LAPORAN PENCAPAIAN PIAGAM PELANGGAN
BAGI BULAN NOVEMBER TAHUN 2018 STRIDE

CLIENT SERVICE CHARTER	ACHIEVEMENT NOVEMBER	NON-COMPLIANCE (IF APPLICABLE)
1. MANAGING NATIONAL DEFENCE EFFICIENTLY AND EFFECTIVELY SO THAT STRATEGIC INTERESTS, SOVEREIGNTY AND INTEGRITY OF THE COUNTRY IS ALWAYS GUARANTEED		
1.3 DEFENCE RESEARCH AND TECHNICAL SERVICES (STRIDE)	**%**	
1.3.1 To conduct research, investigation and studies related to defence technology within a period three (3) months for the date of application	100% (Quantity: 5/5 applications)	
1.3.2 To complete tests and issue report within a period not exceeding (i) one (1) month from the date of application for non - tender item (ii) three (3) months from the date of application for tender item	100% (Quantity: 49/49 applications) *[Sample:143, Test:489]* No Applications	
1.3.3 Endorsement of Defence Procurement Specification (i) To screen and endorse Defence Procurement Specification within a period not exceeding two (2) months from the date of application of complete specification (ii) To issue Specification Endorsement Certificate within a period not exceeding three (3) days	100% (Quantity: 7/7 applications) 100% (Quantity: 7/7 applications)	