

**GOVERNMENT OF INDIA  
AGRICULTURE  
LOK SABHA**

UNSTARRED QUESTION NO:1976

ANSWERED ON:01.12.2009

KISSAN CALL CENTRE

Sharma Shri Madan Lal;Wankhede Shri Subhash Bapurao

**Will the Minister of AGRICULTURE be pleased to state:**

- (a) the details of the progress made so far for setting up of Kissan Call Centres;
- (b) whether the Government proposes to extend Kissan Call Centres in all the States of the country;
- (c) if so, the details thereof; and
- (d) the steps proposed to be taken by the Government in this regard?

**Answer**

MINISTER OF STATE IN THE MINISTRY OF AGRICULTURE AND MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (PROF. K.V. THOMAS)

(a): The Kisan Call Centres of the Department of Agriculture & Cooperation, Ministry of Agriculture have been functioning since January 21, 2004. The total number of Call Centres has now increased to 25 in different locations covering farmers in all the States/UTs. The details of location of these Centres and the States/UTs served by each Centre are annexed. The Kisan Call Centres are accessible through toll-free number 1800-180-1551 from all telephone networks (including mobile phones) from 6 AM to 10 PM on all 7 days of the week. Farmers' queries are replied to in 22 local languages on all aspects of agriculture and allied subjects. Since inception of the Scheme and till 31.10.2009, about 37.55 lakh calls (including IVRS and Live calls) have been received by the Kisan Call Centres throughout the country.

(b): No, Madam. The existing Kisan Call Centres are serving the needs of farmers in the entire country.

(c): Not applicable

(d): Not applicable, as the Government is not proposing to extend the number of Kisan Call Centres.