

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 concerned 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 15/4/2020

Joint Secretary (Extension)

Copy to:
Secretary Agriculture,
All States/Union Territories