

YLKI FGD: UPNVJ Faculty of Law Highlights Consumer Protection in the Solar Power Plant One-Stop Shop Platform

Thursday, 16 April 2026 14:05 WIB



Public Relations of UPNVJ - The Faculty of Law of the Veteran National Development University (UPNVJ) Jakarta emphasized the importance of strengthening complaint and dispute resolution mechanisms in the development of a one-stop shop platform for solar power plants (PLTS). This affirmation was conveyed by Dr. Muthia Sakti, SH, MH, Coordinator of the Undergraduate Law Study Program of the UPNVJ Law Faculty, during a Focus Group Discussion (FGD) organized by the Indonesian Consumers Foundation (YLKI) at the Akmani Hotel, Central Jakarta, Wednesday, April 15, 2026.

The forum brought together various stakeholders, including government officials, state-owned enterprises in the energy sector, financial authorities, consumer protection agencies, business actors, associations, civil society organizations, and academics. At the forum, the Faculty of Law (FH) of UPNVJ highlighted that the development of a one-stop shop platform for solar power plants (PLTS) should not only serve as an information center but also be designed to address real consumer needs.

According to Muthia, the platform needs to take a complementary position to government information channels. She believes the platform shouldn't repeat normative information already available on various official websites, but rather should act as a platform that puts consumers at the center of the service.

One of the strategic functions highlighted is the platform's role as a "regulatory translator." Through this function, various legal provisions, policies, and technical procedures related to solar power plants can be simplified into information that is easier for the public to understand. This way, consumers not only gain access to information but also understand the practical consequences of each regulation regarding the use of solar power plants.

Furthermore, Muthia emphasized the importance of developing a platform as an early complaint channel. This mechanism is considered to provide faster, simpler, and more targeted access for consumers to submit complaints before resorting to more formal dispute resolution processes.

From a consumer protection perspective, this need is relevant because the potential for disputes in solar power plant services is significant. Disputes can arise, among other things, due to inconsistencies in information, substandard installation quality, or contract implementation that leads to differing interpretations. In such circumstances, consumers often face obstacles in understanding their rights and accessing available dispute resolution channels.

Muthia emphasized that access to complaints and dispute resolution is a crucial part of consumer protection. Therefore, a one-stop shop solar power plant platform should ideally not only serve an educational purpose but also bridge consumers' needs for responsive complaint services connected to clear dispute resolution mechanisms.

He also sees ample scope for collaboration between platform managers and universities. This involvement can be realized through the development and validation of scientifically based content, the development of analytical features, and legal studies on consumer protection and dispute resolution. This collaboration is crucial for maintaining objectivity, strengthening credibility, and ensuring platform development is data-driven and meets real-world needs.

This perspective aligns with UPNVJ's commitment to fostering scientific contributions that directly impact society. Through the involvement of Faculty of Law academics in energy transition and consumer protection issues, UPNVJ affirms its role as a university that not only generates ideas but also helps oversee the delivery of fairer, more accessible, and more community-focused public service governance.

Export tanggal : Thursday, 16 April 2026 Pukul 23:50:16 WIB.

Exported dari [<https://www.upnvj.ac.id/en/berita/2026/04/fgd-ylki-fh-upnvj-highlights-consumer-protection-in-plts-one-stop-shop-platform.html>
(<https://www.upnvj.ac.id/en/berita/2026/04/fgd-ylki-fh-upnvj-highlights-consumer-protection-in-plts-one-stop-shop-platform.html>)]
