

Compact with Citizens

Bell County Vehicle Registration and Tax Assessor-Collector's office is the county agency responsible for vehicle registration and titling on behalf of the Texas Department of Motor Vehicles, collect sales tax for all vehicles sold in the county on behalf of the Texas State Comptroller, collect the county fees for the Liquor and Beer Licenses and permits on behalf of Bell County, and collect various other fees for the state and county. All of these activities require continuous communication and interaction with our customers and stakeholders.

Customer Service Principles

Our customers can expect Bell County Vehicle Registration and Tax Assessor-Collector's office to:

- exercise courtesy and respect;
- be fair, ethical, and professional;
- provide timely and responsive service;
- give clear, accurate, and consistent information;
- follow through on its commitments;
- strive for continuous improvement in all our services; and
- go the extra mile in our efforts to serve.

Customer Feedback

Customer feedback received through the Bell County Vehicle Registration and Tax Assessor-Collector's Website enables the agency to develop and support continuous activities for improving the way it does business.

Whether you contact us by phone, correspondence, or email, the TxDMV will handle each call and inquiry in a professional manner that is tailored to your needs.

If you contact us by phone, you will reach one of our customer service representatives. If you contact through email or mail, our goal is to respond to you within three business days.

By Phone

To discuss an issue, call us at (254) 933-5318. Our hours of operation are 8:00 a.m. to 4:45 p.m. Central Standard Time, Monday through Friday.

Email

You may also email us at vehicleregistration@bellcounty.texas.gov to file a complaint, provide a compliment, or make a suggestion.

By U.S. Mail

Send letters to us at the following address:

Bell County Vehicle Registration
PO Box 669
Belton, TX 76513

Please include:

- your name and mailing address (telephone number and email are optional);
- a description of your comment or concern, including any background information or underlying facts; and
- the specific action or measure you are requesting of us.

Our offices may be reached by email at vehicleregistration@bellcounty.texas.gov or by phone at (254) 933-5318.

Customer Satisfaction Survey

The Bell County Vehicle Registration and Tax Assessor-Collector's office is committed to continually improving service to our customers. Your feedback is vital to our mission to serve, protect, and advance the citizens and industries in the state with quality motor vehicle-related services. To assist us in acquiring customer feedback, we encourage you to complete a short survey after an interaction with our agency.

The survey is available at <https://www.surveymonkey.com/r/GK77M5F>.

Customer Complaint Process

If you have a concern or complaint about a Bell County Vehicle Registration office that has not been resolved to your satisfaction, contact us by phone, online, or by mail as listed above, and we will respond to you within three business days. Please provide as much detail about the issue as you can, including date, time, the person you spoke with, etc.

All customer complaints and suggestions are tracked by our office.

Additional Information

For additional information about the Bell County Vehicle Registration and Tax Assessor-Collector's office please visit our website at

http://www.bellcountytexas.com/county_government/tax_assessor-collector/index.php