

**GOVERNMENT OF INDIA (Bharat Sarkar)**  
**MINISTRY OF RAILWAYS (Rail Mantralya)**  
**(RAILWAY BOARD)**

\*\*\*\*\*

No.2011/TG-I/20/P

New Delhi, dated 04.02.2011

**Chief Commercial Managers,  
All Zonal Railways.**


**(COMMERCIAL CIRCULAR NO. 07 OF 2011)**

Sub: Facility for change of name, sex and age on reserved tickets –  
procedure to prevent misuse of “Passengers (Change of Name) Rule  
1990 & 1997

-----

Please refer to this office letter No.99/TG.I/20/P dated 03.06.2002 on the subject quoted above (copy enclosed) wherein the detailed guidelines for procedure to be followed for change of name, gender and age for reserved tickets have been indicated. Instances have been brought to the notice where this procedure is not being followed by Zonal Railways. It is requested that necessary instructions may be issued to all concerned to ensure compliance of the procedure indicated in the letter referred to above without fail.

DA: As above.

  
(Sanjay Manocha)  
Dy. Director Traffic Commercial (G)-II  
Railway Board

Copy to:

- 1) CCM/PMs and CCM/PSs, all Zonal Railways.
- 2) EDV (T), EDFC, DF(C), OSD/TC, F(C) & V (SS) branches of Railway Board.
- 3) MD/IRCTC, Bank of Baroda Building, Parliament Street, New Delhi.
- 4) General Manager/PRS-I, CRIS, Chanakyapuri, New Delhi.
- 5) Director General, Professor/Training & Professor/Commercial Railway Staff College, Vadodara.
- 6) The Principals, Zonal Training Centers, Central Railway/Bhusaval, Eastern Railway Dhanbad, Northern Railway, Chandausi, NE Railway, Muzaffarpur, NF Railway, Alipurduar, Southern Railway, Trichy, SE Railway, Sini, Western Railway, Udaipur.
- 7) General Secretary, National Federation of Indian Railwaymen (NFIR), 3, Chelmsford Road, New Delhi.
- 8) General Secretary, All India Railwaymen Federation (AIRF), 4, State Entry Road, New Delhi.
- 9) Secretary General, Federation of Railway Officers Association (FROA), Room No.256-A, Rail Bhawan, New Delhi.
- 10) Secretary General, Indian Railway Promotee Officers Federation (IRPOF), Room No.268, Rail Bhawan, New Delhi.
- 11) Secretary General, All India RPF Association, Room No.256-D, Rail Bhawan, New Delhi.
- 12) CTM, Metro Railway, Metro Rail Bhavan, 33/1, J L Nehru Road, Kolkata-71.

भारत सरकार  
रेल मंत्रालय (रेलवे बोर्ड)

सं. 2011/टीजी-1/20/पी

नई दिल्ली, दिनांक: 04.02.2011


मुख्य वाणिज्य प्रबंधक,  
सभी क्षेत्रीय रेलें।

(2011 का वाणिज्यिक परिपत्र सं. 07)

विषय: आरक्षित टिकटों पर नाम, लिंग तथा आयु में परिवर्तन की सुविधा - "यात्री (नाम में परिवर्तन) नियम, 1990 तथा 1997 के दुरुपयोग को रोकने की प्रक्रिया।

उपर्युक्त विषय पर कृपया इस कार्यालय के दिनांक 03.06.2002 के पत्र सं. 99/टीजी-1/20/पी (प्रतिलिपि संलग्न है) का अवलोकन करें जिसमें आरक्षित टिकटों पर नाम, लिंग तथा आयु में परिवर्तन के लिए अनुसरण की जाने वाली प्रक्रिया के विस्तृत मार्गनिदेश दिए गए हैं। ऐसे मामले ध्यान में आए हैं जिनमें क्षेत्रीय रेलों द्वारा इस प्रक्रिया का अनुसरण नहीं किया जा रहा है। अनुरोध है कि सभी संबंधितों को इस संबंध में आवश्यक अनुदेश जारी किए जाएं कि उपर्युक्त पत्र में दी गई प्रक्रिया का अनुपालन अवश्य ही सुनिश्चित किया जाए।

संलग्नक: यथोक्त।

  
(संजय मनोचा)  
उप निदेशक याता.वाणि. (सा.)II  
रेलवे बोर्ड।

**GOVERNMENT OF INDIA(BHARAT SARKAR)  
MINISTRY OF RAILWAYS/RAIL MANTRALAYA  
(RAILWAY BOARD)**

No. 99/TG.I/20/P

New Delhi, dated 3.06.2002.

