

## **Abstrak**

### **PENYELESAIAN KELUHAN PELAYANAN PUBLIK DI BIDANG KETENAGALISTRIKAN ( Studi di PT. PLN (Persero) ULP Bukit Kemuning)**

**Oleh:  
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PT. PLN (Persero) wajib memberikan pelayanan publik di bidang ketenagalistrikan secara optimal serta menyelesaikan keluhan pelanggan atau masyarakat atas pelayanan yang diberikan. Pola pelayanan yang demikian itu juga berlaku bagi PT. PLN (Persero) ULP Bukit Kemuning, Lampung Utara. Meski demikian, didapati dalam pemberitaan pada media cetak maupun elektronik tentang pelanggan yang belum mendapatkan pelayanan publik optimal di PT. PLN (Persero) ULP Bukit Kemuning. Penelitian ini menganalisis pengaturan pelayanan publik di bidang ketenagalistrikan, upaya hukum yang dapat ditempuh pelanggan atas keluhan terhadap pelayanan publik di bidang ketenagalistrikan, dan menganalisis keterpenuhan standar pelayanan publik yang telah dilakukan PT PLN (Persero) ULP Bukit Kemuning atas keluhan pelanggannya. Penelitian ini merupakan penelitian hukum normatif dengan pendekatan perundang-undangan dan pendekatan kasus yang terjadi di PT. PLN (Persero) ULP Bukit Kemuning. Data yang diperoleh dianalisis secara deskriptif kualitatif. Hasil penelitian menunjukkan bahwa hak-hak pelanggan di bidang ketenagalistrikan untuk dapat menerima pelayanan publik yang baik secara hukum telah dilindungi undang-undang, diantaranya UU Perlindungan Konsumen, UU Pelayanan Publik, dan UU Ketenagalistrikan. Masyarakat pelanggan bidang ketenagalistrikan berhak mengajukan keluhan penyelenggaraan pelayanan publik selain kepada penyelenggara pelayanan publik bidang ketenagalistrikan, juga kepada ombudsman, DPR, DPRD Provinsi, dan/atau DPRD Kabupaten/Kota. Ketiga, standar pelayanan publik di bidang ketenagalistrikan terkait pelayanan keluhan pelanggan di PT. PLN (Persero) ULP Bukit Kemuning sudah memenuhi standar pelayanan publik, dibuktikan dengan telah terpenuhinya asas-asas berikut: tangible, reliability, responsiveness, assurance, empathy.

**Kata Kunci:** Pelayanan Publik, Ketenagalistrikan, Upaya Hukum.

**SETTLEMENT OF PUBLIK SERVICE COMPLAINTS IN THE FIELD OF  
ELECTRICITY  
(Study at PT. PLN (Persero) ULP Bukit Kemuning)**

**By:  
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PT. PLN (Persero) is providing publik services in the electricity sector and resolving customer or publik complaints about the services provided by PT. PLN (Persero) to customers or people who use electricity. Such a service pattern also applies to PT. PLN (Persero) ULP Bukit Kemuning, North Lampung. However, it is found in the news in print and electronic media about customers who have not received optimal publik services at PT. PLN (Persero) ULP Bukit Kemuning. This study analyzes publik service arrangements in the electricity sector, legal remedies that can be taken by customers for complaints about publik services in the electricity sector; and explaining the fulfillment of publik service standards that have been carried out by PT PLN (Persero) ULP Bukit Kemuning on customer complaints. This research is a normative legal research with a statutory approach and a case approach that occurred at PT.PLN (Persero) ULP Bukit Kemuning, the data obtained was analyzed descriptively qualitatively. The results of the research show that the rights of customers in the electricity sector to be able to receive good publik services are legally protected by law, including the Consumer Protection Law, the Publik Service Law, and the Electricity Law. Customers in the electricity sector have the right to complain about publik service delivery complaints not only to electricity publik service providers, but also to the ombudsman, DPR, Provincial DPRD, and/or Regency/City DPRD. Third, publik service standards in the electricity sector related to customer complaint services at PT PLN (Persero) ULP Bukit Kemuning have met publik service standards, as evidenced by the fulfillment of the following principles: tangible, reliability, responsiveness, assurance, empathy.

Keywords: Publik Service, Electricity, Legal Remedies.