## CONTENTS

About UPM  1  
About Malaysia  4  

**Support Systems**  7  
School of Graduate Studies  7  
Student Affairs Division  9  
UPM International Sdn Bhd  10  
Peer Support Group  10  
Career Placement Centre  12  
UPM International Students’ Association  12  

**Services and Facilities**  13  
University Facilities  13  
Travel Services  14  
Accommodation  15  
Medical Services  15  
Financial Services  18  
Postal Services  20  
Security  20  
Places of Worship  23  

**Recreational Activities**  24
ABOUT UPM

When was UPM established?
Universiti Putra Malaysia (UPM) was first established on 21 May 1931 by John Scott, an administrative officer of the Straits Settlements. Then named the School of Agriculture, only two kinds of programmes were on offer: a three-year diploma programme and a one-year certificate course. The School was then renamed the College of Agriculture Malaya by Sir Edward Gent, the Governor of the Malayan Union, on 23 June 1947. Just a year later, it was proposed that the college be upgraded to a university, but the declaration of an Emergency later that year put the plan on hold. Nevertheless, the role of the college began to become more significant, in line with the rapid growth of the country’s agricultural sector—leading to the then Prime Minister, Tun Abdul Razak Hussein envisioning the establishment of an agricultural university when officiating extensions to the college structure in 1969. This vision eventually came to fruition with the founding of Universiti Pertanian Malaysia in 1973.

In its first academic session, the university contained only 1,559 students and three central faculties: the Faculty of Agriculture, the Faculty of Forestry, and the Faculty of Veterinary Medicine and Animal Science, as well as a Basic Sciences Division. UPM expanded upon the latter especially in the following two decades, with the increasing emphasis in the field of
science and technology designed to create graduates with more technologically advanced skills sets, in line with the transformed economic landscape of the new millennium. This was complemented by UPM expanding beyond national boundaries to become a truly borderless campus, reflected in the name change from Universiti Pertanian Malaysia to Universiti Putra Malaysia in 1997, by the then Prime Minister Dato' Seri Dr Mahathir Mohamad. Today, UPM is on its way to becoming a university of international repute, boasting the highest percentage of academic staff with PhD qualifications among local universities in Malaysia, and students from over 70 countries around the world.

**What are UPM’s goals?**

In short, UPM aims to make meaningful contributions towards wealth creation, nation building and universal human advancement through the exploration and dissemination of knowledge. The University has five specific goals, namely:

- To attract outstanding students and to produce knowledgeable and competitive graduates
- To elevate achievements in research and innovation to international levels
- To intensify community involvement for the generation and sharing of knowledge
- To strengthen UPM as a centre of excellence in education, research and services in agriculture and tropical bioresources
- To improve the governance and management of resources based on best practice
- To reinforce the Graduate School of Management’s position as the Top Business School (TBS)

**What is the meaning behind UPM’s logo and official anthem?**

Every aspect of the UPM logo carries with it a certain symbolism, chief of which is the shield, which indicates strong principles, stability and preservation of knowledge of the good of mankind, and the red water droplet, which indicates the University’s commitment to the preservation of the environment.
Furthermore, the thin lines running from the bottom of the logo represent electronic circuits, indicating the University’s sophisticated approach in the era of information and knowledge. The branching out of these lines symbolises a tree, signifying the importance of agriculture to the identity of UPM. Also, the three lines to the right and to the left refer to UPM’s three main functions, namely teaching, research and services, as well as the first three faculties, the Faculties of Agriculture, Forestry, and Veterinary Medicine and Animal Science, present when the University establishment in 1973.

The UPM logo contains two main colours, namely red and grey. The dominant red hue symbolises the quest for knowledge, and a courageous and pioneering spirit in the face of any challenge. The grey background indicates the emphasis on information technology, neutrality, versatility and consistency, while the dynamic marriage of both colours embodies harmony, stability, happiness and maturity.

The UPM anthem, ‘Putra Gemilang’, was composed by Dharmawijaya and Dato Ahmad Nawab. It centres on the University’s motto, ‘Berilmu Berbakti’, which translates as ‘With Knowledge We Serve.’

**Putra Gemilang**

Universiti Putra Malaysia  
Gedung ilmu menara budi  
Di sinilah berhimpun warga siswa  
Menjunjung amanat berilmu berbakti

Teguh setia mengisi harapan  
Insan bertaqwa penunjang peribadi  
Berpadu tenaga mencapai kejayaan  
Sehati sejiwa berhemah tinggi

Universiti Putra Malaysia  
Pembina wawasan gemilang  
Universiti Putra Malaysia  
Pembentuk siswa cemerlang

Semarak namamu di sinar zaman  
Semerbak namamu di suara sanjungan  
Penyumbang bakti ke anak bangsa  
Pewaris sejati negara tercinta

Di damai desa di permai kota  
Tersemat citramu semegah kenangan  
Di darjat bangsa di daulat negara  
Tersurat jasamu menjana kemajuan
ABOUT MALAYSIA

What are the major cultural features of Malaysia?
Malaysia is comprised of a myriad ethnic and cultural groups, all of whom maintain distinct cultural identities to a large extent. The major ethnic groups in the country are Malays, Chinese and Indians, with the majority practising the official religion, Islam. Although these ethnic groups still preserve their own languages and dialects, Malay is spoken by all Malaysians, and English by many. Malaysia also houses people from a wide variety of other cultures from around the world, who are in the country for business, work or study purposes—as a case in point, UPM alone has students from over 70 countries. It is from these features that the country has derived the ‘Asia in miniature’ moniker.
What is the weather like?
Given that Malaysia is located on the equator, the country has a tropical climate, with an annual average temperature of about 27 °C, as well as high rainfall (250 cm) and humidity (70-90%) throughout the year. As is the case with any other country, the climate influences the lifestyles of its populations, especially in terms of travel and clothing.

