

GOVERNMENT OF INDIA
MINISTRY OF AGRICULTURE AND FARMERS WELFARE
DEPARTMENT OF AGRICULTURE AND FARMERS WELFARE

LOK SABHA
UNSTARRED QUESTION NO. 3816
TO BE ANSWERED ON 12th AUGUST, 2025

KISAN CALL CENTRES IN TAMIL NADU

3816. SHRI MALAIYARASAN D:

Will the Minister of AGRICULTURE AND FARMERS WELFARE कृषि एवं किसान कल्याण मंत्री be pleased to state:

- (a): the features of and the number of Kisan Call Centres (KCC) functioning in the state of Tamil Nadu;
- (b): the details of agricultural topics and challenges discussed by farmers through these centres
- (c): the steps taken to ensure the accessibility of Kisan Call Centres for farmers in Tamil Nadu, particularly in rural and remote areas, and the availability of services in local languages
- (d): the role of Kisan Call Centres in providing farmers with information on crop management, pest control, Government schemes, weather forecasting and market prices in Tamil Nadu ;
- (e): the details of financial allocation for the operation of Kisan Call Centres in Tamil Nadu and utilised thereof for the establishment and running of these centres; and
- (f): whether the Government has any plans to expand or enhance Kisan Call Centre services in the state of Tamil Nadu to further assist farmers in adopting new agricultural technologies and improving their productivity?

ANSWER

THE MINISTER OF STATE FOR AGRICULTURE AND FARMERS WELFARE

कृषि एवं किसान कल्याण राज्य मंत्री (SHRI RAMNATH THAKUR)

(a): Ministry of Agriculture & Farmers Welfare is running Kisan Call Centres (KCC) to address the queries from farmers related to various farming issues, Package of Practices (PoP), weather and market advisories, government schemes etc., on a telephone call in their own languages, since January 21, 2004. Currently KCCs are run at 17 different locations in the country covering all the States and Union Territories (UTs), including Tamil Nadu. A countrywide common eleven-digit Toll Free Number 1800-180-1551 has been allotted for Kisan Call Centre. This number is accessible through mobile phones and landlines of all telecom service providers. There is one (01) Kisan Call Centre (KCC) located at Tamil Nadu Agricultural University (TNAU), Coimbatore to provide the advisories to farmers of Tamil Nadu.

(b): Queries received from farmers related to weather, plant protection, cultural practices, nutrient management practices, water management, fertilizer usage, weed management,

crop varieties, sowing time, etc., as well as government schemes, market prices etc., are addressed through Kisan Call Centres.

(c): The Toll Free Number 1800-180-1551 is accessible through mobile phones and landlines of all telecom service providers in order to reach the unreachable categories of rural and remote area farmers of Tamil Nadu. Initiatives have been taken to popularize the Toll free number 1800-180-1551 and services of KCC through social media, mass-media, etc. Replies to the queries of farmers are given in the local language viz., Tamil to the farmers of Tamil Nadu.

(d): The calls from farmers are attended by graduates in Agriculture & Allied subjects who are deployed at KCC, known as Farm Tele Advisors (FTAs) & Supervisors. They provide the latest information on crop management, pest control, government schemes, weather forecasting, and market prices to the farmers of Tamil Nadu.

(e): The Kisan Call Centre is a Central Sector programme operated through a service provider on contract basis. There is no separate financial allocation for individual Kisan Call Centre.

(f): Existing Kisan Call Centre in Tamil Nadu, is catering to the needs of farmers, having the advanced features for video conferencing, sharing of videos, photographs, etc. to provide information on the latest technologies in Agriculture for improving their productivity from the fields.
