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SUBMITTED BY

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ABSTRACT

This report presents the findings of an in-depth analysis conducted over a period of 46 days in Delhi and the National Capital Region (NCR) under the guidance of Janpahal, an organization dedicated to supporting the informal sector of the economy, including street vendors, laborers, and gig workers. The research focuses on exploring the socio-economic conditions, working culture, livelihood patterns, issues of migration, and the day-to-day challenges faced by these vulnerable groups. Through surveys and interviews, valuable insights were gathered, shedding light on the various urban problems that prevail in the region.

Furthermore, the report delves into the measures taken by the government to address these urban challenges. It highlights the implementation of several schemes aimed at mitigating the issues faced by the urban population. These schemes are carefully examined, along with their impact on the lives of people living in urban areas.

CASE STUDY

Case Study: Challenges Faced by Food Delivery Workers in Delhi

Abstract:

This case study focuses on the challenges faced by food delivery workers in Delhi, specifically in the Shukurpur area. The study aims to understand the working conditions, financial aspects, and safety concerns associated with their job. The data was collected through interviews conducted with several food delivery workers who work for multiple platforms, including Swiggy and Blinkit. The study provides insights into their daily work routine, earnings, penalties, and the impact of recent changes in company policies. Additionally, it sheds light on the health issues, risks involved, and the absence of support systems for the workers.

Introduction:

Food delivery services have witnessed significant growth in recent years, driven by the increasing demand for convenient and quick food delivery options. However, behind the scenes, the workers who fulfill these orders face various challenges that impact their livelihoods and well-being. This case study aims to delve into the experiences of food delivery workers in Delhi, providing a closer look at their working conditions, earnings, and the overall nature of their job.

Methodology:

To gather information, interviews were conducted with a group of food delivery workers based in the Shukurpur area of Delhi. The participants shared their experiences, providing insights into their daily routine, financial aspects, and challenges faced while working for platforms like Swiggy, Blinkit, and Vifast. The interviews covered topics such as earnings, penalties, safety concerns, and the impact of recent changes in company policies.

Findings:

1. Working Conditions:

- Food delivery workers are required to work long hours, often from 7 a.m. until they complete their daily target.

The workers do not have fixed schedules and must wait for orders to be assigned through the company's delivery app.

- There is no guaranteed income as it depends on the number of orders completed within a day.

2. Earnings:

- Food delivery workers earn based on the number of orders completed and the distance covered.
- On average, they receive Rs. 20-25 per order, with an additional Rs. 4 per kilometer for longer distances.
- The daily earnings range from Rs. 500 to Rs. 1,000, depending on the number of orders completed.
- Earnings are also affected by penalties imposed for delays or order cancellations.

3. Penalties and Order Cancellations:

- Food delivery workers can face penalties for late deliveries, with the amount varying based on the company and circumstances.
- If an order is canceled, workers have the option to keep the food or donate it, but they may be penalized for the order's value.
- Workers may be blamed for delays caused by restaurant preparation time or traffic conditions.

4. Safety Concerns:

- Food delivery workers often face risks, such as aggressive dogs while delivering orders.
- They work at their own risk, even during late hours or when feeling unwell, without any support system.
- The workers expressed concerns about the condition of the roads and the lack of safety measures for their well-being.

5. Recent Changes in Company Policies:

Participants mentioned that the company provided benefits like weekly and monthly allowances, but these have been discontinued.

- The workers voiced frustration over the removal of benefits without apparent reasons or explanations from the company.

Reflection

Food delivery workers in Delhi, particularly in the Shukurpur area, face numerous challenges in their day-to-day work. They work long hours with uncertain incomes and are subject to penalties for factors beyond their control. Safety concerns, lack of support systems, and recent changes in company policies have added to their hardships. It is crucial for companies and policymakers to address these issues and ensure the well

CASE STUDY

Case Study: Food Delivery Worker Experience with Zepto

In this case study, we explore the experiences of a food delivery worker associated with Zepto, a food delivery company. The worker shares insights into their daily routine, challenges faced, compensation, and work conditions.

