

**CLIENT'S CHARTER ACHIEVEMENT
JULY 2023 STRIDE**

| CLIENT SERVICE CHARTER | ACHIEVEMENT | NON-COMPLIANCE (IF APPLICABLE) |
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| | JULY | |
| (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:</u> NOT APPLICABLE <u>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: 66/66 applications) <i>[Sample: 339 ; Test: 1733]</i> 100% (Quantity: 4/4 applications) <i>[Sample : 24 ; Test :83]</i> | <u>Corrective:</u> NOT APPLICABLE <u>Preventive Action:</u> NOT APPLICABLE <u>Corrective:</u> NOT APPLICABLE <u>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 : 41/41 documents) | <u>Corrective/Preventive Action:</u> NOT APPLICABLE <u>Corrective/Preventive Action:</u> NOT APPLICABLE |