

**GOVERNMENT OF INDIA
AGRICULTURE
LOK SABHA**

UNSTARRED QUESTION NO:4421
ANSWERED ON:21.04.2015
CALL CENTRES FOR REFRIGERATED VAN DRIVERS
Chaudhary Shri P.P.

Will the Minister of AGRICULTURE be pleased to state:

- (a) whether the Government is starting any call centre to deal with the problem being faced by refrigerated van drivers carrying perishable goods at highways;
- (b) if so, the details thereof;
- (c) the number of complaints filed so far at the said call centre along with the details thereof, State-wise; and
- (d) the action plan being prepared for the redressal of the said complaints?

Answer

MINISTER OF STATE IN THE MINISTRY OF AGRICULTURE (SHRI MOHANBHAI KUNDARIA)

- (a) & (b): Yes, Madam. Government has set up a Toll-Free number (1800 267 6223), operated through a 24x7x365 Reefer Vehicle Call-in-centre (RVC). Salient features of the Reefer Vehicle Call-in-center are as follows:
- (i) Bhagidaari in governance through toll free access for refrigerated transporters for providing information of roadside delays, if any.
 - (ii) Complaints received are centrally monitored by National Centre for Cold-chain Development (NCCD), for analyzing the type and frequency of problems faced, and to address transit delays, as appropriate.
- (c) & (d): A total of 315 calls have been received upto 15 April 2015. The State-wise details are at Arsnexure-I.
- The data captured from the call in centre would help to improve service options of refrigerated transport services.