

PIAGAM

PELANGGAN

POLICY AND STRATEGIC PLANNING DIVISION

- a) Prepare talking points and overviews to be forwarded to relevant Ministries / Agencies / International / Local Organizations within seven (7) days from the date of receipt of the complete application.
- b) Forward the draft of diplomatic objection notes to the Ministry of Foreign Affairs (MOFA) within two (2) working days from the date of receipt of the complete report.
- c) views to the Ministry of Foreign Affairs regarding the application for diplomatic approval of the entry of foreign military aircraft or ships into the country's airspace and waters within two (2) working days from the date of receipt of a complete application.
- d) Prepare and forward answers to Parliament's oral questions and responses to the Minister's or Deputy Minister's Office within two (2) days before the date of the answer session in Parliament.

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DEFENCE INDUSTRY DIVISION

- a) Prepare the Letter of Program Approval and Release of Obligation for the Industrial Collaborations Program (ICP) within three (3) months after being approved by the ICP Committee (IC) of the Ministry of Defence.
- b) Coordinate activities/programmes for the organization of international defence exhibitions within one (1) year.
- c) Conduct monitoring of the MAF Penswastan Perkhidmatan Katering (PPK) project once a year for each privatization zone.
- d) Conduct an audit of the capabilities of defence industry companies continuously four (4) months from the date the complete application is received for companies applying for the Malaysian Industry Council for Defence Enforcement and Security (MIDES) capability certification.
- e) Present the Annual Report and audited Financial Statement of the Corporation under the Ministry of Defence at the Cabinet Meeting within three (3) months from the date the complete report is received and then present it at the Dewan Rakyat and Dewan Negara.

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SCIENCE AND TECHNOLOGY RESEARCH INSTITUTE FOR DEFENCE

- a) Process applications for research, investigation, and studies related to defence technology within 3 months from the date of receiving a complete application.
- b) Complete testing and issue a report within the following timeframes:
 - i. 1 month from the date of receiving a complete application for non-tender procurement items.
 - ii. 45 days from the date the sample is received at the testing laboratory for procurement tender items.
- c) Verify Defence Procurement Specifications within a period not exceeding 14 working days from the date of application for complete specifications.

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DEFENCE INTERNAL AUDIT DIVISION

- a) Implement the Accountability Index Monitoring System (AIMS) answer verification starting from the date of the visit to the Responsibility Centre (PTJ) of the Ministry of Defence and complete it within 5 working days.
- b) Submit the Audit Observation (PA) of Auditee Compliance within 30 working days after completing the audit.
- c) Submit the Annual Audit Plan to the Strategic and Corporate Financial Control Division (BKSK) on or before the 31st of January.
- d) Submit the Annual Report to the Strategic and Corporate Financial Control Division (BKSK) on or before the 31st of March.

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STRATEGIC COMMUNICATIONS UNIT

- a) Acknowledge the receipt of the complaint to the complainant within 24 hours (working days) after receiving the complaint.
- b) Provide feedback on the status of a complaint that has been acted upon, whether it has been completed or requires further investigation, within 15 working days from the date of receipt of the complaint.

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ACCOUNTS DIVISION

- a) Complete the payment process within 3 working days from the date of the Payment Instruction certificate completed by the Responsibility Centre (PTJ).
- b) Process emolument payments according to the schedule set by the regulations.
- c) Issue utility bills to users before the 22nd of each month.
- d) Issue an official inspectorate report within 14 days from the date of the exit meeting.
- e) Respond to all client inquiries related to accounting, financial, and system procedures within 3 working days from the date the inquiry is received.

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FINANCIAL DIVISION

- a) All programs receive a Warrant of General Appropriation (WPA) within 10 working days from the date of receipt of the warrant from the Treasury through the Comptroller.
- b) Process and decide on financial approval applications within 7 working days from the date the complete application is received.

