



# Dattopant Thengadi Foundation

## NewsLetter

### How we fare in recognising workers as human

Few weeks ago Zomato, a food supply platform, said that it is piloting [Zomato Instant](#), the 10-minute food delivery service, by setting up small hubs or “stations” that will work as mini assembly kitchens aggregating popular dishes from various brands. It was said that Zomato plans to open over 40 stations in Delhi-NCR in the next 90 days, and then expand to Bengaluru and Mumbai. It will target a 1-2 km radius to fulfill the orders.

However, this announcement of food delivery in [10-minute](#) faced a huge backlash from unions, lawmakers and the police raising a red flag. It is being said that it may add more pressure on already overworked delivery persons. The concern is also that this move may encourage them in rash driving and traffic rule violations. Responding to this Telangana Gig and Platform Union said that the platform must see its delivery agents as humans and not as “data points” for an algorithm to manage.

Also, before Zomato we find that this [trend](#) has been already started by e-grocers and platforms focussing on delivery of convenience items like Blinkit, Zepto, Dunzo and Swiggy Instamart and now this trend is being replicated by other platforms.

It has been not the first time when concerns have been raised about the issues being faced by the workers working with the platforms. The platforms have been criticized for exploiting gig workers by providing them low wages and little to no social security. A major issue has been referring to the gig workers working for them as ‘partners’, ‘executives’ or ‘independent contractors’ and not employees which makes them free from abiding by any [labour law](#). And this has been a worldwide practice. Making the situation worse the gig workers are also susceptible to being discriminated against by the algorithm. The opportunities to a gig worker is denied or reduced if they receive low rating or don’t toe in line with the platforms. Some platforms also resort to ‘illegal surveillance’.

justifying it by citing ‘maintenance of workers’ standards’ among other things. It has been also found that the t-shirts, cap or other gears which they use are charged to the gig workers.

Find us at: [dtf.org.in](http://dtf.org.in)

Twitter: [DTF\\_ORG](#)

Facebook: [DattopnatThengadiFoundation](#)

Email: [Thengadifoundation](#)

The gig economy is going to be a prominent employer in the coming few years and a number of steps are being taken in order to provide the gig workers with decent service conditions. The Karnataka government has constituted a task force, [Karnataka Skill and Entrepreneurship Task Force](#). The task force, which has a 28-member group representing various government wings and departments. The task force in its report has said that, "The potential demand for white-collared gig workers for 2022 in Karnataka is approximately six million. Further, the potential demand for blue-collared gig workers is approximately 1.91 million." The major sectors employing gig workforce in Karnataka are information technology, content creation, social media marketing, communications, food & beverages, art & design, independent contractors and consultants.

At the international level also the governments and courts are taking serious steps in case of violations by the platforms. Recently, two former managers of [Deliveroo](#) were suspended and given one-year prison sentences and fined 30,000 euros (\$32,380) by a French court for abusing the freelance status of cycle riders working for the British takeaway delivery platform.

So, the need is to push for the needed pro-worker reforms in the sector of the gig economy and in order to achieve so in the desired timeframe all the stakeholders should come together.

### **Our Publications:**

1) Democracy, Capitalism, Labour Movement: In Quest of Decent Work:  
<https://www.suruchiprakashan.com/democracy-capitalism-labour-movement>

2) Decent Wage : It's not Just About Workers :  
<https://www.suruchiprakashan.com/decent-wage>

3) Industry 4.0 and the Future of Work(er) :  
<https://www.suruchiprakashan.com/industry-4-0-and-the-future-of-work-er>

Find us at: [dtf.org.in](http://dtf.org.in)

Twitter: [DTF\\_ORG](#)

Facebook: [DattopnatThengadiFoundation](#)

Email: [Thengadifoundation](#)

Find us at: [dtf.org.in](http://dtf.org.in)

Twitter: [DTF\\_ORG](https://twitter.com/DTF_ORG)

Facebook: [DattopnatThengadiFoundation](https://www.facebook.com/DattopnatThengadiFoundation)

Email: [Thengadifoundation](mailto:Thengadifoundation)