

**Embassy of India
Jakarta**

**Subject: Advisory for Indian Small and Medium Enterprises (SMEs)
doing/interested in doing business with Indonesian companies**

[Note: The Advisory has been issued to protect the interests of Indian Small and Medium Enterprises that intend to or are doing trade with Indonesian companies. It is intended to enhance the commercial cooperation between India and Indonesia by addressing some of the risks faced by Indian SMEs to take preventive and/or mitigating action]

The information contained in the advisory is based on trade-related problems that are periodically brought to the Embassy's attention for information, facilitation and assistance. It is meant to serve as broad guidance cataloguing some major checkpoints that could be observed by Indian companies in trade transactions with Indonesian companies to prevent possibility of problems or disputes. It does not substitute in any way the Company's own actions or responsibility in this regard.

2. Typically, the trade-related problems brought to the Embassy's attention cover the following issues:

For Export of items by Indonesian Companies:

- Supply of sub-standard goods, inferior quality;
- Refusal to send consignments on receipt of payment;
- Quantity dispute;
- Stopping communications on receipt of advance payment;
- Diversion of payment into unassociated bank accounts by third fraudulent parties by hacking into email IDs;

For Import of items by Indonesian Companies from Indian Companies:

- Refusal to make payment after taking control of consignment exported from India on some pretext;
- Non-release of Pre-Shipment Inspection Reports/Certificates in due time after departure of shipment from the Indian port entailing demurrage on arrival at port in Indonesia;
- Non-compliance of the Contractual provision to release part-payment by citing additional documentation. Mostly these are made with an intention to deliberately delay the payment till such time that the cargo reaches the Indonesian Port and starts accumulating demurrage which is then used as a bargaining ground by the Indonesian buyer.

3. Accordingly, Indian companies are advised to take due precaution while engaging in business transactions, particularly when dealing with new or unfamiliar companies. The Embassy has brought out a list of DOs and DON'Ts recommended for Indian companies interested in doing business with Indonesian companies. It is, however, not an exhaustive list of measures or options.

The list of DOs and DON'Ts is as follows:

DOs

- i. Indian companies are requested to check the credibility of the Indonesian Company. Many a times complaints have been registered online against such fraud companies by other affected parties;
- ii. Before signing a contract, obtain a copy of the Registration of the Indonesian importer/exporter with Ministry of Law and Human Rights and verify the same on their website <http://www.wipo.int/branddb/id/en/> ;
- iii. Indian companies should insist on the copies of the passport/national identity card issued by Indonesian Government, of the representatives of the Indonesian company with whom the Indian Company is interacting. This would help to track down the defaulting Indonesian Party in case they go absconding;
- iv. Site visits may be considered for large transactions. Take photos of the company and the factory during such visit; Check whether products are produced by the company and whether the packages belong to the target company;
- v. Payment with Letter of Credit (L/C) is recommended, especially when the contract object is of a high value; alternatively, both the parties should operate through 'Bank guarantee' route. There have been instances where the importer had delayed payment due on shipping of goods under the pretext of delayed banking procedure for transfer such that the consignment reached the Indonesian Port even as due payment was not made by the importer. Such situation can lead to demurrage and detention charges which would be at the behest of the exporter and hence the need of relying on LC, as a standard template.
- vi. Contracts entered with Indonesian companies need to have arbitration clause and proof of existence (company registration document). The contract should be in English. In case of imports, the Indian company in consultation with the Indonesian company could include a clause in the contract which provides for release of LC only after verification of quality and quantity of goods by an internationally accredited inspection agency at destination port;

