



MALAYSIA



FEDERAL DEPARTMENT OF TOWN AND COUNTRY PLANNING PENINSULAR MALAYSIA

NATIONAL URBANISATION POLICY

MINISTRY OF HOUSING AND LOCAL GOVERNMENT



**Federal Department of Town and Country Planning  
Peninsular Malaysia**

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**MALAYSIA**



**dpn**  
Dasar Perbandaran Negara  
National Urbanisation Policy



**Federal Department of Town and Country Planning Peninsular Malaysia**  
Ministry of Housing and Local Government

**8 AUGUST 2006**





## MESSAGE

### Prime Minister of Malaysia



Vision 2020 targets Malaysia to be a developed nation economically, socially, politically and spiritually by year 2020. The manifestation and aspiration of Vision 2020 sets the framework for which development is to be steered. The nation is now in its second phase of development towards achieving the Vision. Rapid globalisation, progression in science and technology and the need to capitalise on knowledge-based economy requires the country to have a strong foundation in order to be competitive with other nations. In this context, the direction of development has to be planned and managed systematically and comprehensively to induce the country's capacity to compete globally.

The urban sector is an important catalyst towards national economic growth and a vital investment centre for the nation. Apart from being a centre for social and recreation, urban sector plays an important role in attracting local and foreign investors in economic activities. Therefore, a township must be able to provide a good and competitive environment, complemented with all forms of activities within its territory. Peninsular Malaysia is expected to experience a rapid process of urbanisation by year 2020, with a majority of the population being urbanized. The increase in population means additional space is required for housing, public amenities and infrastructure. Hence, development to be carried out should be able to

bring a good return whilst priority being given to environmental protection, through a balanced and optimal use of national resources.

The National Urbanisation Policy (NUP) aims to ensure that urban centres would be able to play optimal role as the engine of the nation's economic growth providing a high quality of life through a systematic and planned urbanisation process. The aspiration of NUP is tandem with the national mission to be a developed nation by year 2020. It is my hope that upon the implementation of all the policies, our urban areas would be developed, and managed efficiently and effectively and well balanced with good governance and ultimately will become world-renowned cities in times to come.

Dato' Seri Abdullah bin Haji Ahmad Badawi  
Prime Minister of Malaysia



## MESSAGE

### Minister of Housing and Local Government



The Ministry of Housing and Local Government welcomes the preparation of the National Urbanisation Policy (NUP) which aims to create a city of vision with a peaceful community and living environment. The policies are in line with the National and Ministry's vision in providing a safe and healthy living as well as peaceful and beautiful environment to promote socio-economic growth for a disciplined and developed Malaysian community.

The preparation of the NUP is timely considering that rapid process of urbanisation in the nation. In Peninsular Malaysia alone, the rate of national urbanisation is expected to increase to 75% by 2020. Negative implications are to be expected if nothing is being done to properly manage the process of growth. Urbanisation issues being emphasized by the government, among others, are urban poverty, the rising crime rate, solid waste disposal, housing for the poor, environmental protection, pollution etc. These issues need to be tackled holistically to ensure the role of urban centre as the engine of economic growth will be continuously maintained and enhanced. Towns need to be governed efficiently and effectively to promote a sustainable and conducive environment as a place of work and living. At the same time, the uniqueness of town should also be preserved to maintain its image and distinct identity.

The aim of the NUP is to provide the direction for government agencies to plan, implement and manage urban services. To ensure the effectiveness, the Federal Department of Town and Country Planning will monitor the implementation of the NUP. However, it is the responsibility of all parties involved in planning, development and urban management to ensure these policies are being implemented properly. Hence all parties, in particular local authorities should be more innovative, transparent and efficient in promoting urban development that is of quality, healthy, competitive and progressive.

Dato' Seri Ong Ka Ting  
Minister of Housing and Local Government



**FOREWORD**  
**Director General**  
**Federal Department of Town and Country Planning, Peninsular Malaysia**



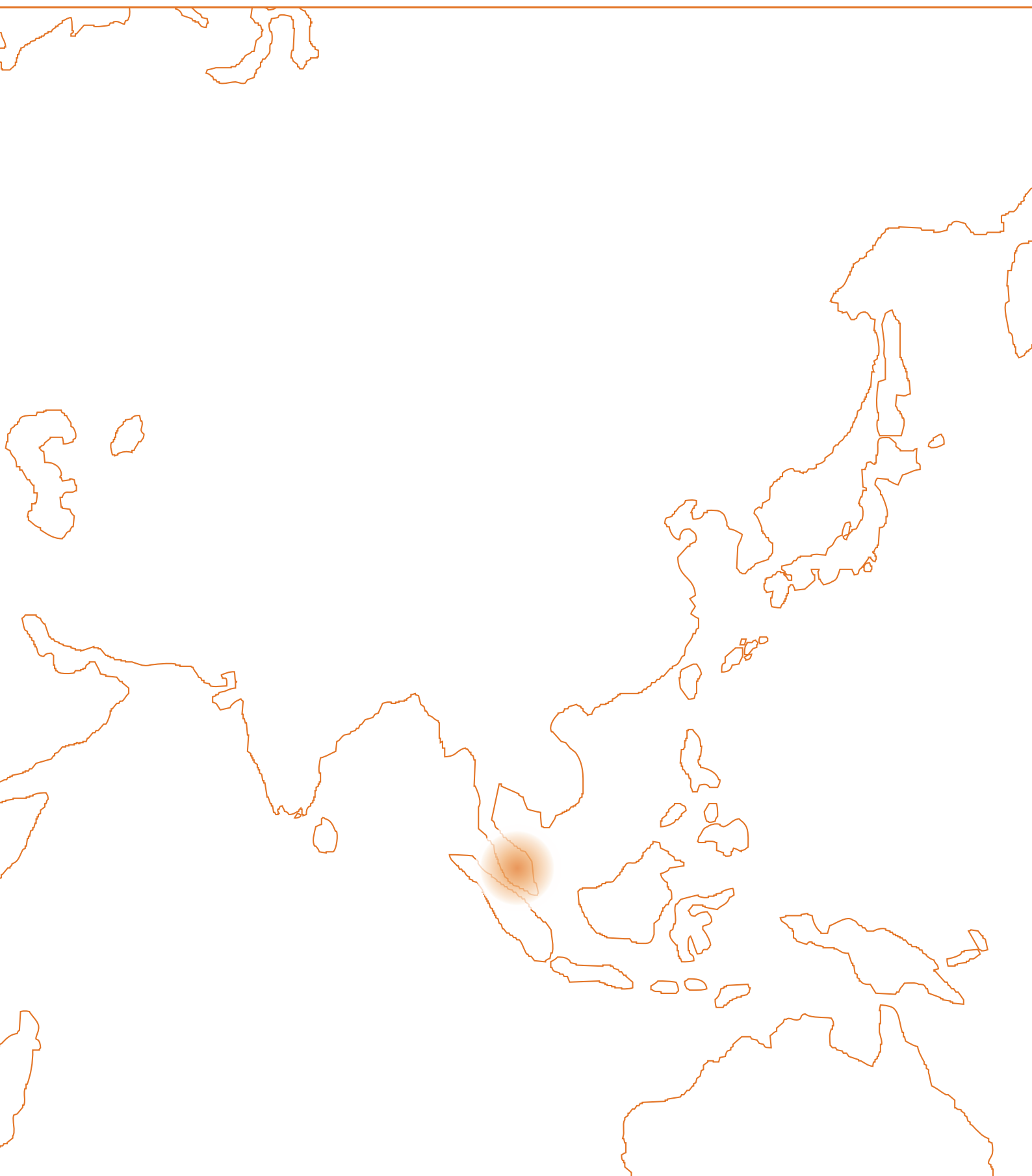
An urban centre is a catalyst and contributor towards the national economic growth, a centre for innovation and entrepreneurship and a source for high social services. Efficient and effective urban governance will help to generate a competitive national development. Therefore, development potentials that exist in urban areas should be continuously adopted and supported as a place for investment and providing services of a high level. The NUP is an attempt by the department, in support of the national aspiration, to create a balanced growth not only in terms of economic development but also the social and spiritual aspects as stipulated in the 9<sup>th</sup> Malaysia Plan and the National Vision.

The NUP will functionally steer and coordinate the efficient and effective planning and development of urban areas to face current and future challenges. It will also ensure a developed nation status is achieved by 2020. The NUP will provide the basic framework for all development plans and urban governance in Malaysia. The preparation of the NUP is provided for under Section 6B(3) of the Town and Country Planning Act, (Amended 2001) Act A1129 and Chapter 21 of the 9<sup>th</sup> Malaysia Plan under the topic of Urban Services. The formulation of the NUP had undergone the process of consultation with various Federal, State and Local Agencies as well as non-government institutions, Institutions of Higher Learning, Corporate sector and specialists from all over the country.

The NUP emphasises six main thrusts that outlines strategies for the creation of a township that is safe, systematic, modern and attractive. There are altogether 30 policies covering vital aspects of planning, development and management of township in the country. It is hoped that with the NUP, the development of urban areas will be implemented in a planned, balanced, quality, sustainable and peaceful manner towards achieving the national vision of being a developed nation economically, socially, politically and spiritually by 2020,

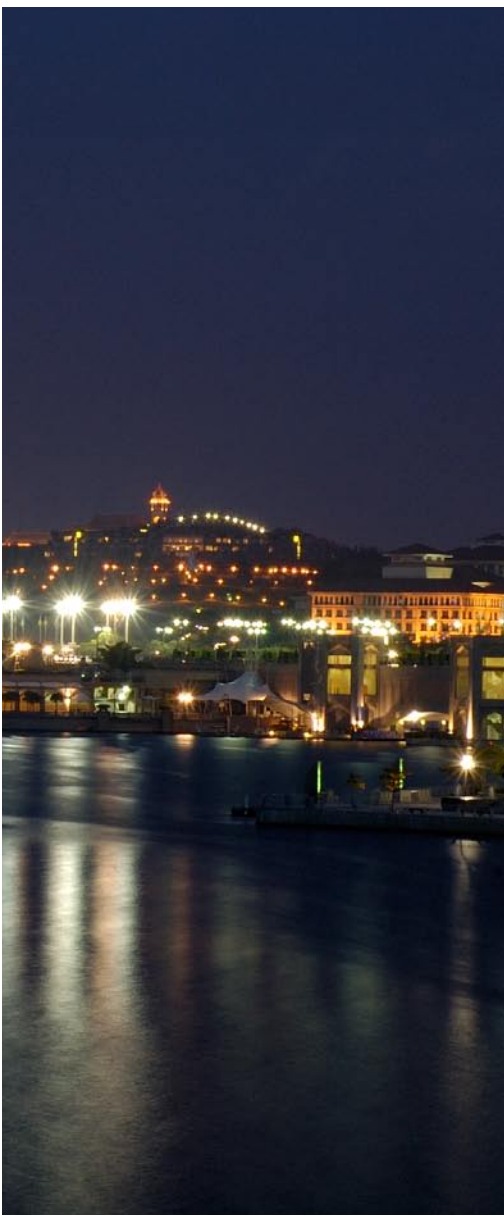
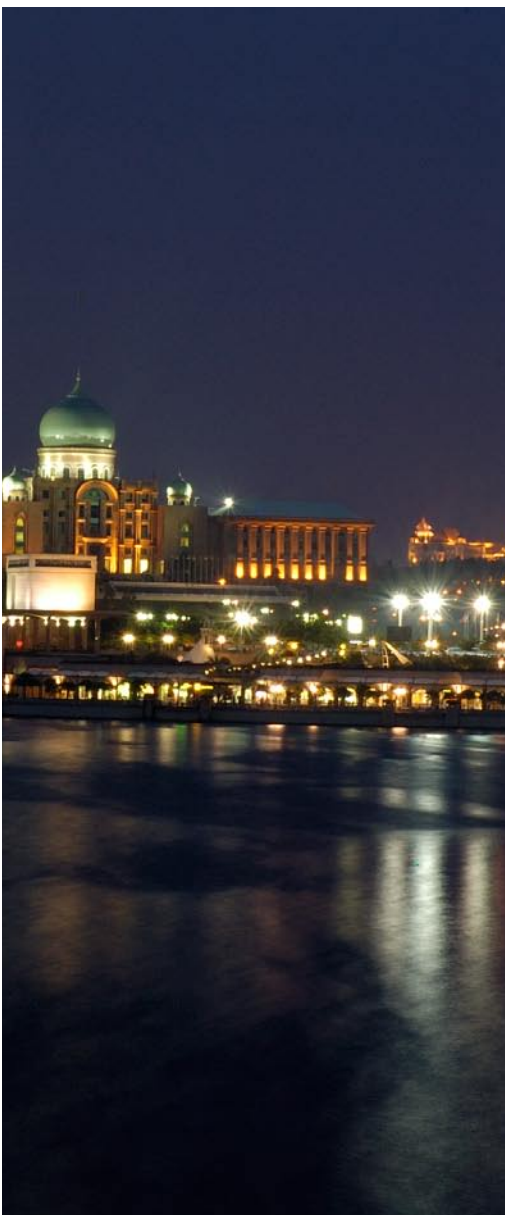


Dato' Mohd. Fadzil bin Hj. Mohd. Khir  
Director General  
Federal Department of Town and Country Planning  
Peninsular Malaysia



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## 1.0 INTRODUCTION

Towns as engines of economic growth, have a vital role towards attaining the national vision of a developed nation status by year 2020. For the past two decades, the rate of urbanisation has registered a significant increase and in future, is expected to rise further. To address and manage this effectively, there is a need to plan, develop and manage a more systematic and efficient urban service in order to achieve a better quality of living for the urban community.

The potential for urban growth has to be planned in the best possible way in tandem with advances in technology and the challenge of globalisation so as to maximise its contribution to the national economic growth. Nevertheless, there are currently various physical and social problems faced in urbanisation due to imbalance of development. In this regard, a comprehensive and integrated framework to guide the process of urbanisation for the nation should be formulated by means of a National Urbanisation Policy (NUP).

The need to prepare a NUP was emphasized in the Eighth Malaysia Plan (8th MP) and the Ninth Malaysia Plan (9th MP) where the NUP will be formulated to increase the effectiveness in the quality of urban services for the creation of safer, systematic, modern and attractive towns. Provisions under Part IIB Section 6B(3), the Town and Country Planning Act (Act 172), amended in 2001 (Act A1129) also provided for the Director General of Town and Country Planning to take into consideration the current National Urbanisation Policy or other similar policies when preparing the draft National Physical Plan (RPN).





## 2.0 THE NEED FOR NATIONAL URBANISATION POLICY

The NUP will guide and coordinate the planning and urban development of the country to be more efficient and systematic particularly to handle the increase in the urban population by 2020 with emphasis on balancing the social, economic and physical development within urban areas. It will also serve as the foundation to encourage racial integration and solidarity for those who will reside in the urban areas.

The NUP will be the main thrust for all urban planning and development activities in Peninsular Malaysia including development plans at the state and local level. This policy will outline the thrust, policy, measures and implementation plan to coordinate and manage the urbanisation process of the country.



## 3.0 ISSUES AND CHALLENGES

In the process of urbanisation, there are several major issues encountered by towns nationwide. These include:

### i. Rapid Rate of Urbanisation

Urbanisation in Peninsular Malaysia has developed rapidly especially during the last two decades whereby the rate of urbanisation has increased from 54.3% to 65.4% between 1991 and 2000. This is expected to increase to 75% by 2020. The increase in population will mostly concentrate in major conurbations such as Kuala Lumpur, Georgetown, Johor Bahru and Kuantan. The high rate of population increase requires the development of new areas for housing, social amenities, commercial and other urban landuses. The lack of clear urban limits has led to the creation of urban sprawl encroaching upon environmentally sensitive areas, major agricultural areas and areas unsuitable for development.

In addition, non-compliance with the existing development plans has also contributed to this problem. This situation has given rise to various urbanisation related woes such as environmental pollution, traffic congestion, brownfield areas, loss of inner city attractions, infrastructural decay, lack of social amenities and green areas; ultimately resulting in degradation in the quality of urban living.

The problem of conflicting landuse still exists especially in towns that experience rapid growth considering the high demand of landuse at strategic areas. The existence of illegal factories in urban areas has caused much environmental pollution. This is because illegal factories are not equipped with proper infrastructure and utilities. Many industrial activities especially small and medium enterprises (SME) are constructed and distributed haphazardly and poorly managed. This situation needs to be addressed through proper planning, monitoring and management for the betterment of the economy in urban areas.





## ii. Degradation of Environmental Quality

Rapid urban development has contributed to the degradation of environmental quality especially the quality of water, air and noise. Many rivers which are major sources of water have undergone degradation in water quality due to pollution from domestic waste, industrial effluents, suspended particulates from soil erosion and heavy metal pollution from factories. Based on a report by the Department of Environment, there are 9 polluted river basins in 2004, among them Sungai Klang and Sungai Buloh in Selangor, Sungai Juru in Pulau Pinang and Sungai Segget in Johore.



Air pollution has also increased due to emission from motor vehicles, industrial development and use of non-environmental friendly fuel sources. An unhealthy level of air quality was recorded for urban areas due to the high concentration of total suspended particulates below 10 micron ( $PM^{10}$ ) with a reading of  $52 \mu g/m^3$  compared to  $50 \mu g/m^3$  allowed under the Malaysian Air Quality Guideline. Furthermore, increased human activities and high population density have also generated noise pollution in urban areas. The Annual Environmental Quality Report 2002 showed that the noise level in housing areas (within urban centres) was higher than that recommended by World Health Organisation (above 65 dBA). Almost 90% of the noise pollution was from vehicles.

The increase in population has generated a very high volume of solid waste and there is pressure to provide a waste disposal site in the urban areas. According to the 9<sup>th</sup> MP, the volume of solid waste generated in Peninsular Malaysia had increased from 16,200 metric ton per day in 2001 to 19,100 metric ton per day in 2005 and if not managed efficiently, will create a negative impact on the environment and urban quality of living.





### iii. Less Competitive Urban Economy

The United Nations forecast that 60% of the world population which is equivalent to five billion people will reside in urban areas by 2030. With more than three quarter of the population living in urban areas in Malaysia by 2020, the demand for employment in urban centres will significantly increase. This will put a pressure to create enough employment in urban areas to meet the increasing demand as well as reduce unemployment to an acceptable level. A high unemployment rate will result in various social issues related to poverty, crime and nuisance. The pressure to create employment will be more intense in the conurbation which is expected to encounter competition from other cities worldwide due to globalisation and trade liberalisation. This is because the conurbation is anticipated to lead the nation in securing foreign investment, and in turn become competitive centres to attract investors.

Thus, one of the challenges of the urban economy is to turn urban areas into investment and commercial centres. It should have the capacity to attract foreign and local investment and trade in order to achieve a viable economy and provide adequate employment opportunities.

To promote economic growth in urban areas, the focus should be the creation of a fair distribution of wealth among the population to reduce urban poverty. Although the rate of urban poverty has shown a decrease at a level of 2.0% in 2002, several studies indicate that the problem exist in the lack of housing and public facilities and a decline in the quality of living of urban dwellers. Based on the 9<sup>th</sup> MP for the profile of urban poverty in 2004, the incidence of poverty was highest among the Bumiputera at 4.1% compared to the Chinese 0.4% and Indian 2.4%. As the Bumiputera lack skills and suitable qualification, most are involved in the informal sector as a source of employment. As the informal sector does not provide security of employment and provide lower income, they are predisposed to poverty. This calls for a long term plan to draw up programmes that will enhance employment opportunities and income for the urban poor comprising mainly the Bumiputeras.





#### iv. Inefficient Transportation System

Based on information from the Road and Transport Department of Malaysia, the total number of registered vehicles for Malaysia was 14.8 million in 2003. Out of this, 47% comprised of motorcycles, 44% were private cars while the remainder were commercial and other vehicles. The large number of private vehicle ownership puts pressure on the capacity of the existing road network especially for larger conurbations like Kuala Lumpur and Georgetown. Furthermore, inefficient public transportation resulted in the tendency for the urban population to opt for private vehicles instead of the public transport. According to a Study on the Integration of Public Transport Development and Land Use in Klang Valley in 2003, the ratio of private vehicle usage compared to public transport was 89:11. These two factors have contributed to the acute problem of congestion in those cities. In the long term, this will have a negative impact on the competitiveness and the attraction of those cities to draw local and foreign investors.

Basically, the current transportation system is insufficient to handle the problem of congestion and provide services incorporated with safety and user-friendly principles to the urban dwellers. Transportation facilities are provided without taking into account the need to integrate the different modes of transportation subsequently make it difficult for the user to change the modes of transportation. The provision of physical infrastructure for public transportation system such as covered pedestrian footpath and busstops that enhance the comfort of the user are still not given enough emphasis.

The road network of medium and small sized towns has not been developed to an optimum level. Most of the main roads for these towns are also through roads for passing traffic as there is a lack of alternative routes and this in turn leads to traffic congestions at particular times. More road networks are required to enhance the accessibility to urban areas and movement within the town itself.





#### v. Decline in Quality of Living for Urban Dwellers

The decline in quality of living in urban areas is one of the major issues that arise out of poor management of urban development. For a town to be both viable and sustainable, it is necessary to provide quality support infrastructure and a high quality of living derived from the provision of adequate housing, education, recreation and health facilities.

In respect of the provision of housing, the main issue is the lack of housing for the low income group. Although the supply of housing is generally in excess of actual demand, the supply of housing for the urban poor is still insufficient as the price of these houses is beyond the reach of this group.



Under the 8<sup>th</sup> MP, many low cost housing programmes such as Low Cost Public Housing Projects and Public Housing Programmes have been implemented in urban areas but to date are still unable to address the issue of insufficient low cost housing. During the 8<sup>th</sup> MP, the total number of low cost housing provided was 200,519 units compared to a target of 232,000 units. The lack of housing for the low income group has led to the existence of squatter settlements in the major cities in the country. These squatter settlements lack of proper infrastructure brought about many setbacks to the urban environment including social problems such as child education, crime, drugs, delinquency and others.

In terms of social facilities, it was found that the provision of recreational areas is generally inadequate for all towns in Malaysia. Moreover, there is a problem of maintenance of facilities as well as being non-user friendly since the location and design of facilities do not take into account the needs of certain segments of the society such as the disabled, children and elderly. Vandalism of public properties also exists and leads to not fully utilised facilities.



The rapid growth of the urban population has also increased the demand on infrastructure and utility which is beyond the capacity of the existing facilities. The development of housing and industrial areas is usually not synchronised with the capacity of utilities in particular water supply. Major cities especially those in the Kuala Lumpur conurbation frequently face the problem of interruption of adequate water supply. The recurrence of flash floods is due to the drainage system being unable to contain surface water run-off that has greatly increased with the higher intensity of urban activities. There are facilities that could not be fully provided as this requires planning at the regional level instead of being handled individually by a local authority such as the provision of solid waste and toxic material disposal sites. Poor maintenance of infrastructure and utilities compounded by the lack of coordination among the related agencies further aggravate this problem.



In terms of the quality of urban services provided, it is generally beset by a low level of service incapable of fulfilling the residents' expectations. The maintenance of drains and rubbish collection is inefficient, giving rise to various problems such as flash floods and poor public health. However, the quality of services like the maintenance of drainage system, rubbish collection, cleaning and maintenance of public areas varies according to the capacity of the local authority that manages the respective towns. Towns under the administration of large and financially sound local authorities will obtain services of a higher quality compared to towns under smaller local authorities.

