CLIENT'S CHARTER ACHIEVEMENT
FEBRUARY 2022 STRIDE

CLIENT SERVICE CHARTER	ACHIEVEMENT	NON-COMPLIANCE (IF APPLICABLE)
	FEBRUARY	
(i) 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)	Corrective/Preventive Action: 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: 25/25 applications) [Sample: 145; Test: 520] 100% (Quantity: 13/13 applications) [Sample: 59; Test: 594]	Corrective/Preventive Action: NOT APPLICABLE Corrective/Preventive Action: 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.	80% (Quantity: 16/20 documents)	Corrective: The Secretariat has made a call to all involved through discussions and specification meetings. Preventive Action: Periodic monitoring is done by checking the update of the specification application period through SISMAS 2.0. Reminders are also made from time to time via WhatsApp messages.