

# Activities in The Certificate of Occupancy Process That Often Experience Delays In Jakarta City, Indonesia

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**Abstract-** Certificate Of Occupancy of Buildings, hereinafter referred to as CO, is a document issued by a local government agency or building department that certifies the building's compliance with applicable building codes and other laws, and shows that the building is in a suitable condition for occupancy. The issuance of CO by the Regional Government after the building is completed in fact takes a long time to process CO. The purpose of this study is to identify CO process activities in high-rise buildings in the city of Jakarta, Indonesia which often experience delays. The research method is quantitative using survey data from experts in the CO process. The results of this study are a list of CO process activities in high-rise buildings in the city of Jakarta, Indonesia which often experience delays.

**Index Terms-** certificate of occupancy, the city of Jakarta, Indonesia, delay, certificate of occupancy process activities

## I. INTRODUCTION

Based on the Presidential Regulation of the Republic of Indonesia number 91 of 2017 concerning the acceleration of business implementation, that the development of the number, distribution, scale, and efficiency of business activities are the main determinants of economic growth, job creation, poverty reduction and inequality between regions and between income groups. Whereas business licenses issued by ministries/agencies and local governments to start, implement and develop business activities need to be reorganized so that they become supporters and not vice versa become obstacles to the development of business activities. That in order to speed up and facilitate services for business, it is necessary to apply the use of information technology through an Electronically Integrated Business Licensing System (Online Single Submission). The high demand for "ease of doing business" globally calls for some policies, which impede the processing of relevant transactions like the issuance of building permit, to be acted upon by the government (Challiz De Lima et al., 2018). Based on the Law of the Republic of Indonesia number 11 of 2020 concerning Job Creation Article 24 Amendment to Law Number 28 of 2002 concerning Buildings Article 37 Paragraph 1, the use of buildings is carried out by the owner and/or user of the

building after the building has obtained a certificate of occupancy (CO).

The Certificate of Occupancy (CO) corresponds to a certificate or approving resolution issued by the building department that certifies that the work carried out is true to the building permit granted and therefore has faithfully complied with the law, applicable building codes, as well as the General and Local Ordinances, the certificate allows the construction or building to be inhabited or used as was previously determined (Andrés Covarrubias, Claudio Mourgues & Paz Arroyo 2016).

Based on Jakarta Capital Special Region (DKI Jakarta) Governor Regulation number 129 of 2012, the completion time for a CO for buildings with more than 8 floors is 30 working days or the equivalent of 42 calendar days. Meanwhile, based on data from the DKI Jakarta Department of Investment and One Stop Integrated Services (DPMPTSP) in 2018 & 2019, the CO issued is with the following distribution :

Table 1.1 CO Data Published in 2018 and 2019

Year	Number of CO	CO Completion Time					
		<42 days	%	>42 days & <365 days	%	>365 days	%
2019	134	27	20.15%	60	44.78%	34	25.37%
2018	121	20	16.53%	71	58.68%	43	35.54%

Source : DPMPTSP of DKI Jakarta

It can be seen from Table 1.1 that the completion of the CO process in accordance with DKI Jakarta Governor Regulation number 129 of 2012 is only 20.15% (2019) and 16.53% (2018). The completion time of the CO process is still not in accordance with DKI Jakarta Governor Regulation number 129 of 2012. This is certainly a poor performance in public services related to licensing and shows that it is not easy to get CO on time.

## II. CO PROCESS IN JAKARTA, INDONESIA

Departing from the problem of CO which often experiences delays, the formulation of the problem in this research is what activities in the CO process often experience delays and are critical activities?

Based on the Law of the Republic of Indonesia Number 11 of 2020 concerning Job Creation Article 24 Amendment to Law Number 28 of 2002 concerning Buildings Article 37:

- a. Paragraph 1: Utilization of the building is carried out by the owner and/or user of the building after the building has obtained a certificate of occupancy.
- b. Paragraph 2: The certificate of occupancy as referred to in paragraph (1) is issued by the Central Government or Regional Government in accordance with their respective authorities based on a statement of function feasibility submitted by the construction management or supervision service provider to the Central Government or Regional Government in accordance with their respective authorities through an electronic system administered by the Central Government, based on the norms, standards, procedures, and criteria set by the Central Government.
- c. Paragraph 3: The statement of function feasibility as referred to in paragraph (2) is issued after the final inspection stage as referred to in Article 36B paragraph (4) letter d which states that the building meets the technical standards of the building.

The sequence of the building construction process from planning to building use in the city of Jakarta, Indonesia is illustrated in Figure 2.1. The CO process is carried out after the construction has been completed or the building has been completed. After the CO is issued by the local government, the building is feasible and legally valid to be used by the building owner.

