



Year 2025

## **PUBLIC SERVICE CHARTER**

# **PRA - Public Register of Motor Vehicles - and Motor Vehicle Taxes**





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# 1. ACI PUBLIC SERVICE CHARTER: PRA - PUBLIC REGISTER OF MOTOR VEHICLES - AND MOTOR VEHICLE TAXES

## 1.1 Objectives and commitments

The Automobile Club d'Italia (ACI) Service Charter is a tool for transparency and citizen engagement. It aims at facilitating **public services** related to the **Public Register of Motor Vehicles** (Pubblico Registro Automobilistico - **PRA**) and to the **Motor Vehicle Taxes**, outlining how to access services and users' rights, including accessibility rights.

With this Charter, ACI undertakes to:

- ensure everyone has access to information and services
- provide feedback channels and active participation opportunities
- comply with quality standards.

This Charter, being a pact with the community, strengthens the relationship of trust between ACI and citizens:

- describing the main services in a clear and accessible way
- providing guidance on how to submit feedback, suggestions, and complaints to enhance services
- integrating the quality management system.

This Charter is valid throughout the national territory, is updated from time to time and published in an accessible format, available on various platforms.

The Charter is drawn up according to the guidelines provided by UNI, the Italian Standardization Body, in the document [Inclusive Communication: Guidelines for the drafting of accessible documents](#) published in September 2024.

The digital format of this Charter complies with the standards of the Web Content Accessibility Guidelines (WCAG) 2.1 – level AA. In particular:

- It is compatible with assistive technologies (screen readers – i.e. software applications for visually impaired users)
- accessible online
- can be printed.

This Charter was verified as **compliant** with the accessibility standards using the Word Accessibility Checker tool.

## 1.2 Guidelines for the services described in this Charter

The ACI action is inspired by the following principles:

- accessibility
- inclusion
- quality
- sustainability
- transparency

These principles result in values, which guide the process of developing the different types of services: from designing them to their delivery.

ACI is committed to:

- ensure full and independent access to information, services and contact points with attention to disability
- remove digital and physical barriers hindering access to services
- promote citizen engagement with accessible tools.

ACI considers accessibility as a right of digital citizenship and an essential factor of social equity. Therefore, it promotes inclusion initiatives, technology innovation, staff training and ongoing monitoring for compliance with the required standards.

This Chart reflects the ACI guiding principles and its commitment to accessibility. For this purpose, it was chosen to use few colors, no photographs, and minimal imagery, just to graphically illustrate some useful pathways for Users.

## 1.3 The public service Charter: the User Journey

This Service Charter guides the user through the many ACI services of high public value, giving citizens a new and more enhanced understanding.

**The focus is on people's needs:**

- each service is briefly outlined from the user's perspective
- the user experience identifies the available physical and digital touchpoints (websites, service desks, phone, e-mail).

The structure of the ACI service Charter is planned and developed around citizen needs and experience, following the User Journey model, which is broken down into seven phases:

1. **Discovery** - how the user learns about ACI and its services
2. **Information** - where the user finds out what they need (website, FAQ, Public Relations Office - URP, videos)
3. **Access** - how the user submits a request or application
4. **Service Delivery** – how the user interacts with ACI staff while receiving the service
5. **Relationship and related services** - how the user interacts with ACI over time and in discovering its many services
6. **Feedback and perceived quality** - how the user sends feedback or suggestions
7. **Complaints** - how the user defends their own rights in case of service failure.

The steps of the User Journey comply with the universal accessibility standards and can be supported by assistive tools. Service sections include brief instructions and links to thematic ACI websites.

## 1.4 The ACI commitment to assessing the quality of its services

The quality of services provided is a top priority for ACI: to this end, each service is further described by the **performance indicators** used for its measurement.

The methodology used to assess quality takes into account two complementary pillars. The first is the strategic pillar: **planned quality** and service provision are defined beforehand by means of measurable indicators and clear targets, which guide service sizing and the verification of results. As an example, among the quality indicators, **timeliness** of delivery represents a commitment to the user. The second is the **perceived quality** pillar, which this Service Charter promotes: users can express their level of **satisfaction** regarding the clarity of information, the simplicity of the procedures, and the user-friendliness of the channels described in the Charter.

The two perspectives — strategic and experiential — are joined so as to align ACI's goals with the actual user experience. The survey results are included in **periodic monitoring reports**, which are public and accessible, aimed at continuous improvement and the updating of targets to enhance services.

Since 2011, various local offices of the ACI Federation have obtained the CEF certifications (CAF External Feedback), after applying the CAF (Common Assessment Framework) model in accordance with the European program for total quality in Public Administrations.

The design and assistance processes for motor vehicle tax services delegated to ACI are certified according to the ISO 9001:2015 standard. The IT processes concerning motor vehicle taxation are certified according to the ISO 20000-1:2018 standard.

## 1.5 Common Cases: procedures

The most common situations in a vehicle's life, such as **purchasing, selling, scrapping, theft, or paying motor vehicle tax**, are described here to guide citizens toward the **fastest and most effective resolution**, offering **a wide range of services designed and provided** to facilitate the user experience.

The examples provided show the most frequent cases, including the related services, within a single user journey designed to help you find your way easily and achieve the expected outcome.

**Mind maps** are used in the description to offer a snapshot and a concise overview of the services provided, facilitating their identification and any related workflows.

Every map has a **central node** (the service of interest) and is divided into **branches** and **sub-branches** indicating checks (e.g., vehicle registry searches), actions (e.g., change of ownership), and costs to be incurred.

The radial structure develops from a central service in a clockwise direction (starting from the branches to the left of the central node and moving to the branches on the right).

The **labels** on the branches contain easily identifiable keywords.

## 2. ABOUT ACI

### 2.1 Key questions to discover the ACI organization

#### What is ACI (Automobile Club d'Italia)?

The Automobile Club d'Italia - ACI is a non-economic, not for profit public body based on membership, which provides services in the public interest, pursuant to Law no. 70 of 20 March 1975. It is the Federation comprising 98 provincial and local Automobile Clubs across the entire national territory. Pursuant to its Statutes and relevant legislation, it is responsible for protecting the interests of motorists and the various aspects of mobility.

The three-fold role of ACI:

- **Institutional role:** it represents and protects the general interests of the Italian motorists, promotes education, road safety, and motoring tourism, as well as automotive studies and research which are available online.  
It represents Italian motorsport within international sporting bodies: it is the National Motorsport Federation recognized by CONI (Italian National Olympic Committee) and the FIA (Fédération Internationale de l'Automobile) for the management and promotion of motor sporting activities.
- **Membership Role:** it represents the interests of its Members, providing them with dedicated assistance and services to fulfill their requirements, with a focus on local communities.
- **Public Role:** in its capacity as a Public Administration, ACI manages administrative services of legal significance within the automotive sector. Since the establishment of the Public Register of Motor Vehicles (PRA) in 1927, aimed at protecting vehicle ownership and the community, ACI has been legally assigned the function of managing the regularity of its registrations. It also manages the REVE (Register of Vehicles Registered Abroad and circulating temporarily in Italy for work purposes) In collaboration with the contracted Regions/Autonomous Provinces – the recipients of tax revenues – it provides a number of services related to automobile taxes.

The **ACI Bodies** that decide the strategic steering are made up of the representatives from the Public Administrations, including the supervising Ministries and the local authorities, as well as from the representative associations and Members.

A central Department manages the **Public Relations Office - URP** - and its local branches located at the ACI PRA Offices.

## What is the ACI PRA Office?

It is the local ACI Office responsible for managing the PRA and provides, where available, the vehicle tax services. The network includes 103 offices.

## What is a Provincial/local Automobile Club?

It is an autonomous non economic public body federated with ACI and based on membership, with its own assets and economic, legal, and organizational autonomy. It covers its own territorial district (ie. Turin Automobile Club, Milan Automobile Club, Rome Automobile Club, Naples Automobile Club), carrying out services and activities for the benefit of Members and Citizens in its territory.

## What are ACI Delegations?

They are automotive consultancy agencies authorized by Provinces/Metropolitan cities (Law 264/91), responsible for the services entrusted to them by customers (ie., PRA applications, vehicle tax payments, driving licenses). For the service provided, Delegations charge further costs under a free-market regime, in addition to legal fees.

Delegations display the ACI trademark by virtue of an agreement made with the local Automobile Club, to carry out specific activities for the benefit of Members (ie., issuing ACI membership cards).

## What are automotive consultancy agencies?

They are firms authorized by Provinces/Metropolitan cities (Law 264/91), responsible for the services entrusted to them by customers (ie., PRA applications, vehicle tax payments, driving licenses). For the service provided, agencies charge further costs under a free-market regime, in addition to legal fees.

## What does *Sportello Telematico dell'Automobilista* - STA (Motorist online access points) mean?

The STA is a one-stop service point for citizens for issuing license plates and vehicle Single Document of Circulation and Ownership (DU).

STAs are spread all over the national territory at:

- the ACI PRA Offices (Public Administration)
- the Provincial Offices of the Department of Motor Vehicles (*Motorizzazione Civile - UMC*) (Public Administration)
- the local Automobile Club Delegations

- authorised vehicle consultancy agencies.

## What is *Motorizzazione Civile - UMC* (Italian Motor Vehicle Authority)?

This is a Department of the Ministry of Infrastructure and Transport (MIT), separate from ACI, which has responsibility for specific mobility matters, such as the management of the National Vehicle Register (*Archivio Nazionale Veicoli - ANV*), vehicle technical standards and inspections, and the issuance of driving licenses.

## What is the Single vehicle registration and ownership certificate (*Documento Unico - DU*)?

Since 1st January 2020, the Single vehicle registration Document has merged the *Carta di Circolazione* (Registration certificate) and the *Certificato di Proprietà* (Ownership certificate) into a single certificate, which reports technical and legal data.

Until 2019, the PRA handled the administrative, legal, and financial aspects of vehicles by issuing the Certificate of Ownership, while the *Motorizzazione* managed the technical aspects, by issuing the Vehicle Registration Certificate.

## 2.2 Commitment to accessibility, sustainability, and innovation

ACI promotes digital transition, inclusion, and environmental sustainability.

- **Accessibility:** it guarantees every citizen the access to the services provided, gradually removing digital and physical barriers.
- **Digital inclusion and interoperability:** ACI web services are designed in compliance with the Digital Administration Code and AgID guidelines about Interoperability Model (ModI) and the National Digital Data Platform (PDND), ensuring integration with SPID, pagoPA and national/European interoperability standards (European Interoperability Framework).
- **Physical accessibility:** it gradually upgrades the accessibility levels of facilities.
- **Sustainability:** it is committed to reducing the use of paper and indirect emissions, following the European guidelines and Green Public Procurement (GPP - Action Plan for the environmental sustainability of public administration consumption).
- **Training and inclusion:** it constantly updates staff and involves disability advocacy groups in the design of services.

ACI is committed to ensuring the improvement of digital accessibility levels, according to the EU Directive 2016/2102, through constant analysis and amendment of possible failures, as required by law and specified in the Accessibility Statements published on the institutional websites.

A section titled “Disability and the right to mobility” is published on the website, providing information on the matter, available at this link [Disability and the right to mobility](#).

On 29 April, 2025, ACI was awarded its **first Star for the FIA Environmental Accreditation** program for its headquarters in Rome. The result, certified by BSI (British Standards Institution) and officially announced by the FIA, confirms the real ACI commitment to a greener future. This award recognizes the initiatives adopted by ACI in the area of sustainability, including energy efficiency, the innovative heating solutions, low-impact products, and waste management.

### 3. WHAT TO DO IN CASE OF...

#### 1. Recording a change of vehicle ownership

##### Checks, actions, costs

The change of ownership represents an important moment in vehicle management. ACI suggests a procedure of preliminary checks to ensure a safe purchase.

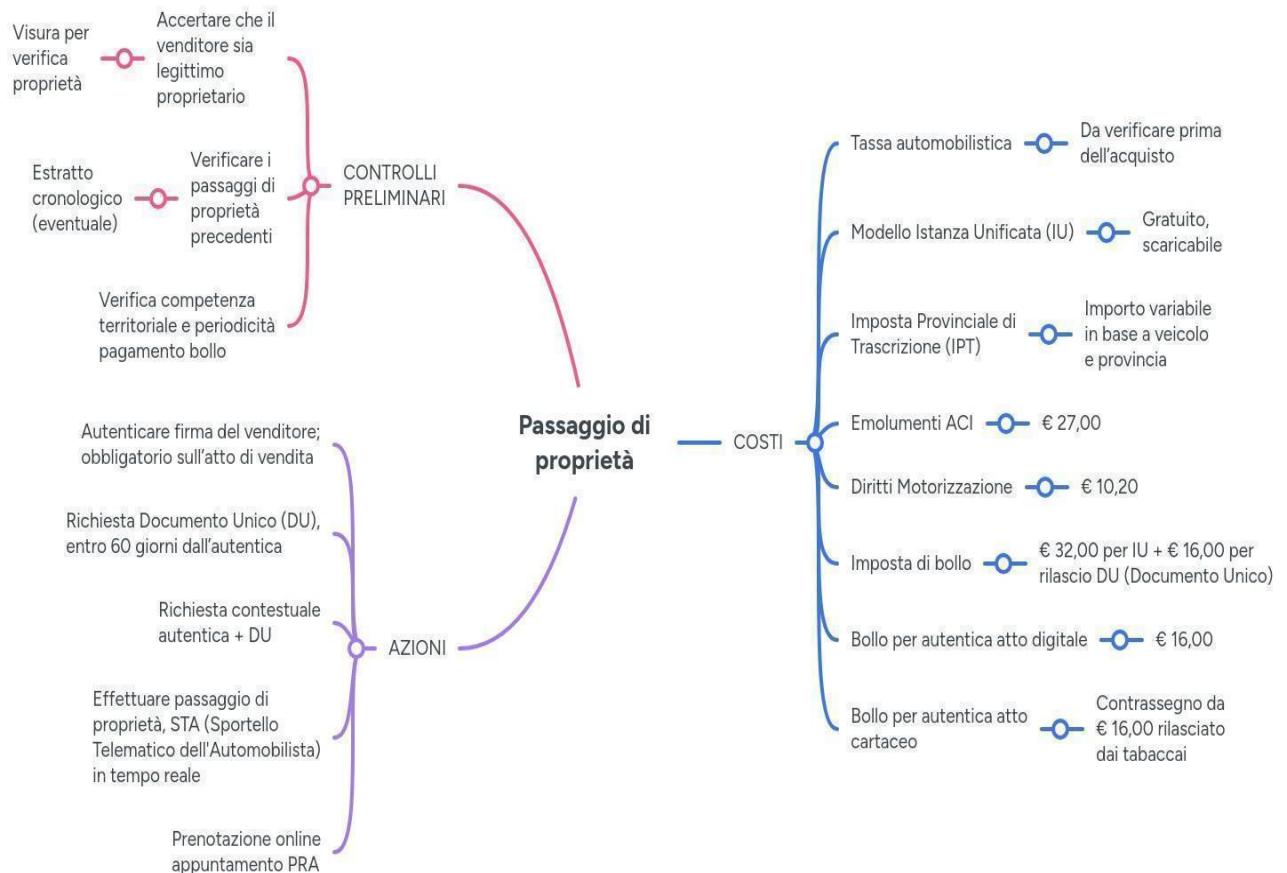
##### Procedure

- Before purchasing a vehicle, request a **PRA file search** (*visura*) to check the latest legal-administrative status recorded at PRA (ie., possible record of any administrative hold) and ensure that the seller is the rightful owner.
- Request a **Vehicle History Report** (*estratto cronologico*) if you wish to know the legal-administrative history of a vehicle (ownership, liens etc.) from its first registration.
- Check the **amount** of the **IPT (Provincial Registration Tax)** due to the Province/Metropolitan City of the buyer's residence, and the **payment schedule** for the **motor vehicle tax** (*bollo auto*) required by the Region/autonomous Province of the buyer's residence.
- Request the **registration of the deed of sale** (*trascrizione dell'atto di vendita*) at the *Sportello Telematico dell'Automobilista - STA* (Motorist online access points) of ACI PRA public offices or the Provincial Offices of the Department of Motor Vehicles (*Motorizzazione Civile - UMC*) at the costs established by law, or at authorized automotive consultancy agencies, including ACI Delegations, with extra service fees under free market rates. The applications are processed in real time, subject to any technical issues.

