

GOVERNMENT OF INDIA
MINISTRY OF AGRICULTURE AND FARMERS WELFARE
DEPARTMENT OF AGRICULTURE AND FARMERS WELFARE

LOK SABHA
UNSTARRED QUESTION NO. 1558
TO BE ANSWERED ON THE 09TH DECEMBER, 2025

KISAN CALL CENTRES

1558. DR. PRABHA MALLIKARJUN:

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

- (a) the number of Kisan Call Centres (KCCs) currently operational in the country, along with their distribution across States and Union Territories;
- (b) the number and percentage of these Kisan Call Centres meeting the standardised performance and service quality benchmarks as per the latest evaluation or monitoring survey conducted in 2024;
- (c) the details of the quality and service delivery standards prescribed for Kisan Call Centres, including parameters related to response time, language accessibility and expert advisory quality; and
- (d) the details of the Government's plans for expansion, modernisation, and digital integration of Kisan Call Centres, including the introduction of additional services such as real-time grievance redressal, AI-based crop advisory and multilingual farmer support?

ANSWER

THE MINISTER OF STATE FOR AGRICULTURE AND FARMERS WELFARE

कृषि एवं किसान कल्याण राज्य मंत्री (SHRI RAMNATH THAKUR)

(a): The number of Kisan Call Centres (KCCs) currently operational in the country, along with their distribution across States and Union Territories are as below:

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
		Trivandrum	Malayalam
		Lakshadweep	Malayalam
7.	Guwahati	Arunachal Pradesh	Hindi /Adi
		Assam	Assamese
		Manipur	Manipuri
		Nagaland	Nagamese
8.	Hyderabad	Telangana	Telugu
		Andhra Pradesh	Telugu
9.	Jabalpur	Madhya Pradesh	Hindi
10.	Jaipur	Delhi	Hindi
		Rajasthan	Hindi
11.	Jammu	Jammu & Kashmir	Dogri, Kashmiri
		Leh& Ladakh	Dogri, Kashmiri
12.	Kanpur	Uttar Pradesh	Hindi
		Uttarakhand	Hindi
13.	Kolkata	West Bengal,	Bengali
		Sikkim	Sikkimese, Nepali, Hindi
		Andaman & Nicobar	Bengali, Tamil, Hindi
14.	Patna	Bihar	Hindi
		Jharkhand	Hindi
15.	Pune	Maharashtra	Marathi
		Goa	Konkani, Marathi
16.	Raipur	Chhattisgarh	Hindi
17.	Solan	Himachal Pradesh	Hindi

(b): For third party evaluation and impact assessment study, one agency is entrusted to assess the performance and service quality standards of Kisan Call Centres (KCCs) of last three years.

(c): Kisan Call Centres (KCCs) are mandated to provide the advisories related to Agronomic practices, ongoing Government schemes, farming issues, Package of Practices (PoP), weather or market advisories and advanced technologies of Agri and allied subjects. There is a provision for call holding and call routing facilities. If lines are free, calls are to be answered within 4 rings. If a call is in queue, an appropriate pre-recorded message through dynamic IVR are played intermittently to tell about Farmer Queue No. and approximate time left and season specific standard advisories are played to educate the farmer while call is on hold. A Voice Mail System (VMS) is provided to ensure that a farmer, who cannot get access to a Farm Tele Advisor (FTA) due to all lines are busy, gets a periodic prompt on IVRS that in case the farmer does not want to wait, he can record a voice mail leaving his query and phone number and brief message of up to 2 minutes. Farmers leaving voice mails with their queries are receives a response through outbound recorded responses or those who may have made a request to receive call back are called back by the Supervisors/ FTAs during lean period of inflow of calls. The queries of farmers are answered in 22 official languages by graduates in Agriculture & Allied subjects who are deployed at KCCs, known as Farm Tele Advisors (FTAs) & Supervisors. They possess excellent communication skills in respective local language. The queries, which cannot be answered by FTAs/Supervisors are transferred to higher level experts. These experts are Subject Matter Specialists (SMSs) of State Departments of Agriculture (SDAs), ICAR Institutes, Krishi Vigyan Kendras (KVKs) and State Agricultural Universities (SAUs).

(d): The Government is strengthening the Kisan Call Centre to help farmers in registering, resolving grievances related to schemes of Agriculture by using the common Kisan Call Centre Toll Free Number and web portal/mobile app. Additionally, AI/ML-based tools are being integrated into the grievance redressal and query escalation mechanisms.
