



Caring for
your world.

Your
relocation
guide to
Indonesia



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TELEPHONE:	Country code (62) + Area code
STANDARD TIME:	GMT + 6 hours
WEIGHTS & MEASURES:	Metric
ELECTRICITY:	220v 50Hz
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PUBLIC HOLIDAYS:	Jan 1, 2, 28, Mar 28, Apr 14, 24, May 1, 11, 25 Jun 1, 25 – 30, Aug 17, Sept 1, 21, Dec 1, 25, 26
OFFICE HOURS:	0800-1600 Mon - Fri
BANK HOURS:	0800-1200 Mon - Fri 0800-1100 Sat
EMERGENCY TELEPHONE NUMBERS:	119 – Ambulance 110 – Police 113 – Fire
UK EMBASSY:	British Embassy Jalan M H Thamrin 75 Jakarta 10310 Tel: 21315 6264 Fax: 21315 4061
TOURIST & TRAVEL INFORMATION:	Jl. Kramat Raya 81, PO Box 409, Jkt 10450 Tel: 310 63117 Fax: 310 1146
INDONESIAN EMBASSY IN LONDON:	38 Grosvenor Square London W1K 2HW Tel: 020 7499 7661 Fax: 020 7491 4993

To the best of our knowledge, the following documentation is required to import household and personal effects into Indonesia. However, it is advisable to check with the authorities that documentation is in order, prior to despatch.

Household Goods (Foreigners)

Documents required:

- Client's original passport with arrival stamp
- Client's original residence permit (KITAS card)
- Original work permit (IMTA)
- Client's copy residence online certificate (ITAS)
- Authorisation letter with duty stamp
- The latest original Boarding pass (must be within 12 days of arrival)

Sea Shipment

- Original Packing list in English (do NOT put any values)
- Original Bill of Lading / waybill / express release Bill of lading print out on the s.s line / forwarder paper
- Please declare at least 5 items on the bill of lading
- Please put the volume in M3 and kgs (not lbs) on the Bill of Lading
- The latest original Boarding pass (must be within 12 days of arrival)

Air Shipment

- Original packing list in English (do not put values on it)
- Master Air Way Bill
- Do not consolidate the shipment and it should state on manifest as well
- Please put as used personal / household goods on airway bill and manifest
- Use direct airway bill (MAWB) not through consolidator agent (House Airway Bill)
- Mention at least five items on Master Airway bill as well as on airline manifest
- Mention total number of boxes on airway bill as per packing list
- The latest original Boarding pass (must be within 12 days of arrival)

Used household goods and personal effects should follow only with the Indonesia customs law of number: PMK No. 28/PMK.04/2008.

Duty free entry of household goods and personal effects is allowed only under the following conditions:

Only one consignment by air and one consignment by sea are permitted providing the air shipment is received and cleared first.

KITAS and IMTA must be valid for 12 months.

Arrival of the shipment in Indonesia must be within three months of the arrival of the consignee in Indonesia to reside / validation of the permits at the airport. If it arrives after this time, then duties and taxes will apply.

The importer must have all used items for a period of not less than twelve months prior to entry into Indonesia.

Air shipments take approx. 5 – 8 working days for delivery after arrival and completion of required documents in Indonesia.

Sea shipments LCL take approx. 12 – 15 working days, and FCL take approx. 10 – 12 working days for delivery in Jakarta after vessel arrival, received OBL and OPL, and completeness of required documents in Indonesia (working days exclude Saturday, Sunday and holiday).

***Important:** If you cannot provide all of these documents, then the shipment will not be allowed through Customs, and will need to be re-exported or customs will perform an auction. If the KITAS and/or the Work Permit are valid for less than twelve months, then the shipment will be subject to duty charges. The amount of duty depends on the size and weight of the shipment and where it came from.

The KITAS and Work permit can take between 2 – 6 weeks to obtain once you have arrived in Indonesia.

Furthermore to obtain Duty-Free import of household goods items –

- You can only import a 'reasonable' quantity of major appliances (refrigerators, stoves, freezers etc) and electronic items (i.e stereo, televisions etc) one of each item
- Only one sea and one air shipment is allowed per family unit and must be imported within three months from your arrival date in Indonesia (per Immigration Admission Stamp in your passport). If it arrives after this time, then duties and taxes will apply
- All items should have been used for at least 12 months prior to import

Household Goods (Retirement)

Documents required:

- Client's original passport with arrival stamp
- Client's Original residence permit (KITAS card)
- Client's Copy residence online certificate (ITAS)
- Boarding pass entering Indonesia to reside

Shipment subject to pay import duties / taxes.

