ABBREVIATION:-

CR : CENTRAL RAILWAY

ECO : EAST COAST RAILWAY

ECR : EAST CENTRAL RAILWAY

EDR : Electronic Data Interchange

EFT : Excess Fare Ticket

ER : EASTERN RAILWAY

IRCTC : Indian Railway Catering & Tourism

Corporation

KR : KONKAN RAILWAY

NCR : NORTH CENTRAL RAILWAY

NER : NORTH EASTERN RAILWAY

NF : NORTH FRONTIER RAILWAY

NR : NORTHERN RAILWAY

NWR : NORTH WESTERN RAILWAY

SCR : SOUTH CENTRAL RAILWAY

SEC : SOUTH EAST CENTRAL RAILWAY

SER : SOUTH EASTERN RAILWAY

SR : SOUTHERN RAILWAY

SWR : SOUTH WESTERN RAILWAY

TDR : TICKET DEPOSIT RECEIPT

TTE : Travelling Ticket Examiner

WCR : WEST CENTRAL RAILWAY

WR : WESTERN RAILWAY

## **SYNONYMS**

## TDR STATUS:-

TDR Entered : TDR has been filed successfully

Admin Approved : Refund Eligible case approved by

IRCTC Corporate/IRCTC Zonal Office

Admin Regret : Non Eligible case rejected by

IRCTC Corporate/IRCTC Zonal Office

CCM Approved

Railway

Refund processed by Concerned Zonal

CCM Regret : Non Eligible case repudiated by Zonal Railway

GGM Approved : Refund Amount received from Zonal

Railway and updated in IRCTC Database

GGM Regret : Non Eligible case repudiated by Zonal

Railway and updated by IRCTC Zonal Office

## **TDR REFUND STATUS**

Approved : Refund Amount received from IRCTC Zonal

Office and updated for further communication to

Bank

Sent For Refund : Refund Advice given to Bank

Refunded : Amount Refunded to the customer's Account

i-ticket : refers to a Railway reservation booked on this

website for the consummation of which a printed Railway ticket on standard Stationery is dispatched by IRCTC to the Customer through the courier, which constitute the authority to travel on

trains.

e-ticket : refers to a Railway reservation booked on this

website, for the consummation of which the customer prints out an Electronic Reservation Slip which, along with the concerned authorized personal identification, constitutes the authority to travel, in lieu of the regular ticket on standard

Stationery.

List of email-ids

<u>care@irctc.co.in</u> : Customers mails to this email-id for their enquiries

<u>etickets@irctc.co.in</u> : Customers mails to this email-id for e-Ticket

cancellation request

<u>agents@irctc.co.in</u> : IRCTC registered agents mails to this email-id for

their various requests

<u>tdrprocess@irctc.co.in</u> : Customers mails to this email-id for their TDR

related enquiries

<u>tdr@irctc.co.in</u> : mail-id from which automatic generated email is

sent to customers on TDR refunds

<u>newtdr@irctc.co.in</u> : internal email-id for online-tdr application related

enquires used by IRCTC offices & Railways offices

**Contact Phone Number** : 011-23345900, 011-23365681

## **CIRCULARS:-**

IRCTC Letter No.2008/IRCTC/ERTD/Refund dated 06.06.2008

Railway Board Letter No.2008/TGI/10/P/Refund dated 20.06.2008

IRCTC Letter No.2008/IRCTC/ERTD/Refund dated 12.08.2008

Railway Board Letter No.2008/TG-I/10/P/Refund dated 29.8.2008

IRCTC Letter No.2008/IRCTC/ERTD/Refund dated 24.09.2008