

## Coronavirus Spurs More Government Entities to Move Online

Joining other entities that have moved their services online, the Ministry of Land Affairs (*Kementerian ATR-BPM*) recently issued a circular letter No. 3/SE-100.TU.03/III/2020 (“**Circular Letter**”), requiring every local land office to adjust the provision of its services with the actual condition in their respective jurisdiction.

Starting from 20 March 2020, some services such as registration and revocation (*roya*) of mortgage, land check and the issuance of a land registry certificate can be conducted online via <https://htel.atrbpn.go.id/>, while other services that require a land visit or physical interaction between the applicant and the official will be restricted or cancelled.

Although this might be a breakthrough amid the Covid-19 outbreak, it is important to note that even now, there is still a dissimilarity of service level among land offices in Indonesia in implementing land-related services.

In addition, local authorities are known to have different policies or approach with regards to physical distancing. To date, only a handful of governors have issued a decree that puts their province in a state of emergency due to Covid-19. As a result, not all land offices have closed their doors to physical service.

### Online versus Ontime

While the Circular Letter sets out the electronic procedures, the implementation will, of course, be highly dependent on the readiness of each land office to quickly shift from manual service to online. The readiness of the online system’s infrastructure and the officials have been called into question, and it is likely that there will be a potential delay.

Further, not all land offices have optimised the Ministry’s website. Most land offices in the DKI Jakarta and surrounding areas have partly implemented online-based services prior to the outbreak, but those outside of Java island have yet to adopt the online service. Another potential backlog is the insistence of some land offices in receiving physical documents, as opposed to using email or other cloud services (like Dropbox) for receiving and sending documents.

## **But Will it Work?**

Any attempt of imposing physical distance during this time, no matter how small, is appreciated. But the Circular Letter does not address the handling of services that require an in-person measurement process, such as initial land registration, extension or renewal of land title and splitting/merging of certificates. Instead, it simply states that these in-field services will be (at least, temporarily) halted.

For now, we would recommend that parties that are currently involved in or intending to conduct land-related transactions should maintain intensive communication with the relevant land officials to ensure that there is no unreasonable delay to their transactions.

## Contacts



**Yogi Sudrajat Marsono**  
Partner

D +62 21 2555 7812  
F +62 21 2555 7899  
[yogi.marsono@ahp.id](mailto:yogi.marsono@ahp.id)



**Agnes Maria E. Wardhana**  
Senior Associate

D +62 21 2555 9916  
F +62 21 2555 7899  
[agnes.wardhana@ahp.id](mailto:agnes.wardhana@ahp.id)

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## Our Regional Contacts

### RAJAH & TANN | *Singapore*

**Rajah & Tann Singapore LLP**  
T +65 6535 3600  
sg.rajahtannasia.com

### R&T SOK & HENG | *Cambodia*

**R&T Sok & Heng Law Office**  
T +855 23 963 112 / 113  
F +855 23 963 116  
kh.rajahtannasia.com

### RAJAH & TANN 立杰上海

SHANGHAI REPRESENTATIVE OFFICE | *China*

**Rajah & Tann Singapore LLP  
Shanghai Representative Office**  
T +86 21 6120 8818  
F +86 21 6120 8820  
cn.rajahtannasia.com

### ASSEGAF HAMZAH & PARTNERS | *Indonesia*

**Assegaf Hamzah & Partners**

#### Jakarta Office

T +62 21 2555 7800  
F +62 21 2555 7899

#### Surabaya Office

T +62 31 5116 4550  
F +62 31 5116 4560  
www.ahp.co.id

### RAJAH & TANN | *Lao PDR*

**Rajah & Tann (Laos) Co., Ltd.**  
T +856 21 454 239  
F +856 21 285 261  
la.rajahtannasia.com

### CHRISTOPHER & LEE ONG | *Malaysia*

**Christopher & Lee Ong**  
T +60 3 2273 1919  
F +60 3 2273 8310  
www.christopherleeong.com

### RAJAH & TANN | *Myanmar*

**Rajah & Tann Myanmar Company Limited**  
T +95 1 9345 343 / +95 1 9345 346  
F +95 1 9345 348  
mm.rajahtannasia.com

### GATMAYTAN YAP PATACSIL

GUTIERREZ & PROTACIO (C&G LAW) | *Philippines*

**Gatmaytan Yap Patacsil Gutierrez & Protacio (C&G Law)**  
T +632 8894 0377 to 79 / +632 8894 4931 to 32  
F +632 8552 1977 to 78  
www.cagatlaw.com

