?

1. Terms and condition about negative list investment based on President Decree Number 44 year 2016
2. Business characteristics which include the type of Micro, Small, Medium or Large enterprise based on Law Number 20 year 2008 or others regulation (agriculture, marine and fisheries sectors)
3. Business characteristics which have to obtain environment protection plan (AMDAL) based on Ministry of Environment and Forestry Regulation Number 5 year 2012

The steps of business registration and licensing using OSS are explained below.

1. SETTING UP YOUR OSS ACCOUNT

1.1. Business Entity

- Prior to accessing OSS system, businesses shall first obtain Ministry of Human Right Approval or Company Registration Certificate through AHU online system to get authorization for Deed of Establishment or Registration Number.¹

Specific case for Public Service Company wholly owned by Government, Company Owned by Government, Public Broadcasting Company or Public Service Institution using the legal basis formation of institution.

¹ For limited liability company, foundation, cooperative, limited partnership, general partnership or private partnership.



- Business entity register in the OSS system by entering NIK of the Person in Charge² or The Main Director³ and other information under the provided Registration Form. In the event that the process of license is undertaken by other parties such as Legal Consultant and Notary, then data to be provided under the Registration Form is the data of the Business Entity/Company's Person in Charge. Company registration shall use company email.
- OSS will send two emails to business entity containing OSS account's user ID and password to registration and verification OSS account.

1.2. Individual

- Individual businesses access OSS by entering NIK and certain other information in the provided Registration Form.
- OSS will send two emails to business entity containing OSS account's user ID and password to registration and verification OSS account.

2. REGISTER YOUR SINGLE BUSINESS NUMBER (NIB) AND OTHER REGISTRATION DOCUMENTS

2.1. What is NIB?

- a. Single Business Number (NIB) is businesses identity which given by OSS after businesses have done registered process. NIB is the first step towards getting the following licenses:
 - ✓ Certificate of Company Registration (*Tanda Daftar Perusahaan*, TDP);
 - ✓ Importer Identification Number (*Angka Pengenal Impor*, API) if your business intends to import goods;
 - ✓ Customs Access (*Akses Kepabeanan*) if your business intends to export and/or import goods.

² For limited liability company, foundation, cooperative, limited partnership, general partnership or private partnership.

³ Public Service Company wholly owned by Government,, Company Owned by Local Government, Public Broadcasting Company or Public Service Institution



- b. An NIB must be owned by businesses that want to obtain business licenses through OSS, whether it is a new business or one that existed prior to the operation of OSS.
- c. Businesses can obtain other registration documents after they have obtained an NIB, including:
 - ✓ Entity or Individual Tax Number (*Nomor Pokok Wajib Pajak*, NPWP);
 - ✓ Employment BPJS and Health BPJS Certificate of Membership;
 - ✓ Approval Letter of Foreign Employee Utilization Plan (*Surat Pengesahan Rencana Penggunaan Tenaga Kerja Asing*, RPTKA);
 - ✓ Fiscal incentives such as tax allowances or tax holidays, if applicable;
 - ✓ Business License, for example, Business License to Trade (*Surat Izin Usaha Perdagangan*, SIUP).

2.2. Registration Steps

- a. Log in to OSS
- b. Fill the data about your business, for example: company shareholders, capital, investment, human-resource plans.
 - **Foreign Workers.** If businesses using foreign workers, businesses shall accept the statement of appointment companion worker and held a training (President Decree Number 20 Year 2018) or make a statement letter.
- c. Fill the business information which compatible 5 digits of KBLI, besides 2 digits which already available from AHU and describe the business field.
 - If the KBLI chosen is part the list of open company with requirements in Negative List Investment (Daftar Negatif Perusahaan, DNI) in appendix III President Decree Number 44 year 2016, then businesses have to accept the statement to completion commitment so businesses can continue the process in OSS.
- d. Acknowledge that the information you have entered is correct
- e. Receive NIB and other registration documents
 - i. **Other registration documents.**



Employment BPJS and Health BPJS membership will only be activated upon the payment of the first month's premium based on notification from BPJS to businesses.

- ii. **Mistaken Data.** If businesses make a mistake when filling the data, then businesses can change the data on change menu in OSS as long as the data is not part of Articles of Association. Data change can be done after finishing registration form in OSS.

