

MVD Procedural Quick Update

#78

RE: Investigative Hold
Effective date: October 20, 2008

Date: October 17, 2008
To: All MVD
From: Mac Lewis, MVD Policy and Procedures Manager

[This is the latest in a series of procedural updates. These updates deal with specific MVD procedures and practices. Managers and Supervisors should consistently distribute the updates to all personnel and integrate them into regular information and training sessions.]

Effective Monday, October 20, an "Investigative Hold" will be placed on certain drivers' records until pending issues can be cleared up by the Compliance Unit.

MVD's Compliance Unit is charged with investigating and clearing or referring for further investigation situations in which an application for a driver's license, permit or ID has raised issues that need to be resolved.

When there are pending issues that the Compliance Unit has been unable to resolve, the Unit will now place an "Investigative Hold" on the customer's driver record.

When a customer whose record has been placed on hold goes to a field office for a license or ID renewal, or for a replacement temporary card, MVD 2.0 will automatically:

1. stop the process before the replacement temporary card is printed or the PDPS and SSOLV background checks are run; and
2. the Investigative Hold notice shown to the right will appear on the screen.



As instructed by the notice, the MVD agent should then print the screen with the Investigative Hold notice and give it to the customer. The customer (not the field office) will then need to contact the Compliance Unit.

An Investigative Hold can only be removed by the Compliance Unit, and only when all outstanding issues and questions regarding the customer's application have been resolved. The Compliance Unit will communicate its final resolution directly to the customer.

Until the hold has been removed it will not be possible for the customer to obtain a renewal or replacement card at any field office.

Field office managers and supervisors should refer any comments or questions regarding this Procedural Quick Update to their Bureau Chiefs, with cc to mac.lewis@state.nm.us. Others are encouraged to direct comments or questions directly to Mac Lewis.
