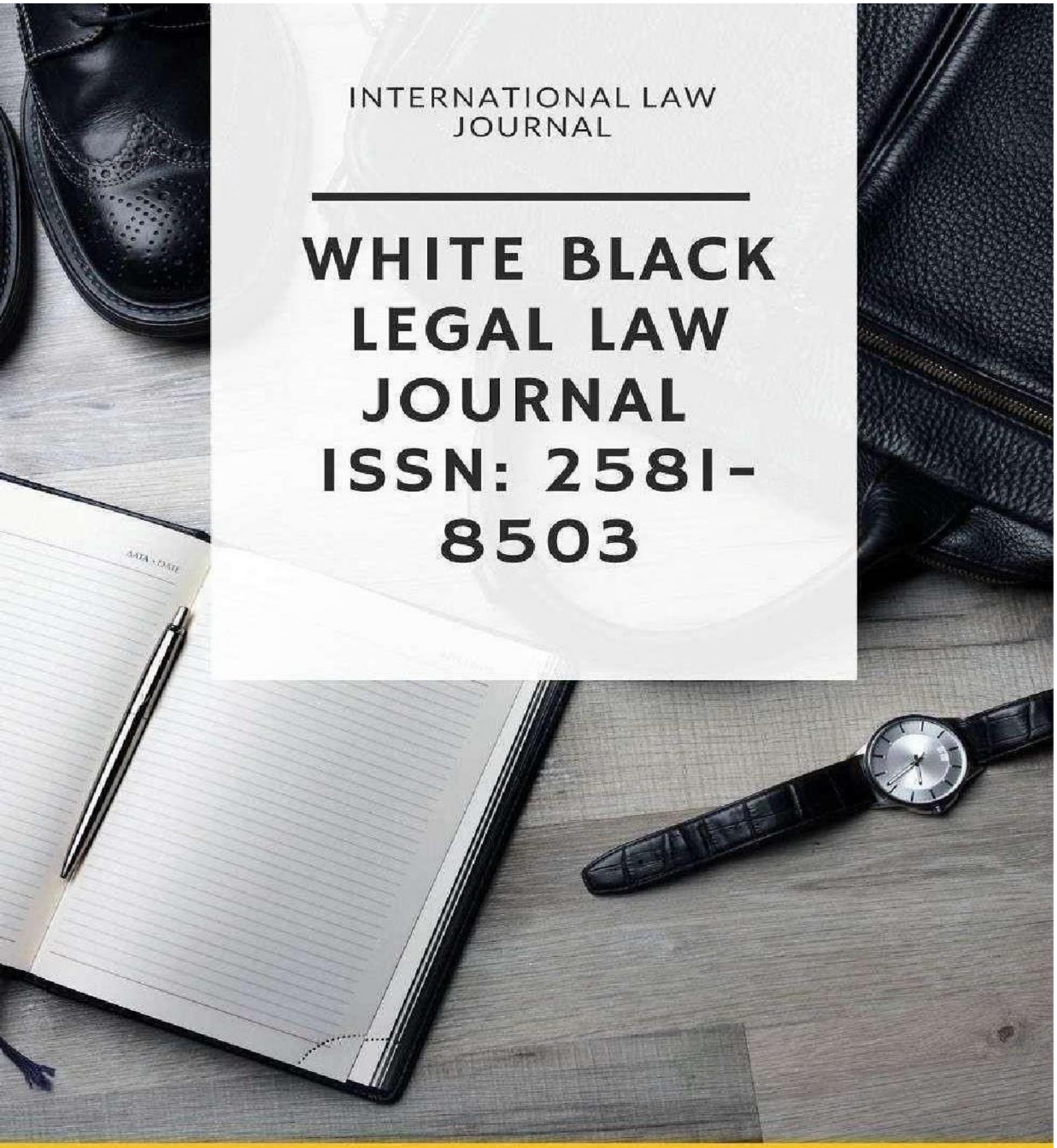


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# SOCIAL SECURITY FOR APP-BASED DELIVERY WORKERS IN INDIA: A STUDY OF AWARENESS, ACCESS, AND CHALLENGES

AUTHORED BY – SHALINI, MANI & PROF. A. BERTILA

## ACKNOWLEDGEMENT

I would like to express my sincere appreciation to Bertila ma'am for her steady direction and support all through the completion of this inquiry about. My true much obliged to my coach and workforce direct for their valuable proposals and ceaseless back.

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## ABSTRACT

The rapid and dynamic growth of the gig economy has created a lot of new opportunities through digital platforms, particularly in food deliver, grocery delivery, and other e-commerce services. Although app-based delivery offers flexibility and opportunities to earn an income, workers may face challenges relating to road safety, income benefit, and other social security benefits. The recognition of gig and platform workers under the code on social security 2020.marks an important development in Indian labour. However, the availability of a legal framework does not necessarily ensure that workers are aware of their rights or if easy access is available to them.

The study seeks to identify the possible gap between the legal recognition of gig and platform workers and the practical accessibility of social security benefits.it also aims to suggest measures to improve awareness. Simplify the process of registration and strengthen the support for the gig workers. By examining both legal framework and respondent's experiences, the research aims to contribute to the discussion on making social security protection more accessible effective for workers in India's growing platform economy.

**Keywords:** Gig workers, Platform workers-based delivery workers. Social security, code on social security 2020, e-shram, labour law, accessibility.

# 1. CHAPTER: I – INTRODUCTION

## 1.1 Introduction

In today's digital world, ordering food, clothes, groceries, and other products through mobile applications have become a part of our everyday life. Behind these convenient services are thousands of app-based delivery workers who play a key role in India's growing gig economy. While this work provides many opportunities and flexibility, it also comes with obstacles such uncertain income, road accidents, health risks, and limited access to social security benefits. The code on social security,2020 recognizing and platform workers and gig works within India's social security framework. However, legal recognition alone does not guarantee that workers know about their rights or can easily access the benefits available to them.

This study examines the gap between legal recognition and practical accessibility by analyzing the relevant legal framework and questionnaire responses from thirty-eight respondents. It focuses on awareness of social security benefits, knowledge of the e-shram portal, registration, and difficulties in accessing protection. The study aims to understand the challenges reflected in the responses and suggest practical measures to improve social security access for app-based delivery workers in India.

## 1.2 Statement of problem

The rapid growth of the app-based delivery workers has created new employment opportunities in India. However, the workers who make these services possible often face challenges relating to income uncertainty. Road-safety, Health risks, and access to social- security protection.

