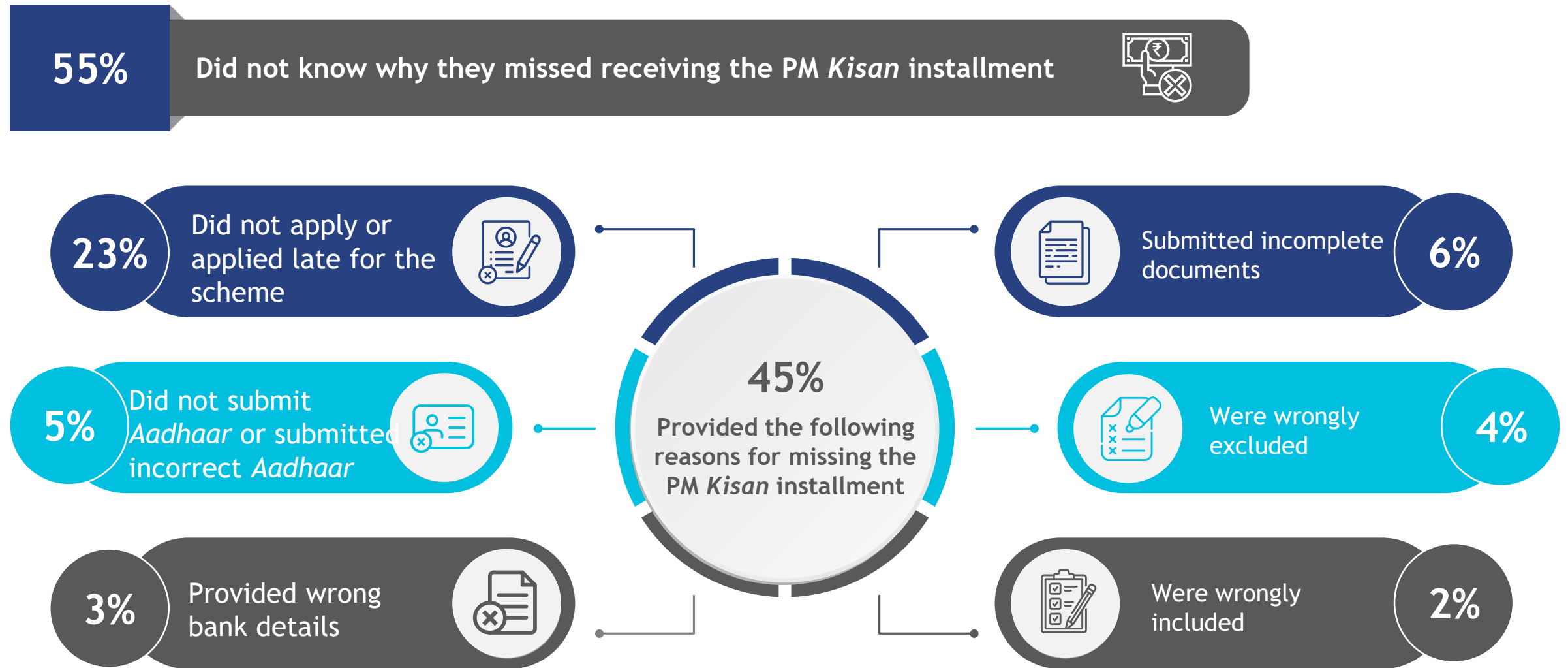


Challenges in the PM *Kisan* program



Beneficiaries did not know the reasons for missing *PM Kisan* installment, which hints toward issues related to scheme implementation and information dissemination.



Challenge 2: Broken GRM

Beneficiaries' awareness of the grievance resolution mechanism for PM *Kisan* remained low.

89%

Respondents did not know of the toll-free number to register PM *Kisan*-related grievances



89%

Respondents did not know of any other method to register PM *Kisan*-related grievances



54%

Of those who knew about GRM methods, used one such method to register their complaint regarding PM *Kisan*



48% of those who registered a complaint regarding PM *Kisan* approached *Panchayat* officials for its resolution.



- The first point of contact for most respondents in case of any challenges is either the *panchayat* officials or the department officials implementing the PM *Kisan* scheme in the states.
- Therefore, grievance resolution procedures and turnaround times vary from state to state.

The findings presented here are from a national-level study on *PM Kisan* conducted by MSC, which covered covering a range of involved stakeholders across 20 states and union territories.

Covering a total sample of



13,166

Quantitative samples of farmers



197

Qualitative samples of farmers



80

Qualitative samples of supply-side stakeholders

With an objective to assess:

1

The efficiency and efficacy of the cash transfer



2

The impact of the *PM Kisan* benefit amount on agriculture



3

The change in the financial status of the farmer household





Stay tuned as we unveil more such findings from our *PM-Kisan* evaluation study!

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