Request for help from RSSB

Request for help from RSSB in relation to Standards including National Technical Specification Notices, Railway Group Standards, Rail Industry Standards, Guidance Notes and the Rule Book

Please use this form if you:

* Need help or advice from RSSB with interpreting or applying NTSNs, RGSs, RISs, GNs or the Rule Book.
* Want to request a change to an NTSN, RGS, RIS, GN or a Rule Book document.
* Are unsure as to whether you need to apply for a [deviation from an RGS or the Rule Book](https://www.rssb.co.uk/-/media/Project/RSSB/RssbWebsite/Documents/Public/Public-content/Using-Standards/deviations-form-4-december-2020.doc?la=en).
* Are requesting access to supporting documentation listed in a deviation certificate.

If your query is straightforward, please contact the <https://customer-portal.rssb.co.uk/>.

If you are confident that you want to apply for a deviation from an RGS or Rule Book requirement, please use the [deviation application form.](https://www.rssb.co.uk/standards/using-standards/how-to-get-a-deviation-from-standards) If you need to seek an exemption from an NTSN requirement, then you will need to apply directly to the Department for Transport.

[Note: Network Rail applicants must submit their forms to [standardsvariations@networkrail.co.uk](mailto:standardsvariations@networkrail.co.uk) in the first instance].

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| 1. Problem / Opportunity statement:  Describe the problem you are experiencing or opportunity you have identified   *As best you can, please tell us: the opportunity you have identified or problem you're facing, also cover why, when and where it is a problem / opportunity.* |
| Click here to enter text. |
| 1. Desired outcome:  Describe the outcome you are seeking to achieve, timescales and reasons for timescales |
| *As best you can, please tell us: what your desired outcome is and the timescales you would like to meet.*  Click here to enter text. |
| 1. Benefits of outcome: Describe how the desired outcome would benefit you / others   *We need to understand:*  *- How you/others will benefit from the desired outcome (eg will it result in a cost saving, better work process, better design)*  *- When you/others will get the benefits (eg how long will it take for any costs to be recovered?).* |
| Click here to enter text. |

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| 1. Who is currently affected and who might be affected as a consequence of the outcome?   *This is to help us understand who the affected parties are and how the change would affect them. Please include any related projects / information / feedback from those affected.* | |
| 1. Which NTSN, RGS, RIS, GN or Rule Book document are you referring to? | |
| NTSN / Standard / RB number: Click here to enter text. | |
| 1. Are you requesting access to documents listed in a deviation certificate?  Yes | |
| 1. What is the deviation number? Click here to enter text. 2. List the supporting documents you want access to   Click here to enter text. | |
| 1. Additional observations / information:   *Please include any additional observation or information which may be relevant to support your request.*  Click here to enter text. | |
| 1. Details of applicant: | |
| Name: Click here to enter text. | |
| Job Title: Click here to enter text. | |
| Company / Organisation: Click here to enter text. | |
| Contact number: Click here to enter text. | |
| Email: Click here to enter text. | |
| Address: Click here to enter text. | |
| 1. Your reference / title   *If you have one, please give your reference and / or title.*  Click here to enter text. | |
| 1. Status of applicant (please answer either a, b, or c and yes or no):   *Please indicate whether you are enquiring as*: | |
| 1. the person or company / organisation who must comply with the requirements you are referring to. 2. on behalf of the person or company / organisation who must comply. 3. any other interested party.   Please indicate whether you are applying with the support of your company / organisation:  Yes  No | |

Rail Safety and Standards Board Limited will use the information you provide on this form for the purpose of processing your request. All requests should be submitted in electronic format to [proposals.deviation@rssb.co.uk](mailto:proposals.deviation@rssb.co.uk). RSSB aims to respond to your enquiry within 7 working days.