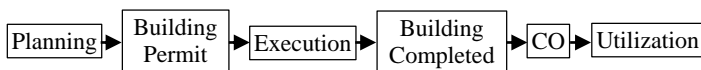


Figure 2.1 The Sequence Of The Building Construction Process  
Source : Law of the Republic of Indonesia number 28 of 2002

The CO process begins with the building owner submits an application for CO by completing the CO requirement documents. The CO application document is one of the CO requirements based on DKI Jakarta Governor Regulation number 147 of 2018 which must be completed by the building owner. Then the document is verified by a technical officer assessing the CO process who is an employee of the DKI Jakarta Provincial Government. After the document is verified completely, then verification of the suitability of the document is carried out with the condition of the building on site by conducting on site inspection. If the document is in accordance with the building conditions on site, then the document is evaluated for conformity with the building permit (IMB) or technical standards and building codes. On site verification and evaluation is based on the Regulation of the Minister of Public Works and Public Housing of the Republic of Indonesia Number 27/PRT/M/2018. If there is a change in the building relative to the IMB, the building owner is required to pay a retribution and a fine precedes the IMB. After the building is declared to have complied with technical standards and building codes and has paid the retribution and fines precedes the IMB, the CO can be issued. The CO process is illustrated in Figure 2.2 as follows:

No.	1	2	3	4	5	6
Process	CO Application	Verification of CO Application Documents	On Site Verification and Evaluation	Retribution and Fines Process	CO Issuance	The Applicant Receives CO
Duration (days)		6	25	14	3	
CO Flow Chart						

Figure 2.2 CO Process

Source : CO Standar Operating Procedure DPMPSTP DKI Jakarta

From the explanation of the CO process activities above, then the verification of CO application documents, field verification, evaluation of CO application document data after field verification, the IMB retribution process and fines precedes the IMB and the CO issuance process is made more detailed. The results of the breakdown of the CO process activities are arranged in table 2.1 below:

Table 2.1 CO Process Activities

No.	CO Process Activities
<b>1</b>	<b>Application of a CO application by a CO applicant</b>
<b>2</b>	<b>Verification of CO requirements documents</b>
2.1	CO applicant data verification
2.2	Verification of land ownership data
2.3	Verification of building planning (PBG) / Building Permits (IMB) documents and attachment
2.4	Verification of City Plan Description (KRK) document
2.5	Verification of Building Layout Plan (RTLb) / Architectural Planning Drawings (GPA) documents
2.6	Verification of Space Utilization Principle Permit (IPPR) document
2.7	Verification of the original legalization of the Building Technical Experts Permit (IPTB)
2.8	Verify building name data
2.9	Verification of building function and/or usage data
2.10	Verification of the statement letter of the supervisory board coordinator for the CO application
2.11	Verification of the statement letter of willingness to build rainwater infiltration wells
2.12	Verification of supervisory board report
2.13	Verification of the as-built architectural drawing
2.14	Verification of the as-built structural drawing
2.15	Verification of the as-built mechanical, electrical and piping drawing
2.16	Verification of basement area data
2.17	Verification of the number of basement floors data
2.18	Verification of the building's ground floor area
2.19	Verification of the number of building floors data
2.20	Verification of Verifikasi the total building floor area data
2.21	Verification of building height data
2.22	Verification of building position data
2.23	Verification of the rainwater infiltration wells photo and the buildings views photos
2.24	Verification of fire safety recommendation data
2.25	Verification of lightning distribution installations inspections data by departement of labor and transmigration DKI Jakarta
2.26	Verification of lightning distribution installations periodic test data by departement of labor and transmigration DKI Jakarta
2.27	Verification of elevator installations inspections data by

