

**CLIENT'S CHARTER ACHIEVEMENT  
JANUARY 2021 STRIDE**

CLIENT SERVICE CHARTER	ACHIEVEMENT	NON-COMPLIANCE (IF APPLICABLE)
	JANUARY	
<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>	(Quantity: -/- applications)	<u>Corrective Action:</u> N/A <u>Preventive Action:</u> N/A
<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: 11/11 applications) <i>[Sample: 67; Test: 244]</i>  (Quantity: -/- applications) <i>[Sample: - ; Test:- ]</i>	<u>Corrective Action:</u> N/A <u>Preventive Action:</u> N/A  <u>Corrective Action:</u> N/A <u>Preventive Action:</u> N/A
<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: 37/37 applications)	<u>Corrective Action:</u> N/A <u>Preventive Action:</u> N/A