What about the travel and clothing?
Given the weather, it is impractical to travel long distances by foot. As such, a number of public transportation services are available, from taxis and buses, to intra- and inter-city trains. While intra-city trains, such as the RapidKL Light Rail Transit and Monorail trains mostly serve dwellers within the capital city of Kuala Lumpur, many townsships and cities are connected by the KTM Komuter trains, including Serdang. For more on transportation within campus, see Section 4 below.

As for the clothing, Malaysians generally dress in light clothing in non-formal contexts, due to the hot climate. It must be noted, however, that modesty is a prized virtue in Malaysia, and wearing clothes that are too revealing in public is not recommended. Some of the clothing choices of Malaysians are informed by their respective cultures—it is not uncommon to see Malays in baju kurung and baju Melayu, Chinese in cheongsam and Indians in kurtas or saris in formal settings.

What do Malaysians eat?
Malaysian dishes are diverse, reflecting the many cultures that make up Malaysia. Also, the different regions of the country have signature dishes that are identifiable by the names of the dishes themselves. Overwhelmingly, however, these dishes are rice-based—and contain a lot of chilli! Food is available at all price ranges, depending on where you are—expect to pay anywhere between RM 4 and RM 30 for a full meal, depending on the quality and location of the restaurant. Additionally, dishes from neighbouring countries, especially Thailand and Indonesia, can be found all over the country, as well as basic Western dishes. And of late, an increasing number of Arabian, Persian and African restaurants can be found in the larger towns of Malaysia.

What are some other cultural do’s and don’ts?
Many of the politeness rituals that are practised in many countries throughout the world are also practised in Malaysia. However, one very important aspect of interpersonal communication among Malaysians is ‘face’—try to avoid making the person you are talking to ‘lose face’ by deliberately humiliating, embarrassing or berating them in public, even if you feel there is cause and opportunity for you to do so. Another important point of departure from interpersonal communication in many countries is touching. Besides shaking and other hand greetings, touching from people who are not close friends or family
members—especially if both parties are from opposite sexes—is generally considered rude. One of the most important cultural aspect that must be adhered to is the removal of shoes in homes and places of worship, unless explicitly told that it is not necessary. This is rivalled only by mocking people’s religious or cultural beliefs, which should be avoided at all costs.

The practice of gift-giving is also governed by certain cultural rituals. For the most part, gift giving is usually reserved for close friends and family, but a token door gift—usually in the form of food items—is acceptable when invited to a person’s home. As is the case with any cash transactions within the country, it is of great significance that gifts be given with the right hand instead of the left. The choice of packaging is also highly symbolic—it is safest to avoid the colours white, black and yellow, as these signify mourning, death and royalty respectively. Additionally, avoid giving gifts that are likely to offend religious sensibilities, such as giving alcohol to Muslims, or beef dishes to Buddhists and Hindus.

If Malaysia is such a melting pot of cultures, there must be many public holidays.

This is true, since Malaysia is famous (or to certain employers, infamous) for having many public holidays. In addition to Independence Day (Hari Merdeka, 31 August) and certain universal public holidays, such as Labour Day and New Year’s Day, two days are generally given for Hari Raya and Chinese New Year, as well as a day each for Hari Raya Haji (Eid ul-Adha), Awal Muharram, Maulidur Rasul, Deepavali and Christmas. Other holidays are determined at the state level, with each state having power to decide which days to take off. For instance, the Hindu festival of Thaipusam is celebrated in Selangor, while the Dayak harvesting festival Hari Gawai is celebrated in East Malaysia. As is the case with any other country’s celebrations, expect productivity to come to a standstill and shopping malls to be filled to capacity in the days leading to major holidays! More information on public holidays in Malaysia can be found at www.publicholidays.com.my.
SUPPORT SYSTEMS

School of Graduate Studies

What is the function of the School of Graduate Studies?
The Graduate Studies Office was formally established in 1993 to coordinate all postgraduate study programmes within the university. Now known as the School of Graduate Studies (Sekolah Pengajian Sizwazah, SGS), the School is responsible for assisting all postgraduate students in all academic and administrative matters, from coordinating subject requirements, processing graduate study progress reports, processing the submissions of theses, coordinating fee payments and financial assistance packages, to providing graduate skills courses under the Putra Sarjana programme. It goes without saying that SGS is the primary resource for you to turn to in case you need any assistance. Visit the SGS website at www.sgs.upm.edu.my for more details.

School of Graduate Studies
Universiti Putra Malaysia, 43400 UPM, Serdang, Selangor Darul Ehsan
Tel: +603-89464225 (General enquiries)
Tel: +603-89464224/4213 (Financial assistance)
Tel: +603-89464218/4223/4228 (Admissions requirements)
Tel: +603-89464229/4213 (Learning support/Putra Sarjana Program)
Tel: +603-89464221/4222 (Thesis enquiries)
Tel: +603-89464219/4220/4211 (Academic Program and Records Unit)
Fax: +603 8946 4232

7
What is the Putra Sarjana programme?

The Putra Sarjana programme is a series of graduate skills courses that will help the postgraduate students of UPM in their research activities and subsequent careers, whether these careers are in academia or in other fields. The Putra Sarjana skills courses encompasses seminars and workshops that target specific research skills, that will enable these postgraduate students to develop their abilities to lead, communicate, think critically and problem solve, as well as cultivate the requisite emotional intelligence and sense of professional ethics required in any workplace context.

There are five major clusters in the Putra Sarjana programme, namely academic development, professional development, ethics and morals, community service and editorial service. The activities covered by each cluster include:

- **Academic development**: Academic writing, publication, proposal writing, effective presentation, abstract preparation for seminar/conference, software application, poster preparation, exhibit preparation
- **Ethics and morals**: Scholarly integrity, avoiding plagiarism
- **Professional development**: Leadership skills, teamwork, communication skills, public speaking, spiritual enhancement, cultural awareness
- **Community service**: Charity, philanthropy, community work
- **Editorial Service**: An English editorial service for thesis writing for students who need assistance in the English language. To obtain this service, students will have to pay a fee.

