

6.0 OBJECTIVES, STRATEGIES AND ACTIONS OF THE SECOND NATIONAL URBANISATION POLICY (NUP2)

CHAPTER 6.0: OBJECTIVES, STRATEGIES AND ACTIONS OF THE SECOND NATIONAL URBANISATION POLICY (NUP2)

NUP2 has been formulated based on the five (5) principles and their characteristics. The NUP2 Principles are supported by **36 Objectives** implemented through **62 strategies** and **113 Actions** which should be implemented and monitored by the agencies identified.

The five (5) principles for the implementation of NUP2 based on their characteristics are -

- 1** Principle 1: **GOOD URBAN GOVERNANCE**
(Implemented through **8 Objectives**, **13 Strategies** and **24 Actions**);
- 2** Principle 2: **LIVEABLE CITY**
(Implemented through **10 Objectives**, **22 Strategies** and **30 Actions**);
- 3** Principle 3: **URBAN COMPETITIVE ECONOMY**
(Implemented through **6 Objectives**, **9 Strategies** and **12 Actions**);
- 4** Principle 4: **INCLUSIVE AND EQUITABLE URBAN DEVELOPMENT**
(Implemented through **5 Objectives**, **6 Strategies** and **8 Actions**); and
- 5** Principle 5: **GREEN DEVELOPMENT AND CLEAN ENVIRONMENT**
(Implemented through **7 Objectives**, **12 Strategies** and **39 Actions**).



6.1 OBJECTIVES, STRATEGIES AND ACTIONS PRINCIPLE 1 - **GOOD URBAN GOVERNANCE**



- OBJECTIVE 1.1 : Implementing NUP2 Effectively
- STRATEGY 1.1.1 : Implementation of every action outlined in the NUP2
- ACTION 1.1.1.1 : Undertake periodic publicity of NUP2 with involvement of implementing agencies and stakeholders**

Justification: This strategy and action is to increase the understanding and sense of belonging of NUP2 by stakeholders.

MONITORING AGENCY	:	KPKT
IMPLEMENTING AGENCY	:	JPBD SM
SUPPORTING AGENCY	:	Local Authorities, JPBD Negeri

Monitoring Indicator (at City Level)	Number of publicity undertaken annually		
Performance Measurement	>6	Very Satisfactory	
	2 - 5	Satisfactory	
	<2	Unsatisfactory	
Application by Hierarchy of Centres	1 : Global City 4 : Main Centre	2 : Regional Centre 5 : Local Centre	3 : State Capital
Implementation Time Frame	Short Term (Monitoring Period	: 2017	: 2018)

Illustration/ Best Practice/ Example



Source: www.townplan.gov.my

Publicity through the mass media

Publicity regarding the Second National Urbanisation Policy 2 (NUP2) can also be undertaken through social media such as Facebook, Twitter and other forms. The use of social media can be very effective as 62% of internet users in Malaysia log on to social media every day.

Example: JPBD SM Website

- OBJECTIVE 1.1** : Implementing NUP2 Effectively
- STRATEGY 1.1.1** : Implementation of every action outlined in the NUP2
- ACTION 1.1.1.2** : **Providing NUP2 access at local authority portal**

Justification: To allow NUP2 to be easily accessible by various parties.

MONITORING AGENCY	:	KPKT
IMPLEMENTING AGENCY	:	JPBD SM
SUPPORTING AGENCY	:	Local Authorities, JPBD Negeri

Monitoring Indicator (at City Level)	Number of Local Authorities that has uploaded NUP2 on their web portal		
Performance Measurement	>80%	Very Satisfactory	
	50% - 80%	Satisfactory	
	<50%	Unsatisfactory	
Application by Hierarchy of Centres	1 : Global City 4 : Main Centre	2 : Regional Centre 5 : Local Centre	3 : State Capital
Implementation Time Frame	Short Term	: 2017	
	(Monitoring Period	: 2018)	

