

GOVERNMENT OF INDIA  
MINISTRY OF AGRICULTURE AND FARMERS WELFARE  
DEPARTMENT OF AGRICULTURE AND FARMERS WELFARE  
**LOK SABHA**  
**UNSTARRED QUESTION NO.2441**  
TO BE ANSWERED ON THE 3<sup>RD</sup> AUGUST, 2021

**KISAN CALL CENTRE**

2441. SHRI VISHNU DAYAL RAM

Will the Minister of AGRICULTURE AND FARMERS WELFARE कृषि एवं किसान कल्याण मंत्री be pleased to state:

- (a) the number of calls registered by Kisan Call Centre (KCC) in the last three years including the current year, State-wise;
- (b) the funds allocated/released and utilized for the development, maintenance and capacity building of the centre during the afore-mentioned period;
- (c) whether it is true that the KCC is available only in 22 official languages; and
- (d) if so, the steps taken/being taken by the Government to extend the KCC services to the target beneficiaries who are unable to access the services due to language barriers?

**ANSWER**

MINISTER FOR AGRICULTURE AND FARMERS WELFARE

कृषि एवं किसान कल्याण मंत्री (SHRI NARENDRA SINGH TOMAR)

- (a) In the last three years, including the current year, a total of 17,467,074 calls have been registered by Kisan Call Centre. State-wise and year wise details are given in **Annexure-I.**
- (b) The funds allocated and amounts released under KCC during the last 3 years and current year upto 28.07.2021 is given below:

S. No.	Year	Funds earmarked (Rs. in lakh)	Expenditure incurred (Rs. in lakh)
1	2018-2019	2900.00	2730.46
2	2019-2020	3320.00	3320.00
3	2020-2021	3976.00	3958.65
4	2021-2022 (upto 28.07.2021)	3900.00	581.92
<b>Total</b>		<b>14096.00</b>	<b>10591.03</b>

- (c) Replies to the farmers' queries are given in 22 official languages. The details of languages in which replies to the farmers queries are given at different locations in the country are given at **Annexure-II**.
- (d) The Government has already increased the locations of Kisan Call Centres from 14 to 21 centres since September, 2018. Replies to the queries of farmers are given in all the 22 major languages used by farmers across the country.

**ANNEXURE-I**

**State-wise number of calls answered by Kisan Call Centres during the last 3 years  
including current year upto 30.06.2021**

<b>S.No</b>	<b>State</b>	<b>2018-19</b>	<b>2019-20</b>	<b>2020-21</b>	<b>2021-22 (up to 30.6.)</b>
1	Andaman & Nicobar	37	2035	3301	551
2	Andhra Pradesh	92658	149357	171230	27684
3	Arunachal Pradesh	816	744	1198	145
4	Assam	27287	26028	23189	6459
5	Bihar	263799	379166	336394	47258
6	Chandigarh	764	0	0	0
7	Chhattisgarh	41798	82642	87039	15908
8	Dadra & Nagar	25	0	0	0
9	Daman And Diu	13	6090	334	502
10	Delhi	34536	71827	90109	17866
11	Goa	155	1	0	0
12	Gujarat	204323	299257	283866	52401
13	Haryana	305446	391973	343793	74921
14	Himachal Pradesh	50299	52834	43829	20800
15	Jammu & Kashmir	78918	100158	77635	17573
16	Jharkand	16091	52220	43703	17090
17	Karnataka	219037	230125	211608	43383
18	Kerala	22976	34599	33866	6635
19	Lakshadweep	7	4	0	1
20	Madhya Pradesh	369550	445027	459337	85911
21	Maharashtra	528241	713790	560854	103531
22	Manipur	1300	772	1691	309
23	Meghalaya	573	355	763	218
24	Mizoram	147	261	621	244
25	Nagaland	114	923	1093	261
26	Odisha	172606	168918	185280	39718
27	Puducherry	876	0	0	0
28	Punjab	264549	355577	275590	53916
29	Rajasthan	670883	680711	553193	118001
30	Sikkim	1512	2607	2072	338
31	Tamilnadu	190984	186054	191048	39148
32	Telangana	99454	111498	124832	15864
33	Tripura	2816	2012	3940	1191
34	Uttar Pradesh	1034906	1292154	1180640	236975
35	Uttarakhand	34010	60956	63619	15871
36	West Bengal	117118	152092	118779	30564
<b>Total</b>		<b>48,48,624</b>	<b>60,52,767</b>	<b>54,74,446</b>	<b>1091237</b>

**ANNEXURE-II**

The details of languages in which replies to the farmers queries are given at different locations of Kisan Call Centres in the country

Sl. No.	Location	States/UTs	Language
1	Agartala	Tripura	Bengali
		Mizoram	Mizo
		Meghalaya	Khasi, Garo
2	Ahmadabad	Gujarat	Gujarati
		Dadra & Nagar Haveli	Gujarati
		Daman & Diu	Gujarati/ Konkani
3	Bengaluru	Karnataka	Kannada
4	Bhubaneswar	Odisha	Oriya
5	Chandigarh	Haryana	Hindi
		Punjab	Punjabi
		Chandigarh	Punjabi
6	Coimbatore	Tamil Nadu	Tamil
		Pondicherry	Tamil
7	Guntur	Andhra Pradesh	Telugu
8	Guwahati	Arunachal Pradesh	Hindi /Adi
		Assam	Assamese
		Manipur	Manipuri
		Nagaland	Nagamese
9	Hyderabad	Telangana	Telugu
10	Jabalpur	Madhya Pradesh	Hindi
11	Jaipur	Delhi	Hindi
		Rajasthan	Hindi
12	Jammu	Jammu & Kashmir	Dogri, Kashmiri
		Leh & Ladakh	Dogri, Kashmiri
13	Kanpur	Uttar Pradesh	Hindi
14	Kolkata	West Bengal,	Bengali
		Sikkim	Sikkimese, Nepali, Hindi
		Andaman & Nicobar	Bengali, Tamil, Hindi
15	Pant Nagar	Uttarakhand	Hindi
16	Patna	Bihar	Hindi
17	Pune	Maharashtra	Marathi
		Goa	Konkani; Marathi
18	Raipur	Chhattisgarh	Hindi
19	Ranchi	Jharkhand	Hindi
20	Solan	Himachal Pradesh	Hindi
21	Trivandrum	Kerala	Malayalam
		Lakshadweep	Malayalam

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