

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

NO.	CLIENT SERVICE CHARTER	ACHIEVEMENT	NON-COMPLIANCE (IF APPLICABLE)
		OCTOBER	
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)	<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: 24/24 applications) [Sample: 126; Test: 356] 100% (Quantity: 114/114 applications) [Sample: 503; Test: 4675]	<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 for complete specification.	87.5% (Quantity: 7/8 documents)	<u>Corrective Action:</u> The reminder was sent to the parties involved through the secretariat on 7 October 2021. <u>Preventive Action:</u> Periodic monitoring is done by checking the update of the application status through SisMaSS 2.0.