The Chief Commercial Managers,  
All Zonal Railways.

**(Commercial Circular No. 39 of 2002)**

**Sub : Facility for change of name, sex and age on reserved tickets – procedure to prevent misuse of "Passengers(Change of Name) Rule 1990 & 1997.**

As per extant instructions a berth/seat reserved in the name of any person has to be used only by that person and is not transferable to any other person except under the conditions mentioned in Passengers Change of names Rules, 1990 and subsequent amendments made in these rules. It has come to the notice of Ministry of Railways that the provision of Passenger Change of names Rules, 1990 are some times being misused .

2. The facility for change of name of passengers is permitted in five conditions i.e.

- (i) Government servant proceeding on duty.
- (ii) Family member
- (iii) Students of a recognized government institution
- (iv) Cadet of NCC
- (v) Marriage party.

In case of type of passengers mentioned in item No. (i), (iii), (iv) & (v), the authority from whom the request for change of name is to be accepted has been specified whereas the same in case of family member has not been specified. Hence, the chances of misuse of this facility are maximum in the passengers covered in the item (ii). Accordingly, the matter has been reviewed in the Ministry of Railways and it has been decided that in order to extend the facility of changing name, sex and age of the passengers who have genuine difficulty, but at the same time to prevent its misuse, the following procedure may be adopted by all Zonal Railways:-

1. Where the passenger makes a request that the reservation made in his name be transferred to another member of his family, permission for change of name, sex, age can be granted only by a Gazetted officer on the production of requisite proof viz. Ration card, Driving licence, Voter Identity Card, Passport, an affidavit showing relationship with the family members duly attested by the notary etc. While on the Divisions, such permission can be given by Sr. DCM/DCM/ACM, at other locations where Area Managers have been posted, such permission can be granted by respective ARMs/Assistant ARMs as well as SM(Gaz.). At those locations where no Gazetted Officer has been posted, such permission can be granted by CRS/SM

provided that post-facto approval of the same should be obtained from the competent authority at the first available opportunity.

2. On receipt of applications from any passenger for change of name, sex, age as provided in Passengers(Change of name) rules, 1990, the staff of reservation office who has the ID should get formal permission from any authorised Gazetted Officer either in writing or on telephone. Complete record of such permission given should be kept in a register along with application of the party and other details for verification. Such records should be preserved for a period of at least six months. Only after receipt of such permission, the staff concerned will use his ID for change of name, sex, age of the passengers.
3. Commercial Officers of Headquarters as well as Divisions will check these registers in course of their inspection of the Reservation Office. CCM(PM)s office will generate a report of all such changes done at each locations, on daily basis to keep a watch on it. The monthly report in this respect will be forwarded to the respective Divisions who will cross check the report with records maintained at the field level. In case of any irregularity found at test check, stern action should be taken against the staff concerned who misuse this facility.

Necessary instructions may be issued to all concerned and receipt of this letter may be acknowledged.



(Dr. P.K. Goel)  
Executive Director, Passenger Marketing,  
Railway Board.

Copy to:

1. CCM(PS)s & CCM(PM)s of all Zonal Railways.
2. OSD/East Coast Railway, Bhubaneswar, East Central Railway, Hajipur, North Central Railway, Allahabad, North western Railway, Jaipur, South Western Railway, Bangalore, West Central Railway, Jabalpur. OSD/Bilaspur.
3. EDV(T), DPR, EDFC & V(SS), Railway Board.
4. Director/PRS, CRIS, Chanakayapuri, New Delhi.
5. Director General, Professor/Training & Professor/Comml., Railway Staff College, Vadodara.
6. The Managing Director, Mumbai Railway Vikas Corporation, 2<sup>nd</sup> Floor, Churchgate Station Building, Mumbai - 400020.
7. General Secretary, National Federation of Indian Railwaymen(NFIR), 3 Chelmsford Road, New Delhi.
8. General Secretary, All India Railwaymen Federation (AIRF), 4, State Entry Road, New Delhi.
9. Secretary General, Federation of Railway Officers Association(FROA), Room No. 265-A, Rail Bhavan, New Delhi.
10. Secretary General, Indian Railway Promotee Officers Federation (IRPOF), Room No. 268, Rail Bhavan, New Delhi.
11. General Secretary, All India RPF, Association, Room No. 256-D Rail Bhavan, New Delhi.