

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

CLIENT SERVICE CHARTER	ACHIEVEMENT	NON COMPLIANCE (IF APPLICABLE)
	SEPTEMBER	
<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 : 7/7 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 : 36/36 Applications) <i>[Sample: 439 ; Test :760]</i>  100% (Quantity : 36/36 Applications) <i>[Sample : 90 ; Test : 1424]</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.	100% (Quantity : 10/10 Documents)	<u>Corrective:</u> NOT APPLICABLE  <u>Preventive Action:</u> NOT APPLICABLE