The Government of Indonesia has through its disaster management agency BNPB and with support from the AHA center, established a logistics hub including a one-stop-shop at Balikpapan airport, which is designated as the main point of entry for all incoming international relief items sent by air to Indonesia. An airbridge between Balikpapan and Palu has been established, which is under the operational command of the TNI (Indonesian Army).

**Location**

The Logistics hub is located at Sultan Aji Muhammad Sulaiman Sepinggan Balikpapan. The one-stop-shop and the storage are located at the Cargo Terminal, Hangar C.

**Background**

All incoming international air shipments with government approved relief items, are received at Balikpapan airport. The sender must arrange the air assets for the transportation of all relief items to Balikpapan. Please note that the maximum capacity currently is for B737 (see also NOTAM BPN B7166/18, 02-15 Oct). An airbridge between Balikpapan and Palu has been established, managed by the TNI with a dedicated Commander Officer on the ground in Balikpapan.

Forward movement to Palu is ensured by the airbridge, operated with the support of currently 17 international assets, under the lead of the TNI. BNPB and AHA ensure that the cargo is being forwarded according to the priorities set by the Government of Indonesia.
Ground handling at the airport in Balikpapan and Palu is being done by DHL. WFP is supporting the government-led operation with load management. Incoming relief materials are stored in the warehouse available in the airport while waiting for transit. WFP is setting up two Mobile Storage Units at the airport. The services offered are currently free of charge.

A Customs, Immigration and Quarantine (CIQ) one-stop-shop centre has been established in Balikpapan airport by BNPB, AHA, Ministry of Health, Custom Office, Immigration Office and national Agency of Drug and Food Control (BPOM).

*Humanitarian organisations are encouraged to follow the below procedures provided by the Indonesian authorities:*

**Process**

1. **Donor countries** need to offer their support to the Government of Indonesia through the Ministry of Foreign Affairs (MoFA) via the respective embassies providing:
   - Cover Letter
   - List of relief items
   - Consignee (BNPB or local partners)
   If the offer of assistance is accepted, MoFA and AHA centre will inform the donor.

2. **International Organisations** (UN agencies/INGO/IOs) need to present their offer of support through the AHA centre in Jakarta, which will forward the request to BNPB and MoFA for clearance with the following documents:
   - Cover Letter
   - List of relief items
   - Consignee (BNPB or local partners)
   If the offer of assistance is accepted, MoFA and AHA centre will inform the donor.

3. Upon receiving the approval, the flight clearance must be obtained by submitting the following documents to MoFA or AHA Center (as indicated respectively in the acceptance letter):
   - Cover Letter
   - Donation Certificate
   - Acceptance letter
   - Packing list
   - Certificate of origin
   - Invoice
   - Manifest

https://logcluster.org/ops/idn18a
4. The sender should have a clearing agent present at Balikpapan airport (BPN) hub on the ground before the cargo arrives to facilitate clearance in the one-stop-shop.

5. Upon the arrival of cargo in BPN, the above-mentioned documents will be checked and approved through the one-stop-shop before onwards movement of relief items to PLW.

6. After the customs procedures have been finalized BNPB will prioritize cargo that has arrived in BPN based on needs and decides on onwards movement to PLW.

Contacts at Balikpapan airport:

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<tbody>
<tr>
<td>BNPB</td>
<td>Main Focal Point</td>
<td><a href="mailto:Ksibnpb@gmail.com">Ksibnpb@gmail.com</a></td>
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<tr>
<td>DHL</td>
<td>Ground handling Balikpapan and Palu</td>
<td>+ 6281317091676</td>
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<tr>
<td>WFP</td>
<td>Load and coordination support</td>
<td>+ 6287775453911</td>
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Contacts:

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