

**GOVERNMENT OF INDIA
AGRICULTURE
LOK SABHA**

UNSTARRED QUESTION NO:324
ANSWERED ON:20.10.2008
KRISHAK SAHAYATA/SALAH KENDRA
Athawale Shri Ramdas

Will the Minister of AGRICULTURE be pleased to state:

- (a) whether Krishak Sahayata/Salah Kendra (Farmer`s assistance/advice centres) are being run in the country;
- (b) if so,the details thereof,State-wise;
- (c) whether the Government proposes to open more such centres especially in the backward areas;and
- (d) if so. the details thereof and the time by which such centres are likely to be opened?

Answer

MINISTER OF STATE IN THE MINISTRY OF AGRICULTURE(SHRI KANTI LAL BHURIA)

(a): Yes, Sir.

(b): (I) Kisan Call Centres (KCC) are functioning since 21st January,2004.At present,the KCCs are in operation through 25 locations covering almost all the states/UTs of the country to cater to the information needs of farmers on latest farming knowledge on all Crops, Horticulture,Poultry, Agro-Forestry, Fishery, Animal Husbandry and Veterinary Sciences.

(2) All KCC locations are accessible by dialing single toll free number `1551` nationwide.

(3) Presently,144 Call Centre Agents who are Agriculture Graduates have been engaged in KCCs for answering farmers` queries in 22 local dialects from 6 A.M. to 10 P.M. on all 7 days a week.

(4) Till 31st August, 2008, KCCs have received 28,47,222 calls (Live calls 21,05,537+ IVR calls 741685) from the farmers.

The state wise call details are giVen at Annexure -I.

(c): 14 Kisan Call Centres were functioning through out the country since 21SI January,2004. However,from August,2008,Ministry of Agriculture has decided to increase these centres to 25 across the country for better coverage.

(d): The list of Kisan Call Centre (KCC) locations and the StatesAJTs covered is given at Annexure -II.