Useful links:

- [Recording change of ownership of a second-hand vehicle: recommendation and precautions - ACI.Gov](#)
- [Recording change of ownership: useful information - ACI.Gov](#)

## Mind map of the integrated service



Passaggio di proprietà	Change of ownership
<b>CONTROLLI PRELIMINARI</b>	<b>PRELIMINARY CHECKS</b>
Visura per verifica proprietà - Accertare che il venditore sia legittimo proprietario	PRA Vehicle ownership search ( <i>visura</i> ): Verify that the seller is the legal owner
Estratto cronologico (eventuale) - Verificare i passaggi di proprietà precedenti	PRA Vehicle History Report (if applicable) Check the previous changes of ownership
Verifica competenza territoriale e periodicità pagamento bollo	Verify the territorial competence and payment schedule for the motor vehicle tax ( <i>bollo auto</i> )
<b>AZIONI</b>	<b>ACTIONS</b>
Autenticare firma del venditore; obbligatorio sull'atto di vendita	Authenticate the seller's signature; mandatory on the deed of sale
Richiesta Documento Unico (DU), entro 60 giorni dall'autentica	Request for the Single Vehicle Document ( <i>Documento Unico - DU</i> ), within 60 days of the signature authentication
Richiesta contestuale autentica + DU	Apply simultaneously for authentication + DU

Effettuare passaggio di proprietà, STA (Sportello Telematico dell'Automobilista) in tempo reale	Register change of ownership, STA - <i>Sportello Telematico dell'Automobilista</i> (Motorist online access point) in real time
Prenotazione online appuntamento PRA	Book an in-person appointment online
<b>COSTI</b>	<b>COSTS</b>
Tassa automobilistica - Da verificare prima dell'acquisto	Motor vehicle tax - To be verified before purchase
Modello Istanza Unificata (IU) - Gratuito, scaricabile	Unified application form ( <i>Modello Istanza Unificata - IU</i> ) - Free, can be downloaded
Imposta Provinciale di Trascrizione - Importo variabile in base a veicolo e provincia	Provincial Registration Tax ( <i>Imposta Provinciale di Trascrizione - IPT</i> ) - Amount varies depending on the type of vehicle and the Province of residence
Emolumenti ACI - euro 27,00	ACI fees - €27.00
Diritti Motorizzazione - euro 10,20	Department of Motor Vehicles ( <i>Motorizzazione</i> ) fee - € 10.20
Imposta di bollo - euro 32,00 per IU + euro 16,00 per rilascio DU (Documento Unico)	Stamp duty - €32.00 for IU + €16.00 for DU (Single Vehicle Document - <i>Documento Unico</i> ) issuance
Bollo per autentica atto digitale - euro 16,00	Stamp duty for digital deed authentication – €16.00
Bollo per autentica atto cartaceo - Contrassegno da euro 16,00 rilasciato dai tabaccai	Stamp duty for paper deed authentication – €16.00 revenue stamp issued by tobacconists

## 2. Purchasing a new vehicle (first registration)

### Checks, actions, costs

When purchasing a new vehicle, ACI offers a guidance process to facilitate the vehicle registration by the car dealer, with the relevant issuance of the Single vehicle registration and ownership Document (*Documento Unico - DU*). This Certificate reports the vehicle's technical and legal data recorded in the PRA and in the National Vehicle Register, in collaboration with the Ministry of Infrastructure and Transport.

The applications are requested by the car dealer through a Sportello Telematico dell'Automobilista (STA) at ACI PRA public offices or the Provincial Offices of the Department of Motor Vehicles (*Motorizzazione Civile - UMC*) at the costs established by law, or at authorized automotive consultancy agencies, including ACI Delegations, with extra service fees under free market rates.

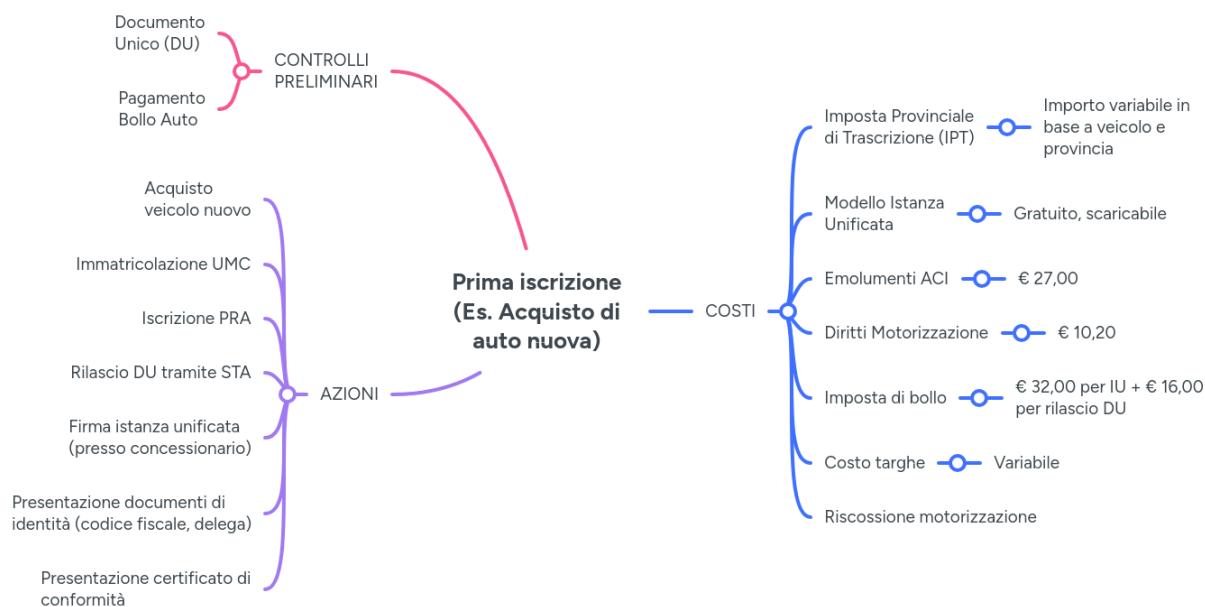
### Procedure

- Check the **amount** of the **IPT (Provincial Registration Tax)** due to the Province/Metropolitan City of the buyer's residence, and the **payment schedule** for the **motor vehicle tax** (bollo auto) required by the Region/autonomous Province of the buyer's residence.
- Documentation check: identity document/ID card, tax code (*codice fiscale*), any proxy (*delega*), and for non-EU citizens, a residence permit/card.
- Application for the Single Document (*Documento Unico*) by the car dealer

Useful links:

- [Buying a new vehicle: a step-by-step guide - ACI.Gov](#)

## Mind map of the integrated service



Prima iscrizione (Es. Acquisto di auto nuova)	First registration (e.g., Purchasing a new vehicle)
CONTROLLI PRELIMINARI	PRELIMINARY CHECKS
Documento Unico (DU)	Single Vehicle Document (Documento Unico - DU)
Pagamento Bollo Auto	Payment of the motor vehicle Tax
AZIONI	ACTIONS
Acquisto veicolo nuovo	Buying a new vehicle
Immatricolazione UMC	First registration with the Department of Motor Vehicles (Motorizzazione Civile - UMC)
Iscrizione PRA	Registration with the PRA (Public Register of Motor Vehicles)
Rilascio DU tramite STA	DU (Single vehicle Document) issuance through STA
Firma istanza unificata (presso concessionario)	Signing the unified application (at the dealership)
Presentazione documenti di identità (codice fiscale delega)	Submission of identification documents (tax code and power of attorney)

Presentazione certificato di conformità	Submission of the Certificate of Conformity
<b>COSTI</b>	<b>COSTS</b>
Imposta Provinciale di Trascrizione (IPT) - Importo variabile in base a veicolo e provincia	Provincial Registration Tax (Imposta Provinciale di Trascrizione - IPT) - Amount varies depending on the type of vehicle and the Province of residence
Modello Istanza Unificata - Gratuito, scaricabile	Unified application form (Modello Istanza Unificata - IU) - Free, can be downloaded
Emolumenti ACI - euro 27,00	ACI fees - €27.00
Diritti Motorizzazione - euro 10,20	Department of Motor Vehicles (Motorizzazione) fee - € 10.20
Imposta di bollo - euro 32,00 per IU + euro 16,00 per rilascio DU	Stamp duty - €32.00 for IU + €16.00 for DU (Single Vehicle Document - Documento Unico) issuance
Costo targhe - Variabile	License plate fee - Variable
Riscossione motorizzazione	Collection of Motorization fees

### 3. Loss of possession of a vehicle (i.e., vehicle theft)

#### Checks, actions, costs

In case of theft or other causes of loss of possession of the vehicle, ACI offers a guidance process from the filing of the report to the recording in the PRA, including the effects on motor vehicle tax (*bollo auto*) payments.

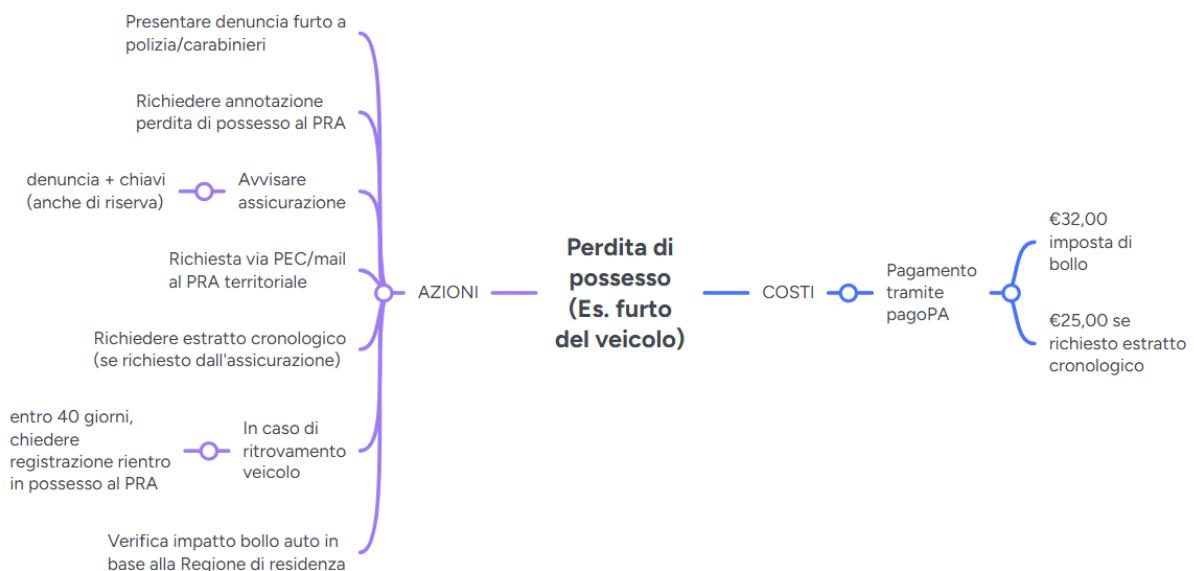
#### Procedure

- File a report at a Police or Carabinieri station
- Request the recording of the loss of possession in the PRA via certified e-mail (PEC) or standard e-mail to the ACI PRA office in your province of residence, link: [ACI Offices throughout the national territory](#) with the payment of the stamp tax owed to the State. The application must include the required forms, a valid ID, the police report or a self-declaration of the report filed, the receipt of the stamp tax payment, and any proxy accompanied by copies of the IDs of both the delegate and the delegator. No ACI fees are charged for this procedure.
- The request to record the loss of possession is essential to suspend the obligation to pay the motor vehicle tax (*bollo auto*) to the Region/Autonomous Province of residence.

Useful links:

- [Vehicle theft: what to do - ACI.Gov](#)
- [Recording the loss of possession of a vehicle - ACI.Gov](#)

#### Mind map of the integrated service



<b>Perdita di possesso (Es. furto del veicolo)</b>	<b>Loss of possession (i.e., vehicle theft)</b>
<b>AZIONE</b>	<b>ACTIONS</b>
Presentare denuncia furto a polizia / carabinieri	Report a theft to the Police or Carabinieri
Richiedere annotazione perdita di possesso a PRA	Record the loss of possession of a vehicle in the PRA
Denuncia + chiavi (anche di riserva) - Avvisare assicurazione	Theft report + keys (including spare keys) - Notify insurance company
Richiesta via PEC/mail al PRA territoriale	Submit request via PEC (certified email)/standard email to the local PRA
Richiedere estratto cronologico (se richiesto dall'assicurazione)	Request a Vehicle History Report - <i>estratto cronologico</i> , (if required by insurer)
Entro 40 giorni, chiedere registrazione rientro in possesso al PRA - in caso di ritrovamento veicolo	Apply for recording the recovery of possession at the PRA within 40 days, if the vehicle is found
Verifica impatto bollo auto in base alla Regione di residenza	Check your vehicle tax based on your Region of residence
<b>COSTI</b>	<b>COSTS</b>
Pagamento tramite pagoPA - euro 32,00 imposta di bollo	Payment through pagoPA - €32.00 for stamp duty
euro 25,00 se richiesto estratto cronologico	€ 25.00 if a vehicle history report ( <i>estratto cronologico</i> ) is required

## 4. Deregistration of a vehicle from the P.R.A.

### Checks, actions, costs

A deregistration (*radiazione*) of a vehicle from the P.R.A. can be carried out through scrapping it at an authorized scrapping centre. The list of the authorized scrapyards is available on the websites of the ACI PRA Provincial Offices for the Province where the vehicle is located at the following link: [Unità Territoriali ACI](#) pagina Servizi (Service page).

The scrapping centre is responsible for deregistering the vehicle from the P.R.A. for scrapping.

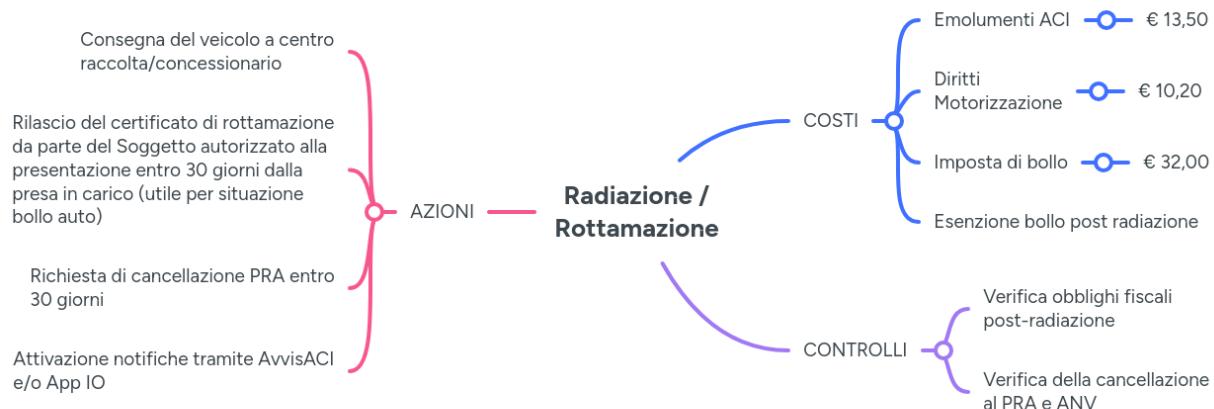
### Procedure

- Through an authorized scrapping centre (certified by the Province / Metropolitan City), submit the **deregistration (*radiazione*) of a vehicle from the P.R.A.** submitting its license plates (or the official report of loss/theft), the Single vehicle Document (*Documento Unico - DU*) or the vehicle registration certificate and the certificate of ownership (or the official report of loss/theft).
- If an administrative lien - *fermo amministrativo* (to be checked on the PRA file search - *Visura*) is registered, the vehicle cannot be removed from the P.R.A. It is necessary to pay the amount due to the collection agent that requested the registration of the administrative lien and that shall then submit its deregistration from the P.R.A.
- Issuance of the vehicle scrapping certificate by the authorized scrapping centre, which is required to submit the vehicle deregistration (*radiazione*) from the P.R.A. and the National Vehicle Register (*Archivio Nazionale Veicoli - ANV*) within 30 days. The scrapping certificate may be useful in the event of a dispute regarding the payment of motor vehicle tax, depending on the regulations of the Region/Autonomous Province of residence of the vehicle registered owner in the P.R.A.
- Check the **payment schedule** for the **motor vehicle tax** (*bollo auto*) required by the relevant Region/Autonomous Province.
- Optional registration with the IO app and/or the AvvisACI service to receive notification via e-mail or text message of the successful vehicle deregistration (*radiazione*) from the P.R.A.