Illustration/ Best Practice/ Example



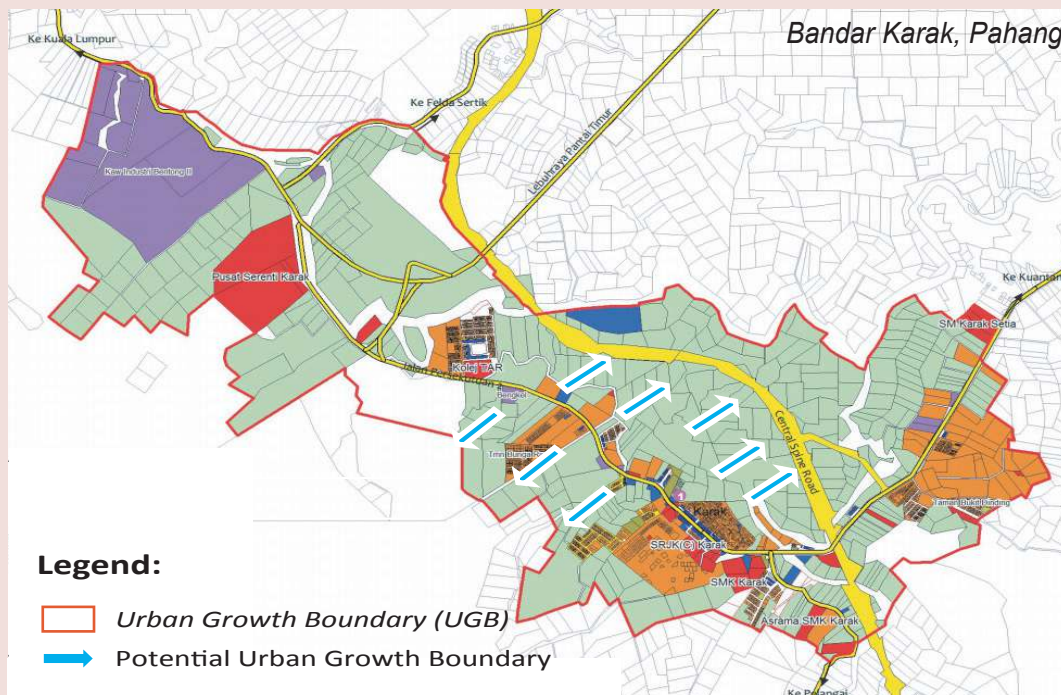
Example publicity NUP2 at Ipoh City Council Portal

- OBJECTIVE 1.2** : Demarcation Of Urban Boundary
- STRATEGY 1.2.1** : Define the urban boundary of every city identified in the NUP2
- ACTION 1.2.1.1** : **Demarcate the urban boundary based on the definition in NUP2**

Justification: Defining the Urban Containment Boundary (UCB) will assist the local authority to curb urban sprawl, protect prime agriculture and environmentally sensitive areas (ESAs) whilst the Urban Growth Boundary (UGB) will define the limits to future urban physical growth based on each centre's potential.

MONITORING AGENCY	: KPKT						
IMPLEMENTING AGENCY	: State Authorities, JPBD Negeri, Local Authorities						
SUPPORTING AGENCY	: JPBD SM, DOS, PTD, JUPEM						
Monitoring Indicator (at City Level)	Number of centres with an urban boundary						
Performance Measurement	<table border="0"> <tr> <td>>80%</td> <td>Very Satisfactory</td> </tr> <tr> <td>50% - 80%</td> <td>Satisfactory</td> </tr> <tr> <td><50%</td> <td>Unsatisfactory</td> </tr> </table>	>80%	Very Satisfactory	50% - 80%	Satisfactory	<50%	Unsatisfactory
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1 : Global City	2 : Regional Centre	3 : State Capital					
4 : Main Centre	5 : Local Centre						
Implementation Time Frame	<table border="0"> <tr> <td>Medium Term</td> <td>: 2017 - 2020</td> </tr> <tr> <td>(Monitoring Period</td> <td>: 2021)</td> </tr> </table>	Medium Term	: 2017 - 2020	(Monitoring Period	: 2021)		
Medium Term	: 2017 - 2020						
(Monitoring Period	: 2021)						

Illustration/ Best Practice/ Example



Example Urban Growth Boundry (UGB) Implementation

- OBJECTIVE 1.3** : Application Of Accountability Values And Integrity In Urban Planning, Development And City Management Towards A Sustainable Development
- STRATEGY 1.3.1** : Enforcement of the laws with transparent, fair, equitable and consistent decisions
- ACTION 1.3.1.1** : **Ensure all planning permission applications comply with development plans and planning guidelines (detailing of NUP 2006)**

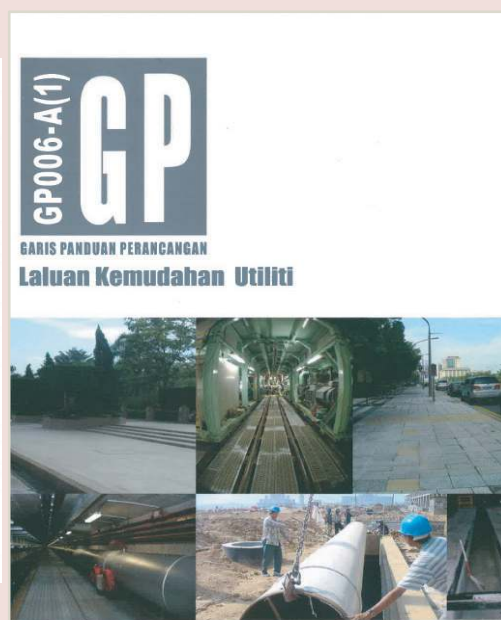
Justification: To ensure all urban developments comply to relevant development plans and planning guidelines.

