

वाणिज्यपरिपत्रकोचिंगसं.43/2025

COMMERCIAL CIRCULAR COACHING NO. 43/2025**2025 कादरसूचनासं. 11/RATE ADVICE NO. 11 OF 2025**

विषय/**Sub:** The Procedure for change of name were reserved tickets communicated to the divisions by circular under reference 1 and 2.

संदर्भ/**Ref:** (i) Railway Board letter No. 99/TG-I/20/P dated 03.06.2002 (CC No. 39 of 2002).

(ii) Railway Board letter No.2011/TG-I/20/P/2 dated 31.01.2017 (CC.No. 14 of 2017).

Often the requests for "change of name" on reserved tickets are being denied at major stations on this Railway, stating that the powers are vested with the division office thereby the privilege given to the genuine cases were deprived, resulting in Rail Madad and CP Gram Complaints.

In this technological era, the communication should not be a barrier between station and the division for such activity. It has been decided to provide change of name facility to the supervisory officials at major stations where frequent requests are being received. The divisions to identify such locations and advice database to enable supervisory functions for change of name facilities to the Supervisor concerned.

The procedure to be followed at stations (PRS Centre) are outlined as under:-

- The Supervisor of the location will receive the request from the passenger for change of name along with the relevant documents mentioned in the Railway Board guidelines.
- The supervisors will scrutinize the application of the change of name and compare the copies with the original documents whether it is permissible as per the guidelines.
- The supervisor will send these documents through e-mail/Fax/Whatsapp to the Commercial Control along with a numbered message.
- The Commercial control will put up these details immediately to the concerned officials for permitting the change of name in accordance with relevant rules.
- The Concerned Divisional Officials (ACM/DCM/SrDCM) will permit change of name without further delay and advice to Station/Reservation office through commercial control with a numbered message.

The Divisions may set-up suitable mechanism immediately to facilitate change of name facilities at reservation locations duly following all the procedure in the subject issued from time to time.

Necessary instructions may be issued to all concerned and follow the above guidelines till the further advices.

Enc/-A/A


(Kiran Kumar P.)
Dy. CCM/PM
PCCM/SWR

Previous Comml. Cir. Chg. No. 42/2025
regarding Improving parcel services through
comprehensive management of parcel office
activities..



भारत सरकार

Office of Principal Chief Commercial Manager,
South Western Railway,
Ministry of Railways,
Government of India,
Rail Soudha, Hubballi



सं. No. C. 518/SWR/Comml. Circular/2023-24/25(16)

Date: 24.11.2025

- Copy to:** Sr. DCM/UBL, SBC & MYS: For kind information & necessary action accordingly.
- Copy to:** DRM/UBL, SBC, & MYS: For kind information.
- Copy to:** Secretary to GM for kind information of GM.
- Copy to:** SDGM, PCOM, CPTM & PFA /SWR/UBL: for kind information.
- Copy to:** CPRO/SWR/UBL: For kind information.
- Copy to:** Principal/MDRTI/Saptapur/Dharwad: For information.
- Copy to:** Commercial Control/HQ/UBL: For information & necessary action.