Useful links:

- [Vehicle scrapping – ACI.Gov](#)

## Mind map of the integrated service



Radiazione / Rottamazione	Vehicle deregistration/Scrapping
<b>AZIONI</b>	<b>ACTIONS</b>
Consegna del veicolo a centro raccolta / concessionario	Vehicle delivery to an Authorised Treatment Facility / a dealership
Rilascio del certificato di rottamazione da parte del Soggetto autorizzato alla presentazione entro 30 giorni dalla presa in carico (utile per situazione bollo auto)	Issuance of the certificate of scrapping by the authorized facility within 30 days of taking charge of it (required for car tax exemption)
Richiesta di cancellazione PRA entro 30 giorni	Application for PRA deregistration within 30 days
Attivazione notifiche tramite AvvisACI e/o App IO	Activation of notifications via AvvisACI and/or the IO app
<b>COSTI</b>	<b>COSTS</b>
Emolumenti ACI - eURO 13,50	ACI fees - €13.50
Diritti Motorizzazione - euro 10,20	Department of Motor Vehicles (Motorizzazione) fee - € 10.20
Imposta di bollo - euro 32,00	Stamp duty - €32.00
Esenzione bollo post radiazione	Vehicle tax exemption following deregistration
<b>CONTROLLI</b>	<b>CHECKS</b>
Verifica obblighi fiscali post-radiazione	Check tax liabilities following deregistration
Verifica della cancellazione al PRA e ANV	Check deregistration recording at PRA and ANV

## 5. Administrative lien (*fermo amministrativo*)

### Checks, actions, costs

After the debt collecting authority has registered the administrative lien on a vehicle in the P.R.A.

- due, for example, to unpaid tax/duty- ACI offers a procedure to solve the question, from checking the registration of the administrative lien to its deregistration.

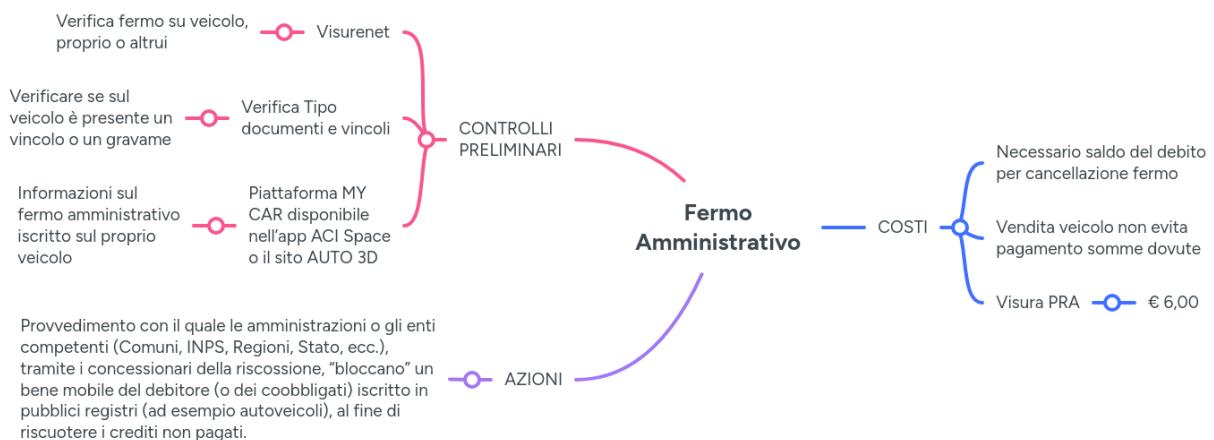
### Procedure

- Verify the presence of an **administrative lien (*fermo amministrativo*)** through a PRA file search.
- Contact the collection agent or the relevant taxing authority to settle your fiscal position.
- Following the settlement of your fiscal position, the collection agent or the taxing authority that requested the registration of the administrative lien, shall submit its cancellation from the PRA (or revocation in the event of an error by the collection agent).
- Start the **AvvisACI** service to stay up to date on your vehicle's legal status; you can also use the **IO app** or the **ACI Space app** for information regarding ownership and motor vehicle tax.

Useful links:

- [\*\*Recording administrative lien \(\*fermo amministrativo\*\): useful information - ACI.Gov\*\*](#)

### Mind map of the integrated service



<b>Fermo Amministrativo</b>	<b>Administrative lien (<i>fermo amministrativo</i>)</b>
<b>CONTROLLI PRELIMINARI</b>	<b>PRELIMINARY CHECKS</b>
Verifica fermo su veicolo, proprio o altrui - Visurennet	Check for administrative liens on your vehicle or third party's- Visurennet
Verificare se sul veicolo è presente un vincolo o un gravame - Verifica Tipo documenti e vincoli	Check if the vehicle has any liens or encumbrances - Document type and lien verification
Informazioni sul fermo amministrativo iscritto sul proprio veicolo - Piattaforma MY CAR disponibile nell'app Aci Space o il sito AUTO 3D	Information on administrative liens registered on your vehicle - MY CAR platform available via the Aci Space app or the AUTO 3D website
<b>AZIONI</b>	<b>ACTIONS</b>
Provvedimento con il quale le amministrazioni o gli enti competenti (Comuni, INPS, Regioni, Stato, ecc.), tramite i concessionari della riscossione, "bloccano" un bene mobile del debitore (o dei coobbligati) iscritto in pubblici registri (ad esempio autoveicoli), al fine di riscuotere i crediti non pagati.	A measure by which competent administrations or entities (Municipalities, INPS, Regions, the State, etc.), through tax collection agents, "lock" a movable asset belonging to the debtor (or co-debtors) registered in public registers (e.g., motor vehicles), in order to collect unpaid debts.
<b>COSTI</b>	<b>COSTS</b>
Necessario saldo del debito per cancellazione fermo	Debt settlement required to remove the administrative lien
Vendita veicolo non evita pagamento somme dovute	Vehicle sale does not exempt from payment of outstanding tax liabilities
Visura PRA - euro 6,00	PRA file search - €6.00

## 6. Payment of the motor vehicle Tax

### Checks, actions, costs

The suggested procedure is designed to optimize the use of services, for a better clarity, prevention, and support, also with reference to unpaid taxes and statutory limitations.

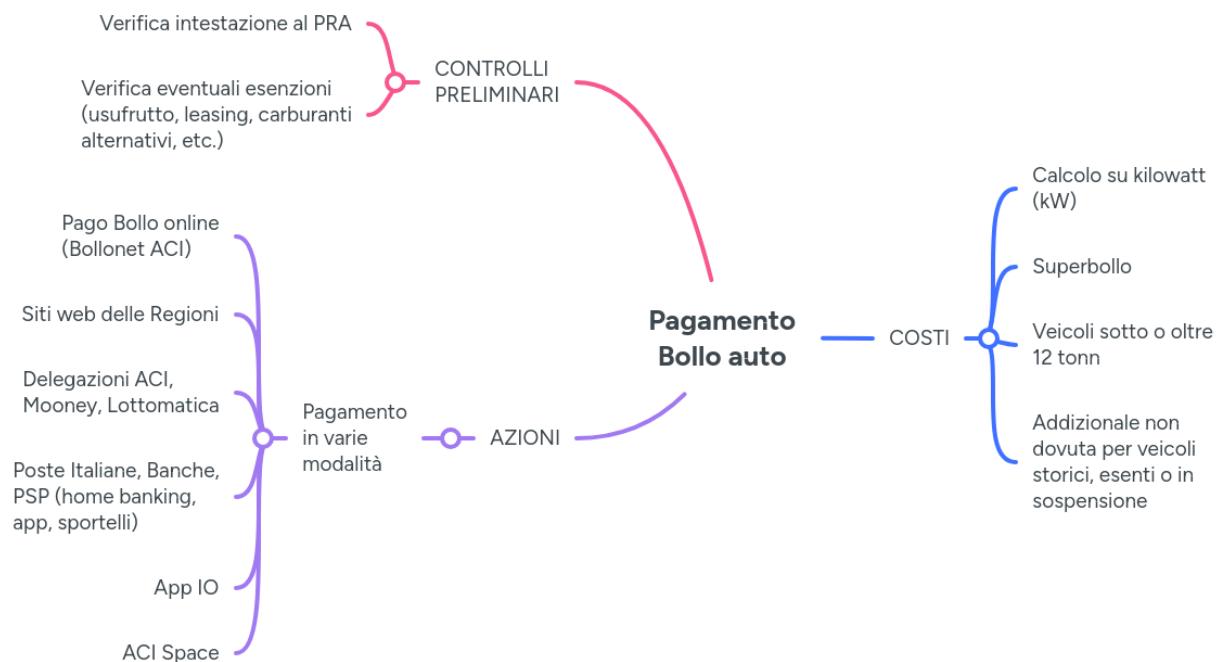
### Procedure

- Check deadlines and payment methods for the motor vehicle tax, depending on the Region /Autonomous Province of residence to which the tax revenue is allocated.
- Settle any outstanding payments and calculate any applicable interest and penalties.
- Use the **ACI online services** and those of the **Regions/Autonomous Provinces** for specific information (exemption, statutory limitations, etc.).

Useful links:

- [\*\*Payment of the motor vehicle Tax – ACI.Gov\*\*](#)

### Mind map of the integrated service



<b>Pagamento Bollo auto</b>	<b>Payment of the motor vehicle Tax</b>
CONTROLLI PRELIMINARI	PRELIMINARY CHECKS
Verifica intestazione al PRA	Verify current owner registration at the PRA
Verifica eventuali esenzioni (usufrutto, leasing, carburanti alternativi, etc.)	Check for available exemptions (usufruct, leasing, alternative fuels, etc.)
AZIONI	ACTIONS
Pagamento in varie modalità	Multiple payment methods available
Pago Bollo online (Bollonet ACI)	Online Vehicle Tax payment (ACI Bollonet)
Siti web delle Regioni	Region websites
Delegazioni ACI, Mooney, Lottomatica	ACI Delegations, Mooney, Lottomatica
Poste Italiane, Banche, PSP (home banking, app. sportelli)	Poste Italiane, Banks, PSPs (Payment Service Providers) (home banking, apps, counters)
App IO	App IO
ACI Space	ACI Space
COSTI	COSTS
Calcolo su kilowatt (KW)	Calculated on kilowatts (kW)
Superbollo	Additional car tax ( <i>Superbollo</i> )
Veicoli sotto o oltre 12 tonn	Vehicles under or over 12 tonnes
Addizionale non dovuta per veicoli storici, esenti o in sospensione	Additional tax not applicable for historic vehicles, exempt vehicles, or vehicles under suspension

## 4. PRA (PUBLIC REGISTER FOR MOTOR VEHICLES) SERVICES

### SECTION 1: PRA file search

#### Purpose of the service

##### **Why may you need a PRA file Search (*visura*)?**

Based on the license plate number, the Service provides information on the current legal status of the vehicle (owner, restrictions/legal encumbrances) as resulting from the database of the Public Register of Motor Vehicles (PRA).

#### Service discovery

##### **How do you learn about the PRA file search (*visura*) service?**

- on the institutional website [ACI.Gov](#)
- at the ACI PRA Offices and the URP
- on the [ACI Space app](#)
- through ACI information channels: [Rivista Giuridica della Circolazione e dei Trasporti](#), [ACI Radio](#), [ACI magazines](#), [Press releases](#), [ACI Storico](#).

#### Information

##### **Where can you find the information you need for the PRA file search (*visura*) service?**

- on the official page [Visurennet](#):
- through the URP-ACI contact center (toll-free number 800.18.34.34; Monday to Friday, 8:30 a.m. – 12:30 p.m.)
- at the ACI PRA Offices [ACI Offices across the Country](#)
- by sending an email to the ACI PRA Office of your Province of residence [ACI Offices across the Country](#).

#### Access

##### **How can you request a vehicle PRA file search (*visura*)?**

- **online on Visurennet** using SPID, CIE, CNS or eIDAS. The cost is €6.00 payable with pagoPA.
- by **email/PEC** to the **ACI PRA Office** of your Province of residence or where your professional activity is based, in the residual cases of vehicles whose data have not yet

been digitized, attaching a copy of your identity document/ID card and the pagoPA payment receipt.

The PRA file search can be also requested at the authorized automotive consultancy agencies, including ACI Delegations, with extra service fees under free market rates.

## Provision of the service

### What can you get from this service?

- legal status of the vehicle based on the license plate number: registered owner's personal details, liens and encumbrances(i.e., mortgages)
- the Vehicle History report (*Visura*) is sent to the provided e-mail address in real time or no later than the following business day if requested via Visurennet; within 3 to 5 business days if requested via e-mail/Certified Electronic Email - PEC for the residual cases not managed through Visurennet.

The digital Vehicle History report is not an official certification; it is sent as a PDF file in compliance with accessibility requirements, compatible with screen readers and assistive technologies. Specific assistance is provided.

## Customer relations and related services

### How can you easily access related and tailored services through fast-track processes?

- You can use the service on a recurring basis for multiple vehicles
- You can access **integrated services** related to the administrative management of your vehicle, such as consulting the history of applications, checking the status of submitted requests, receiving communications, and conveniently booking an in-person appointment online. Consequently, you can activate:
  - **app IO, ACI Space** app (including vehicle tax check, digital ownership certificate, any possible liens or encumbrances)
  - **AvvisACI** providing updates about the vehicle legal status via e-mail or SMS.

## Feedback and perceived quality

### How can you submit suggestions, feedback or observations?

- By a form to be submitted to the [URP – ACI.Gov](#)
- If you use the ACI Visurennet online service, you can provide feedback once you have used it. Survey results are available in the Transparency section: [Satisfaction survey results about online services - ACI.Gov](#)
- You can take part in the customer satisfaction survey on the information provided in this Charter by clicking on the following link [Survey: PRA file Search](#)

## Complaints

### How can you protect your rights in the event of a service disruption?

Fill in and submit a form via the [URP – ACI.Gov form](#). The complaint will be handled promptly in relation to the submitted instance.

## Planned and delivered quality

QUALITY DIMENSION PRA file search	QUALITY INDICATOR/STANDARD	TARGET VALUE/ USAGE
Timeliness	Time required to issue the requested documentation	<ul style="list-style-type: none"><li>through Visurennet in real time, 1 day at the latest</li><li>within 3 to 5 business days if requested via e-mail/Certified Electronic Email - PEC for the residual cases not managed through Visurennet</li></ul>
Physical accessibility	Opening days to the public	<ul style="list-style-type: none"><li>from Monday to Friday, excluding public holidays (by appointment only), opening hours available at the link <a href="#">Sedi ACI sul territorio (ACI Offices across the Country)</a></li></ul>
Digital accessibility	Online information on service provision	<ul style="list-style-type: none"><li>real-time online information available 24 hours a day, 7 days a week, including holidays.</li><li>100% of service content in an accessible format</li></ul>
Effectiveness and compliance	Processed requests	<ul style="list-style-type: none"><li>cross-platform access (PC, mobile)</li><li>100% requests</li></ul>
Satisfaction	Service satisfaction and perceived quality assessment	<ul style="list-style-type: none"><li>URP initiatives</li><li>service rating</li><li>online surveys included in this Service Charter</li></ul>

## SECTION 2: PRA Vehicle History Report (*estratto cronologico*)

### Purpose of the service

#### Why do you need a PRA Vehicle History Extract?

You get an official document certifying a vehicle legal status (registered ownership, any previous ownership changes, liens and encumbrances such as administrative liens, etc.) from its first registration to the date of the request, by extracting the data and information provided for by law from the PRA.

### Service discovery

#### How did you learn about the PRA Vehicle History Report (*estratto cronologico*) service?

- on the institutional website [ACI.Gov](#)
- at the ACI PRA Offices and the URP
- on the [ACI Space app](#)
- through ACI information channels: [Rivista Giuridica della Circolazione e dei Trasporti](#), [ACI Radio](#), [ACI magazines](#), [Press releases](#), [ACI Storico](#).

