

**LAPORAN PENCAPAIAN PIAGAM PELANGGAN  
BAGI BULAN JULAI TAHUN 2019 STRIDE**

CLIENT SERVICE CHARTER	ACHIEVEMENT	NON-COMPLIANCE (IF APPLICABLE)
	JULY	
<b>1. MANAGING NATIONAL DEFENCE EFFICIENTLY AND EFFECTIVELY SO THAT STRATEGIC INTERESTS, SOVEREIGNTY AND INTEGRITY OF THE COUNTRY IS ALWAYS GUARANTEED</b>		
<b>1.3 DEFENCE RESEARCH AND TECHNICAL SERVICES (STRIDE)</b>	%	
<b>1.3.1 To conduct research, investigation and studies related to defence technology within a period three (3) months from the date of complete application received</b>	100% (Quantity: 4/4 applications)	
<b>1.3.2 To complete tests and issue report within a period not exceeding</b>	100% (Quantity: 60/60 applications)	
<b>(i) one (1) month from the date of complete application received for non - tender item</b>	<i>[Sample 129, Test:426]</i>	
<b>(ii) three (3) months from the date of complete application received for tender item</b>	100% (Quantity: 2/2 applications) <i>[Sample: 255, Test:647]</i>	
<b>1.3.3 Endorsement of Defence Procurement Specification</b>		
<b>(i) To screen and endorse Defence Procurement Specification within a period not exceeding two (2) months from the date of application of complete specification</b>	100% (Quantity: 136/136 applications)	
<b>(ii) To issue Specification Endorsement Certificate within a period not exceeding three (3) days</b>	100% (Quantity: 136/136 applications)	