

# Ticket deposit receipt (TDR) Rules and Procedure:-

## About TDR:

TDR (Ticket Deposit Receipt) If the customer was not able to perform the journey due to any /or the following reason

1. Train Cancelled By Railways
2. Train running Late by More than Three hours And Passenger Not Travelled
3. Difference of Fare in case proper coach not attached
4. AC Failure
5. Travelled without proper ID proof
6. Wrongly charged by TTE
7. Party partially travelled
8. Passenger not travelled

The users can apply for refund in such cases.

## Ticket deposit receipt (TDR) Rules in case of I-Ticket:-

### Online refund request is not allowed for i-ticket

- Customers are requested to surrender the I-Ticket with the Station Master and obtain a Ticket Deposit Receipt (TDR) within 30 days from the date of scheduled travel.
- Send your claim for refund to the following address attaching the original copy of the TDR to

**GGM (IT),**

**Indian Railway Catering and Tourism Corporation Ltd.**

**1stFloor, Internet Ticketing Centre**

**IRCA Building, State Entry Road**

**New Delhi 110055.**

- The TDR Refund will be processed as per Extant Railway Rules:
- IRCTC will forward the claim to Concerned Railways to process the refund and MONEY of refund amount will be credited back to same account through which payment was made after receiving the same from the concerned Railways.
- Ticket deposit receipt(TDR) Rules in case of E-Ticket:-
- E-ticket refund request (after chart preparation) can be filed online.
- The customers are requested to use the online TDR Filing & Status tracking service provided by IRCTC. Select the "File TDR" Link in the left panel under the "My Transactions" menu for filing TDR online IRCTC will forward the claim to Concerned Railways to process the refund and MONEY of refund amount will be credited back to same account through which payment was made after receiving the

same from the concerned Railways. In case of e-ticket the refund is processed by the Refund Office of the Zonal Railways in whose jurisdiction the destination station of the train falls.

- Online File TDR option is not available for Agent. If ticket booked through Agent the refund request should be routed through Agent only.
- Whenever Agents received such a request from their customers they are required to send a mail to [etickets@irctc.co.in](mailto:etickets@irctc.co.in) containing following details.

### Ticket Details

PNR Number	Transaction Id	Train Number	From	To	Date of Journey

### Passenger Details

Sl No.	Passenger Name	Age	Sex	Reason for TDR

A part from above, the agent will give a declaration that he has obtained written request from the customer for refund.

IRCTC will file TDR and forward the claim to Concerned Railways to process the refund and MONEY of refund amount will be credited back to Agents account through which payment was made after receiving the same from the concerned Railways.

### TDR Refund Rule (Miscellaneous Cases):

- In case train is cancelled by the Rlys due to accidents, breaches or floods, Bandh or Rail Roko agitation etc- full refund of the fare of entire booked journey will be granted .On line cancellation of such cases can be done up to 72 hrs.
  - In case train is running late more than 3 hrs and Passenger has not travelled the TDR can be filed online.
  - In case proper coach is not attached-Difference of fare between the booked class and lower travelled class will be refunded. Certificate from the TTE (in original) for the lower class travelled is must to claim for refund.
1. In case of AC failure of AC1class/Executive class- Difference of fare between AC1class or Executive class and First Class will be refunded for the distance AC not worked. Certificate from the TTE (in original) for the AC not worked is must to claim for refund.
  2. In case of AC failure of AC2/AC3 class- Difference of fare between AC2/AC3 class and Sleeper Class will be refunded for the distance AC not worked. Certificate from the TTE (in original) for the AC not worked is must to claim for refund.
  3. In case of AC failure of AC chair car class- Difference of fare between AC chair car class and second class will be refunded for the distance AC not worked. Certificate from the TTE (in original) for the AC not worked is must to claim for refund.

- In case Travelling without proper ID proof-will be considered without ticket and will be charged accordingly. Chief Commercial Manager/Refunds can be approached for discretionary refund. Excess fare ticket (EFT) (in original) issued by the TTE is must to claim for refund.
- In case of wrongly charged by the TTE-full refund will be granted by the Chief Commercial Manager/Refunds. Excess fare ticket (EFT) (in original) issued by the TTE is must to claim for refund.
- In case party/ family partially travelled- refund will be granted by the Chief Commercial Manager/Refunds as per rule. Certificate from the TTE (in original) for deboarding before the destination has to be obtain and submitted for claiming for refund.
- In case passenger not travelled, refund will be granted by the Chief Commercial Manager/Refunds, on merits, as per extant Railway rules.
- Partially used reserved ticket by Rajdhani, Shatabdi and Jan Shatabadi Exp- No refund is allowed.
- In case Rlys is not able to provide accommodation-full refund will be granted.
- Part Confirm/RAC/Waiting List Ticket.
  1. If on one PNR there are more than one passenger and one passenger is having confirmed/RAC status and rest are on waiting list or vice-versa, names of all the passengers booked on such PNR will appear in the chart..
  2. A certificate can be obtained from the Ticket Checking staff in the train regarding non-travelling of wait-listed passengers on such tickets. Refund will be processed through TDR refund only after receiving the original certificate. IRCTC will forward the claim to Concerned Railways along with original certificate to process the refund and MONEY of refund amount will be credited back to same account through which payment was made after receiving the same from the concerned Railways.
  3. If all such passengers do not want to travel before chart preparation, online cancellation can be done as at present. However, after chart preparation, online request can be sent to IRCTC through TDR refund for seeking refund. IRCTC will forward the claim to Concerned Railways to process the refund and MONEY of refund amount will be credited back to same account through which payment was made after receiving the same from the concerned Railways
- Note-Certificate from the TTE (in original) for the AC not worked or Excess fare ticket (EFT) (in original) issued by the TTE for wrongly charged or Certificate from the TTE (in original) for the less passenger travelled may be submitted to the following address along with the application to claim for refund

GGM(IT),

Indian Railway Catering and Tourism Corporation Ltd.

1stFloor, Internet Ticketing Centre

IRCA Building, State Entry Road

New Delhi 110055.

Delay in submitting the Original Certificate from the TTE may result in delay in processing the case or may result in repudiation.

In case of any problem in e-ticket TDR filing, please mail to [etickets@irctc.co.in](mailto:etickets@irctc.co.in)

**Please Refer: [http://www.services.irctc.co.in/beta\\_htmls/refundrules.html](http://www.services.irctc.co.in/beta_htmls/refundrules.html)**