

## 1. World Heritage Property Data

### 1.1 - Name of World Heritage Property

Melaka and George Town, Historic Cities of the Straits of Malacca

### 1.2 - World Heritage Property Details

#### State(s) Party(ies)

- Malaysia

#### Type of Property

cultural

#### Identification Number

1223

#### Year of inscription on the World Heritage List

2008


### 1.3 - Geographic Information Table

Name	Coordinates	Property (ha)	Buffer zone (ha)	Total (ha)	Inscription year
The Historic City of Melaka	2.192 / 102.263	38.62	134.03	172.65	2008
The Historic City of George Town	5.421 / 100.346	109.38	150.04	259.42	2008
<b>Total (ha)</b>		<b>148</b>	<b>284.07</b>	<b>432.07</b>	

#### Comment

The actual size for buffer zone in the Historic City of Melaka: 242.8 h.a, core zone: 45.3 h.a. Total 288.10. h.a. This modification has been discussed and approved during the 35th Session of the World Heritage Committee Meeting in Paris (Document: WHC-11/35.COM/7B.Add).

### 1.4 - Map(s)

Title	Date	Link to source
Melaka and George Town, The inscribed property and the buffer zone of the Historic city of Melaka and George Town	29/01/2007	

#### Comment

Refer to the Special Area Plan and Conservation Management Plan Document sent in February 2011 and accepted at the 35th Session of the World Heritage Committee in Paris (Document: WHC-11/35.COM/8B).

### 1.5 - Governmental Institution Responsible for the Property

#### Comment

Department of National Heritage Ministry of Information, Communications and Culture Malaysia 1st, 2nd and 10th Floor Chulan Tower Jalan Conlay 50450 Kuala Lumpur Tel: +603-2167 5100 Fax: +603-2171 6028/29

### 1.6 - Property Manager / Coordinator, Local Institution / Agency

- erne hamsah  
Melaka Historic City Council

Conservation Unit, Planning Department

- Siti Zuraina Abdul Majid  
Ministry of Unity, Culture, Arts and Heritage  
Commissioner of Heritage  
Department of National Heritage

- Historic Melaka City Council (MBMB)
- Municipal Council of Penang Island (MPPP)

#### Comment

The current Ministry's name is the Ministry of Information, Communications and Culture (State Party). Historic City of Melaka: Erne Hamsah Bangunan Graha Makmur No. 1, Lebuah Ayer Keroh, Hang Tuah Jaya 75450 Melaka Tel:+606 285 9850 Fax: +606 231 2431 Email: erne\_arch@yahoo.com.sg Historic City of George Town: Lim Chooi Ping Acting General Manager George Town World Heritage Incorporated 116&118 Lebuah Aceh Tel: +604-261 6606 Fax: +604-261 6605 Email: limcp@gtwhi.com.my

### 1.7 - Web Address of the Property (if existing)

1. [1001wonders.org](http://1001wonders.org) : visit this site in panophotographies - 360 x 180 degree images
2. [View photos from OUR PLACE the World Heritage collection](#)

#### Comment

For Historic City of Melaka: www.worldmbmb.my For Historic City of George Town: www.gtwhi.com.my

### 1.8 - Other designations / Conventions under which the property is protected (if applicable)

## 2. Statement of Outstanding Universal Value

### 2.1 - Statement of Outstanding Universal Value / Statement of Significance

#### Statement of Outstanding Universal Value

Melaka and George Town, Malaysia, are remarkable examples of historic colonial towns on the Straits of Malacca that demonstrate a succession of historical and cultural influences arising from their former function as trading ports linking East and West. These are the most complete surviving historic city centres on the Straits of Malacca with a multi-cultural living heritage originating from the trade routes from Great Britain and Europe through the Middle East, the Indian subcontinent and the Malay Archipelago to China. Both towns bear testimony to a living multi-cultural heritage and tradition of Asia, where the many religions and cultures met and coexisted. They reflect the coming together of cultural elements from the Malay Archipelago, India and China with those of Europe, to create a unique architecture, culture and townscape.

Criterion (ii): Melaka and George Town represent exceptional examples of multi-cultural trading towns in East and Southeast Asia, forged from the mercantile and exchanges of Malay, Chinese, and Indian cultures and three successive European colonial powers for almost 500 years, each with its imprints on the architecture and urban form, technology and monumental art. Both towns show different stages of development and the successive changes over a long span of time and are thus complementary.

