

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

CLIENT SERVICE CHARTER	ACHIEVEMENT	NON-COMPLIANCE (IF APPLICABLE)
	AUGUST	
<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>	100 % (Quantity: 2/2 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: 36/36 applications) <i>[Sample: 106; Test: 294]</i>  100% (Quantity: 3/3 applications) <i>[Sample: 9; Test: 315]</i>	None  None
<b>1.3.3 To screen and endorse Defence Procurement Specification within a period not exceeding fourteen (14) days from the date of application of complete specification.</b>	72 % (Quantity: 13/18 applications)	<u>Remarks:</u> 5 out of 18 specifications exceeded 14 days. 1 specification is waiting for meeting and 4 specifications are undergoing corrections.  <u>Corrective Action:</u>  Reminder for meeting urgency was sent.