

THE ROLE OF THE NATIONAL LAND AGENCY IN ISSUING LAND RIGHTS CERTIFICATES (BPN DELI SERDANG STUDY)

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ABSTRACT

This research examines in depth the role of the National Land Agency (BPN) in issuing land title certificates, with a case study focus on the BPN Deli Serdang. Land title certificates are a fundamental instrument to ensure legal certainty and protection of land ownership rights for the community. This research outlines three main problems: (1) What are the legal regulations for issuing land title certificates based on statutory regulations? (2) What is the role of the BPN Deli Serdang in issuing land title certificates? (3) What are the obstacles faced by the BPN Deli Serdang in issuing land title certificates? This research uses a normative juridical legal research method with an analytical descriptive type. The normative juridical approach is applied to analyze related regulations. The data used include primary and secondary data, with qualitative descriptive data analysis. The results of the study show that (1) The legal rules for issuing land title certificates according to statutory regulations are Law No. 5 of 1960 concerning the Basic Agrarian Law, Government Regulation of the Republic of Indonesia Number 24 of 1997 concerning Land Registration, and Regulation of the Minister of ATR/BPN No. 1 of 2021 concerning Electronic Certificates. (2) The role of the Deli Serdang BPN in issuing land title certificates is to provide direction to applicants regarding the filing requirements needed to issue their land title certificates. (3) Obstacles faced by the Deli Serdang BPN in issuing land title certificates are the lack of human resources (HR) who have skills in the field of issuing land title certificates, so this becomes an obstacle for a Deli Serdang BPN agency in issuing land title certificates.

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INTRODUCTIONS

Land is the most important thing for humans in living life and it can be said that there is no human being who is not related to land. Land is an important economic factor and has strategic value that can be seen from various aspects both from social, political, and cultural aspects and is needed both personally, in groups and legal entities. The

growth of the population and the economy has given birth to various events in terms of land ownership, both social and individual functions. This event certainly raises various problems ranging from acquisition, registration to the transfer of the land.

Other land ownership terms such as Eigendom which literally means that permanent ownership of land is a strong right of ownership, while Verponding is a tax bill on land so Eigendom Verponding means a tax bill on land ownership. (Laliyonu et al., 2025; Miki et al., 2024)

Land on the one hand must be used and utilized for the greatest possible welfare of the people while on the other hand it must be preserved. The importance of the land, the state has regulated in article 33 paragraph (3) of the Indonesian Republic Law of 1945 which states that the earth, water and space including the natural resources contained in it at the highest level are controlled by the state. The government is trying to overcome various problems that arise related to land, therefore in order to ensure legal certainty and legal protection of rights and obligations in the land sector, law number 5 of 1960 concerning the basic regulations of agrarian principles was issued, hereinafter referred to as the UUPA.

One of the purposes of the promulgation of the UUPA is to provide legal certainty regarding land rights for all Indonesian people, this can be realized through two efforts, namely;

The availability of written, complete and clear legal tools that are implemented consistently in accordance with the spirit and its provisions

The implementation of land registration makes it possible for land rights holders to easily prove their rights to the land they control, and for parties who obtain the necessary information about the land that is the object of legal acts to be carried out, as well as for the government to implement land policies. (Miki et al., 2024; Sari & Susilowardani, 2025)

The UUPA regulates land registration which aims to provide legal certainty guarantees. Article 19 paragraph (1) of the UUPA states that "to ensure legal certainty by the government, land registration is held in all areas of the Indonesian republic in accordance with the provisions regulated by government regulations. Land registration which aims to provide legal certainty is known as *Recht Cadaster Legal Cadasster*, the guarantee of legal certainty to be realized in this land registration includes the certainty of the status of the registered rights, the certainty of the subject of rights and the certainty of the object of rights. This land registration is an obligation for the government and land rights holders.