These clusters are meant to address a number of research attributes that all graduate candidates should possess:

- **Academic literacy**: Relating to a strong general knowledge core, and an understanding of the values and assumptions underlying all knowledge presented in the form of academic writing. These;
- **Research literacy**: Relating to the basic skills required to research a topic, including knowing where and how to acquire research data, as well as how to analyse, interpret and synthesise data;
- **Digital literacy**: Relating to usage of the internet as a means of study context and data acquisition, as well as keeping up-to-date with hardware and software innovations;
- **Global citizenship**: Relating to the larger social impact of research, and the pioneering role that research activities and results play in the community; and
- **Critical and personal self-awareness**: Relating to self-knowledge in terms of considering one’s own assumptions, motives, prejudices and biases when obtaining or disseminating knowledge.
A number of skills courses in the Putra Sarjana programme come under four certificate course packages. Students who complete all of the courses in each of these certificate packages will obtain certificates of achievement.

- Academic Career Preparatory Certificate I
- Academic Career Preparatory Certificate II
- Write Right® Academic Writing Certificate
- Professional Skills Certificate

Additionally, there are also a number of standalone core courses, the completion of each will see students issued with a certificate of attendance. These courses encompass a number of themes:

- Studying at UPM
- Basic Research Skills
- IT and Data Analysis Skills
- Research Skills for the Social Sciences
- Research Skills for the Sciences
- Thesis Preparation Skills
- Personal Development and Community Service

For more details on the skills courses offered under the Putra Sarjana programme every semester, visit www.sgs.upm.edu.my/putrasarjana.

**Student Affairs Division**

**What is the function of the Student Affairs Division?**

The Student Affairs Division (Bahagian Hal Ehwal Pelajar, BHEP) is responsible for managing all affairs related to the implementation of student co-curricular activities, discipline, counselling, cultural placement, financial aid, academic development, student welfare, entrepreneurship, as well as the affairs of off-campus students. BHEP provides services to support student development activities, welfare, and academic support that can meet customer expectations. BHEP currently has seven main divisions, with a further 18 units with distinct functions and responsibilities, including helping students with accommodation issues, as will be described in further detail below.

**Student Affairs Division**
Universiti Putra Malaysia, 43400 UPM, Serdang, Selangor Darul Ehsan

Tel: +603 8946 6075
Fax: +603 8946 6472
Website: www.hep.upm.edu.my
UPM International Sdn Bhd

What is the function of UPM International Sdn Bhd?
UPM International Sdn Bhd (UPMI), a subsidiary of UPM Holdings, provides a number of services for the international students of UPM. Since its incorporation on 9 August 2011, UPMI has helped students to adapt to the University community and campus environment. Besides functioning as a one-stop centre for information on the University’s international activities, UPMI’s functions include managing and administering the University’s strategic agenda for internationalisation, implementing support service activities for international scholars and students, strategising the University’s international marketing and promotions, coordinating and strengthening the university’s international linkages, networking with international students, officials, and universities, and developing strategies for solidifying high-impact international activities. UPMI is also responsible for all matters related to student visas and passes. Since immigration-related issues are often complicated, the Visa and Pass unit should be your first stop for any queries.

UPM International Sdn Bhd
1st Floor Banquet Hall, Universiti Putra Malaysia, 43400 Serdang, Selangor Darul Ehsan
Tel: +603-8947 1160/1164
Fax: +603-8947 1165
Email: recur.upmi@gmail.com
Email: visa.upminternational@gmail.com (Visa and Pass section)
Website: www.upmi.com.my

Does UPMI also provide an airport pick-up service?
Yes it does. The airport pick-up service offered by UPMI is for new international students arriving in Malaysia for the first time. This pick-up service costs RM 40/USD 14 per person, and runs at 8 am, 12 pm, 4 pm and 10 pm on the day of your arrival. Upon landing at either the Kuala Lumpur International Airport (KLIA) or the Low Cost Carrier Terminal (LCCT), you will be greeted by a representative from UPMI. You are reminded to register for the service up to two weeks prior to your arrival by filling up the I-NA request form, which is available on the UPMI website, www.upmi.com.my.

Peer Support Group

What is the function of the Peer Support Group?
The Peer Support Group (PSG) assists postgraduate students in matters related to accommodation, immigration, admissions, English language requirements, and academic related problems. Established by the Dean of SGS, Prof Dr Bujang Kim Huat in January 2012, PSG also acts as a mediator between postgraduate students and the higher
management of the University. Some of the activities carried out by PSG since its inception include providing new students with assistance during registration week, assisting with the collection of information for the SGS’ Guide for New Students, organising the ‘Research Journey Seminar’ in collaboration with the SGS and the Student Learning Centre of the University of Otago, New Zealand.

PSG’s student advice service is a free, impartial and confidential service; we advise hundreds of students on a range of academic issues, from problems with exams through difficulties with supervisors every semester and pretty much anything else you can think of. PSG also acts as a signposting service, directing students to other services in the University and colleges who can help with particular problems. If you find yourself dealing with the Proctors for a complaint or appeal, you are advised to seek the support of PSG, as official procedures can be complicated and may take some time. And even if PSG cannot help you directly, they will help you find someone who can. Updates on PSG can be found on the SGS website, at www.sgs.upm.edu.my.
Career Placement Centre

Does UPM provide consultation on post-degree career options?
The Career Placement Center (Pusat Penempatan Kerjaya, CPC) was established in December 2010 for this very purpose. Specifically, the CPC provides services and employment opportunities for UPM students who are about to graduate, through close and extensive cooperation with local and international employers, students and local communities. The CPC gains exposure for UPM students who are about to graduate through online advertisements on its website, www.cpc.upm.edu.my, and organises career fairs and talks.

Pusat Penempatan Kerjaya
First Floor, Kompleks Mahasiswa, Universiti Putra Malaysia, 43400 UPM, Serdang, Selangor Darul Ehsan
Tel:+603 8947 1319
Fax:+603 8947 1124
Email : cpc@putra.upm.edu.my
Website: www.cpc.upm.edu.my

UPM International Students’ Association

What is the function of the UPM International Student’s Association?
The UPM International Student’s Association (UPMISA) is a social welfare organization that was established to promote fraternal relationship between UPM students from various countries and to act as a mediator between the University and alumni. More information about the activities it carries out can be found on the UPMISA Yahoo Group.