The worker operates in a specific zone and mentions that there are many people delivering Zepto in that area. For Zomato, another food delivery platform, there is a specific person named Mr. Pankaj. In the case of rain, 2-4 additional people are required to handle the delivery workload. However, the worker states that there is no compensation provided for working in unfavorable weather conditions.

When it comes to injuries or physical damage, the worker mentions that compensation is only provided if the person is directly affected. The company does not offer compensation for general injuries or accidents. Additionally, if an accident occurs during a delivery and the food is damaged or wasted, the company may hold the worker responsible. The worker emphasizes that this point is crucial, as the company may charge them for the order's value, which can range up to 800 rupees.

When asked about earnings, the worker indicates that they do not have a clear idea of their monthly income. They mention that tax deductions can be managed online and discuss the possibility of earning through a debtor, which is an individual who owes money. However, the worker confirms they are not involved in such activities.

The worker highlights the negative aspects of their job, stating that there is no social security provided by the company. They express frustration with restaurants that cause delays in order preparation, as the delivery worker cannot hold them accountable for the inconvenience caused. They emphasize that despite facing difficulties, they cannot complain about delays or risk losing their jobs.

The worker also mentions the challenges they face when attempting to deliver an order. If a customer is unresponsive, the company's policy dictates that the worker must wait for an hour before returning the order. This can impact their efficiency, as they could have delivered multiple orders during that time frame.

The worker reveals that the company sets targets for them based on the number of orders, whereas previously, targets were based on earnings. They express dissatisfaction with the new system, stating that achieving the targets requires working at least 10-12 hours a day. They believe this change was made to reduce their earnings, as the payment per kilometer traveled has been reduced from 50 rupees to 30 rupees.

Regarding the number of employees, the worker mentions that in one zone, there can be up to 10,000 registered workers, but the active worker count is around 2,400-500. They explain that inactive workers close their accounts temporarily when there is a lack of work. The worker believes that there is no official association or union representing the delivery workers, contributing to the lack of collective bargaining power.

When asked about protesting the companies, the worker responds that they have tried to organize strikes, but the absence of a union and lack of awareness among workers hinders their efforts. They believe that individuals need to come together and take collective action to bring about change.

The worker compares their experiences between Zepto and Swiggy, stating that Zepto offers higher order payments (15-25 rupees per order), but incentives are less compared to Swiggy. They mention that Zepto provides a bonus of 700 rupees if a worker completes shifts for seven consecutive days, while Swiggy does not offer such bonuses.

In terms of working hours, the worker mentions they start their shift at 6:30 am and work for approximately 6-7 hours. They explain that there are fixed working hours (6 am to 2 pm) for Zepto, and they are expected to complete eight hours of work within that time frame. The

The worker also clarifies that they do not possess an ID card, but instead, their mobile phone serves as their identification for work.

Overall, this case study presents the experiences and challenges faced by a food delivery worker associated with Zepto. The worker highlights issues such as lack of compensation, reduced earnings, absence of an official association or union, and difficulties in holding restaurants accountable for delays.

CASE STUDY

Case Study Report: Urban Company Partner

Introduction:

Divya Bharti, a partner of Urban Company (formerly Urban Clap), is a business owner running her own beauty parlour. She joined Urban Company in 2014 to expand her business and gain more clients through the platform. However, her experience with Urban Company has been mostly negative, citing various issues such as poor support from the company, low-quality products, and lack of safety measures.

Background and Joining Urban Company:

Divya Bharti started her own parlour in 2014 but felt the need to join a platform like Urban Company to grow her business. Prior to joining Urban Company, she had some experience working as a freelancer on other platforms. Divya decided to join Urban Company because she believed they would provide her with the necessary training and support to improve her skills and expand her clientele.

Experience with Urban Company:

Unfortunately, Divya's experience with Urban Company has been largely negative. She expresses dissatisfaction with the lack of support and facilities provided to the partners. Divya mentions that even though some other partners have reported positive changes, she still perceives the company in a negative light.