- vii. Quality / Quantity of any product to be imported from Indonesia to be physically certified by the Indian company either by visiting Indonesia or by appointing an agency;
- viii. Physical inspection of the goods to be carried out by the importing company at the point of loading in Indonesia would act as an added safeguard;
- ix. Exporters or importers for a particular commodity or service can also be accessed by sending trade queries to the Embassy of India, Jakarta and the Consulate General of India in Bali and Medan. Details can be obtained on the websites (Embassy of India, Jakarta-<http://www.indianembassyjakarta.in>; Consulate General of India, Bali-<http://www.cgibali.gov.in> ; Consulate General of India, Medan-<http://www.cgimedan.in>);
- x. Check the e-mail id of the dealing foreign company, whether Indonesia-based or third country-based, every time a correspondence is made. For fund transfer, Indian Company must ensure that its bank account is properly communicated to the foreign company through different modes of communications (fax, courier) and not through e-mail only. Whatsapp & SMS could provide additional check;
- xi. For export of any product from India, the Indian exporter must ensure that all the procedural formalities as per Indonesian rules and regulations are carried out. If any Pre-Shipment Inspection (PSI) is required to be carried out by any Indonesian Government-authorised agency and the relevant certificate needs to be submitted for clearance of the cargo at any Indonesian port that must be obtained before the vessel leaves Indian port. Otherwise the ship may be stuck at the Indonesian port and the Indian exporter may accumulate demurrage. It may be mentioned that as per Article 30 of Ministry of Finance Regulation No. 178/PMK.04/2019 dated 28 Nov 2019 if a cargo/consignment is not cleared within 2 months of arrival, it will be declared as State Property.
- xii. Check the list of “Indonesian Companies involved in trade disputes with Indian companies from 2015 to 2020” which is attached herewith as Annexure.

DON'Ts

- i. Transacting with any company from a B2B platform would require additional safeguards. Some B2B sites offer products at lower rates which act as an attraction. These websites could be avoided unless one has clearly identified the owners and other relevant details of such websites;
- ii. An Indonesian B2B site which is just in English and has no Indonesian version should be carefully investigated. Every website in Indonesia is inevitably in Bahasa Indonesia and sometimes, has an English version. A site only in English with no Indonesian version could be a fraud;

- iii. Advance payment through bank transfer may be discouraged; unless the credibility of the supplier is proved beyond reasonable doubt;
- iv. Never trust email communications while confirming bank details. Always supplement it with communication through fax/courier;
- v. Do not release balance payment if not sure of the quality and quantity of the product. Letter of Credit should be opened with the provision of honoring it on inspection of in-bound cargo at the Indian port and not on placement of Bill of Lading only. If B/L placement is the norm, presence of a Company representative from Indonesian Company may be insisted upon at the time of inspection of the cargo at the Indian port, especially, if the bulk or value of the consignment is large;

4. All the trade-related queries/complaints/grievances may be addressed to the ASO (Economic & Commerce), Embassy of India, Jakarta at attcom.jakarta@mea.gov.in or to the CG in CGI, Bali/Medan. Names of provinces/regions under the respective jurisdiction is available on our websites (Embassy of India, Jakarta- <http://www.indianembassyjakarta.gov.in>; Consulate General of India, Bali- <http://www.cgibali.gov.in>; Consulate General of India, Medan-<http://www.cgimedan.in>)

DISCLAIMER: The above information is suggestive in nature and Embassy shall not be deemed responsible for any legal disputes arising out of it. In case of any suggestion and alteration to the above advisory, these may be mailed to the Counsellor (Economic & Commerce), Embassy of India, Jakarta at com.jakarta@mea.gov.in .

List of Indonesian companies involved in trade dispute with Indian companies

2015

1. Mr. David W. Gani, Indonesia
2. PT Sarriwangi A.E.A., Indonesia
3. CV. Sahara Indonesia
4. Progress Star International Ltd. Hong Kong(Intermediary), PT Jasindo Lintastane, Indonesia, PT Century Metalindo, Indonesia
5. PT Multi Star Indonesia and Royal Exotic Indonesia
6. PT Delta Suplindo Internusa, Indonesia
7. C.V. Victory Jaya, Indonesia
8. PT Kairos Tritungal, Indonesia
9. Mr. Dharmarajan, Indonesia
10. KVS Group, Indonesia

2016

1. C.V. Jaya Abadi Latexindo, Surabaya, Indonesia
2. P.T. Nielsen, Indonesia
3. CV Rich Trinity, Indonesia
4. CV Nata Utama, Indonesia
5. PT Swastika International, Indonesia
6. M/s Korin Buana Antarmusa, Indonesia
7. CV Ratu Sejatera Mandiri, Indonesia
8. Mulayani Medical, Bali, Indonesia