### Information

#### Where can you find the information you need to request a PRA Vehicle History Extract?

- on the official page [Crononet](#)
- through the URP-ACI contact center (toll-free number 800.18.34.34; Monday to Friday, 8:30 a.m. – 12:30 p.m.)
- at the ACI PRA Offices [ACI Offices across the Country](#)
- by sending an email to the ACI PRA Office of your Province of residence [ACI Offices across the Country](#).

### Access

#### How can you request a PRA Vehicle History Report (*estratto cronologico*)?

- online on [Crononet](#) using SPID, CIE, CNS or eIDAS. The cost of the Service is € 25.00 (of which € 16.00 for stamp duty and € 9.00 for PRA fees for each certificate requested), payable through pagoPA.
- by **email/PEC (certified email) to the ACI PRA Office** of your Province of residence or where your professional activity is based, attaching a copy of your identity document/ID card and the pagoPA payment receipt.

The PRA Vehicle History Extract can be also requested at the authorized automotive consultancy agencies, including ACI Delegations, with extra service fees under free market rates.

## Provision of the service

### What can you get from this service?

- the certificate issued from the PRA archive including a list of all formalities recorded for the vehicle (e.g., ownership changes, exceptional cases such as loss of possession) from its first registration onwards.
- the Vehicle History report (*estratto cronologico*) is sent to the provided e-mail address in real time or no later than the following business day if requested via Crononet; within 3 to 5 business days if requested via e-mail/Certified Electronic Email - PEC for the residual cases not managed through Crononet.

The digital Vehicle History report (*estratto cronologico*) is sent as a PDF file in compliance with accessibility requirements, compatible with screen readers and assistive technologies. Dedicated assistance is provided for all request methods.

## Customer relations and related services

### How can you easily access related and tailored services through fast-track processes?

- you can use the service on a recurring basis for multiple vehicles
- you can access **integrated services** related to the administrative management of your vehicle, such as consulting the history of applications, checking the status of submitted requests, receiving communications, and conveniently booking an in-person appointment online. Consequently, you can activate:
  - **app IO, ACI Space** app (including vehicle tax check, digital ownership certificate, any possible liens or encumbrances)
  - **AvvisACI** providing updates about the vehicle legal status via e-mail or SMS.

## Feedback and perceived quality

### How can you submit suggestions, feedback or observations?

- By a form to be submitted to the [URP – ACI.Gov](#)
- If you use the ACI Crononet online service, you can provide feedback once you have used it. Survey results are available in the Transparency section: [Satisfaction survey results about online services - ACI.Gov](#)

- You can take part in the customer satisfaction survey on the information provided in this Charter by clicking on the following link [Survey: Vehicle History Report from PRA database](#).

## Complaints

### How can you protect your rights in the event of a service disruption?

Fill in and submit a form via the [URP – ACI.Gov form](#). The complaint will be handled promptly in relation to the submitted instance.

## Planned and delivered quality

QUALITY DIMENSION PRA Vehicle History Report	QUALITY INDICATOR/STANDARD	TARGET VALUE/ USAGE
Timeliness	Time required to issue the requested documentation	<ul style="list-style-type: none"> <li>• through Crononet in real time, 1 day at the latest</li> <li>• within 3 to 5 business days if requested via e-mail/Certified Electronic Email - PEC for the residual cases not managed through Crononet</li> </ul>
Physical accessibility	Opening days to the public	<ul style="list-style-type: none"> <li>• from Monday to Friday, excluding public holidays (by appointment only), opening hours available at the link <a href="#">ACI Offices across the Country</a></li> </ul>
Digital accessibility	Online information on service provision	<ul style="list-style-type: none"> <li>• real-time online information available 24 hours a day, 7 days a week, including holidays.</li> <li>• 100% of service content in an accessible format</li> </ul>
Effectiveness and compliance	Processed requests	<ul style="list-style-type: none"> <li>• cross-platform access (PC, <i>mobile</i>)</li> <li>• 100% requests</li> </ul>
Satisfaction	Service satisfaction and perceived quality assessment	<ul style="list-style-type: none"> <li>• URP initiatives</li> <li>• service rating</li> <li>• online surveys included in this Service Charter</li> </ul>

## SECTION 3: PRA file search (*visura*) and vehicle history report (*estratto cronologico*) for foreign citizens without digital identity (SPID, CIE, eIDAS)

### Purpose of the service

#### **How to obtain a PRA file search (*visura*) or vehicle history report (*estratto cronologico*) without SPID, CIE, or eIDAS?**

If you do not have Italian or European digital identity credentials, request PRA file searches (*visure*) and vehicle history reports (*estratti cronologici*) via PEC (certified email) or e-mail.

### Service discovery

#### **How did you learn about PRA file searches (*visure*) / History reports (*estratti cronologici*) service for users lacking digital identity?**

- on the institutional website [ACI.Gov](#)
- at the ACI PRA Offices and the URP
- on the [ACI Space app](#)
- through ACI information channels: [Rivista Giuridica della Circolazione e dei Trasporti](#), [ACI Radio](#), [ACI magazines](#), [Press releases](#), [ACI Storico](#).

### Information

#### **Where can you find the information you need to request a PRA file search (*visura*)/ vehicle history report (*estratto cronologico*)?**

- on the official pages:
  - [Crononet](#)
  - [Visurennet](#)
- through the URP-ACI contact center (toll-free number 800.18.34.34; Monday to Friday, 8:30 a.m. – 12:30 p.m.)
- at the ACI PRA Offices [ACI Offices across the Country](#)
- by sending an email to the ACI PRA Office of your Province of residence [ACI Offices across the Country](#).

### Access

#### **How can you request a PRA file search (*visura*)/ vehicle history report (*estratto cronologico*) if you are a foreign citizen without SPID CIE eIDAS?**

If you are:

- EU citizen from a non-eIDAS-compliant country
- foreign national without a residence permit;
- foreign national residing abroad;

You can access the service through:

- foreign professional operators in the automotive sector
- by email/PEC (certified email) to the ACI PRA Office of your Province of residence or where your professional activity is based, attaching a copy of your identity document/ID card and the pagoPA payment receipt. The cost for each PRA file search (*visura*) is € 6.00. The cost for each vehicle history report (*estratto cronologico*) is € 25.00 (€ 9 PRA fees + € 16 stamp duty).

The PRA file search (*visura*) and the vehicle history report (*estratto cronologico*) can be also requested at the authorized automotive consultancy agencies, including ACI Delegations, with extra service fees under free market rates.

## Provision of the service

### What can you get from this service?

The ACI PRA Officer identifies the applicant and issues the requested document (*visura* or *estratto cronologico*) via **email/PEC within** 3 to 5 working days of payment.

## Customer relations and related services

### How can you easily access related and tailored services through fast-track processes?

- you can use the service on a recurring basis even from abroad for multiple vehicles (up to three vehicle reports searches per day allowed)
- you can receive assistance through e-mail/PEC (Certified E-mail) to manage multiple applications
- you can access other digital PRA services even without SPID/CIE
- you can access **integrated services** related to the administrative management of your vehicle, such as consulting the history of applications, checking the status of submitted requests, receiving communications, and conveniently booking an in-person appointment online. Consequently, you can activate:
  - **app IO, ACI Space** app (including vehicle tax check, digital ownership certificate, any possible liens or encumbrances)
  - **AvvisACI** providing updates about the vehicle legal status via e-mail or SMS.

## Feedback and perceived quality

### How can you submit suggestions, feedback or observations?

- by a form to be submitted to the [URP – ACI.Gov](#)
- you can take part in the customer satisfaction survey on the information provided in this Charter by clicking on the following link [Survey: PRA file search \(visura\) and vehicle history report \(estratto conologico\) for foreign citizens not in possession of SPID CIE EID](#)

## Complaints

### How can you protect your rights in the event of service disruption?

Complete and submit a form via the [URP – ACI.Gov form](#). The complaint will be handled promptly in relation to the submitted instance.

## Planned and delivered quality

QUALITY DIMENSION	QUALITY INDICATOR/STANDARD	TARGET VALUE/ USAGE
PRA file searches ( <i>visure</i> ) and vehicle history extracts ( <i>estratti cronologici</i> ) without SPID		
Timeliness	Time required to issue the requested documentation	<ul style="list-style-type: none"><li>• Within 3–5 working days from receipt of the request</li><li>• from Monday to Friday, excluding public holidays</li></ul>
Physical accessibility	Opening days to the public	<ul style="list-style-type: none"><li>• from Monday to Friday, excluding public holidays (by appointment only), opening hours available at the link <a href="#">ACI Offices across the Country</a></li></ul>
Digital accessibility	Online information on service provision	<ul style="list-style-type: none"><li>• real-time online access available 24 hours a day, 7 days a week, including holidays.</li><li>• 100% of service content in an accessible format</li></ul>
Effectiveness and compliance	Processed requests	<ul style="list-style-type: none"><li>• cross-platform access (PC, <i>mobile</i>)</li><li>• 100% requests</li></ul>
Satisfaction	Service satisfaction and perceived quality assessment	<ul style="list-style-type: none"><li>• URP initiatives</li><li>• online surveys included in this Service Charter</li></ul>

## SECTION 4: Current and historical PRA name-based search restricted to legally authorized entities

You can apply for a name-based registry search exclusively if you are a legally authorized entity, i.e.:

- A collection agent
- A lawyer, a notary, an insolvency practitioner
- A private investigator authorized by the Prefecture
- An over-indebtedness crisis composition body
- A natural or legal person, limited to searches related to their own tax code/VAT number (heirs may also request it).

### Purpose of the service

#### What is the purpose of a PRA name-based search?

- **current name-based registry search:** through tax code/VAT number, you get the license plate numbers of all the vehicles registered to a specific subject (natural or legal person) since 1993 (start date of the PRA computerization), by extracting data and information from PRA. In the case of leasing, the search includes the details of lessors and lessees.
- **historical name-based registry search:** as of the date of request, you obtain an updated report containing a list of all the vehicles registered to a specific subject (natural or legal person), including those removed or for which a loss of possession has been recorded. It serves legal, administrative, probate, and fiscal purposes, or general documentation needs. In the case of leasing, the search includes the details of lessors and lessees.

### Service discovery

#### How did you learn about the current and historical name-based registry search service?

- on the institutional website [ACI.Gov](#)
- at the ACI PRA Offices and the URP
- on the [ACI Space](#) app
- through ACI information channels: [Rivista Giuridica della Circolazione e dei Trasporti](#), [ACI Radio](#), [ACI magazines](#), [Press releases](#), [ACI Storico](#).

## Information

### Where can you find the information you need for requesting the name-based registry search?

- on the official page [PRA name-based search - ACI.Gov](#)
- through the URP-ACI contact center (toll-free number 800.18.34.34; Monday to Friday, 8:30 a.m. – 12:30 p.m.)
- at the ACI PRA Offices [ACI Offices across the Country](#)
- by sending an email to the ACI PRA Office of your Province of residence [ACI Offices across the Country](#).

## Access

### How can you request a name-based registry search?

- By **email/PEC (certified email) to the ACI PRA Office** of your Province of residence or where your professional activity is based, attaching a copy of your identity document/ID card and the pagoPA payment receipt. The subject's tax code and supporting documentation (e.g., court order) must be provided.
- Via **PEC** (certified email) for authorized parties (collection agencies, lawyers, notaries, private investigators holding authorization from the Prefecture, over-indebtedness crisis composition bodies, insolvency practitioners).
- The cost of the **current name-based registry search** is €6.00 per name plus an additional €6.00 for each license plate extracted, payable via pagoPA.
- The cost of the **historical name-based registry search** is €25.63 per name, payable via pagoPA.

The PRA name-based search can also be requested at authorized automotive consultancy agencies, including ACI Delegations, with extra service fees applied under free market rates.

## Provision of the service

### What can you get from this service?

You receive the updated current or historical name-based registry search in PDF format via PEC or email, within 3-5 working days from your request.

## Customer relations and related services

### How can you easily access related and tailored services through fast-track processes?

- You can track the history of vehicles owned by the same party over time for legal, administrative, or probate purposes

- You can request historical searches for various subjects or at subsequent moments, for instance, during audits involving multiple heirs or businesses
- You can conduct periodic searches on multiple parties (for personal or professional purposes)
- You can activate the **AvvisACI** service to receive notifications every time the legal status of your vehicle(s) changes
- Connect this service with additional verification and documentation systems (e.g. certificates, notifications, AvvisACI)
- You can access **integrated services** related to the administrative management of your vehicle, such as consulting the history of applications, checking the status of submitted requests, receiving communications, and conveniently booking an in-person appointment online.

## Feedback and perceived quality

### How can you submit suggestions, feedback or observations?

- by a form to be submitted to the [URP – ACI.Gov](#)
- you can rate the helpfulness of the online information on the service information page at the following link [Name-based search - ACI.Gov](#)
- complete the customer satisfaction survey regarding the information provided in this Charter by clicking on the following link [Survey: Online name-based registry search](#)

## Complaints

### How can you protect your rights in the event of a service disruption?

Fill in and submit a form via the [URP – ACI.Gov form](#). The complaint will be handled promptly in relation to the submitted instance.

## Planned and delivered quality

QUALITY DIMENSION Name-based search	QUALITY INDICATOR/STANDARD	TARGET VALUE/ USAGE
Timeliness	Time required to issue the requested documentation	<ul style="list-style-type: none"> <li>• Within 3–5 working days from receipt of the request</li> </ul>
Physical accessibility	Opening days to the public	<ul style="list-style-type: none"> <li>• from Monday to Friday, excluding public holidays (by appointment only), opening hours available at the link <a href="#">ACI Offices across the Country</a></li> </ul>

Digital accessibility	Online information on service provision	<ul style="list-style-type: none"> <li>real-time online information available 24 hours a day, 7 days a week, including holidays.</li> <li>100% of service content in an accessible format</li> </ul>
Effectiveness and compliance	Processed requests	<ul style="list-style-type: none"> <li>cross-platform access (PC, <i>mobile</i>)</li> <li>100% requests</li> </ul>
Satisfaction	Service satisfaction and perceived quality assessment	<ul style="list-style-type: none"> <li>URP initiatives</li> <li>assessment of the helpfulness of the information provided on the institutional website</li> <li>online surveys included in this Service Charter</li> </ul>

## SECTION 5: Recording the loss and recovery of a vehicle possession in the PRA

### Purpose of the service

#### Why do you need to record the loss/recovery of possession?

- you obtain the registration in the PRA of the loss of vehicle possession due to various causes (theft, misappropriation, seizures, court rulings, etc.) or the recovery of its possession.
- you get the legal and administrative certainty of your position regarding the connected civil, administrative, and fiscal liabilities.

### Service discovery

#### How do you learn about the registration of the loss/recovery of a vehicle possession?

- on the institutional website [ACI.Gov](#)
- at the ACI PRA Offices and the URP
- on the [ACI Space](#) app
- through ACI information channels: [Rivista Giuridica della Circolazione e dei Trasporti](#), [ACI Radio](#), [ACI magazines](#), [Press releases](#), [ACI Storico](#).

### Information

#### Where can you find the information you need?

- on the official pages:
  - [Recording the loss of possession of a vehicle - ACI.Gov](#)
  - [Recording the loss of possession of a vehicle - ACI.Gov](#)
- through the URP-ACI contact center (toll-free number 800.18.34.34; Monday to Friday, 8:30 a.m. – 12:30 p.m.)
- at the ACI PRA Offices [ACI Offices across the Country](#)
- by sending an email to the ACI PRA Office of your Province of residence [ACI Offices across the Country](#).

### Access

#### How can you submit a request for loss/recovery of vehicle possession?

- by email/PEC (certified email) to the **ACI PRA Office** of your Province of residence or where your professional activity is based, attaching a copy of your identity document/ID card and the pagoPA payment receipt.

- at ACI PRA Offices
- The possibility of using the [Online Desk](#) service is available on an experimental phase, only for selected Provinces. The procedure will help you enter the requested data; you also need to attach documents in .pdf format and pay the applicable fees via pagoPA
- the required documentation consists of:
  - theft report or in the case of possession recovery, the vehicle return order. Alternatively, a self-declaration of theft report or of the recovery of the vehicle availability
  - NP-3C model application form, duly filled in and signed
  - copy of the identity document/ID card
  - The cost is € 32.00
  - Payment needs to be made through the pagoPA platform for requests submitted via PEC, at the counter in cash or by debit card following [Service booking](#).