Issues Faced:

1. **Poor Support:** Divya highlights the lack of support from the company when she encountered issues like delays in reaching clients' homes due to traffic or transportation problems. The customer support representative she interacted with did not offer any assistance and instead asked her to pay a penalty for arriving late.

2. **Low-Quality Products:** Divya mentions that the products provided by Urban Company were often duplicates or of inferior quality. She expresses her disappointment with the pricing structure, where the initial price shown on the app increased significantly during the checkout process.

3. Safety Measures: Divya talks about a situation where she was asked to carry black pepper powder or black pipe for self-defense during service visits. She refused to comply as she believed it was not the appropriate solution for ensuring her safety. However, the client insisted, and when she contacted the company for support, they did not respond.

4. Lack of Communication: Divya expresses frustration with the company's communication system. The partners were required to have their phones with them at all times to attend customer calls promptly. However, with numerous partners sharing the same leads, it often led to missed opportunities and idle time for the partners.

Losses and Financial Impact:

Divya faced financial losses due to the missing product, including a hairspray box and other items. She tried contacting the company, but they did not address her concerns adequately. The estimated value of the lost items remains unknown.

Conclusion:

Divya Bharti's case study highlights her negative experience as an Urban Company partner. The issues she faced include poor support, low-quality products, safety concerns, and communication challenges. Her overall impression of the company is negative, and she believes that improvements are necessary to ensure a better experience for our partners. It is important for Urban Company to address these concerns and take appropriate measures to enhance partner satisfaction, product quality, and safety standards.

CASE STUDY

Case Study: Challenges Faced by a Taxi Driver

Introduction: This case study highlights the major challenges faced by a taxi driver in Delhi, India. The driver, Kamali, works for a local cab aggregator company, OLA.

Background: Kamali has been working as a taxi driver for the past five years. He joined OLA two years ago as he thought it would help him earn a better income. However, he faces several challenges while working for the company.

Problem Statement: Kamali faces several challenges that affect his daily life and work as a taxi driver in Delhi. These challenges include dealing with the police, dealing with union workers, managing customers, and dealing with the cab aggregator company, OLA.

Case Analysis: Kamali faces several challenges in his job as a taxi driver. One of the significant issues is dealing with the police. He says that the police often wrongly accuse him of violating traffic laws and force him to pay fines even when he is not at fault. This results in a financial burden for Kamali, and he has to pay these fines to keep his job.

Furthermore, Kamali must deal with the union workers who demand money from him to park his taxi in specific areas. The union workers sometimes force Kamali to pay exorbitant sums of money to access specific locations. Kamali believes that the union workers harass him because he is not part of their union.

Kamali also struggles to manage customers who sometimes drink alcohol or carry illegal items with them. Kamali fears that if the police catch the customer, he may get arrested, even if he was unaware of their actions. The customers, on the other hand, blame Kamali for not being aware of the illegal items or alcohol, which causes tension and conflict.

The last significant problem that Kamali faces is with the cab aggregator company, OLA. Kamali claimed that OLA does not support him when he receives a police complaint or fine. The company does not take any action against the customer who breaks the law, nor does it provide any financial assistance to Kamali. Furthermore, Kamali claims that the company does not check if he has a valid driving license or residence permit, which could put him and his job at risk.

Alternatives: Kamali has a few alternatives that can help him address his challenges. He can join a union to avoid harassment from union workers, or he can shift to a different cab aggregator company that provides better support to its drivers. Kamali can also consider working at a different time of the day when there is less traffic, which may result in fewer fines or complaints.

Recommendation: Based on the above analysis, it is recommended that Kamali should join a union to avoid harassment from union workers. He should also consider shifting to a different cab aggregator company that provides better support to its drivers. Kamali can also improve his communication skills to better manage customers who carry illegal items or alcohol.