2017

1. Mr. Hanifi, Medan, Sumatra, Indonesia
2. CV Rich Trinity, Indonesia
3. M/s Eliadamaira.com, Medan, Sumatra, Indonesia
4. Indonesian company Electrical Techno
5. PT Intan Giri Abadi, Indonesia
6. PT Prolimus, Indonesia
7. Wudy Wiaya Litandy, West Java, Indonesia
8. PT Sari Makmur Tunggal Mandiri, Medan, Indonesia
9. CV Adhi Segara, Pontianac, Indonesia
10. PT Warna Unggul, Jakarta

2018

1. CV Barlan's
Jl. Rungkut Menanggal Harapan GA/17
Surabaya, Indonesia
2. Office Max Central, Indonesia
3. PT. SKMP International
The City Tower 12th Floor
Unit 1N
Jl MH Thamrin No. 81
Kel Mentent, KEC Menteng
Jakarta Pusat 10310
4. Jakarta Business Event (JAKBE)
By IHWANUDDIN Group
Jl. RC Veteran 1-1
Bintaro Pesanggrahan
Jakarta Selatan 12330
DKI Jakarta
5. Star Laboratories
Kapas Kranpung 135
Surabaya
6. PT. Printhead Global
Jl. Jend. Sudirman
No. 45 A Padang
Sumatra
7. PT. Dua Putra Rajawali
8. M/s HCIL-Adhikarya-ARSS (JV)
Jl. Raya Pasar Minggu KM 18
Indonesia
9. Wilson Intraco
Duta Harapan Indah RR 21
Jabodetabek, Jakarta
10. PT. Sanichem Tunggal Pertiwi
Ruko Modern Block AR No. 10
Jl. Jenderal Sudirman RT. 04/07
Babakan-Tangerang, Indonesia

11. Ms. Vinna Ho, Indonesia
12. CV Mekar Indah
Jl. Wonorejo IV NO 74
Surabaya
13. PT. Excellence Qualities Yarn
Jl. Embong Trengguli No. 20
Surabaya - 60271
14. PT Grasse Arum Lestari and Multiguna Gemilang,
Indonesia
15. 24.PT. Kharisma Pelita Abadi,
Jl. Biak No. 14, Roxi,
Jakarta 10150
16. Sri Harjanti
PT. Mahadhika Jaya Sentosa
Jalan Strio Wibowo II No. 4 RW. 08
Tlongosari Kulon
Kec Pedurungan Kota Samarang
17. PT. Kharisma Guntur Sejati
Pergudangan Prima Center I
Blok I-12
Jl.Pesing Poglar eks Pool PPD
Kedaung Kali Angke
Cengkareng
Jakarta 11710
18. Mr. Paul
Bank account name is YANA
Websites: <http://paramotorengine.com/>
<http://paramotors-glider.com/9-Trikes>
<http://paramotorengine.com/>
<http://www.paramotoraviation.com/products.php?product=FLY-Products-Eco-2>
19. CV. Agri Mulia Jaya Bahtera
GlagahLor. Tamanan Banguntapan 55781, Bantul,
Yogyakarta, Indonesia
20. Mr. Yulius
JI Rasau Jaya RT 002/004
Pontianak, Indonesia

21. Bakrie Telecom (Now bankrupt)
22. PT Bright Impex
 Komplek Pergudangan SMB (Solusi Maju Bersama)
 Block B-21, RT 12/RW 03, Desa Cangkir
 Kecamatan Driyorejo, Kabupaten Gresik 61177
 Surabaya
23. PT. Dove Industries Indonesia
 Kupang Indah 17 No. 21
 Surabaya 60225 Indonesia
 Tel/Fax : +62 31 7314944
24. CV Jasa Abadi Musara
 Ruko Jl Sunter Garden Block C 15 No. 3B
 Sunter Agung
 Jakarta

