

Click Here : [About TDR](#) [TDR Rules](#) [File TDR Flow](#)

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.

[TOP](#)

TDR Rules

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- 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:

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- 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.

[TOP](#)

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:-

The screenshot displays the IRCTC website interface. At the top, the header includes the IRCTC logo, the text 'Indian Railway Catering and Tourism Corporation Limited A Government of India Enterprise', and a user greeting 'Welcome: tvuser'. Below the header, there is a navigation bar with the date '19-Oct-2010 [11:15:10 GMT+05:30]' and links for 'Home', 'Sign Out', and 'Contact Us'. The main content area is divided into several sections:

- Plan My Travel:** A form with fields for 'From *', 'To *', 'Date *' (set to 19/10/2010), 'Ticket Type *' (set to e-ticket), and 'Quota *' (set to General). There are 'Find Trains' and 'Reset' buttons.
- Services:** A vertical menu on the left with options like 'Plan My Travel', 'Quick Book', 'Mumbai Season Ticket', 'Banner Auction', 'My Transactions', 'User Profile', 'Shubh Yatra', and 'General'.
- Booking History:** Represented by a calendar icon.
- Print Ticket:** Represented by a printer icon.
- Cancellation:** Represented by a document with a red 'X' icon.
- Refunds:** Represented by a money bag icon.
- Shubh Yatra:** Represented by a blue train ticket icon.
- File TDR:** Represented by a blue document icon with 'TDR' written on it. An arrow points from this icon to the text 'To File TDR'.

Below the service icons, there is a yellow banner that reads: 'You are not a member of Shubh Yatra - Scheme for Frequent Travelers. To become a member, [Click to register now!](#)'

At the bottom, there are several news items:

- Class 3E Suspended in Train No. 2259/2260(DURONTO EXPRESS). [Click here to know more](#)
- Food charges are not included in ticket fare for the tickets booked on/after 28th Nov 09 in train numbers 2289 & 2290.
- Time table of several trains are being updated from 1st July 2010. Please check exact train starting time from boarding station before embarking on your journey.
- For normal I-Ticket, booking is permitted at least two clear calendar days in advance of date of journey.
- For e-Ticket, booking can be done upto chart Preparation approximately 4 to 6 hours before departure of train. For morning trains with departure time upto 12.00 hrs charts are prepared on the previous night.

List of tickets where Date of journey has elapsed

- Services
- My Transactions**
 - Booked History
 - Print E-Ticket
 - Cancel E-Ticket
 - Cancelled History
 - Offline Cancellation
 - File TDR**
 - TDR History
 - Refund Status of Cancelled Ticket
 - Refund Status of Failed Transaction
- User Profile
- Shubh Yatra
- General

Only those PNRs whose Date of Journey is less than 30 days will be listed and shall be eligible for applying TDR. Customers are requested to select PNR which are eligible for TDR filing. Please refer to [File TDR Procedure](#)

Booked Tickets History

PNR Number - Date Of Journey

List Of Tickets

Select	Transaction ID	PNR Number	Date Of Journey	Ticket Fare	Booked On
<input type="radio"/>	0004154040	2235925681	04-8-2009	1035.0	03-8-2009
<input type="radio"/>	0004154039	2235925680	04-8-2009	2070.0	03-8-2009
<input type="radio"/>	0004153942	2335885485	12-8-2009	1584.0	03-8-2009
<input type="radio"/>	0004153931	2335885478	07-8-2009	1584.0	03-8-2009
<input type="radio"/>	0004153810	4521329840	07-8-2009	528.0	31-7-2009
<input type="radio"/>	0004153809	4521329859	06-8-2009	528.0	31-7-2009
<input type="radio"/>	0004153798	2135549852	07-8-2009	252.0	31-7-2009
<input type="radio"/>	0004152868	0	27-7-2009	678.0	24-7-2009
<input type="radio"/>	0004152820	2335884632	25-7-2009	528.0	24-7-2009
<input type="radio"/>	0004152349	2335884283	31-7-2009	528.0	22-7-2009

