



Improving Service, Pelindo Regional 4 Manado Transforms

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BITUNG, 22 November 2024 - PT Pelabuhan Indonesia (Persero) Regional 4 Manado continues to improve services with various improvements through business transformation carried out at Manado Port.

Manado Port itself is one of Pelindo's managed ports which serves 22 shipping routes including Manado - Jailolo, Manado - Tagulandang, Manado - Ternate, Manado - Tahuna, and Manado - Talaud.

'Manado Port has main services that include passenger services, goods, and other port services. Where Manado Port is an important asset and contributes to economic growth and connectivity between Manado and the Northern Islands of Sulawesi,' explained General Manager of Pelindo Regional 4 Manado, Nurlayla Arbie to journalists from Manado and Bitung who participated in the Media Port Visit at the Port of Bitung held by Pelindo Regional 4, Friday (22/11/2024).

As one of the efforts to improve services, Pelindo Regional 4 Manado is committed to transforming port services to be more modern, accountable, efficient, and integrated to meet the needs of service users and the logistics industry.

‘This transformation is expected to create a sustainable port ecosystem,’ said Nurlayla.

She said that the transformation carried out by her party at Manado Port was to make an orderly port, a comfortable port, and a digital port.

He also mentioned that transformation efforts through an orderly port were carried out by his party by controlling the flow of vehicles in and out, as well as controlling the flow of people or passengers in and out.

‘For a comfortable port, one of the efforts made by Pelindo Regional 4 Manado is by improving terminal facilities.’

Meanwhile, to make Manado Port a digital port, it made efforts through the implementation of payment electronification (non-cash) at the entrance, and the implementation of payment electronification using QRIS for transactions at tenants in the passenger terminal.

According to Nurlayla, she is very grateful that all the transformation efforts made by her party have the full support of the Company Management. ‘Hopefully what we are trying to do together can bear sweet fruit and certainly benefit the entire community, especially the users of Manado Port services,’ she concluded.