

**CLIENT CHARTER ACHIEVEMENT REPORT  
MARCH 2026 STRIDE**

| ELEMENT OF CLIENT CHARTER   | TARGET | ACHIEVEMENT  | JUSTIFICATION<br>IF THE TARGET NOT<br>ACHIEVED |
|---|--------|--|--|
|   | MARCH  | MARCH  |  |
| <b>DEFENCE RESEARCH AND TECHNICAL SERVICES (STRIDE)</b>   | %      | %  |  |
| 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%<br>(Quantity: 0/0 applications)   |  |
| To complete tests and issue report within a period not exceeding:   | 100%   | 100%<br>(Quantity: 45/45 applications)<br><i>[Sample: 195; Testing: 531]</i> |  |
| (i) One (1) month from the date of complete application received for non-procurement tender items; and  | 100%   | 100%<br>(Quantity: 2/ 2 applications)<br><i>[Sample: 36 ; Testing: 36]</i>   |  |
| (ii) 45 days from the date of sample received at the testing laboratory for procurement tender items.   | 100%   | 100%<br>(Quantity: 42/42 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%<br>(Quantity: 42/42 specification)                                      |  |