Criterion (iii): Melaka and George Town are living testimony to the multi-cultural heritage and tradition of Asia, and European colonial influences. This multi-cultural tangible and intangible heritage is expressed in the great variety of religious buildings of different faiths, ethnic quarters, the many languages, worship and religious festivals, dances, costumes, art and music, food, and daily life.

Criterion (iv): Melaka and George Town reflect a mixture of influences which have created a unique architecture, culture and townscape without parallel anywhere in East and South Asia. In particular, they demonstrate an exceptional range of shophouses and townhouses. These buildings show many different types and stages of development of the building type, some originating in the Dutch or Portuguese periods. The integrity of the nominated areas in both towns is related to the presence of all the elements necessary to express their Outstanding Universal Value. The properties have retained their authenticity; listed monuments and sites have been restored with appropriate treatments regarding design, materials, methodologies, techniques and workmanship, in accordance with conservation guidelines and principles. The protective measures for the properties are adequate. Both towns exhibit a generally acceptable state of conservation, although efforts are required to ensure the conservation of shophouses. The management plans and structures are adequate, and can be enhanced through the continuing conservation programs of the State Party.

**2.2 - The criteria (2005 revised version) under which the property was inscribed**

(ii)(iii)(iv)

**2.3 - Attributes expressing the Outstanding Universal Value per criterion**

Criteria (ii) - multi - cultural trading activities, urban form and monuments  
Criteria (iii) - multi-cultural communities and heritage, religious, festivals  
Criteria (iv) - unique architecture, culture and townscape

**2.4 - If needed, please provide details of why the Statement of Outstanding Universal Value should be revised**

**2.5 - Comments, conclusions and / or recommendations related to Statement of Outstanding Universal Value**

**3. Factors Affecting the Property**

**3.14. Other factor(s)**

**3.14.1 - Other factor(s)**

### 3.15. Factors Summary Table

#### 3.15.1 - Factors summary table

	Name	Impact	Origin			
<b>3.1</b>	<b>Buildings and Development</b>					
3.1.4 Major visitor accommodation and associated infrastructure						
3.1.5 Interpretative and visitation facilities						
<b>3.2</b>	<b>Transportation Infrastructure</b>					
3.2.1 Ground transport infrastructure						
3.2.2 Air transport infrastructure						
3.2.3 Marine transport infrastructure						
3.2.4 Effects arising from use of transportation infrastructure						
<b>3.8</b>	<b>Social/cultural uses of heritage</b>					
3.8.1 Ritual / spiritual / religious and associative uses						
3.8.2 Society's valuing of heritage						
3.8.4 Changes in traditional ways of life and knowledge system						
3.8.5 Identity, social cohesion, changes in local population and community						
3.8.6 Impacts of tourism / visitor / recreation						
<b>3.9</b>	<b>Other human activities</b>					
3.9.1 Illegal activities						
<b>Legend</b>	Current	Potential	Negative	Positive	Inside	Outside

### 3.16. Assessment of current negative factors

#### 3.16.1 - Assessment of current negative factors

	Spatial scale	Temporal scale	Impact	Management response	Trend
<b>3.1</b>	<b>Buildings and Development</b>				
3.1.4 Major visitor accommodation and associated infrastructure	restricted	one off or rare	insignificant	high capacity	decreasing
<b>3.8</b>	<b>Social/cultural uses of heritage</b>				
3.8.4 Changes in traditional ways of life and knowledge system	restricted	one off or rare	insignificant	high capacity	static
3.8.5 Identity, social cohesion, changes in local population and community	restricted	one off or rare	insignificant	high capacity	static
<b>3.9</b>	<b>Other human activities</b>				
3.9.1 Illegal activities	restricted	one off or rare	minor	high capacity	decreasing

### 3.17. Comments, conclusions and / or recommendations related to factors affecting the property

#### 3.17.1 - Comments

The Special Area Plan was designed to address the current and potential factors that would affect the property.

### 4. Protection, Management and Monitoring of the Property

#### 4.1. Boundaries and Buffer Zones

##### 4.1.1 - Buffer zone status

There is a buffer zone

##### 4.1.2 - Are the boundaries of the World Heritage property adequate to maintain the property's Outstanding Universal Value?

