

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

| CLIENT SERVICE CHARTER | ACHIEVEMENT | NON COMPLIANCE (IF APPLICABLE) |
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| | AUGUST | |
| (i) MANAGING NATIONAL DEFENCE EFFICIENTLY AND EFFECTIVELY SO THAT STRATEGIC INTERESTS, SOVEREIGNTY AND INTEGRITY OF THE COUNTRY IS ALWAYS GUARANTEED | | |
| 1.3 DEFENCE RESEARCH AND TECHNICAL SERVICES (STRIDE) | | |
| 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: (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 : 79/79 Applications) <i>[Sample: 338 ; Test :1289]</i> 100% (Quantity : 21/21 Applications) <i>[Sample : 113 ; Test : 513]</i> | <u>Corrective:</u> NOT APPLICABLE <u>Preventive Action:</u> NOT APPLICABLE <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 : 9/9 Documents) | <u>Corrective:</u> NOT APPLICABLE <u>Preventive Action:</u> NOT APPLICABLE |