Conclusion: Taxi driving is a challenging job that requires drivers to deal with several issues. Kamali's case highlights the significant challenges faced by taxi drivers in Delhi, such as dealing with the police, union workers, and cab aggregator companies. Kamali can cope with these challenges by joining a union, switching companies, and improving his communication skills.

LANGHA WORKER REPORT

On June 18, 2023, I traveled to Noida Sector 10 following this route: I started at Laxmi Nagar metro station and took the Dwarka line. I then made an interchange at Yamuna Bank metro station and continued towards Noida Sector 15. Upon reaching Noida Sector 15, I met Suraj, and together we took a shared E-rickshaw to D-block, building no. D-352, Noida Sector 10. After arriving at the location, we informed our mentor, Ankur Jaiswal, who arrived approximately 10-15 minutes later. Upon reaching the factory, we discovered that it was closed. We contacted the factory's workers and owner, who informed us that they would reach the company within 30-40 minutes. While waiting for their arrival, we decided to have lunch and searched for food. We found a street vendor selling vegetarian biryani and borrowed it for our meal.

Afterward, we positioned ourselves in front of Shiv Shakti Creation. We met some of the workers and had a brief conversation. A few minutes later, Ankur ji spoke with the workers. Finally, the owner of the factory arrived, and we entered the premises along with the owner and workers. We formed a circle and initiated the discussion. A meeting was held at the factory located in Noida Sector 10 to discuss the issue of payment dues for workers (artists) of Langhe. The attendees at the meeting were Karan Singh (50), MD ShahanShah (29), Abdul Rahim (39), MD Mubarak (35), Mubarak (34), and Fayaz (30). During the discussion, the workers expressed their concerns about the delayed payment of their wages. The owner, however, disputed the claim and stated that payment delays only occurred on some occasions. Tensions arose between the owners and the workers during the discussion, but Ankur Jaiswal, the mentor, successfully managed the situation by emphasizing the importance of orderly communication.

One worker shared his personal experience of not receiving payment despite informing the owner in advance about his absence due to a family event. The owner assured him that the money would be transferred to his bank account, but it was only the workers present in the factory who received their payment, while the absent worker did not. The owner acknowledged that payment delays had occurred at times, including in Noida where the daily wage of Rs 450 was not paid to the workers. The previous year had also witnessed financial difficulties, but all payment dues were cleared within two months. However, this year, due to a newly formed workers' union and financial constraints, the owner faced challenges in meeting the payment obligations. As a result, some workers, without prior notice, took samples of the products and left for home in frustration.

Ankur Ji inquired about the owner's overall nature, and the consensus among the attendees was that the owner had a good nature but struggled with payment delays. Ankur Ji made an attempt to locate some of the workers in another factory but was unsuccessful. Upon returning, the discussion resumed, and the owner assured that all pending dues for every worker, regardless of whether they were still working in the factory or not, would be cleared by August 15.

The physical setting of the factory consisted of a single large hall used as a working space, six sewing machines, one fire extinguisher, one water dispenser, one washroom, one entrance/exit, one office, five fans, one cooler, and twenty tube lights. However, there were no restroom facilities or comfortable chairs available. The daily wage for hand-wage labor was Rs 500, while machine-worker wage laborers received Rs 600. It is noteworthy that there were no women present in the factory. The process of making a lehenga involved several steps, starting with the designer creating a design, which was then printed on paper. The design was transferred onto the fabric using ink, followed by machine work and handwork, specifically aari work. Finally, the lehenga was stitched. Based on the discussion and the owner's commitment to clearing all pending dues, it is expected that the payment issues will be resolved by August 15, 2023. Monitoring and follow-up actions may be necessary to ensure timely payment to the workers and avoid future delays.

