

**GOVERNMENT OF INDIA  
MINISTRY OF LABOUR AND EMPLOYMENT  
RAJYA SABHA  
UNSTARRED QUESTION NO. 609  
TO BE ANSWERED ON 04.12.2025**

**POOR WORKING CONDITIONS AT E-COMMERCE DARK STORES**

**609. SHRI S NIRANJAN REDDY:**

**Will the Minister of Labour and Employment be pleased to state:**

- (a) whether Government is aware that workers in e-commerce “dark stores” are facing poor working conditions, including long working hours, lack of basic amenities such as toilets and rest areas and absence of fixed employment benefits;**
- (b) whether it is a fact that only 30–40% of dark stores provide essential facilities;**
- (c) whether Government has taken any steps to regulate working conditions in dark stores and ensure occupational safety of such workers under the Code on Occupational Safety, Health and Working Conditions, 2020; and**
- (d) if so, the details thereof and if not, the reasons therefor?**

**ANSWER**

**MINISTER OF STATE FOR LABOUR AND EMPLOYMENT  
(SUSHRI SHOBHA KARANDLAJE)**

**(a) to (e): The Government of India has enacted the Occupational Safety, Health and Working Conditions (OSH&WC) Code, 2020, which has come into force on 21.11.2025. The Code regulates working conditions and workplace environments to safeguard the health, safety, and well-being of persons employed in all establishments with ten or more workers.**

**The mandate of ensuring the safe and healthy working conditions in any establishment having ten or more workers has been given to appropriate Government in the OSH & WC Code, 2020. Accordingly, the concerned State Government is the appropriate government for ensuring the safe and healthy working condition in dark stores.**

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