

**GOVERNMENT OF INDIA
AGRICULTURE
LOK SABHA**

UNSTARRED QUESTION NO:947
ANSWERED ON:20.03.2012
KISAN CALL CENTRES
Dhruvanarayana Shri R.

Will the Minister of AGRICULTURE be pleased to state:

- (a) whether Kisan Call Centres are gaining popularity in the country;
- (b) if so, the details thereof alongwith the number of Kisan Call Centres sanctioned and functioning in the country, State-wise;
- (c) whether the Government is considering to set up more Kisan Call Centres in the country;
- (d) if so, the details thereof, State-wise; and
- (e) the amount allocated and spent thereon during each of the last three years and the current year, State-wise?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF AGRICULTURE (SHRI SHARAD PAWAR)

(a): Yes, Madam.

(b): The Department of Agriculture & Cooperation, Ministry of Agriculture, Government of India launched Kisan Call Centre (KCC) Scheme in the country on January 21, 2004. At present, Kisan Call Centres are functioning from 25 locations in the country covering all the States/UTs. All KCC locations are accessible by dialing single toll free number 1800-180-1551 from 6.00 AM to 10.00 PM on all 7 days in a week nationwide. This number is accessible through all mobile numbers of all telecom network even of private services providers and land lines as well.

The Department is closely monitoring the performance of Kisan Call Centres at different locations and taking necessary steps to improve their performance and also encourage farmers to avail the services of these Kisan Call Centres. With massive awareness campaign launched by the Ministry during 2009-10 onwards, there has been significant improvement in the call flow at the Kisan Call Centres. The details of Kisan Call Centres (KCCs) sanctioned and functioning in the country are at Annexure- I.

(c) & (d): No, Madam. However, with the increase call traffic at the KCCs number of seats has been increased in different Kisan Call Centres from earlier 144 to 212 as detailed at Annexure-II.

(e): Funds are not allocated State-wise under Kisan Call Centre Scheme, but to different implementing organizations (such as service provider, BSNL etc.) centrally. The funds sanctioned and utilized under KCC Scheme for the last three years and the current year have been tabulated at Annexure-III.