

**CLIENT CHARTER ACHIEVEMENT REPORT
JULY 2025 STRIDE**

| ELEMENT OF CLIENT CHARTER | TARGET | ACHIEVEMENT | JUSTIFICATION IF THE TARGET NOT ACHIEVED |
|---|--------|---|--|
| | JULY | JULY | |
| 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: 1/1 applications) | |
| To complete tests and issue report within a period not exceeding: | 100% | 100% (Quantity: 58/58 applications) <i>[Sample: 558; Testing: 1814]</i> | |
| (i) One (1) month from the date of complete application received for non-procurement tender items; and | 100% | 100% (Quantity: 1/1 applications) <i>[Sample: 150; Testing: 150]</i> | |
| (ii) 45 days from the date of sample received at the testing laboratory for procurement tender items. | 100% | 100% (Quantity: 33/33 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: 33/33 specification) | |