

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

	CLIENT SERVICE CHARTER	ACHIEVEMENT	NONCOMPLIANCE (IF APPLICABLE)
		JANUARY	
	<b>MANAGING NATIONAL DEFENCE EFFICIENTLY AND EFFECTIVELY SO THAT STRATEGIC INTERESTS, SOVEREIGNTY AND INTEGRITY OF THE COUNTRY IS ALWAYS GUARANTEED</b>		
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 : 1/1 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 : 70/70 Applications) <i>[Sample: 625 ; Test 2419]</i>	<u>Corrective:</u> NOT APPLICABLE  <u>Preventive Action:</u> NOT APPLICABLE
	(ii) 45 days from the date of complete application received at the testing laboratory for tender item.	100% (Quantity : 1/1 Applications) <i>[Sample :13 ; Test :26 ]</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.	100% (Quantity: 19/19 Documents)	<u>Corrective:</u> NOT APPLICABLE  <u>Preventive Action:</u> NOT APPLICABLE