GENDER RATIO OF WORK CIRCLE

GENDER RATIO IN WORK CIRCLE 4

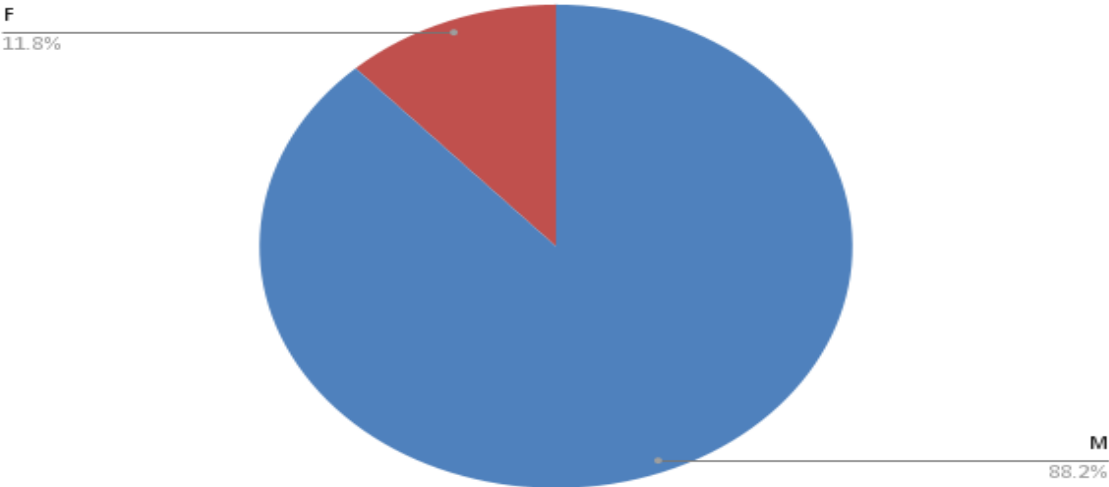


Chart 1

GENDER RATION OF WORK CIRCLE 6

