



INTERNATIONAL LAW
JOURNAL

**WHITE BLACK
LEGAL LAW
JOURNAL**
**ISSN: 2581-
8503**

Peer - Reviewed & Refereed Journal

The Law Journal strives to provide a platform for discussion of International as well as National Developments in the Field of Law.

WWW.WHITEBLACKLEGAL.CO.IN

DISCLAIMER

No part of this publication may be reproduced, stored, transmitted, translated, or distributed in any form or by any means—whether electronic, mechanical, photocopying, recording, scanning, or otherwise—without the prior written permission of the Editor-in-Chief of *White Black Legal – The Law Journal*.

All copyrights in the articles published in this journal vest with *White Black Legal – The Law Journal*, unless otherwise expressly stated. Authors are solely responsible for the originality, authenticity, accuracy, and legality of the content submitted and published.

The views, opinions, interpretations, and conclusions expressed in the articles are exclusively those of the respective authors. They do not represent or reflect the views of the Editorial Board, Editors, Reviewers, Advisors, Publisher, or Management of *White Black Legal*.

While reasonable efforts are made to ensure academic quality and accuracy through editorial and peer-review processes, *White Black Legal* makes no representations or warranties, express or implied, regarding the completeness, accuracy, reliability, or suitability of the content published. The journal shall not be liable for any errors, omissions, inaccuracies, or consequences arising from the use, interpretation, or reliance upon the information contained in this publication.

The content published in this journal is intended solely for academic and informational purposes and shall not be construed as legal advice, professional advice, or legal opinion. *White Black Legal* expressly disclaims all liability for any loss, damage, claim, or legal consequence arising directly or indirectly from the use of any material published herein.

ABOUT WHITE BLACK LEGAL

White Black Legal – The Law Journal is an open-access, peer-reviewed, and refereed legal journal established to provide a scholarly platform for the examination and discussion of contemporary legal issues. The journal is dedicated to encouraging rigorous legal research, critical analysis, and informed academic discourse across diverse fields of law.

The journal invites contributions from law students, researchers, academicians, legal practitioners, and policy scholars. By facilitating engagement between emerging scholars and experienced legal professionals, *White Black Legal* seeks to bridge theoretical legal research with practical, institutional, and societal perspectives.

In a rapidly evolving social, economic, and technological environment, the journal endeavours to examine the changing role of law and its impact on governance, justice systems, and society. *White Black Legal* remains committed to academic integrity, ethical research practices, and the dissemination of accessible legal scholarship to a global readership.

AIM & SCOPE

The aim of *White Black Legal – The Law Journal* is to promote excellence in legal research and to provide a credible academic forum for the analysis, discussion, and advancement of contemporary legal issues. The journal encourages original, analytical, and well-researched contributions that add substantive value to legal scholarship.

The journal publishes scholarly works examining doctrinal, theoretical, empirical, and interdisciplinary perspectives of law. Submissions are welcomed from academicians, legal professionals, researchers, scholars, and students who demonstrate intellectual rigour, analytical clarity, and relevance to current legal and policy developments.

The scope of the journal includes, but is not limited to:

- Constitutional and Administrative Law
- Criminal Law and Criminal Justice
- Corporate, Commercial, and Business Laws
- Intellectual Property and Technology Law
- International Law and Human Rights
- Environmental and Sustainable Development Law
- Cyber Law, Artificial Intelligence, and Emerging Technologies
- Family Law, Labour Law, and Social Justice Studies

The journal accepts original research articles, case comments, legislative and policy analyses, book reviews, and interdisciplinary studies addressing legal issues at national and international levels. All submissions are subject to a rigorous double-blind peer-review process to ensure academic quality, originality, and relevance.

Through its publications, *White Black Legal – The Law Journal* seeks to foster critical legal thinking and contribute to the development of law as an instrument of justice, governance, and social progress, while expressly disclaiming responsibility for the application or misuse of published content.