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HUMAN RESOURCE MANAGEMENT DIVISION

- a) Review and consider proposals for improvements, allowances, facilities, and conditions of service, as well as retirement benefits of the Malaysian Armed Forces (MAF), for submission to the Central Agency within the period of:
 - i. 20 working days from the date the complete proposal is received for complex proposals.
 - ii. 7 working days from the date the complete proposal is received for non-complex proposals.
- b) Ensure that notifications of course offered to participants (via letter/email) are issued within a period of at least seven (7) working days before the course date, subject to financial approval and the availability of the delivery medium.
- c) Provide responses to intervention requests within seven (7) working days from the date the request is received.

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INFORMATION MANAGEMENT DIVISION

- a) Ensure network services and application systems reach a level of access availability of no less than 99%.
- b. Take action on all (100%) ICT security incidents within 4 hours.

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DEVELOPMENT DIVISION

- a) The open tender process, the procurement of work and services is completed within 120 days from the date the tender is closed until the issuance of the Letter of Acceptance (LOA).
- b) The quotation process, procurement of work and services is completed within 60 days from the date the quotation is closed until the issuance of the Letter of Acceptance (LOA).
- c) Ensure that service procurement contract documents are finalized within (4) months after the Letter of Acceptance (LOA) is issued.
- d) Issuing the LOA for tenders/quotations for work and services within 14 days from the date of approval/decision.
- e) All work and service contracts will be renewed within 14 days before the current contract expires subject to a complete application being received from six (6) months before the contract expires.
- f) Bill payment is settled within seven (7) days from receipt of all complete documents.

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PROCUREMENT DIVISION

- a) Complete the procurement of supplies and services through the open tender method within 180 days from the closing date of the tender advertisement until the issuance of the Letter of Acceptance (LOA).
- b. Ensure that contract documents for the procurement of supplies and services are signed within four (4) months after the LOA is issued.

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DEFENCE RESERVE DEPOT

- a) Ensure the storage, production, and maintenance of 100% of the Defence Reserve Stock (SSP) in the holding as follows:
 - i. 100% sufficient quantity.
 - ii. Zero Damage/Defects.
- b) Humanitarian Aid Stocks (SBK) is released within 8 hours.
- c) The release of National Disaster Command Centre (NDCC) stock is released within 8 hours.
- d) Optimize the use of storage space in the warehouse/store so that it is at the level of 60% of the total storage space in the DSP.
- e) Settle claims against invoices and bills within 14 days of receiving complete documents.

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INTEGRITY UNIT

- a) Receive the complaint and send a notification to the complainant (if any) of the receipt of the complaint within 3 working days.
- b. Take action on complaints for the actions of the Mesyuarat Jawatankuasa Menilai Maklumat) (JMM) until data has been updated and file the complaint within 21 working days.

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MALAYSIA ARMED FORCES CATALOGING AUTHORITY

- a) Provide feedback on codification applications within 6 working days after a complete application is received.
- b) Respond to manufacturer and supplier code requests within 7 working days after the completed application form is received from the manufacturer/supplier.

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LEGAL DEPARTMENT

- a) Provide quality legal advice and opinion within thirty (30) working days from the date of receiving complete documents and information. More complex legal issues will be resolved within sixty (60) working days.

- b) Review and draft contractual drafts within fourteen (14) working days from the date of receiving complete documents and information. More complex defence asset procurement contracts will be reviewed and drafted within thirty (30) working days once issues related to policies, technical, and financial matters are resolved.

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JUSTICE ADVOCATE DEPARTMENT

- a) Advise the Armed Forces Council, Malaysian Armed Forces Officer Selection Boards (ATM), and any MAF officer on any matter promptly or within two (2) weeks from the date the matter is referred to us, as required.
- b) Advise the certifying officer and review authority on the validity of the court martials findings and sentence promptly or within two (2) weeks from the date the matter is referred to us, as necessary.
- c) Appoint a judge advocate for each military court case where the services of a judge advocate are required within six (6) days from the date the application is received.
- d) Advise the review authority on the validity of the findings or award of the hearing within twenty-eight (28) days from the date of receipt of a complete response from the relevant headquarters.

