

**GOVERNMENT OF INDIA
AGRICULTURE
LOK SABHA**

UNSTARRED QUESTION NO:3257
ANSWERED ON:23.08.2011
KISAN CALL CENTRES
Paswan Shri Kamlesh

Will the Minister of AGRICULTURE be pleased to state:

- (a) the details of Kisan Call Centres (KCCs) currently operational in the country, State-wise;
- (b) the details of the areas of their jurisdiction and functions thereof;
- (c) the funds sanctioned, released and utilised in the functioning of KCCs during each of the last three years and the current year;
- (d) whether sensitisation programmes have been conducted for the KCC employees; and
- (e) if so, the details thereof?

Answer

MINISTER OF STATE IN THE MINISTRY OF AGRICULTURE, FOOD PROCESSING INDUSTRIES AND PARLIAMENTARY AFFAIRS (SHRI HARISH RAWAT)

(a): The details of Kisan Call Centres (KCCs) currently operational in the country are provided at Annexure-I.

(b): Annexure-I also provides the area of jurisdiction, i.e. States / UTs covered by each Kisan Call Centre.

Call Centre agents function from 6.00 AM to 10.00 PM on all days throughout the year. They receive calls through the toll-free number 1800-180-1551. Call Centre Agents reply farmers' queries instantaneously by using their own expertise as well as by referring to reference material available with them. They also browse Kisan Knowledge Management System data base for answering farmers' queries in local language. If some of the queries cannot be answered by the Call Centre Agents, such calls will be escalated to experts. Call Centre Agents record the details of every call in terms of farmer's details, query asked, reply given etc.

(c): The funds sanctioned, released and utilized under KCC Scheme for the last three years and the current year is provided at Annexure-II.

(d): Yes, Madam.

(e): Funds for organising sensitisation programmes to Kisan Call Centres are being provided to respective Nodal Agencies. Each Nodal Agency will organise 6 programmes of one day duration each in a year involving all the call centre agents as well as the experts. The State Governments have been requested to get directly involved in a big way in implementation of this scheme. Detailed instructions in this regard have been issued.