

CLIENT CHARTER ACHIEVEMENT REPORT SEPTEMBER 2026 STRIDE

ELEMENT OF CLIENT CHARTER	TARGET	ACHIEVEMENT	JUSTIFICATION IF THE TARGET NOT ACHIEVED
	SEPTEMBER	SEPTEMBER	
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: 4/4 applications)	
To complete tests and issue report within a period not exceeding:	100%	100% (Quantity: 85/85 applications) <i>[Sample: 349; Testing: 1,045]</i>	
(i) One (1) month from the date of complete application received for non-procurement tender items; and			
(ii) 45 days from the date of sample received at the testing laboratory for procurement tender items.	100%	100% (Quantity: 58 / 58 applications) <i>[Sample:365 ; Testing: 2,410]</i>	
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: 21/21 specification)	