LEGAL AWARENESS AMONG PLATFORM WORKERS IN INDIA: AN EMPIRICAL AND SURVEY-BASED STUDY OF LABOUR RIGHTS, SOCIAL SECURITY, AND GOVERNMENT WELFARE MEASURES

AUTHORED BY - TRISHA KALAS & SANIKA BHOYE

1) Abstract

This paper studies awareness of gig and platform workers about their status, welfare benefits, and registration in the e-Shram portal, which was launched by the Government to register and link workers with various welfare benefits. It also examines the role of platforms in disseminating information to these workers about their benefits. The study finds that many workers in different apps engaged in delivery, ride-hailing, home services, or other platforms and gig jobs, are not aware of their recognition as gig and platform workers in the Code on Social Security, 2020; of their entitlement to social security benefits, or of various other government schemes and how to avail of them. The paper emphasises the disconnect between the social protections provided to workers in the platform economy on the one hand and the level of awareness about these measures on the other.

While recognising gig and platform workers in the Code on Social Security, 2020 and making certain provisions for their social security and welfare, are important in themselves, they alone may not ensure effective access to social security benefits to gig and platform workers who work long hours, in risky employment, and for irregular incomes. To improve access to social security benefits and schemes, it is critical that the Government and the platforms work together to improve workers' awareness of their social security entitlements, facilitate registration, communicate in simple language including the local/regional language, and improve grievance redressal mechanisms.

Keywords: Platform Workers; Gig Economy; Code on Social Security, 2020; e-Shram; Labour Codes; Legal Awareness.

2) Introduction

The nature of employment has undergone significant transformation with the expansion of digital technologies and online platforms that connect workers with consumers and businesses. India's fast commerce companies have together surpassed 9.5 million daily orders, with the six largest platforms driving the milestone. According to data from Datum Intelligence, Blinkit continued to top the market with 3.4 million-3.6 million daily orders, followed by Zepto at 2.4 million-2.6 million and Swiggy Instamart at 1.3 million-1.45 million. Over a million orders were placed per day on Flipkart Minutes, 600,000-700,000 on Amazon Now, and 500,000-600,000 on BigBasket.¹

According to World Bank estimates, online platforms alone may currently employ 435 million active workers, or approximately 12.5% of the global workforce. And by 2030, this amount might rise to more than one billion jobs.² In contrast to traditional employment, the gig economy gives workers the freedom to decide when, where, and how much they work instead of being bound by long-term contracts for full-time jobs. Thus, the gig economy has grown in parallel with technology developments, particularly the expansion of online platforms that make it simple for people to interact with possible clients or employers.³

Another crucial change has come in the form of Code on Social Security, 2020. This is especially relevant as the four Labour Codes were implemented on 21st November 2025. Now there is not only a proposed law for social security for platform and gig workers but an actual statutory law.⁴ Access to social security however, does not automatically mean access to the benefits of social security. The necessity of informing platform employees about social security benefits and e-Shram portal registration has been recognised by the Ministry of Labour and Employment. In March 2025, the Ministry had asked the platform aggregators to inform

¹ India's Quick Commerce Market Hits 9.5 Million Orders a Day, Indian Television Dot Com (Aug. 17, 2026), available at <https://indiantelevision.com/iworld/indias-quick-commerce-market-hits-9-5-million-orders-a-day/> (last visited Aug. 18, 2026).

² Shobhit S., *Platform Power and the Future of Work: Labour Frontiers in the Cross-Border Digital Economy*, Transnational Institute (Aug. 1, 2025), available at <https://www.tni.org/en/article/platform-power-and-the-future-of-work> (last visited Aug. 18 2026).

³ Norhayati Omar & Rossilah Jamil, *The Shift from Traditional Jobs to Gig Work: Rethinking Career Development in a Flexible Economy*, 9 Int'l J. Rsch. & Innovation in Soc. Sci. 4936 (2025), available at <https://rsisinternational.org/journals/ijriss/articles/the-shift-from-traditional-jobs-to-gig-work-rethinking-career-development-in-a-flexible-economy/> (last visited Aug. 18, 2026).