2019

S.No.	Indonesian Company
1.	<p>PT Haldin Pacific Semesta Contact Person : Ms. Alisiahbana Haliman, CEO Address : Jl. Irian V Blok MM2 Cibitung Industrial Town MM2100 Bekasi 17520 – West Java Phone/Fax : +62 21 8998 1788/+62 21 8998 1789 Mobile : +62 812 1990 2883 E-mail : ali.haliman@haldin-natural.com; naasa.riandji@haldin-natural.com; andry@haldin-natural.com</p>
2.	<p>PT. Indo Devata Samudera Contact Person : Ms. Novita Srinati Pandiangan Address : Taman Rasuna Office park Lot FO-05, Jl. Rasun Said, Kuningan, Jakarta Phone/Fax : +62 21 83786341/+62 21 83786343 E-mail : info@indodevtasamudera.com Website : www.indodevtasamudera.com</p>
3.	<p>CV Agri Mulia Jaya Bahtera Contact Person : Mr. Tri Kurniawan Address : Jl. Perwakilan No. 11 Wates Kulon Progo Yogyakarta Phone/Fax : +62 274 9494 997/+62 274 9494 996 Mobile : +62 8951 2672 229 E-mail : agrimuliyajayabahtera@yahoo.com</p>

4.	<p>Willson Intraco</p> <p>Contact Person : Mr. William Soemawan Address : Asoka GG Garuda No. 7, Indonesia 20133 Contact No. : +62 82274441680 Bank Details : A/c Name : Willson Intraco A/c Number : 80410002565 Bank : PT Bank Nationalobu TBK (Nobu Bank) Swift : NOBUIDJA Intermediary bank : OCBC Singapore</p>
5.	<p>PT. Gununt Timur Sejahtera</p> <p>Address : Jl. Permata E RT.003/RW.01626, Jakarta Phone/Fax : +62 21 5698 2978/+62 21 56982979</p>
6.	<p>PT. Sinar Mutiara Trading</p> <p>Ds Miru Kec Sekaran Kab Lamongan, Jawa Timur Mobile : +6282234012282/+6281219480916 E-mail : ninik@sinarmutiaratrading.com</p>
7.	<p>CV Sakaei, Surabaya</p> <p>Contact Person ; Ms Vinna (Director of the company)/ Mr. Nitin Bansal (Representative of M/s Commodities India Private Limited, Export broking company) Address : Jl. Tanjung Sadari No. 46 RT.001 RW.007, Kel Perak Bara, Kec. Krembangan, Surabaya Warehouse : Tambak Langon 32, Surabaya – 60184 Mobile : +62 811 1111 081/+62 815 5022 446/+62816817788</p>
8.	<p>Jessica Hutabarat, Sumatra</p> <p>Contact Person : Mr. Anthony Harun/Mr. Steev Address : Jl Kol Yos Sudarso, No. 382 DEF, Medan 20239, Sumatera Utara Phone : +620616641420 E-mail : info@jessicahutabarat.com Website : http://www.jessicahutabarat.com</p>
9.	<p>PT The First National Glassware (declared bankrupt)</p> <p>Contact person : Mr. Wahyu Hanafi, Director Address : Jakarta Industrial Estate Pulogadung, Jl Pulo Lentut No. 11, Pulogadung, Jakarta Timur – 13920 Phone/Fax : +6221 4609135/+6221 4609141, 4609142 E-mail : cs@fng.co.id</p>
10.	<p>PT Green Creast Resources</p> <p>Contact Person : Mr. Pratik M. Desai, Chairman Address : Jl Jend Sudirman, Block K1 No. 9, Ruko Bandar, Balikpapan-Kalimantan Timur 76112</p>

