

Service Delivery Charter of the Private Sector R&D Promotions Directorate in the Department of Science and Technology

WHO ARE WE?

We are the Private Sector R&D Promotions Directorate in the Department of Science and Technology.

WHERE CAN WE BE FOUND?

We can be found at the DST Building No. 53 CSIR Campus, Meiring Naudé Road, Brummeria, Pretoria

THE SERVICES WE PROVIDE

We provide the following services free of charge:

- Promote the scientific and/ or technological research and development tax incentive to enterprises of all sizes and all sectors of the economy.
- Collect, process and evaluate information from enterprises and produce aggregated annual report.
- Communicate with taxpayers on receipt of their forms on R&D activities. (The department does not request or appoint any person to conduct these services on its behalf).

You will be able to utilise these services by:

- Downloading the prescribed form (RD1 online or RD2 for email submission) and other relevant documentation from www.dst.gov.za/r-d , complete and submit online or via email at tax@dst.gov.za
- You can request that the RD2 form be mailed to you.
- You can contact the Private Sector R&D Promotions Directorate from Monday to Friday (Except Public Holidays) during working hours (08:00 -16:30) by phone (012 843 6829/6521/6415/6560). Alternatively you can send an e-mail to tax@dst.gov.za

Our service provision is based on the Principles of Batho Pele (Consultation, Service Standards, Courtesy, Access, Information, Openness and Transparency, Redress and Value for money)

OUR SERVICE STANDARDS

We have set the following minimum standards for the level and quality of services we provide:

When you write to us we shall acknowledge your letter within 48 hours (post office procedures excluded) of receipt and when you e-mail the acknowledgement will be within 24hours of receipt. If the enquiry is not related to the R&D Tax Incentive, we will provide you with the contact details of the relevant unit or Department with the acknowledgement. Response to a request from the DST for additional information on an application is expected by DST within 21 days.

Our Performance against our Standards

A record on the number of forms received, errors and complaints received is kept. Complaints and suggestions can be mailed to the Private Sector R&D Promotions, Department of Science and Technology, Private Bag X894, Pretoria, 0001. E-mailed to tax@dst.gov.za or called in at 012 843 6560. We will respond to all complaints and suggestions received within three days of receipt. We welcome compliments, complaints, comments and suggestions on our service and its quality. [Click here for a Service Delivery Feedback form.](#)

You have the right to all Batho Pele Principles especially, consultation, information, courtesy, openness and transparency.

In return we expect you to be civil, courteous and to respect the dignity of officials at all times.