No.	CO Process Activities
	departement of labor and transmigrasi DKI Jakarta
2.28	Verification of elevator installations periodic test data by departement of labor and transmigrasi DKI Jakarta
2.29	Verification of electrical work safety and health installations inspections data by departement of labor and transmigrasi DKI Jakarta
2.30	Verification of electrical work safety and health installations periodic test data by departement of labor and transmigrasi DKI Jakarta
2.31	Verification of using pressure vessels installations inspections data by departement of labor and transmigrasi DKI Jakarta
2.32	Verification of using pressure vessels installations periodic test data by departement of labor and transmigrasi DKI Jakarta
2.33	Verification of lifting and conveying equipment installations inspections data by departement of labor and transmigrasi DKI Jakarta
2.34	Verification of lifting and conveying equipment installations periodic test data by departement of labor and transmigrasi DKI Jakarta
2.35	Verification of steam boiler equipment installations inspections data by departement of labor and transmigrasi DKI Jakarta
2.36	Verification of steam boiler equipment installations periodic test data by departement of labor and transmigrasi DKI Jakarta
2.37	Verification of production and electric power equipment installations inspections data by departement of labor and transmigrasi DKI Jakarta
2.38	Verification of production and electric power equipment installations periodic test data by departement of labor and transmigrasi DKI Jakarta
<b>3</b>	<b>Verification of CO requirement documents on site</b>
3.1	Application of on site data verification
3.2	Approval of on site data verification
3.3	On site data verification : building function
3.4	On site data verification : use of space in buildings
3.5	On site data verification : utilization of space outside the building
3.6	On site data verification : the area of the ground floor of the building
3.7	On site data verification : basement area
3.8	On site data verification : total floor area of the building
3.9	On site data verification : the number of floors of the building
3.10	On site data verification : number of basement floors
3.11	On site data verification : building height
3.12	On site data verification : green area in parcels
3.13	On site data verification : building boundary distance
3.14	On site data verification : the distance from the building to the land boundary
3.15	On site data verification : distance between buildings
3.16	On site data verification : appearance of the building
3.17	On site data verification : layout in the building
3.18	On site data verification : balance, harmony and suitability with the environment
3.19	On site data verification : building structure system
3.20	On site data verification : fire hazard protection system
3.21	On site data verification : lightning protection system
3.22	On site data verification : electrical installation system
3.23	On site data verification : ventilation system
3.24	On site data verification : lighting system
3.28	On site data verification : rainwater management system
3.29	On site data verification : use of building materials
3.30	On site data verification : space for movement in buildings
3.33	On site data verification : vibration and noise conditions in buildings

No.	CO Process Activities
3.34	On site data verification : means of horizontal connection between spaces / between buildings
3.35	On site data verification : means of vertical connection between floors
3.36	On site data verification : completeness of infrastructure and facilities for building utilization
<b>4</b>	<b>Evaluation of CO requirement documents against PBG/IMB and/or technical standards and building code</b>
4.1	Improvement of the conformity of the CO requirements document in accordance with the conditions on site
4.2	Evaluation : building function
4.3	Evaluation : use of space in buildings
4.4	Evaluation : utilization of space outside the building
4.5	Evaluation : the area of the ground floor of the building
4.6	Evaluation : basement area
4.7	Evaluation : total floor area of the building
4.8	Evaluation : the number of floors of the building
4.9	Evaluation : number of basement floors
4.10	Evaluation : building height
4.11	Evaluation : green area in parcels
4.12	Evaluation : building boundary distance
4.13	Evaluation : the distance from the building to the land boundary
4.14	Evaluation : distance between buildings
4.15	Evaluation : appearance of the building
4.16	Evaluation : layout in the building
4.17	Evaluation : balance, harmony and suitability with the environment
4.18	Evaluation : building structure system
4.19	Evaluation : fire hazard protection system
4.20	Evaluation : lightning protection system
4.21	Evaluation : electrical installation system
4.22	Evaluation : ventilation system
4.23	Evaluation : lighting system
4.27	Evaluation : rainwater management system
4.28	Evaluation : use of building materials
4.29	Evaluation : space for movement in buildings
4.32	Evaluation : vibration and noise conditions in buildings
4.33	Evaluation : means of horizontal connection between spaces / between buildings
4.34	Evaluation : means of vertical connection between floors
4.35	Evaluation : completeness of infrastructure and facilities for building utilization
4.36	Improvement of building conformity to PBG/IMB and/or technical standards and building code
4.37	Technical approval of building conformity to PBG/IMB and/or technical standards and building code
<b>5</b>	<b>The process of retribution and fines precedes permits for buildings non-compliance with IMB/PBG</b>
5.1	Calculation of retribution and fines precedes permits
5.2	Approval for calculating levies and fines precedes permits
5.3	Issuance of retribution and fines precedes permits
5.4	Payment of retribution and fines precedes permits
<b>6</b>	<b>CO issuance</b>
6.1	CO printing
6.2	CO approval
6.3	CO issuance

### III. RESEARCH METHODOLOGY

The policy analysis was constructed as a comprehensive review of the complete relevant policy framework from the provincial (or state) to the municipal level. The purpose of the policy

analysis was to understand the process of obtaining CO and eventually identify CO process activities. Another key component of this research is a survey to get validation from experts on the CO process activities in table 2.1 which often experience delays. The experts involved in the validation of activities in the CO process which often experience delays are as many as 5 people. Here are the expert data involved in the validation :

Table 3.1 Validation Expert Profile

No.	Expert Code	Gender	Last Education	Company	Position	Work Experience
1	P1	Man	Master	DKI Jakarta Provincial Government	Head of Service Division I DPMPSTP DKI Jakarta	22 years
2	P2	Man	Bachelor	Sanggrah Power Limited Company	Building Permit Consultant	21 years
3	P3	Woman	Master	DKI Jakarta Provincial Government	Head of Section for Building Execution Supervision of DKI Jakarta	13 years
4	P4	Man	Master	DKI Jakarta Provincial Government	Head of Service Section IB of DKI Jakarta DPMPSTP	12 years
5	P5	Woman	Bachelor	Agung Podomoro Land Limited Company	Legal Officer	11 years

The following figure 3.1 is a flow chart in the research process.