MONITORING AGENCY	: JPBD SM						
IMPLEMENTING AGENCY	: JPBD Negeri, Local Authorities, State Authorities						
SUPPORTING AGENCY	: All technical agencies involved in processing development applications						
Monitoring Indicator (at City Level)	Number of applications complying with the development plans and planning guidelines for every urban centre						
Performance Measurement	<table border="0"> <tr> <td>>80%</td> <td>Very Satisfactory</td> </tr> <tr> <td>50% - 80%</td> <td>Satisfactory</td> </tr> <tr> <td><50%</td> <td>Unsatisfactory</td> </tr> </table>	>80%	Very Satisfactory	50% - 80%	Satisfactory	<50%	Unsatisfactory
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50% - 80%	Satisfactory						
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1 : Global City	2 : Regional Centre	3 : State Capital					
4 : Main Centre	5 : Local Centre						
Implementation Time Frame	Short Term : 2017 (Monitoring Period : 2018)						

Illustration/ Best Practice/ Example



Layout plan must comply with the local plan and related planning guidelines



- OBJECTIVE 1.3** : Application Of Accountability Values And Integrity In Urban Planning, Development And City Management Towards A Sustainable Development
- STRATEGY 1.3.2** : Improve the service delivery system for the community
- ACTION 1.3.2.1** : **All local authorities need to process planning permission applications through online one stop centre (OSC) (detailing of NUP 2006)**

Justification: To ensure all planning permission applications are processed in a transparent and fair manner

MONITORING AGENCY	:	KPKT
IMPLEMENTING AGENCY	:	JKT, Local Authorities
SUPPORTING AGENCY	:	All technical agencies involved in the One Stop Centre Committee (OSC)

Monitoring Indicator (at City Level)	Number of Local Authorities Implementing OSC online		
Performance Measurement	>80%	Very Satisfactory	
	50% - 80%	Satisfactory	
	<50%	Unsatisfactory	
Application by Hierarchy of Centres	1 : Global City 4 : Main Centre	2 : Regional Centre 5 : Local Centre	3 : State Capital
Implementation Time Frame	Short Term	: 2017	(Monitoring Period : 2018)

Illustration/ Best Practice/ Example



OSC Online Majlis Perbandaran Langkawi

- OBJECTIVE 1.3** : Application Of Accountability Values And Integrity In Urban Planning, Development And City Management Towards A Sustainable Development
- STRATEGY 1.3.2** : Improve the service delivery system for the community
- ACTION 1.3.2.2** : **Allowing public to access information on the status and decision of development applications (detailing of NUP 2006)**

Justification: To ensure all development applications are processed efficiently, quickly and transparent.

MONITORING AGENCY	:	KPKT
IMPLEMENTING AGENCY	:	Local Authorities
SUPPORTING AGENCY	:	JKT, Techinal agencies involved in development applications

Monitoring Indicator (at City Level)	Number of local authorities that allow public access through online information regarding status and decisions of development applications		
Performance Measurement	>80%	Very Satisfactory	
	50% - 80%	Satisfactory	
	<50%	Unsatisfactory	
Application by Hierarchy of Centres	1 : Global City 4 : Main Centre	2 : Regional Centre 5 : Local Centre	3 : State Capital
Implementation Time Frame	Short Term	: 2017 (Monitoring Period : 2018)	

Illustration/ Best Practice/ Example



Example Local authority web portal which allows the public to access status and decision of the development plans

OBJECTIVE 1.3 : Application Of Accountability Values And Integrity In Urban Planning, Development And City Management Towards A Sustainable Development

STRATEGY 1.3.2 : Improve the service delivery system for the community

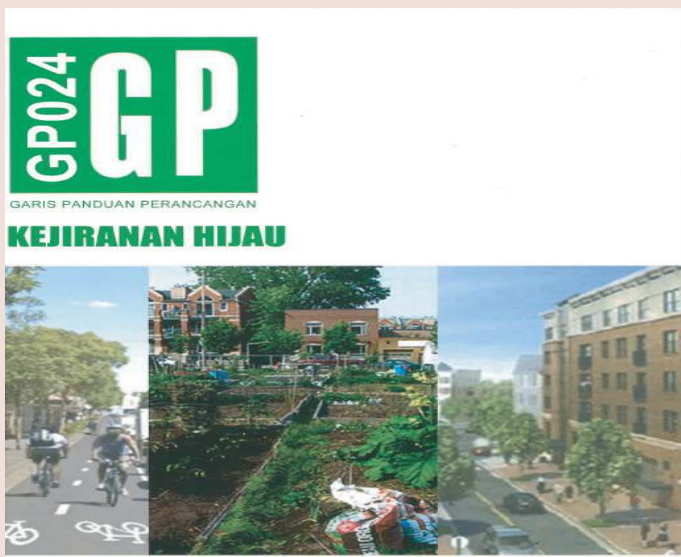
ACTION 1.3.2.3 : **Upload all latest development information such as land information, guidelines, and other related information in the local authority's and state JPBD's portal (detailing of NUP 2006)**

Justification: To facilitate investors to make decision on property development investment and people to be informed of planned developments.