Malaysian towns have also experienced a decline in the quality of living with respect to safety. The Malaysian Quality of Life Report, 2004 indicated that between 1990 and 2002, the public safety index declined by 19.9 points. On average, the percentage of crimes increased from 3.8 cases in 1990 to 6.2 cases in 2002. Safety is more crucial as lately crimes like burglary and theft are more rampant. As both aspects of safety and public security are inter-related and are a prerequisite to a stable and sustainable development, it has to be dealt appropriately in order to enhance the quality of life of urban dwellers.







#### vi. Lack of Emphasis on Urban Design and the Conservation of Heritage

The implication of urbanisation as well as globalisation had brought drastic changes to the image of major cities. Most urban centres in Malaysia are still weak at portraying a distinct identity and exceptional character. The influx of external influence had created more cities with a global character such as Kuala Lumpur, Georgetown and Johor Bahru. These cities exude a cosmopolitan image and tend to appear homogeneous and risk a loss of identity. Such rapid development and a laissez-faire policy had resulted in a development that is unattractive with an uncreative layout. The existing development lays more emphasis on optimising land use and acquiring short term gain. Consequently, the significance of urban design in creating a liveable environment with character has been duly neglected.

At the same time, rapid development had also given pressure for the surrounding heritage area to be developed. Conservation and preservation efforts on heritage buildings especially in the urban area become more difficult as owners of buildings and developers are more interested in developing commercial areas which is more profitable.



## vii. Ineffective Urban Governance

With the rapid pace of urbanisation by 2020, urban governance is faced with various complex challenges ahead. These challenges require that the respective parties be more focused in undertaking each and every responsibility in urban development. However, the involvement of multiple agencies and departments in urban management had made it difficult to coordinate many actions and in turn affects the effectiveness of those actions.





Good urban administration and management also need to take into consideration the capability of each local authority as each differs in terms of manpower, skills and financial capacity to provide good service for its population. There is a wide gap between the expectation of the community and the ability of the local authority to fulfil those expectations. The various roles that are expected of these local authorities to attain a liveable city with a high quality of living had put pressure on those authorities to acquire a strong organisation. The pressure is felt more intensely by small and medium sized local authorities that lack finance, manpower, skills and equipment in providing the expected services.



The local authority is also confronted with the diverse aspirations and interests of community groups that it has to fulfil, as well as various social issues and negative influence. Public cooperation and involvement are much needed to address these problems. However, community participation that are too brief pertaining to activities organised by the local authority also inhibit and do not fulfil the aspiration of the local authority at involving the community in planning and development of urban areas.



## 4.0 PHILOSOPHY

The formulation of urbanisation policies should be based on the philosophy of a liveable city which encompass the following:

- Generate economic development in order that the nation's prosperity is shared equitably and beneficial to all.
- Provide quality urban services, utility and infrastructure required by the population.
- Emphasize safety aspects in towns.
- Ensure the design and quality of urban fabric is based on the local cultures of the nation.
- Focus on the preservation and conservation of the environment.
- Promote social development and national unity.
- Promote participation of the residents in their respective community development towards enhancing governance for greater efficiency and effectiveness.
- Eradicate urban poverty.
- Be sensitive and innovative towards technological advancement and development.







 **5.0 GOAL**

The goal of urban development is to create a liveable environment that could realise peaceful community and living environment requires a balance in all aspects of development, namely physical, economy, social and environment. This is in line with efforts to achieve the goal of Vision 2020 for Malaysia to be a developed nation. To achieve this, the National Urbanisation Policy is guided by the following goal:

To Create A Visionary City  
With A Peaceful Community  
And Living Environment  
Through Sustainable Urban  
Development.



## 6.0 OBJECTIVE

Based on the above goal, six objectives have been identified namely:

- i. To develop a planned, quality, progressive and sustainable city;
- ii. To develop and strengthen a competitive urban economy;
- iii. To create a conducive environment in order to encourage social development;
- iv. To eradicate urban poverty;
- v. To strengthen the planning, implementation and monitoring system;
- vi. To strengthen urban management and administrative institutions.









## 7.0 NATIONAL URBANISATION POLICY THRUST

The National Urbanisation Policy is formulated on six thrusts as follows;

- i. An efficient and sustainable urban development.
- ii. Development of an urban economy that is resilient, dynamic and competitive.
- iii. An integrated and efficient urban transportation system.
- iv. Provision of urban services, infrastructure and utility of quality.
- v. Creation of a conducive liveable urban environment with identity.
- vi. Effective urban governance.





### **Thrust 1: AN EFFICIENT AND SUSTAINABLE URBAN DEVELOPMENT**

Urban development should have a clear guidance on the direction of future expansion to accommodate an orderly and manageable development. The development of an urban system needs to be based on a clear system of hierarchy so that the provision and distribution of facilities and infrastructure will be more efficient, thus, preventing wastage of national resources.

Urban development needs to be carried out within a specified area to ensure urban sprawl is avoided. Towards this end, landuse development should be based on the adopted development plan and comply with all policies, programmes and action plans proposed by the respective plan.

The urban limit needs to be identified to implement the development of a more efficient landuse. Urban development should be implemented in accordance with the principles of 'smart growth' with emphasis on redeveloping suitable areas especially in urban centres and brownfield areas, preserving green

areas for recreational purpose and conserving environmentally sensitive areas. This is to prevent development from encroaching upon agricultural and environmentally sensitive areas, to promote the optimum usage of existing infrastructure and to revive the attractiveness and liveliness of the urban centres.

Villages in the urban areas will also be developed and not be left out nor isolated from urbanisation whilst conserving the village unique features. These areas will also be equipped with infrastructural facilities and public amenities.

Urban redevelopment programme of suitable and strategic areas is one way of increasing the efficiency of urban areas. In addition, such programme is capable of fulfilling local needs for enhancing the quality of living and environment, generating economic activities and employment opportunities. For this purpose, the policies proposed are:



### NUP 1

The National Urbanisation Policy (NUP) shall form the basic framework for urban development in Malaysia.

#### Measures

- i. Ensure all development plans (NPP, RP, SSP, DLP and SAP) adhere to the policies outlined in the NUP.
- ii. Monitor the implementation of all development plans.

### NUP 2

Urban development shall be based on the urban hierarchy system of the NUP.

Please refer to Figure 1.0 : Urban Hierarchy, Peninsular Malaysia 2006-2020, Appendix 1 and Appendix 1a.

#### Measures

- i. Ensure urban development plans are based on the urban hierarchy and components.
- ii. Adopt the urban definition of the NUP to identify the urban area.
- iii. Establish an urban information system via the Urban Profile study.

## 7.0 National Urbanisation Policy Thrust

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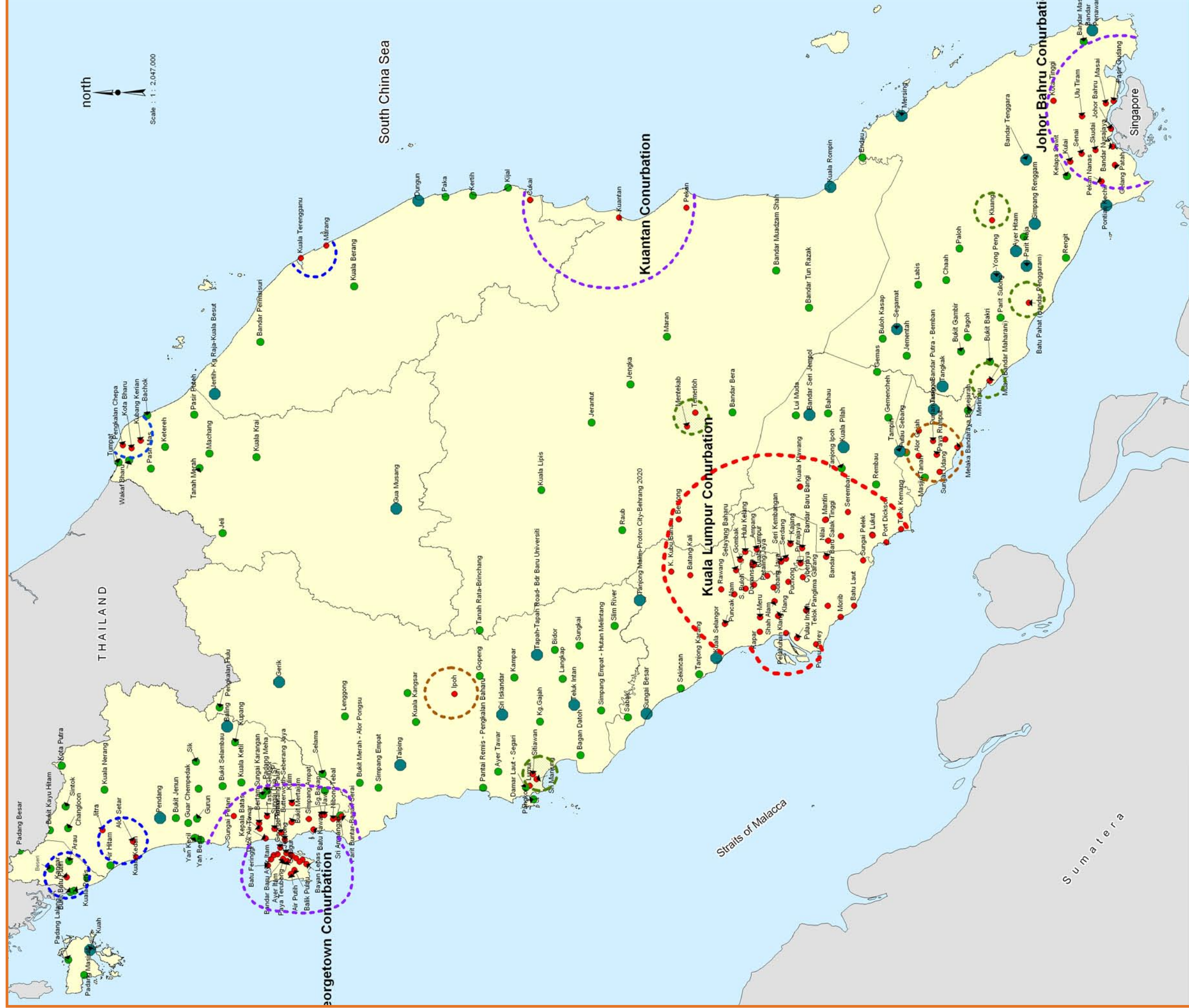
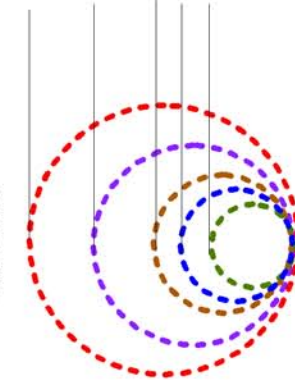


Figure 1.0 : URBAN HIERARCHY OF PENINSULAR MALAYSIA, 2006-2020

LEGEND :



National Growth Corbation

Regional Growth Corbation

Sub-Regional Growth Corbation

State Growth Corbation

District Growth Corbation

Major Settlement Centre

Minor Settlement Centre

Towns

### NUP 3

**Each urban development shall be based on the Development Plan being prepared.**

#### Measures

- i. Gazette all Structure Plans, Local Plans and Special Area Plans.
- ii. Identify and initiate the preparation of Regional Plans for national and regional growth conurbations.
- iii. Set the Structure Plan, Local Plan and Special Area Plan as the main guide in the planning approval process.
- iv. Coordinate and monitor the implementation of development plans at the federal, state and local levels.
- v. Coordinate and monitor the planning of conurbations through the Regional Planning Committee.
- vi. Enforce all Development Plans.
- vii. Establish a comprehensive landuse database at state and local levels.



#### NUP 4

**Urban growth limit is determined based on its carrying capacity for all towns in the country.**

##### Measures

- i. Establish the urban growth limit based on its carrying capacity for each town in the Local Plan.
- ii. Ascertain the criteria for Urban Growth Limit.
- iii. Review the Urban Growth Limit identified based on the appropriate time frame.

#### NUP 5

**Optimal and balanced landuse planning shall be given emphasis in urban development.**

##### Measures

- i. Ensure development is concentrated within the urban growth limit so as to create a compact city.
- ii. Ensure each new development is compatible with the surrounding landuse.
- iii. Impose social impact assessment studies when undertaking the planning and approval of all public and private development activities.
- iv. Ensure the employment zone is provided close to residential areas and is equipped with recreational facilities.
- v. Promote housing development within the urban centre or near to activity centres with access to good amenities and transportation.
- vi. Ensure workshop and light industries that do not create environmental pollution nor generate high traffic are appropriately located.



**NUP 6**

**Urban development shall give priority to urban renewal within the urban area.**

**Measures**

- i. Implement infill development at potential areas.
- ii. Identify and prepare an inventory of brownfield areas.
- iii. Plan and prepare the re-development programmes for brownfield areas.
- iv. Promote urban regeneration for areas potential for development.
- v. Rehabilitate polluted areas prior to development.
- vi. Establish an agency responsible for planning and managing urban renewal.
- vii. Encourage private sector involvement through the provision of incentives and joint venture programmes with the government.





#### **NUP 7**

**Village development in towns shall be integrated with urban development.**

#### **Measures**

- i. Redevelop village areas that are cramped, ill planned and isolated in line with the trend of development.
- ii. Conserve the uniqueness of village features whilst providing and upgrading infrastructure and utility facilities as well as public services at village areas.
- iii. Promote the approach of land readjustment as an alternative in the development of villages in towns.
- iv. Provide affordable commercial buildings and premises to enhance the economic activities of the local population in the village.
- v. Implement the development of new villages based on the New Village Master Plan.



### NUP 8

**Environmentally Sensitive Area and Prime Agricultural Area shall be conserved.**

#### Measures

- i. Protect and maintain environmentally sensitive areas and prime agricultural areas.
- ii. Establish green areas as buffer zones to limit urban development.



### NUP 9

**Open space and recreational areas shall be adequately provided to meet the requirements of the population.**

#### Measures

- i. Ensure recreational areas are provided in accordance to hierarchy and guidelines as well as standards.
- ii. Provide adequate public open spaces by the adoption of a standard of 2 hectares: 1000 urban population.
- iii. Ensure open space and recreational areas are provided with various sports facilities based on the requirement and needs of the local residents.
- iv. Gazette recreational areas and monitor the implementation of their development.
- v. Promote the contiguous and integrated development of green areas in urban centres.
- vi. Ensure that development face rivers and water bodies.
- vii. Adopt the National Landscape Policy in the preparation of landscape.
- viii. Review guidelines and standards pertaining to the provision of open space and recreational areas.





## **Thrust 2: DEVELOPMENT OF AN URBAN ECONOMY THAT IS RESILIENT, DYNAMIC AND COMPETITIVE**

There is a need to identify the economic strength and specialization of each urban centre to develop, promote and strengthen its future growth and development. A strong correlation between economic growth and urban growth further clarifies the role of the local economic base in national economic growth.

A major conurbation will encounter challenges from globalisation and technological development including the emergence of knowledge-based economy. The growth of knowledge based economy requires a high level of competency among administrators, service providers and consumers. The improvement of skills of the urban dwellers will further accelerate economic growth, expand knowledge, and lead to the upgrading of skilled manpower.



Thus, it is important for urban centres, regardless of size, to create a dynamic economic environment in support of commerce and value-added economic activities and knowledge-based industries.

Besides encouraging the growth and development of major urban centres, the economic development of medium and small sized urban centres should also be supported as they provide consumer goods to the urban population. Small towns also have an important role in improving the standard of living of the rural population as they function as commercial and trading centres especially in marketing agricultural products. The growth of these small towns creates demand for agricultural products and provides non-agricultural employment opportunities; both of which will improve the economic base of the rural population.



There are also urban centres with unique features that contribute significantly to the growth and development of the economic base to these areas. Towns like Malacca and Georgetown are recognised as popular tourist centres in Malaysia. Furthermore, Kuah in Langkawi and Lumut are small towns which are developing fast as a consequence of their linkages to an active tourism industry. The uniqueness of these towns should be administered and preserved to continue contributing to the economic sector. The enhancement of the uniqueness of these towns should be encouraged in addition with efforts to diversify their economic base.

Towards the eradication of urban poverty, programmes will be implemented. One component of the programme includes the provision of housing, income generation, facilities, education and training. The implementation of programmes to accelerate Bumiputera participation in the urban economic sector will also focus on those sectors with high bumiputera participation, that is the informal sector. This sector has to be developed in tandem with the formal urban economy. One proposal is the provision of planned commercial sites for the informal sector such as night markets and agriculture fairs. Simultaneously, the Bumiputeras in urban areas should be encouraged to grab diverse business opportunities by creating networks or joint-ventures between the public and private sector.

To drive and encourage the development of an urban economy to be more dynamic in the future, the following policies and measures are proposed:



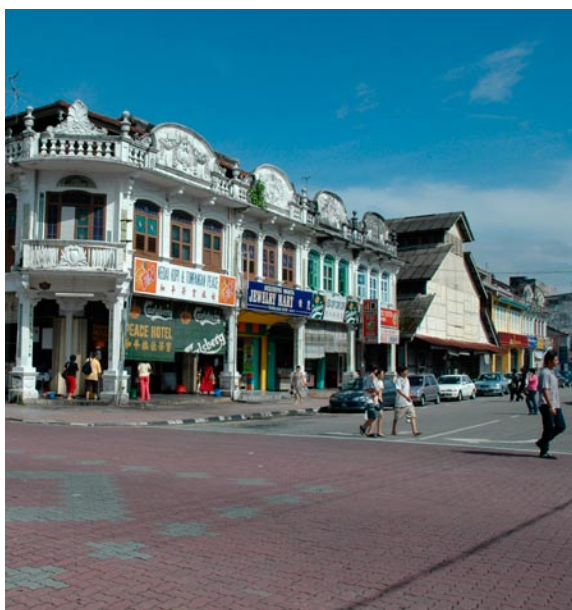


#### **NUP 10**

**The development of urban economic activities that is value-added and knowledge based (k-economy) at all conurbations shall be promoted.**

#### **Measures**

- i. Adopt the cluster concept in conurbations to encourage the growth of high value-added and knowledge intensive activities.
- ii. Identify specific areas where various clusters can exist and focus investment in these areas.
- iii. Identify and develop suitable areas to locate training and tertiary education institutions for the supply of skilled labour.
- iv. Promote the formation of cyber-cities and cyber-centres as catalysts of k-economy growth.
- v. Promote integrated development of business parks.
- vi. Ensure the provision of efficient IT infrastructure to promote the development of e-business and e-commerce.
- vii. Develop suitable recreational and cultural facilities for a conducive business environment for investors and local residents.
- viii. Accelerate the promotion of conurbations as investment centres.



### NUP 11

**Economic development of Major and Minor Settlement Centres shall be enhanced to support their roles in regional development.**

#### Measures

- i. Adopt the cluster concept to further strengthen the urban economy and its linkage with the hinterland.
- ii. Develop an efficient IT infrastructure to support k-economy.
- iii. Establish and fortify business parks and special industrial zones to encourage economic clusters.
- iv. Provide incentives for the re-development of brownfield areas as commercial and special industrial zones.
- v. Encourage the provision of small business lots in residential areas.
- vi. Promote the concept of small office in residential units (SOHO).
- vii. Provide planning guidelines for small office in residential units.
- viii. Identify suitable areas for the establishment of skills training and educational institutions.
- ix. Provide recreational facilities to support the business environment.



### NUP 12

**Special feature towns shall be developed in accordance to their respective potential and niches.**

#### Measures

- i. Identify towns with special functions and features such as:
  - Border Town;
  - Tourist Town;
  - Special Role Town;
  - Special Industry Town; and
  - Future Communications and Transportation Node.
- ii. Develop the economy of special feature towns in accordance to their respective niches by providing support facilities.
- iii. Plan and conserve the existing landuse zones to maintain their special features.

Towns identified with special functions are shown as in Table 1.0.

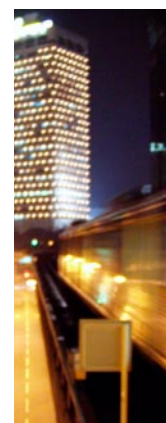


TABLE 1.0 LIST OF TOWN WITH SPECIAL FUNCTIONS UNDER THE NUP

| Special Function              | Town             | State           |
|-------------------------------|------------------|-----------------|
| 1. Border Town                | Bukit Kayu Hitam | Kedah           |
|                               | Kota Putra       |                 |
|                               | Padang Besar     | Perlis          |
|                               | Pengkalan Hulu   | Perak           |
|                               | Rantau Panjang   | Kelantan        |
|                               | Pengkalan Kubor  |                 |
|                               | Bukit Bunga      |                 |
| 2. Tourist Town :             |                  |                 |
| a. Coastal Town               | Mersing          | Johor           |
|                               | Kuah             | Kedah           |
|                               | Port Dickson     | Negeri Sembilan |
|                               | Kuala Rompin     | Pahang          |
|                               | Chukai           | Terengganu      |
|                               | Pangkor          | Perak           |
|                               | Lumut            |                 |
|                               | Batu Feringgi    | Penang          |
|                               | Tg. Tokong       |                 |
| b. Highland Town              | Tanah Rata       | Pahang          |
|                               | Fraser's Hill    |                 |
| c. Nature Based / Eco-tourism | Pontian Kecil    | Johore          |
|                               | Segamat          |                 |
|                               | Jerantut         | Pahang          |
|                               | Bera             |                 |
|                               | Jerteh           | Terengganu      |
|                               | Marang           |                 |
|                               | Dabong           | Kelantan        |
|                               | Gua Musang       |                 |
|                               | Alor Gajah       | Malacca         |
|                               | Ayer Keroh       |                 |
|                               | Jasin            |                 |

| Special Function                                 | Town                                  | State             |
|--------------------------------------------------|---------------------------------------|-------------------|
| d. Historical / Heritage Town                    | Teluk Intan town                      | Perak             |
|                                                  | Gerik                                 |                   |
|                                                  | Lenggong                              |                   |
|                                                  | Taiping                               |                   |
|                                                  | Klang                                 | Selangor          |
|                                                  | Malacca town                          | Malacca           |
|                                                  | Kuala Lipis                           | Pahang            |
| e. Royal Town                                    | Pekan                                 | Pahang            |
|                                                  | Kuala Kangsar                         | Perak             |
|                                                  | Arau                                  | Perlis            |
|                                                  | Sri Menanti town                      | N.Sembilan        |
|                                                  | Klang                                 | Selangor          |
| 3. Special Role Town                             | Putrajaya                             | Federal Territory |
|                                                  | Cyberjaya                             | Selangor          |
| 4. Special Industrial Town                       | Tanjung Malim - Proton City - Behrang | Perak             |
|                                                  | Butterworth                           | Pulau Pinang      |
|                                                  | Gurun                                 | Kedah             |
|                                                  | Kulim                                 |                   |
|                                                  | Senai                                 | Johor             |
|                                                  | Kertih                                | Terengganu        |
| 5. Future Communications and Transportation Node | Lumut - Sitiawan - Manjung            | Perak             |
|                                                  | Gerik                                 |                   |
|                                                  | Temerloh - Mentakab                   | Pahang            |
|                                                  | Gua Musang                            | Kelantan          |





**NUP 13**

**Employment opportunities especially for the low income group shall be improved and diversified irrespective of race.**

**Measures**

- i. Identify the profile of the urban poor group based on the Poverty Line.
- ii. Implement the Urban Poverty Eradication Programme (UPEP).
- iii. Provide special business premises for small traders through the construction of food courts, stalls, permanent farmers' fair sites, night market sites, business lots, markets and workshops at suitable locations.
- iv. Promote the provision of job opportunities in the small and medium sized industries (SMI) located near residential areas.
- v. To assist existing SMI that played a supporting role in economic growth by the provision of appropriate sites to expand business activities.
- vi. Provide employment opportunities in the low cost housing areas and traditional village in urban areas.
- vii. Encourage the concept of working at home to provide job opportunities for the low income group, disabled and women.
- viii. Promote in-situ development to maintain job opportunities.
- ix. Provide adequate infrastructure for the informal sector.
- x. Provide skills training programmes for the low income group.
- xi. Identify and support small businesses that provide services to residents of conurbations, major settlement centres and minor settlement centres.

