PROSEDUR PELAYANAN IZIN BUNKER MELALUI SISTEM INAPORTNET PADA PT.PERTAMINA TRANS KONTINENTAL DUMAI

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ABSTRAK

Supply bunker merupakan suatu prosedur penyaluran bahan bakar diatas kapal yang berdasarkan permintaan kebutuhan bunker kapal milik ataupun charter dari nakhoda kapal yang melalui Marine Region di PT. PERTAMINA (Persero), diantaranya untuk kapal Tanker, Tug Boat, Mooring Boat, RIB, dan kapal-kapal ringan di Terminal Khusus. Dari berbagai jenis bunker, bunker yang tersedia dan digunakan di PTK Dumai ialah MFO dan LSFO. Pelayanan bunker merupakan realisasi dari komitmen PIS untuk turut berpartisipasi dalam upaya mengurangi polusi yang timbul dari penggunaan bahan bakar kapal. Tujuan penelitian untuk mengetahui faktor apa saja yang menyebabkan proses pembuatan izin supply bunker terhambat, kemudian upaya apa saja yang dilakukan pihak PT. Pertamina RU II Dumai, bila pembutan izin supply bunker mengalami kendala serta bagaimana prosedur supply bunker di TUKS Pertamina RU II Dumai. Penulis menggunakan metode deskripsi kualitatif dengan cara melakukan observasi, wawancara terarah kepada informan yang berkompeten dibidangnya, serta mencantumkan analisis dengan metode ini. Hasil penelitian menunjukkan bahwa faktor utama yang menyebabkan keterlambatan proses pembuatan izin supply bunker adalah keterlambatan pengiriman dokumen dari pihak kapal atau agen, ketidaksesuaian data administrasi, gangguan pada sistem atau jaringan, serta perubahan jadwal kedatangan kapal. Upaya yang dilakukan oleh PT. Pertamina RU II Dumai untuk mengatasi kendala tersebut meliputi koordinasi secara intensif dengan agen kapal dan pihak terkait, verifikasi ulang dokumen sebelum pengajuan izin, percepatan komunikasi melalui media elektronik, serta penyesuaian jadwal pelayanan sesuai kondisi operasional. Prosedur supply bunker di TUKS Pertamina RU II Dumai telah dilaksanakan sesuai dengan ketentuan yang berlaku, dimulai dari permohonan bunker, verifikasi dokumen, penerbitan izin, hingga pelaksanaan pengisian bahan bakar dengan tetap mengutamakan aspek keselamatan, keamanan, dan perlindungan lingkungan. Dengan penerapan prosedur yang baik dan koordinasi yang efektif, proses pelayanan supply bunker dapat berjalan lebih efisien dan meminimalkan hambatan operasional.

Kata Kunci: Pelayanan, Bunker, Inapornet, PT. Pertamina Trans Kontinental.

Procedures for Bunker Permit Services Through the Inaportnet System at PT Pertamina Trans Kontinental Dumai

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ABSTRACT

Bunker supply is a procedure for delivering fuel to vessels based on bunker fuel requests submitted by the master of company-owned or chartered vessels through the Marine Region at PT Pertamina (Persero). The service covers various types of vessels, including tankers, tugboats, mooring boats, rigid inflatable boats (RIBs), and other light vessels operating at the Special Terminal (TUKS). Among the various types of bunker fuel available, the fuels provided and used at PTK Dumai are Marine Fuel Oil (MFO) and Low Sulfur Fuel Oil (LSFO). The bunker supply service represents the realization of PIS's commitment to participating in efforts to reduce pollution resulting from the use of marine fuel. The objective of this study is to identify the factors that cause delays in the bunker supply permit issuance process, examine the efforts undertaken by PT Pertamina RU II Dumai to overcome obstacles encountered during the permit application process, and describe the bunker supply procedures implemented at the Pertamina RU II Dumai Special Terminal (TUKS). This study employs a qualitative descriptive method through direct observation, structured interviews with competent informants, and data analysis based on the qualitative approach. The results indicate that the main factors causing delays in the bunker supply permit process include late submission of documents by the vessel or shipping agent, discrepancies in administrative data, system or network disruptions, and changes in vessel arrival schedules. The measures taken by PT Pertamina RU II Dumai to address these obstacles include intensive coordination with shipping agents and related stakeholders, re-verification of documents prior to permit submission, accelerated communication through electronic media, and adjustments to service schedules according to operational conditions. The bunker supply procedure at the Pertamina RU II Dumai Special Terminal (TUKS) has been implemented in accordance with applicable regulations, beginning with the bunker request, document verification, permit issuance, and fuel delivery, while consistently prioritizing safety, security, and environmental protection. Through the implementation of proper procedures and effective coordination, bunker supply services can be carried out more efficiently while minimizing operational constraints.

Keywords: Service, Bunkering, Inaportnet, PT Pertamina Trans Kontinental.