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

LOK SABHA
UNSTARRED QUESTION NO. 1444
TO BE ANSWERED ON THE 09TH DECEMBER, 2025

PERFORMANCE OF KISAN CALL CENTRES

1444. SHRI LAVU SRI KRISHNA DEVARAYALU:
SHRI G M HARISH BALAYOGI:

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

(a) the number of calls received from farmers in Andhra Pradesh by the Kisan Call Centres (KCCs) during the last three years, year and district-wise, particularly for Palnadu and Konaseema districts;

(b) the nature and types of queries most frequently addressed by farmers, district-wise in Andhra Pradesh, especially for Palnadu and Konaseema districts;

(c) the details of the advisory and support services provided to farmers in Andhra Pradesh through the KCCs, district-wise, especially for Palnadu and Konaseema districts;

(d) the location of the KCCs that handle queries from Palnadu and Konaseema and other districts of Andhra Pradesh, along with the number of subject matter experts deployed and vacancies thereof;

(e) whether these experts include specialists from the State Agriculture Department, ICAR, and State Agricultural Universities, and the extent of their expertise in addressing region-specific crops such as coconut; and

(f) whether the Government plans to strengthen, expand and upgrade the Kisan Call Centre network in Andhra Pradesh and if so, the details thereof?

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. The number of calls received from farmers of all districts of Andhra Pradesh including Palnadu and Konaseema districts at Kisan Call Centres (KCC) during the last three years, are as under:

S.No.	Year	No. of calls answered
1.	2022-23	70451
2.	2023-24	114130
3.	2024-25	106456
Total		**291037**

(b) & (c): The queries most frequently asked by the farmers of all districts of Andhra Pradesh including Palnadu and Konaseema districts, are related to weather, plant protection, cultural practices, nutrient management practices, water management, fertilizer usage, weed management, crop varieties, sowing time, as well as government schemes, market prices, etc. Kisan Call Centre provides answer to farmers queries related to Agriculture & allied sectors; information related to various ongoing schemes of Government of India and State/UT Governments; and periodic and non-periodic agronomic information including package of practices using advanced technologies, in farmers own dialect.

(d): Kisan Call Centre (KCC) located at Hyderabad handles the queries of the farmers of all districts of Andhra Pradesh including Palnadu and Konaseema districts. For Andhra Pradesh, 09 Farm Tele Advisers and 01 Supervisor is deployed and as of now, there is no vacant post.

(e): The queries of farmers are being attended by graduates in Agriculture & Allied subjects who are deployed at KCC, known as Farm Tele Advisors (FTAs) & Supervisors. The queries, which cannot be answered by FTAs / Supervisors, are transferred to higher level experts. These experts are Subject Matter Specialists (SMSs) of State Departments of Agriculture (SDAs), ICAR Institutes, Krishi Vigyan Kendras (KVKs) and State Agricultural Universities (SAUs) for all region-specific crops including coconut.

(f): The Government is strengthening the Kisan Call Centre to help farmers in registering, resolving grievances related to schemes of Agriculture by using the common Kisan Call Centre Toll Free Number and web portal/mobile app. Additionally, AI/ML-based tools are being integrated into the grievance redressal and query escalation mechanisms.

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