

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

CLIENT SERVICE CHARTER	ACHIEVEMENT	NON-COMPLIANCE (IF APPLICABLE)
	MAC	
<b>(i) MANAGING NATIONAL DEFENCE EFFICIENTLY AND EFFECTIVELY SO THAT STRATEGIC INTERESTS, SOVEREIGNTY AND INTEGRITY OF THE COUNTRY IS ALWAYS GUARANTEED</b>		
<b>1.3 DEFENCE RESEARCH AND TECHNICAL SERVICES (STRIDE)</b>		
<b>1.3.1</b> 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: 2/2 applications)	<u>Corrective/Preventive Action:</u> NOT APPLICABLE
<b>1.3.2</b> 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: 49/49 applications) [Sample: 304 ; Test: 802]  100% (Quantity: 16/16 applications) [Sample: 105; Test: 978]	<u>Corrective/Preventive Action:</u> NOT APPLICABLE  <u>Corrective/Preventive Action:</u> NOT APPLICABLE
<b>1.3.3</b> To screen and endorse Defence Procurement Specification within a period not exceeding fourteen (14) working days from the date of application of complete specification.	85% (Quantity: 11/13 documents)	<u>Corrective:</u> The Secretariat has made a call to all involved through discussions and specification meetings.  <u>Preventive Action:</u> 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.