

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

LOK SABHA
UNSTARRED QUESTION NO. 269
TO BE ANSWERED ON THE 4TH FEBRUARY, 2025

IRREGULARITIES IN PMFBY

269. SHRI OMPRAKASH BHUPALSINH ALIAS PAVAN RAJENIMBALKAR:
SHRI NARAYAN TATU RANE:
SHRI SANJAY HARIBHAU JADHAV:

Will the Minister of AGRICULTURE AND FARMERS WELFARE कृषि एवं किसान कल्याण मंत्री be pleased to state:

- (a) the current status of the Pradhan Mantri Fasal Bima Yojana in the country;
- (b) whether it is a fact that irregularities have been committed in its implementation and if so, whether the Government has conducted any investigation in this regard;
- (c) whether the Government is providing the farmers the claim amount on time under Fasal Bima Yojana and if so, the steps taken by the Government to identify the farmers who are being provided the said amount;
- (d) whether the Government has conducted any investigation in this regard and if so, the kind of investigation being conducted, against the accused;
- (e) whether it is true that the amount to be received under Pradhan Mantri Fasal Bima Yojana has been received by someone other than the entitled person and if so, whether any investigation has been conducted in this regard and if so, the action taken against the persons found guilty and the details of the appropriate action to provide the funds to the entitled person; and
- (f) the details of the steps taken by the Government to bring transparency in the scheme?

ANSWER

THE MINISTER OF STATE FOR AGRICULTURE AND FARMERS WELFARE
कृषि एवं किसान कल्याण राज्य मंत्री (SHRI RAMNATH THAKUR)

(a): The Pradhan Mantri Fasal Bima Yojana (PMFBY) introduced in the country from Kharif 2016 season is voluntary for States as well as farmers. At present, 23 States and Union Territories are implementing the scheme. Since inception of the scheme till 2023-24 season, 63.19 crore farmer applications over an area of 42.21 crore hectare for a sum insured of Rs. 17,29,395 crore has been insured under the scheme. As on date, total claims of Rs.1,75,276 crore have been paid against the farmers premium of Rs. 32,475 crore during this period.

(b) to (f): All the major work like selection of insurance model, selection of Insurance Companies through transparent bidding process, enrollment of farmers, assessment of crop yield/crop loss for calculation of admissible claims are being performed by the concerned State Government or Joint Committee of State Government officials and concerned insurance company. The roles and responsibilities of each stakeholder are defined in the Operational Guidelines of the scheme for the proper execution of the scheme.

Majority of the claims are settled within the stipulated timelines under the Operational Guidelines of the scheme by the insurance companies. However, during the implementation of PMFBY, some complaints against insurance companies about non-payment and/or delayed payment of claims; under payment of claims on account of incorrect/delayed submission of insurance proposals by banks; discrepancy in yield data & consequent disputes between State Government and insurance companies, delay in providing State Government share of funds, non-deployment of sufficient personnel by insurance companies etc., were received in the past which were suitably addressed as per provisions of the scheme.

Since the scheme is implemented by the State Government, therefore, in order to resolve the grievances/complaints including those related to claims of insured farmers, provision of Stratified Grievance Redressal Mechanism viz. District Level Grievance Redressal Committee (DGRC), State Level Grievance Redressal Committee (SGRC) has been made in the Revised Operational Guidelines of the Scheme. These committees have been given the detailed mandate as outlined in the Operational Guidelines for hearing the complaints/ grievances and to dispose them as per the stipulated procedure.

To further improve the grievance redressal mechanism, Krishi Rakshak Portal and Helpline (KRPH) has been developed. 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. Till date 95.03 lakh calls have been received on KRPH. Out of these 29.35 lakh issues related e-tickets were generated and forwarded for action to the insurance companies. Rest of the issues were either inforamatory or seeking advisory. Out of the 29.35 lakh issue related E-tickets generated, 29.12 lakh (99%) have been resolved. This has helped the Central Govt. and State Governments to monitor the grievances of stakeholders at a unified platform.

Government has taken various steps to strengthen implementation of this scheme and bring transparency :

- Government has undertaken development of **National Crop Insurance Portal (NCIP)** as a single source of data ensuring subsidy payment, co-ordination, transparency, dissemination of information and delivery of services including direct online enrollment of farmers, uploading/obtaining individual insured famer's details for better monitoring and to ensure transfer of claim amount electronically to the individual farmer's Bank Account.
- In order to rigorously monitor claim disbursal process, a dedicated module namely '**Digiclaim Module**' has been operationalized for payment of claims from Kharif 2022 onwards. It involves integration of National Crop Insurance Portal (NCIP) with Public Finance Management System (PFMS) and accounting system of Insurance Companies to provide timely & transparent processing of all claims.
- The PMFBY operational guidelines provide for stratified grievance redressal mechanism. To better resolve all the grievances/complaints under the scheme, a

Unified **Krishi Rakshak Portal and Helpline (KRPH)** has been developed to serve as the centralized grievance redressal platform.

- Also, towards leveraging technology in implementation of the scheme, various steps like capturing of yield data/Crop Cutting Experiments (CCEs) data through **CCE-Agri App** & uploading it on the NCIP, allowing insurance companies to witness the conduct of CCEs, integration of State land records with NCIP etc. have already been taken to improve timely settlement of the claims to farmers.

Following technologies for Objective Crop Damage & Loss Assessment and transparency have also been approved recently for implementation w.e.f. 2023-24:

- YES-TECH (Yield Estimation System Based on Technology)** for gradual migration to Remote-Sensing based yield estimation to help assess yields as well as fair and accurate Crop Yield Estimation. This initiative has been launched for paddy & wheat crops from Kharif 2023 wherein 30% weightage to yield estimation will mandatorily be assigned to YES-TECH derived yield. Soybean crop has been added from Kharif 2024 season.
- WINDS (Weather Information Network and Data System)** for setting up of Network of Automatic Weather Stations (AWS) & Automatic Rain-Gauges (ARG) to the tune of 5 times of existing network for collecting hyper-local weather data at GP & Block level. This will be fed into a National unified network of AWS & ARG with interoperability & sharing of data in coordination with India Meteorological Department (IMD). WINDS provides data not only for YES-TECH but also for effective drought & disaster management, accurate weather prediction and offering better parametric insurance products.

Department is regularly monitoring the functioning of insurance companies, including timely settlement of claims through weekly video conferences of all stakeholders, one to one meeting as well as National Review Conferences.

Based on the experience gained, views of various stakeholders and with a view to ensure better transparency, accountability, timely payment of claims to the farmers and to make the scheme more farmer friendly, Government has periodically revised the Operational Guidelines of the PMFBY comprehensively to ensure that the eligible benefits under the scheme reach the farmers timely and transparently.

Due to various initiatives taken under the scheme, the Gross Cropped Area (GCA) covered in 2023-24 was 604 lakh Ha. as compared to 501 lakh Ha. in 2022-23, with a growth of over 20.5%. The number of unique farmers enrolled was 3.97 crore in 2023-24 as compared to 3.17 crore in 2022-23 with a growth of over 25%. Hence, the coverage of area and farmers is at all time highest level till date under the scheme.

Though the scheme is voluntary for the farmers, non-loanee farmers' coverage has increased to 55% of the total coverage under the scheme during 2023-24, which shows the voluntary acceptability/popularity of the scheme.
