CLIENT'S CHARTER ACHIEVEMENT
MAY 2020 STRIDE

CLIENT SERVICE CHARTER	ACHIEVEMENT MAY	NON-COMPLIANCE (IF APPLICABLE)
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.	100 % (Quantity: 1/1 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.**	77.3% (Quantity: 17/22 applications) *[Sample: 85; Test: 165]* 100% (Quantity: 3/3 applications) *[Sample: 64; Test: 738]*	Report delay due to lab closure during MCO period. None
1.3.3 Endorsement of Defence Procurement Specification **(i) To screen and endorse Defence Procurement Specification within a period not exceeding fourteen (14) days from the date of application of complete specification.** **(ii) To issue Specification Endorsement Certificate within a period not exceeding three (3) days.**	50% (Quantity: 6/12 applications) 100% (Quantity: 6/6 applications)	Six (6) non-compliance was recorded. <u>Corrective action</u>: Notice for urgent meeting has been released. None