⁴ Ministry of Labour & Employment, Social Security for Unorganised Workers, Press Information Bureau, Government of India (Dec. 18, 2025), available at <https://www.pib.gov.in/PressReleasePage.aspx?PRID=2206144®=3&lang=2> (last visited Aug. 18, 2026).

platform workers about registration on e-Shram and help them register.⁵

In this context, this study explores if legal recognition has been sufficient to generate legal awareness among platform workers. Further, this study aims to understand to what extent platform workers in India are aware of their legal recognition, social-security provisions and government schemes of social security. Moreover, this study will also explore how the difference between legal recognition and legal awareness can inform on the effectiveness of the current system.

Against this background, this paper examines whether formal legal recognition has translated into adequate legal awareness among platform workers. The key research question is: What is the extent to which platform workers in India are aware of their statutory recognition, social-security entitlements, and government welfare mechanisms, and what does the discrepancy between legal recognition and actual awareness indicate about the efficacy of the current framework?

This study aims to explore that despite significant advancements in legal recognition of platform and gig workers, and social-security provisions in India, legal recognition is not sufficient if the workers are unaware of the schemes and the manner in which they can access the social security provided under these schemes. This study thus combines doctrinal research and an empirical study of awareness among platform workers to explore what the law has provided and if platform workers who are covered by the scheme are aware of the same.

3) Conceptual Framework of Platform Work

The term “platform worker” broadly refers to an individual who undertakes work through a digital platform that connects them with persons or organisations seeking particular services. Common examples include workers engaged through platforms such as Uber, Ola and Zomato. The Code on Social Security, 2020 formally defines a platform worker as a “*person engaged in or undertaking platform work*.”⁶ This definition must be understood alongside the concept of “platform work” under the Code. Platform work refers to work arrangements facilitated

⁵ Ministry of Labour & Emp., *Ministry of Labour and Employment Urges Platform Workers to Register on e-Shram Portal for Formal Recognition and Access to AB-PMJAY Benefits* (Mar. 8, 2025, 3:18 PM), available at <https://www.labour.gov.in/static/uploads/2025/06/b707bdfedfb5ca8a94d20270c9fbfbdbd.pdf> (last visited Aug. 18, 2026).

⁶ The Code on Social Security, 2020, No. 36 of 2020, § 2(61).

through an online platform where the relationship does not fall within the conventional employer-employee framework, and where services or solutions are provided in return for payment. The definition also covers other activities that may subsequently be notified by the Central Government.^{7 8}

The categories of “gig workers” and “platform workers” were added to the legal framework governing social security in India under the Code on Social Security, 2020. A gig worker is defined generally under Section 2(35) as an individual who engages in work or participates in work arrangements and earns money from such activities without being in a traditional employer-employee relationship.⁹ Platform workers are not the same as gig workers, even if they belong to the larger category. While gig workers may do tasks without using a digital platform, platform workers carry out such tasks via an online platform.¹⁰ For example, a private teacher who gets students through personal recommendations instead of an internet tutoring platform would be considered a gig worker.

Typically, platform work is defined by the use of an online platform to provide paid services. To plan and carry out specific services or tasks, there are generally three main players: the platform, the customer who requests the service and the worker. The job can be broken down into specific assignments and workers may be given tasks according to this division. The other big advantage is that services can be accessed at any time, because the platform matches the availability of workers to demand.¹¹

The Telangana Gig and Platform Workers Union (TGPWU) impact evaluation report of 13 August 2025 highlighted systemic issues faced by gig and platform workers in India during 2024. These include wage theft, arbitrary deactivations, poor workplace safety, lack of social security protections, and unfair pay structures.¹² Platforms are criticised for having opaque

⁷ The Code on Social Security, 2020, No. 36 of 2020, § 2(60)

⁸ Rudra Srivastava & Aman Gupta, *Gig Workers and Platform Workers: The Code on Social Security 2020*, Singhanian & Partners (Feb. 8, 2021), available at <https://singhanian.in/blog/gig-workers-and-platform-workers-the-code-on-social-security-2020> (last visited Aug. 18, 2026).

