

Ministry of Labour & Employment



SOCIAL SECURITY FOR GIG AND PLATFORM WORKERS

Posted On: 29 JAN 2026 6:06PM by PIB Delhi

The Ministry of Labour and Employment launched the e-Shram portal (eshram.gov.in) on 26th August, 2021 for creation of a comprehensive National Database of Unorganised Workers (NDUW) including platform workers, migrant workers etc. The e-Shram portal registers the unorganised workers including gig and platform workers and provides them a Universal Account Number (UAN) on a self-declaration basis.

The Ministry launched an Aggregator module on e-Shram portal on 12th December, 2024 for registration of the aggregators and platform workers engaged by them. This new Module has been developed to streamline and enhance the onboarding process of platform aggregators and platform workers. Till date, a total of 12 major Aggregators have been onboarded namely- Zomato, Blinkit, Uncle Delivery, Urban Company, Uber, Amazon, Ola, Swiggy, Ecom Express, Rapido, Zepto and Porter.

For the first time, the definition of ‘gig workers’ and ‘platform workers’ and provisions related to the same have been provided in the Code on Social Security, 2020 which has come into force on 21.11.2025. The Code provides for framing of suitable social security measures for gig workers and platform workers on matters relating to life and disability cover, accident insurance, health and maternity benefits, old age protection, etc. The Code also provides for setting up of a Social Security Fund to finance these welfare schemes.

As per an estimation by NITI Aayog vide its report titled “India’s Booming Gig and Platform Economy” published in June 2022, the number of gig workers and platform workers in the country was 7.7 million in 2020-21, which is expected to rise to 23.5 million by 2029-30. Recognizing the contribution of gig workers of online platforms (platform workers), the Government in its Budget Announcement for financial year 2025-26 has announced several key measures for their welfare viz. registration on the e-Shram portal, issuance of identity cards, and extension of health care benefits under Ayushman Bharat-Pradhan Mantri Jan Arogya Yojana (AB-PMJAY).

The Government has taken requisite policy and technology interventions to ensure interoperability between e-Shram and PMJAY viz. data mapping, verification mechanism and information exchange.

States/UTs are also sensitized to leverage e-Shram portal for registration of platform workers. To maximise registration of platform workers on e-Shram portal, three nationwide special registration drives were held during the months of April, May and August-September, 2025 in collaboration with States and Union Territories.

Multiple rounds of deliberations have been conducted with Aggregators, Knowledge Partners and Platform Workers Unions/Associations and State Government/UTs for social security framework of gig and platform workers.

This information was given by the Minister of State for Labour and Employment Sushri Shobha Karandlaje in a written reply to a question in Rajya Sabha today.

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(Release ID: 2220307) Visitor Counter : 205

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