**NUP 14**

**Development of urban areas shall take into consideration the Malaysian identity that is multi-racial. Bumiputera participation and those with low income from the urban economic sector shall be improved. At the same time, the interest, opportunity and future potential of other races will not be neglected nor obstructed.**

**Measures**

- i. Provide quotas to obtain licences, permits and distribute business premises or stalls, hawker centres, small industrial sites and shophouses at strategic locations.
- ii. Allocate a minimum of 30 percent in the total number of affordable commercial units and business floor area at strategic locations.
- iii. Unsold Bumiputera quota units will be purchased by government agencies such as SEDC, MARA, Urban Development Authority, local authorities and State Housing Board for rental.
- iv. Encourage the construction of business premises, bazaars and office lots at strategic locations by government agencies.
- v. Provide planned business sites for the informal sector such as night markets, farmer fairs and Ramadhan bazaars.
- vi. Promote the development of training and skills development programmes in the field of management, business operation and entrepreneurship.
- vii. Establish joint-venture network amongst the public and private sectors for the Bumiputera group.
- viii. To encourage joint-venture between bumiputera and non-bumiputera in suitable new opportunities.



### **Thrust 3: AN INTEGRATED AND EFFICIENT URBAN TRANSPORTATION SYSTEM**

An efficient and comprehensive transportation system is vital in enhancing the competitiveness of an urban centre. The increase in population and high private vehicle ownership compounded by an inefficient public transport calls for a strategy that could resolve these issues. Thus, the development of an integrated transportation system needs to be implemented with emphasis on multi-modal and environmentally friendly features to address the problems of congestion in large cities like Kuala Lumpur, Georgetown and Johor Bharu conurbations.

A policy that promotes the use of an integrated public transportation system that is effective, reliable, user-friendly and affordable to all levels of the population should be formulated. Transportation planning integrated with landuse planning will be the main thrust to ensure the success of a policy on promoting a public transportation system. Furthermore, traffic management has to be implemented comprehensively in order to reduce congestion in the cities. The policies to achieve this goal are:

#### **NUP 15**

**An integrated, efficient and user-friendly public transportation system shall be developed.**

#### **Measures**

- i. Prepare a public transportation master plan at all levels of urban centres.
- ii. Prepare guidelines based on the targeted mode of public transport being provided.
- iii. Construct multi-modal transportation terminals based on the urban hierarchy.
- iv. Integrate public transportation system in landuse planning by implementing the concept of Transit Oriented Development (TOD).
- v. Develop a high capacity public transportation system at the National, Regional, Sub-Regional and State Conurbations.
- vi. Provide 'Park and Ride' Terminals at the National, Regional and Sub-Regional Conurbations.
- vii. Widen the coverage of public transport routes and ensure that public transport services are competent, efficient and punctual.
- viii. Introduce an integrated ticketing system that encompasses all modes of public transport.
- ix. Promote special treatment for the disabled and senior citizens by providing physical facilities, discounted tickets and other support.
- x. Establish a special agency to administer, plan and implement the public transport system.
- xi. Coordinate the operators involved in the provision of public transport.
- xii. Ensure that operators involved in the provision of public transport adhere to designated routes.
- xiii. Review legislation relating to the management of the public transport system.
- xiv. Ensure that the aspect of public transport planning is given emphasis in Local Plans.
- xv. Encourage car pooling programmes to reduce the use of private vehicles.
- xvi. Promote the use of environment-friendly vehicles to reduce the level of air pollution.



**NUP 16**

**A more comprehensive traffic management shall be implemented to ensure a more efficient and effective traffic flow.**

**Measures**

- i. Adopt an intelligent transportation system and navigation system for traffic management in towns.
- ii. Introduce a more efficient traffic management system to control activities in urban centres that generate exceedingly high volume of traffic.
- iii. Implement scheme to restrain private vehicles from entering urban centres.
- iv. Limit the car parking facility in urban centres.
- v. Control vehicle movement through the implementation of traffic calming programmes.
- vi. Adopt Computerised Area Traffic Control within urban areas.

**NUP 17**

**A more comprehensive road network shall be developed to improve accessibility and mobility for inter and intra urban.**

**Measures**

- i. Develop roads in accordance to hierarchy.
- ii. Increase accessibility to smoothen traffic flow through the provision of ring roads, short cuts and one way flow.
- iii. Provide lanes/special paths for motorcycles and pedestrians in urban areas.
- iv. Conduct a social impact assessment study for the planning of new roads and the upgrading of roads.
- v. Conduct an environmental impact assessment study for the planning of new roads and the upgrading of roads particularly in environmentally sensitive areas.
- vi. Conduct a traffic impact assessment for all development within the urban area.
- vii. Conduct road safety audit for the planning of road development.





#### **Thrust 4: PROVISION OF URBAN SERVICES, INFRASTRUCTURE AND UTILITY OF QUALITY**

The provision of infrastructure and utility should be viewed in terms of fulfilling the demand of the population and supporting the growth of the urban economy as well as contribute to the competitiveness of a particular township. Infrastructure and utility need to be adequately provided, in terms of quantity, coverage of distribution and be of high quality that utilizes the latest technology.

The provision of infrastructure and utility should be coordinated with the hierarchy level and function of a town. In conurbation areas, the supply of utilities such as electricity and telecommunication should be of a higher standard to meet the requirements of value-added and k-economy activities. Moreover, these facilities need to have an efficient level of management and maintenance with good back-up services to reduce interruption during service.

Other infrastructure like solid waste disposal and sewerage system need to be provided on a joint basis between several townships to be more cost-effective and prevent wastage of resources.

For an efficient urban service, the main strategy is to widen its coverage and improve the quality of service by ensuring the sustainability and cost-efficiency of maintenance. Major urban services such as waste collection, sewerage maintenance, drainage maintenance, cleaning and management of public places should be provided extensively and be of high quality. This will improve the quality of living of the local population as well as increase the attractiveness of the urban area. For more efficient and cost-effective management of domestic effluent, the existing sewerage system needs to be improved in addition to the construction of new facilities.

The involvement of the local community needs to be encouraged to assist the local authority in administering and managing the urban area. For this purpose, the following policies are proposed:



**NUP 18**

**The provision of infrastructure and utilities shall be improved while continuous management and maintenance shall be ensured.**

**Measures**

- i. Facilitate the provision of a centralised sewerage treatment system as well as drainage system for urban areas.
- ii. Improve the provision of quality facilities viz. the supply of water, electricity and telecommunication in line with development requirements.
- iii. Ensure site planning for infrastructure and utilities as in local plans conform to the requirements for development.
- iv. Prepare a Sewerage Master Plan including land acquisition programme.
- v. Adopt practices in the Manual for Environment Friendly Drainage Design (MASMA) to improve water quality and reduce the risk of flood.
- vi. Improve efficiency in water management with emphasis on demand, utilisation of alternative and non-conventional sources (rain water harvesting, water recycling) as well as reduce wastage (non-revenue water).
- vii. Coordinate the planning and development of infrastructure and utilities by various agencies.
- viii. Wholly implement the MyICMS 886 strategy including the provision of infrastructure for Internet Broadband at all areas under the administration of local authorities in line with the National Broadband Plan (NBP).
- ix. Promote smart partnership between the service providers of infrastructure and utilities.
- x. Promote the sharing of infrastructure and utilities amongst towns especially within the conurbation.
- xi. Emphasize the aesthetical values in the provision of infrastructure and utilities appropriate for the environment.
- xii. Adopt the indicators of MURNINet in the provision of infrastructure and utilities.
- xiii. Adopt existing policies, where applicable.





### NUP 19

**A planned, effective and sustainable solid waste and toxic management system shall be implemented.**

#### Measures

- i. To use the Solid Waste Management Policy in the implementation and management of solid waste.
- ii. Reduce the generation of solid waste.
- iii. Utilise bio-degradable materials.
- iv. Implement the recycling programmes.
- v. Implement the systematic and safe collection, disposal and treatment of solid waste and toxic waste services.
- vi. Provide a systematic and safe infrastructure for the disposal and treatment of solid waste and toxic waste.



### NUP 20

**The quality of urban services shall be improved to create a comfortable and liveable environment.**

#### Measures

- i. Implement an efficient, cost effective and affordable approach in managing and maintaining urban services.
- ii. Provide a quality of life index as an instrument to evaluate the level of well-being for the urban population.
- iii. Encourage the involvement of society, non-government organizations and private sector in the management and provision of urban services, infrastructure and utilities.
- iv. Establish public awareness programmes to uplift and promote the culture maintenance and care of public property.



### **Thrust 5: CREATION OF A CONDUCTIVE LIVEABLE URBAN ENVIRONMENT WITH IDENTITY**

Society today is primarily concerned with a comfortable, user-friendly living environment with facilities for social interaction, in addition to creating a sense of belonging for its population. This thrust shall emphasize on peaceful urban living to be equally enjoyed by all urban residents so as to achieve the goal of improving solidarity. As the urban population increases, the urban environment should be planned and managed as a more attractive place for living, working and recreation.

To create a liveable urban environment, it is vital that sufficient basic facilities such as housing be provided, particularly for the low-income group and foreign workers. Programmes for low-cost housing should be undertaken in urban areas in order to provide adequate and affordable housing for the low-income group as well as to resettle squatters. Housing should be located close to the place of work with good accessibility to public transport and public amenities. Housing for foreign workers should be planned at specific locations for the convenience of the residents and reduce problems for the urban environment.

Major public amenities such as schools, recreational areas, sports complex, places of worship, health facilities and cemeteries should be adequately provided at suitable locations for use by all groups of the urban population. Nonetheless, the high value of urban land reduces the opportunity to provide adequate amenities at certain areas. Thus, it is suggested that a number of public amenities be provided on a shared basis among several towns or local authorities, for instance, the provision of cemeteries.

The level of provision for public amenities should be based on the hierarchy of a town so that appropriate facilities may be provided. For the main conurbations, such provisions should consider the needs of the business community that require various facilities of higher quality.

The maintenance of public amenities should be given emphasis to ensure that they could be effectively utilised. In this context, community involvement should be promoted to reduce costs borne by the government to provide and maintain these facilities. A culture of maintenance needs to be introduced through awareness programmes for the residents.



To address the problem of increasing crime rate in urban centres, a safe city programme should be undertaken. There are 23 measures to be implemented to maintain safety and reduce crime rate.

To create an urban environment of quality, beautification and landscape programmes should be implemented. The element of urban design should be given emphasis as good design could aid in building a distinct identity or character for the town. For a quality urban design that incorporates local cultural values, historic and heritage areas will be conserved and integrated with urban development. Policies and measures proposed to achieve this goal are:



**NUP 21**

**Sufficient housing shall be provided based on the requirements of the population.**

**Measures**

- i. Adopt the National Housing Policy as the basis for the provision of housing.
- ii. Diversify the type of houses, category of affordability in terms of ownership and payment as well as quality designs at suitable locations.
- iii. Aim for a target of 1 housing unit per 1 household.
- iv. Aim for a target of Zero Squatters.
- v. Identify areas for public housing programmes in development plans.
- vi. Ensure the location of public housing programmes is close to the place of work with good accessibility and equipped with infrastructure and public amenities.
- vii. Take into account the needs of various groups of society including the disabled and senior citizens when planning for housing areas.
- viii. Ensure the provision of transit houses for foreign labour at suitable locations.

**NUP 22**

**Adequate, fully-equipped and user-friendly public amenities shall be provided with continuous management and maintenance.**

**Measures**

- i. Provide public amenities such as educational facilities, health, religious buildings for all religions, burial grounds and other facilities based on population requirements as well as planning guidelines and standards.
- ii. Provide user-friendly public amenities at accessible locations.
- iii. Provide high quality public amenities.
- iv. Review planning guidelines that relate to the provision of public amenities to suit current requirements.
- v. Improve access to public amenities through continuous ample pedestrian network and bicycle lane that are safe, comfortable and user-friendly.
- vi. Inculcate the practice of continuous management and maintenance.



**NUP 23**

**Safe urban environment shall be provided.**

**Measures**

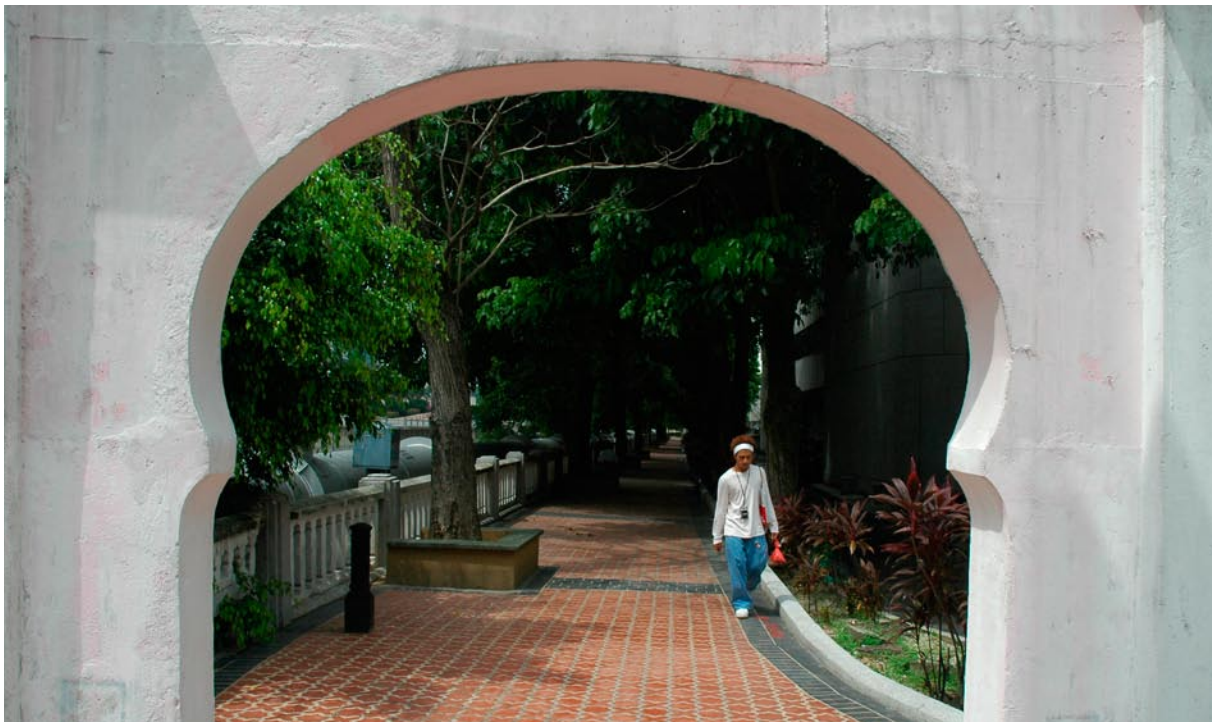
- i. Adopt the principles of safe town planning.
- ii. Implement holistically the Safe City programme.
- iii. Increase public awareness and involvement on urban safety.
- iv. Ensure that planning and urban development take into account mitigation measures against the effects of geo-disaster or industrial risk based on the principle of Hyogo Framework of Actions.

**NUP 24**

**The formation of an urban image and identity congruent with local function and culture that represents a multi-racial society.**

**Measures**

- i. Adopt guidelines on urban image.
- ii. Use a suitable theme based on the character and uniqueness of the town.
- iii. Conduct a detailed study on the aspect of urban design specifically on urban image and identity that represents a Malaysian identity which is multi racial.
- iv. Adopt a National Landscape Policy and Landscape Master Plan.



## NUP 25

**Areas and building of historical value and unique architecture shall be restored and gazetted.**

### Measures

- i. Prepare an inventory of urban heritage for proclamation and gazettelement.
- ii. Upgrade the capacity of the implementing agency for heritage areas and buildings.
- iii. Prepare a management plan of the heritage area.
- iv. Provide a budget to preserve and restore urban heritage buildings.
- v. Enforce the National Heritage Act and other relevant Acts.
- vi. Control and coordinate development within and in the vicinity of heritage areas or buildings.
- vii. Increase public awareness on the value of cultural heritage.
- viii. Allocate the area and facilities to implement local cultural activities
- ix. Improve cooperation between various parties with the local community to implement heritage restoration projects and urban re-development.





### **NUP 26**

**A sustainable and environmentally friendly development shall form the basis of environmental conservation and improve the urban quality of life.**

#### **Measures**

- i. Ensure that urban development is given emphasis to reduce air, noise and water pollution and is compatible with rivers.
- ii. Enforce legislation, guidelines and standards relating to environmental conservation.
- iii. Encourage development that reduces the impact of urban heat islands.
- iv. Review guidelines and standards relating to environment.





### **Thrust 6: EFFECTIVE URBAN GOVERNANCE**

An effective urban governance system should be established to administer urban growth and development at various levels particularly at the local authority level. This will ensure that the value of assets, economy, social and the environment will be maintained and value-added towards attaining sustainable urban centres in Malaysia.

The local authority, as the main agency responsible for urban management, needs to update the administration and management system to optimise its financial revenue including new sources, upgrade its capacity to enable towns to become more competitive and viable, strengthen human resources by employing skilled and experienced staff as well as expand the use of technology.



With rapid urbanisation, local authorities should emphasize the use of innovative approach and technology to reduce cost and increase efficiency in all aspects of urban planning, development and management. In addition, these efforts will contribute to the management of a more viable environment.

The management and administration system practised should be founded on an ethical work culture, be transparent and efficient to ensure a more effective delivery system. In this light, there is a need to review and strengthen the respective system and work procedure, implementation approach, standards and guidelines to achieve the highest standard of services. To complement actions being carried out, the existing legislations related to urban administration and management should be reviewed for a more effective enforcement and implementation of the urban development.

Local authorities need to cooperate closely with the local community, non-governmental organisations and the private sector to plan and implement appropriate urban planning and management programmes that meet with their requirements for sustainable development as mooted in the Local Agenda 21. Such cooperation will provide opportunity for the local community to monitor and give feedback on the programmes implemented in their respective area. To facilitate this proposal, the local authority should establish a unit responsible for coordinating and managing programmes to improve local community participation in urban planning and governance activities. Towards this, the policies and measures proposed are:



**NUP 27**

**The institutional capacity shall be strengthened to implement a more efficient and effective urban administration and management.**

**Measures**

- i. Restructure the institutional organization for urban management.
- ii. Increase manpower at all levels of local authorities including additional technical staff for the management and professional group.
- iii. Refer and adopt the benchmark of developed nations to ascertain the number of professional manpower.
- iv. Expand services at the local authority level to enable job rotation, better promotion opportunities and exchange of officers amongst local authorities within the same state.
- v. Review and coordinate laws relating to urban administration and management.
- vi. Create a comprehensive human resource development plan that includes job rotation, job enrichment, promotion opportunity and continuous training to upgrade staff capacity, capability and expertise.
- vii. Establish a specialized training institute for urban management.
- viii. Create a leadership and management that is dynamic, solid as well as has good capacity performance.
- ix. Identify new sources of revenue and upgrade the financial management.
- x. Implement a more efficient and systematic asset management to ensure the quality of service and prolong the life cycle of equipment.
- xi. Standardise rules and procedures relating to the approval of landuse planning.
- xii. Expedite the approval of development application.
- xiii. Use information and communication technology to upgrade management quality and improve the delivery service through the implementation of electronic systems such as e-licensing, e-assessment, e-submission and the like.
- xiv. Adopt an innovative approach and method to increase the effectiveness of procedures, flexible management, wider community involvement and use of latest technology.

**NUP 28**

**Good corporate governance shall be practiced to promote a management culture that is transparent, has integrity and is accountable.**

**Measures**

- i. Adopt the principle of corporate governance in administration towards:
  - a. the implementation of Islam Hadhari programmes;
  - b. the implementation of the National Integrity Plan (PIN);
  - c. the reduction of bureaucratic red-tape;
  - d. the conduct of efficient and firm monitoring;
  - e. the escalation of the delivery system;
  - f. the implementation of an effective leadership and management;
  - g. the practise of transparency;
  - h. the prudent management of funds and resources; and
  - i. the implementation of Key Performance Indicators (KPI).
- ii. Prepare and adopt a code of urban governance for all local authorities.
- iii. Practise management and a work culture based on knowledge.
- iv. Increase direct participation of institutions in social activities.



**NUP 29**

**The involvement of society shall be encouraged in urban planning and governance.**

**Measures**

- i. Implement the Local Agenda 21 programmes in the formulation of policy, strategy and action plan for sustainable development.
- ii. Establish a division at local authorities to coordinate and manage programmes to increase local community participation.
- iii. Ensure all local authorities establish a public relations unit.
- iv. Ensure federal and state governments prepare the allocation of funds to manage Community Participation Programmes.
- v. Facilitate public in obtaining information relating to urban planning and governance.
- vi. Increase public awareness on planning aspects and culture of maintenance.
- vii. Promote community, private and NGO participation in development planning and the management of urban environment.
- viii. Activate JKKK and encourage the establishment of resident association and Neighbourhood Watch.
- ix. Encourage private companies and non-government bodies to contribute to the development of public amenities.

**NUP 30**

**The use of innovative technology in urban planning, development and urban services management.**

**Measures**

- i. Develop and apply innovative technology in urban planning, the provision of infrastructure and utilities as well as the management of services.
- ii. Apply information and communication technology for administrative matters and the dissemination of information to the public.
- iii. Adopt technology that reduces the production of waste.
- iv. Encourage the construction of environment-friendly buildings under the concept of green buildings and use of efficient energy.
- v. Use efficiently the renewable energy.





## 8.0 IMPLEMENTATION ACTION PLAN

The National Urbanisation Policy requires an action plan to implement the policies being formulated. The Director General for the Federal Department of Town and Country Planning of Peninsular Malaysia is responsible for preparing the National Urbanisation Policy. The responsibility for the implementation of policies is supported by various ministries, departments and agencies in charge of planning, development and the management of urban services.

There is a need to establish a joint relation to implement the measures that have joint responsibility amongst the various ministries, departments and agencies involved. The agencies identified with the responsibility for implementing the policies and measures of the NUP should translate the policies into their respective programmes and projects to be used as the basis for securing the annual budget and Five Year Malaysia Plan. This will also ensure that monitoring of the implementation of the policy will be more effective.

Table 2 shows the summary of the policies, measures and implementing agencies that have been identified.

