

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

LOK SABHA
UNSTARRED QUESTION NO.253
TO BE ANSWERED ON THE 19TH JULY, 2022

KISAN CALL CENTRE

253. SHRI OMPRAKASH BHUPALSINH ALIAS PAWAN RAJENIMBALKAR:
DR. DNV SENTHILKUMAR. S.;
DR. SUBHASH RAMRAO BHAMRE:
SHRIMATIBHAVANA PUNDALIKRAOGAWALI:
SHRIMATI SUPRIYA SULE;
SHRI KULDEEP RAI SHARMA
SHRI SUNIL DATTATRAY TATKARE:

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

- (a) the number of Kisan Call Centres approved and functional in various States of the country;
- (b) the details of the number of farmers benefited by the said facilities in various States including Maharashtra and the State/UT-wise details thereof ;
- (c) whether the said call centres are sufficient to provide adequate information to the farmers and if so, the details thereof and the steps taken by the Government to strengthen these call centres;
- (d) whether the Government has any monitoring mechanism to evaluate the functioning of these call centres and the details thereof;
- (e) whether the Government is contemplating setting up more such centres in the backward areas of Maharashtra, Tamil Nadu and Andaman and Nicobar Islands and if so, the time by which these centres are likely to be established; and
- (f) the steps taken by the Government to sensitize the farmers to avail the benefit of the said facilities

ANSWER

MINISTER FOR AGRICULTURE AND FARMERS WELFARE
कृषि एवं किसान कल्याण मंत्री (SHRI NARENDRA SINGH TOMAR)

- (a) Twenty one (21) Kisan Call Centres are functioning till May 2022. Presently, the number of Centres is seventeen (17). State-wise and location –wise details are given in **Annexure-IA & IB** respectively. In addition, four States/UTs viz; UT of Andaman & Nicobar Islands, Karnataka, Kerala and Uttarakhand are running their own Kisan Call Centres.

- (b) So far 1,70,73,829 numbers of farmers have been benefited by Kisan Call Centres in various States including Maharashtra and other States & Union Territories. State/UT-wise numbers of benefited farmers are given in the **Annexure-II**.
- (c) These seventeen Kisan Call Centres across the country and the State/UT owned Kisan Call Centres are providing information to the farmers' queries received through phone calls in all the 22 official languages used by farmers across the country which are sufficient to provide adequate information to the farmers. The percentage of answered calls is 95% on an average across the seventeen Centres.
- (d) Government is having the following monitoring mechanisms to evaluate the functioning of Kisan Call Centres:
- i. Daily, Weekly and Monthly Reports on call details with landed calls, answered calls, sector wise calls, call comparison with previous months, comparison with same period of previous years etc., are obtained from the service provider.
 - ii. Regular periodic meetings are conducted to review the activities of Kisan Call Centre and follow up actions are carried out as per the outcome of the meetings.
 - iii. State Nodal Officers in the rank of Deputy Director from the Department of Agriculture of State governments have been nominated in all the States/UTs who make frequent visits to the Kisan Call Centres and assess the functioning.
 - iv. Virtual Private Network (VPN) connections have provided at Department of Agriculture & Farmers Welfare and State Agriculture Department (two each for big States and one each for small States and UTs) for virtual observation of Call Centre activities by sitting in the respective offices.
 - v. Surprise and pre-informed physical visits to the Centres are made by officials of Department of Agriculture & Farmers Welfare and State Agriculture Departments.
 - vi. Activities of Kisan Call Centres are reviewed during the pre seasonal Zonal Input Workshops held twice in a year.
- (e) The Call Centres located at Pune for Maharashtra, Coimbatore for Tamil Nadu and Kolkata for Andaman and Nicobar Island are catering to the needs of farmers of whole of respective States/UT. In addition, UT of Andaman & Nicobar Islands has its own Kisan Call Centre.
- (f) The Toll Free Number 1800-180-1551 of Kisan Call Centre is displayed in the official website of Department of Agriculture & Farmers Welfare and most of its attached and sub-ordinate offices. In addition, awareness is created during the Melas, Exhibitions, Trade Fairs, and Seminars etc., participated as well as sponsored by Department of Agriculture & Farmers Welfare and through Mass Media channels like Krishi Darshan, Kisan Vani etc.

ANNEXURE-IA

State-wise and Location-wise details of Kisan Call Centres languages in which replies to the farmers queries are given at different locations of Kisan Call Centres in the country (from September 2018-May 2022)

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

ANNEXURE-IB

State-wise and Location-wise details of Kisan Call Centres languages in which replies to the farmers queries are given at different locations of Kisan Call Centres in the country (From June 2022)

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

ANNEXURE-II**State-wise numbers of farmers benefited through Kisan Call Centres since inception****in 2004:**

Sl. No.	State/UT	Number of Farmers Benefited
1	Andaman & Nicobar	2,171
2	Andhra Pradesh	403,014
3	Arunachal Pradesh	8,176
4	Assam	127,193
5	Bihar	674,635
6	Chandigarh	1,223
7	Chhattisgarh	227,975
8	Dadra & Nagar Haveli	600
9	Daman & Diu	197
10	Delhi	230,664
11	Goa	1,575
12	Gujarat	835,854
13	Haryana	619,630
14	Himachal Pradesh	177,257
15	Jammu & Kashmir, Leh & Ladakh	370,781
16	Jharkhand	120,797
17	Karnataka	795,063
18	Kerala	143,806
19	Ladakh	00
20	Lakshadweep	306
21	Madhya Pradesh	1,590,862
22	Maharashtra	1,502,308
23	Manipur	4,848
24	Meghalaya	8,211
25	Mizoram	1,985
26	Nagaland	3,147
27	Odisha	725,204
28	Puducherry	3,377
29	Punjab	564,190
30	Rajasthan	1,663,957
31	Sikkim	10,537
32	Tamil Nadu	469,533
33	Telangana	419,949
34	Tripura	15,752
35	Uttar Pradesh	3,898,956
36	Uttarakhand	421,118
37	West Bengal,	1,028,978
	Total	17,073,829
