

**GOVERNMENT OF INDIA
AGRICULTURE
LOK SABHA**

UNSTARRED QUESTION NO:238
ANSWERED ON:27.07.2010
KISAN CALL CENTRES
Singh Rajkumari Ratna;Sinh Dr. Sanjay

Will the Minister of AGRICULTURE be pleased to state:

- (a) the number of Kisan Call Centres sanctioned in Uttar Pradesh and the number of such centres functioning in the State;
- (b) whether these call centres are well-equipped to provide agriculture-related information to the farmers;
- (c) if so, the details thereof; and
- (d) if not, the reaction of the Government thereon?

Answer

MINISTER OF STATE IN THE MINISTRY OF AGRICULTURE AND MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (PROF. K.V. THOMAS)

(a): The Department of Agriculture & Cooperation, Ministry of Agriculture, Government of India has started Kisan Call Centre (KCC) Scheme in the country on 21-01-2004. At present the Kisan Call Centres are functioning from 25 locations of the country covering all the States/UTs.

Out of 25 centres under the Kisan Call Centre Scheme in the entire country, one Kisan Call Centre is sanctioned for the State of Uttar Pradesh. It is located in Kanpur and serving the entire State

(b): Yes, Madam.

(c): In the Kisan Call Centre for the State of UP, a total of 16 KCC agents are working in 3shifts namely.

5 KCC Agents during 6:00 AM to 2:00 PM,
6 KCC agents during 10:00 AM to 6:00 PM and
5 KCC agents during 2:00 PM to 10:00 PM.

Thus, during the period of 10.00 AM to 6.00 PM, 11 agents are available in the call centre. The KCC located in Kanpur is well equipped in terms of physical infrastructure and manpower to provide the agriculture related information to the farmers. KCC services are available on all seven days of the week through toll free number 1800-180-1551.

(d): Not applicable.