

## **Abstract**

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### **JURIDICAL ANALYSIS OF PROBLEM SOLVING DUE TO HOUSING SALES AGREEMENT IN DECISION NUMBER 49/PDT.SUS-BPSK/2022/PN REVIEWED FROM CONSUMER PROTECTION LAW**

(v+129 pages)

Consumer Protection Law is one of the interesting things to study because in the legal relationship between business actors and consumers agreed upon based on an agreement cannot be separated from a problem. Therefore, the Government is required to provide Consumer Protection which aims to provide legal certainty as well as security and safety for consumers to consume selected goods or services and the Government must supervise business actors who try to make their own profits. The Government has established the Consumer Dispute Resolution Agency (BPSK) which acts as a party capable of resolving disputes between consumers and business actors. In accordance with the purpose of the establishment of BPSK, there are several ways to resolve consumer disputes at BPSK, namely: Mediation, conciliation and arbitration which have been regulated in Law Number 8 Year 1999 on Consumer Protection. UUPK was formed to balance between consumers and business actors in order to have equality of the parties. The effectiveness of the norms contained in the consumer protection law emphasizes that the decision issued by BPSK is final. However, it is unfortunate that in accordance with Article 56 paragraph (2), the GCPL provides an opportunity for the parties to still file objections based on the decision issued by BPSK.

**Keywords:** Agreement, Consumer Protection, Cancellation

**References:** 63 (1945-2023)