The PRA applications can also be submitted at the authorized automotive consultancy agencies, including ACI Delegations, with the addition of service fees under free market rates.

## Provision of the service

### What can you get from the service and how can you get it?

- The ACI PRA Office receives, checks and processes the application, verifying that the documentation is consistent with the PRA database, also through the online Desk, if activated in your Province.
- You immediately receive the service at the ACI PRA Offices, or within 2-4 business days for requests submitted via e-mail/PEC (Certified E-mail).

## Customer relations and related services

### How can you easily access related and tailored services through fast-track processes?

- You can access **integrated services** related to the administrative management of your vehicle, such as consulting the history of formalities, checking the status of submitted applications, receiving communications, and conveniently booking an in-person appointment online. Consequently, you can activate:
  - activate the **AvvisACI** service to receive updates on your vehicle's legal status;
  - access other complementary services, such as the request for vehicle records search, refund, or certifications related to the vehicle.

## Feedback and perceived quality

### How can you submit suggestions, feedback or observations?

- by a form to be submitted to the [URP – ACI.Gov](#)
- you can rate the usefulness of online information on the service information page at the following links
  - [Recording the loss of possession of a vehicle - ACI.Gov](#)
  - [Recording the loss of possession of a vehicle - ACI.Gov.](#)
- complete the customer satisfaction survey regarding the information provided in this Charter by clicking on the following link [Survey: Recording the loss of possession and recovery of possession of a vehicle in the PRA.](#)

## Complaints

### How can you protect your rights in the event of a service disruption?

Fill in and submit a form via the [URP – ACI.Gov](#) form. The complaint will be handled promptly in relation to the submitted instance.

## Planned and delivered quality

QUALITY DIMENSION <b>Recording of possession</b>	QUALITY INDICATOR/STANDARD	TARGET VALUE/ USAGE
Timeliness	Time required to issue the requested documentation	<ul style="list-style-type: none"> <li>• Within 2–4 working days from receipt of the request</li> </ul>
Physical accessibility	Opening days to the public	<ul style="list-style-type: none"> <li>• from Monday to Friday, excluding public holidays (by appointment only), opening hours available at the link <a href="#">ACI Offices across the Country</a></li> </ul>
Digital accessibility	Online information on service provision	<ul style="list-style-type: none"> <li>• real-time online information available 24 hours a day, 7 days a week, including holidays.</li> <li>• 100% of service content in an accessible format</li> </ul>
Effectiveness and compliance	Processed requests	<ul style="list-style-type: none"> <li>• cross-platform access (PC, <i>mobile</i>)</li> </ul>
Satisfaction	Service satisfaction and perceived quality assessment	<ul style="list-style-type: none"> <li>• URP initiatives</li> <li>• assessment of the helpfulness of the information provided on the institutional website</li> <li>• online surveys included in this Service Charter</li> </ul>

## SECTION 6: Registering a vehicle change of ownership at the PRA

### Purpose of the service

#### Why do you need to register a vehicle's change of ownership?

- as a buyer, you register the sale agreement in the Public Register of Motor Vehicles (PRA)
- you obtain an updated Single vehicle registration and ownership Document (DU) that includes the vehicle's technical and legal data into a single document (formerly the registration certificate and the ownership certificate).
- you get certainty about who is the owner and who is responsible for the vehicle, also for tax purposes.

### Service discovery

#### How can you find out about a vehicle's change of ownership?

- on the institutional website [ACI.Gov](#)
- at the ACI PRA Offices and the URP
- on the [ACI Space app](#)
- through ACI information channels: [Rivista Giuridica della Circolazione e dei Trasporti](#), [ACI Radio](#), [ACI magazines](#), [Press releases](#), [ACI Storico](#).

### Information

#### Where can you find the information you need?

- on the official page [Change of ownership: useful information - ACI.Gov](#)
- through the URP-ACI contact center (toll-free number 800.18.34.34; Monday to Friday, 8:30 a.m. – 12:30 p.m.)
- at the ACI PRA Offices [ACI Offices across the Country](#)
- by sending an email to the ACI PRA Office of your Province of residence [ACI Offices across the Country](#).

### Access

#### How can you register a change of ownership?

Access is exclusively **in-person** at:

- ACI PRA Offices, by booking through [PrenotACI – ACI.Gov](#)

- a *Sportello Telematico dell'Automobilista - STA* (Motorist online access point), that is an ACI PRA Office or a Provincial Office of the Department of Motor Vehicles (*Motorizzazione Civile*) at the costs established by law, or an authorized automotive consultancy agency, including ACI Delegations, with the addition of service fees under free market rates.
- the required documentation consists of:
  - unified application form
  - Ownership Certificate (CDP) or Digital Ownership Certificate (CDPD) and Registration Certificate or Single vehicle registration and ownership Document (DU) of the vehicle. If these are missing, due to loss or theft, you need to provide a police report or a substitutive declaration of certification confirming that the theft or loss was reported.
  - Ownership deed that has not yet been registered in the PRA
  - copy of a valid identity document/ID card and tax code of the buyer(s)
  - costs include the IPT (Provincial Registration Tax), which varies depending on the type of vehicle and the Province/Metropolitan city of residence receiving the revenue, €10.20 in Department of Motor Vehicles fee (plus the fee for collecting the payments), €27.00 in ACI fees, €32.00 in stamp duty for the application and €16.00 for the Single Document. € 16.00 in stamp duty to certify the signature.
  - as further specified at the link: [Change of ownership: useful information - ACI.Gov](#)

ACI is committed to progressively improving the facilities of ACI PRA Offices to ensure easy access for the elderly and people with disabilities.

## Provision of the service

### What can you get from the service and how can you get it?

- after verifying that the documents are valid and consistent with the data held by the PRA and the National Vehicle Register, the ACI PRA officer prepares the relevant deed
- payment is made on site in cash or by debit card [Prenotazione servizi \(Service booking\)](#)
- A new Single Document (DU) stating the ownership of the vehicle will be issued in the name of the buyer.

## Customer relations and related services

### How can you easily access related and tailored services through fast-track processes?

- you can access **ACI PRA Offices** through a standardised process, supervised and guaranteed by qualified staff

- for proactive and informed instruction about costs, required documentation and operating procedures, you can consult complementary digital systems, such as **ACI website and the local ACI PRA Offices websites**
- through the URP toll-free number and the local ACI PRA Offices network, providing dedicated assistance and **continuity of contact**
- you can **actively contribute** to the improvement of our service, thereby supporting a continuous listening process implemented by ACI and the personalisation of service delivery
- you can access **integrated services** related to the administrative management of your vehicle, such as consulting the history of formalities, checking the status of submitted applications, receiving notifications, and conveniently booking an in-person appointment online. Consequently, you can activate:
  - **app IO, ACI Space** app (including vehicle tax check, digital ownership certificate, any possible liens or encumbrances)
  - **AvvisACI** providing updates about the vehicle legal status via e-mail or SMS.

## Feedback and perceived quality

### How can you submit suggestions, feedback or observations?

- by a form to be submitted to the [URP – ACI.Gov](#)
- you can assess the usefulness of the online information on the service information page at the following link [Change of ownership: useful information - ACI.Gov](#)
- complete the customer satisfaction survey regarding the information provided in this Charter by clicking on the following link [Survey: Registering a vehicle change of ownership at the PRA](#).

## Complaints

### How can you protect your rights in the event of a service disruption?

Fill in and submit a form via the [URP – ACI.Gov](#) form. The complaint will be handled promptly in relation to the submitted instance.

## Planned and delivered quality

QUALITY DIMENSION	QUALITY INDICATOR/STANDARD	TARGET VALUE/ USAGE
Change of ownership		

Timeliness	Time required to issue the Single vehicle registration and ownership Document (DU)	<ul style="list-style-type: none"> <li>• Immediate at the <i>Sportello Telematico dell'Automobilista</i> (Motorist online access point)</li> </ul>
Physical accessibility	Opening days to the public of the ACI/PRA offices	<ul style="list-style-type: none"> <li>• from Monday to Friday, excluding public holidays (by appointment), opening hours available at the link <a href="#">Sedi ACI sul territorio</a></li> </ul>
Digital accessibility	Online information on service provision	<ul style="list-style-type: none"> <li>• real-time online information available 24 hours a day, 7 days a week, including holidays.</li> <li>• 100% of service content in an accessible format</li> </ul>
Effectiveness and compliance	Issuance of the Single vehicle registration and ownership Document (DU)	<ul style="list-style-type: none"> <li>• data consistency check and DU issuance according to the law</li> </ul>
Satisfaction	Service satisfaction and perceived quality assessment	<ul style="list-style-type: none"> <li>• URP initiatives</li> <li>• assessment of the helpfulness of the information provided on the institutional website</li> <li>• online surveys included in this Service Charter</li> </ul>

## SECTION 7: Registering a vehicle change of ownership for various reasons

### Purpose of the service

#### **Why do you need to register a vehicle's change of ownership in specific cases?**

- to register the acceptance of an inherited property, a court ruling, a deed of sale signed by a non-registered owner, or any other deed that is not registered as a matter of exception
- to obtain an updated Single vehicle registration and ownership Document (DU) that includes the technical and legal data of the vehicle (which were indicated in the former vehicle registration certificate and certificate of ownership)
- to be sure of who owns the vehicle and is responsible for it.

### Service discovery

#### **How can you find out about a vehicle's change of ownership?**

- on the institutional website [ACI.Gov](#)
- at the ACI PRA Offices and the URP
- on the [ACI Space app](#)
- through ACI information channels: [Rivista Giuridica della Circolazione e dei Trasporti](#), [ACI Radio](#), [ACI magazines](#), [Press releases](#), [ACI Storico](#).

### Information

#### **Where can you find the information you need?**

- on the official pages:
  - [Succession: vehicle's change of ownership by succession - ACI.Gov](#)
  - [Change of ownership to protect the seller: based on a court order \(including an urgent order pursuant to Article 700 of the Italian Code of Civil Procedure\) - ACI.Gov](#)
  - [Change of ownership to protect the seller: appeal to judicial authorities- ACI.Gov](#)
  - [Buying a vechicle: by a non-registered owner \(art. 2688 Italian Civil Code\) - ACI.Gov](#)
  - [Change of ownership: useful information - ACI.Gov](#)
- through the URP-ACI contact center (toll-free number 800.18.34.34; Monday to Friday, 8:30 a.m. – 12:30 p.m.)
- at the ACI PRA Offices [ACI Offices across the Country](#)

- by sending an email to the ACI PRA Office of your Province of residence [ACI Offices across the Country](#).

## Access

### How can you register a change of ownership?

- According to the law, to certify an heir/non-registered owner's signature you must go **in person** to:
  - an ACI PRA Office, by booking through [PrenotACI – ACI.Gov](#)
  - a *Sportello Telematico dell'Automobilista* - STA (Motorist online access point), that is an ACI PRA office or a Provincial Office of the Department of Motor Vehicles (Motorizzazione Civile) at the costs established by law, or an authorised automotive consultancy agency, including ACI Delegations, with extra service fees under free market rates.
- by sending an email/PEC to the ACI PRA Office in case of court orders
- documents needed and costs depending on the case are specified at the links above
- costs generally include the IPT (Provincial Registration Tax), which varies depending on the type of vehicle and the province/metropolitan city of residence receiving such tax, € 10.20 in Department of Motor Vehicles fee (plus the fee for collecting the payments), € 27.00 in ACI fees, € 32.00 in stamp duty for the application and € 16.00 for the Single Document. € 16.00 in stamp duty to certify the signature.

## Provision of the service

### What can you get from the service and how can you get it?

- after verifying that the documents are valid and consistent with the data held by the PRA and the National Vehicle Register, the ACI PRA officer prepares the relevant deed
- payment is made on site in cash or by debit card [Prenotazione servizi](#)
- a new Single Document stating the deregistration (*radiazione*) of the vehicle from PRA for permanent export is issued.

## Customer relations and related services

### How can you easily access related and tailored services through fast-track processes?

- you can access **ACI PRA Offices** through a standardised process, supervised and guaranteed by qualified staff
- for proactive and informed instruction about costs, required documentation and operating procedures, you can consult complementary digital systems, such as **ACI**

**website**, the local ACI PRA Offices through the URP toll-free number and the local ACI PRA Offices network, providing dedicated assistance and **continuity of contact**

- you can **actively contribute** to the improvement of the service, thereby supporting a continuous listening process and the personalisation of service delivery
- you can access **integrated services** related to the administrative management of your vehicle, such as consulting the history of formalities, checking the status of submitted applications, receiving notifications, and conveniently booking an in-person appointment online. Consequently, you can activate:
  - **app IO, ACI Space** app (including vehicle tax check, digital ownership certificate, any possible liens or encumbrances)
  - **AvvisACI** providing updates about the vehicle legal status via e-mail or SMS.

## Feedback and perceived quality

### How can you submit suggestions, feedback or observations?

- by a form to be submitted to the [URP – ACI.Gov](#)
- you can rate the usefulness of online information on the service information page at the following links
  - [Succession: vehicle's change of ownership by succession - ACI.Gov](#)
  - [Change of ownership to protect the seller: based on a court order \(including an urgent order pursuant to Article 700 of the Italian Code of Civil Procedure\) - ACI.Gov](#)
  - [Change of ownership to protect the seller: appeal to judicial authorities- ACI.Gov](#)
  - [Buying a vechicle: by a non-registered owner \(art. 2688 Italian Civil Code\) - ACI.Gov](#)
  - [Change of ownership: useful information - ACI.Gov](#)
- complete the customer satisfaction survey regarding the information provided in this Charter by clicking on the following link [Survey: PRA registration of a vehicle's change of ownership under various titles](#).

## Complaints

### How can you protect your rights in the event of a service disruption?

Fill in and submit a form via the [URP form – ACI.Gov](#). The complaint will be handled promptly in relation to the submitted instance.

## Planned and delivered quality

QUALITY DIMENSION	QUALITY INDICATOR/STANDARD	TARGET VALUE/ USAGE
<b>Vehicle's change of ownership under various titles</b>		
Timeliness	Time required to issue the Single vehicle registration and ownership Document (DU)	<ul style="list-style-type: none"> <li>• Immediate at the <i>Sportello Telematico dell'Automobilista</i> (Motorist online access point)</li> </ul>
Physical accessibility	Opening days to the public of the ACI/PRA offices	<ul style="list-style-type: none"> <li>• from Monday to Friday, excluding public holidays (by appointment only), opening hours available at the link <a href="#">ACI Offices across the Country</a></li> </ul>
Digital accessibility	Online information on service provision	<ul style="list-style-type: none"> <li>• real-time online information available 24 hours a day, 7 days a week, including holidays.</li> <li>• 100% of service content in an accessible format</li> </ul>
Effectiveness and compliance	Issuance of the Single vehicle registration and ownership Document (DU)	<ul style="list-style-type: none"> <li>• data consistency check and DU issuance according to the law</li> </ul>
Satisfaction	Service satisfaction and perceived quality assessment	<ul style="list-style-type: none"> <li>• URP initiatives</li> <li>• assessment of the helpfulness of the information provided on the institutional website</li> <li>• online surveys included in this Service Charter</li> </ul>

## SECTION 8: Vehicle deregistration from the PRA due to permanent export abroad

### Purpose of the service

#### Why do you need to deregister your vehicle from the PRA for its permanent export abroad?

- you deregister the vehicle from the Public Register of Motor Vehicles (*Pubblico Registro Automobilistico - PRA*) and from the National Vehicle Register (*Archivio Nazionale Veicoli - ANV*)
- you get the Single Document (DU), which is not valid for road use and certifies the vehicle's deregistration from the PRA for permanent export abroad.
- you register the official termination of the vehicle's road use within the national territory and ensure documentary compliance in accordance with current regulations.

### Service discovery

#### How do you learn about the deregistration (*radiazione*) for export?

- on the institutional website [ACI.Gov](#)
- at the ACI PRA Offices and the URP
- on the [ACI Space app](#)
- through ACI information channels: [Rivista Giuridica della Circolazione e dei Trasporti](#), [ACI Radio](#), [Riviste ACI](#), [Comunicati stampa](#), [ACI Storico](#) (Legal Journal of Traffic and Transport).