The code on social security, 2020 recognizes gig and platform workers and provides a legal framework for their social security. Yet, an important concern remains whether these legal provisions are understood by workers and whether the available benefits can be accessed in practice.

Limited awareness of government schemes, unclear registration and procedures and difficulties in claiming benefits may create barriers to effective protection. The central problem addressed by this study is the possible gap between legal recognition and actual accessibility of social security benefits among app-based delivery workers. Through legal analysis and questionnaire responses from thirty-eight respondents, the research seeks to exine this gap and understand

the practical challenges involved.

### 1.3 Aim of the Study

The aim of the study is to examine the level of social security awareness and accessibility among app-based delivery workers in India.it seeks to understand whether workers are aware of the benefits and government schemes available to them and the difficulties they may face in accessing these benefits.

The study also aims to analyses the gap between the legal recognition and the practical availability of social security,2020 and the practical availability of social security protection. Based on the legal analysis and questionnaire responses, the study seeks to suggest measures to improve awareness and accessibility

### 1.4 Objectives of the study

The main objectives of this study are:

- To examine the legal framework governing social security for gig and platform workers in India
- To assess the awareness of app-based delivery workers regarding social security benefits and government schemes
- To examine workers' awareness of the e-shram portal and their registration status
- To understand whether workers have received social security benefits from the government or digital platform.
- To identify the difficulties faced by workers in accessing social security benefits.
- To suggest measures to improve awareness and accessibility of social security protection for app-based delivery workers.

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### 1.5 Research questions

This study seeks to answer the following research questions.

- What legal provisions govern the social security benefits and government schemes available to them?
- How aware are app-based delivery workers of the social security benefits and government schemes available to them?
- Are delivery workers aware of the e-sharm portal and have they registered under relevant schemes?

- Have the respondents received any social security benefits from the government or digital platforms?
- What difficulties do delivery workers face while trying to access social security benefits?
- What measures can be taken to improve awareness and accessibility of social security protection for app-based delivery workers?

### 1.6 Hypothesis of the study

The study hypothesizes that despite the legal recognition of the gig workers under the code on social security, 2022 there may be a gap between the availability of social security provisions and workers' actual awareness of and access to these legal benefits. THE STUDY WILL analyses this POSSIBILTY THROUGH LEGAL ANALYSIS AND QUESTIONNAIRE RESPONSES FROM 38 RESPONDENTS

### 1.7 Significance of the study

This study is significant because social security plays a vital role in protecting workers from financial and personal risks. App based delivery workers contribute to the growth of Indias digital economy, yet understanding their awareness and access to social security benefits is essential in evaluating the effectiveness of existing legal protections.

By examining the relevant legal framework and questionnaire responses from thirty-eight respondents, the study seeks to identify gaps in awareness and accessibility. The findings may help highlight areas where better information, simpler registration procedures and improved support are needed. The study may also contribute to discussions on strengthening social security protection for gig and platform workers in India Chapter 2: review of literature.

## 2. CHAPTER: II - RESEARCH METHODOLOGY

### 2.1 Research Design

The present study adopts a mixed-methods approach to examine social-security protection for gig and platform workers in India. It combines doctrinal legal research with an empirical study based on questionnaire responses. The doctrinal part examines the relevant provisions of the Code on Social Security, 2020, and other relevant legal and academic materials. The empirical part focuses on respondents' awareness of social-security schemes and their experiences with registration and access to benefits. Bringing these two aspects together helps examine the

difference between the legal provisions available and the extent to which social- security protection is accessible in practice.

### 2.2 Sources of Data

The study uses both primary and secondary sources of data. Primary data was collected through a structured questionnaire, which provided information about respondents' awareness and experiences relating to social security. Secondary data was obtained from relevant legislation, academic articles, research papers, and official government publications. These materials were examined to understand the legal position of gig and platform workers in India and the measures introduced to extend social-security protection to them.

### 2.3 Sample Size

A total of thirty-eight respondents participated in the empirical part of the study. Their responses were considered to understand their awareness of social-security schemes, familiarity with the e-Shram portal, registration status, and experience in receiving benefits. The responses also helped identify possible difficulties in accessing social-security protection. Since the study is based on a relatively small sample, the findings are used to identify patterns within the responses rather than to represent all gig and platform workers in India.

### 2.4 Data Collection Method

Primary data was collected through a structured questionnaire designed around the objectives of the study. The questions focused on awareness of social-security schemes, knowledge of the e-Shram portal, registration status, and access to benefits. The questionnaire also sought information about the difficulties respondents experienced or perceived in obtaining social-security protection. The responses provided a basis for examining the practical issues associated with awareness and accessibility. The questionnaire method also allowed the answers to be compared using a common set of questions.

### 2.5 Method of Data Analysis

The collected responses were examined using descriptive analysis. The answers were organized according to the questions asked, and tables showing frequencies and percentages were used wherever appropriate. This helped identify patterns in respondents' awareness, registration status, and experiences with social-security benefits. The findings were then considered alongside the relevant legal provisions and secondary sources. This comparison

helped assess whether the legal framework addresses the practical concerns reflected in the responses.

### 2.6 Research Approach

The research brings together an examination of the existing legal framework and the experiences reported by respondents. The legal analysis explains the position of gig and platform workers under the relevant social-security legislation, while the empirical findings provide insight into awareness and access to available protection. By considering both aspects, the study seeks to understand the challenges that may arise between the recognition of social-security rights in law and their practical accessibility. The conclusions are drawn from the legal materials examined and the questionnaire responses collected for this study.

## 3. CHAPTER: III - LITERATURE REVIEW

The growth of the gig workers has raised several important questions about workers' rights, social security and the work and regulations of digital platforms. Several scholars and researchers have examined the legal protection available to gig workers in India, particularly after the introduction of the code on social security, 2020.The existing literature highlights the importance of legal recognition while also pointing out challenges relating to awareness, registration and the implementation of social security benefits.

### 3.1 Legal recognition and social and protection

Dr. Vinayak K. (2025), in social security code, 2020 and its impact on Gig and platform workers: A critical assessment, examines the recognition of gig and platform workers under Indian labour law.

The study considers the code a major step towards extending social protection to workers outside traditional employment relationships. However, it highlights concern regarding implementation, registration procedures, and the responsibilities of aggregators.

