

**CLIENT'S CHARTER ACHIEVEMENT  
APRIL 2020 STRIDE**

CLIENT SERVICE CHARTER	ACHIEVEMENT	NON-COMPLIANCE (IF APPLICABLE)
	APRIL	
<b>1. MANAGING NATIONAL DEFENCE EFFICIENTLY AND EFFECTIVELY SO THAT STRATEGIC INTERESTS, SOVEREIGNTY AND INTEGRITY OF THE COUNTRY IS ALWAYS GUARANTEED</b>		
<b>1.3 DEFENCE RESEARCH AND TECHNICAL SERVICES (STRIDE)</b>	%	
<b>1.3.1 To conduct research, investigation and studies related to defence technology within a period three (3) months from the date of complete application received.</b>	- % (Quantity: -/- applications)	None
<b>1.3.2 To complete tests and issue report within a period not exceeding</b>  <b>(i) one (1) month from the date of complete application received for non-tender item; and</b>  <b>(ii) three (3) months from the date of complete application received for tender item.</b>	100% (Quantity: 4/4 applications) <i>[Sample: 11; Test: 16]</i>  -% (Quantity: -/- applications) <i>[Sample: -; Test: -]</i>	None
<b>1.3.3 Endorsement of Defence Procurement Specification</b>  <b>(i) To screen and endorse Defence Procurement Specification within a period not exceeding fourteen (14) days from the date of application of complete specification.</b>  <b>(ii) To issue Specification Endorsement Certificate within a period not exceeding three (3) days.</b>	50% (Quantity: 1/2 applications)  100% (Quantity: 1/1 applications)	One (1) non-compliance was recorded. Corrective action has been taken accordingly.  None