

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:5864
ANSWERED ON:02.05.2013
FILING OF TDR
Dutt Smt. Priya Sunil

Will the Minister of RAILWAYS be pleased to state:

- (a) whether it is a fact that refund of number of E-tickets are not done within 90 days of filing Ticket Deposit Receipt (TDR);
- (b) if so, the total number of TDR filed month-wise during the financial year 2012-13 and the number of such cases (month- wise
- (e) finally settled till April 2013;
- (c) the number of RTI applications filed relating to non- refund of TDR during the financial year 2012-13; and
- (d) the action that the Railways are taking or propose to take to compensate the genuine customer who do not get refund within the time limit and action taken against the official/ officer responsible for the delay?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI ADHIR RANJAN CHOWDHURY)

- (a): No, Madam. The average time taken to settle refund cases of e-tickets during the period from November 2012 to March 2013 has been less than 90 days after filing of online Ticket Deposit Receipt (TDR).
- (b): The month-wise details of total number of TDR filed on the website of Indian Railway Catering and Tourism Corporation (IRCTC) and number of cases finally settled during the Financial Year 2012-13 is enclosed as Appendix.
- (c): During the Financial Year 2012-13, 128 RTI applications relating to non-refund after filing of TDR were filed with IRCTC.
- (d): Does not arise.

APPENDIX REFERRED TO IN REPLY TO PART (b) OF UNSTARRED QUESTION NO.5864 BY SHRIMATI PRIYA DUTT TO BE ANSWERED IN LOK SABHA ON 02.05.2013 REGARDING FILING OF TDR.

(b): Total number of TDR filed month-wise and the number of such cases (month-wise) finally settled in Financial Year 2012-13

S. No.	Month	Opening Balance	Filed Month Wise	No. of TDR Cases	Total TDR cases	No. of settled cases
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1	April, 2012	278386	156768	435154	163661	
2	May, 2012	271493	164750	436243	167732	
3	June, 2012	268511	169585	438096	164515	
4	July, 2012	273581	220028	493609	248865	
5	August, 2012	244744	229271	474015	232321	
6	September, 2012	241694	196916	438610	221490	
7	October, 2012	217120	212648	429768	221179	
8	November, 2012	208589	262743	471332	245745	
9	December, 2012	225587	281987	507574	278047	
10	January, 2013	229527	294638	524165	302729	
11	February, 2013	221436	231268	452704	244700	
12	March, 2013	208004	229944	437948	259383	