

## **NAME CHANGE PROCESS**

User name in the account should always be correct and updated. If there is any change in the user name, please get this changed by completing below requirements:

1. Self-declaration on company's letter-head mentioning old name and new name, and the reason for name change.
2. An Affidavit on Rs.10 stamp paper stating the reason for name change. Details of the previous name & the new name must be clearly mentioned on the same.
3. Format (sheet 2) can be used for Affidavit and Self-declaration on Company Letter head.
4. Hard copy of ID proof of the user, Attested by Gazette officer.
5. Payment of Rs.500+15% service tax= Rs. 575. Amount will be deducted from BirdRes credit limit.

Kindly arrange for these documents to be sent to below address:

To,

**BirdRes Technologies Pvt Ltd**  
**422, Udyog Vihar,**  
**Phase-III, Gurgaon,**  
**Haryana-122016**

Please note that updation process would take minimum 15 working days. It may take longer depending upon response and approvals from IRCTC. BirdRes will not be responsible for any delays from IRCTC end.

\*\* As the requirements of documents are made by IRCTC, there may be change in process without any intimation. If you have any query please call us on 011-46092654 / 0124-3073060 or email us at: [contact@birdres.com](mailto:contact@birdres.com)

Acceptable list of **Photo ID's** is given below:

- Pan Card
- Driving License
- Bank Passbook attested by the Banker
- Passport

## **DECLARATION FORM FOR NAME CHANGE**

To,

BirdRes Technologies Pvt. Ltd.  
E-9, Connaught House,  
Connaught Place,  
New Delhi – 110001

Dear sir/Madam,

I want to change the user name in my account, for which the Office ID is \_\_\_\_\_ due to \_\_\_\_\_ <mention the reason for name change>.

Old name was \_\_\_\_\_, and  
New name is \_\_\_\_\_.

Request you to please update the new name in your records and assist in making my account active.

Thanks & Regards,

Dated:

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## **DISCLAIMER**

"Digital Certificate Dongle should be used only at the address, registered at IRCTC. Agent agrees to keep BirdRes indemnified against any penalty for failure to do so.

In case there has been change in address or Agent desires to use Digital Certificate dongle at different location, then Agent shall comply with address change process as per IRCTC via BirdRes.

During vigilance check, if the Digital Certificate Dongle is not found at the registered address then penalty from IRCTC shall be imposed which could be around Rs 40,000.

Please ensure that contact details (phone number and email address) are always updated with BirdRes. All written communication with BirdRes should be done from registered email address only".