TABLE 2.0 ACTION PLAN FOR THE IMPLEMENTATION AND MEASURES

| THRUST 1 AN EFFICIENT AND SUSTAINABLE URBAN DEVELOPMENT                                                                  |                                                                                                                   |                                   |
|--------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|-----------------------------------|
| POLICY                                                                                                                   | MEASURES                                                                                                          | IMPLEMENTING AGENCY               |
| <b>NUP 1</b><br>The National Urbanisation Policy (NUP) shall form the basic framework for urban development in Malaysia. | i. Ensure all development plans (NPP, RP, SSP, DLP and SAP) adhere to the policies outlined in the NUP.           | • TCPD<br>• MFT<br>• SA<br>• LA   |
|                                                                                                                          | ii. Monitor the implementation of all development plans.                                                          | • TCPD<br>• MFT<br>• SA<br>• LA   |
| <b>NUP 2</b><br>Urban development shall be based on the urban hierarchy system of the NUP.                               | i. Ensure urban development planning is based on the urban hierarchy and urban components.                        | • TCPD<br>• MFT<br>• SA<br>• LA   |
|                                                                                                                          | ii. Adopt the NUP definition of urban to identify the urban area.                                                 | • MHLG<br>• TCPD<br>• LA<br>• DOS |
|                                                                                                                          | iii. Establish an urban information system via the Urban Profile study.                                           | • TCPD                            |
| <b>NUP 3</b><br>Each urban development shall be based on the Development Plan being prepared.                            | i. Gazette all Structure Plans, Local Plans and Special Area Plans.                                               | • TCPD<br>• MFT<br>• SA<br>• LA   |
|                                                                                                                          | ii. Identify and initiate the preparation of Regional Plans for national and regional growth conurbations.        | • TCPD<br>• MFT<br>• SA           |
|                                                                                                                          | iii. Set the Structure Plan, Local Plan and Special Area Plan as the main guide in the planning approval process. | • TCPD<br>• MFT<br>• SA<br>• LA   |
|                                                                                                                          | iv. Coordinate and monitor the implementation of development plans at federal, state and local levels.            | • TCPD<br>• MFT<br>• SA<br>• LA   |
|                                                                                                                          | v. Coordinate and monitor the planning of conurbations through the Regional Planning committee.                   | • TCPD<br>• MFT<br>• SA<br>• LA   |
|                                                                                                                          | vi. Enforce all Development Plans.                                                                                | • TCPD<br>• MFT<br>• SA<br>• LA   |
|                                                                                                                          | vii. Establish a comprehensive landuse database at state and local levels.                                        | • TCPD<br>• MFT<br>• SA<br>• LA   |



| THRUST 1 AN EFFICIENT AND SUSTAINABLE URBAN DEVELOPMENT                                                       |                                                                                                                                          |                                                                                                                                              |
|---------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|
| POLICY                                                                                                        | MEASURES                                                                                                                                 | IMPLEMENTING AGENCY                                                                                                                          |
| <b>NUP 4</b><br>Urban growth limit is determined based on its carrying capacity for all towns in the country. | i. Establish the urban growth limit based on its carrying capacity for each town in the Local Plan.                                      | <ul style="list-style-type: none"> <li>• TCPD</li> <li>• LA</li> </ul>                                                                       |
|                                                                                                               | ii. Ascertain the criteria for Urban Growth Limit.                                                                                       | <ul style="list-style-type: none"> <li>• TCPD</li> </ul>                                                                                     |
|                                                                                                               | iii. Review the Urban Growth Limit identified based on the appropriate time frame.                                                       | <ul style="list-style-type: none"> <li>• TCPD</li> <li>• LA</li> </ul>                                                                       |
| <b>NUP 5</b><br>Optimal and balanced landuse planning shall be given emphasis in urban development.           | i. Ensure development is concentrated within the urban growth limit so as to create a compact city.                                      | <ul style="list-style-type: none"> <li>• TCPD</li> <li>• MFT</li> <li>• SA</li> <li>• LA</li> </ul>                                          |
|                                                                                                               | ii. Ensure each new development is compatible with the surrounding landuse.                                                              | <ul style="list-style-type: none"> <li>• TCPD</li> <li>• LA</li> </ul>                                                                       |
|                                                                                                               | iii. Impose social impact assesment studies when undertaking the planning and approval of all public and private development activities. | <ul style="list-style-type: none"> <li>• TCPD</li> <li>• MFT</li> <li>• SA</li> <li>• LA</li> </ul>                                          |
|                                                                                                               | iv. Ensure the employment zone is provided close to residential area and is equipped with recreational facilities.                       | <ul style="list-style-type: none"> <li>• TCPD</li> <li>• MFT</li> <li>• SA</li> <li>• LA</li> </ul>                                          |
|                                                                                                               | v. Promote housing development within the urban centre or near to activity centres with access to good amenities and transportation.     | <ul style="list-style-type: none"> <li>• TCPD</li> <li>• MFT</li> <li>• SA</li> <li>• LA</li> </ul>                                          |
|                                                                                                               | vi. Ensure workshop and light industries that do not create environmental pollution nor generate high traffic are appropriately located. | <ul style="list-style-type: none"> <li>• TCPD</li> <li>• MFT</li> <li>• SA</li> <li>• LA</li> </ul>                                          |
| <b>NUP 6</b><br>Urban development shall give priority to urban renewal within the urban area.                 | i. Implement infill development at potential areas.                                                                                      | <ul style="list-style-type: none"> <li>• TCPD</li> <li>• MFT</li> <li>• SA</li> <li>• LA</li> </ul>                                          |
|                                                                                                               | ii. Identify and prepare an inventory of brownfield areas.                                                                               | <ul style="list-style-type: none"> <li>• DOE</li> <li>• TCPD</li> <li>• MFT</li> <li>• SA</li> </ul>                                         |
|                                                                                                               | iii. Plan and prepare the re-development programmes for brownfield areas.                                                                | <ul style="list-style-type: none"> <li>• TCPD</li> <li>• MFT</li> <li>• SA</li> <li>• LA</li> </ul>                                          |
|                                                                                                               | iv. Promote urban regeneration for areas potential for development.                                                                      | <ul style="list-style-type: none"> <li>• TCPD</li> <li>• MFT</li> <li>• SA</li> <li>• LA</li> </ul>                                          |
|                                                                                                               | v. Rehabilitate polluted areas prior to development.                                                                                     | <ul style="list-style-type: none"> <li>• DOE</li> <li>• TCPD</li> <li>• MFT</li> <li>• SA</li> <li>• LA</li> <li>• Private Sector</li> </ul> |
|                                                                                                               | vi. Establish an agency responsible for planning and managing urban renewal at towns.                                                    | <ul style="list-style-type: none"> <li>• MHLG</li> </ul>                                                                                     |
|                                                                                                               | vii. Encourage private sector involvement through the provision of incentives and joint venture programmes with the government.          | <ul style="list-style-type: none"> <li>• MHLG</li> <li>• SA</li> </ul>                                                                       |

| THRUST 1 AN EFFICIENT AND SUSTAINABLE URBAN DEVELOPMENT                                        |                                                                                                                                                                   |                                                                                                                                    |
|------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|
| POLICY                                                                                         | MEASURES                                                                                                                                                          | IMPLEMENTING AGENCY                                                                                                                |
| <b>NUP 7</b><br>Village development in towns shall be integrated with urban development.       | i. Redevelop village areas that are cramped, ill planned and isolated in line with the trend of development.                                                      | <ul style="list-style-type: none"> <li>• TCPD</li> <li>• MFT</li> <li>• SA</li> <li>• LA</li> </ul>                                |
|                                                                                                | ii. Conserve the uniqueness of village features whilst providing and upgrading infrastructure and utility facilities as well as public services at village areas. | <ul style="list-style-type: none"> <li>• LGD</li> <li>• TCPD</li> <li>• MFT</li> <li>• SA</li> <li>• LA</li> </ul>                 |
|                                                                                                | iii. Promote the approach of land readjustment as an alternative in the development of villages in towns.                                                         | <ul style="list-style-type: none"> <li>• TCPD</li> <li>• MFT</li> <li>• SA</li> <li>• LA</li> </ul>                                |
|                                                                                                | iv. Provide affordable commercial buildings and premises to enhance the economic activities of the local population in the village.                               | <ul style="list-style-type: none"> <li>• TCPD</li> <li>• MFT</li> <li>• SA</li> <li>• LA</li> </ul>                                |
|                                                                                                | v. Implement the development of new villages based on the New Village Master Plan.                                                                                | <ul style="list-style-type: none"> <li>• LGD</li> <li>• MHLG</li> </ul>                                                            |
| <b>NUP 8</b><br>Environmentally Sensitive Area and Prime Agricultural Area shall be conserved. | i. Protect and maintain environmentally sensitive areas and prime agricultural areas.                                                                             | <ul style="list-style-type: none"> <li>• MOA</li> <li>• MNRE</li> <li>• TCPD</li> <li>• MFT</li> <li>• SA</li> <li>• LA</li> </ul> |
|                                                                                                | ii. Establish green areas as buffer zones to limit urban development.                                                                                             | <ul style="list-style-type: none"> <li>• MOA</li> <li>• MNRE</li> <li>• TCPD</li> <li>• MFT</li> <li>• SA</li> <li>• LA</li> </ul> |



| THRUST 1 AN EFFICIENT AND SUSTAINABLE URBAN DEVELOPMENT                                                                    |                                                                                                                                                      |                                                                                                                                   |
|----------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|
| POLICY                                                                                                                     | MEASURES                                                                                                                                             | IMPLEMENTING AGENCY                                                                                                               |
| <b>NUP 9</b><br>Open space and recreational areas shall be adequately provided to meet the requirements of the population. | i. Ensure recreational areas are provided in accordance to hierarchy and guidelines as well as standards.                                            | <ul style="list-style-type: none"> <li>• NLD</li> <li>• TCPD</li> <li>• MFT</li> <li>• SA</li> <li>• LA</li> </ul>                |
|                                                                                                                            | ii. Provide adequate public open spaces by the adoption of a standard of 2 hectares: 1000 urban population.                                          | <ul style="list-style-type: none"> <li>• DOF</li> <li>• NLD</li> <li>• TCPD</li> <li>• MFT</li> <li>• SA</li> <li>• LA</li> </ul> |
|                                                                                                                            | iii. Ensure open space and recreational areas are provided with various sports facilities based on the requirement and needs of the local residents. | <ul style="list-style-type: none"> <li>• NLD</li> <li>• TCPD</li> <li>• MYS</li> <li>• MHLG</li> <li>• LA</li> </ul>              |
|                                                                                                                            | iv. Gazette recreational areas and monitor the implementation of their development.                                                                  | <ul style="list-style-type: none"> <li>• TCPD</li> <li>• MFT</li> <li>• SA</li> <li>• LA</li> </ul>                               |
|                                                                                                                            | v. Promote the contiguous and integrated development of green areas in urban centres.                                                                | <ul style="list-style-type: none"> <li>• NLD</li> <li>• NRE</li> <li>• TCPD</li> <li>• MFT</li> <li>• SA</li> <li>• LA</li> </ul> |
|                                                                                                                            | vi. Ensure that development face rivers and water bodies.                                                                                            | <ul style="list-style-type: none"> <li>• TCPD</li> <li>• MFT</li> <li>• SA</li> <li>• LA</li> </ul>                               |
|                                                                                                                            | vii. Adopt the National Landscape Policy in the preparation of landscape.                                                                            | <ul style="list-style-type: none"> <li>• NLD</li> <li>• TCPD</li> <li>• MFT</li> <li>• SA</li> <li>• LA</li> </ul>                |
|                                                                                                                            | viii. Review guidelines and standards pertaining to the provision of open space and recreational areas.                                              | <ul style="list-style-type: none"> <li>• TCPD</li> <li>• LA</li> </ul>                                                            |

**THRUST 2 DEVELOPMENT OF AN URBAN ECONOMY THAT IS RESILIENT, DYNAMIC AND COMPETITIVE**

| POLICY                                                                                                                                                   | MEASURES                                                                                                                           | IMPLEMENTING AGENCY                                                                                                 |
|----------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|
| <b>NUP 10</b><br>The development of urban economic activities that is value-added and knowledge based (k-economy) at all conurbations shall be promoted. | i. Adopt the cluster concept in conurbations to encourage the growth of high value-added and knowledge intensive activities.       | <ul style="list-style-type: none"> <li>• MOSTI</li> <li>• MFT</li> <li>• MITI</li> <li>• SA</li> </ul>              |
|                                                                                                                                                          | ii. Identify specific areas where various clusters can exist and focus investment in these areas.                                  | <ul style="list-style-type: none"> <li>• MOSTI</li> <li>• MITI</li> <li>• SA</li> </ul>                             |
|                                                                                                                                                          | iii. Identify and develop suitable areas to locate training and tertiary education institutions for the supply of skilled labour.  | <ul style="list-style-type: none"> <li>• IHL</li> <li>• MHR</li> <li>• SA</li> </ul>                                |
|                                                                                                                                                          | iv. Promote the formation of cyber-cities and cyber-centres as catalysts of k-economy growth.                                      | <ul style="list-style-type: none"> <li>• MOSTI</li> <li>• MFT</li> <li>• MITI</li> <li>• SA</li> </ul>              |
|                                                                                                                                                          | v. Promote integrated development of business parks.                                                                               | <ul style="list-style-type: none"> <li>• MIDA</li> <li>• MITI</li> <li>• SA</li> </ul>                              |
|                                                                                                                                                          | vi. Ensure the provision of efficient IT infrastructure to promote the development of e-business and e-commerce.                   | <ul style="list-style-type: none"> <li>• MOSTI</li> <li>• MEWC</li> <li>• SA</li> </ul>                             |
|                                                                                                                                                          | vii. Develop suitable recreational and cultural facilities for a conducive business environment for investors and local residents. | <ul style="list-style-type: none"> <li>• TCPD</li> <li>• MCAH</li> <li>• MFT</li> <li>• SA</li> <li>• LA</li> </ul> |
|                                                                                                                                                          | viii. Accelerate the promotion of conurbations as investment centres.                                                              | <ul style="list-style-type: none"> <li>• MFT</li> <li>• MIDA</li> <li>• MITI</li> <li>• SA</li> </ul>               |
| <b>NUP 11</b><br>Economic development of Major and Minor Settlement Centres shall be enhanced to support their roles in regional development.            | i. Adopt the cluster concept to further strengthen the urban economy and its linkage with the hinterland.                          | <ul style="list-style-type: none"> <li>• MRRD</li> <li>• RDA</li> <li>• MITI</li> <li>• SA</li> <li>• LA</li> </ul> |
|                                                                                                                                                          | ii. Develop an efficient IT infrastructure to support k-economy.                                                                   | <ul style="list-style-type: none"> <li>• MOSTI</li> <li>• MEWC</li> <li>• SA</li> <li>• LA</li> </ul>               |
|                                                                                                                                                          | iii. Establish and fortify business parks and special industrial zones to encourage economic clusters.                             | <ul style="list-style-type: none"> <li>• TCPD</li> <li>• MITI</li> <li>• SA</li> <li>• LA</li> </ul>                |
|                                                                                                                                                          | iv. Provide incentives for the re-development of brownfield areas as commercial and special industrial zones.                      | <ul style="list-style-type: none"> <li>• MHLG</li> <li>• SA</li> <li>• LA</li> </ul>                                |
|                                                                                                                                                          | v. Encourage the provision of small business lots in residential areas.                                                            | <ul style="list-style-type: none"> <li>• TCPD</li> <li>• SA</li> <li>• LA</li> </ul>                                |



| THRUST 2 DEVELOPMENT OF AN URBAN ECONOMY THAT IS RESILIENT, DYNAMIC AND COMPETITIVE                                                   |                                                                                                                                                                                                                                                                                        |                                                                                                                     |
|---------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|
| POLICY                                                                                                                                | MEASURES                                                                                                                                                                                                                                                                               | IMPLEMENTING AGENCY                                                                                                 |
|                                                                                                                                       | vi. Promote the concept of small office in residential units (SOHO).                                                                                                                                                                                                                   | <ul style="list-style-type: none"> <li>• TCPD</li> <li>• SA</li> <li>• LA</li> </ul>                                |
|                                                                                                                                       | vii. Provide planning guidelines for small office in residential units.                                                                                                                                                                                                                | <ul style="list-style-type: none"> <li>• TCPD</li> </ul>                                                            |
|                                                                                                                                       | viii. Identify suitable areas for the establishment of skills training and educational institutions.                                                                                                                                                                                   | <ul style="list-style-type: none"> <li>• IHL</li> <li>• MHR</li> <li>• SA</li> </ul>                                |
|                                                                                                                                       | ix. Provide recreational facilities to support the business environment.                                                                                                                                                                                                               | <ul style="list-style-type: none"> <li>• TCPD</li> <li>• SA</li> <li>• LA</li> </ul>                                |
| <b>NUP 12</b><br>Special feature towns shall be developed in accordance to their respective potential and niches.                     | i. Identify towns with special functions and features such as: <ul style="list-style-type: none"> <li>• Border Town;</li> <li>• Tourist Town;</li> <li>• Special Role Town;</li> <li>• Special Industry Town; and</li> <li>• Future Communications and Transportation Node.</li> </ul> | <ul style="list-style-type: none"> <li>• MT</li> <li>• MCAH</li> <li>• TCPD</li> <li>• LA</li> </ul>                |
|                                                                                                                                       | ii. Develop the economy of special feature towns in accordance to their respective niches by providing support facilities.                                                                                                                                                             | <ul style="list-style-type: none"> <li>• MT</li> <li>• MCAH</li> <li>• TCPD</li> <li>• SA</li> <li>• LA</li> </ul>  |
|                                                                                                                                       | iii. Plan and conserve the existing landuse zones to maintain their special features.                                                                                                                                                                                                  | <ul style="list-style-type: none"> <li>• TCPD</li> <li>• SA</li> <li>• LA</li> </ul>                                |
| <b>NUP 13</b><br>Employment opportunities especially for the low income group shall be improved and diversified irrespective of race. | i. Identify the profile of the urban poor group based on the poverty line.                                                                                                                                                                                                             | <ul style="list-style-type: none"> <li>• MHLG</li> <li>• SA</li> <li>• LA</li> </ul>                                |
|                                                                                                                                       | ii. Implement the Urban Poverty Eradication Programme (UPEP).                                                                                                                                                                                                                          | <ul style="list-style-type: none"> <li>• MHLG</li> <li>• SA</li> </ul>                                              |
|                                                                                                                                       | iii. Provide special business premises for small traders through the construction of food courts, stalls, permanent farmers' fair sites, night market sites, business lots, markets and workshops at suitable locations.                                                               | <ul style="list-style-type: none"> <li>• TCPD</li> <li>• SA</li> <li>• LA</li> </ul>                                |
|                                                                                                                                       | iv. Promote the provision of job opportunities in the small and medium sized industries (SMI) located near residential areas.                                                                                                                                                          | <ul style="list-style-type: none"> <li>• TCPD</li> <li>• MECD</li> <li>• MHR</li> <li>• SA</li> <li>• LA</li> </ul> |
|                                                                                                                                       | v. To assist existing SMI that played a supporting role in economic growth by the provision of appropriate sites to expand business activities.                                                                                                                                        | <ul style="list-style-type: none"> <li>• TCPD</li> <li>• MECD</li> <li>• SA</li> <li>• LA</li> </ul>                |
|                                                                                                                                       | vi. Provide employment opportunities in the low cost housing areas and traditional village located within the urban centre.                                                                                                                                                            | <ul style="list-style-type: none"> <li>• MECD</li> <li>• MHR</li> <li>• MFT</li> <li>• SA</li> <li>• LA</li> </ul>  |
|                                                                                                                                       | vii. Encourage the concept of working at home to provide job opportunities for the low income group, disabled and women.                                                                                                                                                               | <ul style="list-style-type: none"> <li>• MECD</li> <li>• MWFC</li> <li>• MFT</li> <li>• SA</li> </ul>               |

**THRUST 2 DEVELOPMENT OF AN URBAN ECONOMY THAT IS RESILIENT, DYNAMIC AND COMPETITIVE**

| POLICY                                                                                                                                                                                                                                                                                                                                            | MEASURES                                                                                                                                                                           | IMPLEMENTING AGENCY                                                                                                                        |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                                                                                                                                                                                                                   | viii. Promote in-situ development to maintain job opportunities.                                                                                                                   | <ul style="list-style-type: none"> <li>• TCPD</li> <li>• MFT</li> <li>• SA</li> <li>• LA</li> </ul>                                        |
|                                                                                                                                                                                                                                                                                                                                                   | ix. Provide adequate infrastructure for the informal sector.                                                                                                                       | <ul style="list-style-type: none"> <li>• MHLG</li> <li>• SA</li> <li>• LA</li> </ul>                                                       |
|                                                                                                                                                                                                                                                                                                                                                   | x. Provide skills training programmes for the low income group.                                                                                                                    | <ul style="list-style-type: none"> <li>• MECD</li> <li>• MHR</li> </ul>                                                                    |
|                                                                                                                                                                                                                                                                                                                                                   | xi. Identify and support small businesses that provide services to residents of conurbations, major settlement centres and minor settlement centres.                               | <ul style="list-style-type: none"> <li>• TCPD</li> <li>• MHLG</li> <li>• SA</li> <li>• LA</li> </ul>                                       |
| <b>NUP 14</b><br>Development of urban areas shall take into consideration the Malaysian identity that is multi-racial. Bumiputera participation and those with low income from the urban economic sector shall be improved. At the same time, the interest, opportunity and future potential of other races will not be neglected nor obstructed. | i. Provide quotas to obtain licences, permits and distribute business premises or stalls, hawker centres, small industrial sites and shophouses at strategic locations.            | <ul style="list-style-type: none"> <li>• SA</li> <li>• LA</li> </ul>                                                                       |
|                                                                                                                                                                                                                                                                                                                                                   | ii. Allocate a minimum of 30 percent in the total number of affordable commercial units and business floor area at strategic locations.                                            | <ul style="list-style-type: none"> <li>• MARA</li> <li>• SA</li> <li>• LA</li> <li>• Urban Development Authority</li> </ul>                |
|                                                                                                                                                                                                                                                                                                                                                   | iii. Unsold Bumiputera quota units will be purchased by government agencies such as SEDC, MARA, Urban Development Authority, local authorities and State Housing Board for rental. | <ul style="list-style-type: none"> <li>• SHB</li> <li>• MARA</li> <li>• SA</li> <li>• LA</li> <li>• Urban Development Authority</li> </ul> |
|                                                                                                                                                                                                                                                                                                                                                   | iv. Encourage the construction of business premises, bazaars and office lots at strategic locations by government agencies.                                                        | <ul style="list-style-type: none"> <li>• MARA</li> <li>• SA</li> <li>• LA</li> <li>• Urban Development Authority</li> </ul>                |
|                                                                                                                                                                                                                                                                                                                                                   | v. Provide planned business sites for the informal sector such as night markets, farmer fairs and Ramadhan bazaars.                                                                | <ul style="list-style-type: none"> <li>• TCPD</li> <li>• SA</li> <li>• LA</li> </ul>                                                       |
|                                                                                                                                                                                                                                                                                                                                                   | vi. Promote the development of training and skills development programmes in the field of management, business operation and entrepreneurship.                                     | <ul style="list-style-type: none"> <li>• MECD</li> <li>• MARA</li> <li>• Urban Development Authority</li> </ul>                            |
|                                                                                                                                                                                                                                                                                                                                                   | vii. Establish joint-venture network amongst the public and private sectors for the Bumiputera group.                                                                              | <ul style="list-style-type: none"> <li>• All Public agencies</li> </ul>                                                                    |
|                                                                                                                                                                                                                                                                                                                                                   | viii. To encourage joint-venture between bumiputera and non-bumiputera in suitable new opportunities.                                                                              | <ul style="list-style-type: none"> <li>• MECD</li> <li>• MARA</li> <li>• Urban Development Authority</li> </ul>                            |