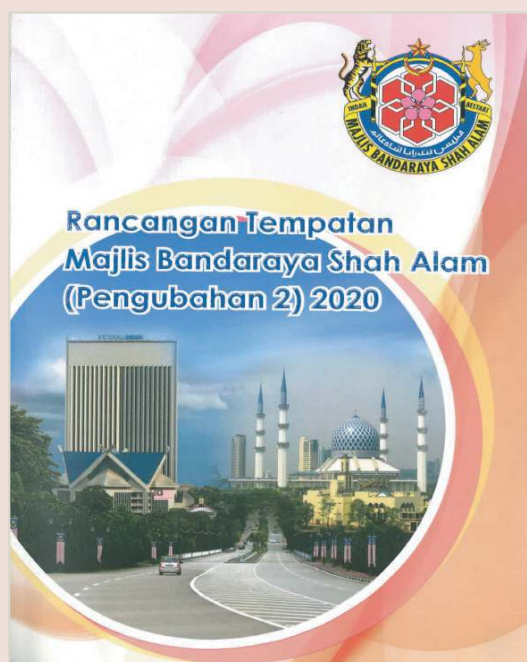
- MONITORING AGENCY** : KPKT
- IMPLEMENTING AGENCY** : JPBD Negeri, Local Authorities
- SUPPORTING AGENCY** : Technical agencies involved in development applications

Monitoring Indicator (at City Level)	Number of local authorities and JPBD Negeri that uploads latest development information on web portals		
Performance Measurement	>80%	Very Satisfactory	
	50% - 80%	Satisfactory	
	<50%	Unsatisfactory	
Application by Hierarchy of Centres	1 : Global City 4 : Main Centre	2 : Regional Centre 5 : Local Centre	3 : State Capital
Implementation Time Frame	Short Term	: 2017	(Monitoring Period : 2018)

Illustration/ Best Practice/ Example



Download Manual Guideline and Local Plan in Local Authority and JPBD Negeri web portal



OBJECTIVE 1.3 : Application Of Accountability Values And Integrity In Urban Planning, Development And City Management Towards A Sustainable Development

STRATEGY 1.3.3 : Strengthening Management Commitment to the quality of services delivery

ACTION 1.3.3.1 : **Open reporting of annual budget by local authorities (detailing of NUP 2006)**

Justification: Provide opportunities for the public to examine the annual financial statement of the local authorities.

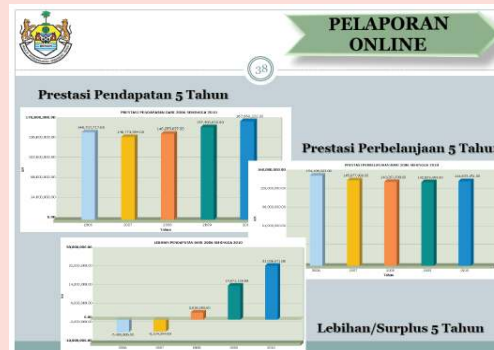
MONITORING AGENCY	:	KPKT
IMPLEMENTING AGENCY	:	Local Authorities
SUPPORTING AGENCY	:	All related technical agencies

Monitoring Indicator (at City Level)	Number of local authorities that makes available the Annual Budget for the public to access		
Performance Measurement	>80%	Very Satisfactory	
	50% - 80%	Satisfactory	
	<50%	Unsatisfactory	
Application by Hierarchy of Centres	1 : Global City	2 : Regional Centre	3 : State Capital
	4 : Main Centre	5 : Local Centre	
Implementation Time Frame	Short Term : 2017 (Monitoring Period : 2018)		

Illustration/ Best Practice/ Example



Example reporting of annual budget prepared by Majlis Perbandaran Seberang Perai



- OBJECTIVE 1.3** : Application Of Accountability Values And Integrity In Urban Planning, Development And City Management Towards A Sustainable Development
- STRATEGY 1.3.3** : Strengthening Management Commitment to the quality of services delivery
- ACTION 1.3.3.2** : **Provide call centre facilities to enable the public to respond and lodge complaint to ensure prompt action taken by the relevant agencies**

Justification: To facilitate the public to lodge complaints and get the necessary services immediately.

- MONITORING AGENCY** : KPKT
- IMPLEMENTING AGENCY** : Local Authorities
- SUPPORTING AGENCY** : All related technical agencies

Monitoring Indicator (at City Level)	Number of local authorities with their own call centre		
Performance Measurement	>80%	Very Satisfactory	
	50% - 80%	Satisfactory	
	<50%	Unsatisfactory	
Application by Hierarchy of Centres	1 : Global City 4 : Main Centre	2 : Regional Centre 5 : Local Centre	3 : State Capital
Implementation Time Frame	Short Term	: 2017	
	(Monitoring Period	: 2018)	

Illustration/ Best Practice/ Example



Example call centre Majlis Perbandaran Bentong and Majlis Perbandaran Kuantan

OBJECTIVE 1.3 : Application Of Accountability Values And Integrity In Urban Planning, Development And City Management Towards A Sustainable Development

STRATEGY 1.3.3 : Strengthening Management Commitment to the quality of services delivery

ACTION 1.3.3.3 : **Ensure the establishment of Integrity Unit in all Local Authorities in Peninsular Malaysia (detailing of NUP 2006)**

Justification: To ensure integrity values are instilled within all local authorities in Peninsular Malaysia.

