04 September 2009

Smother Ride For MVR Patrons

A new system to make visiting some Motor Vehicle Registry (MVR) offices more streamlined and comfortable has been introduced by the Henderson Government to deliver efficiencies in vehicle registration and licensing.

“More people are coming to the Territory to take advantage of our strong economic, employment and business prospects, not to mention the unparalleled lifestyle benefits,” Mr McCarthy said.

“This means that the MVR is processing a much higher number of vehicle registrations, licensing transactions and other related inquiries in recent years.

“In the past five years, MVR transactions across the Territory have increased, from 352,000 transactions in 2005 to 395,000 last year, including internet transactions.

“We’ve introduced a more streamlined system that will guide inquiries to the most appropriate areas and will allow people to relax for a few minutes while they wait.

“This means the end of standing in queues when you visit MVR offices in Darwin and Palmerston.”

In the period July 2005 to July 2009, growth areas at the MVR include;

- Total registrations have increased from 134,000 to 159,000 annually.
- Full license holder numbers have grown from 112,000 to 120,000.
- Vehicle inspections at the Parap MVR have increased from 36,000 annually to 42,000.
Q-Flow has been installed at the Parap, Casuarina and Palmerston MVR offices. The Henderson Government has invested $132,000 in the new Q-Flow system.

Customers will use a touch screen to choose the most appropriate avenue for their inquiry and are then issued with a number. They can then make use of comfortable seating until their number is called.

Q-Flow builds on other previously introduced initiatives to assist customers in undertaking business with MVR, such as MVR Quick Pay which allows the renewal of registrations and driver licences via the internet or over the phone.

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