Similarly, Dr. Gajanan Jagdish Slumkhe 2026 in The Code on social Security 2020 and gig workers in India: A critical analysis of legal recognition and implementation challenges, argue that legal recognition alone is insufficient to ensure effective protection. The study identifies issues such as unclear classification, registration and gaps in occupational safety and other worker protections. Both studies suggest that the effectiveness of social security legislation depends on how its provisions are implemented in practice.

### 3.2 Awareness and accessibility of benefits

Athrav Rathod and Dr Vidhyaa Bhandwalkar (2026), in A Study on social security benefits for gig workers under the new Indian Labour Laws, conducted a questionnaire-based study invoking 110 gig workers in Pune. Their findings indicate that workers may have limited understanding of available social security schemes and registration procedures, including those relating to the e-shram portal. The study also identifies difficulties such as complicated procedures, lack of guidance and digital barriers. It emphasizes the need for greater awareness and simpler access to benefits.

Jay Gohil and Akansha Jha (2024), in addressing Policy gaps for gig workers in India: A Focus on food delivery platforms, examine social security challenges faced by food delivery workers. Their study uses surveys and interviews with delivery partners in Delhi and highlights concerns regarding social security registration and limited coverage of the existing arrangements. The authors suggest improvements in registration and policy coordination to make social protection more accessible to workers.

### 3.3 IMPLEMENTATION CHALLENGES AND WORKER VULNERABILITY

Abhinav Ganji, In an Assessment of social security frameworks for platforms-based gig workers in India examines the legal and policy framework governing platform-based work. T The study discusses the limitation of existing protections and the vulnerability created by platform-based employment arrangements. It also considers state level legislative initiatives and the need for stronger implementations mechanisms. This Research broadens the discussion by showing the social security protection involves not only the availability of legal provisions but also the practical responsibilities of platforms and government authorities.

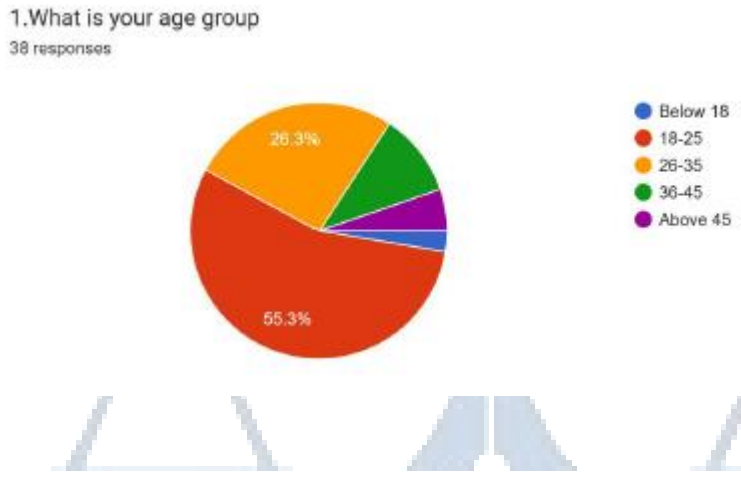
Vishwesh Shashikant Lohar and Vinod.H. Mane 2024, in GIG economy in India: A structured review of employment Trends, worker protection and policy gaps, review the wider employment conditions of gig workers. Hier study highlights concern such as income security, operating expenses, and weak social protection. THESE Issue are relevant to delivery income insecurity, operating expenses, and weak social protection. These issues are relevant to delivery workers because access to social security is particularly important when workers face occupational risks and uncertain earnings.

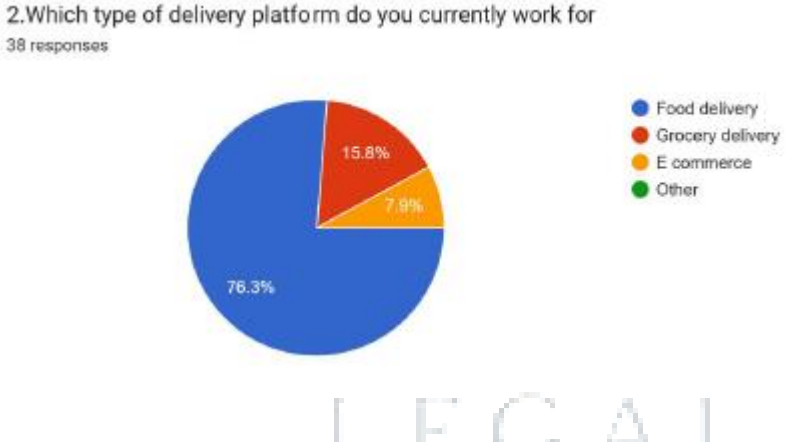
### 3.4 Research Gap

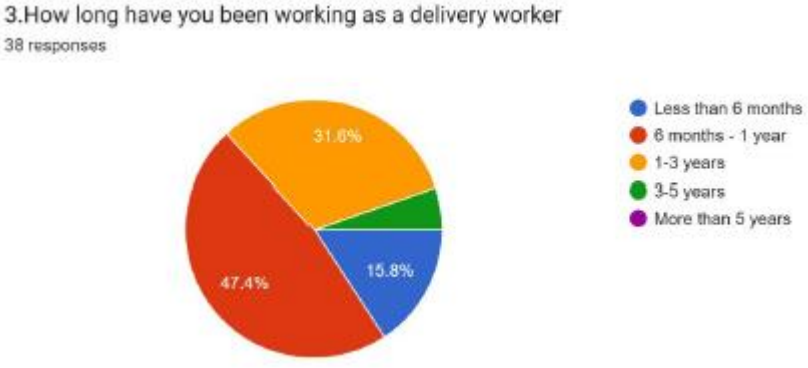
Literature provides an understanding intro the legal recognition of gig workers, the limitations on social security code and the difficulties which are involved in implementing social security

schemes. SOME studies also analyze the workers' awareness and experiences through empirical research.

However, doing research together on this is required. The study addresses this concern by analyzing the relevant legal framework alongside questionnaire responses from thirty-eight respondents. It focuses on awareness of benefits, e-shram the registration the receipt of benefit and difficulties in accessing social security protection. This method seeks to connect the legal framework with the experiences reported by the respondents.

