

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

	CLIENT SERVICE CHARTER	ACHIEVEMENT	NONCOMPLIANCE (IF APPLICABLE)
		FEBRUARY	
	MANAGING NATIONAL DEFENCE EFFICIENTLY AND EFFECTIVELY SO THAT STRATEGIC INTERESTS, SOVEREIGNTY AND INTEGRITY OF THE COUNTRY IS ALWAYS GUARANTEED		
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.	-% (Quantity : 0 /0 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:	100% (Quantity : 61/61 Applications) <i>[Sample: 254 ; Test :950]</i>	<u>Corrective:</u> NOT APPLICABLE <u>Preventive Action:</u> NOT APPLICABLE
	(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.	-% (Quantity : 0 Applications) <i>[Sample :- ; Test :-]</i>	<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.	95.8% (Quantity: 23/24 Documents)	<u>Corrective:</u> The applications that are unable to be implemented within 14 days shall be removed. Discuss with and strongly urge the Division Directors to ensure their officers give their full cooperation in the verification of defence procurement specifications <u>Preventive Action:</u> Users are alerted through SISMASS