

INDIA: LABOUR STANDARDS, LAW INITIATIVES, AND MORE

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DID

The average daily hours worked by a long-shift food delivery worker in India is **10.8 hours**, and by a short-shift worker it is **5.2 hours**.

Hourly earnings for an average food delivery platform worker were **US\$1.1**.

YOU

Uber has completed **10 years** in India with over **3 billion trips** till date.

In 2022, Indians spent **11 billion minutes** traveling in Ubers.

The cities with the highest number of Uber trips were **Delhi-NCR, Bengaluru, Hyderabad, Mumbai, and Kolkata**.

KNOW?

Zomato reported its first quarterly profit in April - June quarter of 2023.

In 2023, Zomato has gained more strength with **647 million orders** to **58 million customers**, with a total order value of **Rs 263.1 billion (800 cities)**



PLATFORMS RATINGS 2023

Fairwork India Report 2023 evaluated 12 platforms:

- **BigBasket** scored 6/10;
- **BlueSmart, Swiggy, Urban Company, and Zomato** scored 5/10;
- **Zepto** scored 4/10;
- **Flipkart** scored 3/10;
- **Dunzo** and **Uber** scored 1/10;
- **Ola** and **Porter** scored 0/10.

KEY HIGHLIGHTS

- **No platform** scored more than six out of the maximum of ten points.
- **None** scored **all the first points** across the five principles.
- **Big Basket, Urban Company, and Flipkart** earned a point for fair pay.
- **None** ensured their workers received a **local living wage** after work-related costs.
- **No company** received points for **fair representation**, indicating a lack of recognition for collective worker bodies.

MAJOR GOVERNMENT INITIATIVES



Rajasthan Platform Based Gig Workers (Registration and Welfare) Act, 2023

Rajasthan has become the first state in India to pass a legislation, which regulates the engagement of gig workers and aims to provide social security and other benefits to platform-based gig workers.



Delhi Motor Vehicle Aggregator and Delivery Service Provider Scheme

The scheme focuses on setting clear guidelines for transition of commercial vehicles to EVs and high standards for service quality and public safety.



Minimum wages for gig workers

Jharkhand is making history by becoming the first state in India to take steps towards defining minimum wages for gig workers



RECENT WORK ACTIONS

- **200 Swiggy** delivery workers in **Ahmedabad** protested against the **deduction of penalties** from their earnings for missing a delivery slot.
- The National Coordination Committee on Gig Workers protested in front of Parliament, **demanding a model law for the sector** so that these workers get social and job security.
- Urban Company workers held a **nationwide protest against arbitrary blocking of IDs**.
- Swiggy riders launched a strike in **Mumbai, seeking higher payout**.
- Cab drivers' unions in **Chennai** announced a two-day strike, seeking the state government to regulate cab aggregators.
- Cabs and autorickshaws in **Pune and Pimpri Chinchwad** **protested against the alleged inaction of the state government regarding organized labor laws for them**.
- Ahead of the Assembly elections in **Telangana**, the Telangana Gig and Platform Workers Union (TGPWU) **demanded for a social security framework for gig workers in the state**.

AS A WORKER, YOU CAN COUNT ON THEM:

- **Self-Employed Women's Association (SEWA)**
- **Telangana Gig and Platform Workers' Union**
- **Auto Rickshaw Drivers' Union of Bengaluru**
- **Peace Auto Union (Bengaluru)**
- **The Indian Federation of App-based Transport Workers (IFAT)**
- **Amazon India Workers Association (AIWA)**

- **Maharashtra App -Based Transport Workers Union (MAT)**
- **National Coordination Committee on Gig Workers (NCCGW)**
- **Gig Workers Association**
- **Tamil Nadu Food and Allied Products Delivery Workers Union**
- **Food Online Delivery Workers' Union**

CAN PLATFORMS DO ANY GOOD?

- **BluSmart** is the first mobility company in India to **obtain carbon credits for the CO2 emission reductions**.
- **Zomato** launched a **maternity insurance plan** for its female delivery partners.
- **Swiggy** has partnered with EV service provider Sun Mobility to power more than 15,000 **electric bikes**.
- Uber has rolled out the **Uber Scholar initiative** to support children of its driver partners.
- **Amazon** signs MoUs with the governments of Haryana, Maharashtra, Gujarat, Tamil Nadu and Karnataka to provide **skilling and job opportunities for persons with disabilities**.

EXPANSIONS AND CONTRACTIONS

EXPANSIONS

- **Ola** have started their operations in **Jammu**.
- **Porter** has commenced intracity logistics services in **Kanpur**.
- **Swiggy** is expanding to Ballari, Bijapur, Chikmagalur, Kalaburagi, Haveri, Sirsi, Kundanpura and Koteswar in Karnataka.

DIVERSIFICATIONS

- **Urban Company** has forayed into the branded products category with the launch of a new range of **smart RO water purifiers**.
- **Zomato** has begun a logistics service called **Xtreme** that will enable merchants to send and receive small parcels.
- **Uber** is testing a new feature that allows users to hire drivers for household chores.

COLLABORATIONS

- **The Indian Navy** has joined hands with **Uber** to provide mobility solutions for personal travel and commute of naval personnel and families across the country.
- **Uber** has proposed to invest \$100 million by 2025 in **West Bengal** for the bus shuttle service.

CONTRACTIONS

- **Dunzo** delays salaries, and more layoffs are likely as it vacates headquarters.
- Cash-strapped **Dunzo's** losses ballooned to Rs 1,802 crore in FY23, a 288 percent increase from the previous year.

