



Nataru Holiday, Pelindo Successfully Serves 1.9 Million Passengers and 130 Thousand Vehicles

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Jakarta, 11 January 2025 PT Pelabuhan Indonesia (Persero) or Pelindo successfully served 1,933,960 people and 130,360 vehicles in the period 10 December 2024 to 9 January 2025 (H-15 to H+15). This figure increased 1% and 4% respectively compared to the previous year in the same period of 1,925,169 people and 125,736 vehicles.

Group Head of Corporate Secretariat, Ardhy Wahyu Basuki, revealed that the smooth implementation of sea transportation during the Christmas 2024 and New Year 2025 (Nataru 2024/2025) period was the result of good cooperation and coordination with all parties.

‘Of course, the smooth and safe mobility of the community during the Nataru 2024/2025 holiday cannot be separated from the solid cooperation between all elements of the sea transportation sector stakeholders,’ said Ardhy.

Ardhy added that the Nataru 2024/2025 sea transportation flow can run optimally, one of which is supported by the existence of the Nataru Sea Transportation Coordination Post (Posko) which operates 24 hours from 18 December 2024 to 8 January 2025, which facilitates cross-sectoral coordination to provide excellent service to passengers.

Based on the results of monitoring and monitoring during the Nataru 2024/2025 period, a number of ports were recorded as the busiest. For passenger flow, Tanjungpinang port was the busiest by serving 231,039 people, followed by Tanjung Perak (147,075 people), then Tanjung Balai Karimun (138,346 people), then Ambon (116,965 people), and Makassar (90,697 people).

On the other hand, the highest vehicle flow was recorded at Tanjung Perak port with 34,103 units, followed by Lembar (22,800 units), then Tanjung Wangi (11,417 units), then Balikpapan (10,776 vehicles), and Trisakti (9,129 units).

A number of passengers expressed their satisfaction with the services provided by Pelindo during the Nataru 2024/2025 flow period. Like Antonius Anto, a passenger from Batam, travelling to Tanjungpinang, who claimed to be comfortable with his journey through Pelindo's passenger terminal. ‘My impression of the port is quite comfortable, there is no queue when purchasing tickets, and the waiting room is clean, comfortable, and cold,’ Antonius explained.

Afrilia, a passenger from Baubau, destined for Makassar, who has been travelling by sea since 2015, feels the difference is significant. ‘In the last ten years there have been so many changes, equivalent to the services at the airport for the quality of facilities, the officers are swift, and everything is much more organised,’ Afrilia said.

Pelindo is committed to continuing to conduct a thorough evaluation with careful planning in facing the momentum of the next important periods in the future.

‘The implementation of Nataru 2024/2025 went smoothly, orderly, and safely. We hope that this experience can be an evaluation and learning to improve service quality standards for the 2025 Lebaran transport flow which is close to Nyepi Day, ensuring that service users get the best service in accordance with the direction of the Ministry of SOEs,’ concluded Ardhy.