The boundaries of the World Heritage property are **adequate** to maintain the property's Outstanding Universal Value

##### 4.1.3 - Are the buffer zone(s) of the World Heritage property adequate to maintain the property's Outstanding Universal Value?

The buffer zones of the World Heritage property are **adequate** to maintain the property's Outstanding Universal Value

##### 4.1.4 - Are the boundaries of the World Heritage property known?

The boundaries of the World Heritage property are known by both the management authority and local residents / communities / landowners.

##### 4.1.5 - Are the buffer zones of the World Heritage property known?

The buffer zones of the World Heritage property are **known** by both the management authority and local residents / communities / landowners.

##### 4.1.6 - Comments, conclusions and / or recommendations related to boundaries and buffer zones of the World Heritage property

#### 4.2. Protective Measures

##### 4.2.1 - Protective designation (legal, regulatory, contractual, planning, institutional and / or traditional)

Legal protection is currently implemented at national, state and local levels.

The relevant legal instruments on the national level are:

- *The Antiquities Act* (1976, repealed in 2005). Limited to individual monuments or groups of interrelated tangible elements older than c.100 years. Drawn to "provide for the control and preservation of, and research into ancient and historical monuments, archaeological sites and remains, antiquities and historical objects".
- *The National Heritage Act* (2005). Includes tangible and intangible cultural and natural heritage. The Act includes a wide definition of heritage. It establishes a new administration of the heritage: a special management unit (Department of Heritage) under the new Ministry of

Culture, Arts and Heritage, and a Commissioner of Heritage to carry out the powers and functions of the Act; sets up the National Heritage Council (an advisory body), the Heritage Fund and the National Heritage Register, and provides for designation of heritage sites, declaration of heritage objects, underwater cultural heritage, declaration and protection of national heritage, licensing, appeal, enforcement powers and offences.

- *The Town and Country Planning Act* (1976, amendments 1993, 1995, 2001) governs urban and rural planning, providing a comprehensive system of control and guidance for applications. It provides protection against new developments and gives planning authorities the capacity to protect the built heritage in their own jurisdiction.

- *The Local government Act* (1976). Empowers local authorities to contribute to maintaining historic buildings or sites, acquire land to protect the significance of the sites, and raise or receive grants towards establishment and maintenance of public monuments and memorials, art galleries and museums.

The relevant legal instruments on state/municipal level are:

- *The Enactment on Conservation and Restoration of Cultural Heritage in Melaka* (1988). Recognizes Melaka as an "historic town". A comprehensive document that covers many aspects of conservation and gives additional coverage for the protective designation of the heritage property. Provides for the setting up of a Committee on Conservation and Restoration to advise the State Authority about matters relating to the conservation and restoration of cultural heritage resources in the State of Melaka.

- *Draft Guidelines for Conservation Areas and Heritage Buildings*, Penang/George Town. Penang/ George Town has no specific legislation for the protection of its heritage properties. However the core area has been identified as a conservation area under the Municipal Council of Penang Island's Structure Plan, governed by the Town and Country Planning Act 1976, and its Amendment Act, 1995. In Melaka seven monuments and sites have been protected under the national Antiquities Act 1976 and three under the local Enactment on Conservation 1988 in both the core and buffer zones. In George Town eight monuments and sites have been protected under the national Antiquities Act 1976. The areas are conservation areas and protected from inappropriate development through strict guidelines. Under the action plan for the area, there will be no new physical development within the nominated area and the development within the buffer zone is restricted to four storeys. This also includes control of types of activity and the usage of commercial premises. Building and/or landowners are required to obtain permission from the Municipal Council for repairs, renovation and restoration of buildings, as well as for the construction of new buildings. For minor works, a simple form stating the work to be carried out has to be submitted, while for major building works a building plan submission with necessary scaled drawings of floor plans, elevations and sections are required. In cases of building works being carried out without the required permits, a stop work notice is issued. Further contravention of the Building By-laws may result in fines or prosecution in court. Building owners in the conservation areas have been informed of the existence of guidelines on building conservation.

