



H+7 Nataru, 1.4 million travellers and 95 thousand vehicles crossed Pelindo Port

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Jakarta, 2 January 2025 PT Pelabuhan Indonesia (Persero) or Pelindo successfully served 1,405,756 passengers during the Christmas and New Year (Nataru) 2024/2025 period through all passenger terminals managed by the company. The number was recorded from 10 December 2024 to 2 January 2025 (H-15 to H+7). In addition to passengers, there were 95,547 vehicles that were successfully served.

'We continue to strive to provide the best service for the community, especially at important moments such as Nataru. We have increased terminal capacity, digitalised services, and collaborated with various parties to ensure the comfort and safety of port service users,' said Group Head of Corporate Secretary, Ardhy

Wahyu Basuki, explaining the key to smooth service during this period.

A number of ports were recorded as the busiest during this period. For passenger flow, Tanjung Pinang port was the busiest with 178,862 people, followed by Tanjung Balai Karimun (104,267 people), Tanjung Perak (96,508 people), Ambon (82,203 people), and Makassar (67,794 people). Meanwhile, for vehicles, Tanjung Perak was the port with the highest flow, recording 27,712 units, followed by Lembar (17,115 units), Tanjung Wangi (8,715 units), Trisakti (6,924 units), and Gunung Sitoli (4,865 units).

Anthony Suharto, a passenger from Batam travelling to Tanjung Pinang, expressed his satisfaction with Pelindo's services. 'The service at the Port is comfortable and there is no queue when walking into the passenger terminal. The waiting room is also nice, cold, clean and with good chairs,' said Anthony.

This positive experience was also felt directly by port service users. Kusnan and his wife Ida Lestari from Ambarawa, who were travelling to West Kalimantan, highly appreciated Pelindo's services. Ida, a person with a disability, felt comfortable with the facilities available. 'The service is comfortable, the handling is good. Facilities such as waiting rooms and bathrooms are very clean and adequate.

We personally feel that there is no problem at all, everything is good here,' said Kusnan and Ida.

Febriandi Akbar, a resident from Ketapang, has been using the sea route since his college days in 2018. 'I have travelled by sea a dozen times, and I am always satisfied. The facilities are complete, there is a prayer room, clean toilets, plenty of waiting room chairs, and a cool room. My belongings are also safe because there is CCTV. I feel comfortable and calm here. When I return home, I will definitely choose the sea route again,' he explained confidently.

Pelindo, as directed by the Ministry of SOEs, will continue to strive to improve service quality for the convenience of passengers and the efficiency of vehicle flow in the future.