3. INFRASTRUCTURE⁴ CONDITIONS TO BE AWARE OF BEFORE PROCESSING BUSINESS LICENSE

3.1 Businesses not requiring infrastructure;

Licenses needed: business license, operational/commercial license (if required), without needed location permit, environmental permit/SPPL, and build and construct permit (*Izin Mendirikan Membangun Gedung, IMB*)

3.2 Businesses requiring infrastructure

- a. Businesses who will not build a building

Businesses should choose in building status column either they rent the building or not.

Licenses needed: Business License, Commercial/Operational License (if required), Location Permit (If required) and Environmental Permit (if required)

- b. Businesses who will build a building

Businesses should state in building status column that they are not rent the building.

Licenses needed: Business License, Commercial/Operational License, Building Construction Permit (IMB), Location Permit and Environmental Permit (if required).

⁴ Infrastructure is any main support to business activities, such as: Building, Factory and Land.



4. LOCATION PERMIT

4.1 What is Location Permit?

A Location Permit is needed by businesses to procure land required for business and/or its activities. If businesses engage doing business in partial waters within coastal and/or small island, businesses have to obtain Marine Location Permit which issued by the Ministry of Maritime Affairs and Fisheries (Kementerian Kelautan dan Perikanan, KKP).

4.2 Steps in obtaining location permit

The two states in location permit are the one directly publish without commitment and another one with commitment.

- c. Location permit which directly given without commitment
 - i. A Detailed Spatial Plan (Rencana Detail Tata Ruang, RDTR) is available in the location of the business
 - Businesses fill the data to request location permit
 - OSS will automatically give location permit if the land issued compatible with RDTR map
 - When the business will start to use the land, then businesses then have to propose land technical consideration to land registry office responsible in the business area.
 - ii. Business location meets certain conditions as stipulated under Appendix I
 - Businesses choose type of business location from the available options
 - OSS automatically issues location permit
 - When the business will start to use the land, then businesses then have to propose land technical consideration to land registry office responsible in the business area.
- d. Location permit with commitment completion
 - i. Location has a RDTR but digital map is unavailable
 - Business makes a commitment to complete the application for a location permit
 - The location permit is issued once the commitment has been filed
 - Businesses then fulfill the location permit commitment by obtaining approval from the DPMPSP responsible for the area in which the business is situated



- ii. Location does not have a RDTR
 - Businesses submit application for location permit in OSS system by filling in statement of commitment to complete location permit
 - Location permit issued upon the commitment statement being filled
 - Businesses then submit a Location Sketch and Project Proposal to DPMPSP responsible for the area in which the business is situated

4.3 Time Duration Approval of Completion Commitment

Within maximum period of 12 days, businesses shall receive notification in its OSS account that:

- a. Application for a location permit has been approved or rejected
- b. Land technical consideration has been approved or rejected.

5. ENVIRONMENTAL PERMIT

5.1 What is an Environmental Permit?

Environmental Permit is a permit given to businesses that engage in activities which require an environment protection plan (AMDAL or UKL-UPL) that sets out the steps they will take to protect the environment must obtain an Environmental Permit as requirements for Business License.

5.2 Steps to obtain environmental permit

- a. Businesses apply for an environmental permit in OSS by making a commitment to complete the UKL-UPL or AMDAL within specific timeframe.
- b. Businesses will choose whether business field was part of business which have to obtain AMDAL or UKL-UPL based on Ministry of Environment and Forestry Regulation Number 5 year 2012
- c. The environmental permit is issued automatically after all the questions have been answered and the commitment statement has been filed, but shall only take effect once the commitment has been fulfilled, including payment of PNB/PAD/levy.
- d. Businesses complete UKL-UPL or AMDAL commitment
 - i. UKL-UPL



- 1) Businesses complete UKL-UPL form and submit the document to Investment and Integrated One Stop Service/Ministry/Institution (DPMPTSP/K/L) responsible within 10 days after the receipt of NIB;
 - 2) Businesses shall receive notification from OSS that commitment has been completed or not;
 - 3) If the commitment has been completed, the environmental permit in NIB will be activated.
- ii. AMDAL
- 1) Businesses notify the public of their plans and conduct at least 5 days of public consultations;
 - 2) Businesses prepare AMDAL
 - 3) Businesses submit AMDAL to DPMPTSP/K/L responsible.
If required, businesses discuss AMDAL with the relevant Ministry/Institution/Local Government (K/L/P) and make revisions.
 - 4) Businesses receive notification from OSS that the AMDAL commitment has been completed or not;
 - 5) If the commitment has been completed, the environmental permit in NIB will be activated.