Diplomats Removals (and semi diplomats)

Documents Required:

For diplomatic personnel:

- Form PP8 to be applied for by the Embassy in Jakarta from the Indonesian Ministry of Foreign Affairs by providing Original Bill of Lading / Airway Bill and packing list
- Copy of owners passport
- Original Authorisation Letter
- Copy of ID Card
- Statement letter from the embassy stating that client is working only with the embassy nowhere else
- Authorisation letter with duty stamp

Commence the clearance upon shipment arrival and receiving these documents.

For Semi-Diplomatic Personnel (UN, Unicef, WHO):

- Form PP19 approved by Indonesian Ministry of Foreign Affairs by providing Bill of Lading / Airway Bill and packing list
- Copy of owner's passport
- Original Authorization letter with duty stamp
- Copy of ID Card
- Statement letter from the embassy stating that client is working only with the embassy, nowhere else

Commence the clearance upon shipment arrival and receiving these documents.

Shipment could be subject to physical inspection.

Indonesian Citizens

Documents Required:

- Client's original passport
- Original letter from Indonesian Embassy in host country stating the clients arrival date in country, the date of return to Indonesia and that the shipper is bringing a shipment of household goods back to Indonesia (one letter for each shipment)
- Shipper reported to the Indonesian embassy in host country when they first arrived in the country with a proof of Laporan / Report Stamp in their passport
- Copy of Assignment and re-assignment letter – normally provided by the employer or a letter / certificate from school / university
- Shipper must have "arrival stamp" in their passport as proof of their return to Jakarta after completing their overseas study or assignment
- Original packing list in English certified (each page) by the Indonesian Embassy in the country of origin (Not Valuation List). If client has two shipments (air and sea) both packing lists should be certified separately

- Original print out bill of lading / master airway bill and original packing list

- Boarding pass entering Indonesia to reside back

Arrival of the shipment in Indonesia must be within three months upon client's arrival in Indonesia.

If shipper stays overseas less than twelve months and is willing to pay import duty, they still have to get the letter from the Indonesian embassy and the certified / stamped packing list.

Please note that a returning Indonesian citizen complying with the above documentation is entitled to one similar shipment of used household goods and that the above documentation must be completed with the Indonesian Embassy prior to their departure from overseas.

New Furniture and Household Goods

Items less than 12 months old, or any items in commercial quantities are subject to payment of customs duty.

Motor Vehicles

No entry permitted except for diplomatic personnel (duty free).

Pets

Upon arrival these documents are needed for clearance.

- Import permit
- Current Original Health certificate
- Current rabies vaccination certificate (must score no less than 0.5) issued at least 30 days before arrival in Indonesia but not older than one year
- Current vaccination book
- Original Quarantine documents from the country of origin

Subject to payment of import duty.

On arrival in Jakarta the pet will be held at a government quarantine facility for 14 days.

Subject to payment of quarantine facility charges.

The import permit must be issued prior to the animals arrival into Indonesia.

Application for import permit should be made two weeks prior to arrival.

Following information is needed to process the import permit:

- Breed, sex, age, colour and pets name
- Address in Indonesia
- Intended arrival date
- Name of owner
- Copy of owner's passport
- Copy of vaccination book
- Copy of health certificate
- Copy of client KITAS (residence permit)

There is no limit as the number of pets you can import but duty charges of approx US\$100 - £350 per pet will apply.

Statues

Are subject to be checked by an Archaeology department, documents need certificate of origin and an invoice.

Buddha statues / artefacts made of stone is strictly prohibited.

Food

We strongly recommend that shippers be advised not to ship any commercially prepared and purchased food product with your unaccompanied personal goods.

This includes: wines, spirits, beer, cider, spices, herbs, canned packed or wrapped foods, pet food, pastas, rice, food supplements, vitamins, fruit juices, carbonated / non carbonated drinks, milk, perishable foods, dry foods and any other item intended for human or animal consumption.

If the shipper insists on shipping food items, the specified information below must be gathered and provided for each food item imported. If the information is not provided, the food items may face refusal of entry, requiring segregation / manipulation of the shipment under customs supervision at a bonded facility, at substantial additional cost. Costs could be in the thousands of dollars and can not be anticipated. These costs will be the responsibility of the client.

- Product brand name
- Product classification
- Country of production
- Country of packaging
- Type of product (canned, bottled, packaged)
- Quantity

Ask for **Atlantic form QF565** for completing.

Subject to payment of import duty.

Items less than 12 months old, any items in commercial quantities, luxurious items, more than one for each item, subject to payment of import duty.