⁹ The Code on Social Security, 2020, No. 36 of 2020, § 2(35)

¹⁰ King Stubb & Kasiva, *Gig Economy & Platform Workers: Complete Employer Guide* (Feb. 2026), available at <https://ksandk.com/employment-law/guides/gig-economy/> (last visited Aug. 18, 2026).

¹¹ UNESCO-UNEVOC, *Platform Work*, TVETipedia Glossary, available at, <https://connect.unevoc.unesco.org/home/TVETipedia+Glossary/lang=e/show=term/term=Platform+work> (last visited Aug. 18, 2026).

¹² Business & Human Rights Centre, *India: Union's Report Highlights Gig and Platform Workers' Struggles with Wage Theft, Unfair Deactivations, Lack of Social Security & Unsafe Working Conditions* (Aug. 13, 2025),

algorithms, imposing excessive control over their workers through “ratings-based reputation systems”, assigning “disproportionate power” to customers over workers, and causing significant risk to workers who are unfairly penalised based on customer feedback.¹³

4) Evolution of Labour Law and the Gig Economy

India's old labour law framework was mainly designed for traditional types of employment and work places. The Factories Act, 1948, and the Employees' Provident Funds and Miscellaneous Provisions Act, 1952, were largely used by the traditional employment structure.¹⁴ This meant that workers in the newer types of work, independent contractors, delivery drivers and app-based drivers didn't fit neatly into the existing regulatory framework. Prior to the enactment of specific regulations for gig and platform workers, there had thus been no recognition of the particular circumstances of gig and platform workers under central labour laws.¹⁵

This position was fundamentally altered by the passage of four labour codes - Code on Wages, 2019; Industrial Relations Code, 2020; Code on Social Security, 2020; Occupational Safety, Health and Working Conditions Code, 2020, which amalgamated and reformed the existing labour laws in India. These codes were adopted between 2019 and 2020, but they took effect on 21st November, 2025.¹⁶ The Code on Social Security, 2020, which legally merges legislative definitions of “gig worker” and “platform worker”, is of particular relevance to gig workers and platform workers. This is a major step forward in the legal recognition of these categories of workers, the Ministry of Labour and Employment said.¹⁷

available at <https://www.business-humanrights.org/en/latest-news/india-unions-report-highlights-gig-and-platform-workers-struggles-with-wage-theft-unfair-deactivations-lack-of-social-security-unsafe-working-conditions/> (last visited Aug. 19, 2026).

¹³ NITI Aayog, *India's Booming Gig and Platform Economy: Perspectives and Recommendations on the Future of Work* (June 2022) at page 34, available at https://www.niti.gov.in/sites/default/files/2023-02/25th_June_Final_Report_27062022.pdf (last visited Aug. 19, 2026).

¹⁴ Core Integra Consulting Services Ltd., *Gig Economy and Labour Law: How India's Regulatory Framework Is Catching Up with Platform Workers*, LinkedIn (May 11, 2026), available at <https://www.linkedin.com/pulse/gig-economy-labour-law-how-indias-regulatory-gip8c/> (last visited Aug. 19, 2026).

¹⁵ Ganga Rath & Chirayu Sharma, *Gig Workers Are Exploited Across India; Minimum National Protections Could Ease Their Burden*, The Wire (June 22, 2026), available at <https://m.thewire.in/article/labour/gig-workers-are-exploited-across-india-minimum-national-protections-could-ease-their-burden/amp> (last visited Aug. 19, 2026).

¹⁶ Ministry of Labour & Emp., *Government Makes the Four Labour Codes Effective to Simplify and Streamline Labour Laws*, Press Information Bureau, Government of India (Nov. 21, 2025), available at <https://www.pib.gov.in/PressReleasePage.aspx?PRID=2192463®=48&lang=2> (last visited Aug. 19, 2026).

¹⁷ Ministry of Labour & Employment, *Social Security Measures for Gig and Platform Workers*, Press Information Bureau, Government of India (Dec. 4, 2025), available at <https://www.pib.gov.in/PressReleasePage.aspx?PRID=2198746®=3&lang=1> (last visited Aug. 19, 2026).