**THRUST 3 AN INTEGRATED AND EFFICIENT URBAN TRANSPORTATION SYSTEM**

| <b>POLICY</b>                                                                                                | <b>MEASURES</b>                                                                                                                            | <b>IMPLEMENTING AGENCY</b>                                                                                         |
|--------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|
| <b>NUP 15</b><br>An integrated, efficient and user-friendly public transportation system shall be developed. | i. Prepare a public transportation master plan at all levels of urban centres.                                                             | <ul style="list-style-type: none"> <li>• MFT</li> <li>• CVLB</li> <li>• MOT</li> <li>• SA</li> <li>• LA</li> </ul> |
|                                                                                                              | ii. Prepare guidelines based on the targeted mode of public transport being provided.                                                      | <ul style="list-style-type: none"> <li>• TCPD</li> <li>• MOT</li> <li>• SA</li> <li>• LA</li> </ul>                |
|                                                                                                              | iii. Construct multi-modal transportation terminals based on urban hierarchy.                                                              | <ul style="list-style-type: none"> <li>• MFT</li> <li>• MOT</li> <li>• SA</li> <li>• LA</li> </ul>                 |
|                                                                                                              | iv. Integrate public transportation system in landuse planning by implementing the concept of Transit Oriented Development (TOD).          | <ul style="list-style-type: none"> <li>• TCPD</li> <li>• SA</li> <li>• LA</li> </ul>                               |
|                                                                                                              | v. Develop a high capacity public transportation system at the National, Regional, Sub-Regional and State Conurbations.                    | <ul style="list-style-type: none"> <li>• MFT</li> <li>• MOT</li> <li>• SA</li> </ul>                               |
|                                                                                                              | vi. Provide 'Park and Ride' Terminals at the National, Regional and Sub-Regional Conurbations.                                             | <ul style="list-style-type: none"> <li>• MFT</li> <li>• MOT</li> <li>• SA</li> </ul>                               |
|                                                                                                              | vii. Widen the coverage of public transport routes and ensure that public transport services are competent, efficient and punctual.        | <ul style="list-style-type: none"> <li>• MFT</li> <li>• CVLB</li> <li>• MOT</li> <li>• LA</li> </ul>               |
|                                                                                                              | viii. Introduce an integrated ticketing system that encompasses all modes of public transport.                                             | <ul style="list-style-type: none"> <li>• CVLB</li> <li>• MOT</li> </ul>                                            |
|                                                                                                              | ix. Promote special treatment for the disabled and senior citizens by providing physical facilities, discounted tickets and other support. | <ul style="list-style-type: none"> <li>• CVLB</li> <li>• MOT</li> <li>• LA</li> </ul>                              |
|                                                                                                              | x. Establish a special agency to administer, plan and implement the public transport system.                                               | <ul style="list-style-type: none"> <li>• MOT</li> </ul>                                                            |
|                                                                                                              | xi. Coordinate the operators involved in the provision of public transport.                                                                | <ul style="list-style-type: none"> <li>• CVLB</li> </ul>                                                           |
|                                                                                                              | xii. Ensure that operators involved in the provision of public transport adhere to designated routes.                                      | <ul style="list-style-type: none"> <li>• CVLB</li> </ul>                                                           |
|                                                                                                              | xiii. Review legislation relating to the management of the public transport system.                                                        | <ul style="list-style-type: none"> <li>• MOT</li> </ul>                                                            |
|                                                                                                              | xiv. Ensure that with respect to public transport, planning is given emphasis in Local Plans.                                              | <ul style="list-style-type: none"> <li>• TCPD</li> <li>• SA</li> <li>• LA</li> </ul>                               |
|                                                                                                              | xv. Encourage car pooling programmes to reduce the use of private vehicles.                                                                | <ul style="list-style-type: none"> <li>• MOT</li> </ul>                                                            |
|                                                                                                              | xvi. Promote the use of environment-friendly vehicles to reduce the level of air pollution.                                                | <ul style="list-style-type: none"> <li>• MOSTI</li> <li>• CVLB</li> <li>• MOT</li> </ul>                           |

**THRUST 3 AN INTEGRATED AND EFFICIENT URBAN TRANSPORTATION SYSTEM**

| POLICY                                                                                                                               | MEASURES                                                                                                                                                      | IMPLEMENTING AGENCY                     |
|--------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|
| <b>NUP 16</b><br>A more comprehensive traffic management shall be implemented to ensure a more efficient and effective traffic flow. | i. Adopt an intelligent transportation system and navigation system for traffic management in towns.                                                          | • MOW<br>• MOT<br>• LA                  |
|                                                                                                                                      | ii. Introduce a more efficient traffic management system to control activities in urban centres that generate exceedingly high volume of traffic.             | • MOW<br>• LA                           |
|                                                                                                                                      | iii. Implement scheme to restrain private vehicles from entering urban centres.                                                                               | • MOW<br>• MFT<br>• SA<br>• LA          |
|                                                                                                                                      | iv. Limit the car parking facility and increase the parking fees in urban centres.                                                                            | • LA                                    |
|                                                                                                                                      | v. Control vehicle movement through the implementation of traffic calming programmes.                                                                         | • MFT<br>• SA<br>• LA                   |
|                                                                                                                                      | vi. Adopt Computerised Area Traffic Control within urban areas.                                                                                               | • MOW<br>• MFT<br>• SA<br>• LA          |
| <b>NUP 17</b><br>A more comprehensive road shall be developed to improve accessibility and mobility for inter and intra urban.       | i. Develop roads in accordance to hierarchy.                                                                                                                  | • MRRD<br>• MOW<br>• LA                 |
|                                                                                                                                      | ii. Increase accessibility to smoothen traffic flow through the provision of ring roads, short cuts and one way flow.                                         | • MOW<br>• MFT<br>• SA<br>• LA          |
|                                                                                                                                      | iii. Provide lanes/special paths for motorcycles and pedestrians in urban areas.                                                                              | • MOW<br>• MFT<br>• SA<br>• LA          |
|                                                                                                                                      | iv. Conduct a social impact assessment study for the planning of new roads and the upgrading of roads.                                                        | • MOW<br>• MFT<br>• SA<br>• LA          |
|                                                                                                                                      | v. Conduct an environmental impact assessment study for the planning of new roads and the upgrading of roads particularly in environmentally sensitive areas. | • DOE<br>• MOW<br>• MFT<br>• SA<br>• LA |
|                                                                                                                                      | vi. Conduct a traffic impact assessment for all development within the urban area.                                                                            | • MOW<br>• MFT<br>• SA<br>• LA          |
|                                                                                                                                      | vii. Conduct road safety audit for the planning of road development.                                                                                          | • DRS<br>• MOW<br>• SA<br>• LA          |



| THRUST 4 PROVISION OF URBAN SERVICES, INFRASTRUCTURE AND UTILITY OF QUALITY                                                                    |                                                                                                                                                                                                                            |                                                                                                                                                 |
|------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| POLICY                                                                                                                                         | MEASURES                                                                                                                                                                                                                   | IMPLEMENTING AGENCY                                                                                                                             |
| <b>NUP 18</b><br>The provision of infrastructure and utilities shall be improved while continuous management and maintenance shall be ensured. | i. Facilitate the provision of a centralised sewerage treatment system as well as drainage system for urban areas.                                                                                                         | <ul style="list-style-type: none"> <li>• SSD</li> <li>• MEWC</li> <li>• SA</li> <li>• LA</li> </ul>                                             |
|                                                                                                                                                | ii. Improve the provision of quality facilities viz. the supply of water, electricity and telecommunication in line with the requirements for development.                                                                 | <ul style="list-style-type: none"> <li>• SWB</li> <li>• SSD</li> <li>• MEWC</li> <li>• SA</li> <li>• LA</li> <li>• TM</li> <li>• TNB</li> </ul> |
|                                                                                                                                                | iii. Ensure site planning for infrastructure and utilities in local plans conform to the requirements for development.                                                                                                     | <ul style="list-style-type: none"> <li>• TCPD</li> <li>• MEWC</li> <li>• SA</li> <li>• LA</li> </ul>                                            |
|                                                                                                                                                | iv. Prepare a Sewerage Master Plan including land acquisition programme.                                                                                                                                                   | <ul style="list-style-type: none"> <li>• SSD</li> <li>• MEWC</li> <li>• SA</li> <li>• LA</li> </ul>                                             |
|                                                                                                                                                | v. Practise the Manual for Environment Friendly Drainage Design (MASMA) to improve water quality and reduce the risk of flood.                                                                                             | <ul style="list-style-type: none"> <li>• DID</li> <li>• SA</li> <li>• LA</li> </ul>                                                             |
|                                                                                                                                                | vi. Improve efficiency in water management with emphasis on demand, utilisation of alternative and non-conventional sources (rain water harvesting, water recycling) as well as reduce wastage (non-revenue water).        | <ul style="list-style-type: none"> <li>• SWA</li> <li>• MEWC</li> <li>• SA</li> <li>• LA</li> </ul>                                             |
|                                                                                                                                                | vii. Coordinate the planning and development of infrastructure and utilities by various agencies.                                                                                                                          | <ul style="list-style-type: none"> <li>• MEWC</li> <li>• SA</li> <li>• LA</li> </ul>                                                            |
|                                                                                                                                                | viii. Wholly implement the MyICMS 886 strategy including the provision of infrastructure for Internet Broadband at all areas under the administration of local authorities in line with the National Broadband Plan (NBP). | <ul style="list-style-type: none"> <li>• MEWC</li> <li>• SA</li> <li>• LA</li> <li>• MCCM</li> </ul>                                            |
|                                                                                                                                                | ix. Promote smart partnership between the service providers of infrastructure and utilities.                                                                                                                               | <ul style="list-style-type: none"> <li>• MHLG</li> <li>• MEWC</li> <li>• SA</li> <li>• LA</li> </ul>                                            |
|                                                                                                                                                | x. Promote the sharing of infrastructure and utilities amongst towns especially within the conurbation.                                                                                                                    | <ul style="list-style-type: none"> <li>• MHLG</li> <li>• MEWC</li> <li>• LA</li> </ul>                                                          |
|                                                                                                                                                | xi. Emphasize the aesthetical values in the provision of infrastructure and utilities, appropriate for the environment.                                                                                                    | <ul style="list-style-type: none"> <li>• MEWC</li> <li>• LA</li> </ul>                                                                          |
|                                                                                                                                                | xii. Adopt the indicators of MURNINet in the provision of infrastructure and utilities.                                                                                                                                    | <ul style="list-style-type: none"> <li>• TCPD</li> <li>• MEWC</li> <li>• LA</li> </ul>                                                          |
|                                                                                                                                                | xiii. Adopt existing policies, where applicable.                                                                                                                                                                           | <ul style="list-style-type: none"> <li>• MEWC</li> <li>• LA</li> </ul>                                                                          |

| THRUST 4 PROVISION OF URBAN SERVICES, INFRASTRUCTURE AND UTILITY OF QUALITY                                         |                                                                                                                                                                             |                                                                                                                                      |
|---------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| POLICY                                                                                                              | MEASURES                                                                                                                                                                    | IMPLEMENTING AGENCY                                                                                                                  |
| <b>NUP 19</b><br>A planned, effective and sustainable solid waste and toxic management system shall be implemented. | i. To use the Solid Waste Management Policy in the implementation and management of solid waste.                                                                            | <ul style="list-style-type: none"> <li>• MHLG</li> <li>• MFT</li> <li>• SA</li> <li>• LA</li> </ul>                                  |
|                                                                                                                     | ii. Reduce the generation of solid waste.                                                                                                                                   | <ul style="list-style-type: none"> <li>• MHLG</li> <li>• LA</li> </ul>                                                               |
|                                                                                                                     | iii. Utilise bio-degradable materials.                                                                                                                                      | <ul style="list-style-type: none"> <li>• DOE</li> <li>• MHLG</li> <li>• MNRE</li> <li>• LA</li> </ul>                                |
|                                                                                                                     | iv. Implement the recycling programmes.                                                                                                                                     | <ul style="list-style-type: none"> <li>• MHLG</li> <li>• SA</li> <li>• LA</li> </ul>                                                 |
|                                                                                                                     | v. Implement the systematic and safe collection, disposal and treatment of solid waste and toxic waste services.                                                            | <ul style="list-style-type: none"> <li>• MHLG</li> <li>• MNRE</li> <li>• SA</li> <li>• LA</li> <li>• Private Sector</li> </ul>       |
|                                                                                                                     | vi. Provide a systematic and safe infrastructure for the disposal and treatment of solid waste and toxic waste.                                                             | <ul style="list-style-type: none"> <li>• TCPD</li> <li>• MHLG</li> <li>• MNRE</li> <li>• SA</li> <li>• LA</li> </ul>                 |
| <b>NUP 20</b><br>The quality of urban services shall be improved to create a comfortable and liveable environment.  | i. Implement an efficient, cost effective and affordable approach in managing and maintaining urban services.                                                               | <ul style="list-style-type: none"> <li>• MHLG</li> <li>• SA</li> <li>• LA</li> </ul>                                                 |
|                                                                                                                     | ii. Provide a quality of life index as an instrument to evaluate the level of well-being for the urban population.                                                          | <ul style="list-style-type: none"> <li>• MHLG</li> <li>• TCPD</li> <li>• LA</li> </ul>                                               |
|                                                                                                                     | iii. Encourage the involvement of society, non government organizations and private sector in the management and provision of urban services, infrastructure and utilities. | <ul style="list-style-type: none"> <li>• MHLG</li> <li>• MWFCDD</li> <li>• SA</li> <li>• LA</li> </ul>                               |
|                                                                                                                     | iv. Establish public awareness programmes to uplift and promote the culture maintenance and care of public property.                                                        | <ul style="list-style-type: none"> <li>• NGO</li> <li>• MOE</li> <li>• MHLG</li> <li>• MWFCDD</li> <li>• SA</li> <li>• LA</li> </ul> |



| THRUST 5 CREATION OF A CONDUCTIVE LIVEABLE URBAN ENVIRONMENT WITH IDENTITY                         |                                                                                                                                                                          |                                                                                                                                                              |
|----------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| POLICY                                                                                             | MEASURES                                                                                                                                                                 | IMPLEMENTING AGENCY                                                                                                                                          |
| <b>NUP 21</b><br>Sufficient housing shall be provided based on the requirements of the population. | <b>i.</b> Adopt the National Housing Policy as the basis for the provision of housing.                                                                                   | <ul style="list-style-type: none"> <li>• NHD</li> <li>• MHLG</li> <li>• SA</li> <li>• LA</li> <li>• NHCB</li> <li>• Private Sector</li> </ul>                |
|                                                                                                    | <b>ii.</b> Diversify the type of houses, category of affordability in terms of ownership and payment as well as quality designs at suitable locations.                   | <ul style="list-style-type: none"> <li>• NHD</li> <li>• MHLG</li> <li>• MFT</li> <li>• SA</li> <li>• LA</li> <li>• NHCB</li> <li>• Private Sector</li> </ul> |
|                                                                                                    | <b>iii.</b> Aim for a target of 1 housing unit per 1 household.                                                                                                          | <ul style="list-style-type: none"> <li>• NHD</li> <li>• MHLG</li> <li>• MFT</li> <li>• SA</li> <li>• LA</li> </ul>                                           |
|                                                                                                    | <b>iv.</b> Aim for a target of Zero Squatters.                                                                                                                           | <ul style="list-style-type: none"> <li>• NHD</li> <li>• MHLG</li> <li>• MFT</li> <li>• SA</li> <li>• LA</li> </ul>                                           |
|                                                                                                    | <b>v.</b> Identify areas for public housing programmes in development plans.                                                                                             | <ul style="list-style-type: none"> <li>• TCPD</li> <li>• NHD</li> <li>• MHLG</li> <li>• SA</li> <li>• LA</li> </ul>                                          |
|                                                                                                    | <b>vi.</b> Ensure the location of public housing programmes is close to the place of work with good accessibility and equipped with infrastructure and public amenities. | <ul style="list-style-type: none"> <li>• TCPD</li> <li>• NHD</li> <li>• MHLG</li> <li>• SA</li> <li>• LA</li> <li>• NHCB</li> </ul>                          |
|                                                                                                    | <b>vii.</b> Take into account the needs of various groups of society including the disabled and senior citizens when planning for housing areas.                         | <ul style="list-style-type: none"> <li>• NHD</li> <li>• MHLG</li> <li>• SA</li> <li>• LA</li> </ul>                                                          |
|                                                                                                    | <b>viii.</b> Ensure the provision of transit houses for foreign labour at suitable locations.                                                                            | <ul style="list-style-type: none"> <li>• MHLG</li> <li>• MHR</li> <li>• MFT</li> <li>• SA</li> <li>• LA</li> <li>• Private Sector</li> </ul>                 |

| THRUST 5 CREATION OF A CONDUCTIVE LIVEABLE URBAN ENVIRONMENT WITH IDENTITY                                                                 |                                                                                                                                                                                                                               |                                                                                                                                                                         |
|--------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| POLICY                                                                                                                                     | MEASURES                                                                                                                                                                                                                      | IMPLEMENTING AGENCY                                                                                                                                                     |
| <b>NUP 22</b><br>Adequate, fully-equipped and user-friendly public amenities shall be provided with continuous management and maintenance. | i. Provide public amenities such as educational facilities, health, religious buildings for all religions, burial grounds and other facilities based on population requirements as well as planning guidelines and standards. | <ul style="list-style-type: none"> <li>• TCPD</li> <li>• MOE</li> <li>• MOH</li> <li>• MHLG</li> <li>• MFT</li> <li>• SA</li> <li>• LA</li> </ul>                       |
|                                                                                                                                            | ii. Provide user-friendly public amenities at accessible locations.                                                                                                                                                           | <ul style="list-style-type: none"> <li>• TCPD</li> <li>• MFT</li> <li>• SA</li> <li>• LA</li> </ul>                                                                     |
|                                                                                                                                            | iii. Provide high quality public amenities.                                                                                                                                                                                   | <ul style="list-style-type: none"> <li>• MOW</li> <li>• MFT</li> <li>• SA</li> <li>• LA</li> <li>• Private Sector</li> </ul>                                            |
|                                                                                                                                            | iv. Review planning guidelines that relate to the provision of public amenities to suit current requirements.                                                                                                                 | <ul style="list-style-type: none"> <li>• TCPD</li> <li>• Related Ministry</li> </ul>                                                                                    |
|                                                                                                                                            | v. Improve access to public amenities through continuous ample pedestrian network and bicycle lane that are safe, comfortable and user friendly.                                                                              | <ul style="list-style-type: none"> <li>• NLD</li> <li>• TCPD</li> <li>• MFT</li> <li>• SA</li> <li>• LA</li> </ul>                                                      |
|                                                                                                                                            | vi. Inculcate the practice of continuous management and maintenance.                                                                                                                                                          | <ul style="list-style-type: none"> <li>• MHLG</li> <li>• LA</li> <li>• Private Sector</li> </ul>                                                                        |
| <b>NUP 23</b><br>Safe urban environment shall be provided.                                                                                 | i. Adopt the principles of safe town planning.                                                                                                                                                                                | <ul style="list-style-type: none"> <li>• TCPD</li> <li>• MHLG</li> <li>• SA</li> <li>• LA</li> </ul>                                                                    |
|                                                                                                                                            | ii. Implement holistically the Safe City programme.                                                                                                                                                                           | <ul style="list-style-type: none"> <li>• TCPD</li> <li>• MHLG</li> <li>• SA</li> <li>• LA</li> <li>• RMP</li> </ul>                                                     |
|                                                                                                                                            | iii. Increase public awareness and involvement on urban safety.                                                                                                                                                               | <ul style="list-style-type: none"> <li>• NGO</li> <li>• JKKK (VDSC)</li> <li>• TCPD</li> <li>• MHLG</li> <li>• LA</li> <li>• RMP</li> <li>• RA</li> <li>• NW</li> </ul> |
|                                                                                                                                            | iv. Ensure that planning and urban development take into account mitigation measures against the effects of geo-disaster or industrial risk based on the principle of Hyogo Framework of Actions.                             | <ul style="list-style-type: none"> <li>• TCPD</li> <li>• MHLG</li> <li>• SA</li> <li>• LA</li> </ul>                                                                    |



| THRUST 5 CREATION OF A CONDUCTIVE LIVEABLE URBAN ENVIRONMENT WITH IDENTITY                                                                      |                                                                                                                                                                  |                                                                                                                                                              |
|-------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| POLICY                                                                                                                                          | MEASURES                                                                                                                                                         | IMPLEMENTING AGENCY                                                                                                                                          |
| <b>NUP 24</b><br>The formation of an urban image and identity congruent with local function and culture that represents a multi-racial society. | i. Adopt guidelines on urban image.                                                                                                                              | <ul style="list-style-type: none"> <li>• TCPD</li> <li>• MFT</li> <li>• SA</li> <li>• LA</li> </ul>                                                          |
|                                                                                                                                                 | ii. Use a suitable theme based on the character and uniqueness of the town.                                                                                      | <ul style="list-style-type: none"> <li>• TCPD</li> <li>• MFT</li> <li>• SA</li> <li>• LA</li> </ul>                                                          |
|                                                                                                                                                 | iii. Conduct a detailed study on the aspect of urban design specifically on urban image and identity that represents a Malaysian identity which is multi racial. | <ul style="list-style-type: none"> <li>• TCPD</li> <li>• MCAH</li> <li>• MT</li> <li>• SA</li> </ul>                                                         |
|                                                                                                                                                 | iv. Adopt a National Landscape Policy and Landscape Master Plan.                                                                                                 | <ul style="list-style-type: none"> <li>• NLD</li> <li>• TCPD</li> <li>• MHLG</li> <li>• SA</li> <li>• LA</li> </ul>                                          |
| <b>NUP 25</b><br>Areas and building of historical value and unique architecture shall be restored and gazetted.                                 | i. Prepare an inventory of urban heritage for proclamation and gazettment.                                                                                       | <ul style="list-style-type: none"> <li>• MCAH</li> <li>• SA</li> </ul>                                                                                       |
|                                                                                                                                                 | ii. Upgrade the capacity of the implementing agency for heritage areas and buildings.                                                                            | <ul style="list-style-type: none"> <li>• NGO</li> <li>• MCAH</li> <li>• MFT</li> <li>• SA</li> <li>• LA</li> </ul>                                           |
|                                                                                                                                                 | iii. Prepare a management plan of the heritage area.                                                                                                             | <ul style="list-style-type: none"> <li>• MCAH</li> <li>• SA</li> <li>• LA</li> </ul>                                                                         |
|                                                                                                                                                 | iv. Provide a budget to preserve and restore urban heritage buildings.                                                                                           | <ul style="list-style-type: none"> <li>• MCAH</li> </ul>                                                                                                     |
|                                                                                                                                                 | v. Enforce the National Heritage Act and other relevant Acts.                                                                                                    | <ul style="list-style-type: none"> <li>• MCAH</li> <li>• MFT</li> <li>• SA</li> <li>• LA</li> </ul>                                                          |
|                                                                                                                                                 | vi. Control and coordinate development within and in the vicinity of heritage areas or buildings.                                                                | <ul style="list-style-type: none"> <li>• TCPD</li> <li>• MCAH</li> <li>• LA</li> </ul>                                                                       |
|                                                                                                                                                 | vii. Increase public awareness on the value of cultural heritage.                                                                                                | <ul style="list-style-type: none"> <li>• NGO</li> <li>• MCAH</li> <li>• MFT</li> <li>• SA</li> <li>• LA</li> <li>• Private Sector</li> </ul>                 |
|                                                                                                                                                 | viii. Allocate the area and facilities to implement local cultural activities.                                                                                   | <ul style="list-style-type: none"> <li>• TCPD</li> <li>• MCAH</li> <li>• MFT</li> <li>• SA</li> <li>• LA</li> </ul>                                          |
|                                                                                                                                                 | ix. Improve cooperation between various parties with the local community to implement heritage restoration projects and urban re-development.                    | <ul style="list-style-type: none"> <li>• NGO</li> <li>• TCPD</li> <li>• MCAH</li> <li>• MFT</li> <li>• SA</li> <li>• LA</li> <li>• Private Sector</li> </ul> |

