



Driver and Vehicle Licensing Agency

Casework & Specialist Advice
Policy & External Communications Directorate
DVLA
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Ms Julie Shrive
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Your Ref
Our Ref

Date: 16 June 2009

Dear Ms Shrive

I refer to your request for information under the Freedom of Information Act 2000. The Freedom of Information Act gives people a right to access non-personal information held by public authorities. The Driver and Vehicle Licensing Agency (DVLA) is the authority responsible for maintaining a register of drivers, vehicles and their keepers. The information you have requested is considered 'Business as Usual' and therefore, will not be dealt with under the Freedom of Information Act.

Exemption from vehicle excise duty (VED) for disabled people is linked in legislation to the receipt of certain mobility allowances; the higher rate mobility component of Disability Living Allowance (DLA) and War Pensioners Mobility Supplement (WPMS). The exemption from VED for disabled people is designed to help with the costs associated with maintaining mobility.

It is unclear from your e-mail if you are trying to renew your tax disc for your existing vehicle, or if you have purchased a new vehicle. Therefore, it may be helpful, if I explain the process for both.

For registered keepers of vehicles renewing their current tax disc, you may use the Internet or telephone to apply for your free road tax. You need to provide details of the unique reference number printed on the renewal reminder (V11). There is an electronic link to the Department of Work and Pensions computer system which provides confirmation that you are entitled to DLA.

It should be noted that applications to license in the Disabled tax class for the first time cannot be done online because the Electronic Vehicle Licensing (EVL) system cannot deal with changes in taxation class. First applications of this nature must be done at a DVLA Local Office or a Post Office using the full vehicle registration document (V5C).



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Post Office® branches are responsible for processing only the most straightforward DVLA transactions. To aid customer service, Post Office® branches accept the simplest of tax class changes i.e. from customers moving into the Disabled class where the Registration Certificate (V5C) can be produced. This transaction is relatively easy for Post Office® staff to handle because there is no need to calculate a new rate of duty (i.e. it is an exempt class). DVLA local offices have access to more information and are therefore able to deal with more complex transactions. All other vehicle changes are therefore, dealt with by local offices.

Alternatively, if your issues are around obtaining the DLA 404, you will need to contact the Department of Work and Pensions directly.

I hope this helps to clarify the position for you.

Yours sincerely

Nicola Virdee
Casework & Specialist Advice
Policy & External Communications Directorate