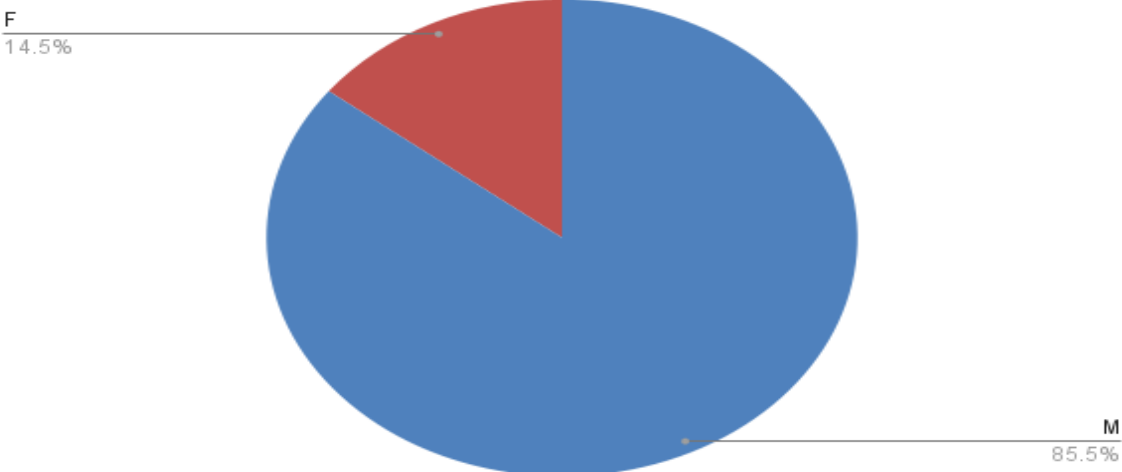


Chart 2

GENDER RATIO OF WORK CIRCLE 7

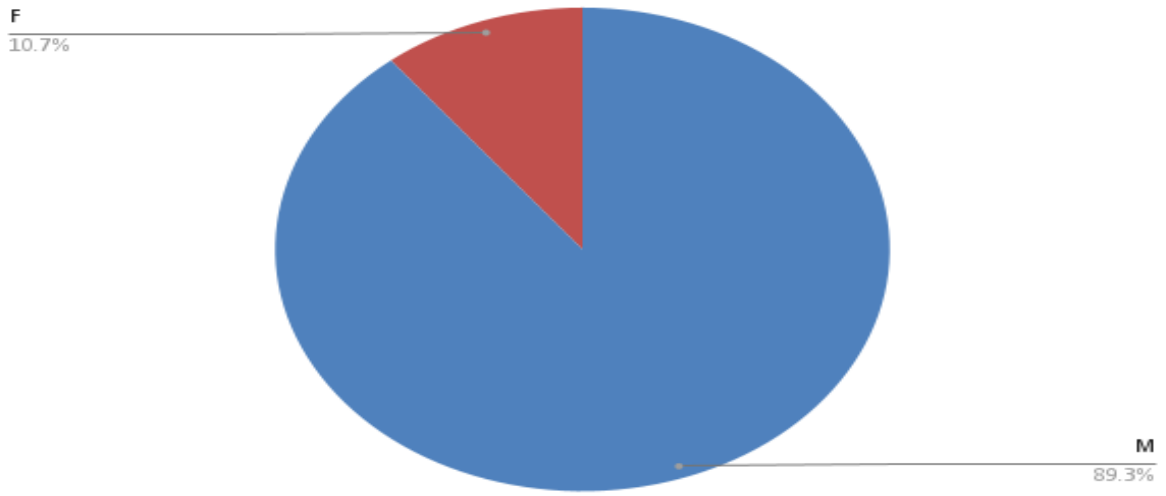


Chart 3

GENDER RATIO OF WORCK CIRCLE 8

