

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

UNSTARRED QUESTION NO:3870  
ANSWERED ON:25.08.2011  
TDR FOR E TICKETS  
Naqvi Shri Zafar Ali

**Will the Minister of RAILWAYS be pleased to state:**

- (a) whether it takes three months or more for rail passengers to receive payment under the Ticket Deposit Receipt(TDR) system in connection with E-Tickets;
- (b) if so, the reasons therefor;
- (c) whether some cases of financial irregularities by some agencies in connivance with Indian Railways Catering and Tourism Corporation (IRCTC) officials have come to the notice of Railways;
- (d) if so, the details thereof; and
- (e) the corrective steps being taken by the Railways in this regard?

**Answer**

MINISTER OF THE STATE IN THE MINISTRY OF RAILWAYS (SHRI K.H. MUNIYAPPA)

(a) to (e): A Statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF UNSTARRED QUESTION NO.3870 BY SHRI ZAFAR ALI NAQVI TO BE ANSWERED IN LOK SABHA ON 25.08.2011 REGARDING TDR FOR E- TICKETS

(a) & (b): As per the prescribed guidelines of Railways, Ticket Deposit Receipt (TDR) refunds should normally be settled within three months. This time is required as these are tickets where refunds are sought by passengers after the prescribed time limits of the departure of trains. In such cases, verification from actual journey charts of the train is required to be undertaken at the end of train journey that is, at the destination where the journey charts are deposited. For this purpose staff are deputed to go to the destination and physically verify from the charts whether the passenger has travelled or not so as to avoid fraudulent claims. In the process, some cases do exceed the stipulated three months period.

(c) to (e): Some cases where refunds have been applied for, even after performing the journey, have come to notice at the time of verification by the Railways. Such claims have been repudiated by the Zonal Railways.

The following measures have been taken in this regard:

- i. An Anti Fraud Squad has also been created by IRCTC to detect cases of fraudulent activity and for exercising constant checks.
- ii. Action in the form of deactivation of IDs and imposition of fines has been taken against agents found involved in any fraudulent activity.
- iii. To ensure timely payment special drives have been launched for clearing any pending cases.
- iv. Regular monitoring is also being done at by Zonal Railways and the Railway Board.