

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

CLIENT SERVICE CHARTER	ACHIEVEMENT	NON-COMPLIANCE (IF APPLICABLE)
	DECEMBER	
<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>	50 % (Quantity: 1/2 applications)	<u>Corrective Action:</u>  A show cause letter was presented to the respective department. Refer to KP/STRIDE/TP/Pe/9203 Jil 1 as attached.  <u>Preventive Action:</u> None
<b>1.3.2 To complete tests and issue report within a period not exceeding</b> (i) <b>one (1) month from the date of complete application received for non-tender item; and</b>  (ii) <b>three (3) months from the date of complete application received for tender item.</b>	91.4 % (Quantity: 53/58 applications) <i>[Sample: 244; Test: 640]</i>  100% (Quantity: 3/3 applications) <i>[Sample: 100; Test: 1472]</i>	<u>Corrective Action:</u> Non-compliance was recorded because of additional samples submitted later by the client. The additional samples were accepted after considering the needs.  <u>Preventive Action:</u> None  <u>Corrective Action:</u> None  <u>Preventive Action:</u> 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>	100 % (Quantity: 74/74 applications)	<u>Corrective Action:</u> None  <u>Preventive Action:</u> None