### Information

#### Where can you find the information you need?

- on the official page [De-registration of a vehicle: permanent export abroad - ACI.Gov](#)
- through the URP-ACI contact center (toll-free number 800.18.34.34; Monday to Friday, 8:30 a.m. – 12:30 p.m.)
- at ACI PRA offices [ACI Offices across the country](#)
- by sending an email to the ACI PRA Office of your Province of residence [ACI Offices across the Country](#).

### Access

#### How can you apply for a request of deregistration for permanent export abroad?

Access is **exclusively in-person** at:

- ACI PRA Offices, by booking through [PrenotACI – ACI.Gov](#)
- a *Sportello Telematico dell'Automobilista - STA* (Motorist online access point), that is an ACI PRA office or a Provincial Office of the Department of Motor Vehicles (Motorizzazione Civile) at the costs established by law, or an authorized automotive consultancy agency, including ACI Delegations, with extra service fees under free market rates.
- the requested documentation includes:
  - unified application form
  - vehicle's number plates or, if these are missing due to loss, a police report or a substitutive declaration of certification confirming that the loss was reported
  - Ownership Certificate (CDP) or Digital Ownership Certificate (CDPD) and Registration Certificate, or Single vehicle registration and ownership Document (DU) of the vehicle; if these are lost, a police report or a substitutive declaration of certification confirming that the loss was reported
  - any pre-existing deed of sale
  - copy of a valid identity document/ID card and tax code of the buyer(s)
  - costs include €13.50 in ACI fees, €10.20 in Department of Motor Vehicles fee (plus the fee for collecting the payments), €32.00 in stamp duty
  - as further specified at the link [De-registration of a vehicle: permanent export abroad - ACI.Gov](#)

ACI is committed to progressively improving the facilities of ACI PRA Offices to ensure easy access for the elderly and people with disabilities.

## Provision of the service

### What can you get from the service and how can you get it?

- After verifying that the documents are valid and consistent with the data held by the PRA and the National Vehicle Register, the ACI PRA officer prepares the relevant deed
- the application will be processed in real time
- the updated Single Document (DU), which is not valid for road use, will be issued
- payment is made on site in cash or by debit card [Prenotazione servizi \(Service booking\)](#)

## Customer relations and related services

### How can you easily access related and tailored services through fast-track processes?

- you can use the service on a recurring basis

- you can access other **integrated services** (such as consulting the history of applications, refunds, notifications)
- for proactive and informed instructions about costs, required documentation and operating procedures, you can consult complementary digital systems, such as **ACI website, ACI Space app and the local ACI PRA Offices**
- you can receive notifications and conveniently book an in-person appointment online.
- you can access **ACI PRA Offices** through a standardised process, supervised and guaranteed by qualified staff
- through the URP toll-free number and the local ACI PRA Offices network, providing dedicated assistance and **continuity of contact**
- you can actively contribute to the improvement of the service, thereby supporting a continuous listening process and the personalisation of service delivery

## Feedback and perceived quality

### How can you submit suggestions, feedback or observations?

- by a form to be submitted to the [URP – ACI.Gov](#)
- you can assess the usefulness of the online information on the service information page at the following link [Removal from PRA for permanent export of the vehicle abroad - ACI.Gov](#)
- complete the customer satisfaction survey regarding the information provided in this Charter by clicking on the following link [Survey: Removal from PRA for permanent export of the vehicle abroad.](#)

## Complaints

### How can you protect your rights in the event of a service disruption?

Fill in and submit a form via the [URP – ACI.Gov form](#). The complaint will be handled promptly in relation to the submitted instance.

## Planned and delivered quality

QUALITY DIMENSION	QUALITY INDICATOR/STANDARD	TARGET VALUE/ USAGE
Removal from the PRA for permanent export abroad	Timeliness Time required to issue the Single vehicle registration and ownership Document (DU)	• Immediate at the <i>Sportello Telematico dell'Automobilista</i> (Motorist online access point)

Physical accessibility	Opening days to the public of the ACI/PRA offices	<ul style="list-style-type: none"> <li>from Monday to Friday, excluding public holidays (by appointment), opening hours available at the link <a href="#">Sedi ACI sul territorio</a></li> </ul>
Digital accessibility	Online information on service provision	<ul style="list-style-type: none"> <li>real-time online information available 24 hours a day, 7 days a week, including holidays</li> <li>100% of service content in an accessible format</li> </ul>
Effectiveness and compliance	Issue of the Single Document (DU), which is not valid for road use	<ul style="list-style-type: none"> <li>data consistency check and DU issuance according to the law</li> </ul>
Satisfaction	Service satisfaction and perceived quality assessment	<ul style="list-style-type: none"> <li>URP initiatives</li> <li>assessment of the helpfulness of the information provided on the institutional website</li> <li>online surveys included in this Service Charter</li> </ul>

## SECTION 9: Registration, amendment and cancellation of liens (e.g., attachment, judicial mortgage) on vehicles in the PRA

### Purpose of the service

#### **What is the purpose of registering encumbrances in the PRA?**

As an authorized representative (lawyer, insolvency practitioner, etc.), you can obtain the recording of encumbrances, any subsequent amendments and the eventual cancellation of the recorded order (e.g., attachment, judicial mortgage) in the PRA, ensuring legality and public notice.

### Service discovery

#### **How can you learn about registration, amendment and cancellation of encumbrances on vehicles in the PRA?**

- on the institutional website [ACI.Gov](#)
- at the ACI PRA Offices and the URP
- on the [ACI Space app](#)
- through ACI information channels: [Rivista Giuridica della Circolazione e dei Trasporti](#), [ACI Radio](#), [ACI magazines](#), [Press releases](#), [ACI Storico](#).

### Information

#### **Where can you find the information you need?**

- on the official pages:
  - [Recording of attachment or seizure - ACI.Gov](#)
  - [De-registration or suspension of vehicle attachment - ACI.Gov](#)
  - [Registration of a judicial mortgage – ACI.Gov](#)
  - cancellation of encumbrances
- through the URP-ACI contact center (toll-free number 800.18.34.34; Monday to Friday, 8:30 a.m. – 12:30 p.m.)
- at the ACI PRA Offices [ACI Offices across the Country](#)
- by sending an email to the ACI PRA Office of your Province of residence [ACI Offices across the Country](#).

### Access

#### **How can you submit a request for recording encumbrances?**

- by **email/PEC (certified email) sent to the ACI PRA Office** of your Province of residence or where your professional activity is based; the type of procedure shall be specified in the subject field.
- at *Sportello Telematico dell'Automobilista - STA* (Motorist online access point), that is an ACI PRA Office or a Provincial Office of the Department of Motor Vehicles (Motorizzazione Civile) at the costs established by law, or at an authorized automotive consultancy agency, including ACI Delegations, with the addition of service fees under free-market system
- the requested documentation includes:
  - Completed and signed (handwritten or digital) "*Nota Libera*" (Form NP-3C)
  - Copy of a valid identity document/ID card and tax code
  - Order relating to the restriction
  - The total cost for recording encumbrances on a vehicle is € 59.00 (of which € 27.00 for PRA fees and € 32.00 for stamp duty), payable through pagoPA. In the event of a mortgage, the cost of the IPT (Provincial Registration Tax) related to the competent Province / Metropolitan city receiving such tax revenue shall be added
  - Payment needs to be made through the pagoPA platform for requests submitted via PEC, at the counter in cash or by debit card following [Service booking](#).

In the event of an emergency, the application can be submitted to the ACI PRA Office without an appointment.

ACI is committed to progressively improving the facilities of ACI PRA Offices to ensure easy access for the elderly and people with disabilities.

## Provision of the service

### What can you get from the service and how can you get it?

- The PRA officer verifies the validity and consistency of the documents with the PRA data and issues a certificate confirming that the procedure has been completed.
- You immediately receive the service at the ACI PRA Offices, or within 2-4 business days for requests submitted via PEC (Certified E-mail).

## Customer relations and related services

### How can you easily access related and tailored services through fast-track processes?

- you can use this service on a recurring basis, e.g., for managing multiple attachment applications on different vehicles or for requesting subsequent recordings on other vehicles or for other events (e.g., mortgage reduction, cancellation of seizure).
- you can access other **integrated** digital PRA **services**, such as PRA file searches and certifications, and consultation of the digital file of registrations, improving efficiency and reducing processing times
- you can access the [ACI Space](#) app (in case of liens and encumbrances).

## Feedback and perceived quality

### How can you submit suggestions, feedback or observations?

- by a form to be submitted to the [URP – ACI.Gov](#)
- you can rate the usefulness of online information on the service information page at the following links
  - [Recording of attachment or seizure - ACI.Gov](#)
  - [Cancellation or suspension of vehicle attachment - ACI.Gov](#)
  - [Registration of a judicial mortgage – ACI.Gov](#)
- complete the customer satisfaction survey regarding the information provided in this Charter, by clicking the link [Survey: Registration, amendment and cancellation of the recordings of encumbrances](#) (e.g., attachment, judicial mortgage) on vehicles in the PRA.

## Complaints

### How can you protect your rights in the event of a service disruption?

Fill in and submit a form via the [URP – ACI.Gov](#) form. The complaint will be handled promptly in relation to the submitted instance.

## Planned and delivered quality

QUALITY DIMENSION <i>Recording of encumbrances</i>	QUALITY INDICATOR/STANDARD	TARGET VALUE/ USAGE
Timeliness	Time required to issue the requested documentation	<ul style="list-style-type: none"> <li>• immediate at the ACI PRA Offices</li> <li>• Within 2–4 working days from receipt of the request, excluding Saturdays and public holidays.</li> </ul>
Physical accessibility	Opening days to the public	<ul style="list-style-type: none"> <li>• from Monday to Friday, excluding public holidays (by appointment only), opening hours available at the link <a href="#">ACI Offices across the Country</a></li> </ul>

Digital accessibility	Online information on service provision	<ul style="list-style-type: none"> <li>real-time online information available 24 hours a day, 7 days a week, including holidays.</li> <li>100% of service content in an accessible format</li> </ul>
Effectiveness and compliance	Document issue	<ul style="list-style-type: none"> <li>data consistency check according to the Law</li> </ul>
Satisfaction	Service satisfaction and perceived quality assessment	<ul style="list-style-type: none"> <li>URP initiatives</li> <li>assessment of the helpfulness of the information provided on the institutional website</li> <li>online surveys included in this Service Charter</li> </ul>

# SECTION 10: Registration and cancellation with the PRA of judicial liquidation judgments and insolvency proceedings

## Purpose of the service

### **Why do you need to register judicial liquidation judgments and insolvency proceedings?**

You get the registration and deregistration in the PRA of judicial liquidation judgments and insolvency proceedings, ensuring legal traceability and updated records in the PRA. The service is restricted to insolvency practitioners, judicial commissioners, and other authorized parties (e.g., registered vehicle owner, purchaser of a vehicle subject to insolvency proceedings, appointed legal counsel).

## Service discovery

### **How can you find out about the registration and deregistration in the PRA of judicial liquidation judgments and insolvency proceedings on vehicles?**

- on the institutional website [ACI.Gov](#)
- at the ACI PRA Offices and the URP
- on the [ACI Space app](#)
- through ACI information channels: [Rivista Giuridica della Circolazione e dei Trasporti](#), [ACI Radio](#), [ACI magazines](#), [Press releases](#), [ACI Storico](#).

## Information

### **Where can you find the information you need?**

- on the official pages:
  - [Insolvency proceedings: cancellation of the opening judgment – ACI.Gov](#)
  - [De-registration of judicial/controlled liquidation, composition with creditors – ACI.Gov](#)
  - [Registration of judicial liquidation – ACI.Gov](#)
  - [Registration of the decree opening the composition with creditors – ACI.Gov](#)
  - [Registration of the court ruling opening the controlled liquidation – ACI.Gov](#)
  - [Registration of the decree opening the minor composition with creditors – ACI.Gov](#)
  - [Registration of the court ruling approving the minor composition with creditors – ACI.Gov](#)
  - [Registration of the court ruling opening the controlled liquidation – ACI.Gov](#)

- [Registration of the Restructuring Plan subject to Court Approval \(PRO\) – ACI.Gov](#)
- through the URP-ACI contact center (toll-free number 800.18.34.34; Monday to Friday, 8:30 a.m. – 12:30 p.m.)
- at the ACI PRA Offices [ACI Offices across the Country](#)
- by sending an email to the ACI PRA Office of your Province of residence [ACI Offices across the Country](#).

## Access

### **How can you apply for a registration / deregistration of judicial liquidation judgments?**

- by **email/PEC (certified email) sent to the ACI PRA Office** of your Province of residence or where your professional activity is based; the type of procedure shall be specified in the subject field.
- at *Sportello Telematico dell'Automobilista - STA* (Motorist online access point), that is an ACI PRA Office or a Provincial Office of the Department of Motor Vehicles (Motorizzazione Civile) at the costs established by law, or at an authorized automotive consultancy agency, including ACI Delegations, with the addition of service fees under free-market system
- the requested documentation includes:
  1. A copy of a valid identity document/identification of the person in whose interest the application is being requested, as well as of the insolvency practitioner (trustee) or the appointed legal representative.
  2. completed and signed (handwritten or digital) "*Nota Libera*" (Form NP-3C)
  3. original order for which registration is requested, or a certified copy signed (manually or digitally) in PAdES format
  4. all signed documents must be in PAdES digital format
  5. The total service cost includes the Provincial Registration Tax (IPT) due at a fixed rate, which may be increased up to 30% as determined by the Province / Metropolitan city receiving this tax revenue, € 27.00 for ACI fees, € 32.00 in stamp duty for the application.
  6. Payment needs to be made through the pagoPA platform for requests submitted via PEC, at the counter in cash or by debit card following [Service booking](#).

## Provision of the service

### **What can you get from the service and how can you get it?**

- The PRA officer verifies the validity and consistency of the documents with the PRA data and issues a certificate confirming that the procedure has been completed, which is sent to the user by e-mail/PEC
- The procedure is completed within 2–4 working days from receipt of the request, excluding Saturdays and public holidays.

## Customer relations and related services

### How can you easily access related and tailored services through fast-track processes?

- You can digitally access the service via e-mail/PEC, consolidating a direct, efficient, and recurring\* channel for professional users
- You can access other **integrated** digital PRA **services**, such as PRA file searches and certifications, and consult the digital file of registrations, improving efficiency and reducing processing times
- You can access\* **ACI PRA Offices** with the same channels and processing times
- You can consult the PRA archive with updated information on the vehicle's status.

## Feedback and perceived quality

### How can you submit suggestions, feedback or observations?

- By using a form to be sent to [URP – ACI.Gov](#)
- You can rate the usefulness of online information on the service information page at the following links
  - [Insolvency proceedings: cancellation of the opening judgment – ACI.Gov](#)
  - [Cancellation of judicial/controlled liquidation, composition with creditors – ACI.Gov](#)
  - [Registration of judicial liquidation – ACI.Gov](#)
  - [Registration of the decree opening the preventive composition with creditors – ACI.Gov](#)
  - [Registration of the judgment opening the controlled liquidation – ACI.Gov](#)
  - [Registration of the decree opening the minor composition with creditors – ACI.Gov](#)
  - [Registration of the judgment approving the minor composition with creditors – ACI.Gov](#)
  - [Registration of the judgment opening the controlled liquidation – ACI.Gov](#)
  - [Registration of the Restructuring Plan subject to Court Approval \(PRO\) – ACI.Gov](#)

- By filling out the customer satisfaction survey on the information found on this Chart by clicking the link [Survey: Registration and cancellation in the PRA of judicial liquidation judgments and insolvency proceedings](#).

## Complaints

### How can you protect your rights in the event of a service disruption?

Fill in and submit a form via the [URP form – ACI.Gov](#). The complaint will be handled promptly in relation to the submitted instance.