#### Comment

The Draft Guidelines for Conservation Areas and Heritage Buildings has been approved by the State Authority and now known as "Regulations for Conservation Areas and Heritage Buildings. A Special Area Plan will form a management plan for the World Heritage Site is under preparation. The National Heritage Act 2005 is now being amended to include the protection and management of the World Heritage Site. The Penang State Heritage Enactment has been approved.

##### 4.2.2 - Is the legal framework (i.e. legislation and / or regulation) adequate for maintaining the Outstanding Universal Value including conditions of Integrity and / or Authenticity of the property?

The legal framework for the maintenance of the Outstanding Universal Value including conditions of Authenticity and / or Integrity of the World Heritage property provides **an adequate or better basis** for effective management and protection

**4.2.3 - Is the legal framework (i.e. legislation and / or regulation) adequate in the buffer zone for maintaining the Outstanding Universal Value including conditions of Integrity and / or Authenticity of the property?**

The legal framework for the maintenance of the Outstanding Universal Value including conditions of Authenticity and / or Integrity of the World Heritage property provides **an adequate or better basis** for effective management and protection

**4.2.4 - Is the legal framework (i.e. legislation and / or regulation) adequate in the area surrounding the World Heritage property and buffer zone for maintaining the Outstanding Universal Value including conditions of Integrity and / or Authenticity of the property?**

The legal framework for the area surrounding the World Heritage property and the buffer zone provides **an adequate or better basis** for effective management and protection of the property, contributing to the maintenance of its Outstanding Universal Value including conditions of Authenticity and / or Integrity

**4.2.5 - Can the legislative framework (i.e. legislation and / or regulation) be enforced?**

There is **excellent** capacity / resources to enforce legislation and / or regulation in the World Heritage property

**4.2.6 - Comments, conclusions and / or recommendations related to protective measures**

George Town World Heritage Incorporated and Melaka World Heritage Incorporated has been established by both State Government to better manage the property.

**4.3. Management System / Management Plan**

**4.3.1 - Management System**

In Malaysia there are three tiers of protection - federal, state and municipal. The federal government has overall responsibility for protecting national heritage, whereas day-to-day management and protection is handled by the municipal government with the state government's support.

At the Federal level, an overarching management of the gazetted monuments and national heritage sites is provided by the National Heritage Act. The State Authorities (the Melaka and Penang State Executive Councils) are responsible for general policy for planning, development and use of all lands and buildings within all the municipalities. At the municipal level, the two cities have detailed mechanisms of building and development controls.

Preservation and conservation work on identified monuments and buildings is carried out by agencies on different levels:



- The National Heritage Department, Ministry of Culture, Arts and Heritage is a Federal Department, which operates under the provisions of the National Heritage Act, 2005 to preserve the national heritage.
- In Melaka, the Melaka Museum Corporation has been given responsibility for administration, management and conservation of heritage sites. Within Melaka City Council, there is a Conservation Unit, supported by a Conservation Committee, within the Planning Department, which looks after applications for planning permission, building operations, licences and signs.
- In George Town, the Heritage Unit within the Building Department is presently responsible for the physical management of the nominated core and buffer zones, approving building plans and redevelopment, improving the building guidelines and their enforcement, and managing the conservation of heritage buildings for the city and the State. This unit will be upgraded to a Heritage Department under the current proposal. There is a two-tier system of Structure Plans, which covers the whole of the state and deals with general policy; and Local

Plans, which are detailed area plans. In considering planning applications, the Local Authority must take into account the provisions of the Structure Plan and Local Plans. The urban conservation management system in the two cities involves four stages: technical approval (consulting the Technical Committee and State), partial approval (Conservation Unit), partial approval (State Conservation Committee), and full approval (State government council's meeting chaired by the Chief Minister). The applicant and adjoining land owners who had earlier objected to the application have a right of appealing to the Appeals Board. This cannot be used by third parties (such as conservation lobbyists). Traditional management processes can be found within the various *Kongsi* (Chinese clan associations and trade guilds), charitable trusts and religious organizations, which own numerous heritage properties within the site boundaries and are responsible for the management and maintenance of the respective properties in their traditional manner.

**Comment**

A Special Area Plan for the Historic Cities of Melaka and George Town has been accepted as part of the management mechanism of the property.

