

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

UNSTARRED QUESTION NO:254
ANSWERED ON:23.02.2011
CALL CENTRES IN STATES
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) the detailed list of call centres operated by Government in the country, State-wise;
- (b) whether any proposals have been received by the Union Government from various State Governments including Maharashtra for financial assistance for setting up more call centres in respective States, State-wise; and
- (c) the action taken by the Government thereon?

Answer

MINISTER OF STATE FOR COMMUNICATIONS AND INFORMATION TECHNOLOGY(SHRI GURUDAS KAMAT)

(a), (b) and (c): Department of Information Technology (DIT), Government of India has not set up any Call Centre in the country. However, DIT has initiated a Proof of Concept (PoC) for Citizen Contact Centre which envisages creation of a call centre with a single contact number for non-emergency governmental information services to the citizens. The PoC is being carried out in six States i.e.. Maharashtra, Tamil Nadu, Rajasthan, Chhattisgarh, Jharkhand and Jammu & Kashmir. However, no proposal for setting up a call centre has been received.