

**GOVERNMENT OF INDIA
MINISTRY OF LABOUR AND EMPLOYMENT
LOK SABHA
UNSTARRED QUESTION NO. 5012
TO BE ANSWERED ON 23.03.2026**

WELFARE OF GIG AND PLATFORM WORKERS IN MUMBAI

**5012. SHRI SANJAY DINA PATIL:
PROF. VARSHA EKNATH GAIKWAD:**

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

- (a) whether the Government is aware that the gig and platform workers are facing income instability that are shrinking per-task payments, long working hours and rising operating costs in the country, leading to increased financial and health stress;**
- (b) whether the Government has conducted any assessment on the absence or adequacy of social security benefits, including health insurance, accident cover and pension for the said workers in Mumbai and if so, the details thereof;**
- (c) whether the Government has examined complaints relating to opaque algorithmic management, arbitrary ID deactivations and weak grievance redressal mechanisms that are affecting the said workers in Mumbai and if so, the details thereof;**
- (d) whether the Government has data on work-related accidents, occupational health risks and indebtedness among the gig workforce in Mumbai and if so, the details thereof; and**
- (e) the details of the time-bound measures proposed by the Government to ensure fair remuneration, social security coverage, algorithmic transparency and legal protection for the said workers in Mumbai?**

ANSWER

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

(a) to (e): 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.

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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.

The Ministry of Labour and Employment had launched eShram portal on 26.08.2021 for creation of a comprehensive National Database of Unorganised Workers including platform workers, migrant workers etc. The eShram 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 eShram- 'One-Stop-Solution' that entails integration of different social security/welfare schemes at single portal i.e., eShram. This is envisaged to enable unorganised workers including platform workers registered on eShram to access social security schemes and see benefits availed by them so far, through eShram.

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. As on 17.03.2026, over 8.86 lakh platform workers are registered on eShram portal.

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.