UPM International Students’ Association
Email: UPM_ISA@yahoogroups.com
Subscriptions: UPM_ISA-subscribe@yahoogroups.com
Yahoo Group: www.groups.yahoo.com/group/UPM_ISA
Facebook: www.facebook.com/groups/120822504610512
SERVICES AND FACILITIES

University Facilities

How do I use the facilities in the UPM main library?

The main library of UPM, the Sultan Abdul Samad (Perpustakaan Sultan Abdul Samad, PSAS) is located at the heart of the UPM campus and is accessible via the University bus services. Of late, PSAS has upgraded its facilities to accommodate the rapidly changing research needs of students. Besides its collection of over 500,000 books and reading materials, the library has been upgraded with its own high-speed WiFi network, a designated working room for postgraduate students, self-check-outs, vast research databases, as well as power points for the nearly 2,000 tables that students can plug their laptops into. Note that the PSAS WiFi requires you to register for use beforehand, so bring along your matric card and laptop for serial number registration when you first visit the library. More information can be found on the library website, www.lib.upm.edu.my.
Are there any other places on campus with free WiFi?
Yes. Given that research is becoming more digital-based by the day, every faculty in UPM comes equipped with its own free access WiFi network that students can log into with their mobile devices.

What activities take place in the UPM main hall?
Besides official ceremonies, exhibitions, student elections, and convocations, the 2,800-capacity Sultan Salahuddin Abdul Aziz Shah Culture and Arts Centre (Pusat Kebudayaan dan Kesenian Sultan Salahuddin Abdul Aziz Shah, PKKSSAAS) also regularly hosts cultural and arts events, mostly performed by the students of the University. These events usually take place in the Culture Porch, Budaya Site, Cultura Park, Art Gallery, Training Studio, Sudut Karyawan, Cak Lempang Room and Gamelan Room sections. Upcoming events can be found on the PKKSSAAS website, www.pkkssas.upm.edu.my.

Travel Services

The UPM campus is large. How do I get around the University?
UPM has one of the best transportation systems among Malaysian universities, not only between the different areas within University campus, but also to select locations out of campus, due to its strategic location between Putrajaya and the KL city centre, as well as its direct access to the North-South Highway. For travel between faculties and colleges, and for select destinations in the areas surrounding the campus, UPM provides bus services for just RM 75 per semester. This fee entitles you to unlimited rides on the UPM buses for the entire duration of the semester. The bus service is the ideal option for students wishing to get from one end of the University to the other, as it not only runs with frequent regularity, but also because its bus stops are equipped with fans, lights and notice boards, which contain the bus schedules. The bus service also provides access to a number of residential facilities outside campus, as well as to the Serdang KTM Komuter station—which links Serdang to Kuala Lumpur in the North and Seremban in the South—for no extra charge. The Komuter trains link Besides the University bus service, private taxis and buses also regularly run within the campus, to provide reasonably-priced transport for students.

For enquiries on bus schedules, call:
Tel: +603-89472094/2092

But I am considering buying a car. Am I allowed to drive and park my own car on campus?
Yes, individual private vehicles—both cars and motorcycles—are allowed on campus, with proper authorisation. Only final year undergraduate and all postgraduate students are allowed to use their vehicles on campus, provided they have a valid Malaysian driving
licence or its international equivalent, and have obtained a vehicle pass from the University’s Security Department (Bahagian Keselamatan Universiti, BKU) headquarters. When registering for the vehicle pass, don’t forget to bring along a photocopy of your vehicle grant, passport and matric card (student ID). For a full list of requirements, see the BKU website at www.bku.upm.edu.my. More on BKU’s range of duties is listed below.

**Accommodation**

**How do I look for a place to stay?**

There are 14 residential colleges on campus for undergraduates and postgraduates. These residential colleges are the cheapest and most convenient option available to you, as they are served directly by the University bus system, and have numerous food stalls and centres in close proximity. Additionally, affordable off-campus residences can be found nearby the University. These range in distance from one to ten kilometres from UPM, and are located in the university town of Sri Serdang, Seri Kembangan, or Balakong. Condominiums which are served by the UPM bus route include Sky Villa, South City and Juta Mines. The best place to start looking for a place to stay, on- or off-campus, is to contact the Student Affairs Division (see above for contact details).

**Medical Services**

**Does UPM provide medical services for its students?**

Yes it does. This is provided by the University Health Centre (Pusat Kesihatan Universiti, PKU), which caters to the medical needs of the University’s students. Besides being equipped to perform full medical examinations and basic health and dental check-ups, the centre also offers physiotherapy, ambulance dispensary and laboratory services. The University Health Centre is located within the residential college area for students’ convenience. For a full list of services provided by the PKU, see its website at www.pku.upm.edu.my.

**Pusat Kesihatan Universiti**

Universiti Putra Malaysia, 43400 UPM, Serdang, Selangor Darul Ehsan

Tel: +603-89467346 (General enquiries)
Tel: +603-89468867 (Services)
Tel: +603-8946732/7334 (Emergency services)
Website: www.pku.upm.edu.my
Do I have to pay for these medical services?
The medical fees are included by default into your semester fees, and cover outpatient clinic services provided by PKU. Also keep in mind that your semester fees also includes a health insurance scheme. All new and current international students are required by the Ministry of Higher Education Malaysia (MOHE) and the Immigration Department Malaysia (IMI) to take up this comprehensive health insurance scheme, which covers personal accident an death, hospitalisation at private hospitals, and repatriation. Students also have the option to include accompanying family members/dependants in this scheme.

Does the PKU offer specialist treatment?
As it is a medical centre and not a hospital per se, the PKU does not provide specialist treatment. However, students can obtain specialist treatment at public and university hospitals with referrals from PKU. Note that additional charges may be incurred for specialist treatments at these hospitals.