**4.3.2 - Management Documents**

Title	Status	Available	Date	Link to source
Conservation Management Plan for the Historic City of Melaka	In Force	Available	26/02/2008	
Heritage Management Plan of the Historic City of George Town	In Force	Available	26/02/2008	

**Comment**

Conservation Management Plan and Special Area Plan for the management of the Historic Cities of Melaka and George Town have been submitted to World Heritage Centre in February 2011 and accepted at the 35th Session of the World Heritage Committee Meeting in Paris (Document: WHC-11/35.COM/7B.Add).

**4.3.3 - How well do the various levels of administration (i.e. national / federal; regional / provincial / state; local / municipal etc.) coordinate in the management of the World Heritage Property ?**

There is **excellent coordination** between all bodies / levels involved in the management of the property

**4.3.4 - Is the management system / plan adequate to maintain the property's Outstanding Universal Value ?**

The management system / plan is **fully adequate** to maintain the property's Outstanding Universal Value

**4.3.5 - Is the management system being implemented?**

The management system is being **fully** implemented and monitored

**4.3.6 - Is there an annual work / action plan and is it being implemented?**

An annual work / action plan exists and **most or all activities** are being implemented and monitored

**4.3.7 - Please rate the cooperation / relationship with World Heritage property managers / coordinators / staff of the following**

Local communities / residents	Good
Local / Municipal authorities	Good

Indigenous peoples	Good
Landowners	Good
Visitors	Good
Researchers	Good
Tourism industry	Good
Industry	Not applicable

**4.3.8 - If present, do local communities resident in or near the World Heritage property and / or buffer zone have input in management decisions that maintain the Outstanding Universal Value?**

Local communities directly **participate** in all relevant decisions relating to management, i.e. co-management

**4.3.9 - If present, do indigenous peoples resident in or regularly using the World Heritage property and / or buffer zone have input in management decisions that maintain the Outstanding Universal Value?**

Indigenous peoples directly participate in **all relevant** decisions relating to management, i.e. co-management

**4.3.10 - Is there cooperation with industry (i.e. forestry, mining, agriculture, etc.) regarding the management of the World Heritage property, buffer zone and / or area surrounding the World Heritage property and buffer zone?**

There is **little or no contact** with industry regarding the management of the World Heritage property, buffer zone and / or area surrounding the World Heritage property and buffer zone

**4.3.11 - Comments, conclusions and / or recommendations related to human resources, expertise and training**

Resources and staffing levels are currently acceptable for the management of the nominated property. A Technical Review Panel has been set up to review technical requirements for submission of development applications within property. A task force has been created for a day-to-day monitoring of the property.

**4.3.12 - Please report any significant changes in the legal status and / or contractual / traditional protective measures and management arrangements for the World Heritage property since inscription or the last Periodic report**

No significant changes.

**4.4. Financial and Human Resources**

**4.4.1 - Costs related to conservation, based on the average of last five years (relative percentage of the funding sources)**

Multilateral funding (GEF, World Bank, etc)	0%
International donations (NGO's, foundations, etc)	0%
Governmental (National / Federal)	70%
Governmental (Regional / Provincial / State)	20%
Governmental (Local / Municipal)	10%
In country donations (NGO's, foundations, etc)	0%
Individual visitor charges (e.g. entry, parking, camping fees, etc.)	0%

Commercial operator payments (e.g. filming permit, concessions, etc.)	0%
Other grants	0%

**4.4.2 - International Assistance received from the World Heritage Fund (USD)**

**Comment**

There is no International Assistance from the World Heritage Fund (USD).

**4.4.3 - Is the current budget sufficient to manage the World Heritage property effectively?**

The available budget is **acceptable** but could be further improved to fully meet the management needs

**4.4.4 - Are the existing sources of funding secure and likely to remain so?**

The existing sources of funding **are secure** in the medium-term and planning is underway to secure funding in the long-term

**4.4.5 - Does the World Heritage property provide economic benefits to local communities (e.g. income, employment)?**

There is **some flow** of economic benefits to local communities

**4.4.6 - Are available resources such as equipment, facilities and infrastructure sufficient to meet management needs?**

