

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

CLIENT SERVICE CHARTER	ACHIEVEMENT	NON-COMPLIANCE (IF APPLICABLE)
	SEPTEMBER	
<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.	<p align="center">- % (Quantity: - applications)</p>	<p><u>Corrective:</u> NOT APPLICABLE</p> <p><u>Preventive Action:</u> NOT APPLICABLE</p>
<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.	<p align="center">100% (Quantity: 50/50 applications) <i>[Sample:187 ; Test:778]</i></p> <p align="center">100% (Quantity: 38 applications) <i>[Sample :143 ; Test :742]</i></p>	<p><u>Corrective:</u> NOT APPLICABLE</p> <p><u>Preventive Action:</u> NOT APPLICABLE</p> <p><u>Corrective:</u> NOT APPLICABLE</p> <p><u>Preventive Action:</u> NOT APPLICABLE</p>
<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.	<p align="center">100% (Quantity : 9/9 documents)</p>	<p><u>Corrective:</u> NOT APPLICABLE</p> <p><u>Preventive Action:</u> NOT APPLICABLE</p>