Where are these hospitals located?
There are a number of public and private hospitals and clinics located in Serdang and in surrounding towns and cities. Some of these include:

**Hospital Serdang**
Jalan Puchong, 43000 Serdang, Selangor
Tel: +603 8947 5555
Website: hserdang.moh.gov.my

**Health Clinic Putrajaya**
No.1 Jalan P9E, 62250 Putrajaya
Tel: +603 8888 3057/0080 [Emergency]
Fax: +603 8888 3054
Website: www.i-putra.com.my

**Hospital Putrajaya**
Presint 7, 62502 Putrajaya
Tel: +603 8888 0080
Fax: +603 8888 0137
Website: www.i-putra.com/hpj

**Hospital Kuala Lumpur**
Jalan Pahang, 50586 Kuala Lumpur
Tel: +603 2615 5555/2692 1044/2698 1044
Website: www.hkl.gov.my

**Hospital Universiti Kebangsaan Malaysia (HUKM)**
Jalan Yaacob Latif, Bandar Tun Razak, Cheras, 56000 Kuala Lumpur
Tel: +603 9173 3333
Fax: +603 9173 8612
Website: www.hukm.ukm.my

**Hospital Selayang**
Lebu Raya Selayang-Kepang, 68100 Batu Caves
Selangor Darul Ehsan
Tel: +603 6120 3233
Website: www.selayanghospital.gov.my
Damansara Specialist Hospital
119 Jalan SS20/10, Damansara Utama, 47400 Petaling Jaya, Selangor Darul Ehsan
Tel: +603 7722 2692
Fax: +603 7722 2617
Website: www.dsh.kpjhealth.com.my

Kelana Jaya Medical Centre
Business Avenue Jalan Perbandaran SS7, Kelana Jaya, 47301 Petaling Jaya, Selangor Darul Ehsan
Tel: +603 7805 2111
Fax: +603 7806 3505
Website: www.kjmc.com.my

Subang Jaya Medical Centre
1 Jalan SS12/1A, 47500 Subang Jaya, Selangor Darul Ehsan
Tel: +603 5634 1212
Fax: 03-5633 5910
Website: www.simenet.com.sjmc

Putra Medical Centre
47 Jalan BRP1/3, Bukit Rahman Putra, 47000 Sungai Buloh, Selangor Darul Ehsan
Tel: +603 6156 4735
Fax: +603 6157 8109
Website: www.putramedicalcentre.com.my

Ampang Puteri Specialist Hospital
1 Jalan Mamanda 9, Taman Dato Ahmad Razali, Ampang, 68000 Kuala Lumpur
Tel: +603 4270 2500
Fax: +603 4270 2443
Website: www.ampangputeri.com.my

Assunta Hospital
Lot 68 Jalan Templer, 46990 Petaling Jaya, Selangor Darul Ehsan
Tel: +603 7782 3433
Fax: +603 7784 1749
Website: www.assunta.com.my

Az-Zahrah Islamic Medical Centre
34 Medan Pusat Bandar 1, Sec 9, 43650 Bandar Baru Bangi, Selangor Darul Ehsan
Tel: +603 8925 2525
Fax: +6038925 9525
Website: www.geocities.com/azzahrah97

Damai Service Hospital
Lot 9132, 9133 & 9134, Jalan Bandar 4, Taman Melawati, 53100 Kuala Lumpur
Tel: +603 4108 9900
Fax: +603 4108 9388
Website: www.dsh.com.my

Sunway Medical Centre
5 Jalan Lagoon Selatan, Bandar Sunway, 46150 Petaling Jaya, Selangor Darul Ehsan
Tel: +603 7491 9191
Fax: +603 7491 8181
Website: www.sunway.com.my

Tun Hussein Onn National Eye Hospital
514, Jalan Sultan, 46760 Petaling Jaya, Selangor Darul Ehsan
Tel: +603 7956 1511/1741
Fax: +603 7957 6128
Website: www.get.to/thoneh
Klinik Ho
1514B, Main Street, 43300 Seri Kembangan, Selangor Darul Ehsan
Tel: +603 8948 6360

Poliklinik Penawai
3347, Jalan 18/32, Taman Sri Serdang, 43300 Seri Kembangan, Selangor Darul Ehsan
Tel: +603 8948 1991

Klinik R Daya
No. 9, Jalan Desa Serdang, Taman Desa Serdang Lama, 43300 Seri Kembangan, Selangor Darul Ehsan
Tel: +603 8945 6976

Poliklinik Nur Fatimah
No. 21, Jalan Putra Permai 1A, Taman Putra Permai, 43300 Seri Kembangan, Selangor Darul Ehsan
Tel: +603 8945 4945

Klinik Husni, Tengku Mohd & Rakan-Rakan
3258, Jalan 18/37, Taman Sri Serdang, 43300 Seri Kembangan, Selangor Darul Ehsan
Tel: +603 8948 2045

Poliklinik Zul & Rakan-Rakan
229, Jalan 18/23, Taman Sri Serdang, 43300 Seri Kembangan, Selangor Darul Ehsan
Tel: +603 8948 6570

Pusat Rawatan Mesra
No. 26 Jalan 7/2, Taman Sri Serdang, 43300 Seri Kembangan, Selangor Darul Ehsan
Tel: +603 8949 9485

Financial Services

What about financial services? Are there any banks located on campus?

