

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

	CLIENT SERVICE CHARTER	ACHIEVEMENT FEBRUARY	NONCOMPLIANCE (IF APPLICABLE)
	<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 : 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	100% (Quantity : 51/51 Applications) <i>[Sample: 2045 ; Test :697]</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 : 13/13 Applications) <i>[Sample :38 ; Test :120 ]</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: 13/13 Documents)	<u>Corrective:</u> NOT APPLICABLE  <u>Preventive Action:</u> NOT APPLICABLE