

CLIENT CHARTER ACHIEVEMENT REPORT APRIL 2025 STRIDE

ELEMENT OF CLIENT CHARTER	TARGET	ACHIEVEMENT	JUSTIFICATION IF THE TARGET NOT ACHIEVED
	APRIL	APRIL	
DEFENCE RESEARCH AND TECHNICAL SERVICES (STRIDE)	%	%	
Applications for research, investigation and studies related to defence technology shall be carried out within a period of three (3) months from the date of complete application received.	100%	100% (Quantity: 2/2 applications)	
To complete tests and issue report within a period not exceeding:	100%	100% (Quantity: 53/53 applications) <i>[Sample: 131; Testing: 410]</i>	
(i) One (1) month from the date of complete application received for non-procurement tender items; and	100%	100% (Quantity: 79/79 applications) <i>[Sample: 355; Testing: 4816]</i>	
(ii) 45 days from the date of sample received at the testing laboratory for procurement tender items.	100%	100% (Quantity: 12/12 specification)	
Endorsement of Defence Procurement Specification shall be carried out within a period not exceeding 14 working days from the date of application of complete specification.	100%	100% (Quantity: 12/12 specification)	