MONITORING AGENCY	:	KPKT
IMPLEMENTING AGENCY	:	JKT, Local Authorities
SUPPORTING AGENCY	:	JPA, SPA, State Authorities

Monitoring Indicator (at City Level)	Number of local authorities with their own Integrity Unit		
Performance Measurement	>80%	Very Satisfactory	
	50% - 80%	Satisfactory	
	<50%	Unsatisfactory	
Application by Hierarchy of Centres	1 : Global City 4 : Main Centre	2 : Regional Centre 5 : Local Centre	3 : State Capital
Implementation Time Frame	Short Term	: 2017	(Monitoring Period : 2018)

Illustration/ Best Practice/ Example

The screenshot shows a website interface with a blue header containing navigation links: Laman Utama, Mengenai JPBD, Perkhidmatan, Penerbitan, Direktori, Hubungi Kami, Peta Laman, Soalan Lazim, and a search bar with a 'Please Select' dropdown. Below the header, the page title is 'Direktori > Unit Integriti'. The main content area provides contact details for the Jabatan Perancangan Bandar Dan Desa Semenanjung Malaysia, including the address (Tingkat 3, Blok Melati, Jalan Cenderasari, 50646, Kuala Lumpur), telephone number (+ Tel : 03-2265 0757), and fax number (+ Faks : 03-2265 0615). A search bar with a 'Go' button is also present. Below this, a table titled 'Unit Integriti' lists five staff members with their respective names, titles, grades, email addresses, and telephone numbers.

Bil	Nama	Jawatan	Gred	Emel	Telefon
1	Zaiful Zahri bin Kamde	Pegawai Perancang Bandar dan Desa	Gred J48	zaifulzahri@townplan.gov.my	03-22650757
2	Nadiyah binti Ismail	Pegawai Perancang Bandar dan Desa	Gred J41	nadiyah.ismail@townplan.gov.my	03-22650759
3	Anisza binti Zainudin	Penolong Pegawai Perancang Bandar dan Desa	Gred JA36	anisza@townplan.gov.my	03-22650760
4	Abdul Muttalib bin Ismail	Penolong Pegawai Perancang Bandar dan Desa	Gred JA29	muttalib@townplan.gov.my	03-22650770
5	Mohamad Fahimi Amri bin Abdul Aziz	Pembantu Tadbir (Perkeranian / Operasi)	Gred N17	fahimi.amri@townplan.gov.my	03-22650761

Integrity Unit have been established in the Federal Department of Town and Country Planning Peninsular Malaysia

- OBJECTIVE 1.3** : Application Of Accountability Values And Integrity In Urban Planning, Development And City Management Towards A Sustainable Development
- STRATEGY 1.3.3** : Strengthening Management Commitment on the quality of services delivery
- ACTION 1.3.3.4** : **Establish an audit unit in all local authorities to be led by a Federal KADER officer**

Justification: Ensure audits will be transparent.

MONITORING AGENCY	:	KPKT
IMPLEMENTING AGENCY	:	JKT, Local Authorities
SUPPORTING AGENCY	:	JPA, SPA

Monitoring Indicator (at City Level)	Number of local authorities with an internal audit unit led by Federal KADER officer		
Performance Measurement	>80%	Very Satisfactory	
	50% - 80%	Satisfactory	
	<50%	Unsatisfactory	
Application by Hierarchy of Centres	1 : Global City 4 : Main Centre	2 : Regional Centre 5 : Local Centre	3 : State Capital
Implementation Time Frame	Medium Term (Monitoring Period	: 2017 - 2020 : 2021)	

Illustration/ Best Practice/ Example



Establish an audit unit led by a KADER officer

OBJECTIVE 1.4 : Efficient And Systematic Asset Management

STRATEGY 1.4.1 : Adopt Life Cycle Asset Management towards efficient and systematic management of urban assets

ACTION 1.4.1.1 : **Implement Life Cycle Asset Management for all social and infrastructure facilities (detailing of NUP 2006)**

Justification: Applying Life Cycle Asset Management to reduce wastage of resources and increase the efficiency and maintenance of physical assets.

MONITORING AGENCY	:	KPKT
IMPLEMENTING AGENCY	:	Local Authorities
SUPPORTING AGENCY	:	Related technical agencies

Monitoring Indicator (at City Level)	Number of local authorities that adopt Life Cycle Asset Management		
Performance Measurement	>80%	Very Satisfactory	
	50% - 80%	Satisfactory	
	<50%	Unsatisfactory	
Application by Hierarchy of Centres	1 : Global City 4 : Main Centre	2 : Regional Centre 5 : Local Centre	3 : State Capital
Implementation Time Frame	Long Term (Monitoring Period	: 2017 - 2025 : 2023)	

Illustration/ Best Practice/ Example



Taman Anggur Perlis formerly known now idle because there are no maintenance of physical assets ongoing

