

**CLIENT'S CHARTER ACHIEVEMENT  
APRIL 2024 STRIDE**

CLIENT SERVICE CHARTER	ACHIEVEMENT	NON COMPLIANCE (IF APPLICABLE)
	APRIL	
<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 : 3/3 Applications)	<u>Corrective:</u> NOT APPLICABLE  <u>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 : 44/44 Applications) <i>[Sample: 278 ; Test :739]</i>  - % (Quantity : - Applications) <i>[Sample :- ; Test :- ]</i>	<u>Corrective:</u> NOT APPLICABLE  <u>Preventive Action:</u> NOT APPLICABLE   <u>Corrective:</u> NOT APPLICABLE   <u>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.	91.30% (Quantity : 21/23 Documents)	<u>Corrective:</u> NOT APPLICABLE   <u>Preventive Action:</u> NOT APPLICABLE