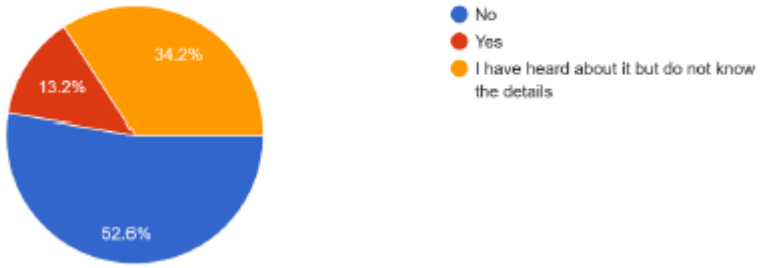


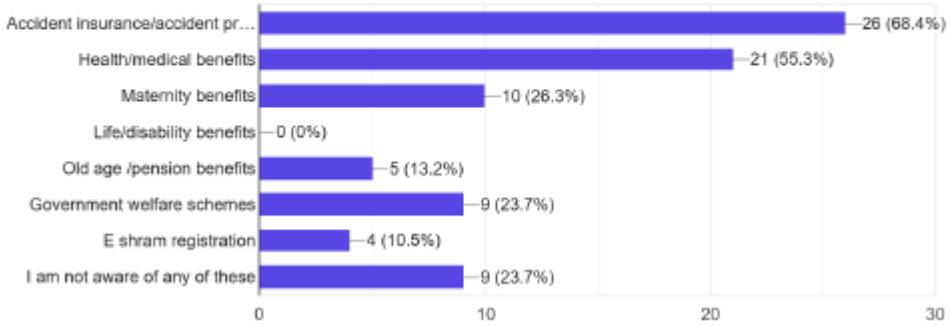
4.Before this survey, were you aware that gig/platform workers are covered under social-security provisions under Indian labour law?

38 responses



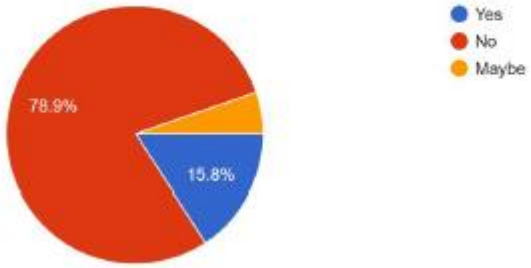

5.Which of the following social- security benefits are you aware ?

38 responses



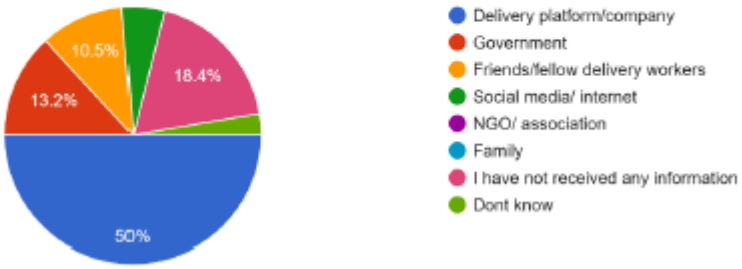

6.Have you heard about the e shram portal?

38 responses

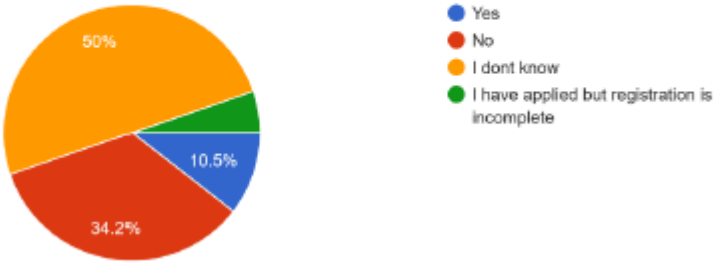



7.How did you first learn about social -security benefits or government schemes available to gig workers?

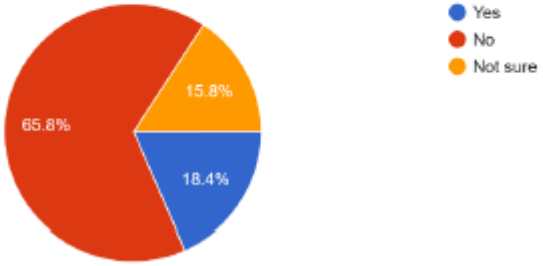
38 responses



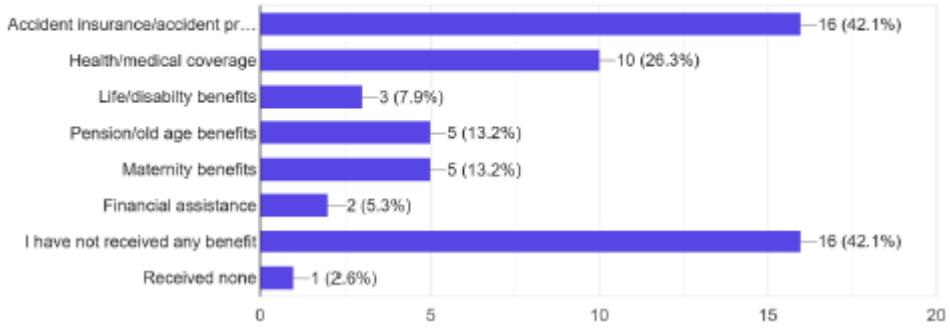
8.Are you currently registered under e-Shram or any government social-security scheme?
38 responses



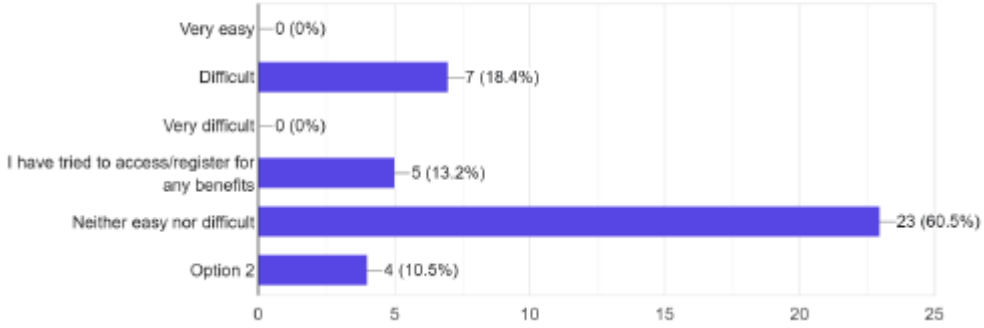

9.Have you ever received any social-security benefit through your platform or a government scheme?
38 responses