All monetary transactions between students and the University are done through CIMB Bank. As such, there is a CIMB Bank branch on campus, located just next to the Bursar’s office at the main Administration building. If you need to use a bank that is located nearer to the residential colleges, you can head to Bank Simpanan Nasional (BSN), which is located in Mohamad Rashid College. The addresses and contact details of these two banks are listed below, along with those of banks located just outside the University campus. Note that all banks are open during office hours on weekdays, and all ATMs operable between 6 am to 12 am daily.
CIMB Bank
Ground Floor, Block B, Bangunan Pusat Pelajar, Universiti Putra Malaysia, 43400 UPM, Serdang, Selangor Darul Ehsan
Tel: +603 8948 6018
Fax: +603 8948 2925
Website: www.cimbclicks.com.my

Bank Simpanan Nasional
Mohamad Rashid College, Universiti Putra Malaysia, 43400 UPM, Serdang, Selangor Darul Ehsan
Tel: +603 8948 8544
Website: www.bsn.com.my

Bank Simpanan Nasional
No. 226, Jalan 18/23, Taman Seri Serdang, 43300 Seri Kembangan, Selangor Darul Ehsan
Tel: +603 8948 2585
Website: www.bsn.com.my

Maybank Berhad
Lot 231-3, Jalan 18/23, Taman Seri Serdang, 43300 Seri Kembangan, Selangor Darul Ehsan
Tel: +603 8943 9867
Fax: +603 8948 0777
Website: www.maybank2u.com.my

I brought some foreign currency with me. Are there money changers on campus as well?
At present, there are no money changers on campus, but quite a number are in operation in the areas of Serdang and Seri Kembangan in case you need to exchange foreign currency to ringgit. The addresses for these money changers are listed below:

Bintang Duit Sdn Bhd
Lot L1-07A, Level 1, The Mines Shopping Fair, Jalan Dulang, The Mines Resort City, 43300 Seri Kembangan, Selangor Darul Ehsan

Cakera Ringgit Sdn Bhd
KNS Global Resources Sdn Bhd  
No. 32, Tingkat Bawah, Jalan Putra Permai 1B, Taman Equine, 43300 Seri Kembangan, Selangor Darul Ehsan

Luxury Star Sdn Bhd  
Lot G55D, Ground Floor, AEON, Taman Equine Shopping Centre, Taman Equine, 43300 Seri Kembangan, Selangor Darul Ehsan

Suria Muhabat Sdn Bhd  
Lot No G.43, Ground Floor, South City Plaza, 43300 Seri Kembangan, Selangor Darul Ehsan

Remember to always keep your wits about you when carrying large amounts of currency, so as to avoid any unfortunate circumstances. Also, remember to always check for the latest exchange rates before carrying out any transactions. The latest rates can be found on the Bank Negara website, www.bnm.gov.my/index.php?tpl=exchangerates.

Postal Services

How about postal services?
There is a Pos Malaysia office on campus, which is located within Mohamad Rashid College. Keep in mind that counter services run during office hours on weekdays only, and that the counter dedicated to the sending of parcels via the post office’s courier service, PosLaju, closes a little earlier. For a full list of services offered by Pos Malaysia, see their website at www.pos.com.my.

Pos Malaysia Bhd  
Kolej Mohamad Rashid, Universiti Putra Malaysia, 43400 Serdang, Selangor Darul Ehsan  
Tel: +6038948 6517  
Website: www.pos.com.my

Security

I am new in the country, so who do I turn to in case anything unfortunate occurs?

Your first stop for any security concerns and issues should always be the Security Department of UPM (Bahagian Keselamatan Universiti, BKU). BKU, which is in charge of on-campus security, is the only service entity that has managed to achieve MS ISO 9001: 2000 certification. And as noted above, BKU also handles the registration of vehicles that are allowed to travel on campus, so as to ensure that no undesirable elements from the outside are able to threaten the well-being of students on campus.
Bahagian Keselamatan Universiti
Universiti Putra Malaysia, 43400 UPM, Serdang, Selangor Darul Ehsan
Tel: +603 8946 6114 (General enquiries)
Tel: +603 8947 1999 / +603-89467990 (Control centre)
Tel: +603 8946 6113 (Traffic affairs and car stickers)
Tel: +603 8947 1497 (Investigation unit)
Tel: +603 8946 7992 (Complaints about colleges)
Website: www.bku.upm.edu.my

How do I avoid these incidents from happening in the first place?
Despite UPM being a safe campus, with few incidences of criminal activity, The BKU recommends that all students err on the side of caution and be proactive in protecting their own personal security. It cannot be stressed enough that criminals are desperate individuals who will take every opportunity to attack potential victims. Although the UPM Security personnel conduct regular patrols around the campus, they cannot however be at all locations within the campus all of the time. You should always be aware of your surroundings to prevent yourself from becoming a victim of a crime. A few commonsensical and easy-to-follow steps can go a long way in ensuring that the circumstances necessary for a crime to occur are reduced considerably. These steps include:

General personal security measures
- Obey all rules and regulations issued by the University
- Do not walk alone at night
- Always walk in a pair or a group
- Do not accept rides in strangers’ vehicles
- If you are studying outside the building, make sure there are people around you
- If you find that your destination is deserted, leave immediately
- Always keep an eye on your valuable personal items, and do not leave them unattended
- Be extra vigilant when going to the toilet, waiting for buses at night, or any such circumstances that leave you in a state of relative vulnerability

On-campus personal safety measures
- The setup of all residential colleges on the UPM campus ensures that male and female students live in separate blocks. What this means is that all areas in female colleges are out of bounds to male students and outsiders, and vice versa. If you see any individuals on college grounds who look suspicious, make your way to a safe place immediately, and contact the college management and BKU at the first available opportunity.
- Always keep your room door locked, even if you are just leaving the room for a short while.
- Ensure that your vulnerable belongings are locked away safely in your room.
• Do not make it obvious that your room is empty when you leave it, as this makes it easier for thieves to steal.
• Always have your keys ready as you approach the front door to your home or room. Never fumble through your bag to look for your keys at the front door because this provides the opportunity for strangers to attack you. Additionally, your keys can be used for self-defence, if need be.
• If your keys are stolen or lost, report it to management immediately. Change all locks if possible.
• Make an effort to get to know your neighbours or the other residents living on the same floor of your dorm. Making friends with your neighbours will enable you to get their help in case you face any difficulties; likewise, you will be able to help them should they face any difficulties.