5.3 Time Duration to Completion Commitment

- a. Duration of UKL-UPL completion (including evaluation process by K/L/P) is 15 days after the statement of commitment of UKL-UPL
- b. Duration of AMDAL completion (including evaluation process by K/L/P) is 115 days after the statement of commitment of AMDAL

6. BUILDING CONSTRUCTION PERMIT (IMB)

6.1 What is Building Construction Permit?

- a. A Building Construction Permit (IMB) is issued by regency/municipal local government to building owners to construct new building, alter, expand, decrease, and/or foster building in accordance with the applicable administrative and technical requirements.
- b. There are several conditions that do not requires the obtainment of IMB, among others:



- i. Building situated within a special economic zone, industrial zone, or free trade zone or free port, in so far that the zone management has prescribed an estate regulation

6.2 Steps to Obtain IMB

- a. Businesses submit application for IMB in OSS by filling in statement of commitment to complete IMB within specific timeframe;
- b. IMB is issued automatically after commitment statement is filled, and the IMB takes effect after the business has fulfilled its commitments. If business is required to have an AMDAL, the businesses need to fulfilled the commitment statement of AMDAL before construct a building.
- c. Businesses prepare building design with reference to the building standards set by the government and Information of Regency/municipal Plan (Ketetapan Rencana Kabupaten/Kota, KRK) form the relevant PTSP
- d. Businesses submit building design and other required documents to DPMPTSP/related institution responsible;
- e. Businesses receive notification from OSS on whether the completion of IMB commitment is accepted or rejected

6.3 Time Duration for Completion IMB

Duration for the completion of IMB commitment is 30 days after the statement of commitment. If business field requires AMDAL, then duration for completion of IMB commitment is 30 days after the fulfilled of AMDAL commitment

7. CERTIFICATE OF BUILDING PROPER FUNCTION (IMB)

7.1 What is Certificate of Building Proper Function?

A Certificate of Building Proper Function (*Sertifikat Layak Fungsi*, SLF) is a certificate issued by the regency/municipal local government to building owners stating that the building is considered to be eligible for use in accordance with its function. Businesses/Building Owner



can only process SLF document after the building completely done and this process is not at the same time with the process of business license.

7.2 Steps to obtain SLF

- a. Businesses shall request SLF document through OSS.
- b. SLF issued maximum 3 days after acceptance statement from government based on buildings physical inspection.

7.3 Time Duration for Inspection

The inspection time of SLF is 3 days after the businesses submit the request of SLF.

8. BUSINESS LICENSES

8.1 What is a Business License?

Business License is a permit issued by OSS in behalf of Ministry, Government institution, Governor, or Mayor for businesses after registered to operate business activity prior to commercial activity with mechanism compliance commitment.

8.2 Steps to obtain business license

- a. Businesses declares its commitment to obtain the necessary licenses, namely location permit, environmental permit, and any others (if required)
- b. OSS Issued Business License
- c. Businesses receive notification from OSS that the business license has been activated after the commitment of location permit, environment permit/SPPL, building permit, SLF and any other business license prerequisites have been fulfilled and complete the payment (if required)

9. OPERATIONAL/COMMERCIAL LICENSE

9.1. What is Operational / Commercial License?

Business License is a permit issued by OSS in behalf of Ministry, Government institution, Governor, or Mayor for businesses after businesses obtain Business License and to do commercial activity with mechanism compliance commitment.



9.2 What are form of Operational/Commercial License?

These commercial or operational license include, among other: standards, certificates, export/import permits, export/import approval licence, and/or registration of goods/services (license/non-license). After obtaining a commercial license based on commitment issued by OSS, businesses are required to complete the fulfillment of their respective license/non-license commitment in the relevant Ministry/Institution/Local Government issuers. After issuing the license/non-license included in the said commercial/operational license group.

