

**GOVERNMENT OF INDIA
MINISTRY OF LABOUR AND EMPLOYMENT
RAJYA SABHA
UNSTARRED QUESTION NO. 740
TO BE ANSWERED ON 05.02.2026**

**SAFETY AND FAIR PRACTICES IN QUICK-COMMERCE DELIVERY
SERVICES**

740. SHRI I.S. INBADURAI:

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

- (a) the details of advisory guidelines framed for quick-commerce platforms to balance consumer convenience and gig worker safety;**
- (b) the details of consultations held with gig worker unions and platform companies to assess impacts on safety, income and service quality post branding changes;**
- (c) the details of measures to promote transparency in algorithm-based delivery targets to prevent indirect pressure on workers; and**
- (d) whether Government proposes to encourage or recognise platforms adopting worker- friendly delivery practices and timelines and if so, details thereof and if not, the reasons therefor?**

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.

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

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The Ministry of Labour and Employment had launched e-Shram portal on 26.08.2021 for creation of a Comprehensive National Database of Unorganised Workers including platform workers, migrant workers, etc. The e-Shram portal is meant to register and support the unorganised workers by providing them a Universal Account Number (UAN) on a self-declaration basis. The Ministry of Labour and Employment has also launched the e-Shram- 'One-Stop-Solution' that entails integration of different social security/welfare schemes at single portal i.e., e-Shram. This is envisaged to enable unorganised workers registered on e-Shram to access social security schemes and see benefits availed by them so far, through e-Shram.

Advisories have also been issued by the Ministry of Labour and Employment to platform aggregators to register themselves and platform workers engaged by them on the e-Shram portal.

To maximise registration of platform workers on e-Shram portal, three nationwide special registration drives were held during the months of April, May and August-September, 2025 in collaboration with States and Union Territories.

Multiple rounds of deliberations have been conducted with Aggregators, Knowledge Partners and Platform Workers Unions/Associations and State Government/UTs for social security framework of gig and platform workers.