List of Prohibited Articles

- Firearms, ammunition and explosives
- Pornography
- Politically sensitive material
- Narcotics, illicit drugs
- Alcohol
- Toy guns and air guns
- Video tapes
- Motorcycles

- Books of a political or religious nature which may be offensive to Indonesia, Indonesians or Islam may be refused entry
- Foodstuffs
- Buddha statues / artifacts made of stone

CDs, DVDs, VCDs Video / Audio Tapes

Document required:

- Detailed list of all titles

Are subject to censorship upon customs decision and there is a censorship fee. The censor fee and time is uncertain.

Can be imported in reasonable quantities, providing they are not pornographic or politically sensitive or against Muslims.

Wood Regulations

Currently there are no restrictions or ISPM requirements for wooden packaging or items.

General Information on Republic of Indonesia

Background

The Dutch began to colonize Indonesia in the early 17th century; Japan occupied the islands from 1942 to 1945. Indonesia declared its independence shortly before Japan's surrender, but it required four years of sometimes brutal fighting, intermittent negotiations, and UN mediation before the Netherlands agreed to transfer sovereignty in 1949. A period of sometimes unruly parliamentary democracy ended in 1957 when President SOEKARNO declared martial law and instituted "Guided Democracy." After an abortive coup in 1965 by alleged communist sympathizers, SOEKARNO was gradually eased from power. From 1967 until 1988, President SUHARTO ruled Indonesia with his "New Order" government. After rioting toppled Suharto in 1998, free and fair legislative elections took place in 1999. Indonesia is now the world's third most populous democracy, the world's largest archipelagic state, and the world's largest Muslim-majority nation. Current issues include: alleviating poverty, improving education, preventing terrorism, consolidating democracy after four decades of authoritarianism, implementing economic and financial reforms, stemming corruption, reforming the criminal justice system, holding the military and police accountable for human rights violations, addressing climate change, and controlling infectious diseases, particularly those of global and regional importance. In 2005, Indonesia reached a historic peace agreement with armed separatists in Aceh, which led to democratic elections in Aceh in December 2006. Indonesia continues to face low intensity armed resistance in Papua by the separatist Free Papua Movement.

Geography

Indonesia is the largest archipelago in the world. It consists of five major islands and about 30 smaller groups. The figure for the total number of islands is 17,508 according to the Indonesian Naval Hydro-Oceanographic office. The archipelago is on a crossroads between two oceans, the Pacific and the Indian ocean, and bridges two continents, Asia and Australia. This strategic position has always influenced the cultural, social, political and economic life of the country.

The five main islands are Sumatra which is the most fertile and densely populated island, Java/Madura, Borneo, Sulawesi and New Guinea.

The archipelago is divided into three groups. The islands of Java, Sumatra and Kalimantan, and the small islands in between, lie on the Sunda Shelf which begin on the coasts of Malaysia and Indo China, where the sea depth does not exceed 700 feet. Irian Jaya which is part of the island of New Guinea and the Aru Islands lie on the Sahul Shelf, which stretches northwards from the Australian coast. Here the sea depth is similar to that of the Sunda Shelf.

International disputes are: East Timor-Indonesia Boundary Committee continues to meet, survey and delimit land boundary, but several sections of the boundary remain unresolved, many East Timorese refugees who left in 2003 still reside in Indonesia and refuse repatriation. Indonesia and East Timor contest the sovereignty of the uninhabited coral island of Pulau Batek/Fatu Sinai, which hinders a decision on a northern maritime boundary. A 1997 treaty between Indonesia and Australia settled some parts of their maritime boundary but outstanding issues remain. ICJ's award of Sipadan and Ligitan islands to Malaysia in 2002 left maritime boundary in the hydrocarbon-rich Celebes Sea in dispute, culminating in hostile confrontations in March 2005 over concessions to the Ambalat oil block. The ICJ decision has prompted Indonesia to assert claims, and to establish a presence on its smaller outer islands. Indonesia and Singapore pledged in 2005 to finalise their 1973 maritime boundary agreement by defining unresolved areas north of Batam Island. Indonesian secessionists, squatters and illegal migrants create repatriation problems for Papua New Guinea. Piracy remains a problem in the Malacca Strait.

Climate

The country has an equatorial tropical climate tempered by trade winds. There are only two seasons – the dry season between April and October and the rainy season from November to March. The rainfall varies from island to island and often from area to area within a given island. The average daily temperatures in the lowlands, are about 30 degrees Celsius, and considerably lower in the mountains.

Population

It is estimated at 245 million.

