



# factsheet

## **CUSTOMER SERVICE STANDARDS**

# **HACKNEY CARRIAGE AND PRIVATE HIRE DRIVING LICENCES**

Web: [www.charnwoodbusiness.com/licensing.html](http://www.charnwoodbusiness.com/licensing.html)  
Tel: 01509 634623  
Email: [licensing@charnwood.gov.uk](mailto:licensing@charnwood.gov.uk)

The Licensing team grants licenses for individuals to drive and operate taxi and private hire vehicles. Hackney Carriage and Private Hire Vehicles also require licences that are issued by the Council upon receipt of an application and the **relevant fee**.

Information regarding current fees applicable to licences for Hackney Carriage Vehicle and Private Hire Vehicle can be obtained by using the contact information provided at the top of the page to log on to our website, telephone or e-mail us.

In addition to the standards in the customer charter you can also expect us to deliver the following:



## CUSTOMER SERVICE STANDARDS HACKNEY CARRIAGES & PRIVATE HIRE DRIVING LICENSES

<b>When you:</b>	<b>We will:</b>	<b>Within: (Timescale)</b>
Submit a fully complete application for a driver licence to drive a hackney carriage or private hire vehicle	Process all external checks (CS 11)	Within 14 working days
	Issue the driver licence (CS12)	Within 10 working days of receipt of satisfactory checks
Submit a fully complete application for a vehicle licence for a hackney carriage or private hire vehicle	Process the application and issue the vehicle licence and plates for the vehicle (CS 13)	Within 2 working days
Submit a fully complete application for a private hire operators licence	Process the application and issue the licence (CS 14)	Within 2 working days



**CUSTOMER SERVICE STANDARDS HACKNEY CARRIAGES & PRIVATE HIRE DRIVING LICENSES**

This information is available in different formats. To access these please phone (01509) 634560.

এ তথ্যাদি অন্যান্য মাধ্যমে পাওয়া যায়। এসব পেতে হলে দয়া করে (01509) 634560 এ নাম্বারে টেলিফোন করুন।

這資料具不同的格式，請致電 (01509) 634560 索取。

आ भाषिती शुद्धी शुद्धी पद्धतिओमां उपलब्ध छे. ते भेजववा भाटे कृपा करी आ नंबर पर फोन करो (01509) 634560.

यह जानकारी अलग-अलग प्रारूपों में मिल सकती है। इनको पाने के लिये कृपया यह नंबर डायल कीजिये (01509) 634560.

ਇਹ ਜਾਣਕਾਰੀ ਵੱਖ-ਵੱਖ ਸ਼ਕਲਾਂ ਵਿੱਚ ਮਿਲ ਸਕਦੀ ਹੈ। ਇਹ ਹਾਮਿਲ ਕਰਨ ਲਈ ਮਿਹਰਬਾਨੀ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਫ਼ੋਨ ਕਰੋ (01509) 634560

