

## **ABSTRACT**

*The birth of the Indonesian Telecommunications Regulatory Body (BRTI) is expected to be an ideal regulatory body to facilitate the complaints handling about telecommunications issues. Related to the authority of BRTI regulation, as supervision, and control the organization of telecommunication services, telecommunication problems have occurred a few complaints which could not be resolved by the BRTI who acts as a regulator of telecommunications. It indicates there is a problem in the complaints handling process made by BRTI. Many Cases such as fraud of telecommunications pulse and SMS content problem have got a number exploded cases in the public and need to look after seriously, because these cases have an impact that can harm the telecommunications industry by causing the loss suffered to the various parties, especially the citizens.*

*In designing the business process improvements to complaint handling of BRTI, mapping the existing business process of complaints handling in order for the understanding of the business processes complaints handling very well, and then to identify the cause of problems it used fishbone analysis and do the improvement of the problems by benchmarking method with similar regulatory agencies like Ofcom and the FCC, then performed a SWOT analysis to adjust BRTI current conditions. The results of the benchmarking will provide suggestions as organizational structure proposed and design of the Standard Operating Procedure (SOP) for complaints handling in BRTI.*

*The results of this study will provide the proposed BRTI organizational structure become clearer in terms of functionality and structural, Some Standard Operating Procedure (SOP), (a) SOP filing the complaint, (b) SOP socialization complaint mechanism, (c) SOP complaints handling related quality and access services, (d) SOP specific complaints mechanisms. This things are designed as an effort to resolve the problem of BRTI who could resolved some problems that endanger the telecommunications industry.*

*Keywords: Regulatory Body, Telecommunication Regulation, Benchmarking, Standard Operating Procedure*