

## CHAPTER V

### Conclusions and suggestions

#### A. Conclusions

Based on the analysis and discussion presented in this legal paper, the author draws the following conclusions:

- 1) The dispute between PT PLN (Persero) and Bambang Syamsuzar Oyong reflects the importance of balancing the rights and obligations of consumers and business actors in the provision of public services, particularly electricity. On the one hand, PT PLN (Persero) has implemented steps in accordance with the technical findings of its P2TL activities. However, on the other hand, consumer protection as stipulated in Article 4 (a) and Article 4 (b) of Law Number 8 of 1999 concerning Consumer Protection, particularly regarding convenience and access to clear information, is still perceived as not being fully met. The inconsistent application of the principle of reversal of the burden of proof in general courts indicates that consumer dispute resolution mechanisms still need strengthening; thus, the consumer dispute resolution process still does not fully provide balanced legal protection for business actors and consumers.
- 2) The case between PT PLN (Persero) and Bambang Syamsuzar Oyong demonstrates the importance of aligning consumer protection with fair dispute resolution mechanisms. Although legal remedies have been pursued through both litigation and non-litigation channels, the implementation of consumer protection principles, particularly the reversal of the burden of proof, has not been optimal. This indicates the need for regulatory reform to ensure that the rights and obligations of both parties can be enforced equitably.

#### B. Suggestions

Based on the author's analysis, several recommendations are drawn, namely:

- 1) To create a fair and balanced relationship between businesses and consumers, PT PLN (Persero) needs to continuously improve the quality of its services by paying attention to consumer rights, particularly regarding information transparency and the implementation of sanctions. Consumers also need to improve their legal understanding of their rights and obligations when using electricity services. Synergy between service providers and consumers is required through open communication, ongoing education, and fair and accountable dispute resolution mechanisms to achieve effective and equitable consumer protection.
- 2) To achieve optimal consumer protection, the Consumer Protection Law needs to be updated with clearer procedural regulations, including the application of the principle of reversal of the burden of proof. Judicial institutions are expected to give greater consideration to the aspect of justice in consumer disputes. Furthermore, businesses, such as PT PLN (Persero), are advised to increase transparency and provide consumers with a fair opportunity to provide evidence. Meanwhile, consumers also need to understand and actively exercise their rights through available resolution mechanisms.