

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

RAJYA SABHA
STARRED QUESTION NO. 140
TO BE ANSWERED ON 31/07/2026

GRIEVANCE REDRESSAL MECHANISM UNDER PMFBY

*140. SMT. DARSHANA SINGH :

Will the Minister of AGRICULTURE AND FARMERS WELFARE be pleased to state :

- (a) whether Government has set up a centralized grievance redressal mechanism for timely resolution of farmers' complaints under the Pradhan Mantri Fasal Bima Yojana (PMFBY);
- (b) if so, the details of the complaints received, disposed of and pending during the year 2025–26, State-wise;
- (c) whether Government regularly reviews the performance of insurance companies and whether any penal provisions exist in case of delayed settlement of claims; and
- (d) if so, the details thereof?

ANSWER

MINISTER OF AGRICULTURE AND FARMERS WELFARE
(SHRI SHIVRAJ SINGH CHAUHAN)

(a) to (d) : A Statement is laid on the Table of the House.

**STATEMENT REFERRED TO IN REPLY OF PART (a) TO (d) OF RAJYA SABHA
STARRED QUESTION NO. 140 FOR 31/07/2026 REGARDING GRIEVANCE
REDRESSAL MECHANISM UNDER PMFBY.**

(a) & (b): Yes Sir, to improve the grievance redressal mechanism under Pradhan Mantri Fasal Bima Yojana (PMFBY) , Krishi Rakshak Portal and Helpline (KRPH) has been developed under which, a single pan-India toll free number 14447 has been deployed and linked to the insurance companies' database, where farmers can raise their grievances/issues. Timelines to resolve these grievances/issues has also been fixed. The State/UT-wise details of the grievances received, disposed of and in progress during the year 2025 and 2026 as on 24.07.2026 is at **annexure**.

(c) & (d): Yes Sir, Department is regularly monitoring the functioning of insurance companies through weekly video conferences as well as one to one meetings.

As per timelines given in the Operational Guidelines of the scheme, insurance companies have to settle the claims within 21 Days from calculation of claims on National Crop Insurance Portal (NCIP), subject to receipt of premium subsidy. In case payment is not made as per timelines mentioned above penalty of 12% is auto calculated and levied through NCIP w.e.f. Kharif 2024 season.

**State-wise details of the grievances received, disposed of and pending during 2025 in
KRPB**

State/UT	Total Grievances received	Grievances Resolved	Grievances in progress
ANDHRA PRADESH	9,422	9,422	-
ARUNACHAL PRADESH	1	1	-
ASSAM	2,346	2,346	-
BIHAR	4	4	-
CHHATTISGARH	6,126	6,126	-
DELHI	25	25	-
GOA	5	5	-
GUJARAT	22	22	-
HARYANA	50,731	50,731	-
HIMACHAL PRADESH	561	561	-
JAMMU & KASHMIR	3,634	3,634	-
JHARKHAND	10,164	10,164	-
KARNATAKA	87	87	-
KERALA	2,295	2,295	-
MADHYA PRADESH	61,714	61,714	-
MAHARASHTRA	10,45,894	10,45,894	-
MANIPUR	10	10	-
MEGHALAYA	5	5	-
ODISHA	35,025	35,025	-
PUDUCHERRY	229	229	-
PUNJAB	8	8	-
RAJASTHAN	2,26,688	2,26,688	-
TAMIL NADU	31,500	31,500	-
TELANGANA	122	122	-
TRIPURA	30	30	-
UTTAR PRADESH	49,702	49,702	-
UTTARAKHAND	9,142	9,142	-
WEST BENGAL	1	1	-
Total	15,45,493	15,45,493	-

**State-wise details of the grievances received, disposed of and pending during 2026 in
KRPB**

	Ticket Status		
State/UT	Total Ticket	Resolved	In Progress
ANDHRA PRADESH	648	646	2
ASSAM	405	404	1
CHHATTISGARH	4,039	4,003	36
HARYANA	31,095	30,852	243
HIMACHAL PRADESH	189	187	2
JAMMU & KASHMIR	2,302	2,288	14
JHARKHAND	3,007	2,976	31
KARNATAKA	7	6	1
KERALA	707	700	7
MADHYA PRADESH	23,403	23,268	135
MAHARASHTRA	61,900	61,327	573
MANIPUR	3	3	0
MEGHALAYA	3	3	0
ODISHA	1,944	1,915	29
PUDUCHERRY	17	17	0
RAJASTHAN	87,578	85,913	1665
TAMIL NADU	9,957	9,642	315
TRIPURA	12	12	0
UTTAR PRADESH	30,976	30,574	402
UTTARAKHAND	1,818	1,815	3
Total	2,60,010	2,56,551	3459