One of the purposes of land registration as stipulated in Article 3 of Government Regulation Number 24 of 1997, is to provide legal certainty and protection to the holder of rights to a plot of land, flats and other registered rights so that they can easily prove themselves as the holder of the rights concerned. To provide legal certainty and legal protection, the rights holder concerned is given a certificate of land rights. (Kusumojati & Ferry Rosando, 2021)

The land registration activity for the first time resulted in a certificate of proof of rights, which is in the form of a certificate. The definition of a certificate according to Article 1 number 20 of Government Regulation Number 24 of 1997, (Paragraph 2) letter c of the UUPA for land rights, management rights, waqf land, ownership rights to flats and dependent rights, each of which has been recorded in the relevant land book. Etymologically, a certificate comes from the Dutch language *Certificat* which means a letter of proof or a certificate that proves something. So if it is said that a Land Certificate is a certificate that proves a person's right to a piece of land, or in other words the situation states that there is a person who owns certain plots of land and the ownership has strong evidence in the form of a letter made by the authorized agency. The type of land right called property rights is the strongest right among other land rights, and juridically this type of property rights will be a non-strong right if it is not supplemented with proof called certificate evidence.

The purpose of issuing a certificate in land registration activities for the first time is so that the right holder can easily prove that he is the holder of his rights. The certificate is issued for the benefit of the relevant rightholder in accordance with the physical and juridical data that has been registered in the land book. There are various certificates

based on the object of land registration regulated in Government Regulation Number 40 of 1996 and Government Regulation Number 24 of 1997, namely:

- a. Certificate of Ownership.
- b. Certificate of Right to Use.
- c. Certificate of Use of Buildings on State Land.
- d. Certificate of Building Use on Management Rights Land.
- e. Certificate of Right to Use of State Land.
- f. Certificate of Right to Use of Land Management Rights.
- g. Land Certificate of Management Rights.
- h. Waqf Certificate of Land Title.
- i. Certificate of Ownership of Flats.
- j. Certificate of Ownership of Non-Flats
- k. Certificate of Dependent's Rights. (Gulau et al., 2025; Natakharisma, 2020)

The National Land Agency of Deli Serdang Regency as an agency that is given the authority to make deeds has a big role in land certificates. Therefore, the author wants to research about the role of BPN Deli Serdang in issuing land certificates that will be given to the community regarding their land ownership status. Based on the description above, the author is interested in taking the title of the thesis research, namely "The Role of the National Land Agency in Issuing Land Rights Certificates (BPN Deli Serdang Study)".

The problem of this research departs from the need to understand the legal framework for the issuance of land rights certificates as stipulated in the applicable laws and regulations, as well as to see how these norms are implemented in land administration practices. Normatively, the issuance of certificates is intended to ensure legal certainty and protection of land rights for the community. However, in an empirical context, the application of such rules does not always work ideally. Therefore, this study focuses on the analysis of the suitability between the legal regulation of the issuance of certificates and the practice of its implementation, by placing the role of the National Land Agency (BPN) as a key actor in the process of registration and legalization of land rights.

The focus of the analysis was then directed more specifically to the role of the Deli Serdang Regency BPN in issuing land rights certificates and the various obstacles faced in the process. Administrative, technical, and juridical obstacles have the potential to affect the effectiveness of land services and the achievement of the goal of legal certainty. Thus, this study not only aims to map the role and authority of BPN Deli Serdang, but also identify the inhibiting factors that arise in the practice of issuing certificates. The narrowing of this analysis is expected to produce critical and substantive research findings regarding the extent to which the land rights certificate issuance system has run in accordance with the applicable legal framework and its implications for the protection of community rights.

METHOD

This thesis research was carried out at the Office of the National Land Agency of Deli Serdang Regency located on Jalan Karya Utama, Lubuk Pakam, using a normative juridical approach. This approach places law as a norm that is studied through legal principles, legal systems, vertical and horizontal synchronization of laws and regulations, as well as aspects of legal history relevant to the issuance of land rights certificates. Research is descriptive-analytical, which is to systematically describe the applicable legal provisions and analyze them critically to answer research problems. The focus of the study is directed at the norms of land law, especially the regulation of the issuance of land rights certificates and land administration practices related to name lending agreements by legal entities, so that the analysis does not stop at the normative level alone, but focuses on its relevance and implications in practice. (Muhammad, 2024; Yanova et al., 2023)

The process of obtaining and processing data is carried out through literature studies or document studies using secondary data consisting of primary, secondary, and tertiary legal materials. Primary legal materials include Law

Number 5 of 1960 and laws and regulations related to land, while secondary legal materials include relevant literature, books, and scientific works, as well as tertiary legal materials in the form of legal dictionaries and encyclopedias. To enrich the normative understanding, this research was also supported by interviews with informants from Deli Serdang Regency Land Office Employees, who were selected based on the criteria of competence, experience, and willingness to provide information. All the data obtained are then analyzed qualitatively, with the stages of collecting, editing, processing, and compiling data systematically, and conclusions are drawn using the deductive method, namely from general legal provisions to specific conclusions that answer the research problem.

