

CLIENT'S CHARTER ACHIEVEMENT

AUGUST 2014

NO.	CLIENT CHARTER ELEMENT	ACHIEVEMENT	NON CHARTER (IF APPLICABLE)
1	To conduct research, investigation and studies related to defence technology within a period three (3) months for the date of application	100% (5/5)	
2	To complete tests and issue report within a period not exceeding		
	• one (1) month from the date of application for non - tender item	100% (7 tests)	
	• three (3) months from the date of application for tender item	No application	
3	Endorsement of Defence Procurement Specification		
	• To screen and endorse Defence Procurement Specification within a period not exceeding two (2) months from the date of application of complete specification	100% (3/3)	
	• (ii) To issue Specification Endorsement Certificate within a period not exceeding three (3) days	67% (3/3)	*constraints for issuing certificates