Off-campus personal safety measures
• Never walk alone around the campus late at night. If you have to do so, make sure that you walk in a pair or in a group.
• Always use well-lit routes, and avoid dark and deserted ones. Burglars often prowl in dark and deserted areas because it makes it easier for them to attack their victims.
• If possible, learn some form of martial arts to equip yourself with knowledge of self-protection. Additionally, consider investing in a personal safety device such as a whistle or a pepper spray.
• Never entertain strangers unnecessarily. Strangers can take the opportunity of your friendliness to exploit you. It is best that you keep your distance from people that you do not know.
• When you are in public areas such as shopping complexes and bus-stops, be cautious and aware of your surroundings. Snatch thieves and pickpockets usually move in groups in crowded public places. Snatch thieves also prowl deserted public areas that are not well-lit.
• Avoid carrying a lot of cash and valuable items with you. Also, try not to wear too much jewellery. Snatch thieves and robbers often target victims who carry too much cash and valuable items, as well as wearing too much jewellery.
• Always secure your mobile phone in a safe place when walking in public areas. Keep the mobile phone in a pocket that can be zipped or buttoned. Ladies can keep their mobile phones in the inside compartment of their handbags.
• When walking along the road, walk the opposite direction of the traffic flow. Make sure that you carry your handbag away from the traffic. This will decrease your chances of becoming a snatch theft victim.
• When using the Automated Teller Machine (ATM) at banks, try to keep your transactions discreet. Avoid counting your cash at the ATM. This can provide the opportunity for strangers to rob you of your money. Never use the ATM late at night, as you risk becoming an easy target for any robbery attempts.
Places of Worship

Are there any mosques on campus?
The main University mosque is located near the Faculty of Modern Languages and Communication, and is visible from the main entrance of UPM. It is also one of the more identifiable features of the University. All affairs related to the upkeep of the mosque are handled by the University Islamic Centre, in addition to organising religious, spiritual and educational activities, such as Quranic Studies class as Maghrib Lectures, Fardhu Ain classes, seminars, worship, and the distribution of newsletters. Anyone, whether UPM staff, students, or members of the public, are encouraged to make full use of the facilities to enhance religious activities collectively; even non-Muslims who wish to know Islam better can do so through the Islamic Centre. See the Islamic Centre website at www.pic.upm.edu.my for more details.

What about places of worship for students of different faiths?
The University and its surrounding areas contain quite a number of places of worship. For instance, there is a Catholic church located on campus grounds, and several Protestant and Evangelical churches located in nearby towns, such as the Putra Christian Centre in Sri Serdang, or the Putra Aman Assembly near South City Plaza. For Hindus, the Sri Sivashubramaniyar temple is located on campus near the Sekolah Kebangsaan Serdang primary school, and the Sri Maha Kalamman temple is located just outside the University perimeters in Sri Serdang. Additionally, there is also a Buddhist temple located on Jalan Muhibbah in Serdang. To learn more, you are encouraged to seek out the various religious organisations run by the students of UPM.
RECREATIONAL ACTIVITIES

I can’t stay indoors and study all of the time. Are there any sport activities in UPM that I can take part in?

There are almost too many to mention! Most of the sporting facilities are located in the UPM Sports Complex, which are usually free for use for all students of UPM, provided there are no official activities or events taking place at the time. The UPM Sports Complex boasts an Olympic running track, a football stadium, badminton courts, squash courts, sepak takraw courts, tennis courts, hockey fields, swimming pools, an archery range, and a gym. More information on the range of facilities available, conditions for use, and a location map can be found on the UPM Sports Complex website, www.i-sukan.upm.edu.my.

Besides the Sports Complex, however, sports activities are also take place in other parts of the university. Most of these activities are centred in the residential college areas, where students regularly partake in football, rugby, basketball, futsal, volleyball and badminton, or use the jogging tracks and gyms to keep fit. Additionally, the Faculty of Educational Studies boasts a swimming pool and wall-climbing activities.

Of course, the sporting activities UPM is arguably most famous for are golf and horse-riding. All UPM students are eligible to become members of the UPM’s sprawling 9-hole golf course, or can hire the course for one-off daily usage, at prices that are just a fraction of golf clubs elsewhere in the country. Horse-riding lessons, meanwhile, are conducted by the Equine Unit. There are 11 horses fit for riding at the Unit, with another 20 ponies roaming freely and feeding themselves near the paddock pastures nearby. See the Golf and Equine Unit pages on the main UPM website, www.upm.edu.my, for more information.

As for sporting facilities outside of campus, futsal courts and commercial gyms are very common in the nearby town of Bangi, as well as in the town of Subang Jaya and the city of Petaling Jaya—albeit slightly farther away.
What about other recreational activities?

It would be remiss of you not to visit the UPM Agricultural Park, so as to have a better feel for the historical significance of agriculture to the University. Also, you can also choose to take a stroll through the many farms and pastures of UPM and MARDI, or even visit one of the many exhibitions (not all agriculture-related) at the Malaysia Agro Exposition Park Serdang (MAEPS). One additional feature that has become synonymous with UPM is what is popularly known as ‘One Tree Hill’ on Bukit Expo, which is a favourite of many photographers (even wedding photographers!).

If you’re looking to take your kids to a theme park for a fun weekend, the closest would be The Mines Wonderland in the Mines Resort City. You can also visit the Sunway Lagoon theme park in Sunway, as well as the Desa WaterPark and Cosmo’s World theme parks in Kuala Lumpur. Or if you’re in the mood for some nature in the midst of the urban sprawl, you can visit the many parks and gardens in nearby Putrajaya, or even the bird, butterfly and deer parks next to the Titiwangsa Lake Gardens in Kuala Lumpur.

If Malaysians enjoy shopping so much, there must be a lot of shopping malls nearby.

There are so many, that there is a Wiki page on the list of shopping malls in Malaysia [http://en.wikipedia.org/wiki/List_of_shopping_malls_in_Malaysia]! Kuala Lumpur itself is inundated with many shopping malls, from more exclusive, high-end stores such as Pavilion, to all-inclusive malls such as MidValley, to novelty and bargain shopping malls, such as Sungei Wang Plaza. The second largest convergence of malls is in the neighbouring city of Petaling Jaya, whose malls include 1Utama, Paradigm, and The Curve.