9.3. Steps to obtain Operational / Commercial Permit

- a. Businesses shall fill in the statement to complete operational/commercial license commitment within a specific timeframe. This is in the form of a commitment to fulfill:
 - a. standard, certificate and/or license;
 - b. registration of goods/services; and / or
 - c. customs and taxation registration.in accordance with the type of goods and/or services commercialized by the businesses
- b. Operational/commercial license are issued automatically after the commitment statement is filed but shall take effect after the commitment has been fulfilled, including complete the payment (if required)
- c. Businesses carry out compliance of operational/commercial standards or requirements, such as Good Drug Manufacturing Practice, SNI, import approval etc
- d. Businesses upload documents of proof of compliance with the specified standard/operational or commercial requirements
- e. Businesses complete or make revision to documents (if requested by Ministry or Institution related).
- f. Businesses undergo physical inspection of buildings and facilities (if required)
- g. Businesses receive notification from OSS whether completion of operational/commercial license is accepted or rejected

Note:



The INSW and other information system in the context of export-import activities will send notification to OSS of the licensing documents that have been issued as a proof of complete commitment for commercial license or operational license

9.4 Time Duration for Inspection Commitment Compliance of Operational/Commercial License

Time of inspection of the completion of operational/commercial license commitment is in accordance with applicable provisions:

- a. GMP (CPOB, CPBBAOB, CPOTB, CDOB, CPAKB, CPKB, CPPOB): 35 days
- b. Circulation Permit (medicine, food, cosmetics, medical devices): 35 days
- c. SNI (type 5): 26 working days
- d. SNI (type 1): 7 working days
- e. Product Registration (NPB): 3 working days

10. PAYMENT

After obtaining all licenses with commitment statement mechanism through OSS, then businesses shall make payments of PNBP, PAD or regional levies in accordance with the applicable provisions and confirm payment to K/L/P.

11. ACTIVATION LICENSE

All licenses issued by OSS will only be activated and become effective after payment such as PNBP, retribution or others has been made and the license commitment has been fulfilled.

12. PROVISION ON THE DEVELOPMENT OF BUSINESS LICENSE AND UPDATE TO COMPANY DATA

12.1 Business expansion

What is Business Expansion?



Business Expansion is a condition in which the business undertakes expansion such as: capacity increase, business expansion within the same location of the regency/municipality or at the location of different regency/municipality, etc. A new business license is not required if the businesses continues to work in the same business field. The changes are more technical and not related to changes in the company's articles of association

12.2 Steps upon business expansion

- a. If the business expansion is conducted at the same location of the regency/municipality then businesses shall update the business development information in OSS system.
- b. If the business expansion leads to the expansion of business areas both within the same or different regency/municipality, businesses shall comply with the requirements of the location permit, environment permit, building permit (IMB), and SLF for the location of the business development, in accordance with the mechanisms described above.

12.3 Time Duration

Duration of fulfillment of the requirements of the relevant licenses correspond to the duration of the mechanism described above.

13. REVISION (UPDATE) OF COMPANY DATA

13.1 What is a Company Data Update?

Update of Company Data is an activity to alter the component of company data as specified in the articles of association. This alteration process is performed and facilitated by a notary.

13.2 Steps to update company data components

- a. Notary makes a Deed of alteration to the company's articles of association and reports to AHU for approval and connected to OSS.
- b. If it does not meet the requirements of the DNI then OSS will provide a notification. In the event of the non-compliance with the DNI provisions, the NIB



shall be suspended until businesses make revision to bring them into line with the DNI provisions.

- c. If the businesses change business field (5 digits of KBLI) in the same location, this condition should be aware of:
 - If businesses change the spatial function with the new KBLI, then businesses need to change the location permit
 - If business change activities that will make a different environment effect, then businesses have to change environmental license.

14. PROVISION FOR BUSINESSES ALREADY ENGAGED IN BUSINESS ACTIVITIES PRIOR TO THE IMPLEMENTATION OF OSS

14.1 What should businesses do if they desire to only obtain NIB without making changes to business license or field?

Steps to be undertaken

- a. Businesses undertake activation of OSS account. For the full process see **OSS account creation and activation section (section 1)** of this technical guideline.
- b. Businesses complement the company's data components contained in the OSS system.
- c. Businesses complete the information for licenses that have been previously obtained.
- d. OSS system will issue NIB.

14.2 What should businesses do if they do not hold NIB and want to perform business development?

Steps to be undertaken

- a. Businesses are required to firstly obtain NIB. Businesses shall follow the steps as described in section 1 and 2 to obtain NIB.
- b. Businesses continue the process of updating business development information.
 - i. If business development is carried out in the location of the same regency/municipality, then businesses shall update the business development information on the OSS system.



- ii. If business development leads to the expansion of business areas within the same or different regency/municipality, businesses shall comply with the requirements of the location permit, environmental permit, building permit (IMB), and SLF for the new business development, in accordance with the mechanisms described above.

