

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

CLIENT SERVICE CHARTER	ACHIEVEMENT	NON-COMPLIANCE (IF APPLICABLE)
	SEPTEMBER	
<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: 26/26 applications) <i>[Sample: 91; Test: 246]</i>  100% (Quantity: 9/9 applications) <i>[Sample: 193; Test: 4593]</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>	60 % (Quantity: 3/5 applications)	<u>Remarks:</u> 2 specifications exceeded 14 days because of the complexity of the documents.