

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

LOK SABHA
UNSTARRED QUESTION NO.2949
TO BE ANSWERED ON THE 15TH MARCH, 2016

KISAN CALL CENTRES

2949. SHRI NISHIKANT DUBEY:
SHRIMATI SAKUNTALA LAGURI:

Will the Minister of AGRICULTURE AND FARMERS WELFARE प्रो. श्यामसुंदर देव एवं किसान कल्याण
विभाग के सदस्य
be pleased to state:

- (a) the number of Kisan Call Centres approved and functioning in various States of the country including details thereof, State-wise and location-wise;
- (b) whether these call centres are sufficient to provide adequate information to the farmers;
- (c) if so, the details thereof along with the steps taken by the Government to strengthen these call centres; and
- (d) whether the Government is considering to set up more such centres in various States of the country including backward and tribal areas of Jharkhand, if so, the details thereof, State-wise, locationwise along with the time by which these centres are likely to be set up?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF AGRICULTURE AND FARMERS WELFARE

प्रो. श्यामसुंदर देव एवं किसान कल्याण विभाग के सदस्य (SHRI MOHANBHAI
KUNDARIYA)

(a): The Department of Agriculture & Cooperation & Farmers Welfare (DAC&FW) Government of India has set up Kisan Call Centres (KCCs) at 14 locations covering all the States and Union Territories in the country to provide information on queries of farmers in the area of agriculture and allied subjects. Farmers can call from 6 AM to 10 PM on toll free helpline number 1800 180 1551 throughout the year and get replies to their queries pertaining to agriculture and allied sectors in their own language. The details of Kisan Call Centres (KCCs) at different locations in the country are given at **Annexure-I**.

(b): Yes, Madam.

(c): The Kisan Call Centers are adequately equipped with modern technology to respond efficiently to farmers' queries in the shortest possible time. These centres have state of the art features viz. Internet Protocol Private Branch Exchange (IPPBX), redundant Internet band with, 100% call recording/call replay, call barging, voice mail service during call waiting or when KCC is not working and SMS to caller farmers giving a gist of reply given by KCC.

(d): No, Madam. State-wise flow of calls is monitored closely and a decision to set up an independent Call Centre is taken whenever calls in a State increase beyond a threshold. As of now, Call Centres located at 14 places are adequately serving the needs of farmers in the entire country. As far as Jharkhand is concerned, the KCC located at Patna is capable of responding to all the farmers of the State.

Annexure I**Kisan Call Centre Locations State / UT- wise and Languages**

Sl No	Location	States/ UTs Covered	Language
1	Hyderabad	Andhra Pradesh	Telugu
		Telangana	Telugu
2	Patna	Bihar	Hindi
		Jharkhand	Hindi
3	Jaipur	Delhi	Hindi
		Rajasthan	Hindi
4	Ahmadabad	Gujarat	Gujarati
		Dadra & Nagar Haveli	Gujarati
		Daman & Diu	Goan
5	Chandigarh	Haryana	Hindi/Haryanvi
		Punjab	Punjabi
		Chandigarh	Punjabi
		Himachal Pradesh	Hindi
6	Jammu	Jammu & Kashmir	Dogri, Kashmiri, Ladakhi
7	Bangalore	Karnataka	Kannada
		Kerala	Malayalam
		Lakshadweep	Malayalam
8	Jabalpur	Madhya Pradesh	Hindi
		Chhattisgarh	Hindi
9	Pune	Maharashtra	Marathi
		Goa	Konkani
10	Coimbatore	Tamil Nadu	Tamil
		Puducherry	Tamil
		Andaman & Nicobar	Tamil
11	Kanpur	Uttar Pradesh	Hindi
		Uttarakhand	Hindi
12	Kolkata	West Bengal,	Bengali
		Sikkim	Sikkimese
13	Guwahati	Arunachal Pradesh	Adi
		Assam	Assamese
		Manipur	Manipuri
		Meghalaya	Khasi
		Mizoram	Mizo
		Nagaland	Nagamese
Tripura	Bengali		
14	Bhubaneswar	Odisha	Oriya
