

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

RAJYA SABHA
UNSTARRED QUESTION NO. 2096
TO BE ANSWERED ON THE 13th DECEMBER, 2024

GRIEVANCE REDRESSAL UNDER PM-KISAN

2096 SHRI SANJAY SETH:

Will the Minister of Agriculture and Farmers Welfare be pleased to state:

- (a) the number of farmers who possess the Farmer ID as compared to the number of farmers present in each State;
- (b) the number of farmers who have registered their grievances in the Pradhan Mantri Kisan Samman Nidhi (PM-KISAN) portal along with the number of complaints that were resolved;
- (c) the impact of technology advancement in the reduction of corruption and enhancement of transparency in transferring of funds; and
- (d) the steps taken by Government to promote the use of Kisan e-Mitra among the farmers, especially those who are illiterate?

ANSWER

MINISTER OF STATE FOR AGRICULTURE AND FARMERS WELFARE

(SHRI RAMNATH THAKUR)

- (a) The Government has recently approved the Digital Agriculture Mission which envisages the creation of Digital Public Infrastructure for Agriculture. Agristack project is one of the major components of this Mission, which consists of three foundational registries or databases in the agriculture sector, i.e., the Farmers' Registry, Geo-referenced village maps, and the Crop Sown Registry, all created and maintained by the State Governments/Union Territories. The 'Farmer ID' includes comprehensive and useful data on farmers' demographic details, land holdings, and crops sown, enabling farmers to digitally identify and authenticate them for accessing benefits and such as credit, insurance, procurement etc. As on 09.12.2024, a total of 32,01,519 Farmer IDs has been created. Details of the Farmer IDs created is given at Annexure.
- (b) PM-KISAN Scheme has a robust grievance redressal mechanism. Government of India has developed a dedicated module on the PM-Kisan Portal for raising grievances by the farmer. These grievances are being addressed by the State/ District level officials. During the current FY 2024-25, a total number of 10859 grievances were received on PM-Kisan portal and out of which 10613 grievances have been disposed of so far.

(c) Under the PM-KISAN Scheme, State/UT Governments are responsible for identifying beneficiaries, verifying their data, and uploading it to the PM-KISAN portal. Verified data uploaded by States/UTs undergo multiple checks including Aadhaar, PFMS and Income Tax validations, before benefits are transferred directly to beneficiaries' bank accounts via DBT. To ensure that the benefits are provided only to the intended beneficiaries, e-KYC, land seeding, and Aadhaar-based payment have been made mandatory under the scheme.

(d) Considering the large beneficiary base of the scheme, to promptly address the general queries and grievances raised by the beneficiaries, the PM-KISAN AI Chatbot (Kisan e-Mitra) was developed. It acts as a one-stop solution to provide prompt, clear, and accurate responses to the grievances related to the PM-KISAN scheme. This Chatbot provides quick, accurate, and clear responses to farmers' queries round the clock in their native languages, making the system more accessible and user-friendly. It is accessible on all platforms such as web, mobile, etc. This makes it easy for farmers to navigate and use the platform, even if they are not literate. The Kisan e-Mitra Chatbot can also be accessed through voice commands, making it accessible to farmers who are not comfortable with reading and writing. The Kisan eMitra Chatbot currently operates in 11 languages—English, Hindi, Odia, Tamil, Bengali, Malayalam, Gujarati, Punjabi, Kannada, Telugu, and Marathi and has successfully resolved over 89 lakh queries from 52 lakh farmers.

Over 5 lakh Common Service Centres (CSCs) across the country provide various government services, including Kisan e-Mitra. These centers are staffed by trained personnel who can assist farmers in using Kisan e-Mitra.

Further, the government has launched various awareness campaigns to educate farmers about the benefits of Kisan e-Mitra. These campaigns are conducted through various channels including television, radio, and social media.

Annexure

S.No.	State	Number of Farmers registered under PM KISAN	Number of Farmer ID created as on 09.12.2024
1.	Gujarat	66,21,097	19,44,639
2.	Madhya Pradesh	95,18,752	8,74,254
3.	Maharashtra	1,19,11,984	2,45,954
4.	Uttar Pradesh	2,88,70,495	1,35,089
5.	Assam	34,88,637	1,865
6.	Chhattisgarh	40,08,908	108
7.	Odisha	44,38,559	10
