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## **About TDR**

TDR (Ticket Deposit Receipt) – If the customer was not able to perform the journey due to any of the following reason:

- Train Cancelled.
- Train Late More Than Three Hours and Passenger Not Travelled.
- Difference Of Fare In Case proper Coach Not Attached.
- AC Failure
- Travelled Without Proper ID Proof.
- Wrongly Charged BY TTE.
- · Party Partially Travelled.
- Passenger Not Travelled.
- Train Diverted And Passenger Not Travelled.
- Train Diverted And Train Not Touching Boarding Station.
- Train Diverted And Train Not Touching Destination Station.
- Passenger Not Travelled As Reservation Provided In Lower Class.
- Passenger Not Travelled Due To Ticket In RAC After Chart Preparation.
- Train Terminated Short Of Destination.
- Party Partially Confirmed/Waitlisted And Waitlisted Passengers Did Not Travel.
- Party Partially Confirmed/Waitlisted And All Passengers Did Not Travel.
- Party Could Not Cancel Because Chart Prepared At Originating Or Previous Remote Location.
- Train Missed As Connecting Train Was Late.
- Change In Reservation Status From Confirmed To Waitlisted/Part Waitlisted/RAC After Chart Preparation.
- After Charting No Room Provided.
- Difference Of Fare As Passenger Travelled In Lower Class.
- Passenger Unable to Travel Due to Wrong Departure Time Updated in PRS System.
- Passenger Not Travelled Due To Coach Damage.
- Unable To Cancel Due To Error Message Received From PRS System.
- Fare Difference Due To Decrease In Fare Amount.

- The TDR Refund will be processed as per Extant Railway Rules.
- TDR should be filed within 30 days of Departure of Train.
- E-ticket refund request (after chart preparation) can be filed online.
- In case of i-ticket, online refund request is not allowed. For i-ticket please follow the following procedure:
- Surrender the I-Ticket with the Station Master and obtain a Ticket Deposit Receipt.
- Send your claim for refund to the following address attaching the original copy of the TDR to:

## GGM/IT,

Indian Railway Catering & Tourism, Corporation Ltd., Internet Ticketing Center, State Entry Road, New Delhi - 110 055.

• IRCTC will process the refund claim with the Railway Administration and refund granted by the Railway shall be credited to your account.

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## **Refund Rule**

- 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 can be done up to 72 hrs.
- In case of train running late by more than three hours & the passenger not performing journey on this account ,full refund is permitted subject to the condition that the ticket is surrendered/TDR obtained in case of I-ticket, if is in E-ticket customer should file online/mail to IRCTC within the prescribed time limits which are as under-.

Ticket distance	Prescribed time
Upto 200 Kms	3 Hrs
201- 500 Kms	6 Hrs
More than 500 Kms	12 Hrs

- 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.
- a. 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.
- **b.** 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.
- **c.** 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 as per extant Railway rule.
- 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.

**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.

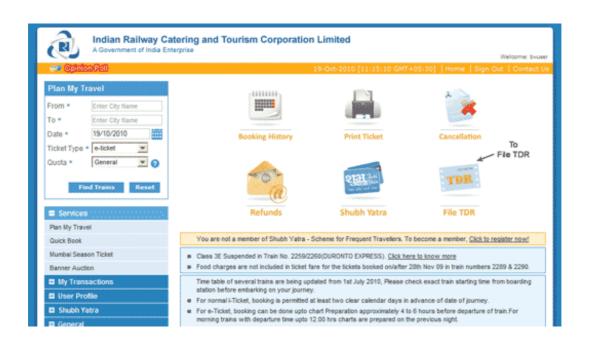
Indian Railway Catering & Tourism, Corporation Ltd., Internet Ticketing Center, State Entry Road, New Delhi - 110 055.

In case of any problem in e-ticket TDR filing, pls mail to etickets@irctc.co.in

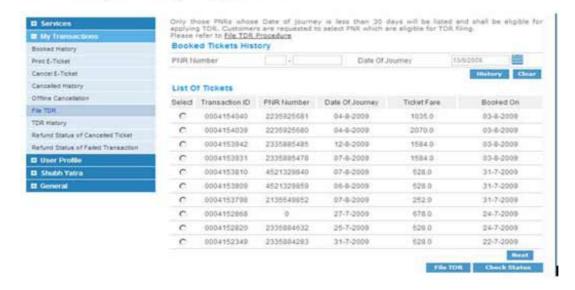
TOP

### File TDR Flow

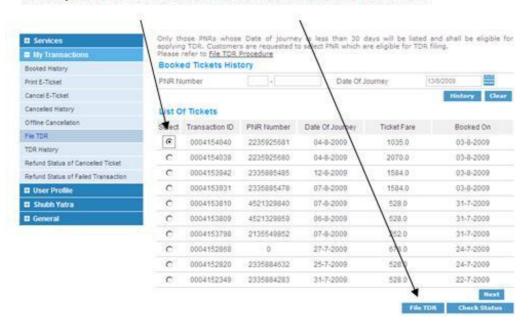
How to File Online TDR Refund Request for E-ticket:-