### RAJAH & TANN | *Thailand*

**R&T Asia (Thailand) Limited**

T +66 2 656 1991  
F +66 2 656 0833  
th.rajahtannasia.com

### RAJAH & TANN LCT LAWYERS | *Vietnam*

**Rajah & Tann LCT Lawyers**

#### Ho Chi Minh City Office

T +84 28 3821 2382 / +84 28 3821 2673  
F +84 28 3520 8206

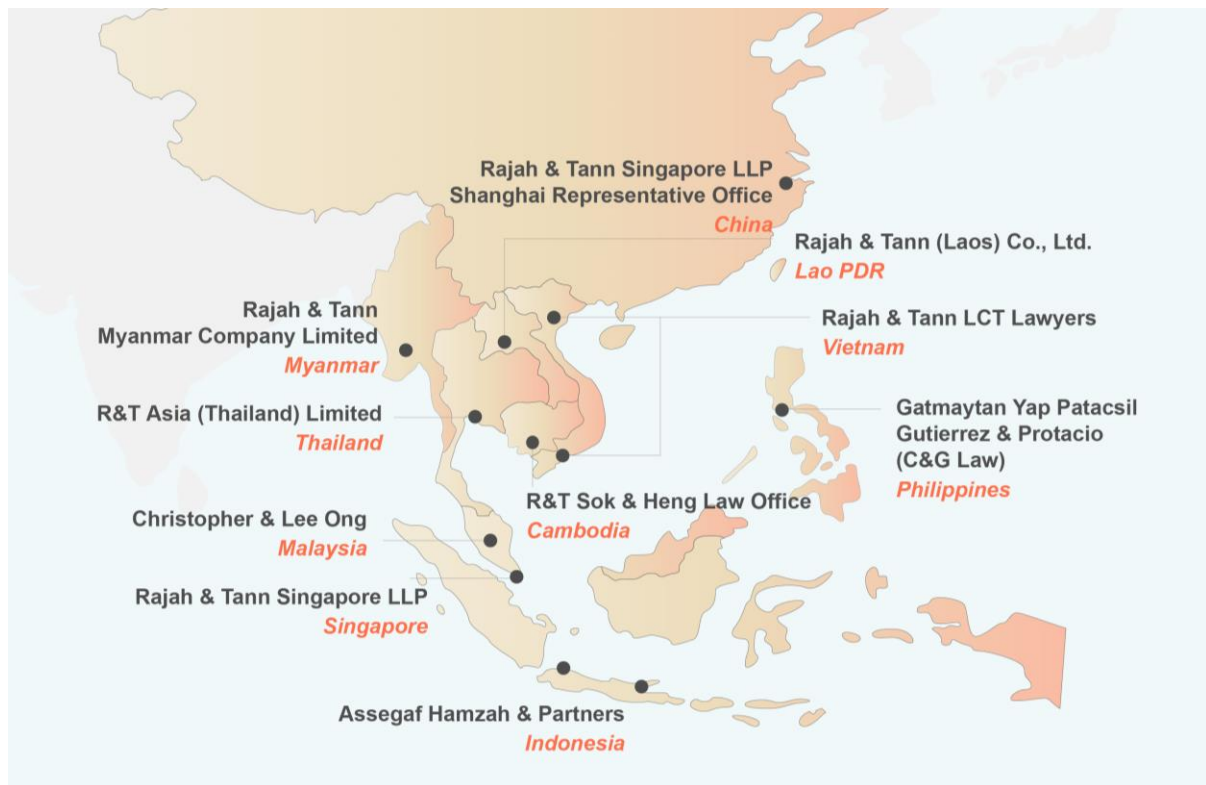
#### Hanoi Office

T +84 24 3267 6127  
F +84 24 3267 6128  
www.rajahtannlct.com

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