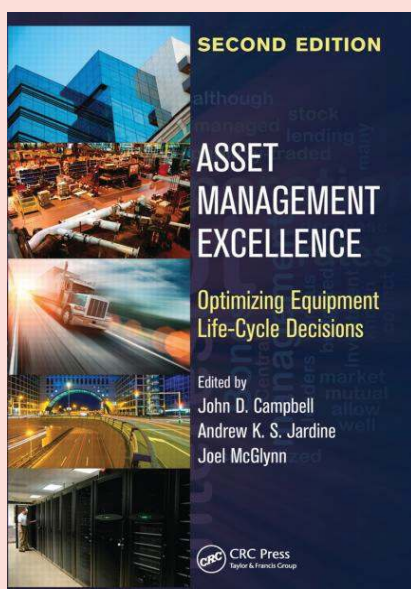
- OBJEKTIF 1.4** : Efficient And Systematic Asset Management
- STRATEGI 1.4.1** : Adopt Life Cycle Asset Management towards efficient and systematic management of urban assets
- TINDAKAN 1.4.1.2** : **Organise training and management skills in the field of Life Cycle Asset Management Systems (detailing of NUP 2006)**

Justification: Life Cycle Asset Management System is a new management system and should be provided with training to officers in all local authorities.

MONITORING AGENCY	:	KPKT
IMPLEMENTING AGENCY	:	Local Authorities
SUPPORTING AGENCY	:	I-KPKT, Related technical agencies

Monitoring Indicator (at City Level)	Local authorities with more than 50% trained staff in Life Cycle Asset Management		
Performance Measurement	>80%	Very Satisfactory	
	50% - 80%	Satisfactory	
	<50%	Unsatisfactory	
Application by Hierarchy of Centres	1 : Global City 4 : Main Centre	2 : Regional Centre 5 : Local Centre	3 : State Capital
Implementation Time Frame	Long Term (Monitoring Period	: 2017 - 2025 : 2023)	

Illustration/ Best Practice/ Example



Training and skills development related to Life Cycle Asset Management needs to be intensified in order to produce more trained personnel in this field

- OBJECTIVE 1.5** : Community Involvement In The Development Of Projects And Programs
- STRATEGY 1.5.1** : Effective and comprehensive community involvement in all phases of urban planning and development
- ACTION 1.5.1.1** : **Organise brainstorming sessions with the community in establishing planning vision by the local authorities**

Justification: Community involvement in urban and development planning will indicate the transparency of local authorities. It will also create a sense of belonging by the community for the city.

MONITORING AGENCY	: JKT
IMPLEMENTING AGENCY	: Local Authorities
SUPPORTING AGENCY	: Related technical agencies

Monitoring Indicator (at City Level)	Number of local authorities that involve the community in every public interest project		
Performance Measurement	>80%	Very Satisfactory	
	50% - 80%	Satisfactory	
	<50%	Unsatisfactory	
Application by Hierarchy of Centres	1 : Global City 4 : Main Centre	2 : Regional Centre 5 : Local Centre	3 : State Capital
Implementation Time Frame	Short Term	: 2017	(Monitoring Period : 2018)

Illustration/ Best Practice/ Example



Community involvement in urban and development planning can ensure projects are carried out effectively and comprehensively

- OBJECTIVE 1.5** : Community Involvement In The Development Of Projects And Programs
- STRATEGY 1.5.1** : Effective and comprehensive community involvement in all phases of urban planning and development
- ACTION 1.5.1.2** : **Organise dialogue sessions among all community groups periodically to inform on urban development planning**

Justification: This public engagement has to be undertaken to show commitment towards the Rio+20 (Paragraph 6) action and the Sustainable Development Goals (SDGs) and to ensure the participation of communities so as to incorporate all views in development programmes.

- MONITORING AGENCY** : JKT
- IMPLEMENTING AGENCY** : Local Authorities
- SUPPORTING AGENCY** : JKP, NGO, JPBD SM

Monitoring Indicator (at City Level)	Number of local authorities that hold periodic town hall sessions amongst all community groups annually		
Performance Measurement	>80%	Very Satisfactory	
	50% - 80%	Satisfactory	
	<50%	Unsatisfactory	
Application by Hierarchy of Centres	1 : Global City 4 : Main Centre	2 : Regional Centre 5 : Local Centre	3 : State Capital
Implementation Time Frame	Short Term	: 2017	(Monitoring Period : 2018)

Illustration/ Best Practice/ Example



Town hall session is important to ensure community participation in development programmes

- OBJECTIVE 1.5** : Community Involvement In The Development Of Projects And Programs
- STRATEGY 1.5.2** : Encouraging private agency and non-governmental organisations (NGOs) in CSR (Corporate Social Responsibility) projects
- ACTION 1.5.2.1** : **Private agencies and NGOs' involvement in the community projects implementation such as 'gotong-royong', recycling campaign and others (detailing of NUP 2006)**

Justification: Cooperation between residents with participation by the private sector and NGOs can help build a conducive social environment and strengthen community ties.

