

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

CLIENT SERVICE CHARTER	ACHIEVEMENT	NON-COMPLIANCE (IF APPLICABLE)
	SEPTEMBER	
(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: 2/2 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: 56/56 applications) [Sample: 214 ; Test: 873] 100% (Quantity: 63/63 applications) [Sample: 300 ; Test: 1927]	<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.	81% (Quantity: 17/21 documents)	<u>Corrective:</u> Prompt to user through SISMASS notification <u>Preventive Action:</u> <ul style="list-style-type: none"> • Exit List of applications that cannot be implemented within 14 days. • Discuss and urge the Divisional Directors to cooperate so that all Officers can cooperate in launching the process in the JPPS & T Bill meeting. 2/2022 on 6 Sept 2022. • Raise this issue to the STRIDE Supreme Management Meeting No. 12/2022 on 29 Sept 2022.