

**GOVERNMENT OF INDIA  
COMMUNICATIONS AND INFORMATION TECHNOLOGY  
LOK SABHA**

UNSTARRED QUESTION NO:3002  
ANSWERED ON:29.11.2010  
SETTING UP OF CALL CENTRES  
Singh Shri Rakesh

**Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:**

- (a) whether the Government has received any demand from the States including Madhya Pradesh regarding financial assistance for setting up of Call Centres in the country;
- (b) if so, the details thereof, State-wise; and
- (c) the time by which it is likely to be set up?

**Answer**

MINISTER OF THE STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI SACHIN PILOT)

(a): Yes, Sir.

(b) and (c): The Government of Madhya Pradesh has already established a 25 seat call centre through its own funds. The proposal received was towards expansion of this call centre. The proposal for expansion has not been accepted for funding because it does not get covered under any existing scheme of the Department of Information Technology (DIT). However, DIT, Government of India has initiated a Proof of Concept (PoC) project on Citizen Contact Centre. This is being carried out in 5 States – Maharashtra, Tamil Nadu, Rajasthan, Chhattisgarh and Jharkhand.