10.If Yes, which benefit(s) have you received?
38 responses

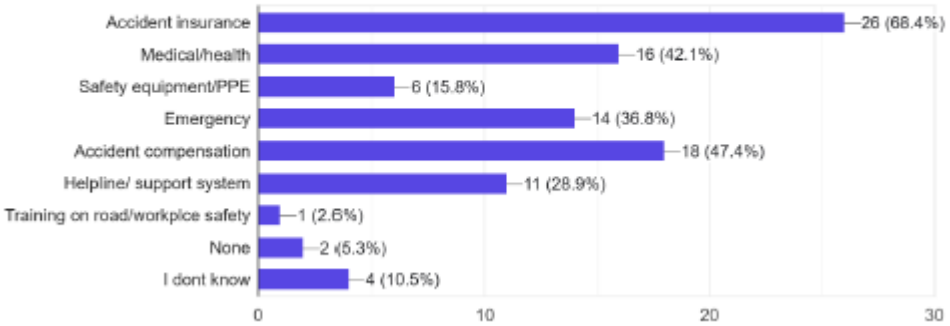



11.How easy or difficult was it for you to access/register for these benefits
38 responses



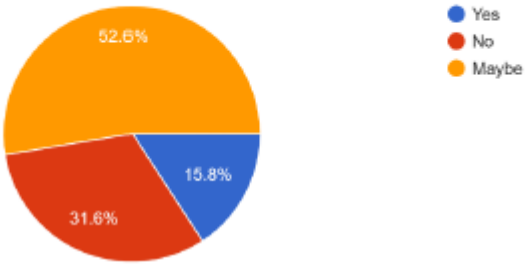
12.What safety measures or protections does your platform currently provide?

38 responses



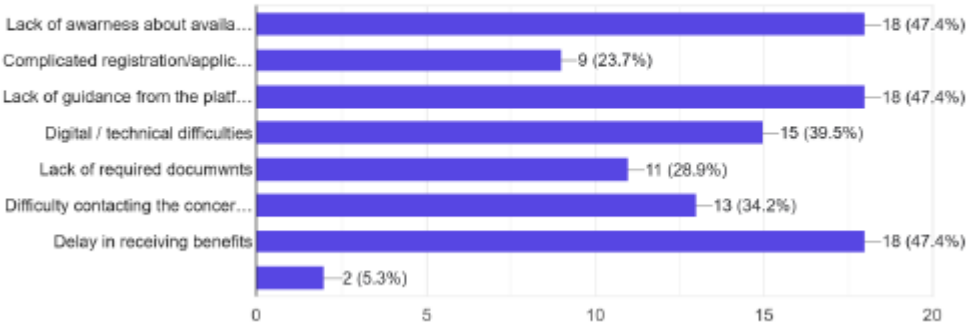

13.Have you ever faced any difficulty in obtaining social-security or safety-related benefits

38 responses



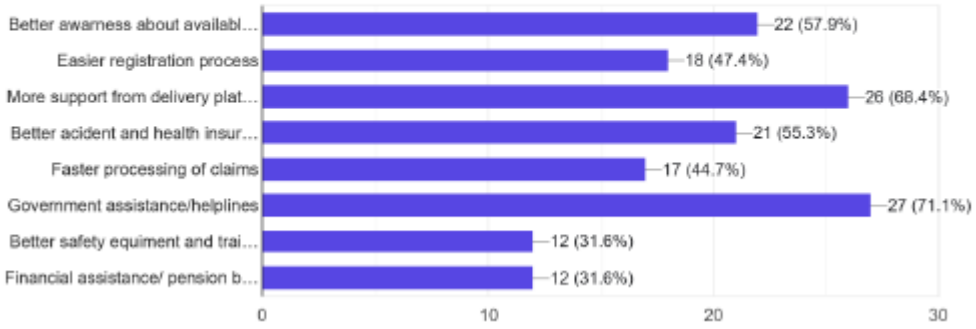

14.If YES, what were the main difficulties you faced

38 responses




In your opinion, what would most most improve social-security and safety protection for delivery workers?

38 responses



# 4. CHAPTER: IV - DATA ANAYSIS AND ANALYSIS

## 4.1 Age Group of the Respondents

The first question examined the age distribution of the thirty-eight respondents who participated in the survey. The results indicate that 55.3% of the respondents belonged to the 18–25 age group, while 26.3% were between 26 and 35 years of age. A further 10.5% belonged to the 36–45 age group, and 5.3% were above 45 years. The remaining 2.6% were below 18 years of age.

The findings indicate that the majority of respondents were young adults. This suggests that app-based delivery work provides an employment opportunity for individuals in the preliminary stages of their working lives. However, age alone does not determine a worker's awareness of or access to social-security benefits. It is therefore necessary to examine the responses relating to legal awareness, registration, and the receipt of benefits to understand the level of protection available to these workers.

## 4.2 Type of Delivery Platform

The second question examined the type of delivery platform for which the respondents worked. The results show that 76.3% of respondents were engaged in food delivery, while 15.8% worked in grocery delivery. E-commerce delivery accounted for 7.9% of the responses. No respondents selected the option indicating other types of delivery platforms.

The data reveals that food delivery workers formed the largest group in the survey. This is relevant because their work involves regular travel, time-bound deliveries, and exposure to road-related risks. These conditions make accident protection, health-related assistance, and financial security critical areas of concern. However, since food delivery workers formed the majority of the sample, the findings may reflect their experiences more strongly than those of workers in other delivery sectors.

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## 4.3 Duration of Employment as a Delivery Worker

The third question examined how long the respondents had been working as delivery workers. The results show that 47.4% worked for six months to one year. About 31.6% had from one to three years of experience and 15.8% had less than six months' experience. Only 5.3% reported working for between three and five years and none chose the category of more than five years. Most of the respondents had rather little experience of delivery work, the results indicate. A considerable proportion had been engaged in the occupation for less than one year. This means

that it is especially important that people know about the social-security provisions as the new entrants to the workforce may not know how to register, what benefits are available and how to seek help." Nevertheless, the survey does not establish that shorter work experience directly causes lower awareness.

### 4.4 Awareness of Social-Security Provisions under Indian Labour Law

The fourth question examined whether respondents knew that gig and platform workers were covered under social-security provisions in Indian labour law. The results show that 52.6% were not aware of this legal recognition. A further 34.2% had heard about it but did not know the details. Only 13.2% stated that they were aware of the relevant provisions.

The results reveal a massive knowledge gap in the legal framework. Most respondents were either unaware of this recognition, or they did not understand the specifics of this recognition, despite gig and platform workers being recognized under the Code on Social Security, 2020. This suggests that the existence of legal provisions does not necessarily ensure that workers know about them. Better communication of workers' rights and the conditions governing available benefits is therefore important.

