

**PERAN OMBUDSMAN TERHADAP PERLINDUNGAN KONSUMEN
TERKAIT MELONJAKNYA TAGIHAN AIR PT. PDAM DI KOTA
MEDAN**

ABSTRAK/ABSTRACT

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Warga Kota Medan mengeluhkan terjadinya lonjakan tagihan air bersih yang terjadi di Kota Medan. Pada awalnya beberapa masyarakat melapor kepada Ombudsman Sumut terkait lonjakan tagihan air yang terjadi. Peralihan sistem terjadi karena petugas PDAM tidak mencatat pembacaan meter dengan benar sehingga terjadi pelonjakan tagihan air. Tetapi konsumen yang dirugikan terhadap peralihan sistem ini sedangkan permasalahan tersebut bukan disebabkan oleh kesalahan konsumen melainkan kesalahan petugas PDAM. Masyarakat sebagai konsumen/pelanggan PDAM menjadi pihak yang bisa dilindungi Ombudsman dalam hal perlakuan unit penyelenggaraan publik tersebut yaitu PDAM atas pelayanan yang merugikan masyarakat pelanggan. Peran Ombudsman agar penyelenggaraan pelayanan publik memenuhi kewajibannya agar hak – hak konsumen terpenuhi.

Kata Kunci: Perlindungan Konsumen, Tagihan air, Masyarakat Kota Medan, PDAM, Ombudsman.

Residents of Medan City complained about the surge in clean water bills that occurred in the city of Medan. At first several people reported to the Ombudsman of North Sumatra regarding the surge in water bills that occurred. The system switch occurred because PDAM officers did not record the meter reading correctly, resulting in an increase in water bills. However, consumers are harmed by this system shift, while the problem is not caused by the consumer's fault but the fault of the PDAM officer. The community as consumers/customers of PDAM is a party that can be protected by the Ombudsman in terms of the treatment of the public administration unit, namely PDAM, for services that are detrimental to the customer community. The role of the Ombudsman is to provide public services to fulfill their obligations so that consumer rights are fulfilled.

Keywords: Consumer Protection, Water Bills, Medan City Community, PDAM, Ombudsman