

**UTC Is Unique, an Innovation Recognised As Best in the World – Najib  
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JOHOR BAHRU, March 6 (Bernama) -- The concept of Urban Transformation Centre (UTC) is unique and it is an innovation that has never been done in any other countries, to the extent of being recognised by the World Bank as the best model in the world.

Prime Minister Datuk Seri Najib Tun Razak said since its first establishment in Melaka in 2012, UTC had provided its services to more than 27.4 million visitors.

"As the Johor Menteri Besar Datuk Seri Mohamed Khaled Nordin said in his speech earlier, the concept of UTC is so unique.

"This fact has also been recognised by the World Bank's representatives during their visit to see the UTC project in June 2015, in which they acknowledged that the UTC is the best model in the world," Najib said when opening the Johor UTC here Sunday.

Also present were his wife, Datin Seri Rosmah Mansor, Deputy Prime Minister Datuk Seri Dr Ahmad Zahid Hamidi, Second Finance Minister Datuk Seri Ahmad Husni Hanadzlah.

Najib, who is also Finance Minister, said the concept of UTC was based on the National Blue Ocean Strategy (NBOS), which focus on projects with high impact, low cost and could be rapidly implemented.

"The UTC project, no matter where it is, fulfilled those criteria because in general, each project will be completed within six weeks and the selected buildings or premises were normally idle buildings or those not too economical to use.

"I was made to understand that this Johor UTC is formerly a struggling shopping mall," he said.

The prime minister said with the concept of having numerous government agencies offering their services under one roof, UTC not only help 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.

"Imagine this. 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 land tax, tithe, seek treatment at the 1Malaysia Clinic for only RM1.

"If your tooth is aching, you can see the dentist at the UTC by paying only RM1. If you go to 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. On Johor UTC, which has been operational since July 2, 2014, the prime minister said 1.8 million people were recorded to have enjoyed the services until December last year.

He said the Malaysian Immigration Department at the Johor UTC recorded 180,158 applications and issuances of passports last year, which was the highest among all immigration branches nationwide, while the National Registration Department recorded 193,000 applications last year, also the highest among the UTCs nationwide.

The Road Transport Department at the Johor UTC, on the other hand, collected the highest revenue at RM31 million, compared to other UTCs nationwide, last year, he added.

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