By creating these statutory categories, the Codes acknowledged for the first time that millions of workers in the gig economy deserve social security and welfare coverage. Thus, the 2020 Codes mark a turning point: they subsume 29 older central labour laws into a unified framework and lay the basis for extending labour rights and welfare schemes to workers previously classified as “unorganised”.¹⁸

The legal development, however, should not be understood as establishing that platform workers automatically receive every statutory benefit available to conventional employees.¹⁹ Instead, the Social Security Code, 2020 provides for specific schemes and mechanisms, such as a dedicated Social Security Fund funded by aggregator contributions and government-notified welfare schemes, through which social-security benefits may be extended to gig and platform workers.²⁰

5) Legal Framework Governing Platform Workers in India

i) Code on Social Security, 2020

The Code on Social Security, 2020 is the principal law that governs the social security regime for platform workers. As before, the relevant definitions can be found in Section 2: Section 2(35) defines “gig worker”, Section 2(60) defines “platform work” and Section 2(61) defines who is a “platform worker.

Section 113 lays down the framework for platform workers, gig workers and unorganised workers. Such registration is important for the identification of these groups of workers, for extending statutory benefits to them and for bringing them within the formal social security system. The provision further connects registration to access to social security schemes by stating that a registered unorganised worker, gig worker or platform worker may avail the benefits provided under the scheme developed under the applicable chapter.²¹

Section 114 empowers the Central Government to formulate and notify social security schemes for gig workers and platform workers. These may include a variety of social

¹⁸ Supra Note 16.

¹⁹ Nitesh Latwal, *India's Gig Economy and the Social Security Code: Progress, Paradoxes, and the Road Ahead*, Corporate Professionals (Jan. 21, 2026), available at <https://www.corporateprofessionals.com/articles/indias-gig-economy-and-the-social-security-code-progress-paradoxes-and-the-road-ahead/> (last visited Aug. 19, 2026).

²⁰ Press Information Bureau, *Labour Reforms: Formalising and Safeguarding India's Gig & Platform Workforce*, Government of India (Dec. 9, 2025), available at <https://www.pib.gov.in/FactsheetDetails.aspx?Id=150554®=3&lang=1> (last visited Aug. 19, 2026).

²¹ The Code on Social Security, 2020, No. 36 of 2020, § 113.

security benefits such as accident insurance at work, health and maternity benefits, old age security, crèche facilities and death and disability.²²

The Code also contemplates financing mechanisms for schemes concerning gig and platform workers. The Ministry of Labour and Employment has explained that contributions from aggregators may constitute one source of funding for the Social Security Fund, with the contribution prescribed between 1% and 2% of annual turnover subject to the statutory ceiling.²³ Thus, the Code contemplates participation by aggregators and government authorities in financing and implementing social-security mechanisms.

ii) e-Shram Portal

The registration structure of the e-Shram portal covers gig and platform workers and serves as the National Database of Unorganised Workers of the Government of India.²⁴ The portal has been set up by the Ministry of Labour and Employment to identify unorganised workers and to make it convenient for them to take benefits of welfare and social security schemes. Its broader goals are to keep a centralised database of employees, enhance the delivery of social security services, link qualified workers to relevant welfare programs, and transfer benefits.²⁵ In addition, the portal provides a specific registration category for persons wishing to register as “New Platform Workers”.²⁶



²² The Code on Social Security, 2020, No. 36 of 2020, § 114.

²³ Ministry of Labour & Employment, *Social Security for Unorganised Workers*, Press Information Bureau, Government of India (Aug. 3, 2023), available at <https://www.pib.gov.in/PressReleaseIframePage.aspx?PRID=1945511®=48&lang=2> (last visited Aug. 19, 2026).

²⁴ Ministry of Labour & Employment, *About e-Shram Portal*, Government of India, available at <https://eshram.gov.in/about-e-shram-portal?utm> (last visited Aug. 19, 2026).

²⁵ Ministry of Labour & Employment, *Objectives of e-Shram Portal*, Government of India, available at <https://eshram.gov.in/e-shram-objectives> (last visited Aug. 19, 2026).

