

**GOVERNMENT OF INDIA
MINISTRY OF LABOUR AND EMPLOYMENT
LOK SABHA
UNSTARRED QUESTION NO. 1160
TO BE ANSWERED ON 27.07.2026**

SOCIAL SECURITY FOR GIG AND PLATFORM WORKERS

**†1160. SHRI KULDEEP INDORA:
SMT. SANJNA JATAV:
SHRI BRIJENDRA SINGH OLA:
SHRI RAHUL KASWAN:**

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

- (a) whether the Government has conducted any national survey to estimate the number of gig and platform workers employed in the country, their working conditions, income, social security and employment stability;**
- (b) if so, the details thereof, particularly in Bharatpur Lok Sabha Constituency;**
- (c) whether the Government has prepared any comprehensive national framework to provide social security, accident insurance, health insurance, pension, maternity benefits and other labour rights to gig and platform workers and if so, the details thereof;**
- (d) whether the Government has conducted any study regarding the algorithm-based work allocation, income determination, incentives, account suspension and transparency of grievance redressal mechanisms by digital platform companies and if so, the details thereof; and**
- (e) whether the Government proposes to implement a National Social Security Framework for gig and platform workers and ensure their registration and disbursement of benefits through the e-Shram portal and if so, the details thereof?**

ANSWER

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

(a) to (e): As per an estimation by NITI Aayog vide its report titled “India’s Booming Gig and Platform Economy” published in June, 2022, the number of gig workers and platform workers in the country was 7.7 million in 2020-21 which is expected to rise to 23.5 million by 2029-30.

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No survey report on estimation of the number of gig and platform workers employed in the country, their working conditions, income, social security and employment stability is available.

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 social security schemes 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.

Further, the Social Security (Central) Rules, 2026, notified on 08.05.2026, mark a significant step towards extending formal social protection to gig and platform workers. The Rules operationalize the provisions of the Code by mandating registration of gig and platform workers on the Central Government portal, requiring aggregators to share worker-related data through Application Programming Interface (API) or other electronic means, prescribing eligibility criteria for social security benefits, and strengthening accountability of aggregators in relation to welfare measures for such workers.

The Code has provisions for setting up a toll-free centre, or helpline or facilitation centres for unorganized, 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.

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 portal. 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.

A simplified Registration Module for platform workers has been launched on 12.03.2025 on the eShram portal to facilitate platform workers to register themselves or update their occupation, if already registered on eShram portal.

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