15. HELP DESK/CALL CENTER

- a. Investors/businesses may make a complaint or obtain information about the licensing service to Ministry for Economic Affairs Republic of Indonesia, OSS Lounge or through the Call Center:
 - o **Technical License Help:** Telp (021) 2120-1020; 3857596; dan 385-7595 or email satgasnasional@ekon.go.id,
 - o **Technical System Help:** Telp (021) 2120-2020. Email helpdesk.oss@insw.go.id
- b. Complaints and requests for information from investors may be made through the service of protocol communication at www.oss.go.id, downloadable mobile application, and/or other means of information (telephone and email).

Any incoming complaints are handled by the Task Force and can be monitored for its completion process.

16. DOWNLOAD QR CODE SCANNER

After finishing all licenses process, businesses will obtain QR Code which contain licenses information. It can only be read by specific application (QR Code Scanner) which is downloaded in OSS website. Temporarily, this application only work for android system.



16. LIST OF ABBREVIATION

AMDAL	: Environment Protection Plan
API	: Importer Identification Number
BPJS	: Employment and Health Insurance
CPOB	: Good Manufacturing Practice for Medicine Product
CPBBAOB	: Good Manufacturing Practice for Active Raw Medicine Material Product
CPOTB	: Good Manufacturing Practice for Traditional Medicine Product
CDOB	: Good Distributing Practice for Medicine Product
CPAKB	: Good Manufacturing Practice for Medical Equipment
CPKB	: Good Manufacturing Practice for Cosmetics Product
CPPOB	: Good Manufacturing Practice for Food Product
DNI	: Negative List Investment
DPMPTSP	: Investment and Integrated One Stop Service
IMB	: Building Construction Permit
INSW	: <i>Indonesia National Single Window</i>
KBLI	: Indonesia Standart Industrial Classification
KRK	: Information of Regency/municipal
K/L/P	: Ministry/Institutional/Local Government
NIB	: Single Business Number
NIK	: Identity Number
NPB	: Product Registration Number
NPWP	: Individual Tax Number
PAD	: Local Government Income
PNBP	: Non Tax Revenue
RDTR	: Detailed Spatial Plan
SLF	: Sertificate of Building Proper Function
SNI	: Indonesia National Standart
SPPL	: Statement of Environmental Management and Monitoring Undertaking
TDP	: Company Registration Certificate
UKL-UPL	: Environment Protection Plan
UMKM	: Micro and Small Medium Enterprise



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APPENDIX I
CERTAIN CONDITIONS WHICH OSS WILL PUBLISH AUTOMATIC LOCATION PERMIT
AND AQUATIC LOCATION PERMIT

A. Condition of Automatic Location Permit Issuance

Below are specific conditions under which OSS will issue location permit automatically:

1. Business location is located in a location which has been appropriately designated according to RDTR and/or General Plan of Urban Area Spatial Planning;
2. Business location situated in the location of special economic zones, industrial zones, free trade zones and free ports; Note: automatic issuance of location permit to free trade areas and free ports and national strategic areas of tourism in so far it has been designated for business activities within zones.
3. Land for business location already possessed by other company holding location permit and will be used by the businesses.
4. Land for business location originated from an authority or agency for the development of an area in accordance with the spatial plan of said development zone;
5. Land for business location land is required for the expansion of the existing business and the location of the land is adjacent to the location of the business concerned.
6. Land for business location required to carry out the business licenses plan is no more than:
 - a. 25 ha (twenty five hectares) for agricultural business;
 - b. 1 ha (one hectare) for non-agricultural business; and
 - c. 5 ha (five hectares) for the construction of houses for low income communities.
7. Land for business location to be used for strategic national projects.

B. Conditions of Automatic Aquatic Location Permit Issuance

Below are the specific conditions under which OSS will issue aquatic location permit automatically:

1. Business location and/or activity located within a special economic zone, industrial zone, and free trade zones and free port;



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REPUBLIC OF INDONESIA

2. Business location and/or activity is a locatin already already possessed by other company holding aquatic location permit and will be used by the businesses.
3. Business location and/or activity originated from an authority or agency for the development of an area in accordance with the spatial plan of said development zone
4. Business location and/or activity to be used by micro and small business enterprises; and/or
5. Business location and/or activity to be used for strategic national project.