| THRUST 5 CREATION OF A CONDUCTIVE LIVEABLE URBAN ENVIRONMENT WITH IDENTITY                                                                                        |                                                                                                                               |                                                                                                                                     |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| POLICY                                                                                                                                                            | MEASURES                                                                                                                      | IMPLEMENTING AGENCY                                                                                                                 |
| <b>NUP 26</b><br>A sustainable and environmentally friendly development shall form the basis of environmental conservation and improve the urban quality of life. | i. Ensure that urban development is given emphasis to reduce in air, noise and water pollution and is compatible with rivers. | <ul style="list-style-type: none"> <li>• DOE</li> <li>• TCPD</li> <li>• MFT</li> <li>• MNRE</li> <li>• SA</li> <li>• LA</li> </ul>  |
|                                                                                                                                                                   | ii. Enforce legislations, guidelines and standards relating to environmental conservation.                                    | <ul style="list-style-type: none"> <li>• DOE</li> <li>• TCPD</li> <li>• DID</li> <li>• SA</li> <li>• LA</li> </ul>                  |
|                                                                                                                                                                   | iii. Encourage development that reduces the impact of urban heat islands.                                                     | <ul style="list-style-type: none"> <li>• CIDB</li> <li>• DID</li> <li>• MFT</li> <li>• SA</li> <li>• LA</li> <li>• REHDA</li> </ul> |
|                                                                                                                                                                   | iv. Review guidelines and standards relating to environment.                                                                  | <ul style="list-style-type: none"> <li>• DOE</li> <li>• MNRE</li> </ul>                                                             |



| THRUST 6 EFFECTIVE URBAN GOVERNANCE                                                                                                                |                                                                                                                                                                                                           |                                                                                                                                      |
|----------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| POLICY                                                                                                                                             | MEASURES                                                                                                                                                                                                  | IMPLEMENTING AGENCY                                                                                                                  |
| <b>NUP 27</b><br>The institutional capacity shall be strengthened to implement a more efficient and effective urban administration and management. | i. Restructure the institutional organization for urban management.                                                                                                                                       | <ul style="list-style-type: none"> <li>• LGD</li> <li>• PSD</li> <li>• MHLG</li> <li>• MAMPU</li> <li>• SA</li> <li>• LA</li> </ul>  |
|                                                                                                                                                    | ii. Increase manpower at all levels of local authorities including additional technical staff for the management and professional group.                                                                  | <ul style="list-style-type: none"> <li>• LGD</li> <li>• PSD</li> <li>• MHLG</li> <li>• MAMPU</li> <li>• SA</li> <li>• LA</li> </ul>  |
|                                                                                                                                                    | iii. Refer and adopt the benchmark of developed nations for ascertaining the number of professional manpower.                                                                                             | <ul style="list-style-type: none"> <li>• PSD</li> <li>• MHLG</li> <li>• MAMPU</li> </ul>                                             |
|                                                                                                                                                    | iv. Expand services at the local authority level to enable job rotation, better promotion opportunities and exchange of officers amongst local authorities within the same state.                         | <ul style="list-style-type: none"> <li>• PSD</li> <li>• MHLG</li> <li>• SA</li> <li>• LA</li> </ul>                                  |
|                                                                                                                                                    | v. Review and coordinate laws relating to urban administration and management.                                                                                                                            | <ul style="list-style-type: none"> <li>• LGD</li> <li>• MHLG</li> <li>• SA</li> <li>• LA</li> </ul>                                  |
|                                                                                                                                                    | vi. Create a comprehensive human resource development plan that includes job rotation, job enrichment, promotion opportunity and continuous training to upgrade staff capacity, capability and expertise. | <ul style="list-style-type: none"> <li>• INTAN / TI</li> <li>• LGD</li> <li>• PSD</li> <li>• MHLG</li> <li>• LA</li> </ul>           |
|                                                                                                                                                    | vii. Establish a specialized training institute for urban management.                                                                                                                                     | <ul style="list-style-type: none"> <li>• MHLG</li> <li>• SA</li> </ul>                                                               |
|                                                                                                                                                    | viii. Create a leadership and management that is dynamic, solid as well as has good capacity performance.                                                                                                 | <ul style="list-style-type: none"> <li>• LGD</li> <li>• MHLG</li> <li>• MFT</li> <li>• SA</li> <li>• LA</li> </ul>                   |
|                                                                                                                                                    | ix. Identify new sources of revenue and upgrade the financial management.                                                                                                                                 | <ul style="list-style-type: none"> <li>• LGD</li> <li>• MHLG</li> <li>• MFT</li> <li>• SA</li> <li>• LA</li> </ul>                   |
|                                                                                                                                                    | x. Implement a more efficient and systematic asset management to ensure the quality of service and prolong the life cycle of equipment.                                                                   | <ul style="list-style-type: none"> <li>• LGD</li> <li>• MHLG</li> <li>• LA</li> </ul>                                                |
|                                                                                                                                                    | xi. Standardise rules and procedures relating to the approval of landuse planning.                                                                                                                        | <ul style="list-style-type: none"> <li>• DGDLM</li> <li>• TCPD</li> <li>• MHLG</li> <li>• MFT</li> <li>• SA</li> <li>• LA</li> </ul> |
|                                                                                                                                                    | xii. Expedite the approval of development application.                                                                                                                                                    | <ul style="list-style-type: none"> <li>• TCPD</li> <li>• MHLG</li> <li>• MFT</li> <li>• SA</li> <li>• LA</li> </ul>                  |

| THRUST 6 EFFECTIVE URBAN GOVERNANCE                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                        |
|------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| POLICY                                                                                                                                               | MEASURES                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | IMPLEMENTING AGENCY                                                                                                                    |
|                                                                                                                                                      | xiii. Use information and communication technology to upgrade management quality and improve the delivery service through the implementation of electronic systems such as e-licensing, e-assessment, e-submission and the like.                                                                                                                                                                                                                                                                                                                                                                                                                                            | <ul style="list-style-type: none"> <li>• LGD</li> <li>• TCPD</li> <li>• MHLG</li> <li>• MEWC</li> <li>• MAMPU</li> <li>• LA</li> </ul> |
|                                                                                                                                                      | xiv. Adopt an innovative approach and method to increase the effectiveness of procedures, flexible management, wider community involvement and use of latest technology.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <ul style="list-style-type: none"> <li>• MHLG</li> <li>• MFT</li> <li>• MAMPU</li> <li>• SA</li> <li>• LA</li> </ul>                   |
| <b>NUP 28</b><br>Good corporate governance shall be practiced to promote a management culture that is transparent, has integrity and is accountable. | i. Adopt the principle of corporate governance in administration towards: <ol style="list-style-type: none"> <li>a. the implementation of Islam Hadhari programmes;</li> <li>b. the implementation of the National Integrity Plan (PIN);</li> <li>c. the reduction of bureaucratic red-tape;</li> <li>d. the conduct of efficient and firm monitoring;</li> <li>e. the escalation of the delivery system;</li> <li>f. the implementation of an effective leadership and management;</li> <li>g. the practise of transparency;</li> <li>h. the prudent management of funds and resources; and</li> <li>i. the implementation of Key Performance Indicators (KPI).</li> </ol> | <ul style="list-style-type: none"> <li>• MHLG</li> <li>• MFT</li> <li>• SA</li> <li>• LA</li> </ul>                                    |
|                                                                                                                                                      | ii. Prepare and adopt a code of urban governance for all local authorities.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <ul style="list-style-type: none"> <li>• LGD</li> <li>• MHLG</li> <li>• MFT</li> <li>• SA</li> <li>• LA</li> </ul>                     |
|                                                                                                                                                      | iii. Practise management and a work culture based on knowledge.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <ul style="list-style-type: none"> <li>• MFT</li> <li>• SA</li> <li>• LA</li> </ul>                                                    |
|                                                                                                                                                      | iv. Increase direct participation of institutions in social activities.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <ul style="list-style-type: none"> <li>• MHLG</li> <li>• MFT</li> <li>• SA</li> <li>• LA</li> </ul>                                    |



| THRUST 6 EFFECTIVE URBAN GOVERNANCE                                                               |                                                                                                                                 |                                                                                                                                          |
|---------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|
| POLICY                                                                                            | MEASURES                                                                                                                        | IMPLEMENTING AGENCY                                                                                                                      |
| <b>NUP 29</b><br>The involvement of society shall be encouraged in urban planning and governance. | i. Implement the Local Agenda 21 programmes in the formulation of policy, strategy and action plan for sustainable development. | <ul style="list-style-type: none"> <li>• MHLG</li> <li>• MFT</li> <li>• SA</li> <li>• LA</li> </ul>                                      |
|                                                                                                   | ii. Establish a division at local authorities to coordinate and manage programmes to increase local community participation.    | <ul style="list-style-type: none"> <li>• MHLG</li> <li>• MFT</li> <li>• SA</li> <li>• LA</li> </ul>                                      |
|                                                                                                   | iii. Ensure all local authorities establish a public relations unit.                                                            | <ul style="list-style-type: none"> <li>• MHLG</li> <li>• SA</li> <li>• LA</li> </ul>                                                     |
|                                                                                                   | iv. Ensure federal and state governments prepare the allocation of funds to manage Community Participation Programmes.          | <ul style="list-style-type: none"> <li>• MHLG</li> <li>• SA</li> <li>• LA</li> </ul>                                                     |
|                                                                                                   | v. Facilitate the public in obtaining information relating to urban planning and governance.                                    | <ul style="list-style-type: none"> <li>• MHLG</li> <li>• LA</li> </ul>                                                                   |
|                                                                                                   | vi. Increase public awareness on planning aspects and culture of maintenance.                                                   | <ul style="list-style-type: none"> <li>• MHLG</li> <li>• MFT</li> <li>• SA</li> <li>• LA</li> </ul>                                      |
|                                                                                                   | vii. Promote community, private and NGO participation in development planning and the management of urban environment.          | <ul style="list-style-type: none"> <li>• NGO</li> <li>• TCPD</li> <li>• MHLG</li> <li>• MFT</li> <li>• SA</li> <li>• LA</li> </ul>       |
|                                                                                                   | viii. Activate JKKK and encourage the establishment of resident association and Neighbourhood Watch.                            | <ul style="list-style-type: none"> <li>• JKKK (VDSC)</li> <li>• MHLG</li> <li>• MFT</li> <li>• SA</li> <li>• LA</li> <li>• NW</li> </ul> |
|                                                                                                   | ix. Encourage private companies and non-government bodies to contribute to the development of public amenities.                 | <ul style="list-style-type: none"> <li>• MHLG</li> <li>• MFT</li> <li>• SA</li> <li>• LA</li> <li>• Private Sector</li> </ul>            |

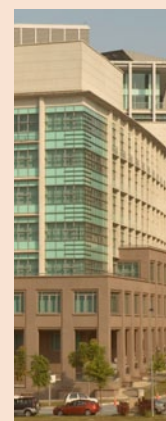
| THRUST 6 EFFECTIVE URBAN GOVERNANCE                                                                             |                                                                                                                                                           |                                                                                                                                                                       |
|-----------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| POLICY                                                                                                          | MEASURES                                                                                                                                                  | IMPLEMENTING AGENCY                                                                                                                                                   |
| <b>NUP 30</b><br>The use of innovative technology in urban planning, development and urban services management. | <b>i.</b> Develop and apply innovative technology in urban planning, the provision of infrastructure and utilities as well as the management of services. | <ul style="list-style-type: none"> <li>• TCPD</li> <li>• MHLG</li> <li>• MOSTI</li> <li>• MEWC</li> <li>• MFT</li> <li>• MAMPU</li> <li>• SA</li> <li>• LA</li> </ul> |
|                                                                                                                 | <b>ii.</b> Apply information and communication technology for administrative matters and the dissemination of information to the public.                  | <ul style="list-style-type: none"> <li>• TCPD</li> <li>• MAMPU</li> <li>• SA</li> <li>• LA</li> </ul>                                                                 |
|                                                                                                                 | <b>iii.</b> Adopt the technology that reduces the production of waste.                                                                                    | <ul style="list-style-type: none"> <li>• IHL / RI</li> <li>• MHLG</li> <li>• LA</li> </ul>                                                                            |
|                                                                                                                 | <b>iv.</b> Encourage the construction of environment-friendly buildings under the concept of green buildings and use of efficient energy.                 | <ul style="list-style-type: none"> <li>• MHLG</li> <li>• MOSTI</li> <li>• MEWC</li> <li>• MFT</li> <li>• MNRE</li> <li>• SA</li> <li>• LA</li> </ul>                  |
|                                                                                                                 | <b>v.</b> Use efficiently the renewable energy.                                                                                                           | <ul style="list-style-type: none"> <li>• MHLG</li> <li>• MEWC</li> <li>• MFT</li> <li>• MNRE</li> <li>• SA</li> <li>• LA</li> </ul>                                   |



TABLE 3.0 URBAN HIERARCHY PENINSULAR MALAYSIA, 2006 – 2020

| HIERARCHY                   | CONURBATION / TOWN                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | POPULATION RANGE  |
|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|
| National Growth Conurbation | <b>Kuala Lumpur Conurbation</b><br>Kuala Lumpur<br>Putrajaya<br>Klang<br>Petaling Jaya<br>Subang Jaya<br>Ampang<br>Shah Alam<br>Kajang<br>Gombak<br>Selayang Baru<br>Semenyih<br>Cheras<br>Bukit Beruntung<br>Kuang<br>Cyberjaya<br>Bandar Baru Bangi<br>Serdang<br>Banting<br>Damansara<br>Rawang<br>Kapar<br>Sri Kembangan<br>Hulu Klang<br>Puchong<br>Pulau Indah<br>Sg. Buluh<br>Pelabuhan Klang<br>Pulau Carey<br>Morib<br>Batu Laut<br>Telok Panglima Garang<br>Meru<br>Kuala Kubu Bharu<br>Batang Kali<br>Puncak Alam<br>Sg. Pelek<br>Bandar Baru Salak Tinggi<br>Seremban<br>Nilai<br>Port Dickson<br>Telok Kemang<br>Lukut<br>Batu 8 Labu<br>Mantin<br>Bentong | 2.5 million and > |

| HIERARCHY                   | CONURBATION / TOWN                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | POPULATION RANGE  |
|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|
| Regional Growth Conurbation | <b>Georgetown Conurbation</b><br>Georgetown<br>Butterworth - Seberang Jaya<br>Bayan Baru<br>Bukit Mertajam<br>Gelugor<br>Kepala Batas<br>Ayer Itam<br>Kulim<br>Nibong Tebal<br>Sungai Ara<br>Sungai Petani<br>Tanjung Bunga<br>Tanjong Tokong<br>Bayan Lepas<br>Batu Kawan<br>Jelutong<br>Permatang Pauh<br>Balik Pulau<br>Air Putih<br>Batu Feringgi<br>Pulau Tikus<br>Bandar Baru Air Itam<br>Paya Terubong<br>Sungai Dua (PP)<br>Sungai Nibong<br>Jawi<br>Telok Air Tawar<br>Simpang Ampat<br>Tasek Gelugor<br>Bertam<br>Sungai Dua (SP)<br>Sri Ampangan<br>Parit Buntar - Bagan Serai | 1.5 – 2.5 million |
|                             | <b>Johor Bahru Conurbation</b><br>Johor Bahru<br>Bandar Nusajaya<br>Kulai<br>Pasir Gudang<br>Gelang Patah<br>Sekudai<br>Senai<br>Pekan Nenas<br>Masai<br>Ulu Tiram<br>Kota Tinggi                                                                                                                                                                                                                                                                                                                                                                                                         |                   |
|                             | <b>Kuantan Conurbation</b><br>Kuantan<br>Pekan<br>Chukai                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                   |



| HIERARCHY                              | CONURBATION / TOWN                                                                                                                                                                                                                                                             | POPULATION RANGE  |
|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|
| <b>Sub-Regional Growth Conurbation</b> | <b>Ipoh Conurbation</b><br>Ipoh<br><br><b>Malacca Conurbation</b><br>Malacca Historical City<br>Alor Gajah<br>Ayer Keroh – Orna – Golden Valley – Metacorp<br>Sungai Udang<br>Durian Tunggal<br>Paya Rumput                                                                    | 0.5 – 1.5 million |
| <b>State Growth Conurbation</b>        | <b>Kuala Terengganu Conurbation</b><br>Kuala Terengganu<br>Marang<br><br><b>Kota Bharu Conurbation</b><br>Kota Bharu<br>Pengkalan Chepa<br>Kubang Kerian<br><br><b>Alor Setar Conurbation</b><br>Alor Setar<br>Jitra<br>Kuala Kedah<br><br><b>Kangar Conurbation</b><br>Kangar | 300,001 – 500,000 |
| <b>District Growth Conurbation</b>     | <b>Muar – Batu Pahat – Kluang Conurbation</b><br>Muar (Bandar Maharani)<br>Batu Pahat (Bandar Penggaram)<br>Kluang<br><br><b>Lumut – Sitiawan – Manjung Conurbation</b><br>Lumut<br>Sri Manjung<br>Sitiawan<br><br><b>Temerloh Conurbation</b><br>Temerloh<br>Mentakab         | 100,001– 300,000  |

| HIERARCHY               | CONURBATION / TOWN                                                                                                                                                | POPULATION RANGE |
|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| Major Settlement Centre | <b>Johore</b><br>Segamat<br>Mersing<br>Pontian Kechil<br>Bandar Penawar<br>Bandar Tenggara<br>Yong Peng<br>Ayer Hitam<br>Simpang Renggam<br>Tangkak<br>Parit Raja | 30,001 – 100,000 |
|                         | <b>Kelantan</b><br>Gua Musang                                                                                                                                     |                  |
|                         | <b>Negeri Sembilan</b><br>Bandar Seri Jempol<br>Kuala Pilah<br>Tampin                                                                                             |                  |
|                         | <b>Pahang</b><br>Kuala Rompin                                                                                                                                     |                  |
|                         | <b>Perak</b><br>Taiping<br>Teluk Intan<br>Tg. Malim – Proton City – Behrang 2020<br>Gerik<br>Seri Iskandar<br>Tapah – Tapah Road – Bandar Baru Universiti         |                  |
|                         | <b>Selangor</b><br>Sungai Besar<br>Kuala Selangor<br>Bernam Jaya                                                                                                  |                  |
|                         | <b>Terengganu</b><br>Dungun<br>Jertih – Kg Raja – Kuala Besut                                                                                                     |                  |
|                         | <b>Kedah</b><br>Pendang<br>Kuah<br>Baling                                                                                                                         |                  |
|                         | <b>Malacca</b><br>Jasin – Bandar Putra – Bemban                                                                                                                   |                  |
|                         |                                                                                                                                                                   |                  |



| HIERARCHY           | CONURBATION / TOWN                                                                                                                                                                                                                                                                                                                                   | POPULATION RANGE |
|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| Minor Growth Centre | <b>Johore</b><br>Bandar Mas<br>Bukit Gambir<br>Endau<br>Kelapa Sawit<br>Chaah<br>Labis<br>Bukit Bakri<br>Buloh Kasap<br>Machap<br>Parit Sulong<br>Rengit                                                                                                                                                                                             | 10,001 – 30,000  |
|                     | <b>Kedah</b><br>Bandar Baharu<br>Bukit Jenun<br>Yan Besar<br>Yan Kecil<br>Guar Chempedak<br>Sungai Karangan<br>Padang Meha<br>Bukit Kayu Hitam<br>Changlool<br>Sintok<br>Air Hitam<br>Kuala Nerang<br>Kota Putra<br>Kuala Ketil<br>Kupang<br>Bukit Selambau<br>Gurun<br>Padang Matsirat<br>Padang Lalang<br>Sik<br>Serdang<br>Bandar Baru Beris Jaya |                  |
|                     | <b>Kelantan</b><br>Bachok<br>Pasir Puteh<br>Pasir Mas<br>Tanah Merah<br>Machang<br>Kuala Krai<br>Jeli<br>Tumpat<br>Ketereh<br>Wakaf Bharu                                                                                                                                                                                                            |                  |
|                     | <b>Malacca</b><br>Masjid Tanah<br>Merlimau<br>Pulau Sebang                                                                                                                                                                                                                                                                                           |                  |
|                     | <b>Negeri Sembilan</b><br>Bahau<br>Gemas<br>Gemencheh<br>Kuala Klawang<br>Lui Muda<br>Rembau<br>Tanjung Ipoh                                                                                                                                                                                                                                         |                  |

| HIERARCHY           | CONURBATION / TOWN                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | POPULATION RANGE |
|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| Minor Growth Centre | <p><b>Pahang</b><br/>           Jerantut<br/>           Raub<br/>           Tanah Rata – Brinchang<br/>           Maran<br/>           Bandar Jengka<br/>           Bandar Bera<br/>           Bandar Tun Razak<br/>           Muadzam Shah<br/>           Kuala Lipis</p> <p><b>Selangor</b><br/>           Tanjong Karang<br/>           Sekinchan<br/>           Sabak</p> <p><b>Terengganu</b><br/>           Paka<br/>           Kerteh<br/>           Kijal<br/>           Kuala Berang<br/>           Bandar Permaisuri</p> <p><b>Perak</b><br/>           Kuala Kangsar<br/>           Selama<br/>           Pengkalan Hulu<br/>           Lenggong<br/>           Pangkor<br/>           Sg. Siput<br/>           Kampar<br/>           Slim River<br/>           Gopeng<br/>           Bidor<br/>           Damar Laut – Segari<br/>           Bukit Merah – Alor Pongsu<br/>           Kg. Gajah<br/>           Pantai Remis – Pengkalan Baharu<br/>           Langkap<br/>           Simpang Empat – Hutan Melintang<br/>           Sungkai<br/>           Ayer Tawar<br/>           Bagan Datoh</p> <p><b>Perlis</b><br/>           Bukit Batu Putih<br/>           Kuala Perlis<br/>           Simpang Empat<br/>           Arau<br/>           Padang Besar<br/>           Beseri</p> | 10,001 – 30,000  |

- Sources :**
- National Physical Plan, 2005
  - Draft State Structure Plans:
    - Negeri Sembilan, October 2005
    - Penang, 2005
    - Kedah, December 2005
    - Perak, October 2005
    - Pahang, 2004
    - Terengganu, March 2005
    - Kelantan, March 2005
    - Melaka, October 2002
    - Johor, December 2005
    - Selangor, July 2005
  - Kuala Lumpur Structure Plan, August 2004
  - Kangar Structure Plan (Revision), 1998
  - Preliminary Count Report for Urban and Rural Areas, Population and Housing Census of Malaysia 2000.

