LAPORAN PENCAPAIAN PIAGAM PELANGGAN
BAGI BULAN OKTOBER TAHUN 2018 STRIDE

CLIENT SERVICE CHARTER	ACHIEVEMENT OCTOBER	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: 8/8 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: 44/44 applications) *[Sample:97, Test:571]* 100% (Quantity: 2/2 applications) *[Sample:12, Test:668]*	
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	18% (Quantity: 2/11 applications) 100% (Quantity: 11/11 applications)	Delay in returning the improved specification by the user.