

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

LOK SABHA
UNSTARRED QUESTION NO. 2612
TO BE ANSWERED ON 5TH AUGUST, 2025

GRIEVANCE REDRESSAL TO FARMERS

2612. SHRI DHARMENDRA YADAV:
DR. THIRUMAAVALAVAN THOLKAPPIYAN

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

- (a) whether the Government has Farmers grievance redressal committee, if so, the details thereof;
- (b) the details of robust and accessible grievance redressal mechanism available for farmers to report problems related to Scheme implementation, discrimination or delay in getting benefits;
- (c) the extent of effective manner in which these complaints are being addressed, particularly in Uttar Pradesh;
- (d) the manner in which the Government ensures that State Governments effectively implement these Central schemes targeted at communities keeping in view that many schemes are Centrally sponsored but implemented by the States, particularly in Uttar Pradesh;
- (e) the monitoring and accountability mechanism in place at present, district-wise, particularly in Uttar Pradesh; and
- (f) whether the Supreme Court has constituted any Farmers grievance redressal committee anytime during the past three years, if so, the details thereof ?

ANSWER

THE MINISTER OF STATE AGRICULTURE AND FARMERS WELFARE

कृषि एवं किसान कल्याण राज्य मंत्री (SHRI RAMNATH THAKUR)

(a) to (e): The Centralised Public Grievance Redress and Monitoring System (CPGRAMS) is a 24x7 online platform developed and administered by the Government which enables citizens including farmers to lodge grievances against any Ministry/Department of the Central Government, its attached or subordinate offices, autonomous bodies, and also the State Governments and Union Territories. CPGRAMS acts as a single, unified portal offering role-based access to over 60 Ministries/Departments and 36 States/UTs (including Uttar Pradesh). It is accessible via web, a standalone mobile application, and through integration with the UMANG platform, thus ensuring ease of use and wide accessibility for citizens across the Nation.

CPGRAMS supports API-based integration with external grievance modules, allows Ministries and Departments to seamlessly onboard their scheme-specific or service-specific grievance redressal systems into the national platform. This integration facilitates real-time grievance flow, centralized monitoring, and standardized analysis across government entities. The system also provides each citizen with a unique grievance ID for tracking,

facilities for appeal in case of dissatisfaction with the resolution, and feedback capture after closure.

Mechanisms for Monitoring Implementation and Accountability:

Feedback Module: Citizens are prompted to rate their satisfaction after grievance resolution. If a citizen rates a grievance as 'Poor', an option to file an appeal is triggered. Ministries/Departments can also access audio transcripts of outbound feedback calls, allowing for qualitative insight and targeted course correction in grievance handling.

Review Module and Secretary-Level Monitoring: Monthly review meetings are held with stakeholder Ministries/Departments to evaluate pendency, disposal timelines, and grievance quality. CPGRAMS includes a dedicated review dashboard that enables Secretaries of the respective Ministries/Departments to monitor the performance of individual officers and ensure timely and effective redressal. Through the Grievance Redressal and Assessment Index, Ministries/Departments are ranked based on the effective resolution of grievances on CPGRAMS.

Analytics Tools and Root Cause Analysis: DARPG also provides data-driven tools like the Tree Dashboard, Intelligent Grievance Monitoring System (IGMS), and graphical visualizations in monthly reports. These enable granular analysis of grievance trends and support Ministries in undertaking systemic reforms based on recurring patterns.

Appellate Mechanism: If citizens are not satisfied with the initial response, an appeal facility is available within CPGRAMS. The second level of scrutiny ensures better accountability and closure.

Further major schemes like PM Kisan Samman Nidhi (PM-KISAN), PM FASAL BIMA YOJNA (PMFBY) implemented by DA&FW for the benefits of farmers, have independent grievance redressal mechanism specific to their schemes, details of which are at **Annexure -I**

In addition, the Government holds regular review meetings to ensure effective implementation of the Centrally sponsored schemes.

As informed by Govt of **Uttar Pradesh**, the state has robust Farmers Grievance Redressal system in place, the details of which are at **Annexure -II**

(f): In order to consider the issues of farmers and other stakeholders, Hon'ble Supreme Court of India, based on suggestions of state governments of Haryana & Punjab, constituted, vide their order dated 02.09.2024, a High-powered Committee with Justice (Retd.) Nawab Singh, former Judge of Punjab & Haryana High Court as Chairperson. Members of the aforesaid committee were:

- i. Shri B.S.Sandhu, IPS (Retd.), former Director General of Police, Haryana.
- ii. Shri Devinder Sharma, Resident of Mohali.
- iii. Prof. Ranjit Singh Ghumman, Professor of Eminence at GNDU, Amritsar, Punjab.
- iv. Dr. Sukhpal Singh, Agricultural Economist, Punjab Agricultural University, Ludhiana, Punjab.
- v. Prof. Baldev Raj Kamboj, Vice-Chancellor, CCS Haryana Agricultural University, Hisar, Haryana- Special Invite.