RESULT AND DISCUSSIONS

Legal Rules for the Issuance of Land Rights Certificates According to Laws and Regulations

The provision of legal certainty regarding land rights for all Indonesian people, which is one of the objectives of the promulgation of the UUPA can be realized through two efforts, namely:

The availability of written, complete and clear legal tools that are implemented consistently in accordance with the spirit and its provisions.

The implementation of land registration makes it possible for land rights holders to easily prove their rights to the land they control, and for interested parties, such as prospective buyers and potential creditors, to obtain the necessary information about the land that is the object of legal action to be carried out, as well as for the Government to implement land policy.

The registration of land is useful in clarifying the law called Rechts Cadaster/Legal Cadaster. The legal clarity that is to be realized in the registration of this land includes the certainty of the status of the registered rights, the certainty of the subject of rights, and the certainty of the object of rights. This land registration produces a certificate as proof of its rights. The opposite of land registration that is Rechts Cadaster, is Fiscaal Cadaster, which is a land registration that aims to determine who is obliged to pay taxes on land. This land registration resulted in a certificate of payment of tax on land, which is now known as the Land and Building Tax Payable Tax Notification Letter (SPPT PBB). (Hutabarat et al., 2021; Nasir, 2024)

The UUPA is regulated related to land registration with directions in giving a clear legal explanation. Land registration is certainly mandatory for the government or those who own land. The provisions on the obligation for the Government to carry out land registration throughout the territory of the Republic of Indonesia are regulated in Article 19 of the UUPA, namely: In order to guarantee the clarity of the law by the Government, land registration is made in all areas of the Republic of Indonesia in accordance with the provisions regulated by Government Regulations.

The registration in Paragraph 1 of this article includes:

- a. Land measurement, mapping, and bookkeeping;
- b. Registration of land rights and transfer of such rights;
- c. Provision of proof of rights, which is valid as a strong means of proof;

Land registration is held taking into account the state of the country and society, socio-economic traffic needs and the possibility of its implementation, according to the consideration of the Minister of Agrarian Affairs.

In the Government Regulation, the costs related to the registration referred to in paragraph 1 above are regulated, with the provision that people who are unable to afford it are exempt from paying these fees. (Arianto et al., 2025; Mangare, 2024)

This law was officially named Law No. 5 of 1960 concerning the Basic Regulations on Agrarian Principles, which regulates the rights to land, water, and air. It also includes the basic rules and provisions of the control, ownership, use or utilization of national agrarian resources in Indonesia, land registration, criminal provisions and transitional provisions. Furthermore, Law No. 5 of 1960 is an affirmation that the control and utilization of land, water, and air must be carried out based on the principles of justice and prosperity for the development of a just and

prosperous society. This is in line with the 1945 Constitution Article 33 Paragraph 3 which reads "The earth and water and the natural resources contained in it are controlled by the state and used for the greatest prosperity of the people".

This Law also has rules related to the obligation for Property Rights holders, Business Use Rights holders, and Building Use Rights holders to register their land rights. The obligation for land Title holders to register their land is regulated in Article 23, namely:

1. Property Rights, as well as any transfer, deletion and encumbrance of other rights must be registered in accordance with the provisions referred to in Article 19;
2. The registration referred to in (Paragraph 1) is a strong evidence of the abolition of property rights and the validity of the transfer and encumbrance of these rights.
3. The obligation for the holder of the Business Use Rights to register their land is regulated in Article 32 of the UUPA, namely:
4. The Right to Use the Business, including the conditions for its grant, as well as any such transfer and deletion, must be registered in accordance with the provisions referred to in Article 19.
5. The registration referred to in (Paragraph 1) is a strong evidence of the transfer and abolition of Business Use Rights, unless the rights are deleted because the term has expired. (Ali et al., 2025; Sandika et al., 2023)
6. The obligation for the holder of the Building Use Rights to register their land is regulated in Article 38 of the UUPA, namely:
7. The Building Use Right, including the conditions for its grant, as well as any transfer and deletion of such rights must be registered in accordance with the provisions referred to in Article 19
8. The registration referred to in (Paragraph 1) is a strong proof of the abolition of the Building Use Rights and the validity of the transfer of the right, unless the right is deleted because the period has expired.