MONITORING AGENCY	:	KPKT
IMPLEMENTING AGENCY	:	Local Authorities
SUPPORTING AGENCY	:	JKPP

Monitoring Indicator (at City Level)	Number of local authorities that undertake CSR activities every year		
Performance Measurement	>80%	Very Satisfactory	
	50% - 80%	Satisfactory	
	<50%	Unsatisfactory	
Application by Hierarchy of Centres	1 : Global City 4 : Main Centre	2 : Regional Centre 5 : Local Centre	3 : State Capital
Implementation Time Frame	Short Term	: 2017	(Monitoring Period : 2018)

Illustration/ Best Practice/ Example



Beach's clean up programme organised by UMW Corporation Sdn. Bhd. with the Kuala Selangor District Council

- OBJECTIVE 1.6** : Strengthening Communication And Integrated Collaboration Amongst All Agencies Of The Federal Government, State Government, Local Authorities And Statutory Bodies
- STRATEGY 1.6.1** : The use and implementation of NUP2 in all planning and development of neighbouring urban centres
- ACTION 1.6.1.1** : **Identify adjacent urban centres under different local authorities (detailing of NUP 2006)**

Justification: To ensure the integrated provision of social amenities, infrastructure and utilities.

- MONITORING AGENCY** : KPKT
- IMPLEMENTING AGENCY** : JPBD SM
- SUPPORTING AGENCY** : JPBD Negeri

Monitoring Indicator (at City Level)	Identifying adjacent urban centres		
Performance Measurement	Yes No	Satisfactory Unsatisfactory	
Application by Hierarchy of Centres	1 : Global City 4 : Main Centre	2 : Regional Centre 5 : Local Centre	3 : State Capital
Implementation Time Frame	Medium Term (Monitoring Period	: 2017 - 2020 : 2021)	

Illustration/ Best Practice/ Example



National schools and police headquarters are amongst public services that can be shared between adjacent urban centres under different local authorities

- OBJECTIVE 1.6** : Strengthening Communication And Integrated Collaboration Amongst All Agencies Of The Federal Government, State Government, Local Authorities And Statutory Bodies
- STRATEGY 1.6.1** : The use and implementation of NUP2 in all planning and development of neighbouring urban centres
- ACTION 1.6.1.2** : **Prepare a strategic policy plan together such as an infrastructure plan and investment plan, especially for adjacent urban centres that are under different local authorities (detailing of NUP 2006)**

Justification: To ensure public facilities, infrastructure and utilities are sufficient and do not conflict with adjacent centres. Example, providing Infrastructure Plan.

- MONITORING AGENCY** : State Authorities
- IMPLEMENTING AGENCY** : JPBD Negeri
- SUPPORTING AGENCY** : Local Authorities, UPEN

Monitoring Indicator (at City Level)	Prepare a Strategic Plan for adjoining urban centres		
Performance Measurement	>80%	Very Satisfactory	
	50% - 80%	Satisfactory	
	<50%	Unsatisfactory	
Application by Hierarchy of Centres	1 : Global City 4 : Main Centre	2 : Regional Centre 5 : Local Centre	3 : State Capital
Implementation Time Frame	Long Term (Monitoring Period	: 2017 - 2025 : 2023)	

Illustration/ Best Practice/ Example



A strategic plan shall be prepared for adjacent urban centres under different local authorities

- OBJECTIVE 1.7** : Implementating Program LA21 And Sustainability Initiatives More Effectively
- STRATEGY 1.7.1** : Empowerment for local authorities on LA21 programmes and sustainable initiatives
- ACTION 1.7.1.1** : **Establish a special unit led by a Sustainable Development Officer to manage the LA21 programmes**

Justification: Every local authority should establish a special unit to empower the LA21 Programmes.

MONITORING AGENCY	: KPKT
IMPLEMENTING AGENCY	: Local Authorities
SUPPORTING AGENCY	: JPA, SPA Negeri, SUK

Monitoring Indicator (at City Level)	Local authorities which has a special unit led by Sustainable Development Officer to manage LA21 programmes		
Performance Measurement	>80%	Very Satisfactory	
	50% - 80%	Satisfactory	
	<50%	Unsatisfactory	
Application by Hierarchy of Centres	1 : Global City 4 : Main Centre	2 : Regional Centre 5 : Local Centre	3 : State Capital
Implementation Time Frame	Medium Term	: 2017 - 2020	
	(Monitoring Period	: 2021)	

Illustration/ Best Practice/ Example



The establishment of a special unit for LA21 programmes in Kuala Lumpur City Hall

- OBJECTIVE 1.7** : Implementating Program LA21 And Sustainability Initiatives More Effectively
- STRATEGY 1.7.1** : Empowerment for local authorities on LA21 programmes and sustainable initiatives
- ACTION 1.7.1.2** : **Make Resident Associations as a driving force for the LA21 programmes**

Justification: Residents are the focal point of sustainable development based on “The Future We Want” in the Rio+20 Agreement.