There are **adequate** equipment and facilities

**4.4.7 - Are resources such as equipment, facilities and infrastructure adequately maintained?**

Equipment and facilities are **well maintained**

**4.4.8 - Comments, conclusion, and / or recommendations related to finance and infrastructure**

**4.4.9 - Distribution of employees involved in managing the World Heritage property (% of total)**

Full-time	100%
Part-time	0%

**4.4.10 - Distribution of employees involved in managing the World Heritage property (% of total)**

Permanent	100%
Seasonal	0%

**4.4.11 - Distribution of employees involved in managing the World Heritage property (% of total)**

Paid	100%
Volunteer	0%

**4.4.12 - Are available human resources adequate to manage the World Heritage property?**

Human resources are **adequate** for management needs



**4.4.13 - Considering the management needs of the World Heritage property, please rate the availability of professionals in the following disciplines**

Research and monitoring	Good
Promotion	Good
Community outreach	Good
Interpretation	Good
Education	Good
Visitor management	Good
Conservation	Good
Administration	Good
Risk preparedness	Good
Tourism	Good
Enforcement (custodians, police)	Good

**4.4.14 - Please rate the availability of training opportunities for the management of the World Heritage property in the following disciplines**

Research and monitoring	High
Promotion	High
Community outreach	High
Interpretation	High
Education	High
Visitor management	High
Conservation	High
Administration	High
Risk preparedness	High
Tourism	High
Enforcement (custodians, police)	High

**4.4.15 - Do the management and conservation programmes at the World Heritage property help develop local expertise?**

A capacity development plan or programme is **in place and fully implemented**; all technical skills are being transferred to those managing the property locally, who are assuming leadership in management

**4.4.16 - Comments, conclusions and / or recommendations related to human resources, expertise and training**

There are training programmes for government agencies, consultants and contractors, stakeholders, professionals and students on building conservation and heritage management (e.g. heritage clinic, seminars, workshops, exhibitions etc). Local professionals have also attended training courses offered by international bodies like ICCROM and international institutions like NARA, ACCU on conservation, intangible cultural heritage and underwater archaeology.

**4.5. Scientific Studies and Research Projects**

**4.5.1 - Is there adequate knowledge (scientific or traditional) about the values of the World Heritage property to support planning, management and decision-making to ensure that Outstanding Universal Value is maintained?**

Knowledge about the values of the World Heritage property is **sufficient**

**4.5.2 - Is there a planned programme of research at the property which is directed towards management needs and / or improving understanding of Outstanding Universal Value?**

There is a **comprehensive, integrated programme of research**, which is relevant to management needs and / or improving understanding of Outstanding Universal Value

**4.5.3 - Are results from research programmes disseminated?**

Research results are **shared widely** with the local, national and international audiences

**4.5.4 - Please provide details (i.e. authors, title, and web link) of papers published about the World Heritage property since the last Periodic Report**

1) Authors: A.Ghafar Ahmad, Deputy Commissioner of Heritage and Mohd Syahrin Abdullah, Heritage Officer Title: Melaka and George Town, Historic Cities of the Straits of Malacca: The Challenge to Retain the Status Date published: February 2010

**4.5.5 - Comments, conclusions and / or recommendations related to scientific studies and research projects**

Scientific studies and research projects are conducted by universities and other institutions. These are directly or indirectly relevant and useful for the management of World Heritage Site.

**4.6. Education, Information and Awareness Building**

**4.6.1 - At how many locations is the World Heritage emblem displayed at the property?**

In **many locations**, but **not easily visible** to visitors

**4.6.2 - Please rate the awareness and understanding of the existence and justification for inscription of the World Heritage property amongst the following groups**

Local communities / residents	Excellent
Local / Municipal authorities within or adjacent to the property	Excellent
Local Indigenous peoples	Excellent
Local landowners	Excellent
Visitors	Excellent
Tourism industry	Excellent
Local businesses and industries	Excellent

**4.6.3 - Is there a planned education and awareness programme linked to the values and management of the World Heritage property?**

There is a **planned and effective** education and awareness programme that contributes to the protection of the World Heritage property

**4.6.4 - What role, if any, has designation as a World Heritage property played with respect to education, information and awareness building activities?**

World Heritage status has influenced education, information and awareness building activities, **but it could be improved**

**4.6.5 - How well is the information on Outstanding Universal Value of the property presented and interpreted?**

The Outstanding Universal Value of the property is adequately presented and interpreted **but improvements could be made**

**4.6.6 - Please rate the adequacy for education, information and awareness building of the following visitor facilities and services at the World Heritage property**

Visitor centre	Adequate
Site museum	Adequate
Information booths	Adequate
Guided tours	Excellent
Trails / routes	Adequate
Information materials	Adequate
Transportation facilities	Adequate
Other	Not needed

**4.6.7 - Comments, conclusions and / or recommendations related to education, information and awareness building**

Ministry of Tourism conducts certification course for tour guides on Historic Cities of Melaka and George Town. Besides, George Town World Heritage Incorporated and Melaka Museums Corporation running visitors and interpretation centres which organising guided tours and talk for visitors. Pamphlets and brochures are easily available at all entry points.