### 4.5 Awareness of Different Social-Security Benefits

The fifth question examined the social-security benefits that respondents knew about. Since respondents could select more than one option, the percentages represent the proportion of respondents selecting each benefit and do not add up to 100%.

Accident insurance was the most recognized benefit, selected by 68.4% of respondents. Health or medical benefits were identified by 55.3%. Maternity benefits were selected by 26.3%, while government welfare schemes were identified by 23.7%. The same proportion, 23.7%, stated that they were not aware of the listed benefits. Old-age or pension benefits were recognized by 13.2%, while only 10.5% selected e-Shram registration. No respondent selected life or disability benefits.

The results suggest that respondents were more familiar with accident insurance and health-related benefits than with several other forms of social-security protection. Awareness of e-Shram registration and pension-related benefits is low, suggesting that the level of awareness may not be uniform across categories of protection. The fact that 23.7% reported no awareness of the listed benefits further highlights the need for accessible information about the range of social-security measures relevant to delivery workers.

### 4.6 Awareness of the e-Shram Portal

The sixth question examined whether respondents had heard about the e-Shram portal. The results show that 78.9% had not heard of it, while 15.8% stated that they had heard about it. The remaining 5.3% selected "Maybe."

The results indicate a significant unawareness of the e-Shram portal among the respondents. The portal is a major Government effort to bring unorganized workers under its fold and make them recipients of social security schemes. But just registering does not mean you are automatically eligible or will get all the benefits. Workers also need to know how to sign up and what rules apply to different schemes. The relatively low levels of awareness reported in this survey suggest that delivery workers may need more direct outreach and guidance to understand the portal and how it is relevant to them.

### 4.7 Information Sources on Social-Security Benefits

Question seven asked how respondents first learned about social-security benefits or government schemes available for gig workers. Delivery platforms or company was the source of information for half of respondents (50%). Government sources made up 13.2 percent, while 10.5 percent learned via friends or fellow delivery workers. A further 18.4% stated that they had not received any information. Approximately 5.3% selected social media or the internet, while 2.6% selected "Don't know." No respondents selected the NGO or association option or family as their source.

The findings indicated that delivery platforms were the most reported source of information among the respondents. It highlights the potential role of platform companies in spreading social-security information among workers. At the same time, 18.4% reported receiving no information at all. This suggests that existing communication may not be reaching every worker. Information should therefore be provided through several channels, including platforms, government outreach, worker associations, and accessible online resources, rather than relying on an only source.

### 4.8 Registration under e-Shram or Other Government Social-Security Schemes

The eighth question examined whether respondents were registered under e-Shram or another government social-security scheme. The results show that 50% did not know whether they were registered. A further 34.2% stated that they were not registered, while 10.5% reported being registered. The other 5.3% had started the registration process but not finished it.

The most important finding is that 50 percent of the respondents were not sure about their

registration status. This uncertainty may suggest a lack of information about the registration process, about whether someone has registered successfully, and about the difference between registering on a portal and being eligible for a specific benefit. The share who said they were not registered also raises questions about how far existing registration efforts have reached. These results support the need for simplified registration processes and available support for workers wanting to sign up.

### 4.9 Receipt of Social-Security Benefits

The ninth question examined whether respondents had received any social-security benefit through their delivery platform or a government scheme. The results show that 65.8% have not received any such benefit. Only 18.4% said they got a benefit and 15.8% said they did not know.

The results show that most of the respondents have not received social security benefits from the sources mentioned in the question. The share of those who were not sure also points to the possibility that some workers may be unclear about whether the assistance they receive is part of a formal social-security scheme. These findings reinforce the need to improve both awareness and access to benefits. But the survey does not tell us if the non-receipt was due to ineligibility, failure to register, lack of awareness or difficulties in the application process.

### 4.10 Types of Social-Security Benefits Received

The tenth question examined the types of benefits respondents reported receiving. There were diverse options. Accident insurance was selected by 42.1%, while health or medical benefits were selected by 26.3%. Pension or old-age benefits and maternity benefits were each selected by 13.2%. Life or disability benefits were selected by 7.9%, and financial assistance was selected by 5.3%. In addition, 42.1% selected the option indicating that they had not received any benefits, while 2.6% selected “Received none.”

The results suggest that accident insurance was the most commonly reported type of benefit among the listed categories. Health or medical assistance was the next most frequently selected benefit. At the same time, a substantial proportion reported receiving no benefits.

This indicates that access to social-security protection may vary among respondents and across benefit categories.

The responses should be interpreted carefully because this was a multiple-selection question, and the options relating to non-receipt may overlap. The results should not be treated as mutually exclusive categories or used to calculate a single total number of beneficiaries.

### 4.11 Ease or Difficulty of Accessing and Registering for Benefits

The eleventh question examined how easy or difficult respondents found it to access or register for social-security benefits. The largest group, 60.5%, selected "Neither easy nor difficult." A further 18.4% reported that the process was difficult, while 13.2% indicated that they had tried to access or register for benefits but had not completed the process. Another 10.5% selected an option labelled "Option 2" in the chart. No respondents selected "Very easy" or "Very difficult."

The findings show that most respondents did not describe the process as either easy or difficult. Yet responses that indicate difficulty and incomplete attempts suggest barriers to access or registration for benefits for some workers. The absence of responses in the "Very easy" category may also be a reflection that the process is not perceived as particularly easy by respondents.

The chart contains an unclear response category labelled "Option 2". This category should be checked against the original questionnaire before the final submission, as its meaning cannot be established from the chart alone. The results nevertheless highlight the importance of clear instructions and practical assistance during registration and benefit claims.

### 4.12 Safety Measures and Safeguards of Delivery Platforms

The twelfth question was about the safety measures or protections that respondents said they received from their delivery platforms: 68.4% of respondents selected accident insurance, and 47.4% recognized accident compensation. 42.1% chose medical or health support, and 36.8% chose emergency support. Safety equipment was chosen by 15.8% and helpline or support services by 28.9%. A small proportion, 2.6%, identified road-safety training. Meanwhile, 5.3% selected "None," and 10.5% stated that they did not know.

The results suggest that accident insurance was the most frequently reported form of platform-related protection. Accident compensation and medical or health support were also identified by a considerable proportion of respondents. Conversely, safety equipment and road-safety training were reported less often.

The results imply that respondents were aware of some types of protection but had varying levels of support depending on the category. The low percentage selecting road-safety training may point to an area that requires further attention. Since the survey records respondents' perceptions, the results should not be taken as independent verification of the exact insurance coverage or benefits offered by each platform.