- MONITORING AGENCY** : JPBD SM
- IMPLEMENTING AGENCY** : Local Authorities
- SUPPORTING AGENCY** : NGO, Resident Associations

Monitoring Indicator (at City Level)	Number of Resident Associations active in LA21 programmes in each city		
Performance Measurement	>80%	Very Satisfactory	
	50% - 80%	Satisfactory	
	<50%	Unsatisfactory	
Application by Hierarchy of Centres	1 : Global City 4 : Main Centre	2 : Regional Centre 5 : Local Centre	3 : State Capital
Implementation Time Frame	Short Term	: 2017	
	(Monitoring Period	: 2018)	

Illustration/ Best Practice/ Example



Residents' Associations active participation is vital as prime movers in LA21 programmes

- OBJECTIVE 1.7** : Implementating Program LA21 And Sustainability Initiatives More Effectively
- STRATEGY 1.7.1** : Empowerment for local authorities on LA21 programmes and sustainable initiatives
- ACTION 1.7.1.3** : **Undertake wider publicity and promote the LA21 programmes**

Justification: The whole community should be informed regarding LA21 programmes so that they can help implement them. The use of new technologies such as "Whatsapp, Facebook, Instagram, Twitter" and others, is encouraged.

- MONITORING AGENCY** : KPKT
- IMPLEMENTING AGENCY** : Local Authorities
- SUPPORTING AGENCY** : NGO, Resident Associations

Monitoring Indicator (at City Level)	Number of local authorities that undertake publicity on LA21 programmes at least 5 times annually		
Performance Measurement	>80%	Very Satisfactory	
	50% - 80%	Satisfactory	
	<50%	Unsatisfactory	
Application by Hierarchy of Centres	1 : Global City 4 : Main Centre	2 : Regional Centre 5 : Local Centre	3 : State Capital
Implementation Time Frame	Short Term	: 2017	(Monitoring Period : 2018)

Illustration/ Best Practice/ Example



Kuala Lumpur City Hall website is amongst the many local authorities that publicize and promote LA21 programmes

OBJECTIVE 1.8 : Empowerment Of Local Authorities In Physical And Service Delivery

STRATEGY 1.8.1 : Improve communication and interaction skills between Local Authorities officers and the public

ACTION 1.8.1.1 : **Provide training, development of up-skilling and capacity building to all levels staff**

Justification: Improve communication skills with the public who are dealing with local authorities.

MONITORING AGENCY	:	KPKT
IMPLEMENTING AGENCY	:	Local Authorities, SUK Negeri
SUPPORTING AGENCY	:	Professional Bodies

Monitoring Indicator (at City Level)	Number of local authorities that undertake training for up-skilling and capacity building skills more than 5 times per year		
Performance Measurement	>80%	Very Satisfactory	
	50% - 80%	Satisfactory	
	<50%	Unsatisfactory	
Application by Hierarchy of Centres	1 : Global City 4 : Main Centre	2 : Regional Centre 5 : Local Centre	3 : State Capital
Implementation Time Frame	Medium Term	: 2017 - 2020	
	(Monitoring Period	: 2021)	

Illustration/ Best Practice/ Example



Training for up-skilling and capacity building is essential in enhancing interaction skills and effective communication between Local Authority officer and the public

OBJECTIVE 1.8 : Empowerment Of Local Authorities In Physical And Service Delivery

STRATEGY 1.8.2 : All local authorities to have qualified town planners

ACTION 1.8.2.1 : **To create a post/ place a town planner in all local authorities**

Justification: All local authorities should create a town planner officer's post to ensure development planning can be done effectively.

MONITORING AGENCY	:	KPKT
IMPLEMENTING AGENCY	:	Local Authorities
SUPPORTING AGENCY	:	JPA, SPA Negeri, SUK

Monitoring Indicator (at City Level)	Number of local authorities with the post of a town planner		
Performance Measurement	>80%	Very Satisfactory	
	50% - 80%	Satisfactory	
	<50%	Unsatisfactory	
Application by Hierarchy of Centres	1 : Global City	2 : Regional Centre	3 : State Capital
	4 : Main Centre	5 : Local Centre	
Implementation Time Frame	Medium Term	: 2017 - 2020	
	(Monitoring Period	: 2021)	

Illustration/ Best Practice/ Example



A Town Planner's post should be created in all local authorities

- OBJECTIVE 1.8** : Empowerment Of Local Authorities In Physical And Service Delivery
- STRATEGY 1.8.3** : A sharing system of expertise and experiences amongst local authorities in the state
- ACTION 1.8.3.1** : **Provide a comprehensive and effective system of job rotation system (detailing of NUP 2006)**

Justification: Job rotation of technical officers can be undertaken by “loaning” the officer to another authority to increase his knowledge and experience. This encourages the transfer of knowledge amongst officers. As an example, an officer of the district council could be placed at the Municipal Council.

- MONITORING AGENCY** : SUK Negeri
- IMPLEMENTING AGENCY** : JKT, Local Authorities
- SUPPORTING AGENCY** : State Authorities, SPA Negeri

Monitoring Indicator (at City Level)	Number of local authorities that practice job rotation system amongst themselves		
Performance Measurement	>80%	Very Satisfactory	
	50% - 80%	Satisfactory	
	<50%	Unsatisfactory	
Application by Hierarchy of Centres	1 : Global City 4 : Main Centre	2 : Regional Centre 5 : Local Centre	3 : State Capital
Implementation Time Frame	Medium Term	: 2017 - 2020	
	(Monitoring Period	: 2021)	

Illustration/ Best Practice/ Example



An effective job rotation should be implemented such as a district council officer loaned to a municipal council