

Permit Applications – Information Requests

The purpose of this document is to outline how to use the NHVR Portal to respond to information requests on heavy vehicle permit applications.

What is an information request?

The NHVR coordinates a range of road access applications from start to finish. This involves liaising directly with road managers, including state and territory road authorities and local governments.

From time to time, a road manager may wish to confirm information about the route or restricted access vehicle. When this occurs, an information request (IR) is generated in the NHVR Portal by the road manager or the NHVR.

Who can issue an information request?

An information request (IR) from the NHVR Portal can be generated by either the NHVR or road manager. The information request is then sent to the customer contact (user) listed for that permit application.

If the enquiry is from the road manager, the NHVR Access Facilitator may be able to action the request on behalf of the customer. If the enquiry requires the customer's input then it will be forwarded for action.

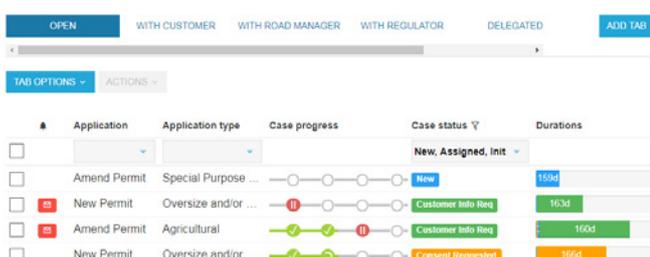
Customers can also use IR to add further information relating to their application once it is submitted. This may include advising of minor vehicle amendments or to attach further information to support their application such as third party approvals or traffic management plans (TMP's).

How do I respond to an information request?

The steps in responding to an IR:

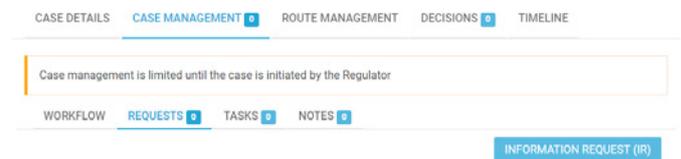
1. The IR is raised in the Portal and will appear with a green case status of **Customer Info Req.**

Case tracker

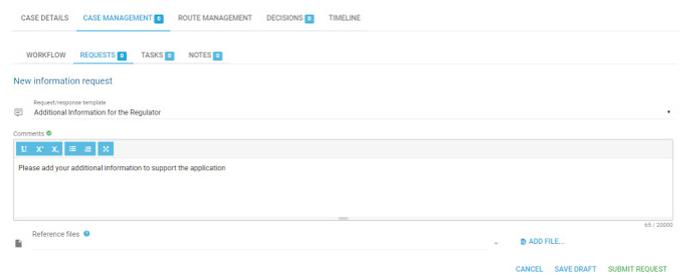


Application	Application type	Case progress	Case status	Durations
<input type="checkbox"/>	Amend Permit	Special Purpose ...	New	159d
<input type="checkbox"/>	New Permit	Oversize and/or ...	Customer Info Req	163d
<input type="checkbox"/>	Amend Permit	Agricultural	Customer Info Req	160d
<input type="checkbox"/>	New Permit	Oversize and/or ...	Consent Requested	166d

2. Open the case and select **Case Management** tab and then on the next tab level, **Requests**.



3. Click Information Request and select the template **Additional information for the Regulator** from the drop down list. Add any notes and upload files as required.



How long do I have to respond to an IR?

14 days is the allowable timeframe to respond to an Information Request.

At **7 days** a reminder is sent if the request is still outstanding.

At **14 days**, if no response is received a reminder will be issued to the customer contact as well as the account administrators.

At **15 days**, if no response is received the case will be closed.

For more information:

For step-by-step instructions on how to generate an Information Request, visit the NHVR Portal Help Centre.
<https://help.nhvr.gov.au/cmp4>

Subscribe: www.nhvr.gov.au/subscribe

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