



Driver and Vehicle Licensing Agency
Head of Data Sharing Policy & FOI Team – D16
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Your Ref
Our Ref FOIR2802

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Freedom of Information Request

Thank you for your e-mail of 21 January requesting information under the terms of the Freedom of Information Act 2000 (FOIA).

You asked:

I would like to know the cost not only to the environment but also the financial cost especially at a time of [mostly previous] governments misuse of public monies, of you needlessly issuing new V5C vehicle log books

The new red Vehicle Registration Certificate (V5C) was introduced following the theft of a number of blank, old format certificates in 2006. The format was changed to reduce the risk of consumers buying a stolen or cloned vehicle. Further information can be found by following the link:

www.direct.gov.uk/en/Motoring/BuyingAndSellingAVehicle/RegisteringAVehicle/DG_189329

Information is not held about the cost to the environment. However, the estimated additional cost of issuing the new V5C is £5.5m. An estimated extra 19 million documents will be issued over the 12 month exercise triggered by the re-licensing of the vehicle or receipt of a Statutory Off Road Notification (SORN). Documents received for a change of keeper or address (for example) will receive a replacement V5C in the new format as a matter of course.

The information which follows concerns the copyright conditions that apply to any information provided by the Agency and the procedures for making any complaint you

might have about the reply. Please quote the reference number of this letter in any future communications about it.

Yours sincerely

Head of Data Sharing Policy & Freedom of Information Team

PROCEDURES FOR HANDLING FREEDOM OF INFORMATION REQUESTS

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Complaints

If you are unhappy with the way in which your request for information has been handled, about the decision not to disclose all or part of the information requested and/or that the DVLA has not complied with its FOI publication scheme, you have the right to complain within two calendar months of the date of this letter. You may complain by writing to the Freedom of Information Team, DSPG/FOI, D16, DVLA, Swansea, SA6 7JL or e-mail foi@dvla.gsi.gov.uk.

Your complaint will be acknowledged and you will be advised of a date by which you should have received a response. Initially, your complaint will be re-considered by the official who dealt with your request for information. If, after careful consideration, that person decides that his/her decision was correct, your complaint will automatically be referred to an independent official who will conduct a further review (an Internal Review). You will be advised of the outcome of your complaint and if a decision is taken to disclose information originally withheld this will be done as soon as possible.

If you are not content with the outcome of the Internal Review, you have the right to apply directly to the Information Commissioner for a decision by writing to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.