

CLIENT CHARTER ACHIEVEMENT

OCT - DEC 2015

| CLIENT CHARTER ELEMENT | ACHIEVEMENT | | | NON-COMPLIANCE CHARTER (IF APPLICABLE) |
|--|--|---|--|---|
| | OCT | NOV | DEC | |
| 1.3 DEFENCE RESEARCH AND TECHNICAL SERVICES (STRIDE) | | | | |
| 1.3.1 Application of research, investigation and research on defence technology implemented within three (3) months from the date of application | 100% (Quantity: 14 applications) | 100% (Quantity: 14 applications) | 87.5% (Quantity: 8 applications) | |
| 1.3.2 To complete tests and issue report within a period not exceeding: (i) one (1) month from the date of application for non - tender item (ii) three (3) months from the date of application for tender item | 89.5% (Quantity: 19 applications) 100% (Quantity: 3 applications) | 82.69% (Quantity: 52 applications) 100% (Quantity: 8 applications) | 88.5% (Quantity: 26 applications) 100% (Quantity: 6 applications) | Oct : The delay was due to long public holiday and samples need to go through many types of tests. Nov : Faulty testing facilities and too many applications. Dec : Preference being given to ATM samples since too many requests need to be fulfilled. |
| 1.3.3 Endorsement of Defence Procurement Specification: (i) To screen and endorse Defence Procurement Specification within a period not exceeding two (2) months from the date of application of complete specification (ii) To issue Specification Endorsement Certificate within a period not exceeding three (3) days | 100% (Quantity: 4 applications) 100% (Quantity: 4 applications) | 100% (Quantity: 5 applications) 100% (Quantity: 5 applications) | 100% (Quantity: 40 applications) 100% (Quantity: 40 applications) | |