

CLIENT'S CHARTER ACHIEVEMENT

APRIL 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% (12/12)	
2	To complete tests and issue report within a period not exceeding		
	<ul style="list-style-type: none"> one (1) month from the date of application for non - tender item 	100% (20 tests)	
	<ul style="list-style-type: none"> three (3) months from the date of application for tender item 	No application	
3	Endorsement of Defence Procurement Specification		
	<ul style="list-style-type: none"> To screen and endorse Defence Procurement Specification within a period not exceeding two (2) months from the date of application of complete specification 	100% (24/24)	
	<ul style="list-style-type: none"> (ii) To issue Specification Endorsement Certificate within a period not exceeding three (3) days 	88% (22/25)	time constraint to issue certificate