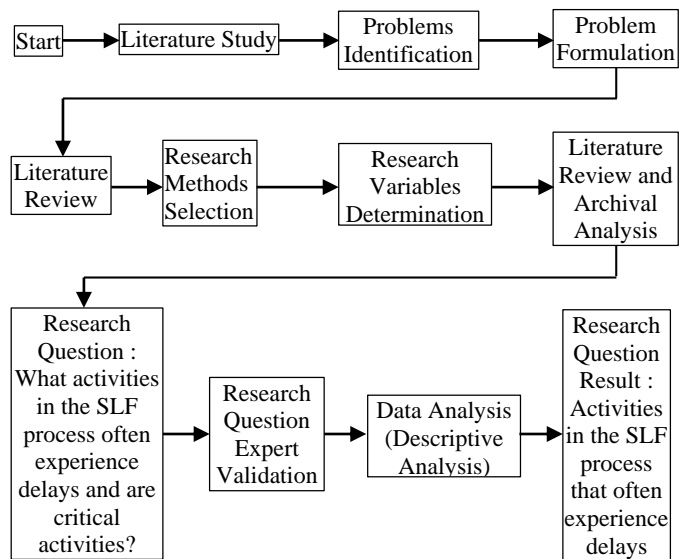


Figure 2.2 Research Process

#### IV. SURVEY RESULTS

From the survey, the activities in the CO process that often experience delays are shown in table 3.2 as follows :

Table 4.1 CO Processing Activities That Often Experience Delays

No.	CO Process Activities That Often Experience Delays
2.12	Verification of supervisory board report
2.13	Verification of the as-built architectural drawing
2.14	Verification of the as-built structural drawing
2.15	Verification of the as-built mechanical, electrical and piping drawing
2.16	Verification of basement area data
2.18	Verification of the building's ground floor area
2.20	Verification of Verifikasi the total building floor area data
<b>4</b>	<b>Evaluation of CO requirement documents against PBG/IMB and/or technical standards and building code</b>
4.1	Improvement of the conformity of the CO requirements document in accordance with the conditions on site
4.2	Evaluation : building function
4.3	Evaluation : use of space in buildings
4.4	Evaluation : utilization of space outside the building
4.5	Evaluation : the area of the ground floor of the building
4.6	Evaluation : basement area
4.7	Evaluation : total floor area of the building
4.8	Evaluation : the number of floors of the building
4.9	Evaluation : number of basement floors
4.10	Evaluation : building height
4.11	Evaluation : green area in parcels
4.12	Evaluation : building boundary distance
4.13	Evaluation : the distance from the building to the land boundary
4.14	Evaluation : distance between buildings
4.15	Evaluation : appearance of the building
4.16	Evaluation : layout in the building
4.17	Evaluation : balance, harmony and suitability with the environment
4.18	Evaluation : building structure system
4.19	Evaluation : fire hazard protection system

4.20	Evaluation : lightning protection system
4.21	Evaluation : electrical installation system
4.22	Evaluation : ventilation system
4.23	Evaluation : lighting system
4.27	Evaluation : rainwater management system
4.28	Evaluation : use of building materials
4.29	Evaluation : space for movement in buildings
4.32	Evaluation : vibration and noise conditions in buildings
4.33	Evaluation : means of horizontal connection between spaces / between buildings
4.34	Evaluation : means of vertical connection between floors
4.35	Evaluation : completeness of infrastructure and facilities for building utilization
4.36	Improvement of building conformity to PBG/IMB and/or technical standards and building code
4.37	Technical approval of building conformity to PBG/IMB and/or technical standards and building code
<b>5</b>	<b>The process of retribution and fines precedes permits for buildings non-compliance with IMB/PBG</b>
5.1	Calculation of retribution and fines precedes permits
5.4	Payment of retribution and fines precedes permits

## V. CONCLUSION

The conclusions of this study are as follows:

1. CO process activities that often experience delays are part of the verification of CO requirement documents, all evaluations of CO requirement documents for PBG/IMB and/or technical standards and building code and retribution and fines process

activities precede permits for buildings non-compliance with IMB/PBG.

2. From the results of this study, it can be continued with research on the causes of the CO process activities that often experience delays and solutions to these problems

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