

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

| CLIENT SERVICE CHARTER   | ACHIEVEMENT   | NON COMPLIANCE (IF APPLICABLE)  |
|--|---|---|
|  | MAY   |   |
| <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.   | <p align="center">-%<br/>(Quantity : - Applications)</p>  | <p><u>Corrective:</u><br/>NOT APPLICABLE</p> <p><u>Preventive Action:</u><br/>NOT APPLICABLE</p>  |
| <b>1.3.2</b> To complete tests and issue report within a period not exceeding: <ul style="list-style-type: none"> <li>(i) one (1) month from the date of complete application received for non-tender item; and</li> <li>(ii) 45 days from the date of complete application received at the testing laboratory for tender item.</li> </ul> | <p align="center">100 %<br/>(Quantity : 57/57 Applications)<br/><i>[Sample: 240 ; Test :726]</i></p> <p align="center">- %<br/>(Quantity : 4/4 Applications)<br/><i>[Sample : 12- ; Test : 283]</i></p> | <p><u>Corrective:</u><br/>NOT APPLICABLE</p> <p><u>Preventive Action:</u><br/>NOT APPLICABLE</p> <p><u>Corrective:</u><br/>NOT APPLICABLE</p> <p><u>Preventive Action:</u><br/>NOT APPLICABLE</p> |
| <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.  | <p align="center">100%<br/>(Quantity : 15/15 Documents)</p>   | <p><u>Corrective:</u><br/>NOT APPLICABLE</p> <p><u>Preventive Action:</u><br/>NOT APPLICABLE</p>  |