

**CLIENT'S CHARTER ACHIEVEMENT  
JANUARY 2022 STRIDE**

NO.	CLIENT SERVICE CHARTER	ACHIEVEMENT	NON-COMPLIANCE (IF APPLICABLE)
		JANUARY	
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.	- % (Quantity: 0 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: 25/25 applications) [Sample: 82; Test: 215]  100% (Quantity: 29/29 applications) [Sample: 169; Test: 169]	<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.	100% (Quantity: 9/9 documents)	<u>Corrective/Preventive Action:</u> NOT APPLICABLE