

Shortage of manpower in Kisan Call Centres

*377. SHRIMATI VASANTHI STANLEY: Will the Minister of AGRICULTURE be pleased to state:

(a) whether there is an acute shortage of manpower in the extension services for farming community;

(b) if so, the details thereof, State-wise;

(c) how many farmers are currently being taken care of by one extension worker under the Kisan Call Centre Scheme;

(d) whether Government plans to increase the manpower under the said Scheme; and

(e) if so, the details thereof and the timeframe to cover all farmers under the Scheme?

THE MINISTER OF AGRICULTURE (SHRI SHARAD PAWAR): (a) and (b) In order to augment manpower for agricultural extension, Government is implementing a scheme for Support to State Extension Programmes for Extension Reforms (ATMA) under which 28 States have been provided assistance for creation of 18558 posts, out of which 12256 posts have been filled as per details are given in Statement (*See* below).

(c) to (e) Kisan Call Centres (KCCs) have been established to provide extension support on telephone to farmers in all States and Union Territories using a nation-wide toll free number. The average number of calls per day handled by each KCC agent is 57. Call flow in KCCs is regularly monitored to assess the requirement of increase in number of agents. With the improvement in the quality of KCC services due to state of the art infrastructure and new technological features such as Voice Media Gateway, Dedicated Internet Bandwidth, 100% Call Recording, Call Barging Facility, Provision of Voice Mail during call waiting period and SMS to farmers (conveying gist of advisories given), number of calls flowing in to the KCCs has increased during the last 10 months. Therefore, number of seats have been increased from 144 in January, 2012 to 278 in October, 2012.

Statement*Status of Sanction and Deployment of Manpower
under Extension Reforms Scheme*

Sl. No.	State	No. of Posts Sanctioned	No. of Posts Filled
1	2	3	4
1.	Andhra Pradesh	935	441
2.	Arunachal Pradesh	297	247
3.	Assam	242	242
4.	Bihar	1808	1746
5.	Chhattisgarh	497	139
6.	Gujarat	791	736
7.	Goa	51	0
8.	Himachal Pradesh	202	162
9.	Haryana	328	153
10.	Jammu and Kashmir	526	460
11.	Jharkhand	908	829
12.	Karnataka	513	360
13.	Kerala	372	361
14.	Madhya Pradesh	1201	148
15.	Maharashtra	885	761
16.	Manipur	233	97
17.	Meghalaya	160	26
18.	Mizoram	126	80
19.	Nagaland	207	193
20.	Orissa	1044	1021
21.	Punjab	535	156
22.	Rajasthan	922	217

1	2	3	4
23.	Sikkim	45	39
24.	Tamil Nadu	1300	1311
25.	Tripura	147	0
26.	Uttar Pradesh	2777	2220
27.	Uttarakhand	358	28
28.	West Bengal	1148	83
TOTAL		18558	12256

Centres of excellence with help of Dutch Embassy

*378. SHRI K.N. BALAGOPAL: Will the Minister of AGRICULTURE be pleased to state:

(a) whether it is a fact that the Dutch Embassy in India, through Ministry of Agriculture is establishing Centres of Excellence covering vegetables, floriculture and fruit ripening in Kerala;

(b) if so, the details thereof; and

(c) whether formal orders of approval have been given by the Government for the purpose?

THE MINISTER OF AGRICULTURE (SHRI SHARAD PAWAR): (a) to (c) Kerala is one of the States identified for cooperation under the Indo-Dutch Joint Agriculture Action Plan (2012-15). Two Centres of Excellence (CoEs) feature under this cooperation agreement, one for demonstration of production technologies in flowers and vegetables and the other for demonstration of latest technologies for banana ripening. Government of Kerala has been advised to finalize the Detailed Project Reports (DPRs) for identified CoEs and seek approval thereof from within their annual allocation under NHM.

Use of renewable energy sources

*379. SHRI JESUDASU SEELAM: Will the Minister of FOOD PROCESSING INDUSTRIES be pleased to state:

(a) whether renewable energy sources are being utilised by any of the food processing industries/units to meet their energy needs;