²⁶ Ministry of Labour & Employment, *Home*, e-Shram, Government of India, available at <https://www.eshram.gov.in/indexmain> (last visited Aug. 19, 2026).

The importance of e-Shram therefore extends beyond identification because registration is intended to facilitate workers' access to government welfare and social-security mechanisms. The Ministry has also encouraged platform workers to register on e-Shram and directed aggregators to disseminate information and facilitate registration.²⁷

iii) Government Welfare Measures

The Union Budget 2025-2026 proposed measures to include online platform employees under the umbrella of social security benefits. These steps include issuance of identity cards, registration on e-Shram portal and access to Ayushman Bharat Pradhan Mantri Jan Arogya Yojana healthcare services. The Government subsequently stated that the proposed healthcare coverage would provide eligible beneficiaries access to PM-JAY's hospitalisation coverage.²⁸

The Government's approach therefore combines legal recognition of platform workers under the Social Security Code with practical mechanisms such as e-Shram to identify workers and connect them with welfare schemes.

6) Working Conditions of Platform Workers

Platform work is often associated with flexibility because digital platforms can enable workers to determine when they participate in work and to enter or exit the platform with relatively low barriers.²⁹

However, flexibility does not necessarily eliminate economic insecurity or occupational risks. The *India Employment Report 2024* published by the International Labour Organisation (ILO) notes that algorithmic management can significantly restrict the autonomy and flexibility of platform workers by influencing their performance, income and incentives.³⁰ Thus, platform workers may have limited control over decisions that directly affect their livelihoods. Factors such as ratings, customer feedback, automated allocation of tasks and other algorithmic processes influence incentives, earnings and continued access to work.³¹

²⁷ Supra Note 5.

²⁸ Id.

²⁹ Supra Note 13 at 28, 29.

³⁰ ILO-Institute for Human Development, *India Employment Report 2024: Youth Employment, Education and Skills*, (Mar. 29, 2024), at page 99 https://www.ilo.org/sites/default/files/2024-08/India%20Employment%20web_8%20April.pdf (last visited Aug. 20, 2026).

³¹ Soumyarendra Barik, *Fighting Precarity and a Phantom Boss, Gig Workers Join Wider Labour Unrest*, The Indian Express (Apr. 16, 2026), available at <https://indianexpress.com/article/business/fighting-precarity-and-a-phantom-boss-gig-workers-join-wider-labour-unrest-10638951/> (last visited Aug. 20, 2026).

One of the principal concerns is income insecurity. Platform workers' earnings may depend upon the availability and allocation of tasks, incentives offered by platforms and penalties associated with performing the work.³² This income insecurity is further aggravated by the costs that workers have to bear in order to perform platform-based work. For location-based workers, particularly those engaged in transportation and delivery services, expenses such as fuel, vehicle maintenance, mobile data and other work-related costs can substantially reduce their effective earnings. The Fairwork India 2024 report assesses platform work on the basis of whether workers receive at least the local minimum wage after accounting for work-related costs, demonstrating that headline earnings alone may not accurately reflect workers' actual income.³³

Another significant concern is the length and intensity of working hours. Algorithmic management can create high work intensity by influencing workers' performance, income and incentives. In the absence of effective regulation of working hours, platform workers may work for longer periods under precarious conditions, with consequences for their health and work-life balance.³⁴

The physical nature of several forms of platform work also exposes workers to occupational and safety risks. Delivery riders, drivers and other location-based workers may have to work in traffic, adverse weather conditions and other hazardous environments.³⁵ Another issue is the limited ability of workers to effectively raise grievances or participate in decisions affecting their work. Platform-based grievance mechanisms may be difficult to navigate or ineffective, while workers may have limited opportunities for collective representation or consultation over changes affecting their working conditions.^{36 37}

³² Supra note 29 at 99.

³³ Fairwork, *Fairwork India Ratings 2024: Labour Standards in the Platform Economy*, at page pg 4, 17, 22 available at <https://fairwork.oii.ox.ac.uk/en/fw/publications/fairwork-india-ratings-2024-labour-standards-in-the-platform-economy/> (last visited Aug. 20, 2026).

