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World Bank praises UTC

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ONE-STOP HUB: It is recognised as best model for providing services to the people, says Najib

CHUAH BEE KIM
JOHOR BARU
news@nst.com.my

THE unique concept of the Urban Transformation Centre (UTC), which was developed under the National Blue Ocean Strategy, has won praise from the World Bank.

Prime Minister Datuk Seri Najib Razak said the one-stop centre, which provided a myriad of government agency services under one roof, was recognised by the World Bank as being the best model for services for the people.

"As Johor Menteri Besar Datuk Seri Mohamed Khaled Nordin said, the concept of the UTC is unique. It is an innovation that cannot be replicated in any other country.

"It has been recognised by representatives of the World Bank who visited the UTC in June last year, and they acknowledged it as the best model in the world," said Najib when officially launching the Johor UTC at Galleria@Kotaraya here yesterday.

Najib said since the first UTC began operations in Malacca in 2012, 27.4 million people had visited the 10 centres nationwide.

"About 1.8 million people have visited the Johor UTC since it began operations in July 2014 till December last year. There are plans to open UTCs in Kelantan, Miri in Sarawak, Terengganu, Perlis and Negri Sembilan."

Najib, who is finance minister,



Prime Minister Datuk Seri Najib Razak (fourth from left) with Deputy Prime Minister Datuk Seri Dr Ahmad Zahid Hamidi (second from left) and Johor Menteri Besar Datuk Seri Mohamed Khaled Nordin (third from left) at the official launch of the Johor Urban Transformation Centre at Galleria@Kota Raya, Johor Baru yesterday. Pic by Mohd Azren Jamaludin

said the UTC was based on a concept under the National Blue Ocean Strategy to provide high impact projects for the people, but utilising low-cost methods.

"The UTC project, wherever it is being developed, uses the concept. Each project is completed within six weeks and involves converting buildings or premises normally left idle or those with no economic use. The Johor UTC was developed in a shopping mall that had been struggling," he said.

The one-stop service centre has 32 government agencies and statutory bodies, such as the National Registration Department, Immigration Department, Road Transport De-

partment and utility companies.

The prime minister said with the concept of having numerous government agencies offering their services under one roof, UTCs not only helped the public to complete their transactions in less time, but also with less cost.

He said UTC services had also brought about larger impact in terms of government delivery to the people through a very innovative method.

"Renewal or new passport application process can be completed in just an hour. While waiting for the passport to be ready, the applicant can also pay quit rent and assessment rate, tithe and seek treatment

at the 1Malaysia Clinic for only RML.

"If your tooth is aching, you can see the dentist at the UTC by paying only RML. If you go to a private dental clinic, you will have to fork out at least RM200. So, this (UTC) is indeed a cost-and-time-saving service for us," he said.

Present at the launch were Deputy Prime Minister Datuk Seri Dr Ahmad Zahid Hamidi, Najib's wife, Datin Seri Rosmah Mansor, Deputy Home Minister Datuk Nur Jazlan Mohamed, Second Finance Minister Datuk Seri Ahmad Husni Hanadziah, Treasury Secretary-General Tan Sri Dr Mohd Irwan Serigar Abdullah and Johor Menteri Besar Datuk Seri Mohamed Khaled Nordin