

**GOVERNMENT OF INDIA
MINISTRY OF LABOUR AND EMPLOYMENT
RAJYA SABHA
UNSTARRED QUESTION NO. 4428
TO BE ANSWERED ON 02.04.2026**

WORKING CONDITIONS OF GIG WORKERS

4428. SHRI P. WILSON:

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

- (a) whether Government has taken cognisance of deteriorating working conditions of app-based gig workers employed by platforms such as Swiggy, Zomato, Amazon and Flipkart, including long working hours, low and unpredictable earnings, unsafe delivery targets, lack of minimum wage assurance and social security and arbitrary ID deactivations;**
- (b) whether opaque algorithmic controls over wages, incentives, penalties and terminations are being regulated;**
- (c) the status of notification and enforcement of rules under the Labour Codes relating to gig and platform workers; and**
- (d) whether Government proposes statutory guarantees for minimum wages, safety, grievance redressal, protection against retaliation and legal recognition of gig worker unions?**

ANSWER

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

(a) to (d): For the first time, the definition of 'gig workers' and 'platform workers' and provisions related to the same have been provided in the Code on Social Security, 2020 which has come into force on 21.11.2025.

As per the Code, the 'gig worker' has been defined as a person who performs work or participates in a work arrangement and earns from such activities outside of traditional employer-employee relationship.

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The Code provides for framing of suitable social security measures for gig workers and platform workers on matters relating to life and disability cover, accident insurance, health and maternity benefits, old age protection, etc. The Code provides for setting up of a Social Security Fund to finance these welfare schemes. The Code also has provisions to constitute a National Social Security Board for the purposes of the welfare of gig workers and platform workers.

The code has provisions for setting up a toll-free call centre, or helpline or facilitation centres for unorganised, gig, and platform workers by the appropriate Government. These facilities will disseminate information on available social security schemes, facilitate filing, processing and forwarding of application forms for registration, assist to obtain registration and facilitate the enrolment of the registered unorganized workers, gig workers and platform workers in the social security schemes.