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

- Services
- My Transactions**
 - Booked History
 - Print E-Ticket
 - Cancel E-Ticket
 - Cancelled History
 - Offline Cancellation
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Booked Tickets History

PNR Number - Date Of Journey

List Of Tickets

Select	Transaction ID	PNR Number	Date Of Journey	Ticket Fare	Booked On
<input checked="" type="radio"/>	0004154040	2235925681	04-8-2009	1035.0	03-8-2009
<input type="radio"/>	0004154039	2235925680	04-8-2009	2070.0	03-8-2009
<input type="radio"/>	0004153942	2335885485	12-8-2009	1584.0	03-8-2009
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<input type="radio"/>	0004153810	4521329840	07-8-2009	528.0	31-7-2009
<input type="radio"/>	0004153809	4521329859	06-8-2009	528.0	31-7-2009
<input type="radio"/>	0004153798	2135549852	07-8-2009	252.0	31-7-2009
<input type="radio"/>	0004152868	0	27-7-2009	678.0	24-7-2009
<input type="radio"/>	0004152820	2335884632	25-7-2009	528.0	24-7-2009
<input type="radio"/>	0004152349	2335884283	31-7-2009	528.0	22-7-2009

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

Transaction Details

PNR Number: 2235925681	Ticket Type: eticket	Transaction ID: 0004154040
Booked On: 3-8-2009	Class: 3A	Internet Service Charge: Rs 20.00
Date Of Journey: 04/8/2009	Railway Zone: SR	Bank : mybank
Total : Rs 1055.00	Train No: 2616	Ticket Charge: Rs 1035.00
From Station: NEW DELHI(NDLS)	Quota: General	To Station: CHENNAI CENTRAL(MAS)

IRCTC Zone: Regional Director /Southern Zone (IRCTC), Chennai

Ticket Details

<input type="checkbox"/>	S#	Name	Age	Sex	Coach	Seat	Res-Status
<input checked="" type="checkbox"/>	1	test	67	Male	B1	0009/LB	Booked

Reason For TDR:

- Select Reason For TDR.
- Train Canceled.
- Train Late More Than Three Hours.
- Difference Of Fare In Case proper Coach Not Attached.
- AC Failure.
- Travelled Without Proper ID Proof**
- Wrongly Charged BY TTE.
- Passenger Not Travelled.
- Others

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

Click submit button

Transaction Details

PNR Number: 2235925681	Ticket Type: eticket	Transaction ID: 0004154040
Booked On: 3-8-2009	Class: 3A	Internet Service Charge: Rs 20.00
Date Of Journey: 04/8/2009	Railway Zone: SR	Bank : mybank
Total : Rs 1055.00	Train No: 2616	Ticket Charge: Rs 1035.00
From Station: NEW DELHI(NDLS)	Quota: General	To Station: CHENNAI CENTRAL(MAS)

IRCTC Zone: Regional Director /Southern Zone (IRCTC), Chennai

Ticket Details

<input type="checkbox"/>	S#	Name	Age	Sex	Coach	Seat	Res-Status
<input checked="" type="checkbox"/>	1	test	67	Male	B1	0009/LB	Booked

Reason For TDR:

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

Transaction Details

PNR Number: 2235925681	Ticket Type: e-ticket	Transaction ID: 0004154040
Booked On: 3-8-2009	Class: 3A	Internet Service Charge: Rs 20.00
Date Of Journey: 04/9/2009	Railway Zone: SR	Bank : mybank
Total : Rs 1055.00	Train No: 2616	Ticket Charge: Rs 1035.00
From Station: NEW DELHI(NDLS)	Quota: General	To Station: CHENNAI CENTRAL(MAS)
IRCTC Zone: Regional Director /Southern Zone (IRCTC), Chennai		

Ticket Details

<input type="checkbox"/>	SR	Name	Age	Sex	Coach	Seat	Res-Status
<input checked="" type="checkbox"/>	1	test	57	Male	B1	0009/LB	Booked

Reason For TDR: **Others**

Other Reason :
250 characters left

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

Confirmation for completing filing of TDR.

