A TASTE OF CONVENIENCE

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Reception from the public is overwhelming and in 2015 alone, UTCs nationwide had served 9.6 million customers. FILE PIC

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Negri townsfolk to benefit when govt opens state's first UTC in Ampangan next year

FANCY chiling out with a cup of coffee at the cafeteria while waiting for your passport to be ready? Fitness fans can even work out in the gym while getting their driving licence renewed.

These are the lifestyle concepts behind the government's Urban Transformation Centre (UTC).

The UTCs, the brainchild of Prime Minister Datuk Seri Najib Razak, have become a hit among Malaysians. More and more centres are sprouting in the country and now, the first-ever, is set to open its doors in Negri Sembilan by next year.

Conceived as part of the government's National Blue Ocean Strategy, the UTCs have made life extremely convenient for people.

There are the days when Malaysians had to wake up as early as 5am to queue up at immigration offices to renew their passports.

Gone are the days when Malaysians have to make more than one visit to the Road Transport Department to renew their driving licences and road taxes.

The UTCs have changed the way Malaysians conduct business with the government agencies and they have drastically improved service delivery to the people.

UTCs are part of the Barisan Nasional government's endeavours to serve and uphold the interests and welfare of Malaysians. Negri's maiden UTC, which is being built, is at Planu Ampangan in Ampangan, Ampang.

Once operational, it will be home to various government agencies like the National Registration Department, Immigration Department and Road Transport Department.

Commercial entities include utility companies like Tenaga Nasional Bhd, Telekom Malaysia, Syarikat Air Negri Sembilan, a food court, convenience stores, bookstores and banks. Other entrepreneurial agencies are SME Bank, Perbadanan Usahawan Nasional Bhd and SME Corp.

To look after community interests, non-governmental organisations, such as FOMA, will open an office. The Welfare Department will provide back-to-school services and the e-Kasih programme.

Education and employment outlets, such as Jobs Malaysia, the Labour Department, Men and the National Higher Education Fund Corporation, will be around to boost the local economy and build human capital.

And because of that, Negri Sembilan Mentri Besar Datuk Sri Mohd Hashim says the state government is planning to open a second UTC in Seremban, near Jempol.

It is clear that the RTCs have helped rural folk by relieving the hassle of travelling to distant cities like Seremban to conduct government transactions.

With the opening of UTCs and RTCs nationwide, Malaysians no longer need to take leave for days just to run petty errands, and the best part is, the opening hours of some government offices are up to 8pm.

The first UTC was opened in Melaka in 2012, and is being expanded nationwide.

There are now eight UTCs and two mini-UTCs in the country, UTCs are managed by state government-owned agencies, entities and the staffing varies from one centre to another.

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