

**GOVERNMENT OF INDIA
AGRICULTURE
LOK SABHA**

UNSTARRED QUESTION NO:2598
ANSWERED ON:16.08.2004
KISAN CALL CENTRES
Tirath Smt. Krishna

Will the Minister of AGRICULTURE be pleased to state:

- (a) Whether a 'Kisan Call Centres' scheme has been put into operation ;
- (b) If so, the details and objectives thereof; and
- (e) The number of such call centres set up in the country as on date State-wise?

Answer

MINISTER OF STATE IN THE MINISTRY OF AGRICULTURE (SHRI KANTILAL BHURIA)

(a) : Yes, Sir.

(b): The Kisan Call Centre scheme has been functioning from 21.1.04. The Call Centres can be accessed by farmers all over the country (except Dadra & Nagar Haveli) on common toll free number 1551. The calls are received at 12 Call Centres where agriculture graduates attend to answer the query of the farmer in the local language. In case specialist advice is required, the agriculture graduates transfer the call to experts located in agriculture universities and other agriculture related organizations. The Call Centres are attended by agriculture graduates from 6 A.M. to 10 P.M. and beyond these hours the calls are attended in the IVRS mode. Since inception the Call Centres have received 436257 calls upto 31st July, 04. The objective of the scheme has been to make agriculture knowledge available to the farmer as and when desired.

(c) : The list is enclosed.