

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

UNSTARRED QUESTION NO:2903  
ANSWERED ON:07.12.2000  
EXCHANGE OF WARRANT BY ARMED PERSONNEL  
RAGHUNATH JHA

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

(a) whether the armed forces personnel are facing many difficulties at the railway stations to get their warrants exchanged particularly at the Jammu Tawi railway station as reported in the `Indian Express` dated November 11, 2000 under the caption `Rail Tickets: After fighting militancy soldiers have to battle to get home`;

(b) if so, the reasons for the delay in exchanging their warrants; and

(c) the steps being taken by the Government in this regard?

**Answer**

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI DIGVIJAY SINGH)

(a) No, Sir.

(b) Does not arise.

(c) A statement is attached.

Statement referred to in reply to part (c) of Unstarred Question No.2903 by Shri Raghunath Jha for answer in Lok Sabha on 7.12.2000 regarding exchange of warrant by armed personnel.

(c) Following steps are being taken for the Military Personnel.

i) From August 2000, military warrants can be exchanged from any booking window.

ii) A close coordination with military authorities is maintained both at station and at division level to ensure hassle free booking and reservation facilities for military personnel.

iii) All policy instructions issued from Railway Board from time to time in exchange of warrants by Armed Force Personnel are invariably circulated to all stations for strict compliance to avoid any dispute or harassment to Armed Force Personnel. A strict vigil and live monitoring is being done at all stations where Defence Personnel exchange warrants.

Additional facilities for ensuring speedy reservation

iv) A Quota of 455 seats daily in different trains has been kept exclusively at the disposal of Military authorities at Jammu Tawi Railway Station.

v) At Jammu Tawi Railway Station 2 counters in the booking office and 3 counters in reservation office are exclusively for military personnel.

vi) In addition to the facilities available at Jammu Tawi Railway station, military personnel can avail booking facility at two CBAs at Katra, two CBAs at Jammu City and one booking office provided in Transit Camp at Jammu Tawi. Reservation facilities are also available at Katra, Srinagar Post Office and Cantt. area. Recently PRS has also been commissioned at Udhampur.