

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

NO.	CLIENT SERVICE CHARTER	ACHIEVEMENT	NON-COMPLIANCE (IF APPLICABLE)
		SEPTEMBER	
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: 3/3 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) one (1) month from the date of complete application received for tender item.	100% (Quantity: 50/50 applications) [Sample: 254; Test: 736]  100% (Quantity: 15/15 applications) [Sample: 60; Test: 1328]	<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) days from the date of application of complete specification.	100% (Quantity: 18/18 documents)	<u>Corrective/Preventive Action:</u> NOT APPLICABLE