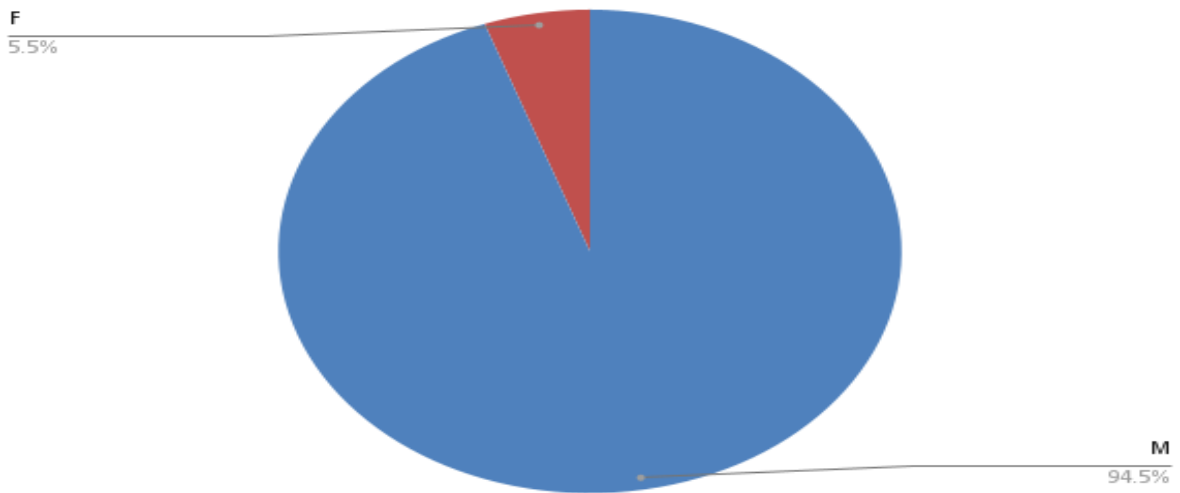


Chart 4

GENDER RATIO OF WORK CIRCLE 9

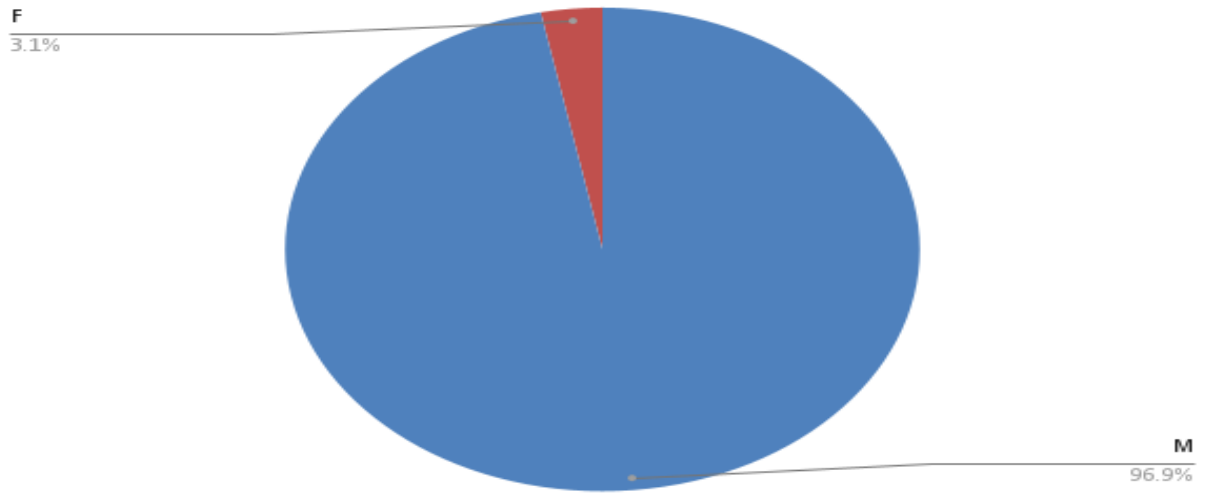
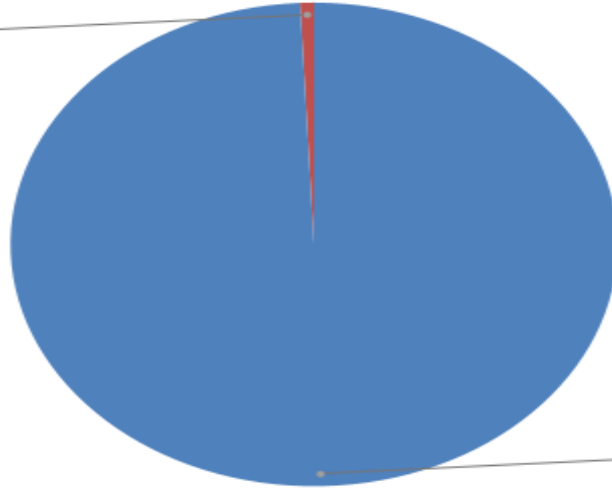


