

**PENYELESAIAN SENGKETA KONSUMEN MELALUI KONSILIASI  
PADA BADAN PENYELESAIAN SENGKETA KONSUMEN  
DI KOTA PADANG**

**Susanti Delima Putri<sup>1)</sup>, Zarfinal<sup>1)</sup>**

1) Prodi Ilmu Hukum, Fakultas Hukum, Universitas Bung Hatta  
Email: [susantidelimaputri02@gmail.com](mailto:susantidelimaputri02@gmail.com)

**ABSTRAK**

Konsiliasi adalah proses penyelesaian sengketa konsumen di luar pengadilan melalui BPSK untuk mempertemukan para pihak bersengketa, dan penyelesaiannya diserahkan kepada para pihak. Rumusan masalah: 1. Bagaimanakah proses penyelesaian sengketa konsumen dengan cara konsiliasi di Badan Penyelesaian Sengketa Konsumen (BPSK) Kota Padang perkara Nomor 26/P3K/VI/2021? 2. Bagaimanakah upaya konsumen dalam mempertahankan haknya di Badan Penyelesaian Sengketa Konsumen (BPSK) Kota Padang perkara Nomor 26/P3K/VI/2021? 3. Bagaimanakah pelaksanaan putusan konsiliasi di Badan Penyelesaian Sengketa Konsumen (BPSK) Kota Padang perkara Nomor 26/P3K/VI/2021?. Metode penelitian yuridis sosiologis menggunakan data primer dan sekunder dianalisa melalui kualitatif. Simpulan: 1. Proses Penyelesaian Sengketa Konsumen Dengan Cara Konsiliasi di BPSK yaitu a) Sidang konfirmasi gugatan yang telah ditetapkan hari Senin tanggal 21 Juni 2021. Setelah BPSK mendapatkan penjelasan dari para pihak maka majelis BPSK memerintahkan kepada para pihak untuk bernegosiasi di luar BPSK. Pada persidangan lanjutan majelis BPSK memerintahkan pada pihak untuk membuat kesepakatan bahwa Bank Mandiri akan menunda proses lelang selama 60 (enam) hari terhitung tanggal 23 Juni 2021. Hari Senin tanggal 12 Juli 2021 pihak penggugat membuat surat pernyataan yang menyatakan masalah pengaduan penggugat ke BPSK terhadap Bank Mandiri telah selesai. 2. Upaya Konsumen Dalam Mempertahankan Haknya di BPSK yaitu penggugat melakukan permohonan kepada BPSK supaya sengketa dapat diselesaikan. 3. Pelaksanaan Putusan konsiliasi oleh BPSK dilakukan berdasarkan bukti-bukti serta keterangan dalam fakta persidangan yang disampaikan penggugat dengan tergugat.

**Kata Kunci : Perlindungan Konsumen, Konsiliasi dan BPSK.**

# CONSUMER DISPUTE SETTLEMENT THROUGH CONCILIATION WITH THE CONSUMER DISPUTE SETTLEMENT AGENCY IN PADANG CITY

Susanti Delima Putri<sup>1)</sup>, Zarfinal<sup>1)</sup>

1) Law Studies Study Program, Faculty of Law, Bung Hatta University  
Email: [susantidelimaputri02@gmail.com](mailto:susantidelimaputri02@gmail.com)

## ABSTRACT

Conciliation is the process of resolving consumer disputes out of court through BPSK to bring together the disputing parties, and the settlement is left to the parties. Problem formulation: 1. How is the consumer dispute resolution process by conciliation at the Padang City Consumer Dispute Resolution Agency (BPSK) case Number 26/P3K/VI/2021? 2. What are the efforts of consumers in defending their rights at the Consumer Dispute Settlement Agency (BPSK) of Padang City case Number 26/P3K/VI/2021? 3. How is the implementation of the conciliation decision at the Consumer Dispute Settlement Agency (BPSK) of Padang City case Number 26/P3K/VI/2021?. The sociological juridical research method uses primary and secondary data which is analyzed qualitatively. Conclusions: 1. Consumer Dispute Settlement Process By Conciliation at BPSK, namely a) Claim confirmation trial which has been set for Monday, June 21, 2021. After BPSK has received an explanation from the parties, the BPSK assembly ordered the parties to negotiate outside BPSK. At a follow-up hearing, the BPSK assembly ordered the parties to make an agreement that Bank Mandiri would postpone the auction process for 60 (six) days from June 23, 2021. On Monday, July 12, 2021, the plaintiff made a statement stating the problem of the plaintiff's complaint to BPSK against the Bank. Independent is complete. 2. Consumers' Efforts in Defending Their Rights at BPSK, namely the plaintiff submits an application to BPSK so that the dispute can be resolved. 3. The implementation of the conciliation decision by BPSK is carried out based on the evidence and information in the facts of the trial submitted by the plaintiff and the defendant.

**Keywords: Consumer Protection, Conciliation and BPSK.**