

Kisan e-Mitra — India's Ministry of Agriculture Launches Its First AI Chatbot for a Flagship Farm Scheme

AI in the Public Sector · Good practice · India

Quality score: 27/100

Evidence strength: Cautionary / limited

Summary

In September 2023, India's Agriculture Ministry launched Kisan e-Mitra, the first AI chatbot built into a major central scheme (PM-KISAN), giving payment-status and eligibility help in five languages via a self-learning ML model — though no public usage data has been released.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	0/3
Transparency, fairness & accountability	1/3
Transferability / demonstrated replication	1/3
Scalability beyond pilot	1/3
Governance, capability & sustainability	1/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-29

[Ministry of Agriculture and Farmers' Welfare, Government of India \(with EkStep Foundation and Bhashini\)](#) — accessed 2026-08-29

[India Water Portal: Government of India launches AI chatbot to revolutionise farmers' support](#) — accessed 2026-08-29

[PM-KISAN scheme \(official\)](#) — accessed 2026-08-29

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