

# CLIENT CHARTER ACHIEVEMENT

## APR - JUNE 2015

CLIENT CHARTER ELEMENT	ACHIEVEMENT			NON-COMPLIANCE CHARTER (IF APPLICABLE)
	APR	MAY	JUNE	
<b>1.3 DEFENCE RESEARCH AND TECHNICAL SERVICES (STRIDE)</b>				
1.3.1 Application of research, investigation and research on defence technology implemented within three (3) months from the date of application	100%	100%	-	
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	100% (5 tests)	100% (11 tests)	100% (56 tests)	
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% (17/17)  100% (17/17)	100% (12/12)  100% (12/12)	100% (11/11)  100% (11/11)	