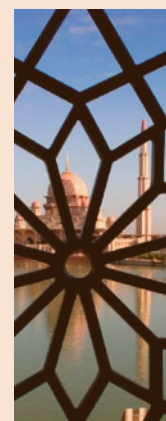
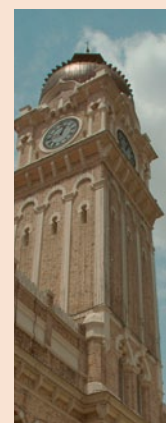


TABLE 4.0 HIERARCHY AND URBAN AMENITIES

| Urban Hierarchy                                                                  | National Growth Conurbation                                                  | Regional Growth Conurbation                                                  | Sub-Regional Growth Conurbation                                      |
|----------------------------------------------------------------------------------|------------------------------------------------------------------------------|------------------------------------------------------------------------------|----------------------------------------------------------------------|
| <b>Urban</b>                                                                     | Refer To List of Towns from Appendix 1                                       | Georgetown                                                                   | Ipoh                                                                 |
|                                                                                  |                                                                              | Johor Bahru                                                                  | Malacca                                                              |
|                                                                                  |                                                                              | Kuantan                                                                      |                                                                      |
|                                                                                  |                                                                              |                                                                              |                                                                      |
| <b>Population Range</b>                                                          | 2.5 Million and Above                                                        | 1.5-2.5 Million                                                              | 0.5-1.5 Million                                                      |
|                                                                                  | (Projected Population 8.5 Million by 2020)                                   | (Except for Kuantan 0.64 Million)                                            |                                                                      |
| <b>Function</b><br><br><b>Administration:</b>                                    | Parliament                                                                   |                                                                              |                                                                      |
|                                                                                  | Ministerial Headquarters                                                     |                                                                              |                                                                      |
|                                                                                  | Federal Department                                                           |                                                                              |                                                                      |
|                                                                                  | Embassy and Commission Office                                                | Embassy and Commission Office                                                |                                                                      |
|                                                                                  | International Organisation Offices                                           | International Organisation Offices                                           |                                                                      |
|                                                                                  | International Organisation Secretariat                                       | International Organisation Secretariat                                       |                                                                      |
|                                                                                  | City Council, Town Council and District Council                              | City Council, Town Council and District Council                              | City Council, Town Council and District Council                      |
|                                                                                  | State Government and District Office                                         | State Government and District Office                                         | State Government and District Office                                 |
| <b>Economy</b><br><br><br><br><br><br><br><br><br><br><b>Financial Services:</b> | <b>Bank</b>                                                                  | <b>Bank</b>                                                                  | <b>Bank</b>                                                          |
|                                                                                  | National Bank (Headquarters)                                                 | National Bank (Headquarters, Regional)                                       |                                                                      |
|                                                                                  | International Bank (Headquarters, Regional and Branch)                       | International Bank (Branch)                                                  | International Bank (Branch)                                          |
|                                                                                  | Local Bank (Headquarters and Branch)                                         | Local Bank (Headquarters and Branch)                                         | Local Bank (Branch)                                                  |
|                                                                                  | <b>Insurance</b>                                                             | <b>Insurance</b>                                                             | <b>Insurance</b>                                                     |
|                                                                                  | International Insurance Company / Broker (Headquarters, Regional and Branch) | International Insurance Company / Broker (Headquarters, Regional and Branch) | International Insurance Company / Broker (Branch)                    |
|                                                                                  | Local Insurance Company / Broker (Headquarters and Branch)                   | Local Insurance Company / Broker (Branch)                                    | Local Insurance Company / Broker (Branch)                            |
|                                                                                  | International and Local Insurance Company Agents and Representatives         | International and Local Insurance Company Agents and Representatives         | International and Local Insurance Company Agents and Representatives |
|                                                                                  | <b>Stock &amp; Commodity / Security</b>                                      | <b>Stock &amp; Commodity / Security</b>                                      | <b>Stock &amp; Commodity / Security</b>                              |
|                                                                                  | Malaysian Security Commission                                                |                                                                              |                                                                      |
|                                                                                  | Bursa Malaysia                                                               |                                                                              |                                                                      |
|                                                                                  | International Stock / Security Company (Headquarters, Regional and Branch)   | International Stock / Security Company (Branch)                              |                                                                      |
|                                                                                  | Local Stock / Security Company (Headquarters and Branch)                     | Local Stock / Security Company (Headquarters and Branch)                     | Local Stock / Security Company (Headquarters and Branch)             |
|                                                                                  | <b>Other Financial Services</b>                                              | <b>Other Financial Services</b>                                              | <b>Other Financial Services</b>                                      |
|                                                                                  | International Financial Services (Headquarters, Regional & Branch)           | International Financial Services (Headquarters, Regional & Branch)           | International Financial Services (Branch)                            |
|                                                                                  | Local Financial Services (Headquarters, Regional and Branch)                 | Local Financial Services (Headquarters, Regional and Branch)                 | Local Financial Services (Branch)                                    |

| State Growth Conurbation                                             | District Growth Conurbation                         | Major Settlement Centre                             | Minor Settlement Centre                             |
|----------------------------------------------------------------------|-----------------------------------------------------|-----------------------------------------------------|-----------------------------------------------------|
| Kota Bharu                                                           | Temerloh - Mentakab                                 | Refer To List of Towns from Appendix 1              | Refer To List of Towns from Appendix 1              |
| Kuala Terengganu                                                     | Lumut - Sitiawan                                    |                                                     |                                                     |
| Alor Setar                                                           | Muar - Batu Pahat - Kluang                          |                                                     |                                                     |
| Kangar                                                               |                                                     |                                                     |                                                     |
| 300,001 - 500,000<br>(Except for Kangar 0.09 Million)                | 100,001 - 300,000                                   | 30,001 - 100,000                                    | 10,001 - 30,000                                     |
|                                                                      |                                                     |                                                     |                                                     |
|                                                                      |                                                     |                                                     |                                                     |
|                                                                      |                                                     |                                                     |                                                     |
| Consulate Office                                                     |                                                     |                                                     |                                                     |
|                                                                      |                                                     |                                                     |                                                     |
|                                                                      |                                                     |                                                     |                                                     |
| Town Council, District Office                                        | Town Council, District Office                       | District Office                                     | District Office                                     |
| State Government and District Office                                 | State Government and District Office                | State Government and District Office                | State Government and District Office                |
| Bank                                                                 | Bank                                                | Bank                                                | Bank                                                |
|                                                                      |                                                     |                                                     |                                                     |
| International Bank (Branch)                                          |                                                     |                                                     |                                                     |
| Local Bank (Branch)                                                  | Local Bank (Branch)                                 | Local Bank (Branch)                                 | Local Bank (Branch)                                 |
| Insurance                                                            | Insurance                                           | Insurance                                           | Insurance                                           |
| International Insurance Company / Broker (Branch)                    | International Insurance Company / Broker (Agent)    |                                                     |                                                     |
| Local Insurance Company / Broker (Branch)                            | Local Insurance Company / Broker (Branch and Agent) | Local Insurance Company / Broker (Branch and Agent) | Local Insurance Company / Broker (Agent)            |
| International and Local Insurance Company Agents and Representatives |                                                     |                                                     |                                                     |
| Stock & Commodity / Security                                         | Stock & Commodity / Security                        | Stock & Commodity / Security                        | Stock & Commodity / Security                        |
|                                                                      |                                                     |                                                     |                                                     |
|                                                                      |                                                     |                                                     |                                                     |
| Local Stock / Security Company (Branch / Kiosk)                      | Local Stock / Security Company (Branch / Kiosk)     | Local Stock / Security Company (Kiosk)              | Local Stock / Security Company (Kiosk)              |
| Other Financial Services                                             | Other Financial Services                            | Other Financial Services                            | Other Financial Services                            |
|                                                                      |                                                     |                                                     |                                                     |
| Local Financial Services (Branch)                                    | Local Financial Services (Branch)                   | Local Financial Services (Representatives / Agents) | Local Financial Services (Representatives / Agents) |



| Urban Hierarchy  | National Growth Conurbation                                                                  | Regional Growth Conurbation                                                                  | Sub-Regional Growth Conurbation                                                              |
|------------------|----------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|
| Commerce & Trade | Business and Service                                                                         | Business and Service                                                                         | Business and Service                                                                         |
|                  | International Headquarters and Regional Headquarters                                         | International Headquarters and Regional Headquarters                                         | International Headquarters and Regional Headquarters                                         |
|                  | Local Office (Headquarters and Branch)                                                       | Local Office (Headquarters and Branch)                                                       | Local Office (Headquarters and Branch)                                                       |
|                  | Professional Service and Business Agent                                                      | Professional Service and Business Agent                                                      | Professional Service and Business Agent                                                      |
|                  | International Headquarters and Regional Headquarters                                         | International Headquarters and Regional Headquarters                                         | International Headquarters and Regional Headquarters                                         |
|                  |                                                                                              | Miscellaneous                                                                                | Miscellaneous                                                                                |
|                  | Wholesale Commerce                                                                           | Wholesale Commerce                                                                           | Wholesale Commerce                                                                           |
|                  | International Headquarters (Regional and Branch)                                             | International Headquarters (Regional and Branch)                                             | International Headquarters (Branch)                                                          |
|                  | Local Headquarters and Branch                                                                | Local Headquarters and Branch                                                                | Local Headquarters and Branch                                                                |
|                  | Retail Commerce at Store (Excluding Specialisation and Specialisation)                       | Retail Commerce at Store (Excluding Specialisation and Specialisation)                       | Retail Commerce at Store (Excluding Specialisation and Specialisation)                       |
|                  | International General Store and International Hypermarket (Branch and Regional Headquarters) | International General Store and International Hypermarket (Branch)                           | International General Store (Branch)                                                         |
|                  | Local General Store (Regional Headquarters and Branch)                                       | Local General Store (Regional Headquarters and Branch)                                       | Local General Store (Branch)                                                                 |
|                  | International Hypermarket (Branch)                                                           | International Hypermarket (Branch)                                                           | International Supermarket (Branch)                                                           |
|                  | Local Hypermarket (Regional Headquarters and Branch)                                         | Local Hypermarket (Regional Headquarters and Branch)                                         | Local Supermarket (Branch)                                                                   |
|                  | International Convenience Store (Regional Headquarters and Branch)                           | International Convenience Store (Regional Headquarters and Branch)                           | International Convenience Store (Branch)                                                     |
|                  | International and Local Retail Shop (Miscellaneous Goods Including Food, Clothing, Car, etc) | International and Local Retail Shop (Miscellaneous Goods Including Food, Clothing, Car, etc) | International and Local Retail Shop (Miscellaneous Goods Including Food, Clothing, Car, etc) |
|                  | Used Goods Retail at Store                                                                   | Used Goods Retail at Store                                                                   | Used Goods Retail at Store                                                                   |
|                  | International and Local Used Goods (Miscellaneous Goods)                                     | International and Local Used Goods (Miscellaneous Goods)                                     | Local Used Goods (Miscellaneous Goods)                                                       |
|                  | Other Retail Commerce (Not at Store)                                                         | Other Retail Commerce (Not at Store)                                                         | Other Retail Commerce (Not at Store)                                                         |
|                  | Informal Local Retail                                                                        | Informal Local Retail                                                                        | Informal Local Retail                                                                        |
|                  | Local Services Repairing Personal and Household Goods                                        | Local Services Repairing Personal and Household Goods                                        | Local Services Repairing Personal and Household Goods                                        |
|                  | Direct Selling (International and Local)                                                     | Direct Selling (International and Local)                                                     | Direct Selling (International and Local)                                                     |
|                  | Retail of Inflammable Goods for Vehicle (Retail Station, LNG/NGV) - Local                    | Retail of Inflammable Goods for Vehicle (Retail Station, LNG/NGV) - Local                    | Retail of Inflammable Goods for Vehicle (Retail Station, LNG/NGV) - Local                    |

| State Growth Conurbation                                                   | District Growth Conurbation                                                | Major Settlement Centre                                                    | Minor Settlement Centre                                                    |
|----------------------------------------------------------------------------|----------------------------------------------------------------------------|----------------------------------------------------------------------------|----------------------------------------------------------------------------|
| Business and Service                                                       | Business and Service                                                       | Business and Service                                                       | Business and Service                                                       |
|                                                                            |                                                                            |                                                                            |                                                                            |
| Local Office (Headquarters and Branch)                                     | Local Office (Branch and Representative Office)                            | Local Office (Branch and Representative Office)                            | Local Office (Representative Office)                                       |
| Professional Service and Business Agent                                    | Professional Service and Business Agent                                    | Professional Service and Business Agent                                    | Professional Service and Business Agent                                    |
| Local Office (Headquarters and Branch)                                     | Local Office (Headquarters and Branch)                                     | Local Office (Headquarters and Branch)                                     | Local Office (Headquarters and Branch)                                     |
| Miscellaneous                                                              | Selected Services                                                          | Selected Services                                                          | Selected Services                                                          |
|                                                                            |                                                                            |                                                                            |                                                                            |
| Wholesale Commerce                                                         | Wholesale Commerce                                                         | Wholesale Commerce                                                         | Wholesale Commerce                                                         |
|                                                                            |                                                                            |                                                                            |                                                                            |
| Branch and Representative Office                                           | Branch and Representative Office                                           | Representative Office                                                      |                                                                            |
| Retail Commerce at Store (Excluding Specialisation and Specialisation)     | Retail Commerce at Store (Excluding Specialisation and Specialisation)     | Retail Commerce at Store (Excluding Specialisation and Specialisation)     | Retail Commerce at Store (Excluding Specialisation and Specialisation)     |
| International General Store (Branch)                                       | International General Store (Branch)                                       |                                                                            |                                                                            |
|                                                                            |                                                                            |                                                                            |                                                                            |
| Local General Store (Branch)                                               | Local Miscellaneous Store (Branch)                                         | Local General Store (Branch)                                               |                                                                            |
|                                                                            |                                                                            |                                                                            |                                                                            |
| International Supermarket (Branch)                                         | International Supermarket (Branch)                                         |                                                                            |                                                                            |
| Local Supermarket (Branch)                                                 | Local Supermarket (Branch)                                                 | Local Supermarket (Branch)                                                 | Local Supermarket (Branch)                                                 |
| International Convenience Store (Branch)                                   | International Convenience Store (Branch)                                   | International Convenience Store (Branch)                                   |                                                                            |
|                                                                            |                                                                            |                                                                            |                                                                            |
| Local Retail Shop (Miscellaneous Goods Including Food, Clothing, Car, etc) | Local Retail Shop (Miscellaneous Goods Including Food, Clothing, Car, etc) | Local Retail Shop (Miscellaneous Goods Including Food, Clothing, Car, etc) | Local Retail Shop (Miscellaneous Goods Including Food, Clothing, Car, etc) |
| Used Goods Retail at Store                                                 | Used Goods Retail at Store                                                 | Used Goods Retail at Store                                                 | Used Goods Retail at Store                                                 |
| Local Used Goods (Miscellaneous Goods)                                     | Local Used Goods (Selected Goods)                                          | Local Used Goods (Selected Goods)                                          | Local Used Goods (Selected Goods)                                          |
|                                                                            |                                                                            |                                                                            |                                                                            |
| Other Retail Commerce (Not at Store)                                       | Other Retail Commerce (Not at Store)                                       | Other Retail Commerce (Not at Store)                                       | Other Retail Commerce (Not at Store)                                       |
| Informal Local Retail                                                      | Informal Local Retail                                                      | Informal Local Retail                                                      | Informal Local Retail                                                      |
| Local Services Repairing Personal and Household Goods                      | Local Services Repairing Personal and Household Goods                      | Local Services Repairing Personal and Household Goods                      | Local Services Repairing Personal and Household Goods                      |
| Direct Selling (International and Local)                                   | Direct Selling (International and Local)                                   | Direct Selling (International and Local)                                   | Direct Selling (International and Local)                                   |
| Retail of Inflammable Goods for Vehicle (Retail Station, LNG/NGV) - Local  | Retail of Inflammable Goods for Vehicle (Retail Station, LNG/NGV) - Local  | Retail of Inflammable Goods for Vehicle (Retail Station, LNG/NGV) - Local  | Retail of Inflammable Goods for Vehicle (Retail Station, LNG/NGV) - Local  |



| Urban Hierarchy                                    | National Growth Conurbation                                                    | Regional Growth Conurbation                                                    | Sub-Regional Growth Conurbation                                                       |
|----------------------------------------------------|--------------------------------------------------------------------------------|--------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| Hotel, Conference, Exhibition And Convention (MCE) | Hotel and Conference Facilities                                                | Hotel and Conference Facilities                                                | Hotel and Conference Facilities                                                       |
|                                                    | Resort / Exhibition ( > 5 Star)                                                |                                                                                |                                                                                       |
|                                                    | Budget Hotel Till 5 Star                                                       | Budget Hotel Till 5 Star                                                       | Budget Hotel Till 5 Star                                                              |
|                                                    | Conference Exhibition and International Commerce Centre                        | Conference Exhibition and International Commerce Centre                        | Conference Exhibition and Centre                                                      |
|                                                    |                                                                                | Rest House                                                                     | Rest House                                                                            |
| Industry / Manufacturing                           | International & Multimedia ICT Cluster                                         | International & Multimedia ICT Cluster                                         | National Multimedia ICT Cluster                                                       |
|                                                    | International & National Telecommunication Cluster                             | International & National Telecommunication Cluster                             | National Telecommunication Cluster                                                    |
|                                                    | International and National Knowledge Based Industry                            | International and National Knowledge Based Industry                            | National Knowledge Based Industry                                                     |
|                                                    | Manufacturing Cluster Based on National Resources (International and National) | Manufacturing Cluster Based on National Resources (International and National) | Manufacturing Cluster Based on National Resources (National)                          |
|                                                    | International and National EKS Food Cluster                                    | International and National EKS Food Cluster                                    | Local EKS Food Cluster                                                                |
|                                                    | International and National General Assembly and Manufacture                    | National General Assembly and Manufacture                                      | Local General Assembly and Manufacture                                                |
| Public Facilities / Social Education               | University / Public College                                                    | University / Public College                                                    | University / Public College                                                           |
|                                                    | University and Private College                                                 | University and Private College                                                 | University and Private College                                                        |
|                                                    | International Cooperative Training Institution                                 | International Cooperative Training Institution                                 |                                                                                       |
|                                                    | Research and Development                                                       | Research and Development                                                       |                                                                                       |
|                                                    | National Training Centre                                                       | National Training Centre                                                       |                                                                                       |
|                                                    | National / State Library                                                       | National / State Library                                                       | State Library                                                                         |
|                                                    | International School                                                           | International School                                                           | International School                                                                  |
|                                                    | Technical / Vocational School                                                  | Technical / Vocational School                                                  | Technical / Vocational School                                                         |
|                                                    |                                                                                |                                                                                |                                                                                       |
| Health                                             | Government Hospital                                                            | Government Hospital                                                            | Government Hospital                                                                   |
|                                                    | Private Hospital                                                               | Private Hospital                                                               | Private Hospital                                                                      |
|                                                    | University Hospital                                                            | University Hospital                                                            | University Hospital                                                                   |
|                                                    | Specialist Centre                                                              | Specialist Centre                                                              | Specialist Centre                                                                     |
|                                                    | Health Clinic                                                                  | Health Clinic                                                                  | Health Clinic                                                                         |
|                                                    | Private Clinic                                                                 | Private Clinic                                                                 | Private Clinic                                                                        |
| Recreation / Cultural / Heritage                   | International / State District Sport Complex                                   | International / State District Sport Complex                                   | State / District Sport Complex                                                        |
|                                                    | National / State Stadium                                                       | State Stadium                                                                  | State Stadium                                                                         |
|                                                    | National / State Museum                                                        | State Museum                                                                   | State Museum                                                                          |
|                                                    | Theatre / Auditorium                                                           | Theatre / Auditorium                                                           |                                                                                       |
|                                                    | National Park                                                                  |                                                                                |                                                                                       |
|                                                    | Regional/ State Park                                                           | Regional/ State Park                                                           | State Park                                                                            |
|                                                    | Town Park                                                                      | Town Park                                                                      | Town Park                                                                             |
|                                                    |                                                                                | Recreation Area Network: Green Belt (Central Forest Spine)                     |  |
| Religion                                           | National Mosque                                                                |                                                                                |                                                                                       |
|                                                    | State / District Mosque                                                        | State / District Mosque                                                        | State / District Mosque                                                               |
|                                                    | Islamic Centre                                                                 | Islamic Centre                                                                 | Islamic Centre                                                                        |
|                                                    | Other Non-Islamic Religion Centre                                              | Other Non-Islamic Religion Centre                                              | Other Non-Islamic Religion Centre                                                     |

| State Growth Conurbation                      | District Growth Conurbation            | Major Settlement Centre                | Minor Settlement Centre                |
|-----------------------------------------------|----------------------------------------|----------------------------------------|----------------------------------------|
| Hotel and Conference Facilities               | Hotel and Conference Facilities        | Hotel and Conference Facilities        | Hotel and Conference Facilities        |
| Budget Hotel Till 5 Star                      | Budget Hotel Till 4 Star               | Budget Hotel Till 4 Star               | Budget Hotel Till 2 Star               |
| Conference Exhibition and Centre              | Exhibition                             |                                        |                                        |
| Rest House                                    | Rest House                             | Rest House                             | Rest House                             |
| National Multimedia ICT Cluster               |                                        |                                        |                                        |
|                                               |                                        |                                        |                                        |
| Cluster Based on National and Local Resources | Cluster Based on Local Resources       | Cluster Based on Local Resources       | Cluster Based on Local Resources       |
| Local EKS Food Cluster                        | Local EKS Food Cluster                 | Local EKS Food Cluster                 | Local EKS Food Cluster                 |
| Local General Assembly and Manufacture        | Local General Assembly and Manufacture | Local General Assembly and Manufacture | Local General Assembly and Manufacture |
| University / Public College                   |                                        |                                        |                                        |
| University and Private College                |                                        |                                        |                                        |
|                                               |                                        |                                        |                                        |
| State Library                                 | Public Library                         | Mobile Library                         | Mobile Library                         |
| Technical / Vocational School                 | Technical / Vocational School          |                                        |                                        |
|                                               | Primary and Secondary School           | Primary and Secondary School           | Primary and Secondary School           |
| Government Hospital                           | Government Hospital                    | Government Hospital                    |                                        |
| Private Hospital                              | Private Hospital                       |                                        |                                        |
| University Hospital                           |                                        |                                        |                                        |
| Specialist Centre                             |                                        |                                        |                                        |
| Health Clinic                                 | Health Clinic                          | Health Clinic                          | Health Clinic                          |
| Private Clinic                                | Private Clinic                         | Private Clinic                         | Private Clinic                         |
| State / District Sports Complex               | District Sports Complex                | Multi Purpose Hall                     | Multi Purpose Hall                     |
| State Stadium                                 | Stadium                                | Stadium / Playground                   | Playground                             |
| State Museum                                  |                                        |                                        |                                        |
|                                               |                                        |                                        |                                        |
| State Park                                    |                                        |                                        |                                        |
| Town Park                                     | Town Park                              | Town Park                              | Local Park                             |
| River Reserve and Forest                      | Active and Passive Recreational Area   |                                        |                                        |
|                                               |                                        |                                        |                                        |
| State / District Mosque                       | District Mosque                        | District Mosque                        | Mosque                                 |
| Islamic Centre                                |                                        |                                        |                                        |
| Other Non-Islamic Religion Centre             | Other Non-Islamic Religion Centre      | Other Non-Islamic Religion Centre      | Other Non-Islamic Religion Centre      |



