

**GOVERNMENT OF INDIA
MINISTRY OF LABOUR AND EMPLOYMENT
LOK SABHA
UNSTARRED QUESTION NO. 2499
TO BE ANSWERED ON 01.08.2022**

HOME DELIVERY AGENTS

**†2499. SHRI GYANESHWAR PATIL:
SHRI NAYAB SINGH:**

Will the Minister of LABOUR AND EMPLOYMENT be pleased to state:

- (a) whether the Government has formulated any policy for welfare, upliftment and safety of home delivery agents working with various delivery platforms;**
- (b) if so, the details thereof and if not, the manner in which Government proposes to help the employees in this sector;**
- (c) whether the Government maintains any integrated database of home delivery agents working in this sector; and**
- (d) whether there is any complaint redressal mechanism for delivery agents in case of violation of labour laws?**

ANSWER

**MINISTER OF STATE FOR LABOUR AND EMPLOYMENT
(SHRI RAMESWAR TELI)**

(a) to (d): There is no definition of gig workers in the existing central labour laws. However, the Code on Social Security, 2020, for the first time, defines gig workers and envisages social security benefits through formulation of schemes. It is provided in the Code on Social Security, 2020 to set up a Social Security Fund and one of the sources of fund, is contribution from aggregator between 1 to 2% of annual turnover of an aggregator subject to the limit of 5% of the amount paid or payable by an aggregator to such workers. The Government has launched e-Shram portal on 26.08.2021 for registration and creation of a Comprehensive National Database of Unorganized Workers including gig and platform workers. It allows a person to register himself or herself on the portal on self-declaration basis, which is spread across around 400 occupations. It captures details of workers working in various occupations such as Delivery Boy/ Partner/ Delivery Associate for food & grocery/ Door-to-Door Salespersons, etc. including those working as gig and platform workers.