Grievance Redressal Mechanism under Major schemes of Department of Agriculture and Farmer's Welfare

I. PM KISAN

For prompt resolution of issues faced by the farmers under the PM-KISAN scheme, following grievance redressal mechanisms are in place:

- CPGRAMS portal
- PM KISAN portal
- Letters and emails

Further, considering the large beneficiary base of the scheme, to promptly address the general queries and grievances raised by the beneficiaries, a voice-based PM-KISAN AI Chatbot (Kisan e-Mitra) was developed. 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. The Kisan eMitra Chatbot is available in 11 languages — English, Hindi, Odia, Tamil, Bengali, Malayalam, Gujarati, Punjabi, Kannada, Telugu, and Marathi. The chatbot had resolved over 95 lakh queries from 53 lakh farmers as on 15.07.2025.

II. Pradhan Mantri Fasal Beema Yojna

A robust Grievance Redressal Mechanism is in place under the Pradhan Mantri Fasal Bima Yojana (PMFBY). Different steps have been taken up by Government with the support of State Governments to redress the complaints raised by farmers. To comply the stratified Grievance Redressal Mechanism under PMFBY, many States and UTs have issued Notifications for constitution of the Grievance Redressal Committees (GRCs) at State, District and Block level clearly depicting the nature, roles and responsibilities of the functionaries entrusted specifying the timelines for disposal of Grievances. Twenty (20) States/UTs including Uttar Pradesh have constituted and notified Grievance Redressal Committees at State and District levels.

The Notification on the GRCs are published through electronic and print media and circulated and displayed in vicinity for the information of the farmers and other stakeholders. Copies of GRC Notification are displayed in the Notice Boards of implementing Departments, Banks, Panchayati Raj Institutions, Common Service Centres and Insurance Companies as well. The States maintain the data of complaints received and disposed through these State Level Grievance Redressal Committee(SGRCs) & District Level Grievance Redressal Committee (DGRCs).

In addition to the constitution and functioning of SGRCs and DGRCs, in 2023, a Centralized Farmers Grievance Portal named Krishi Rakshak Portal and Helpline (KRPH) with a facility for Toll Free Number – 14447 as a unified grievance redressal portal for the ease of grievance monitoring mechanism was launched under PMFBY. KRPH is functional in 9 regional languages with 350 Call Centre Executives. All the Stakeholders including Farmers, Central Government, State Governments, Insurance Companies, Banks, Common Service Centers etc. are roped in KRPH ecosystem to ensure end-to-end accountability and transparency.

On receipt of the calls from farmers in KRPH Toll Free Number 14447 on their Grievances / Loss intimations / Queries, Tickets are generated against each call and a Docket ID is created for each call. This docket ID is shared to farmers through SMS for their documentation and further tracking. These Tickets are further escalated to the Stakeholders (State Governments/ Insurance Companies/Banks/CSC for further examination and resolution. The Turn Around Time (TAT) for resolution of Tickets is 15 days.

Farmer's Grievance redressal mechanism in Uttar Pradesh

Department of Agriculture, Uttar Pradesh Govt has Farmers grievance redressal mechanism at two levels viz L-1 and L-2. L-1 level, redresses the problems of farmers related to implemented schemes at district level. In every district, Deputy Director of Agriculture along with team (DAO, PPO, BSA) resolves the problems of farmers related to farming issues. L-2 level, which is established at Directorate of Agriculture, under the supervision of Additional Director of different subjects, when the farmer problems are not resolved by the L-1 level then it is forwarded to L-2 level.

In Uttar Pradesh, Farmers Grievance Redressal Schemes is highly prioritized. Farmer related problems under the schemes are scrutinized by both levels (L-1 & L-2) and In Welfare Schemes like Pradhan Mantri Kisan Samman Nidhi Yojana (PM Kisan Yojana), problems are resolved by e-systems. At Headquarter Level, there is a unit of PM Kisan e-office. The problem raised by the farmers at Block-Level is forwarded to District Level and finally is redressed at Headquarter Level e-office of PM Kisan.

In Uttar Pradesh, centrally sponsored Schemes are implemented in proper manner. The responsibility of schemes execution is with District Level Officers and their team. Farmers are also supported by Gram Panchayat Extension Functionaries like Technical Assistant and Block Technical Manager.

The schemes are monitored monthly by district level offices - Divisional Officer (Joint Director Agriculture) and by the Task force Committee, which is constituted by Director Agriculture, U.P. Govt.