## Planned and delivered quality

QUALITY DIMENSION	QUALITY INDICATOR/STANDARD	TARGET VALUE/ USAGE
Insolvency procedures		
Timeliness	Time required to issue the requested documentation	<ul style="list-style-type: none"> <li>• immediate at the ACI PRA Offices</li> <li>• Within 2–4 working days from receipt of the request, excluding Saturdays and public holidays.</li> </ul>
Physical accessibility	Opening days to the public	<ul style="list-style-type: none"> <li>• from Monday to Friday, excluding public holidays (by appointment only), opening hours available at the link <a href="#">ACI Offices across the Country</a></li> </ul>
Digital accessibility	Online information on service provision	<ul style="list-style-type: none"> <li>• real-time online information available 24 hours a day, 7 days a week, including public holidays.</li> <li>• 100% of service content in an accessible format</li> </ul>
Effectiveness and compliance	Document issue	<ul style="list-style-type: none"> <li>• data consistency check according to the Law</li> </ul>
Satisfaction	Service satisfaction and perceived quality assessment	<ul style="list-style-type: none"> <li>• URP initiatives</li> <li>• assessment of the helpfulness of the information provided on the institutional website</li> <li>• online surveys included in this Service Charter</li> </ul>

# SECTION 11: Request for a refund of the Provincial Registration Tax (IPT), ACI fees and stamp duty paid to ACI PRA Offices

## Purpose of the service

### What is the refund request for?

You receive a refund of amounts unduly paid to ACI PRA Offices (IPT, ACI fees, and stamp duty on applications submitted to the PRA) in the event of errors or duplicate payments.

The IPT allocated to the relevant Province/Metropolitan City is subject to a limitation period of 5 years, ACI fees to 10 years, and stamp duty allocated to the State to 3 years.

You may instead contact the territorially competent Revenue Agency (*Agenzia delle Entrate*) within three years (statutory limitation period) to request a refund of the stamp duty paid on an application submitted electronically for a procedure that was rejected and not resubmitted.

## Service discovery

### How can you learn about the refund option of the Provincial Registration Tax (IPT), ACI fees and stamp duty?

- on the institutional website [ACI.Gov](#)
- at the ACI PRA Offices and the URP
- on the [ACI Space app](#)
- through ACI information channels: [Journal of Traffic and Transport Law](#), [ACI Radio](#), [ACI magazines](#), [Press releases](#), [ACI Historical Archives](#)\*

## Information

### Where can you find the information you need?

- on the official page [Refunds: IPT, PRA fees and stamp duty – ACI.Gov](#)
- through the URP-ACI contact center (toll-free number 800.18.34.34; Monday to Friday, 8:30 a.m. – 12:30 p.m.)
- at the ACI PRA Offices [ACI Offices across the Country](#)
- by sending an email to the ACI PRA Office of your Province of residence [ACI Offices across the Country](#).

## Access

### How can you apply for a refund?

- By **email/PEC** to the **ACI PRA Office** of your Province; the request must be submitted together with the required documentation
- At ACI PRA Offices
- It is possible to request a refund of **IPT** paid to the Province/Metropolitan City that was not due (e.g. in cases of exemption) or relating to applications rejected by the PRA and never resubmitted by the applicant
- It is also possible to request a refund of **administrative fees**
- The refund of **stamp duty** payable to the State may be requested from the PRA only if it relates to the non-issuance of the Certificate of Ownership (CDP) in cases of applications that were rejected and not resubmitted, or in the event of incorrect or excess payment
- For the refund of stamp duty paid on the submitted application (rejected and not resubmitted), the applicant must contact the territorially competent **Revenue Agency** (Agenzia delle Entrate). The amount of stamp duty may be refunded only in cases where payment was made virtually, i.e. without the physical affixing of a stamp duty label or electronic revenue stamp
- The required documentation is specified at the following link [Refunds: IPT, PRA fees and stamp duty – ACI.Gov](#).

## Provision of the service

### What can you get from the service and how can you get it?

- The ACI PRA officer verifies the validity and consistency of the documents with the archival data and prepares the relevant act
- The service [Consultation of refund application outcome – ACI.Gov](#) allows users to check the processing status of the registered application
- Where applicable, the ACI PRA Office proceeds with the refund of the amounts due.

## Customer relations and related services

### How can you easily access related and tailored services through fast-track processes?

- Through the ACI website, where you can find the list of required documents, reducing processing times and potential errors
- You can access **integrated services** related to vehicle administrative management, for example by combining the refund request service with other ACI PRA services, such as consulting the history of formalities, checking the status of submitted applications and conveniently booking an in-person appointment online
- You can access **ACI PRA Offices** through a standardised process, supervised and guaranteed by qualified staff

- Dedicated assistance through the URP toll-free number and the local network of ACI PRA Offices, which ensures **continuity of contact** and the possibility of building a trust-based relationship with ACI
- You can **actively contribute** to the improvement of the service, thereby supporting a continuous listening process and the personalisation of service delivery

## Feedback and perceived quality

### How can you submit suggestions, feedback or observations?

- By filling in a form to be sent to [URP – ACI.Gov](#)
- You can assess the usefulness of the online information on the service information page at the following link [Refunds: IPT, PRA fees and stamp duty – ACI.Gov](#)
- You can take part in the customer satisfaction survey on the information provided in this Charter by clicking on the following link [Survey: Request for refund of the Provincial Registration Tax \(IPT\), ACI fees and stamp duty paid to ACI PRA Offices.](#)

## Complaints

### How can you protect your rights in the event of a service disruption?

Complete and submit a form via the form URP – ACI.Gov. The complaint will be handled promptly in relation to the submitted instance.

## Planned and delivered quality

QUALITY DIMENSION Request for refund	QUALITY INDICATOR/STANDARD	TARGET VALUE/ USAGE
Timeliness	Request for refund	<ul style="list-style-type: none"> <li>• within 90 days of the application submission date</li> </ul>
Physical accessibility	Opening days to the public	<ul style="list-style-type: none"> <li>• from Monday to Friday, excluding public holidays (by appointment); opening hours are available at the link <a href="#">Sedi ACI sul territorio (ACI Offices throughout the national territory)</a></li> </ul>
Digital accessibility	Online information on service provision	<ul style="list-style-type: none"> <li>• real-time online information available 24 hours a day, 7 days a week, including public holidays.</li> <li>• 100% of service content in an accessible format</li> </ul>
Effectiveness and compliance	Request for refund	<ul style="list-style-type: none"> <li>• 100% of the envisaged cases</li> </ul>

Satisfaction	Service satisfaction and perceived quality assessment	<ul style="list-style-type: none"> <li>• URP initiatives</li> <li>• assessment of the helpfulness of the information provided on the institutional website</li> <li>• online surveys included in this Service Charter</li> </ul>
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## SECTION 12: Provision of PRA Data

### Purpose of the service

#### What do you obtain from the provision of PRA data?

You obtain analytical and/or aggregated data extracted from the PRA. The service, aimed at statistical analysis, deadline management or sector-specific initiatives, is intended for automotive market operators and public administrations.

### Service discovery

#### How do you learn about the PRA data provision service?

- through the institutional website [ACI.Gov](#) or via web search engines
- through ACI information channels: [Rivista Giuridica della Circolazione e dei Trasporti](#), [ACI Radio](#), [ACI magazines](#), [Press releases](#), [ACI Storico](#).

### Information

#### Where can you find the information you need for data provision?

- on the official [PRA Data Provision](#) page
- by email at [aci-fdautomotive@aci.it](mailto:aci-fdautomotive@aci.it).

### Access

#### How can you submit a request?

- **online:** by registering on the institutional website, accessing the restricted area and submitting the request
- By prior conclusion of an **agreement** via email.

Payment of the costs provided for and indicated in the invoices for data provision services is made through the pagoPA platform.

### Provision of the service

#### What can you get from the service and how can you get it?

- in digital format through the online restricted area
- within 7 (seven) working days for one-off requests (such as those relating to inspection deadlines or specific data extractions)
- according to the timelines agreed for provision under agreements (including aggregated statistical data).

## Customer relations and related services

### How can you easily access related and tailored services through fast-track processes?

- you can establish an ongoing relationship by setting up service agreements for periodic supplies, specifically for the automotive industry operators and public authorities, ensuring structured and recurring access to data.
- you can use the reserved area to easily manage your applications, track the delivery status, and access tailored services
- you can receive dedicated assistance, consult aggregated reports for statistical or analytical purposes
- you can benefit from a service that is constantly updated and aligned to operational and business requirements.

## Feedback and perceived quality

### How can you submit suggestions, feedback or observations?

- by using a form to be sent to [URP – ACI.Gov](#)
- by taking part in the customer satisfaction survey regarding the information provided in this Charter, by clicking the link [Survey: PRA Data Provision](#).

## Complaints

### How can you protect your rights in the event of a service disruption?

Complete and submit a form via [URP – ACI.Gov](#). The complaint will be handled promptly in relation to the submitted instance.

## Planned and delivered quality

QUALITY DIMENSION PRA Data Provision	QUALITY INDICATOR/STANDARD	TARGET VALUE/ USAGE
Timeliness	Time required to provide the document	<ul style="list-style-type: none"><li>• within 7 (seven) working days for one-off requests</li><li>• according to the timelines agreed for provision under agreements</li></ul>
Digital accessibility	Online information on service provision	<ul style="list-style-type: none"><li>• real-time online information available 24 hours a day, 7 days a week, including public holidays.</li><li>• 100% of service content in an accessible format</li></ul>

Effectiveness and compliance	Supply issuance	<ul style="list-style-type: none"> <li>• data consistency check</li> </ul>
Satisfaction	Service satisfaction and perceived quality assessment	<ul style="list-style-type: none"> <li>• URP initiatives</li> <li>• online surveys included in this Service Charter</li> </ul>

## 5. MOTOR VEHICLE TAXES SERVICES

SECTION 1: Information service on vehicle taxes, with revenues allocated to the Regions/Autonomous Provinces that have entered into agreements with ACI

### Purpose of the service

#### **What does the motor vehicle tax information service provide?**

- you receive support and assistance regarding the management of vehicle taxes for Regions/Autonomous Provinces that are beneficiaries of the revenue and have agreements with ACI
- you obtain complete and up-to-date information
- you receive proper handling of requests related to calculations, exemptions, refunds and disputes for Regions/Autonomous Provinces that have agreements with ACI.

### Service discovery

#### **How do you find out about the information service?**

- on the institutional website [ACI.gov](http://ACI.gov)
- at the ACI PRA Offices and the URP
- on the [ACI Space app](http://ACI Space app)
- through ACI information channels: [Rivista Giuridica della Circolazione e dei Trasporti](http://Rivista Giuridica della Circolazione e dei Trasporti), [ACI Radio](http://ACI Radio), [Riviste ACI](http://Riviste ACI), [Comunicati stampa](http://Comunicati stampa), [ACI Storico](http://ACI Storico).

### Information

#### **Where can you find the information you need?**

- on the official pages:
  - [Motor Vehicle Tax](http://Motor Vehicle Tax)
  - [ACI Services Support Portal](http://ACI Services Support Portal)
- on the institutional websites of the Regions link [Contacts for assistance – ACI.gov](http://Contacts for assistance – ACI.gov)
- through URP-ACI contact center (toll-free number 800.18.34.34; Monday to Friday, 8:30 a.m. – 12:30 p.m.)
- at ACI PRA offices [ACI branches across the country](http://ACI branches across the country)
- by email to the ACI PRA offices in your province of residence [ACI branches across the country](http://ACI branches across the country)
- app [ACI Space](http://ACI Space).

## Access

### How can you submit a request, start a procedure or simply access information?

- **Online:** [Portale di Assistenza ai Servizi ACI \(ACI Services Support Portal\)](#) and/or [Bollo auto - ACI.Gov \(Vehicle Tax – ACI.gov\)](#) to access the service, you need authenticate using SPID, CIE, CNS, or eIDAS credentials.
- at **ACI PRA offices** (for Regions or Autonomous Provinces that have joined the service) users can submit requests or file applications
- by **email/PEC** or registered mail with return receipt to the **ACI PRA office** of your Province (for Regions or Autonomous Provinces that have joined the service)
- vehicle tax-related services, where provided for by the relevant Region/Autonomous Province that is the beneficiary of the revenue, may be requested at public ACI PRA offices or authorized automotive consultancy agencies, including ACI Delegations

## Provision of the service

### What can you get from the service and how can you get it?

The operator handles assistance requests according to defined timelines, which vary by Region/Autonomous Province and depending on the type of request.

## Customer relations and related services

### How can you easily access related and tailored services through fast-track processes?

- you can use the service on a recurring basis, for example to manage taxes related to multiple vehicles
- you can activate priority assistance channels, allowing for faster and more personalized handling of requests, in accordance with the specific provisions of individual Regions and Autonomous Provinces and based on cooperation agreements with ACI
- you can receive updates and notifications on the status of applications through digital tools, such as e-mail or SMS alert services, which promptly inform you of any changes in your tax position or upcoming motor vehicle tax (car tax) payment deadlines
- you can access additional **integrated services**, such as consulting the history of requests, monitoring refunds or submitting appeals in a simplified and guided manner, thanks to a multichannel platform (service counters, e-mail, certified e-mail/PEC, registered mail with return receipt)
- you can maintain continuous contact with the ACI PRA offices, also leveraging the widespread presence of local service desks and direct support, with particular attention to the needs of each Region or Autonomous Province and to specific local regulatory frameworks. Consequently, you can activate:

- **Ricorda La Scadenza** (“Remember the deadline”), a reminder service for vehicle tax (car tax) deadlines, where provided for under agreements with the Region or Autonomous Province
- **app IO, ACI Space** app (including vehicle tax check, digital ownership certificate, any possible liens or encumbrances)
- **AvvisACI** providing updates about the vehicle legal status via e-mail or SMS.

## Feedback and perceived quality

### How can you submit suggestions, feedback or observations?

- By filling in a form to be sent to [URP – ACI.Gov](#)
- If you use the ACI online Vehicle Tax Calculation service, you may rate it after using it. Survey results are available in the Transparency section: [Online Services Satisfaction Survey – ACI.Gov](#)
- By taking part in the customer satisfaction survey regarding the information provided in this Charter, by clicking the link [Sondaggio: Information service concerning motor vehicle taxes](#).

## Complaints

### How can you protect your rights in the event of a service disruption?

Fill in and submit a form via the [URP form – ACI.Gov](#). The complaint will be handled promptly in relation to the submitted instance.

## Planned and delivered quality

QUALITY DIMENSION Motor Vehicle Tax Information Service	QUALITY INDICATOR/STANDARD	TARGET VALUE/ USAGE
Timeliness	Time required to provide information	<ul style="list-style-type: none"> <li>● according to defined timeframes that vary by Region/Autonomous Province</li> </ul>
Physical accessibility	Opening days to the public	<ul style="list-style-type: none"> <li>● from Monday to Friday, excluding public holidays (by appointment), opening hours available at the link <a href="#">Sedi ACI sul territorio</a></li> </ul>
Digital accessibility	Online information on service provision	<ul style="list-style-type: none"> <li>● real-time online information available 24 hours a day, 7 days a week, including public holidays.</li> <li>● 100% of service content in an accessible format</li> </ul>

Effectiveness and compliance	Information provision	<ul style="list-style-type: none"> <li>• data consistency check according to the Law</li> </ul>
Satisfaction	Service satisfaction and perceived quality assessment	<ul style="list-style-type: none"> <li>• URP initiatives</li> <li>• service rating</li> <li>• online surveys included in this Service Charter</li> </ul>

## SECTION 2: Motor vehicle tax exemption service

### Purpose of the service

#### **What is the Motor Vehicle Tax Exemption Service for?**

You can obtain support and follow a procedure to apply for an exemption from the motor vehicle tax, in cases provided for by law, for example for vehicles registered to a person with a disability or to a person on whom the disabled individual is fiscally dependent, provided that the requirements set out in national legislation or in the regulations of the relevant Regions/Autonomous Provinces entitled to the tax revenue are met, where such authorities have entered into agreements with ACI.

### Service discovery

#### **How do you find out about the vehicle tax exemption service?**

- on the institutional website [ACI.Gov](#)
- at the ACI PRA Offices and the URP
- on the [ACI Space app](#)
- through ACI information channels: [Rivista Giuridica della Circolazione e dei Trasporti](#), [ACI Radio](#), [Riviste ACI](#), [Comunicati stampa](#), [ACI Storico](#).