Chart 5

STATE RATIO FOR WORK CIRCLE

STATE RATIO OF WORK CIRCLE 4

DELHI
0.7%

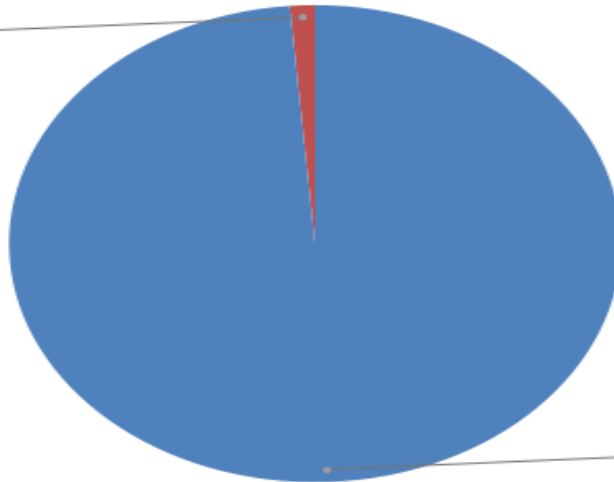


UP
99.3%

Chart 6

STATE RATIO OF WORK CIRCLE 6

DELHI
1.3%



UP
98.7%

Chart 7

STATE RATIO OF WORK CIRCLE 7

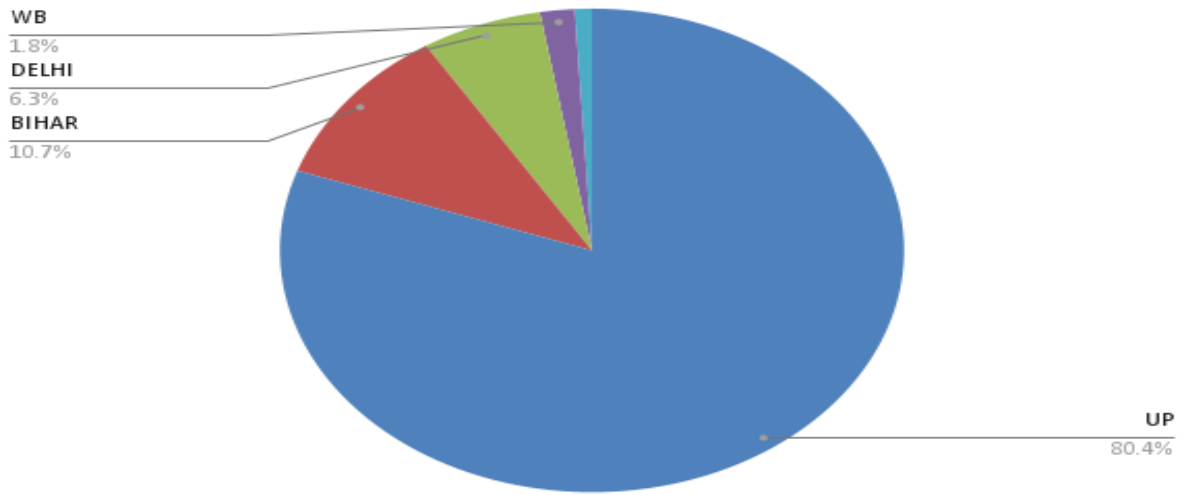


Chart 8

STATE RATIO OF WORK CIRCLE 9

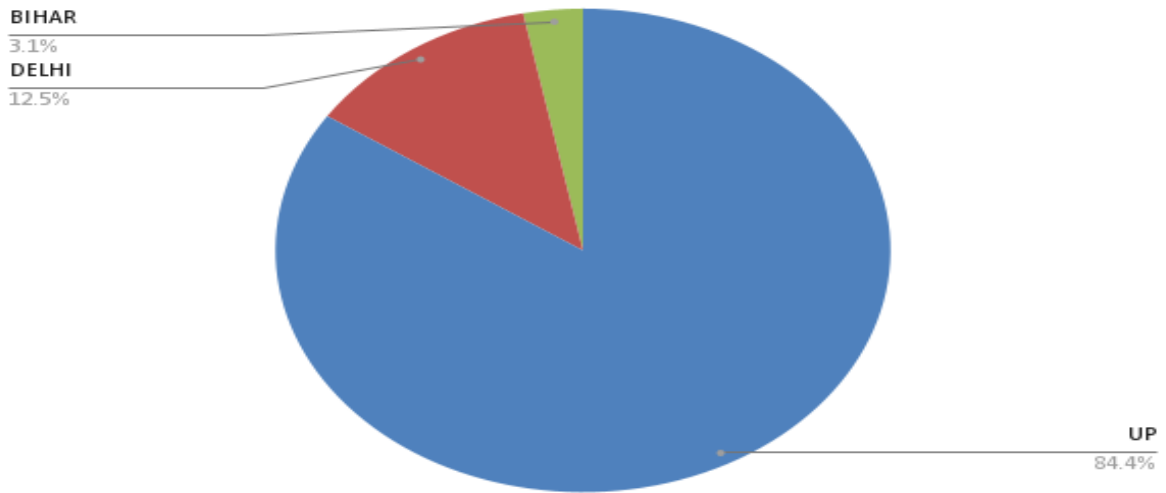


Chart 9