There are a number of malls that should fulfil all your basic shopping needs closer to the University, namely The Mines, South City and AEON in Seri Kembangan, as well as Alamanda Shopping Centre in Putrajaya. As for your daily grocery shopping, there are also a number of retail supermarkets nearby, such as BIG Super Market in Sri Serdang, the Giant supermarkets in Seri Kembangan, Equine Park and The Mines, as well as Carrefour and Cold Storage in Alamanda. Or if you’re looking for something smaller to do your daily shopping, there are mini marts and sundry shops in almost every commercial area in Serdang, as well as the pasar malam (night market) in Sri Serdang on Monday and Friday evenings, and the MARDI morning market every Saturday morning.

For personal care items and medications that are not available in supermarkets, you can also visit the SAS pharmacy in Sri Serdang, or the Guardian and Watsons pharmacies in the The Mines, South City Plaza and Alamanda.
There should also be no shortage of food outlets nearby, since Malaysians are famed for their love of food. Is this true?

Again, it would be impossible to list *all* of the food outlets in the University and its surrounding areas, but some of the more prominent ones are listed here:

### On-Campus

<table>
<thead>
<tr>
<th>Restaurant</th>
<th>Food Type</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>10, 11th College Cafeteria</td>
<td>Malaysian</td>
<td>10, 11th College</td>
</tr>
<tr>
<td>12th College Cafeteria</td>
<td>Malaysian-Chinese, Pakistani</td>
<td>12th College</td>
</tr>
<tr>
<td>Putra Food Court</td>
<td>Malaysian</td>
<td>In front of UPM health centre</td>
</tr>
<tr>
<td>Tropicana</td>
<td>Malaysian</td>
<td>Near small gate</td>
</tr>
<tr>
<td>Kompleks Mahasiswa Cafeteria</td>
<td>Malaysian, Iranian, Thai</td>
<td>Kompleks Mahasiswa</td>
</tr>
<tr>
<td>Park View Café</td>
<td>Malaysian, Iranian</td>
<td>Main Administration Building</td>
</tr>
<tr>
<td>La´apprenti</td>
<td>Western</td>
<td>Faculty of Food Science and Technology</td>
</tr>
<tr>
<td>Chancellor College Cafeteria</td>
<td>Malaysian</td>
<td>Chancellor College</td>
</tr>
<tr>
<td>Mohamad Rashid College Cafeteria</td>
<td>Malaysian</td>
<td>Mohamad Rashid College</td>
</tr>
<tr>
<td>Sultan Alaeddin Suleiman Shah College Cafeteria</td>
<td>Malaysian</td>
<td>Sultan Alaeddin Suleiman Shah College</td>
</tr>
<tr>
<td>Tun Dr Ismail College Cafeteria</td>
<td>Malaysian</td>
<td>Tun Dr Ismail College</td>
</tr>
</tbody>
</table>

### Off-Campus

<table>
<thead>
<tr>
<th>Restaurant</th>
<th>Food Type</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kentucky Fried Chicken (KFC)</td>
<td>Fast Food</td>
<td>Taman Seri Serdang, The Mines Shopping Complex and Seri Kembangan</td>
</tr>
<tr>
<td>McDonald’s</td>
<td>Fast Food</td>
<td>Taman Sri Serdang and The Mines Shopping Complex</td>
</tr>
<tr>
<td>Marry Brown</td>
<td>Fast Food</td>
<td>South City Plaza</td>
</tr>
<tr>
<td>Maulana Food Court</td>
<td>Malaysian and Indian</td>
<td>Taman Sri Serdang</td>
</tr>
<tr>
<td>The Legends Restaurant</td>
<td>Indian</td>
<td>Taman Sri Serdang</td>
</tr>
<tr>
<td>Chinese Food Court</td>
<td>Chinese food</td>
<td>Taman Sri Serdang</td>
</tr>
<tr>
<td>Jamek Food Court</td>
<td>Malaysian and Indian</td>
<td>Old flat, Sri Serdang</td>
</tr>
<tr>
<td>Restaurant Type</td>
<td>Cuisine</td>
<td>Location</td>
</tr>
<tr>
<td>-----------------------------------------------------</td>
<td>----------------------------------</td>
<td>-------------------------------</td>
</tr>
<tr>
<td>Tandoori Chicken</td>
<td>Pakistani</td>
<td>Old flat, Sri Serdang</td>
</tr>
<tr>
<td>D'Tasik restaurant</td>
<td>Malaysian food &amp; sea food</td>
<td>UNITEN university</td>
</tr>
<tr>
<td>Arabic restaurant</td>
<td>Arabic food</td>
<td>KLIUC/UNITEN university</td>
</tr>
<tr>
<td>Nigerian restaurant</td>
<td>Nigerian food</td>
<td>KLIUC/UNITEN university</td>
</tr>
<tr>
<td>Iraqi and Yemeni restaurants</td>
<td>Arabic food</td>
<td>South City Condominium</td>
</tr>
<tr>
<td>Yemeni restaurants</td>
<td>Arabic food</td>
<td>Beside East Lake Condominium</td>
</tr>
<tr>
<td>Indian vegetarian and non-vegetarian restaurant</td>
<td>Indian food</td>
<td>In front of Serdang KTM Komuter station</td>
</tr>
<tr>
<td>Iranian restaurants</td>
<td>Iranian food</td>
<td>South City Condominium and South City Plaza</td>
</tr>
<tr>
<td>Iranian restaurants</td>
<td>Iranian food</td>
<td>Juta Mines</td>
</tr>
<tr>
<td>Chinese vegetarian restaurant</td>
<td>Chinese vegetarian food</td>
<td>Beside South City Plaza</td>
</tr>
<tr>
<td>Seafood court</td>
<td>Malaysian Seafood</td>
<td>Beside South City Condominium</td>
</tr>
</tbody>
</table>