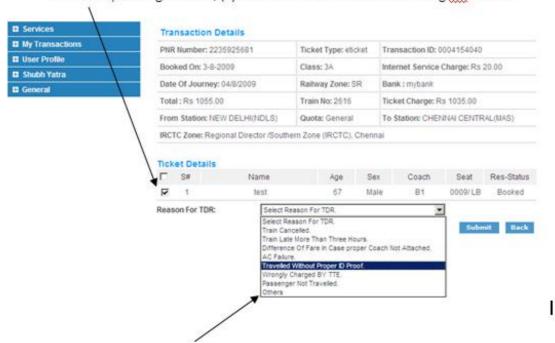
#### List of tickets where Date of journey has elapsed



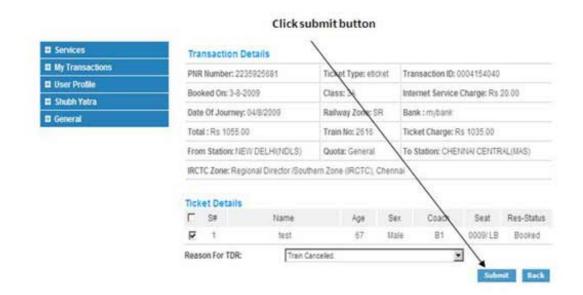
### Select pnr for which Tdr is to be filed and click "File TDR" button.



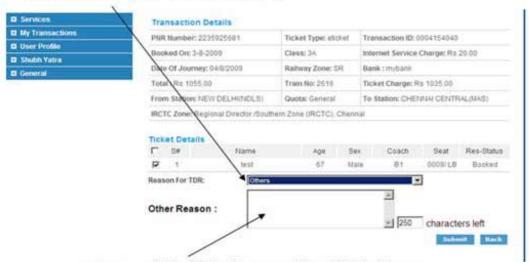
# Select the passenger name/(s) from the ticket details for claiming tdr refund



Select the reason form list box(or) type the reason if you select others



## If selected "others" option new text box will open.



Customer can fill the details of reason and then click Submit button.

## Confirmation for completing filing of TDR.

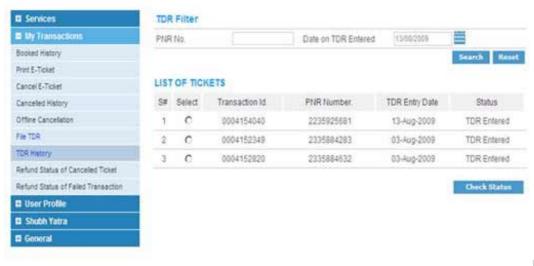


If details are confirmed click "OK" in alert window.



## **HOW TO VIEW THE TDR STATUS:-**

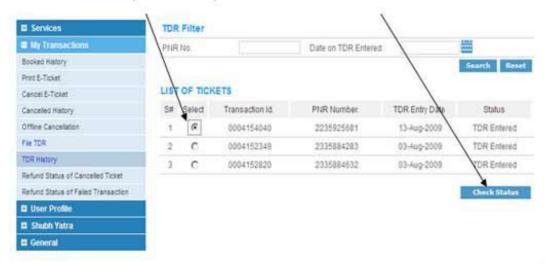
## Click TDR History link in left panel



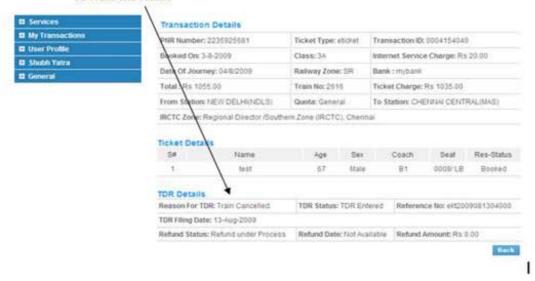
# To view status of PNR Enter the PNR in text box and press search.



Select the PNR < option button>& press "check status" button to view status.



## To view the status



Тор