The UUPA also regulates the registration of the Right to Use of land, as stipulated in Article 41 of the UUPA, namely "The Right to Use is the right to use and/or collect the proceeds of land that is directly controlled by the state or the land owned by another person, which gives the authority and obligations specified in the decision to grant it by the official authorized to grant it or in the agreement with the owner of the land, which is not a lease agreement or a land cultivation agreement, everything as long as it does not conflict with the spirit and provisions of this Law. (Kanza et al., 2024; Nadida & Tanawijaya, 2023)

Government Regulation of the Republic of Indonesia Number 24 of 1997 concerning Land Registration

In the realization of a land service activity in facilitating business and public services to the community, there is a need for optimization in utilizing information and communication technology by implementing land services using electronic systems.

In Article 1 paragraph 1 Electronic systems are a series of electronic devices and procedures that have functions in preparing, collecting, processing, analyzing, storing, displaying, announcing, sending, and disseminating electronic information. Furthermore, paragraph 2 states that every electronic system must be in the form of an electronic document. Electronic documents are electronic information that is created, transmitted, transmitted, received, or stored in analog, digital, electromagnetic, optical, or similar form, which can be viewed, displayed, and/or heard through a computer or Electronic System, including but not limited to writing, sound, image, map, design, photograph or the like, letters, signs, numbers, access codes, symbols or perforations that have a meaning or meaning or can be understood by a person who is able to understand it. (Nugroho et al., 2023; Sarrahisdas, 2024)

An electronic system that will be used for land registration with several implementation criteria. Electronic land registration consists of:

- a. Land registration for the first time;
- b. Maintenance of land registration data.

Implementing the land register electronically is carried out in stages which are carried out by the Minister. The result of the registration of land with electricity in the form of electronic information data or electronic documents. Data, electronic information and/or electronic documents are data of rights holders, physical data and juridical data of land parcels that are valid and authenticated. All data, information and/or electronic documents are stored in an electronic system database.

The implementation of electronic systems is carried out reliably, safely, and there is responsibility for the operation of electronic systems. The implementation of the electronic system in land registration is:

- a. The collection of data;
- b. Data processing;
- c. Data presentation.

The results of the implementation of the electronic system are in the form of Electronic Documents, in the form of:

- a. Electronic documents that are published on electronic systems;
- b. The documents are transferred to the media into electronic documents. (Aksar et al., 2023; Kamilah et al., 2025)

Electronic documents whose issuance on the electronic system are attested with an electronic signature in accordance with laws and regulations. Electronic documents from media transfers are authorized by authorized officials or appointed officials and given a digital stamp on the electronic system.

In the issuance of electronic certificates for the first time made through:

- a. First-time land registration for unregistered land;
- b. Replacement of Certificate to e-Certificate for land that has been registered.

The first land registration activity for unregistered land includes the collection and processing of physical data, proof of rights and bookkeeping, issuance of certificates, presentation of physical data and juridical data, as well as storage of general registers and documents, carried out through an electronic system. From the collection, the results will be seen, namely:

- a. Measurement Drawings;
- b. Land Plot Map or Spatial Map;
- c. Survey Letter, Flat Unit Plan Drawing or Space Survey Letter; and/or
- d. Other documents, which are the result of the collection and processing of physical data.

A land that has already been determined its boundaries either in land registration systematically or sporadically is given a land plot identification number. The land parcel identification number consists of 14 digits, namely:

- a. The first 2 digits are the Provincial code;
- b. The next 2 digits are the Regency/City code;
- c. The next 9 digits are the number of the plots of land;
- d. The last 1 digit is a plot of land on the surface, in the space above the ground, in the basement, a unit of flats or the right over the surface land right, the right over the space on the land and the right over the basement.

Proof of rights is made based on written evidence related to land owners in the form of evidence for the registration of new rights and registration of old rights in accordance with the laws and regulations regarding land registration. Written evidence in the form of:

- a. Electronic documents with publication on electronic systems;
- b. The documents are transferred to electronic documents.