**4.7. Visitor Management**

**4.7.1 - Please provide the trend in annual visitation for the last five years**

Last year	Major Increase (100%+)
Two years ago	Major Increase (100%+)
Three years ago	Major Increase (100%+)
Four years ago	Minor Increase
Five years ago	Minor Increase

**4.7.2 - What information sources are used to collect trend data on visitor statistics?**

Accommodation establishments
Transportation services
Tourism industry

**4.7.3 - Visitor management documents**

**4.7.4 - Is there an appropriate visitor use management plan (e.g. specific plan) for the World**

**Heritage property which ensures that its Outstanding Universal Value is maintained?**

Visitor use of the World Heritage property is managed but **improvements could be made**

**4.7.5 - Does the tourism industry contribute to improving visitor experiences and maintaining the values of the World Heritage property?**

There is **excellent co-operation** between those responsible for the World Heritage property and the tourism industry to present the Outstanding Universal Value and increase appreciation

**4.7.6 - If fees (i.e. entry charges, permits) are collected, do they contribute to the management of the World Heritage property?**

**No fees are collected**

**4.7.7 - Comments, conclusions and / or recommendations related to visitor use of the World Heritage property**

**4.8. Monitoring**

**4.8.1 - Is there a monitoring programme at the property which is directed towards management needs and / or improving understanding of Outstanding Universal Value?**

There is a **comprehensive, integrated programme** of monitoring, which is relevant to management needs and / or improving understanding of Outstanding Universal Value

**4.8.2 - Are key indicators for measuring the state of conservation used to monitor how the Outstanding Universal Value of the property is maintained?**

Information on the values of the World Heritage property is **sufficient** for defining and monitoring key indicators for measuring its state of conservation

**4.8.3 - Please rate the level of involvement in monitoring of the following groups**

World Heritage managers / coordinators and staff	Excellent
Local / Municipal authorities	Excellent
Local communities	Excellent
Researchers	Excellent
NGOs	Excellent
Industry	Average
Local indigenous peoples	Excellent

**4.8.4 - Has the State Party implemented relevant recommendations arising from the World Heritage Committee?**

Implementation is **complete**

**4.8.5 - Please provide comments relevant to the implementation of recommendations from the World Heritage Committee**

All recommendations from the World Heritage Committee have been complied with.



**4.8.6 - Comments, conclusions and / or  
recommendations related to monitoring**

At the local level, a special task force monitors the World Heritage Site. At the federal level, a management committee comprising officials from both cities and chaired by the Minister of Information, Communications and Culture, coordinates the development and management of the Properties.

**4.9. Identification of Priority Management Needs**

**4.9.1 - Please select the top 6 managements needs  
for the property (if more than 6 are listed below)**

Please refer to question 5.2

## 5. Summary and Conclusions

### 5.1. Summary - Factors affecting the Property

#### 5.1.1 - Summary - Factors affecting the Property

	World Heritage criteria and attributes affected	Actions	Monitoring	Timeframe	Lead agency (and others involved)	More info / comment
<b>3.1</b>	<b>Buildings and Development</b>					
<b>3.1.4</b>	Major visitor accommodation and associated infrastructure					
<b>3.8</b>	<b>Social/cultural uses of heritage</b>					
<b>3.8.4</b>	Changes in traditional ways of life and knowledge system	Insignificant impact on criteria iii.	Mitigation measures included in Conservation Management Plan and Special Area Plan.	Education and awareness programmes.	Continuous	World Heritage Office and NGO's. Thus far measures taken have been effective.
<b>3.8.5</b>	Identity, social cohesion, changes in local population and community					
<b>3.9</b>	<b>Other human activities</b>					
<b>3.9.1</b>	Illegal activities	Insignificant impact on criteria iv. The attributes affected: shophouses due to illegal change of use, minor modification and renovation.	A special task force has been set up for day to day monitoring and enforcing of the site.	Day to day monitoring by full time staff (special task force).	Continuous	Local Authorities and World Heritage Office. Illegal activities are considered isolated cases and still under control.