	<p>Phone : +62 542 876042 E-mail : epci@ptgcr.com</p>
11.	<p>PT. Bright Impex, Surabaya (4 complaints received in 2019 against this company) Contact Person : Mr. Suhas Shedge Address : Komplek Pergudangan SMB, Block B-21, RT 12/RW 03, Desa Cangkir, Kecamatan Driyorejo, Kabupaten Gresik 61177, East Java Phone/Fax : +62 31 99026121 E-mail : saitugre8@yahoo.com</p>
12.	<p>PT. Supra Aluminium Industrial Contact Person : Mr. Budi/Ms. Tia Address : Jl. Raya Kasri No. 146, Pandaan-Pasuruan East Java 67156 Mobile : +62 838 7819 3373(Mr. Budi)/+62 823 3774 0408(Ms. Tia) E-mail : budi@supra-aluminium.co.id/tia@supra-aluminium.co.id</p>
13.	<p>PT. Putra Alam Trisemesta Contact Person : Mr. Thomas G. Goh Address : Marina Raya Boulevard, Unit H No. 76, Rukan Cordoba Complex, Pantai Indah Kapuk, Jakarta 14470 Phone : +6221 3973 8371 Mobile : +62 812 8371 8888 E-mail : pt.putralamtrisemesta@gmail.com; info@ptpat.id Website : www.ptpat.id</p>
14.	<p>PT. Matra Mandiri Prima Contact Person : Mr. Jackson Tandiono, CEO Mr. Bugi Setiawan, Finance Head Mr. Ronald Sibarani, Business Development Head Address : Graha Mas Fatmawati Blok B/10 Jl. RS. Fatmawati No. 39, Kel Cipete Utara Kebayoran baru Jakarta Selatan -12150 Phone/Fax : 021 8686 3334/021-8686 3339 E-mail : jtandiono@gmail.com; bugi.setiawan@mmp-group.co.id; Ronald.sibarani@gmail.com Website : www.mmo-group.co.id</p>
15.	<p>PT. Gloria Persada Sejahtera (2 complaints) Contact Person : Mr. Manik (Owner/Exporter) Address : Jl. Antilop Raya Ruko Pasar Bersih No. K-6, Jababeka II Industrial Estate, Cikarang, Bekasi Phone : +62 21 29453645 Mobile : +62 813 1558 6849 E-mail : fanny-manik02@yahoo.com</p>

	<p>Following are also involved:</p> <p>Mr. Sunny Kapoor (Agent) - +62816 15811938</p> <p>Ms. Farida - +62823 7833 5008</p>
16.	<p>PT. Produk Dig Bornero, Pontianak (2 complaints)</p> <p>Contact Person : Mr. Gurusave</p> <p>Address : Jl. Uray Bawadi Gg. Suditrisno, Kom. Pondok Indah, No. 5A, Pontianak Kota, Indonesia</p> <p>Mobile : +62 821 1182 4444</p> <p>E-mail : dcpproducts@gmail.com</p>
17.	<p>PT. Amir Nusantara Pratama</p> <p>Contact person : Mr. Amir Ahmad, Director</p> <p>Address : PT. Amir Nusantara Pratama, Mall Mangga Dua Square, Lt 2 Block B, Po 39 Jl Gunung Sahari Raya No. 1, Jakarta</p> <p>Phone : +62 21 22683622/+62 21 22683362</p> <p>E-mail : ptamirnusantara@gmail.com</p>
19.	<p>Nurkia Marpaung, Indonesia</p> <p>Address : Jl Sudirman Kav II, Rsuna Empire Building, Jakarta 10440</p> <p>Phone : +62 821 2265 3699</p> <p>Website : www.opthalmetry.com</p> <p>Ophthalmetry Ltd, Singapore</p> <p>Address : 212 Orchard Turn, 238801, Singapore</p> <p>Phone : +65 62001301234</p> <p>E-mail : sales@opthalmetry.com</p> <p>Website : www.opthalmetry.com</p>
20.	<p>PT. Harsonu Indonesia</p> <p>Address : Ruko Metro Sunter Block A1 No. 15, Kel. Papanggo, Kec. Tj. Priok, Jakarta – 14340</p> <p>Tel/Fax : +62 21 29461375</p> <p>E-mail : ptharsonu@yahoo.com</p>
21.	<p>PT. Indo Morida Jaya</p> <p>Contact Person : Ms. Rita Lestari/Mr. Idris</p> <p>Address : The Manhattan Square, Mid Tower, Lantai 12, Unit C-F, Jl. TB. Simatupang, Kav.1-S, Jakarta Selatan</p> <p>Mobile : +62 81225449195/+6281358288800</p>
22.	<p>PT. SKMP Internasional Indonesia, Jakarta</p> <p>Contact Person : Mr. Kazi Najjiroddin (Sadik)</p> <p>Address : The City Tower Level 12-1N Jl. MH Thamrin No. 81, Menteng, Jakarta Pusat 10310, DKI Jakarta</p>