### 4.13 Difficulties in Obtaining Social-Security or Safety-Related Benefits

The thirteenth question examined whether respondents had faced difficulties in obtaining social-security or safety-related benefits. The results show that 52.6% selected "Maybe," while 31.6% stated that they had not faced difficulties. Only 15.8% clearly answered "Yes."

One important finding is the high proportion of "Maybe" answers. This would mean that many of the respondents were unsure if the problems that they faced were difficulties in accessing social security or safety-related benefits. The survey does not establish a direct relationship between these factors, but this uncertainty may be due to limited knowledge of the schemes available or unclear procedures.

The answers also indicate that less than one fifth of the respondents explicitly mentioned that they experience difficulties. So, it would be wrong to say that a majority have certainly encountered such problems. Rather, the findings suggest uncertainty among respondents and support the need for clearer information on benefit eligibility, how to apply, and what assistance is available.

### 4.14 Main Difficulties Faced While Accessing Benefits

The fourteenth question examined the specific difficulties respondents faced while trying to obtain social-security or safety-related benefits. Multiple options were available. Lack of awareness, lack of guidance and delays in receiving benefits were each selected by 47.4% of respondents. Digital or technical barriers were reported by 39.5%, while difficulty contacting the relevant support service was selected by 34.2%. Lack of required documents was identified by 28.9%, and complicated registration procedures by 23.7%. A further 5.3% selected the final category shown in the chart, although its label is not fully visible.

The findings identify three prominent concerns: lack of awareness, lack of guidance and delays in receiving benefits. Each was selected by nearly half of the respondents. The results indicate that access problems may not be due solely to the registration process itself, but also to poor information and difficulty in receiving assistance after applying.

- A sizable number of respondents also mentioned digital or technical barriers. This shows the importance of having registration facilities available, and of helping workers who are having problems with online systems. Feedback on documentation and contact with support services also indicates that workers may need practical guidance in the course of the application and claims process.

Overall, the results indicate that improving social-security accessibility requires more than the formal availability of schemes. Clear information, timely processing, responsive support

systems, and straightforward procedures are also important.

### 4.15 Measures to Improve Social Security and Safety Protection

The final question visible in the screenshots provided asked respondents what would most improve social-security and safety protection for delivery workers. The chart permitted multiple selections. Government assistance was selected by 71.1% of respondents, making it the most frequently identified measure. More support from delivery platforms was selected by 68.4%, while better awareness was selected by 57.9%. Better accident assistance or insurance was selected by 55.3%, and easier registration by 47.4%. Faster processing of benefits was selected by 44.7%. Better safety equipment and financial assistance were each selected by 31.6%.

The results provide fanatical support for a combination of government support and increased engagement by delivery platforms. This high percentage in favor of better awareness also indicates the worries identified in the earlier questions. Likewise, the desire for easier registration and faster processing is consistent with respondents' reported difficulties in obtaining benefits.

The results suggest that respondents see social-security protection as a shared responsibility of government authorities and platform companies. Government support can help to widen the reach of welfare schemes and platform support can help workers understand the benefits available and access relevant procedures. Measures such as better accident protection, simpler registration and timely processing may further improve the practical accessibility of social-security benefits.

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### 4.16 Overall Analysis of Findings

The analysis of the thirty-eight responses reveals several important patterns concerning social-security awareness and accessibility among app-based delivery workers.

First, awareness of the legal framework remains limited. More than half of the respondents were unaware that gig and platform workers were covered under social-security provisions in Indian labour law, while a further proportion had heard about the provisions but did not know the details. Awareness of e-Shram portal was especially low with 78.9% reporting that they had not heard of it.

Second, responses indicated that uncertainty about registration was a prominent theme. Half of the respondents were unsure if they were registered under e-Shram or any other government social-security scheme. This requires improved registration data and the verification of

enrollment.

Third, the receipt of benefits appeared limited within the surveyed group. A majority reported that they had not received social-security benefits through their platform or a government scheme. Accident insurance and health-related assistance were among the benefits most frequently identified, but the responses also showed that many workers had not received any listed benefits.

Fourth, respondents identified practical difficulties that may affect access to social-security protection. Lack of awareness, lack of guidance and delays in receiving benefits were big concerns. Other issues cited included digital or technical barriers, difficulty accessing support services and the need for documentation.

Lastly, respondents showed dedicated support for better government assistance, increased platform support, and better awareness. Their responses suggest that improving social-security protection means looking at both the legal framework and the practical steps by which workers learn about, register for and claim benefits.

Taken together, the findings indicate a possible gap between the legal recognition of gig and platform workers and their practical awareness of and access to social-security protection.

However, the study is based on only thirty-eight respondents and should not be treated as representative of all app-based delivery workers in India. The results are most appropriately understood on account of the experiences and views of the surveyed group.

# 5 CHAPTER: V - LEGAL FRAMEWORK

## 5.1 Legal recognition of GIG and platform workers in India

The rise of the app-based services has created various forms of work that do not always follow the traditional employer employee relationship. Delivery workers working through platforms such as food delivery and grocery delivery applications are an important part of this changing workforce. Their employment arrangements have had concerns about access to social security and the responsibility of platforms to workers.

The CODE ON SOCIAL SECURITY 2020 is an important development in addressing these concerns. It formally recognizes the GIG workers and platform workers and provides a structure for introducing social security schemes for them. The code came into force on 21 November 2025, bringing its provision into the current legal framework.

But still recognition under the law does not mean that every worker automatically receives every benefit. Access depends on the available schemes for them. THEREFORE, IT IS

IMPORATNT TO EXAMINE THE RELEVANT PROVISIONS AND UNDERSTAND HOW THEY RELATE TO AWARENESS AND ACCESSIBILITY ISSUES EXPLORED IN THIS STUDY.

## 5.2 RELEVANT PROVISION OF THE CODE ON SOCIAL SECURITY,2020

The code on social security, 2020 recognizes the gig and platform workers as one separate category and provides them with a structure for extending their social security protection. The below said provisions are particularly relevant to this study.

### 5.2.1 SECTION 2(35)-GIG WORKERS

This section defines the gig worker as a person who does work or participates in a work arrangement and earns from activities outside a traditional workspace. This is relevant to the app-based delivery workers whose working arrangements differ from conventional employment.