Transaction Details

PNR Number: 2235925681	Ticket Type: e-ticket	Transaction ID: 0004154040
Booked On: 3-8-2009	Class: 3A	Internet Service Charge: Rs 20.00
Date Of Journey: 04/9/2009	Railway Zone: SR	Bank : mybank
Total : Rs 1055.00	Train No: 2616	Ticket Charge: Rs 1035.00
From Station: NEW DELHI(NDLS) To Station: CHENNAI CENTRAL(MAS)		

Alert Dialog: Do You Want to Enter TDR. Modification and changes will not be permitted.

Reason For TDR: **Train Canceled**

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

TDR Entry Confirmation Page



Indian Railway Catering and Tourism Corporation Limited
A Government of India Enterprise

BETA

Welcome: AAA AAA

13-Aug-2009 [11:34:05 GMT+05:30] | Home | Sign Out | Contact Us

Services

My Transactions

User Profile

Shubh Yatra

General

Your TDR Has Been Filled.

TDR Entry Confirmation Page

PNR Number:	2235925681	Transaction ID:	0004154040
Reference No.	eh2009081304000	TDR Status:	TDR Entered
Reason:	Train Cancelled.		

HOW TO VIEW THE TDR STATUS:-

Click TDR History link in left panel

Services

My Transactions

- Booked History
- Print E-Ticket
- Cancel E-Ticket
- Cancelled History
- Offline Cancellation
- File TDR
- TDR History**
- Refund Status of Cancelled Ticket
- Refund Status of Failed Transaction

User Profile

Shubh Yatra

General

TDR Filter

PNR No. Date on TDR Entered

LIST OF TICKETS

S#	Select	Transaction Id	PNR Number	TDR Entry Date	Status
1	<input type="radio"/>	0004154040	2235925681	13-Aug-2009	TDR Entered
2	<input type="radio"/>	0004152349	2335884283	03-Aug-2009	TDR Entered
3	<input type="radio"/>	0004152820	2335884632	03-Aug-2009	TDR Entered

1

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

TDR Filter

PNR No. Date on TDR Entered

LIST OF TICKETS

S#	Select	Transaction Id.	PNR Number.	TDR Entry Date	Status
1	<input type="radio"/>	0004154040	2235925681	13-Aug-2009	TDR Entered
2	<input type="radio"/>	0004152349	2335884283	03-Aug-2009	TDR Entered
3	<input type="radio"/>	0004152820	2335884632	03-Aug-2009	TDR Entered

Services

- My Transactions
- Booked History
- Print E-Ticket
- Cancel E-Ticket
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- TDR History
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Select the PNR <option button> & press "check status" button to view status.

TDR Filter

PNR No. Date on TDR Entered

LIST OF TICKETS

S#	Select	Transaction Id.	PNR Number.	TDR Entry Date	Status
1	<input checked="" type="radio"/>	0004154040	2235925681	13-Aug-2009	TDR Entered
2	<input type="radio"/>	0004152349	2335884283	03-Aug-2009	TDR Entered
3	<input type="radio"/>	0004152820	2335884632	03-Aug-2009	TDR Entered

Services

- My Transactions
- Booked History
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To view the status

- Services
- My Transactions
- User Profile
- Shubh Yatra
- General

Transaction Details

PNR Number: 2235925681	Ticket Type: eTicket	Transaction ID: 0004154040
Booked On: 3-8-2009	Class: 3A	Internet Service Charge: Rs 20.00
Date Of Journey: 04/8/2009	Railway Zone: SR	Bank : mybank
Total Rs 1055.00	Train No: 2615	Ticket Charge: Rs 1035.00
From Station: NEW DELHI(NDL)	Quota: General	To Station: CHENNAI CENTRAL(MAS)
IRCTC Zone: Regional Director (Southern Zone (IRCTC), Chennai)		

Ticket Details

Sr	Name	Age	Sex	Coach	Seat	Res-Status
1	test	57	Male	B1	0009/LB	Booked

TDR Details

Reason For TDR: Train Cancelled	TDR Status: TDR Entered	Reference No: eht2009081304000
TDR Filing Date: 13-Aug-2009		
Refund Status: Refund under Process	Refund Date: Not Available	Refund Amount: Rs 0.00

Back

Top