

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

NO.	CLIENT SERVICE CHARTER	ACHIEVEMENT	NON-COMPLIANCE (IF APPLICABLE)
		NOVEMBER	
1.	<b>MANAGING NATIONAL DEFENCE EFFICIENTLY AND EFFECTIVELY SO THAT STRATEGIC INTERESTS, SOVEREIGNTY AND INTEGRITY OF THE COUNTRY IS ALWAYS GUARANTEED</b>		
1.3	<b>DEFENCE RESEARCH AND TECHNICAL SERVICES (STRIDE)</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.	100% (Quantity: 1/1 application)	<u>Corrective/Preventive Action:</u> NOT APPLICABLE
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) 45 days from the date of complete application received at the testing laboratory for tender item.	100% (Quantity: 37/37 applications) [Sample: 200; Test: 388]  100% (Quantity: 15/15 applications) [Sample: 89; Test: 246]	<u>Corrective/Preventive Action:</u> NOT APPLICABLE  <u>Corrective/Preventive Action:</u> NOT APPLICABLE
1.3.3	To screen and endorse Defence Procurement Specification within a period not exceeding fourteen (14) working days from the date of application of complete specification.	54% (Quantity: 7/13 documents)	<u>Corrective Action:</u> The Secretariat has given a reminder to the relevant parties through a memo dated 18 Nov 2021.  <u>Preventive Action:</u> Periodic monitoring is done by checking the updated status of the applications through SisMaSS 2.0. Reminders are also made from time to time via WhatsApp messages.