### 5.2.2 SECTION 2(61)- Platform workers

This section defines a platform workapp-baseperson who is engaged in work through an online platform outside the usual traditional one. This provision is particularly relevant to delivery workers who receive and complete orders through mobile applications.

### 5.2.3 SECTION 109- social security schemes

This section provides the framing of social security for the unorganized workers which includes the gig and platform workers as well, in accordance with the relevant provisions. These schemes may cover areas and address issues such as life and disability, accident insurance, health and maternity benefit and old age protection.

### 5.2.4 section 113-Registration for unorganized workers

This deals with the registration process for the unorganized workers including eligible gig and platform workers which is subject to the applicable requirements. This is important because it helps in identifying workers and their access to proper social security schemes. However, registration alone does not guarantee that a worker will receive every benefit.

### 5.2.5 Section 114 -Schemes for Gig workers and platform workers

This has been added recently and empowers the central government to frame and notify social security schemes for gig and platform workers. It also lists the role of aggregators in contributing towards these social security measures, subject to the statutory requirements.

These provisions show that the Indian law has taken steps towards recognizing the gig workers within the social security structure. However, their practical effectiveness is limited. This makes awareness and accessibility important aspects of the present study.

### 5.3 Role of e-shram portal

The e-Shram portal was first brought in by the ministry of labour and employment to create national database of unorganized workers and allow access to social security schemes. Registration helps to maintain the workers' details and can support the delivery of welfare benefits under the applicable schemes.

For app-based delivery workers, Awareness of the e-Shram is especially important they may not know whether they are eligible or not or how it exactly works. But registration on the portal does not automatically guarantee eligibility or receipt for every social security benefit.

Therefore, examining workers' awareness of e-shram and their status helps us in identifying the accessibility of social security protection. The present study considers these aspects.

### 5.4 Challenges in the existing legal framework

Although the code on social security 2020 recognizes gig and platform workers, several obstacles may affect the effective implementation of social security protection.

Lack Of Awareness; Workers may not have adequate information about the available schemes, eligibility, or the procedures for claiming benefits.

Registration difficulties: workers may face tough situations in understanding the registration procedures or identifying the appropriate platform or government through which to access benefits.

Implementation gaps: just because the legal provisions are there it does not necessarily ensure that benefits will reach every eligible worker. Effective implementation requires clean procedures, appropriate schemes and coordination between the government and aggregators.

Limited clarity regarding protection: Questions regarding the responsibilities of platforms and the extent of protection available to workers under different schemes.

Occupational risks: Delivery workers often face road accidents, health risks, and income uncertainty. These concerns make accessibility important. CRITICAL ANALYSIS

The Code on social security,2020 is a crucial step towards recognizing the social security needs of gig and platform workers in India. By acknowledging these workers within the legal framework, it creates a basis for extending social security protection to individuals who are involved in app-based work.

However, the effectiveness of the law depends not only on its provisions but also on how they are implemented. Delivery workers may be unaware of available schemes or may find it difficult to understand registration procedures and eligibility requirements.

The primary focus is whether legal recognition translates into actual protection. This research

explores this question by analyzing the legal framework and survey answers provided by thirty-eight respondents. These findings can assist in assessing the degree to which awareness and access issues are evident in the data gathered, while at the same time recognizing that there are various challenges that different delivery employees face.

This type of protection (such as dental) is especially critical for those who are without adequate social security.

The difference between being able to identify workers as defined by law and identifying workers is what these issues represent.

# 6 CHAPTER: VI - SUGGESTIONS AND CONCLUSION

## 6.1 LIMITATIONS OF THE STUDY

THERE ARE SOME LIMITATIONS FOUND WHILE studying the findings.

Limited sample size: The study only covers thirty-eight respondents, so it does not cover all the app-based delivery drivers in India.

1. Self-reported information:

   The data was the answers provided by the respondents alone and was not verified properly. it was not independently checked.

2. Limited scope:

   The paper discusses about the e shram registration, accessing protection, receipt of the benefits. It did not give a whole assessment of the implementation of all the social security schemes.

3. Variation in individual experience

   Workers may have different experiences and difficulties depending on the platform they work with, their location and their length of service over there.

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## 6.2 SUGGESTIONS

Based on the analysis and the scope of the study. The below said suggestions may help to improve the social security protection for app-based delivery workers.

1. Improve awareness:

   The most essential one. The awareness plays a huge role in earning benefit from the workers as the majority of the workers are unaware of their basic rights. platforms can use their applications messages and workers support to guide and shares information.

2. Simplify registration:

   Not all are technical genius's process needs to be clear, easy and in a way understandable by all. Workers should receive clear information regarding the steps involved and document required.

3. Increase awareness of e-shram.

   Workers should be well aware and informed about the purpose of e-shram, registration process and procedures. They should also be aware that mere registration alone will not provide them with the benefit.

4. Strengthening platform support:

   Delivery platforms should provide space for questions regarding accident assistance, insurance, and other applicable benefits. Workers should be able to understand the process of raising a claim and tracking its progress.

5. Improve delivery benefits:

   Delays and unclear procedures can discourage workers from seeking assistance. Applications and claims should be processed efficiently with clear communication about their status.

6. Strengthening accident and health protection:

   Since delivery work involves regular travelling and road-related risks, effective accident assistance and access to applicable and related benefits are especially important. Workers should receive clear information regarding the coverage available to them and conditions for claiming it.

7. Review implementations

   Regularly: government authorities should periodically assess whether eligible workers can access the schemes intended for them. Feedback and reviews from the workers can help in identifying the gaps in awareness, registration, and benefit delivery.

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### 6.3 Conclusion

The app-based delivery workers play a key role in Indias economic development. But the nature of their work causes them risks relating to road safety, health, and financial security. Social security protection is therefore an important concern for this group of workers.

The code on social security 2020 provides a legal structure for recognizing the gig and platform workers and developing social security schemes for them. However, the existence of legal provisions does not alone ensure that workers know about the available benefits or can access them without difficulty.

This paper views and examines this issue through legal analysis and questionnaire from the respondents. The research focuses on awareness of social security benefits, knowledge of the e-shram portal, registration, and reported difficulties in gaining protection. Since there is limited sample, the findings should be understood as insights into the experience of the respondents rather than conclusion about every delivery worker in India.

This study highlights the importance of connecting legal recognition with practical access. Clear information, simpler registration, and reported difficulties in accessing the protection and timely delivery of the required benefits can strengthen the social security protection. Ultimately, the effectiveness of the legal structure depends not only on the provisions it contains, but also on whether eligible workers can understand and use the protection available to them.

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