F. No. 16(2)/2020/KCC/EM
Government of India
Ministry of Agriculture & Farmers Welfare
Department of Agriculture, Cooperation & Farmers Welfare
(Extension Division)

Room No. 145-A, Krishi Bhawan,
New Delhi, Dated: 15th April, 2020

The Chief Secretary,
All States/Union Territories

Subject: Set up of Govt. of India Call Centre at toll free numbers 18001804200 and 14488
for coordination between States for inter State movement of perishables -
vegetables, fruits, inputs like seeds, pesticides and fertilizers etc.-reg

Sir/Madam,

Amidst prevailing situation of COVID-19 pandemic, Government of India has set up an
All India Call Centre for coordination between States for inter State movement of perishables-
vegetables & fruits, inputs like seeds, pesticides and fertilizers etc which are exempted items as
per the Consolidated Guidelines issued by Ministry of Home Affairs.

The Call Centre based at Faridabad Haryana, is operating with a toll free numbers
18001804200 and 14488. It is manned by Call Centre Executives (CCE) attending inbound and
outbound calls on 24x7 basis. Truck drivers/traders/retailers/any other stake holders facing
problem in inter-State movement of perishables - vegetables & fruits, inputs like seeds,
pesticides and fertilizers can call on this toll free number. The issues will be intimated to the
cerned authorities of States for prompt resolution. These issues will be further coordinated &
tracked by the CCEs and they will also intimate the status to callers. You will agree that for
effective functioning of the Call Center a proactive role is necessitated from the State/UT level.

In this background the following is kindly requested from the States/UTs –
1. To disseminate the toll free no 18001804200 and 14488 to various stakeholders;
2. To share the contact details of Police Control Room in your State and nominate at-least 2
suitable officers for coordination of these movements 24x7.
3. To cooperate in operation of this Call Centre by facilitating inter-State movement of
perishables-vegetables & fruits, inputs like seeds, pesticides and fertilizers etc.

The above mentioned information and details may kindly be intimated at
jdext-agri@gov.in (Sh. Sajith Kumar, Mobile: 9818954982). This may be treated as MOST
URGENT please.

Yours Sincerely,

Atish Chandra
Joint Secretary (Extension)

Copy to:
Secretary Agriculture,
All States/Union Territories