2020

1.	<p>CV Femarse Intl Mulia Contact Person : Mr. Paul Address : Jl. 1 Gusti Ngurah Rai, No. 32, Cipinang Muara – Jatinegara, Jakarta Timur – 13420 Tel : +62 21 85902777 Mobile No. : +62 812 1316 7058 E-mail : pht185@gmail.com</p>
2.	<p>PT. Queclass Indonesia Contact Person : Mr. Putut Hari Prabowo and Ms. Reshma Devi, PT. Anugerah Samudra Biru E-Mail : reshma.indo@anugrahsamudrabiru.com; putut.indo@anugrahsamudrabiru.com; infopututasb@gmail.com;</p>
3.	<p>PT. Brilliant Persada Address: The City Tower Bldg., 12th Floor, Unit 1-N, Jl. mh. Thamrin No. 81, Menteng, Jakarta Pusat – 10310 Tel/Fax : +6221 4205156/ 4243967</p>
4.	<p>PT. Rakayasa Industri Contact Person : Mr. Asep Sukma Ibrada, Finance Director Address : Jalan Kalibata Timur I 36, Jakarta 12740 Tel : +6221 7988700/2365 (Mr. Hertiana)</p>
5.	<p>PT. Mitra Tiga Sepakat Contact Person : Mr. Mario Dharma (Owner) Mr. Vincent (Sales Person) Address : Komplek Perguangan Taman Tekno BSD, Sektor XI blok H8 No. 5 Kel Setu Kec Setu Kota Tangerang, Selatan, 15314 Tel : +62 81213599931(Mr. Mario Dharma) / +62 8118504980 (Mr. Vincent)</p>
6.	<p>PT. Synergy Brunindo International Indonesia Contact Person : Mr David B Tel : 6281384901217 /+6281513510690 E-mail : dbs.15.free@gmail.com</p>
7.	<p>PT. Mynolex Resindo (2 complaints) Contact Person : Mr. Hassan Address : JL Raya Anyer 13, Ciwandan Cilegon, Banten, 42447, Indonesia Website : www.mynolex-resindo.co.id Youtube : Mynolex Resindo</p> <p>Agent of PT Mynolex Resindo : TININDO Sdn Bhd Smelter, Mining & Distributor Contact Person : Mr. Johnson, Country Manager</p>

	<p>Address :10 Jalan P. Ramlee., 7th Floor, Lot 7C, UBN Tower , Kuala Lumpur, Malaysia 50250 Tel/Fax : +60 3 2022 1000 / +60 3 2022 0566 Mobile : +6012 511 9546 I WA : +6012 511 9546</p>
8.	<p>Mr. Mahmud Sidi Muhammad E-Mail : mmamuy@gmail.com</p>
9.	<p>TOMY Address : Jln.Bintan No.295C, Dumai 28811, Kepri, Indonesia Website : https://tomy.co.id</p>
10.	<p>UD. Star Laboratories, Surabaya (2nd complaint. Earlier complaint in 2018) Address : C15 indah, pergudangan mutiara, Margomulyo, Surabaya, Indonesia E-mail : hartobudi@hotmail.com</p>
11.	<p>PT Rekayasa Industri Contact Person : Mr. Hertiana, Proc Department/ Mr. Asep Sukma Ibrada, Finance Director Address : Jl. Kalibata Timur I 36, Jakarta 12740 Tel : (021) 7988700 ext 2365</p>
12.	<p>PT. Maxindo Mitra Perkasa Contact person : Mr. Donnie Address : Jl. Merak No. 11A Binjai, Sumatera Utara - 20733 Tel : +62 812-8730-0682, 061-42362454 Email: maxindomp@gmail.com</p>
13.	<p>Persada Nusantara Corporation Pte Ltd Contact Person : Mr. Augustino and Mr. Muhamad Address : 8 Burn Road, # 08-02 Trivex, Singapore-369977 Tel : +65 563390111 Mobile : +6597155275 E-mail : augustino.btpn@gmail.com; pnc.adm@gmail.com; mohamad.syaerof184@gmail.com; wirasemesta@gmail.com</p>
14.	<p>Muji Mulyono, Yogyakarta Contact Person : Mr. Zaid Zein Address : Jl. Perwakilan No. 11 Wates, Kolonprogo, Yogyakarta Tel/Fax : +622747879899 Whatsapp : +6289512672229</p>