

UPAYA PERLINDUNGAN KONSUMEN YANG DILAKUKAN BPSK DALAM KASUS DUGAAN PENCURIAN ARUS LISTRIK DI KOTA PADANG

Fabiola Nanda Kasuma¹, As Suhaiti Arief¹, Elyana Novira¹.
¹Prodi Ilmu Hukum, Fakultas Hukum, Universitas Bung Hatta
Dosen Fakultas Hukum Universitas Bung Hatta
Email : fabiolananda12@gmail.com

ABSTRACT

PT. State Electricity Company (Persero) which is a State Owned Company State (BUMN) which is responsible for providing electricity services to the community, the provision of services is often not optimal thus detrimental to consumers. In solving these problem can report to BPSK to resolve the problem. Formulas problems: 1) What is reason for the consumers suing PT PLN to BPSK Kota Padang? 2) How is the dispute resolution process by BPSK between consumers who suspected of having committed electricity theft with business actors? 3) What is the role of the Padang city BPSK in providing protection law against consumers who are disadvantaged due to the withdrawal of electricity by business actors unilaterally? This type of research is sociological law, sources data are primary data and secondary data, data collection the techniques with interview and document study, data were analyzed qualitatively. Conclusion of result research: 1) Consumers feel disadvantaged by PT PLN for neglecting consumer rights. 2) Settlement of consumer disputes by means of arbitration in order consumers and business actors are not mutually disadvantaged. 3) Take into account the lawsuit filed by the consumers and the consumers claim is granted.

Keywords: BPSK, Business Actors, Legal Protection