



No. C/436/PRS/NAME CHANGE

Divisional office,
Commercial Section,
Mumbai Central.

Dt. 26.04.2018

CMI - Control, GTR, ADH, BVI, PLG, BL, ST, VYA, NDB, AN
(Message to be conveyed to all concerned)

Sub: Procedure to be followed in regard to permission for name change on reserved tickets.

Ref: Guidelines received from HQ office vide letter no. C 436/7/7 Vol VI dt. 25/04/18 (enclosed).

With reference to the above, it is hereby informed that the existing procedure of approval by Sr. DCM for name change on reserved tickets has been revised by HQ and the permission can now be granted by any Gazetted Officer of the concerned Division, of Traffic Commercial Department only, or any ARM, Station Director as well as SM (Gazetted) posted at stations.

At stations where no Gazetted Officers are posted, name change can be done at locations/PRS after repeating the name change request to CMI - Control telephonically wherein CMI - Control will obtain approval/decision of the Gazetted Officer posted at the Division and convey the same to the concerned CERS who will then effect the name change in the system. All such requests will be recorded by CMI Control and submitted to ACM - (R) or Concerned Officer on the next working day in the following format:

Sr.	PNR Number	Train No.	D.O.J.	Class	Name of Transferor	Name of Transferee	Relation
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Post-facto approval for all name change permissions given telephonically, will be obtained by the concerned CERS by forwarding such applications along with copies of relevant documents (one set to be maintained for record at station), to Division Office.

The records of the name change done at all stations are to be preserved for a period of atleast six months in the above format along with the applications and all relevant documents. A monthly report of name change in the same format will be forwarded by all stations to Sr. DCM - BCT. The Commercial Officers/CMI's of Division will regularly check the registers while conducting inspection of the Reservation Offices.

A report will be generated by Division Office of all Name Change done at each location on a dally basis to keep watch on it. In case any irregularity is found by Division during test check stern action will be taken against the staff concerned who has misused this facility.

Points to be noted:

1. Change of name will not be permitted on Concessional tickets or Waitlisted tickets.
2. Quota reserved for particular category of persons cannot be transferred to persons who do not fall in that category (LD quota, SS quota, etc.)
3. The facility of name change is permitted in following 5 conditions:

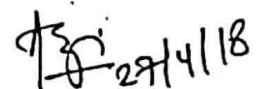
Sr.	Name of Party	Period & Applicant
I	Where passenger is a Government servant proceeding on duty - to another Government servant proceeding on duty	24 Hours before scheduled departure of the train, on letter of appropriate authority (an authority approving the official tours of the Government Servant concerned)
II	Where passenger holding confirmed seat/berth wants to transfer the same - to a member of his family (Relation with person having reserved seat/berth should be of Mother, Father, Brother, Sister, Son, Daughter, Husband/ Wife)	24 hours before scheduled departure of the train, on application of person having reserved seat/berth (guardian in case of minors).
III **	Where passengers are a group Students of a recognised government Institution - to another student of the same Institution.	48 hours before scheduled departure of the train, on application from Head of the Institution.
IV **	Where Passengers are a Group of Cadets of NCC - to any other cadet.	24 hours before scheduled departure of the train, on application from any officer who is the Head of the group
V **	Where Passengers are members of a Marriage Party - to another member of the Marriage Party.	48 hours before scheduled departure of the train, on application from person deemed to be head of the marriage party.

** (for III, IV and V above)

- Provided that any such request for change shall be granted only once.
- Provided further that in no case such request for change in excess of ten percent of the total strength of the group shall be granted. (Fractions over 0.5 may be rounded off)

Documents to be submitted before seeking permission for name change are as under:

- Application stating PNR No., Train No., date of journey, Class, from & to, Name, Age, Gender, Relation, Signature, etc.
- Copy of the Confirmed/RAC tickets.
- Copy of ID proof of Transferor and Transferee (to be verified with original), as per list of Valid Identity Cards for journey on reserved tickets.
- Copy of Relationship proof (to be verified with original). (Ration card/ Passport or any other document proving the particular relationship). In case no document proving relationship is available, an affidavit stating relationship (duly attested by a notary) may be submitted.


 29/4/18
 Sr. DCM - BCT

C/- ARO - CCG

SM (Gaz.) - MMCT

Station Director - MMCT

Station Director - BDTS

ARM - BL

AR - ST

AOM - NDB

For Information and
necessary action

WESTERN RAILWAY

HEADQUARTER OFFICE
CHURCHGATE, MUMBAI-20
Date: 10/04/2018

No.C 436/7/7 Vol.VI

Sr.DCMs – BCT BRC ADI RTM RJT
DCM – BVP.

Sub:- Procedure to be followed by divisions in regard to permission for name change on reserved ticket.

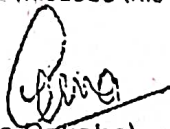
Ref:- (i) This Office letter of even no. dated 16/12/2011 & 08/03/2013:

(ii) Sr.DCM-BCT's letter No.C436/22/1 dated 19/02/2018.

In connection to above, the existing procedure wherein authority was given to Sr.Divisional Commercial Managers(Divisional Commercial Manager in case of BVP division) for name change permission is replaced with the new procedure under due approval of Competent authority which is detailed as under:

1. The permission for change of name may be granted by any Gazetted Officer of the concerned division of traffic commercial department only or any ARM as well as SM(Gazetted) posted at stations instead of the authority presently given to Sr.Divisional Commercial Managers(Divisional Commercial Manager in case of BVP division)
2. At Stations where no Gazetted Officers are posted, the name change permission can be done at locations/PRS telephonically through CMI control to whom the request may be repeated by concerned CERS. CMI control of the concerned division should obtain approval/decision of the Gazetted Officer posted at the division and convey the same to concerned CERS and thereafter name change permission can be implemented. Only after receipt of such permission, the staff concerned will use his ID for change of name, sex, age of the passengers. Concerned CERS should also obtain post facto approval for the changes permitted telephonically. Complete record of such permission should be kept in a register along with application of the party and other details for verification.
3. The records of the name change permission done by the concerned stations/divisions are to be preserved for a period of at least six months. The Commercial Officers/CMIs of division will regularly check the registers while conducting inspection of the Reservation Offices. A report will be generated by concerned division of all such name changes done at each location on a daily basis to keep watch on it. A monthly report will be forwarded to Sr.Divisional Commercial Manager of the concerned Division(Divisional Commercial Manager in case of BVP division). Any abnormal spurt in transaction during particular period should be reported to the concerned division for immediate action. In case of any irregularity found by division during test check, stern action should be taken against the staff concerned who has misused this facility.

Staff concerned should note and act accordingly.


(Hema Rakshe)
SCM(PM)

For Chief Commercial Manager