³⁴ Supra note 29 at 99.

³⁵ Shubham Kurale & Ishika Gupta, "Algorithms Can't Understand Our Pain": How Maharashtra's Gig Workers Survive the Heat Wave, *The Indian Express* (May 13, 2026), available at <https://indianexpress.com/article/cities/mumbai/algorithms-cant-understand-our-pain-how-maharashtras-gig-workers-survive-the-heat-wave-10686477/> (last visited Aug. 20, 2026).

³⁶ Shreehari Paliath, *Gig Worker Crisis Following Reduced Earnings and Flexibility Points to Need for Legal Protection*, *Scroll.in* (Sept. 1, 2024), available at <https://scroll.in/article/1072190/gig-worker-crisis-following-reduced-earnings-and-flexibility-points-to-need-for-legal-protection> (last visited Aug. 20, 2026).

³⁷ Supra Note 33, at 21.

These conditions show that although platform work offers flexibility and relatively easy access to income-generating opportunities, it also comes with several challenges. Uncertain earnings, long or irregular working hours, limited occupational protections and the lack of adequate safeguards against platform decisions can leave workers economically and physically vulnerable. Therefore, the flexibility offered by platform work does not necessarily translate into secure or favourable working conditions.

7) Empirical Analysis of Legal Awareness

The survey was conducted to analyse the level of understanding and access to social-security safeguards among platform workers in India, particularly in the context of the Social Security Code, 2020. The responses show the nature and duration of platform work completed by the respondents and provide an insight into their comprehension of the statutory social-security framework. The survey also examines whether platform workers are aware of their recognition under the Social Security Code, 2020 and the benefits and schemes available to them.

It involved the participation of platform workers working for various e-commerce and Cab/ride-hailing apps like Ola, Uber, Zepto, Blinkit etc. With respect to the **nature of platform work**, the respondents comprised workers engaged in food delivery, e-commerce delivery, cab and ride-hailing services, home services, and other forms of platform-based work. The duration of employment in platform work also varied among respondents, with workers having less than six months of experience as well as those who had been engaged for more than three years.

i) Awareness regarding the legal recognition of platform workers



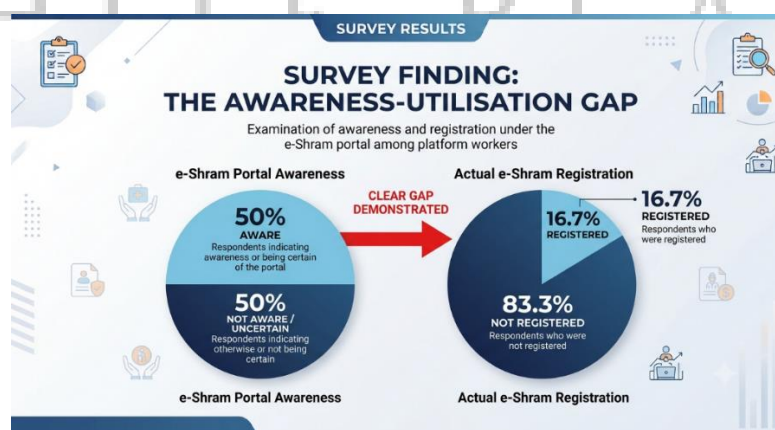
A significant finding of the survey is the **low level of awareness regarding the legal recognition of platform workers**. 99% of the respondents stated that they were not aware that the Social Security Code, 2020 specifically recognises “platform workers”.

ii) Awareness of specific social-security benefits available to platform workers



The survey paints a different picture in terms of the awareness of specific social-security benefits. 90% of the respondents **said that they had no knowledge of any of the listed benefits**. This indicates that, although respondents were generally aware of the existence of social-security provisions for platform workers, their knowledge of the specific benefits offered under the framework was very limited. It is an important distinction, because general knowledge of the law does not necessarily translate into knowledge of exactly what rights and benefits are available to workers.