### 5.2. Summary - Management Needs

#### 5.2.2 - Summary - Management Needs

4.3 Management System / Management Plan						
	Actions	Timeframe	Lead agency (and others involved)	More info / comment		
<b>4.3.10</b>	There is little or no contact with industry regarding management	Not relevant	Not relevant	Not relevant	There is no industrial activities surrounding the property.	

Site Manager/Coordinator/World Heritage property staff
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### 5.3. Conclusions on the State of Conservation of the Property

#### 5.3.1 - Current state of Authenticity

The authenticity of the World Heritage property has been **preserved**

#### 5.3.2 - Current state of Integrity

The integrity of the World Heritage property is **intact**

#### 5.3.3 - Current state of the World Heritage property's Outstanding Universal Value

The World Heritage property's Outstanding Universal Value has been **maintained**.

#### 5.3.4 - Current state of the property's other values

Other important cultural and / or natural values and the state of conservation of the World Heritage property are **predominantly intact**

### 5.4. Additional comments on the State of Conservation of the Property

#### 5.4.1 - Comments

A heritage building database using GIS has been set up to monitor the State of Conservation of the Property. The records include building inventories, building condition and conservation projects and programmes.

### 6. World Heritage Status and Conclusions on Periodic Reporting Exercise

#### 6.1 - Please rate the impacts of World Heritage status of the property in relation to the following areas

Conservation	Very positive
Research and monitoring	Very positive
Management effectiveness	Very positive
Quality of life for local communities and indigenous peoples	Positive
Recognition	Very positive
Education	Positive
Infrastructure development	Positive
Funding for the property	Positive
International cooperation	Positive
Political support for conservation	Very positive
Legal / Policy framework	Positive
Lobbying	Not applicable
Institutional coordination	Positive
Security	Not applicable
Other (please specify)	Not applicable

#### 6.2 - Comments, conclusions and / or recommendations related to World Heritage status

#### 6.3 - Entities involved in the preparation of this Section of the Periodic Report

Governmental institution responsible for the property
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#### 6.4 - Was the Periodic Reporting questionnaire easy to use and clearly understandable?

yes

#### 6.5 - Please provide suggestions for improvement of the Periodic Reporting questionnaire

#### 6.6 - Please rate the level of support for completing the Periodic Report questionnaire from the following entities

UNESCO	Very good
State Party Representative	Very good
Advisory Body	Very good

#### 6.7 - How accessible was the information required to complete the Periodic Report?

All required information was accessible

#### 6.8 - The Periodic Reporting process has improved the understanding of the following

The World Heritage Convention
The concept of Outstanding Universal Value
The property's Outstanding Universal Value
The concept of Integrity and / or Authenticity
The property's Integrity and / or Authenticity
Managing the property to maintain the Outstanding Universal Value
Monitoring and reporting
Management effectiveness

#### 6.9 - Please rate the follow-up to conclusions and recommendations from previous Periodic Reporting exercise by the following entities

UNESCO	Not Applicable
State Party	Not Applicable
Site Managers	Not Applicable
Advisory Bodies	Not Applicable

#### 6.10 - Summary of actions that will require formal consideration by the World Heritage Committee

##### • Geographic Information Table

Reason for update: The actual size for buffer zone in the Historic City of Melaka: 242.8 h.a, core zone: 45.3 h.a. Total 288.10. h.a. This modification has been discussed and approved during the 35th Session of the World Heritage Committee Meeting in Paris (Document: WHC-11/35.COM/7B.Add).

##### • Map(s)

Reason for update: Refer to the Special Area Plan and Conservation Management Plan Document sent in February 2011 and accepted at the 35th Session of the World Heritage Committee in Paris (Document: WHC-11/35.COM/8B).

#### 6.11 - Comments, conclusions and / or recommendations related to the Assessment of the Periodic Reporting exercise

This is the first periodic reporting exercise for Melaka and George Town, Historic Cities of the Straits of Malacca. This

periodic reporting will serve as a basis for future monitoring  
and management of the property.