| Urban Hierarchy                                         | National Growth Conurbation                    | Regional Growth Conurbation                           | Sub-Regional Growth Conurbation                       |
|---------------------------------------------------------|------------------------------------------------|-------------------------------------------------------|-------------------------------------------------------|
| Police                                                  | Royal Malaysian Police Headquarters            |                                                       |                                                       |
|                                                         | Police Contingent Headquarters                 | Police Contingent Headquarters                        | Police Contingent Headquarters                        |
|                                                         | Police District Headquarters                   | Police District Headquarters                          | Police District Headquarters                          |
|                                                         | Police Station                                 | Police Station                                        | Police Station                                        |
| Fire Station                                            | Malaysian Fire and Rescue Headquarters         |                                                       |                                                       |
|                                                         | State Fire and Rescue Headquarters             | State Fire and Rescue Headquarters                    | State Fire and Rescue Headquarters                    |
|                                                         | Fire Station                                   | Fire Station                                          | Fire Station                                          |
| Postal Services                                         | Main Post Office                               | Main Post Office                                      |                                                       |
|                                                         | Post Office                                    | Post Office                                           | Post Office                                           |
| Infrastructure Facilities and Utility Sewerage Services | Centralise System                              | Centralise System                                     | Centralise System                                     |
| Sisa Pepejal                                            | Land-fill Sanitary Disposal                    | Land-fill Sanitary Disposal                           | Land-fill Sanitary Disposal                           |
|                                                         | Incinerator                                    | Incinerator                                           | Incinerator                                           |
|                                                         | Scheduled Solid Waste Disposal                 | Scheduled Solid Waste Disposal                        |                                                       |
| Electrical Supply                                       | Main Intake Station (PMU)                      | Main Intake Station (PMU)                             | Main Intake Station (PMU)                             |
|                                                         | National Load Dispatch Centre On National Grid | Regional Load Dispatch Centre For Transmission System | Regional Load Dispatch Centre For Transmission System |
|                                                         | Remote Load Distribution Centre                | Remote Load Distribution Centre                       | Remote Load Distribution Centre                       |
| Telecommunication Transmitter and Broadband             | Fibre Optic Network                            | Fibre Optic Network                                   | Fibre Optic Network                                   |
|                                                         | Wireless Broadband Network                     | Wireless Broadband Network                            | Wireless Broadband Network                            |
|                                                         | Transmitter & Receiver Station                 | Transmitter & Receiver Station                        | Transmitter & Receiver Station                        |
|                                                         | Oceanic Cable Station                          |                                                       |                                                       |
|                                                         | Earth Satellite Station                        |                                                       |                                                       |
|                                                         | TV And Digital Radio Transmitter Station       | TV And Digital Radio Transmitter Station              | TV And Digital Radio Transmitter Station              |
|                                                         | Internet Central Node Network                  | Internet Central Node Network                         | Internet Central Node Network                         |
| Transportation Services                                 | High Speed Rail                                | High Speed Rail                                       | High Speed Rail                                       |
|                                                         | Commuter / Rail                                | Commuter / Rail                                       | Commuter / Rail                                       |
|                                                         | LRT                                            | LRT                                                   | LRT                                                   |
|                                                         | Monorail / Tram                                | Monorail                                              |                                                       |
|                                                         | Bus                                            | Bus                                                   | Bus                                                   |
|                                                         | Taxi                                           | Taxi                                                  | Taxi                                                  |
| Transportation Terminal                                 | National Integrated Transportation Hub         |                                                       |                                                       |
|                                                         | International And Domestic Airport             | International And Domestic Airport                    | Domestic Airport                                      |
|                                                         | International And National Seaport             | International And National Seaport                    |                                                       |
|                                                         | State Public Transportation Terminal           | State Public Transportation Terminal                  | State Public Transportation Terminal                  |
|                                                         | Bus / Taxi Station                             | Bus / Taxi Station                                    | Bus / Taxi Station                                    |
|                                                         | Railway Station                                | Railway Station                                       | Railway Station                                       |

| State Growth Conurbation                           | District Growth Conurbation                      | Major Settlement Centre                          | Minor Settlement Centre                          |
|----------------------------------------------------|--------------------------------------------------|--------------------------------------------------|--------------------------------------------------|
| Police Contingent Headquarters                     |                                                  |                                                  |                                                  |
| Police District Headquarters                       | Police District Headquarters                     | Police District Headquarters                     |                                                  |
| Police Station                                     | Police Station                                   | Police Station                                   | Police Station                                   |
|                                                    |                                                  |                                                  |                                                  |
| State Fire and Rescue Headquarters                 |                                                  |                                                  |                                                  |
| Fire Station                                       | Fire Station                                     | Fire Station                                     | Fire Station                                     |
|                                                    |                                                  |                                                  |                                                  |
| Post Office                                        | Post Office                                      | Post Office                                      | Post Office                                      |
| Centralise System                                  | Centralise System (Priority to Identified Towns) | Centralise System (Priority to Identified Towns) | Centralise System (Priority to Identified Towns) |
| Land-fill Sanitary Disposal Incinerator            | Land-fill Sanitary Disposal                      | Land-fill Sanitary Disposal                      | Land-fill Sanitary Disposal                      |
|                                                    |                                                  |                                                  |                                                  |
| Main Intake Station (PMU)                          | Main Intake Station (PMU)                        | Main Intake Station (PMU)                        | Main Intake Station (PMU)                        |
| State Load Dispatch Centre For Transmission System | District Transmission Office                     | District Transmission Office                     | Transmission Local Office                        |
| Remote Load Distribution Centre                    | Remote Load Distribution Centre                  | 24 Hour Breakdown Response Centre                | 24 Hour Breakdown Response Centre                |
| Fibre Optic Network                                | Fibre Optic Network                              | Fibre Optic Network                              | Fibre Optic Network                              |
| Wireless Broadband Network                         | Wireless Broadband Network                       | Wireless Broadband Network                       | Wireless Broadband Network                       |
| Transmitter & Receiver Station                     | Transmitter & Receiver Station                   | Transmitter & Receiver Station                   | Transmitter & Receiver Station                   |
|                                                    |                                                  |                                                  |                                                  |
|                                                    |                                                  |                                                  |                                                  |
| TV And Digital Radio Transmitter Station           | TV And Digital Radio Transmitter Station         | TV And Digital Radio Transmitter Station         | TV And Digital Radio Transmitter Station         |
| Internet Central Node Network                      | Internet Central Node Network                    | Internet Central Node Network                    | Internet Central Node Network                    |
| High Speed Rail                                    |                                                  |                                                  |                                                  |
| Commuter / Rail                                    | Commuter / Rail                                  |                                                  |                                                  |
|                                                    |                                                  |                                                  |                                                  |
| Bus                                                | Bus                                              | Bus                                              | Bus                                              |
| Taxi                                               | Taxi                                             | Taxi                                             | Taxi                                             |
|                                                    |                                                  |                                                  |                                                  |
| Domestic Airport                                   |                                                  |                                                  |                                                  |
|                                                    |                                                  |                                                  |                                                  |
| State Public Transportation Terminal               | District Public Transportation Terminal          |                                                  |                                                  |
| Bus / Taxi Station                                 | Bus / Taxi Station                               | Bus / Taxi Station                               | Bus / Taxi Station                               |
| Railway Station                                    | Railway Station                                  | Railway Station                                  | Railway Station                                  |



## ABBREVIATION

|                          |                                                          |
|--------------------------|----------------------------------------------------------|
| <b>8<sup>th</sup> MP</b> | : 8 <sup>th</sup> Malaysia Plan                          |
| <b>9<sup>th</sup> MP</b> | : 9 <sup>th</sup> Malaysia Plan                          |
| <b>CIDB</b>              | : Construction Industry Development Board                |
| <b>CVLB</b>              | : Commercial Vehicle Licensing Board                     |
| <b>DGDLM</b>             | : Director General Department of Land and Mines          |
| <b>DID</b>               | : Department of Irrigation and Drainage                  |
| <b>DLP</b>               | : District Local Plan                                    |
| <b>DOE</b>               | : Department of Environment                              |
| <b>DOF</b>               | : Department of Forestry                                 |
| <b>DOS</b>               | : Department Of Statistics                               |
| <b>DRS</b>               | : Department of Road Safety                              |
| <b>EIA</b>               | : Environmental Impact Assessment                        |
| <b>EPU</b>               | : Economic Planning Unit                                 |
| <b>ESA</b>               | : Environmentally Sensitive Area                         |
| <b>FDLM</b>              | : Federal Department of Land and Mines                   |
| <b>IHL</b>               | : Institute of Higher Learning                           |
| <b>INTAN</b>             | : National Institute of Public Administration            |
| <b>JKKK (VDSC)</b>       | : Village Development and Security Committee             |
| <b>LA</b>                | : Local Authority                                        |
| <b>LGD</b>               | : Local Government Department                            |
| <b>MAMPU</b>             | : Malaysian Administrative Modernisation and Management  |
| <b>MARA</b>              | : Council of Trust for the Indigenous People             |
| <b>MASMA</b>             | : Urban Storm Water Management Manual for Malaysia       |
| <b>MCAH</b>              | : Ministry of Culture, Arts and Heritage                 |
| <b>MCCM</b>              | : Malaysian Commissioner of Communication and Multimedia |
| <b>MECD</b>              | : Ministry of Entrepreneur and Cooperative Development   |
| <b>MEWC</b>              | : Ministry of Energy, Water and Communications           |
| <b>MFT</b>               | : Ministry of Federal Territories                        |
| <b>MHA</b>               | : Ministry of Home Affairs                               |
| <b>MHLG</b>              | : Ministry of Housing and Local Government               |
| <b>MHR</b>               | : Ministry of Human Resources                            |
| <b>MIDA</b>              | : Malaysian Industrial Development Authority             |
| <b>MITI</b>              | : Ministry of International Trade and Industry           |
| <b>MNRE</b>              | : Ministry of Nature Resources and Environment           |
| <b>MOA</b>               | : Ministry of Agriculture and Agro-Based Industry        |
| <b>MOE</b>               | : Ministry of Education                                  |
| <b>MOF</b>               | : Ministry of Finance                                    |
| <b>MOH</b>               | : Ministry of Health                                     |
| <b>MOSTI</b>             | : Ministry of Science, Technology and Innovation         |
| <b>MOT</b>               | : Ministry of Transport                                  |
| <b>MOW</b>               | : Ministry of Works                                      |
| <b>MRRD</b>              | : Ministry of Rural and Regional Development             |
| <b>MT</b>                | : Ministry of Tourism                                    |
| <b>MURNInet</b>          | : Malaysian Urban Indicator Network                      |
| <b>MWFC</b>              | : Ministry of Women, Family and Community Development    |
| <b>MYS</b>               | : Ministry of Youth and Sports                           |
| <b>NGO</b>               | : Non-Governmental Organisation                          |

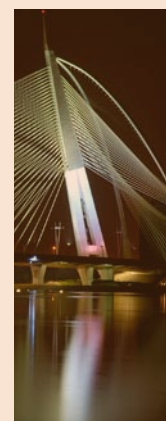
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|--------------|--------------------------------------------------|
| <b>NHCB</b>  | : National Housing Company Board                 |
| <b>NHD</b>   | : National Housing Department                    |
| <b>NLD</b>   | : National Landscape Department                  |
| <b>NPP</b>   | : National Physical Plan                         |
| <b>NW</b>    | : Neighbourhood Watch                            |
| <b>OKU</b>   | : Handicapped Person                             |
| <b>PSD</b>   | : Public Service Department                      |
| <b>RA</b>    | : Resident's Association                         |
| <b>RDA</b>   | : Regional Development Authority                 |
| <b>REHDA</b> | : Real Estate and Housing Developers Association |
| <b>RI</b>    | : Research Institute                             |
| <b>RMP</b>   | : Royal Malaysian Police                         |
| <b>RP</b>    | : Regional Plan                                  |
| <b>SA</b>    | : State Authority                                |
| <b>SAP</b>   | : Special Area Plan                              |
| <b>SHB</b>   | : State Housing Board                            |
| <b>SIA</b>   | : Social Impact Assessment                       |
| <b>SSD</b>   | : Sewerage Services Department                   |
| <b>SSP</b>   | : State Structure Plan                           |
| <b>SWA</b>   | : State Water Authority                          |
| <b>TCPD</b>  | : Town and Country Planning Department           |
| <b>TI</b>    | : Training Institutes                            |
| <b>TM</b>    | : Telekom Malaysia                               |
| <b>TNB</b>   | : Tenaga Nasional Berhad                         |
| <b>TOD</b>   | : Transit Oriented Development                   |



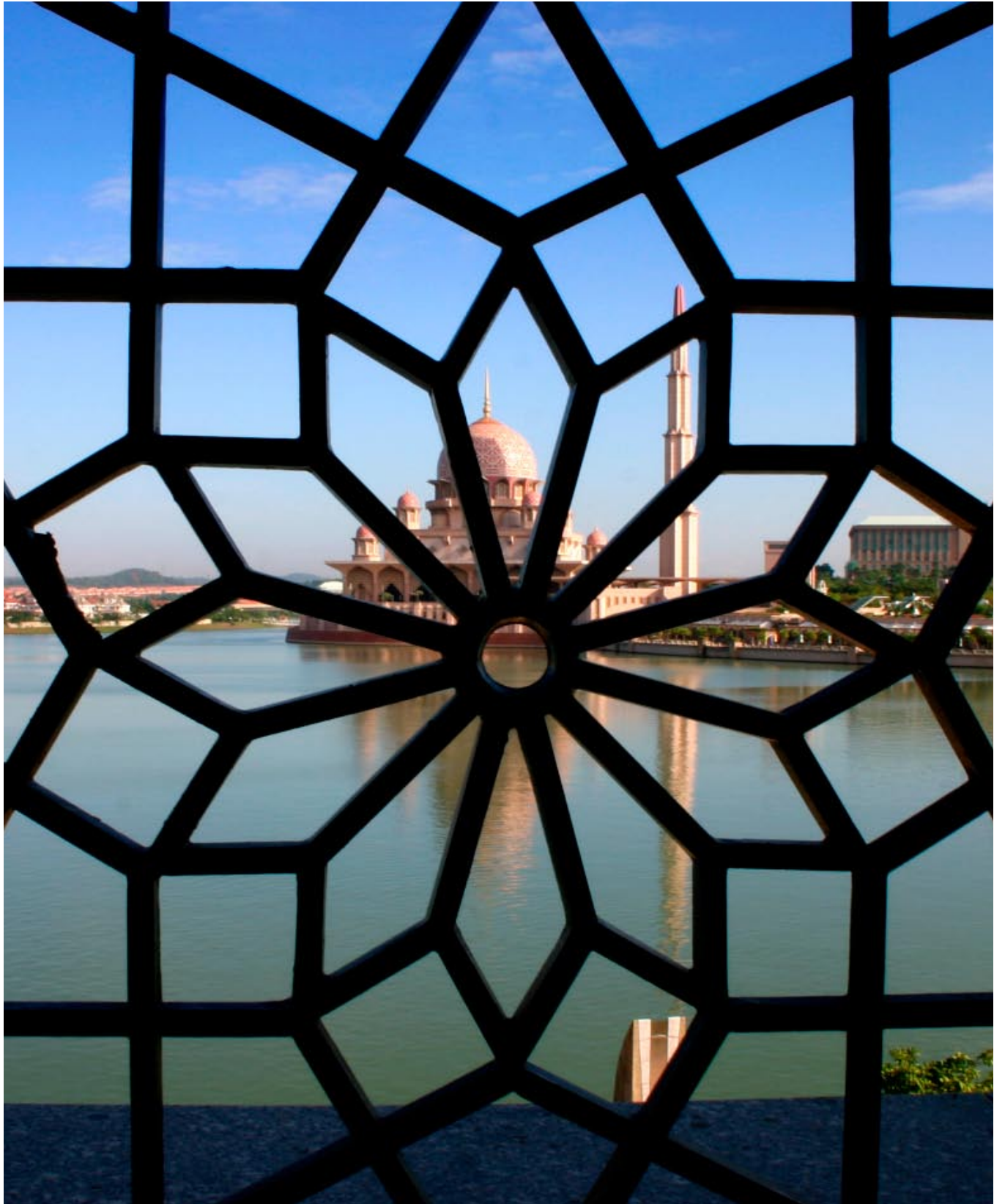
## GLOSSARY

| TERM                                       | DEFINITION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|--------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Urban</b>                               | A gazetted area with its adjacent built-up and consolidated areas located within the urban limits including: <ul style="list-style-type: none"> <li>• Settlement and committed areas that have been approved;</li> <li>• Minimum population 10,000 people;</li> <li>• At least 60 percent of population are employed (15 years and above) in non-agricultural activities;</li> <li>• Estimated population density of 50-60 persons per hectare;</li> <li>• Urban amenities.</li> </ul>                                                                                      |
| <b>Visionary Town</b>                      | A visionary town represents a town that excels in direction and vision.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Safe City</b>                           | The initiatives of a safe city represent a united program towards urban development where its residents are safe with respect to security including health and way of life.                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Brownfield</b>                          | A parcel of land or premise developed or used though not fully exploited even though to develop buildings. It also represents vacant land, neglected or unmanaged land. Without prior control, brownfield sites are not necessarily ripe for development.                                                                                                                                                                                                                                                                                                                   |
| <b>Cybercentre</b>                         | A high technology building or complex equipped with electrical, telecommunication and water amenities that fulfils the criterias set by the Multimedia Development Corporation (M-DEC)                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Cybercity</b>                           | A self-contained intelligent city with a world-class business and living environment that offers the full suite of the Malaysian Multimedia Super Corridor's Bill of Guarantees.                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Indicator</b>                           | It represents the measurement of capability for a town to accommodate a specific population density. It also represents a concept that involves a planning and management process to identify various changes that can be accommodated to an environment and proposes actions to limit corresponding negative effects.                                                                                                                                                                                                                                                      |
| <b>Knowledge-based Economy (K-Economy)</b> | Economy based on the production, distribution and use of knowledge and information. An example is value-added economy: <ul style="list-style-type: none"> <li>• The production of high technology goods;</li> <li>• Key technological users;</li> <li>• Knowledge-intensified services.</li> </ul>                                                                                                                                                                                                                                                                          |
| <b>Green Building</b>                      | An environmentally-friendly and energy-efficient building that uses innovative technology to reduce the impact of the environment.                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Hyogo Framework of Actions</b>          | It represents a global blueprint with efforts to reduce environmental risk for the coming decades. The objective of this framework is to reduce loss that results from such risk by 2015. Steps to be carried out include: <ul style="list-style-type: none"> <li>• Prioritize efforts to reduce environmental risk;</li> <li>• Identify risk and take appropriate actions;</li> <li>• Increase the understanding and awareness towards environmental risk;</li> <li>• Reduce environmental risk; and</li> <li>• Increase efforts to control environmental risk.</li> </ul> |
| <b>Urban Village</b>                       | This refers to settlement areas within a town with village values. The types of villages found in towns are traditional village, planned village, new village, fishing village and indigenous village.                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Green Area</b>                          | This area encompasses forest reserve, PAA and ESA Level 1 and 2, open space and playground.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Vacant Land / Open Space</b>            | Open space specifically for public use or benefit. In general, it refers to land or space allocated as an area for relaxation/ picnic and recreation. It includes gardens, children playground, playfield, sports ground, floral garden as well as landscaped and planned area.                                                                                                                                                                                                                                                                                             |

| TERM                                        | DEFINITION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|---------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Prime Agricultural Area (PAA)</b>        | It encompasses 8 area type of Jelapang padifields, oil palm estate 1 and 2 and all existing agricultural areas under Land Class 1 and 2.                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Environmentally Sensitive Area (ESA)</b> | An area rich in miscellaneous biology such as forest, swampland, environmentally risk area, for example, erosion area and life supporting areas such as water catchment areas. 10 ESA identified include: <ul style="list-style-type: none"> <li>• Miscellaneous biologically ESA;</li> <li>• Highland and steep ESA;</li> <li>• Water catchment ESA;</li> <li>• Wild life and reserve ESA;</li> <li>• River ESA;</li> <li>• Swampland ESA;</li> <li>• Coastal ESA;</li> <li>• Permanent forest reserve ESA;</li> <li>• Geological heritage and landscape ESA; and</li> <li>• Cultural and arts ESA.</li> </ul> |
| <b>Polluted Area</b>                        | An area determined as polluted or emits pollution in the form of solid, gas and others.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Public Facilities</b>                    | Facilities provided for common public use. For example, religious facilities such as mosque and surau, health amenities such as clinic, market, multi-purpose hall, public toilet and others.                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Infrastructural Facilities</b>           | Public sewers and facilities such as sewage system and treatment, drainage and irrigation system as well as rubbish disposal system.                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Public Utility</b>                       | Utilities provided to an urban area for daily use such as electrical supply, water, gas and telecommunication.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Urban Heat Islands</b>                   | Urban areas that experience an unduly hot climate as compared to its surrounding areas.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Economic Cluster</b>                     | The collection or consolidation of various types of business that provide quality job opportunities in goods and services, shared common basic economy and that unifies the development of the public economy sector.                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Conurbation</b>                          | An urban area that encompasses the physical integration of various cities or towns that form a built area as a result of an increase in population. The boundary of the conurbation lies within the travelling distance to place of work from the city centre that is 45 minutes for prime conurbations and 30 minutes for other conurbations.                                                                                                                                                                                                                                                                  |
| <b>MURNInet</b>                             | The Malaysian Urban Indicator Network is an approach to measure and evaluate a town's sustainability. It is an application to establish a digital database to measure a town's sustainability and helps illustrate the continuous achievement in the quality of form for a town.                                                                                                                                                                                                                                                                                                                                |
| <b>MyICMS 886</b>                           | A strategic plan for the Information Service, Communication and Multimedia in Malaysia to serve as a catalyst for investment in the field of infrastructure with potentials to support the development of information services, communication and multimedia that generate growth. It encompasses 8 types of services, 8 types of infrastructure and 6 types of growth (www.ktak.gov.my)                                                                                                                                                                                                                        |
| <b>Mixed Development</b>                    | Development that contains miscellaneous types of development such as housing, commerce and industry.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>In-fill Development</b>                  | Development or re-development being implemented on vacant land or a developed site located in a built area as well as areas currently being developed.                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Sustainable Development</b>              | Development which meets the needs of the present without compromising the ability of future generations to meet their needs.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |



| TERM                                       | DEFINITION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|--------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Land Readjustment</b>                   | An approach in to develop land where a specific number of adjoining lot parcels are re-organized through the collaboration and cooperation of landowners based on an orderly layout plan including the provision of basic infrastructure and adequate community amenities. In return, a portion of the lot parcel is contributed and land owners are compensated in term of property gain. Another portion of the lot parcel will form what is known as financial land and be sold to the market to accommodate a portion of the project cost. |
| <b>Urbanisation</b>                        | An evolutionary process that incorporates urban values for a certain area that involves the in-migration of rural population, changes in economy activities, the expansion of the urban area, the increase of urban amenities, social changes, changes in traditional community value and character to that of a modern and changing landuse as a whole.                                                                                                                                                                                       |
| <b>Urban Infrastructure</b>                | Infrastructure such as water supply, sewage disposal plants, and other improvement essential for urban development.                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Green Network</b>                       | Green areas such as river reserve, coastal area and railway reserve that links to form as a network.                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Urban Sprawl</b>                        | Unintended or uncontrolled urban expansion.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Informal Sector</b>                     | Small business being implemented as five-footway stalls or night markets. It also refers to the manufacturing sector or small scale productions that do not involve the use of permanent or planned building. Job opportunities in the informal sector include: <ul style="list-style-type: none"> <li>• Roadside business;</li> <li>• Small retail business;</li> <li>• Taxi driver;</li> <li>• Personal services such as guard;</li> <li>• Parking attendant; and</li> <li>• Janitor</li> </ul>                                              |
| <b>SOHO</b>                                | The concept of a small office in a housing unit to manage business or small office-home office. It normally contains about one to four employees. An example of this type of business includes professional business such as accountant, architect consultant, financial consultant and business based on knowledge and technology such as digital animation.                                                                                                                                                                                  |
| <b>Renewable Energy</b>                    | Electricity generated from clean and renewable energy sources such as solar, wind, biomass and hydro power.                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Park and Ride Terminal</b>              | A concept where an area is planned to park individual vehicles with facilities for various modes of public transport.                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Multi-Modal Transportation Terminal</b> | An integrated concept that serves as a dispersal or collection centre for various modes of public transport.                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Transit-Oriented Development (TOD)</b>  | A housing and commercial area designed to maximize its locality through transit and various modes of public transport and include encouraging transit ridership.                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Heritage</b>                            | Aesthetic, historic, scientific or social value for past, present or future generations.                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Cultural Heritage</b>                   | Cultural heritage can be divided into two types, namely, tangible and intangible heritage. Tangible heritage includes an area, monument and building whereas intangible heritage includes a theatre presentation, self-defence and instrumental as well as musical composition.                                                                                                                                                                                                                                                                |



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