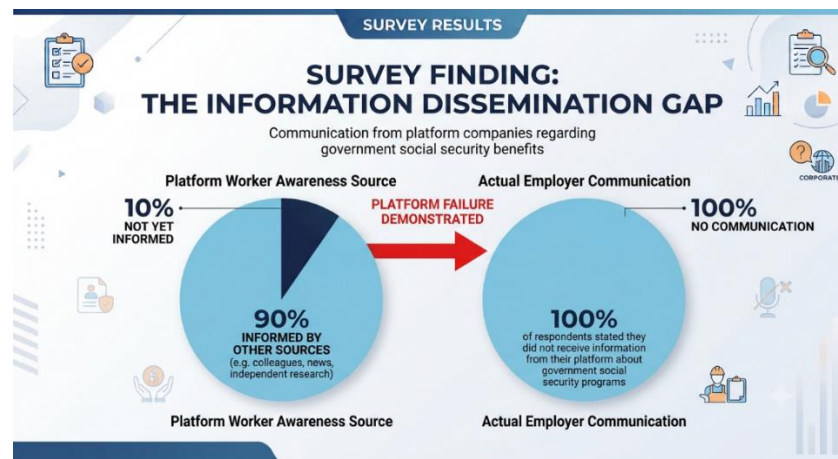
iii) Awareness and Registration on the e-Shram Portal



The survey also examined awareness and registration on e-Shram portal. The responses to the awareness of the portal were split with 50% of respondents indicating awareness and 50% indicating otherwise/not being certain. The actual registration, however, was

much lower. Only **16.7 per cent of the respondents were registered on the e-Shram portal** and **83.3 per cent were not registered**. This illustrates a clear gap between the knowledge of a government registration mechanism and the actual use of that mechanism.

iv) Role of Platform Companies in Disseminating Information on Social-Security Benefits



One of the key findings is that platform companies play an important role in disseminating information. All respondents to this question answered “No”, indicating that their platform or employer had not told them about any government social security programs or benefits. This conclusion is especially relevant as platform companies are often the first point of contact for workers and the larger platform-work ecosystem. The complete lack of distribution of information at the platform level may help to explain workers’ misunderstanding of their statutory rights and related welfare measures.

8) Findings

The survey result shows the gap between the presence of the law and the awareness of the benefits. None of the respondents knew that the Social Security Code of 2020 recognised platform workers or that there were social security systems specifically for them. Awareness of individual benefits was also very low with only one respondent able to identify accident insurance and health benefits. Most importantly, the respondents who answered the last question cited lack of awareness of the schemes as the reason for not availing the social-security benefits. The study indicates that the major barrier to effective access to social-security protection in this sample is a lack of legal and scheme-specific knowledge.

The findings suggest that formal legal recognition may not be enough to ensure that platform workers can benefit from the safeguards meant for them. To bridge the gap between legal protection and its practical enforcement, wider dissemination of information on statutory rights, available benefits, registration methods and procedures for accessing social-security systems may be necessary.

9) Recommendations

- (i) The Government should take measures to raise awareness at the ground level through simple language for better understanding.
- (ii) The companies should provide information regarding applicable government social-security schemes.
- (iii) Assistance should be provided to help workers understand the process of e-Shram registration.
- (iv) Legal and welfare information should be made available in regional languages and in simple and non-technical terms.
- (v) Government authorities, platform companies, labour departments and worker organisations should conduct awareness programs periodically. These programs should not only explain the existence of social-security legislation but also the specific benefits and mechanisms available to workers.
- (vi) Awareness of grievance redressal mechanisms should be there.
- (vii) Regular surveys and empirical studies should be conducted to assess whether platform workers are becoming more aware of their rights and whether registration and utilisation of social-security schemes are increasing.

Conclusion

The study shows that a significant step taken by India has been the legal recognition of gig and platform workers and the creation of mechanisms for their social-security protection. However, the existence of these provisions does not mean that workers are aware of them or can access them. The survey shows a clear gap between the rights provided by law and workers' awareness of those rights. This gap can be bridged by better dissemination of information, assistance in e-Shram registration, simple and regional language communication, and more participation of platform companies. Legal protection can only be effective if workers understand what rights are available to them and how they can access them.