Religion

Approximately 88% of the people are Muslim, making Indonesia the largest Islamic population in the world. However, Roman Catholicism, Christianity, Hinduism and Buddhism are equally recognized.

Economy

Indonesia, the largest economy in Southeast Asia, has seen a slowdown in growth since 2012, mostly due to the end of the commodities export boom. During the global financial crisis, Indonesia outperformed its regional neighbors and joined China and India as the only G20 members posting growth. Indonesia's annual budget deficit is capped at 3% of GDP, and the Government of Indonesia lowered its debt-to-GDP ratio from a peak of 100% shortly after the Asian financial crisis in 1999 to less than 25% today. Fitch and Moody's upgraded Indonesia's credit rating to investment grade in December 2011.

Indonesia still struggles with poverty and unemployment, inadequate infrastructure, corruption, a complex regulatory environment, and unequal resource distribution among its regions. President Joko WIDODO - elected in July 2014 – seeks to develop Indonesia's maritime resources and pursue other infrastructure development, including significantly increasing its electrical power generation capacity. Fuel subsidies were significantly reduced in early 2015, a move which has helped the government redirect its spending to development priorities. Indonesia, with the nine other ASEAN members, will continue to move towards participation in the ASEAN Economic Community, though full implementation of economic integration has not yet materialised.

Currency

The currency in Indonesia is the Indonesian rupiah (IDR).

Housing

For many years Indonesia has decreed that land in Indonesia can only be owned by Indonesian citizens.

In the late 90s new laws were enacted so that foreigners are now permitted to purchase apartments and office space in Indonesia if the building has a strata title status. This enables the foreigner to own the apartment or office space but not the land on which it stands.

Basically what this agreement entails is that the foreigner may purchase the apartment, but the title is still held in the name of the developer or property management firm. This lease agreement is for a definite period.

Electricity and Appliances

Although most areas are rapidly changing over to 220/50AC, many other older buildings still have 100 volts. The voltage in many places is unstable. Appliances wired to 100 volts will work on 220 volts with the use of transformers. However, appliances designed to work at certain speeds will be affected (washing

machines will rotate more slowly etc). Clocks and US made TV sets will not work and cannot be adapted. It is important to ascertain your space and voltage circumstances before deciding which appliances to take. Jakarta and other cities have shops which sell and service both large and small appliances.

Education

Education is compulsory to 12 years of age and there are 7 institutions of higher learning in Indonesia.

Getting About

Driving: Driving is on the left, traffic is congested and insurance is required. International driver's licenses are not honored and an Indonesian driver's license must be obtained. Jakarta's roads are clogged with traffic, and self-drive is not recommended. Most expatriates find they need a car with a driver.

Taxi: taxi drivers are not known for their honesty, so negotiate all fares before you depart and bargain hard.

Roads: Indonesia's road network is best developed in Java, Sumatra, Bali and Madura, but is still relatively underdeveloped in Sulawesi, Kalimantan and Irian Jaya. Most cities on Java, Sulawesi, Sumatra and Bali are connected by highways or secondary roads.

Rail: trains, run by the state railway company Perunka, operate in Java, Madura and Sumatra and are used extensively for both freight and passengers.

Air: Indonesia has around 30 domestic airlines, 6 of which offer scheduled passenger services. Garuda Indonesian Airways, the country's flagship airline, operates a fleet serving international and domestic routes throughout the area.

Health and Medical Care

Medical care in Indonesia is not generally up to Western standards; however, some medical centers in Jakarta are staffed with doctors educated in Europe and America. Be sure to take along generic names of any medications you and your family may require. Most expatriates needing medical care are flown to Singapore.

Water and local milk should be boiled before drinking and water coolers can be rented inexpensively for use at home. Fresh milk is not pasteurised and the use of reconstituted powdered milk is recommended. Powdered and canned milk are available in supermarkets.

Dress and Customs

Dress conservatively in this predominantly Muslim country. Suits, for business meetings are necessary despite the heat, but a shirt and long pants is acceptable for all but formal occasions for men. Women should restrict shorts, halters and tank tops to the beach and should not appear in public without a shirt or wearing revealing shorts or miniskirts; women should cover their heads in mosques.

Shaking hands is the customary greeting but the use of the index finger to summon someone is impolite. Do not point the soles of your feet at anyone and do not accept or give anything to anyone with your left (unclean) hand. Do not begin to eat or drink until your host has invited you to begin. In the presence of others, do not sit cross legged and never touch an Indonesian's head which is the most respected part of the body.

Although every care is taken to ensure that all information in the Relocation Guide is accurate and up to date we cannot accept liability for any inaccuracy.