### Information

#### **Where can you find the information you need to apply for exemption from Motor Vehicle Tax?**

- On the official pages:
  - [ACI Services Support Portal](#)
  - [Motor Vehicle Tax - ACI.Gov](#)
  - [Payment of the vehicle Tax](#)
  - [my.aci.it assistenza istanze](#) (my.aci.it. requests support)
  - [my.aci.it istanze/regimi speciali](#) (my.aci.it.applications/special regimes)
- On the institutional websites of the Regions/Autonomous Provinces, via the link [Contacts for assistance – ACI.Gov](#)
- Through the URP-ACI contact center (toll-free number 800.18.34.34; Monday to Friday, 8:30 a.m. – 12:30 p.m.)
- At the ACI PRA Offices [ACI Offices across the Country](#)
- By sending an email to the ACI PRA Office of your Province of residence [ACI Offices across the Country](#).
- [ACI Space app](#) (in case of liens and encumbrances).

## Access

### How can you receive the service?

- **Online**, using SPID, CIE, CNS, or eIDAS credentials
  - [ACI Services Support Portal](#)
  - [my.aci.it istanze/regimi speciali](http://my.aci.it/istanze/regimi%20speciali) ([my.aci.it.applications/special regimes](http://my.aci.it/applications/special%20regimes))
- At **ACI PRA Offices** for the Regions or Autonomous Provinces that have joined the service
- By **email/PEC** or by registered mail with return receipt, sent to the **ACI PRA Office** for the Regions or Autonomous Provinces that have joined the service.

Services relating to motor vehicle taxes, where provided for by the Region/Autonomous Province entitled to the tax revenue on the basis of the vehicle owner's residence, may be requested at ACI PRA public offices. Through automotive consultancy agencies, including ACI Delegations, with a possible additional charge for services provided under free-market conditions.

## Provision of the service

### What can you get from the service and how can you get it?

The operator handles assistance requests in accordance with defined timeframes, which vary by Region/Autonomous Province and depending on the type of request.

## Customer relations and related services

### How can you easily access related and tailored services through fast-track processes?

- Through personalized updates, with the possibility of receiving direct communications via email, PEC or registered mail with return receipt
- By maintaining continuous contact with ACI PRA Offices, thanks to the widespread presence of service desks, with due attention to the needs of each Region or Autonomous Province and to local regulations
- You can access **integrated** PRA digital **services** related to the administrative management of your vehicle, such as consulting the history of formalities, checking the status of submitted applications, receiving notifications, and conveniently booking an in-person appointment online. Consequently, you can activate:
  - **Ricorda La Scadenza** ("Remember the deadline"), a reminder service for vehicle tax (car tax) deadlines, where provided for under agreements with the Region or Autonomous Province

- **app IO, ACI Space** app (including vehicle tax check, digital ownership certificate, any possible liens or encumbrances)
- **AvvisACI** providing updates about the vehicle legal status via e-mail or SMS.

## Feedback and perceived quality

### How can you submit suggestions, feedback or observations?

- By a form to be submitted to the [URP – ACI.Gov](#)
- Complete the customer satisfaction survey regarding the information provided in this Charter by clicking on the following link [Survey: Motor vehicle tax exemption service](#).

## Complaints

### How can you protect your rights in the event of a service disruption?

Fill in and submit a form via the [URP – ACI.Gov form](#). The complaint will be handled promptly in relation to the submitted instance.

## Planned and delivered quality

QUALITY DIMENSION	QUALITY INDICATOR/STANDARD	TARGET VALUE/ USAGE
Tax Exemption service		
Timeliness	Time required to provide the document	<ul style="list-style-type: none"> <li>● according to defined timeframes that vary by Region/Autonomous Province</li> </ul>
Physical accessibility	Opening days to the public	<ul style="list-style-type: none"> <li>● from Monday to Friday, excluding public holidays (by appointment), opening hours available at the link <a href="#">Sedi ACI sul territorio</a></li> </ul>
Digital accessibility	Online information on service provision	<ul style="list-style-type: none"> <li>● real-time online information available 24 hours a day, 7 days a week, including public holidays.</li> <li>● 100% of service content in an accessible format</li> </ul>
Effectiveness and compliance	Feedback	<ul style="list-style-type: none"> <li>● data consistency check according to the Law</li> </ul>
Satisfaction	Service satisfaction and perceived quality assessment	<ul style="list-style-type: none"> <li>● URP initiatives</li> <li>● online surveys included in this Service Charter</li> </ul>

## SECTION 3: Defense statements service regarding motor vehicle taxes

### Purpose of the service

#### **What is the purpose of the defense statements service regarding motor vehicle taxes?**

You can obtain support in submitting a request for the review of your tax position following a payment notice (informal payment notice, assessment notice, enforcement order), for the resolution of outstanding tax liabilities relating to the motor vehicle tax, tax disputes and any discrepancies in official records.

### Service discovery

#### **How do you find out about this service?**

- On the institutional website [ACI.Gov](#)
- At the ACI PRA Offices and the URP
- On the [ACI Space app](#)
- Through ACI information channels: [Rivista Giuridica della Circolazione e dei Trasporti](#), [ACI Radio](#), [ACI magazines](#), [Press releases](#), [ACI Storico](#).

### Information

#### **Where can you find the information you need?**

- On the official pages:
  - [ACI Services Support Portal](#)
  - [Motor Vehicle Tax - ACI.Gov](#)
  - [Payment of the vehicle Tax](#)
- On the institutional websites of the Regions/Autonomous Provinces, via the link [Contacts for assistance – ACI.Gov](#)
- At ACI PRA offices [ACI Offices across the country](#)
- By sending an email to the ACI PRA Office of your Province of residence [ACI Offices across the Country](#).
- [ACI Space app](#) (in case of liens and encumbrances).

### Access

#### **How can you receive the service?**

- **Online**, using SPID, CIE, CNS, or eIDAS credentials:
  - [ACI Services Support Portal](#)

- [defence statement applications](#)
- At **ACI PRA Offices** (for the Regions or Autonomous Provinces that have currently joined the service), users may submit requests or file applications
- By **email/PEC** or by registered mail with return receipt, sent to the **ACI PRA Office** of the Province of residence (for the Regions or Autonomous Provinces that have currently joined the service).

Services relating to motor vehicle taxes, where provided for by the Region/Autonomous Province entitled to the tax revenue on the basis of the vehicle owner's residence, may be requested at ACI PRA public offices and at authorized automotive consultancy agencies, including ACI Delegations, with the possible addition of service fees applied under free-market conditions.

## Provision of the service

### What can you get from the service and how can you get it?

The operator handles assistance requests in accordance with defined timeframes, which vary by Region/Autonomous Province and depending on the type of request.

## Customer relations and related services

### How can you easily access related and tailored services through fast-track processes?

- Through personalized updates, with the possibility of receiving direct communications via email, PEC or registered mail with return receipt
- By maintaining continuous contact with ACI PRA Offices, thanks to the widespread presence of service desks, with due attention to the needs of each Region or Autonomous Province and to local regulations
- You can access **integrated PRA digital services** related to the administrative management of your vehicle, such as consulting the history of formalities, checking the status of submitted applications, receiving notifications, and conveniently booking an in-person appointment online. Consequently, you can activate:
  - [\*\*Ricorda La Scadenza\*\* \("Remember the deadline"\)](#), a reminder service for vehicle tax (car tax) deadlines, where provided for under agreements with the Region or Autonomous Province
  - [\*\*app IO, ACI Space\*\*](#) app (including vehicle tax check, digital ownership certificate, any possible liens or encumbrances)
  - [\*\*AvvisACI\*\*](#) providing updates about the vehicle legal status via e-mail or SMS.

## Feedback and perceived quality

### How can you submit suggestions, feedback or observations?

- By a form to be submitted to the [URP – ACI.Gov](#)
- If you use the ACI online Defence Statements service, you may evaluate it after having used it. The results of the surveys are published in the Transparency section: [Online Services Satisfaction Survey – ACI.Gov](#)
- Complete the customer satisfaction survey regarding the information provided in this Charter by clicking on the following link [Survey: Defence Statements Service on Motor Vehicle Taxes.](#)

## Complaints

### How can you protect your rights in the event of a service disruption?

Fill in and submit a form via the [URP – ACI.Gov form](#). The complaint will be handled promptly in relation to the submitted instance.

## Planned and delivered quality

QUALITY DIMENSION Defence statements	QUALITY INDICATOR/STANDARD	TARGET VALUE/ USAGE
Timeliness	Time required to provide the document	<ul style="list-style-type: none"><li>• according to defined timeframes that vary by Region/Autonomous Province</li></ul>
Physical accessibility	Opening days to the public	<ul style="list-style-type: none"><li>• from Monday to Friday, excluding public holidays (by appointment), opening hours available at the link <a href="#">Sedi ACI sul territorio</a></li></ul>
Digital accessibility	Online information on service provision	<ul style="list-style-type: none"><li>• real-time online information available 24 hours a day, 7 days a week, including public holidays.</li><li>• 100% of service content in an accessible format</li></ul>
Effectiveness and compliance	Feedback	<ul style="list-style-type: none"><li>• data consistency check according to the Law</li></ul>
Satisfaction	Service satisfaction and perceived quality assessment	<ul style="list-style-type: none"><li>• URP initiatives</li><li>• service rating</li><li>• online surveys included in this Service Charter</li></ul>

## SECTION 4: Motor Vehicle Tax Refund Service

### Purpose of the service

#### What does motor vehicle tax refund service do?

You can obtain support and assistance in submitting a request for a refund of the motor vehicle tax, in cases where a double payment, an overpayment, or an undue payment has been made (for example, following the theft or scrapping of the vehicle on a date prior to the start of the tax period), payable to the Region/Autonomous Province of residence.

### Service discovery

#### How do you find out about the information service?

- On the institutional website [ACI.Gov](#)
- At the ACI PRA Offices and the URP
- On the [ACI Space app](#)
- Through ACI information channels: [Rivista Giuridica della Circolazione e dei Trasporti](#), [ACI Radio](#), [ACI magazines](#), [Press releases](#), [ACI Storico](#).

### Information

#### Where can you find the information you need?

- On the official pages:
  - [ACI Services Support Portal](#)
  - [Motor Vehicle Tax - ACI.Gov](#)
  - [Payment of the vehicle Tax](#)
- On the institutional websites of the Regions/Autonomous Provinces, via the link [Contacts for assistance – ACI.Gov](#)
- Through the URP-ACI contact center (toll-free number 800.18.34.34; Monday to Friday, 8:30 a.m. – 12:30 p.m.)
- At ACI PRA offices [ACI branches across the country](#)
- By sending an email to the ACI PRA Office of your Province of residence [ACI Offices across the Country](#)
- [ACI Space app](#) (in case of liens and encumbrances).

### Access

#### How can you submit a request for a motor vehicle tax refund?

- **Online**, using SPID, CIE, CNS, or eIDAS credentials:

- [ACI Services Support Portal](#)
- [my.aci.it – refund applications](#)
- At the **service desks of ACI PRA Offices** (for Regions or Autonomous Provinces that have joined the service), users may submit requests or file applications
- By **email/PEC** or by registered mail with return receipt, sent to the **ACI PRA Office** (for the Regions or Autonomous Provinces that have joined the service).

Services relating to motor vehicle taxes, where provided for by the Region/Autonomous Province entitled to the tax revenue on the basis of the vehicle owner's residence, may be requested at ACI PRA public offices and at authorized automotive consultancy agencies, including ACI Delegations, with the possible addition of service fees applied under free-market conditions.

## Provision of the service

### What can you get from the service and how can you get it?

The operator handles assistance requests in accordance with defined timeframes, which vary by Region/Autonomous Province and depending on the type of request.

## Customer relations and related services

### How can you easily access related and tailored services through fast-track processes?

- Through personalized updates, with the possibility of receiving direct communications via email, PEC or registered mail with return receipt
- By maintaining continuous contact with ACI PRA Offices, thanks to the widespread presence of service desks, with due attention to the needs of each Region or Autonomous Province and to local regulations
- You can access **integrated services** related to the administrative management of your vehicle, such as consulting the history of formalities, checking the status of submitted applications, receiving notifications, and conveniently booking an in-person appointment online. Consequently, you can activate:
  - [Ricorda La Scadenza](#) ("Remember the deadline"), a reminder service for vehicle tax (car tax) deadlines, where provided for under agreements with the Region or Autonomous Province
  - **app IO, ACI Space** app (including vehicle tax check, digital ownership certificate, any possible liens or encumbrances)
  - **AvvisACI** providing updates about the vehicle legal status via e-mail or SMS.

## Feedback and perceived quality

### How can you submit suggestions, feedback or observations?

- By a form to be submitted to the [URP – ACI.Gov](#)
- Complete the customer satisfaction survey regarding the information provided in this Charter, by clicking the link [Survey: Motor Vehicle Tax Refund Service](#).

## Complaints

### How can you protect your rights in the event of a service disruption?

Fill in and submit a form via the [URP – ACI.Gov form](#). The complaint will be handled promptly in relation to the submitted instance.

## Planned and delivered quality

QUALITY DIMENSION <b>Refunding Motor Vehicle Tax</b>	QUALITY INDICATOR/STANDARD	TARGET VALUE/ USAGE
Timeliness	Time required to provide the document	<ul style="list-style-type: none"><li>• according to defined timeframes that vary by Region/Autonomous Province</li></ul>
Physical accessibility	Opening days to the public	<ul style="list-style-type: none"><li>• from Monday to Friday, excluding public holidays (by appointment only), opening hours available at the link <a href="#">ACI Offices across the Country</a></li></ul>
Digital accessibility	Online information on service provision	<ul style="list-style-type: none"><li>• real-time online information available 24 hours a day, 7 days a week, including public holidays.</li><li>• 100% of service content in an accessible format</li></ul>
Effectiveness and compliance	Feedback	<ul style="list-style-type: none"><li>• data consistency check according to the Law</li></ul>
Satisfaction	Service satisfaction and perceived quality assessment	<ul style="list-style-type: none"><li>• URP initiatives</li><li>• online surveys included in this Service Charter</li></ul>

## 6. REGULATORY REFERENCES

In drafting this Charter, in compliance with the relevant regulations, ACI sets out the principles adopted with regard to efficiency, quality and transparency. The sources include the following provisions

- **1994** Directive of the Italian President of the Council of Ministers of 27 January 1994 - Principles for the provision of public services;
- **1995** Law no. 273/1995 - Quality of public services containing measures for the simplification of administrative procedures and for the improvement of the efficiency of public administrations;
- **1999** Legislative Decree No. 286/1999 - Reorganisation and strengthening of mechanisms and tools for monitoring and evaluating the costs, efficiency/yields, and results of activities carried out by public administrations, pursuant to Art. 11 of Law No. 15/1997 - Chapter III Quality of public services and service charters;
- **2004** Law No. 4/2004 – Provisions to promote and facilitate access to information technology tools for users, in particular for persons with disabilities;  
Directive of the Presidency of the Council of Ministers of 24 March 2004 – Survey of perceived quality by citizens
- **2005.** Directive of the Presidency of the Council of Ministers of 27 July 2005 – Quality of online public services and measurement of user satisfaction;  
Legislative Decree No. 206/2005 – Consumer Code;
- **2009.** Law No. 15/2009 - Enabling Act for the Government aimed at optimising the productivity of public employment and the efficiency and transparency of public administrations, as well as supplementary provisions concerning the functions attributed to the National Council of Economy and Labour and the Court of Auditors;  
Legislative Decree No. 150/2009, concerning the optimisation of the productivity of public employment and the efficiency and transparency of public administrations;  
Legislative Decree No. 198/2009 - concerning appeals for the efficiency of administrations and public service providers;
- **2010** CiVIT Resolution No. 88/2010 - Guidelines for the definition of quality standards;  
CiVIT Resolution No. 89/2010 – Guidelines on parameters and reference models of the performance measurement and evaluation system;
- **2012.** CiVIT Resolution No. 3/2012 - Guidelines for the improvement of tools for the quality of public services;
- **2013.** Legislative Decree No. 33/2013 Chapter IV – Reorganisation of the rules governing the right of civic access and the obligations of public disclosure, transparency and dissemination of information by public administrations;
- **2014.** Decree-Law No. 90/2014, converted into Law No. 114/2014 - containing urgent measures for administrative simplification and transparency and for the efficiency of judicial offices;
- **2023.** Legislative Decree No. 222/2023 -Provisions on the requalification of public services for inclusion and accessibility, implementing article 2, paragraph 2, letter e), of Law No. 227/2021.