The results of the collection and research of juridical data in the form of Electronic Documents, consist of:

- a. Minutes of juridical data research and boundary determination, Minutes of Land Inspection Committee A, Minutes of Land Inspection Committee B, Minutes of Soil Inspection of the Research Team, Minutes of Soil Inspection (*Konstatering Rapport*);

- b. Announcement of a list of juridical data and physical data on land plots;
- c. Minutes of ratification of physical data and juridical data;
- d. Decision on the determination of rights; and/or
- e. Other documents, which are the result of the collection and research of juridical data.

Land that has been legalized as land rights, management rights, ownership rights to flats, dependent rights or waqf land are registered through an electronic system and a certificate is issued. The collection of e-certificates stored in the Database in order according to their edition as a land registration history becomes an electronic land book. (Ali et al., 2025; Annisa et al., 2023; Kanza et al., 2024)

Electronic certificates are made in the first time and the number is a numerical number starting from the number 1 (one), for activities:

- a. First-time land registration for unregistered land;
- b. Replacement of Certificate to e-Certificate for land that has been registered;
- c. Registration of splits, mergers and separations; or
- d. Changes in physical data that result in an increase in the number of fields

In the event of a change in juridical data and/or physical data to the electronic certificate issued for the first time, a new edition of the electronic certificate will be issued with the next numbering to edition 2 (two) and so on. Changes in data on information service records are not issued electronic certificates. In the event that a new edition of the electronic certificate has been issued, the previous edition of the electronic certificate is invalid and becomes a history of land registration.

In the event that there is an error in filling in the data that is known after the electronic document in the form of certificates, survey letters, drawings of flats, space survey letters and/or other electronic documents is issued, the authorized official is obliged to make corrections and issue a new edition of electronic certificates with subsequent numbering.

The legal rules on the land rights certificate provide legal certainty to the holder of the right, because of the legal certainty, the community will know the clarity of rights and obligations according to the law. When juxtaposed with legal certainty in land law rules, in accordance with the UUPA, the implementing rules are regulated in other laws and regulations. This means that legal certainty in land law is that the parties who hold the rights must be sure of their rights and there is a clear direction from the government.

Of course, this must be realized by the implementation of land registration that is *a cadastral right*, and can be a guarantee of legal certainty. Legal certainty that must certainly have a law is that every individual is related to the theory of "legal utility", namely the birth of order and peace of an individual, because of the existence of legal order (*recht sorde*). (Kambey et al., 2025; Kamilah et al., 2025; Nugroho et al., 2023)



Figure 1. Organizational Structure of the Land Office of Deli Serdang Regency

Issuance of Land Rights Certificate by BPN Deli Serdang

The provisions of laws and regulations and Government policies in issuing the umum certificate are made to:

- a. Providing legal certainty regarding land rights, both by individuals and by a legal entity;
- b. Provide authentic evidence that the person named in the certificate is the actual rightholder;
- c. Provide certainty regarding the subject and object of land rights, as well as the status of land rights. In short, the existence of a certificate will provide evidentiary power for the person whose name is listed in the certificate if there is a civil dispute in the District Court trial.

The function of issuing a land rights certificate is clearly a handle for the owner of the written evidence of his rights, unless there is still a record in the land book, then the certificate cannot be issued. This is stated in Article 31 of Government Regulation Number 24 of 1997 as follows:

- a. Paragraph 1: The certificate is issued for the benefit of the right holder concerned in accordance with the physical and juridical data that has been registered in the land book as intended in Article 30 paragraph (1);
- b. Paragraph 2: If there are records in the land book as referred to in Article 30 paragraph (1) b which concerns juridical data, or records as intended in Article 30 paragraph (1) letters c, d, and e which concern physical data and juridical data the issuance of the certificate is suspended until the relevant record is deleted;
- c. Paragraph 3: A certificate can only be handed over to a party whose name is listed in the land book concerned as a rightholder or to another party authorized by him. The land certificate is issued by the Directorate General of Agrarian Affairs of the Ministry of Home Affairs of the Republic of Indonesia c.q. Head of the City/Regency Agrarian Office on behalf of the Mayor or Regent of the local Level II Regional Head. (Arianto et al., 2025; Mangare, 2024)

This means that the revocation/cancellation must also go through the Agrarian Agency. The Supreme Court of the Republic of Indonesia through its decision dated September 5, 1973 Registration Number 716K/Sip/1973 in its legal principles stated that the issuance/revocation and cancellation of the certificate letter is solely the authority of

the Land Registration and Supervision Office, not including the authority of the District Court, so the plaintiffs' lawsuit regarding the revocation of the certificate is not acceptable.

