

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

LOK SABHA
UNSTARRED QUESTION NO. 265
TO BE ANSWERED ON 5th DECEMBER, 2023

KISAN E-MITRA

265. SHRI BHOLA SINGH:
SHRI VINOD KUMAR SONKAR:
DR. SUKANTA MAJUMDAR:

Will the Minister of Agriculture and Farmers Welfare कृषि एवं किसान कल्याण मंत्री be pleased to state:

- (a) whether the Government has recently launched AI Chatbot (Kisan e-Mitra) for enhancing the efficiency and reach of the Pradhan Mantri Kisan Samman Nidhi (PM-KISAN) scheme and also providing farmers prompt, clear and accurate responses to their queries;
- (b) if so, the details thereof;
- (c) whether the AI Chatbot has been developed in all 22 languages of the country;
- (d) if so, the details thereof;
- (e) whether the Government has also developed a mobile app for face authentication-based e-KYC under PM-KISAN Scheme;
- (f) if so, whether the farmer can complete his e-KYC sitting at home without any OTP or fingerprint, just by scanning his face; and
- (g) if so, the details thereof along with other steps being taken by the Government under PMKISAN Scheme and progress made thereunder so far?

ANSWER

MINISTER OF AGRICULTURE AND FARMERS WELFARE
कृषि एवं किसान कल्याण मंत्री (SHRI NARENDRA SINGH TOMAR)

(a) & (b): The PM-KISAN scheme is a central sector scheme launched in February 2019 to supplement the financial needs of land-holding farmers. Under this scheme, the

financial benefit of Rs 6,000/- per year in three equal instalments every four months is transferred into the bank accounts of farmers' families across the country through Direct Benefit Transfer (DBT) mode. A farmer-centric digital infrastructure has ensured the benefits of the scheme reach all the farmers across the country without any involvement of the middlemen. Maintaining absolute transparency in registering and verifying beneficiaries, the Government of India has disbursed over Rs 2.80 lakh Cr to more than 11 Cr farmers.

Under the PM-KISAN scheme, a robust grievance redressal system is in place. The farmers can lodge their grievances on the PM-KISAN portal and 24x7 IVRS facility for effective and timely resolution. Further, the farmers also have the facility to register their grievances, if any through Public Grievances portal. In addition to the above, the Government of India has developed Kisan e-Mitra (AI Chatbot) – Farmers' digital assistance to address their queries in their own languages, thereby empowering the farmers through technological interventions. The Kisan e-Mitra is removing the existing technological and language barriers of the farmers.

(c) & (d): The Kisan-eMitra, AI Chatbot is initially available in 5 languages i.e. English, Hindi, Odiya, Tamil and Bangla.

(e) to (g): The Government of India has developed the PM-KISAN mobile app with the feature of face authentication-based e-KYC. This app is first mobile app which uses face authentication-based e-KYC feature in any benefit scheme of the Government. This Mobile App is very easy to use and is easily available for download on Google Playstore. It empowers the farmers to complete their eKYC sitting at home even in remote areas of the country without any OTP or fingerprint, just by scanning their face. This removes the need for farmers to visit CSC for biometric based eKYC or mandatory requirement of having mobile linked in their Aadhaar. Once the farmer downloads the mobile app, he/she can do his/her eKYC. They can also assist 100 other farmers in their neighborhood to complete e-KYC at their doorstep. In addition to this, the Government of India, has also made provisions in the application which allows any State/UT Government officials registered to do e-KYC of up to 500 farmers.

Since the launch of the application, about 20 lakh farmer have successfully completed their e-KYC.
