

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

UNSTARRED QUESTION NO:5434  
ANSWERED ON:09.05.2012  
SETTING UP OF CALL CENTRES  
Mahajan Smt. Sumitra

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

- (a) whether the Government proposes to set up call centres for all the departments in each of the States in the country;
- (b) if so, the details thereof, State-wise;
- (c) Whether the Union Government has received any proposal from any State Government in this regard;
- (d) if so, the details thereof, State-wise including Madhya Pradesh and the time by which decision is likely to be taken thereon;
- (e) whether the telecom operators have started taking charges from customers even for calls made to centres of customer care services;
- (f) if so, the details thereof; and
- (g) the steps taken or being taken by the Government in this regard?

**Answer**

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

- (a): No, Sir. However a proposal for pilot project in 6 States to set up Citizen Contact Centres has been formulated for approval.
- (b): The 6 pilot States are Rajasthan, Maharashtra, Chattisgarh, Jharkhand, Jammu & Kashmir and Tamil Nadu.
- (c): The Government has received proposals from 3 States namely, Rajasthan, Maharashtra Chattisgarh so far.
- (d): The Proposals are yet to be approved by the Government,
- (e) to (g): Do not arise.