

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

CLIENT SERVICE CHARTER	ACHIEVEMENT	NON-COMPLIANCE (IF APPLICABLE)
	DISEMBER	
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 from the date of complete application received	100% (Quantity: 4/4 applications)	-
1.3.2 To complete tests and issue report within a period not exceeding	100 % (Quantity: 43/43 applications)	-
(i) one (1) month from the date of complete application received for non - tender item	<i>[Sample: 172, Test:418]</i>	
(ii) three (3) months from the date of complete application received for tender item	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	100% (Quantity: 35/35 applications)	-
(ii) To issue Specification Endorsement Certificate within a period not exceeding three (3) days	100% (Quantity: 35/35 applications)	