



DVLA Customer Service Standards and Performance

Year to date (Sept 10)

	TARGET	ACHIEVED
ISSUING DRIVING LICENCES To deliver first driving licences within 8 working days To deliver bus or lorry driving licences within 8 working days To deliver ordinary driving licences within 10 working days (except where medical investigations required – see below)	98% 98% 97%	98.3% 99.4% 87.0%
ISSUING REGISTRATION CERTIFICATES To deliver first registration certificates, excluding those involved with transferring or retaining a registration number within 14 working days To deliver change of details on a Registration Certificate within 14 working days To deliver a Registration Certificate from an application form (V62) within 30 working days	95% 95% 95%	99.3% 97.6% 98.5%
ISSUING VEHICLE TAX REFUNDS To deliver a refund of vehicle tax within 30 working days	95%	99.8%
DEALING WITH YOUR ENQUIRIES To answer call demand To deliver quality & service in the contact centre To answer an email within 3 working days Keep an average Local Office queuing time to no more than 15 mins To deliver cherish transfers within 7 working days	95% 85% 95% 15 mins 95%	97.4% 91.7% 100% 10:26 mins 99.9%
CUSTOMER COMPLAINTS & MP CORRESPONDENCE To acknowledge a complaint within 1 working day To send a substantive response within 10 working days To acknowledge MP correspondence within 1 working day To send a substantive response within 7 working days	98% 97.5% 98% 94.2%	100% 99.6% 100% 99.5%
MEDICAL INVESTIGATIONS To conclude a simple case within 15 days To conclude a complex case (one that requires further medical investigation where we may have to write to a doctor) within 90 working days	88% 85%	95.7% 91.9%

