

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

CLIENT SERVICE CHARTER	ACHIEVEMENT	NON-COMPLIANCE (IF APPLICABLE)
	JULY	
1. MANAGING NATIONAL DEFENCE EFFICIENTLY AND EFFECTIVELY SO THAT STRATEGIC INTERESTS, SOVEREIGNTY AND INTEGRITY OF THE COUNTRY IS ALWAYS GUARANTEED		
1.3 DEFENCE RESEARCH AND TECHNICAL SERVICES (STRIDE)	%	
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.	- % (Quantity: -/0 applications)	None
1.3.2 To complete tests and issue report within a period not exceeding (i) one (1) month from the date of complete application received for non-tender item; and (ii) three (3) months from the date of complete application received for tender item.	100 % (Quantity: 42/42 applications) <i>[Sample: 177; Test: 396]</i> 100% (Quantity: 10/10 applications) <i>[Sample: 88; Test: 608]</i>	None None
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.	80 % (Quantity: 47 / 59 applications)	20% non-compliance was recorded. <u>Remarks:</u> 12 out of 59 specifications exceeded 14 days because of a high number of applications were received at one time. <u>Corrective Action:</u> Call for urgent meeting was set.