

F. No. 29-01/2023-Estt./RTI
Government of India
Ministry of Agriculture & Farmers Welfare
Department of Agriculture & Farmers Welfare
Directorate of Extension

Krishi Vistar Bhavan
IASRI Campus, Pusa
New Delhi -110 012
Dated the 25 January, 2024

To,

Sh. Anil Kumar
H.No.134, Opp. To Take n Go Bakery
HUDA Complex, Kothapet, Hyderabad-500035
Email : sureshbhukua30192@gmail.com

Subject:- First Appeal in r/o Sh. Anil Kumar Telangana received ^{under} RTI Act, 2005 reg. Kisan Call Centre.

Sir,

Please refer to your First Appeal Reg. No. DOEXT/A/E/23/00002 dated 28-12-2024 regarding Kisan Call Centre Scheme.

2. It is observed that the following issues have been raised in your Appeal :

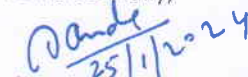
1. Did you have control on Kisan Call Centre FTA Selection as RFP, 2023? What is course of action against company for wrong selection or wrong method to suffer FTA?
2. Did all KCC locations have minimum requirements properly ? What is the role of ministry in this aspect?
3. Why sometimes calls had not connected to Kisan toll free number 18001801551?
4. As per RFP 2023 when we expect chatbot, social media and conference with scientist for our farm related queries ?
5. If ministry find any wrong information about contract related documents? What is the course of action of ministry?
6. Is all KCC locations have proper manpower and all requirement as per RFP 2023?
7. What is mechanism for resolving KCC related queries ? Please provide proper communication details ?
8. Is ministry visit all KCC locations for checking minimum requirements ? Provide scheduled visits to KCC locations?

3. The grounds cited in your appeal have been examined and "As per para 2(f) of RTI Act, 2005, the applicant may seek 'information' means any material in the form, including records, documents, memos, e-mails, opinions, advices, press releases, circulars, orders, logbooks, contracts, reports, papers, samples, models, data material held in any electronic form and information related to any private body which can be accessed by the public authority under any other law for the time being in force".

Your First Appeal is disposed of accordingly.

This issues with the approval of First Appellate Authority.

Yours faithfully,


25/1/2024
(Deepa Pande)

Dy. Director (Admn) & CPIO

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