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ARMED FORCES COUNCIL

- a) Forwarding matters that have been certified by the Armed Forces Council to Istana Negara within five (5) working days to obtain the approval of His Majesty the Yang Di-Pertuan Agong (SPBYDPA).
- b. Forward the approval of SPBYDPA received from Istana Negara within two (2) working days to the Service Division of the Malaysian Armed Forces Headquarters (BPA MATM).

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MALAYSIAN INSTITUTE OF DEFENCE AND SECURITY

- a) Provide views and comments related to current defence and security issues within three (3) working days from the date the application is received.
- b) Provide an initial activity report within two (2) weeks after each program.
- c) Carry out research and analysis related to defence and security at the national and international level according to the time period set by the stake holders/clients.

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MANAGEMENT SERVICES DIVISION

- a) Process and approve the status of department vehicle applications one (1) day before the travel date for applications submitted three (3) days before travel.
- b) Process and approve the application for the use of the shared room/hall (foyer/auditorium/Dewan Seroja) which is complete within one (1) day from the date of booking.
- c) Ensure that initial action is taken against complete damage and cleanliness complaints through the Damage and Cleanliness Complaint System (SAKK) within one (1) working day from the date the complaint is received.
- d) Issuing the Head of Department Covering Letter for the Purpose of Housing Financing Application under the Public Sector Home Financing Board (LPPSA) involving all civil servants of the Ministry of Defence including in Sabah and Sarawak within five (5) working days from the date the complete document is received.
- e) Carry out an inspection by the Lembaga Pemeriksa Pelupusan (LPP 2) at the latest within six (6) months from the date the application letter is received.

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MANAGEMENT SERVICES DIVISION

- f) Ensuring that a complete write-off approval application is submitted to the Treasury/Comptroller Officer within one (1) month from the final date received.
- g) Process applications to open new personal files and complete personal file loan applications within 1 to 3 working days.
- h) Process complete file disposal applications within five (5) working days;
- i) Ensure the management of official letters and parcels is completed within one (1) working day.

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MAF VETERAN AFFAIRS DEPARTMENT

- a) Review and process payments within 14 working days from the date of receipt of complete documents as follows;
 - i. Service Pension
 - ii. Service Rewards
 - iii. Cash Award in Lieu Accumulated Leave (FGCR)
 - iv. End of Mobilisation Service Allowance (ETPM)
 - v. Disability Benefits
 - vi. Death Benefit to Dependents of Military Members who died in service

- b) The MAF veteran welfare assistance scheme application will be processed within three (3) months from the date of receipt of the complete application:
 - i. Living
 - ii. Schooling
 - iii. Higher education institutions
 - iv. Patient Equipment
 - v. Emergency Disaster

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MINDEF SABAH

- a) Provide prompt, efficient, and friendly service to all clients.
- b) Ensure that service records are regularly updated and well-organized.
- c) Ensure the completion of recruitment matters within a maximum of six (6) months.
- d) Ensure the timely implementation of *Penilaian Tahap Kecekapan* (PTK) assessment for the development of human capital.
- e) Process all bills and claims within fourteen (14) working days from the date of complete receipt.
- f) Efficiently and accurately manage the payment of emoluments for public staff.
- g) Ensure the timely implementation of all *Lembaga Pelupusan*, obtaining approval within three (3) months from the meeting date.
- h) Expedite the completion of all quotation matters within two (2) months from the date of receipt of the complete application.
- i) Respond to all letters within three (3) working days from the date of receipt.

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MINDEF SARAWAK

- a) Provide friendly and efficient service to all clients.
- b) Take action on letters or issues within 7 days from the date of receipt.
- c) Process all bills or claims within 2 weeks from the date of receipt.
- d) Manage records and public staff services in an orderly and efficient manner.
- e) Assist in ensuring the smooth and timely implementation of KEMENTAH development projects in Sarawak.
- f) Conduct all *Lembaga Pelupusan* matters as according to schedule and obtain approval within 3 months from the date the *Lembaga Pemeriksa* meets.
- g) Manage quotations worth RM100,000.00 to RM200,000.00 within 2 months after receiving the application.