The existence of certificates will also increase public trust in legal traffic, for example in terms of buying and selling, exchanging, and others. In addition, a certificate can increase the selling value of a land right when compared to the purchase of land based only on other evidence, such as pipil, petok D, sale and purchase deed, PPAT, and so on. This is still understandable considering that the letter mentioned last still needs to be improved, which incidentally costs a lot of funds and takes a long time. (Hutabarat et al., 2021; Kusumojati & Ferry Rosando, 2021)

Given the importance of the role of certificates, the power of proof does not only apply externally/to external parties, but also has internal power, namely providing a sense of security for the holders/owners, as well as their heirs so that in the future the heirs do not experience difficulties. The existence of a certificate not only has economic and legal aspects/values, but also contains social aspects/values, in the sense that even though a person has a certificate for a parcel whose area is in accordance with the specified boundaries, but if the social/public interest requires part or all of the land/parcel, then the holder of the certificate is obliged to give up his rights for the social/public interest. Maybe the price of land/parcels is far from the general market price.

Thus, the land area in the certificate is forced to be reduced/adjusted to the last situation after it is taken (for the social/public interest). This is in accordance with the spirit and spirit contained in Law Number 5 of 1960 concerning the Basic Regulations on Agrarian Principles, which essentially determines that Property Rights (HM), Business Use Rights (HGU), Building Rights (HGB), Management Rights and Right to Use have social functions. In terms of land registration, which aims to provide legal protection and certainty to land rights holders. However, in practice, there are still many general public who do not know and understand the importance of land registration. (Miki et al., 2024; Natakharisma, 2020)

Obstacles Faced by BPN Deli Serdang in Issuing Land Rights Certificates

From the social and cultural structure, Indonesia is part of a plural *society*, which is the existence of special ethnic and cultural groups. In addition, Indonesian people are domiciled in rural areas that have different characteristics and characteristics from urban areas. Often problems are found that often occur in rural areas and must be handled immediately in simple ways, while in urban areas not all problems can be handled in a simple way.

Another problem that arises as part of society is how to implement regulations. Law enforcers should be aware that they are considered the law by the community, so it is impossible that regulations are interpreted broadly and narrowly. In addition, there is often a habit of not analyzing a rule of law that often lags behind developments in society.

Based on the results of the interview with Mrs. Ratih Simanjuntak, the obstacles that are often faced by the BPN Deli Serdang office related to the issuance of land rights certificates are:

That the public still lacks understanding of the procedure for issuing land rights certificates that have been notified by the officers of the Deli Serdang Regency BPN office, thus making the requirements file incomplete;

There is still a lack of documents from the public in applying for a replacement certificate and it can be difficult for the community to complete the requirements that have been set by the Deli Serdang Regency BPN office. So that the Deli Serdang Regency BPN office is constrained in issuing land rights certificates. (Hutabarat et al., 2021; Sandika et al., 2023)

Often the notifications submitted by the Deli Serdang Regency BPN office are not responded well by the community, and the community often feels that they do not receive notifications. This is because the public is not sensitive to the notification from the Deli Serdang Regency BPN office for the management of land rights certificates that the applicant wants to submit. So this is an obstacle for the Deli Serdang Regency BPN office in issuing land rights certificates.

CONCLUSION

The issuance of land rights certificates in Indonesia has a clear and comprehensive legal basis. The normative basis includes Law Number 5 of 1960 concerning Basic Regulations on Agrarian Principles, Government Regulation of the Republic of Indonesia Number 24 of 1997 concerning Land Registration, and Regulation of the Minister of Agrarian and Spatial Planning/Head of the National Land Agency Number 1 of 2021 concerning Electronic Certificates. The existence of the regulation shows that juridically, the mechanism for issuing land rights certificates has been systematically regulated and provides legal certainty for land rights holders.

The role of the National Land Agency of Deli Serdang Regency in the process of issuing land rights certificates. BPN Deli Serdang plays an active role through the implementation of land plot measurements, issuance of land rights certificates, and providing directions and information to applicants regarding administrative requirements that must be met. This role shows that BPN not only functions as an administrative institution, but also as a public service institution that is responsible for ensuring the order of land administration and providing legal certainty for the community.

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