

**GOVERNMENT OF INDIA
MINISTRY OF LABOUR AND EMPLOYMENT
LOK SABHA
UNSTARRED QUESTION NO. 1277
TO BE ANSWERED ON 27.07.2026**

DIGITAL GRIEVANCE REDRESSAL SYSTEM

1277. SHRI EATALA RAJENDER:

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

- (a) whether the Government launches digital grievance redressal system for gig workers in the country and if so, the details thereof;**
- (b) whether the Government has developed mechanism, a first of its kind in the country platform based Gig Workers' Board in collaboration with the Department of e-Governance; and**
- (c) if so, the details thereof along with present status during the last five years comparatively?**

ANSWER

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

(a) to (c): 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.

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.
