

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

LOK SABHA
UNSTARRED QUESTION NO. 305
TO BE ANSWERED ON 2ND DECEMBER, 2025

FARMERS ISSUES

305. SHRI RAMVIR SINGH BIDHURI:

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

- (a) the total number of issues received by the Government from farmers through various platforms including PM Kisan Portal, Kisan e-Mitra, Kisan Call Centre during the last one year;
- (b) the details of the most important issues among these; and
- (c) the percentage of Delhi farmers in registering these issues along with the main problems of the Delhi farmers?

ANSWER

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

(a) to (c): The Government has taken various steps to resolve the grievances/queries of farmers and also to provide advisory and training in local languages through various digital platforms to reach out to all the farmers in all the States/UTs, including Delhi. The various initiatives taken in this direction include PM-Kisan porta, Kisan e-Mitra and Kisan Call Centres (KCCs).

Kisan e-Mitra:- Considering the large beneficiary base of the PM-Kisan scheme and to promptly address the general queries and grievances raised by the beneficiaries, a voice-based 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 currently operates in 11 languages—English, Hindi, Odia, Tamil, Bengali, Malayalam, Gujarati, Punjabi, Kannada, Telugu, and Marathi. In the FY 2024-25, farmers raised a total of 25,51,195 queries on the Kisan e-Mitra chatbot. The Chatbot is also upgraded to support other schemes, such as the Kisan Credit Card (KCC) and Pradhan Mantri Fasal Bima Yojana (PMFBY). However, Kisan e-Mitra does not classify queries based on geographical location.

PM-Kisan Portal: A dedicated 'Farmers Corner' has been provided on the PM-KISAN portal where a number of facilities have been provided to farmers including checking their beneficiary status and instalment payment details. Farmers can also lodge their grievances via the PM-KISAN portal. These grievances are addressed by the State/District level officials in a time bound manner. In the FY 2024-25, a total of 24,605 grievances were received on the PM-KISAN portal. Out of which, only 3 grievances were received from the farmers of Delhi – 2 regarding 'payment not received' and 1 regarding 'other payment related issue'.

Kisan Call Centres (KCCs):- The Government is also running "Kisan Call Centres" (KCCs) since January 21, 2004. The main aim of the KCCs is to answer farmers' queries related to Package of Practices, weather and market advisories, government schemes etc., on a telephone call in their own languages. These Call Centres are working in 17 different locations in the country covering all the States and UTs. A countrywide common eleven-digit Toll Free Number 1800-180-1551 has been allotted for Kisan Call Centre. This number is accessible through mobile phones and landlines of all telecom networks including private service providers. Replies to the farmers' queries are given in 22 official languages. The Call Centres are manned by Farm Tele Advisors and Supervisors who are Graduates and above in Agriculture and allied subjects.

The total 8,083 number of issues received by the Government from farmers through Kisan Call Centre during the last one year, mainly related to seeds, pesticides and fertilizer. No complaints have been registered through KCC by the farmers of Delhi.

The details of most important issues raised by the farmers are as given below:

- PM-Kisan payment not received
- Account number is not Correct
- Problem in Aadhaar Corrections
- Other payment related issues
- Online Application is pending for Approval under PM-Kisan
- Transaction Failed
- Other (Problem in e-KYC etc)
- Overpricing and non-availability of fertilizers
- Non-availability, poor quality and over pricing of seeds
- Over pricing, Substandard Quality and Non-Availability of Stock of pesticides.

The Ministry takes up the issues raised by the farmers with the concerned States/UTs and other concerned agencies/Departments to resolve them on merit basis.
