

Legal Protection and Fulfillment of the Rights of Persons with Visual Impairments in Banking Services in Indonesia

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Abstract

As part of citizens, the fulfilment and protection of the rights of people with visual impairments must be considered by the state, including services in banking financial services institutions. The implementation and protection of rights for blind customers with disabilities in Indonesia are regulated based on Law Number 8 of 2016 concerning Persons with Disabilities. This study aims to analyze whether Law Number 8 of 2016 concerning Persons with Disabilities has guaranteed legal protection for persons with disabilities who are blind in accessing services in banking institutions. In addition, what efforts should be undertaken to fulfil the rights of persons with disabilities who are blind to banking services. This research uses normative legal research methods. Based on the research that has been done, it was found that Law Number 8 of 2016 has not provided protection and fulfilment of the rights of the visually impaired in banking services. In addition, banking institutions in Indonesia have generally not provided friendly banking facilities for people with visual impairments. Therefore, the government, in this case, the Financial Services Authority, should make more specific and detailed regulations regarding accessibility for people with visual impairments in banking services.

Keywords

Legal protection, Banking, Customer, Disability, Public Servant

Biographies

Hidayatullah Harye is a student majoring in business law at Bina Nusantara University.

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