No.W-11015/15/2024-RW (GPW)
Government of India
Ministry of Labour & Employment
*****

Shram Shakti Bhawan, Rafi Marg,
New Delhi, Dated   16   September, 2024

To

The Aggregators (as per list attached)

Subject: Registration of gig and platform workers on e-Shram portal of the Ministry of Labour & Employment – regarding.

Madam/Sir,

The Ministry of Labour & Employment is continuously working to improve the life and dignity of labour force in the country by protecting and safeguarding the interest of workers, promoting welfare and providing social security to the labour force both in the organized and unorganized sectors. The Platform economy is an emerging sector both in India and globally, and has become an important source of employment generation in recent years.

2. The Ministry of Labour & Employment had launched the eShram portal on 26th August 2021 to register and support the unorganised/migrant workers of the country by providing them with a Universal Account Number (UAN) that helps in skilling, finding jobs and checking their eligibility for different social sector schemes being administered by Central and State Governments. The Ministry is making the portal as 'One-Stop-Solution' for the workers on a mission mode to help them access various social security schemes all in one place therefore, making it easier for them to identify their eligibility and avail the benefits they are entitled to.

3. Considering that millions of workforce are now joining the Platform economy, the Central Government is embracing this transformation and the Ministry of Labour & Employment is in the process of on-boarding the Platform Aggregators on e-Shram as well to facilitate registration of platform workers on the portal. In this regard, testing with few Aggregators has also been completed with their cooperation and proactive approach to ensure API integration with e-Shram portal. It is worthwhile to on-board and register the platform workers on e-Shram as it will provide them access to various welfare schemes and bring this large work force under the social security net. Aggregators play a vital role in on-boarding Platform workers on the portal, to ensure complete coverage with verified data base of the work force.

4. In view of the foregoing, and as foremost immediate requirement, the Aggregators are encouraged to come forward and complete the API testing in time-bound manner and 'on-board' themselves as well as the platform workers engaged by them on e-Shram portal of this Ministry.

5. To aid in this process, the suggested general terms are outlined and placed in **Annexure I,** along with the steps for registration of Aggregators and Platform workers in form of a Standard Operating Procedure (SOP) that is placed in

Annexure-II. Further, for better coordination and policy decision, information pertaining to the Platform and Platform workers may also be shared during on-boarding as per proforma placed in **Annexure-III**.

6.   So far, the Aggregators and Platform workers have been supporting this initiative and the Ministry wishes to continue advancing in a collaborative manner. To give it a big push and take this endeavor to a logical conclusion in a time-bound manner, it is requested to extend your support in this regard by ensuring the registration of your platform workers on e-Shram portal of this Ministry to achieve a just and equitable gig and platform economy.

7.   This issues with the approval of the competent authority.

Yours faithfully,

(Dr. P.K. Jena)
Director
Tel. No. (911) 234733579

Signed by Pradeep Kumar Jena
Date: 16-09-2024 11:39:10

Copy for information to: -

1. PS to Hon'ble LEM
2. PS to Hon'ble MoS(L&E)
3. Sr. PPS to Secretary(L&E), MoLE
4. PSO to AS(L&E), MoLE
5. DDG- (E)- e Shram, MoLE

ANNEXURE-I

1. **Definitions.**- In this advisory, unless the context otherwise requires,-

a. "**Aggregator**" means a digital intermediary or a market place for a buyer or user of a service to connect with the seller or the service provider.

b. "**Platform work**" means a work arrangement outside of a traditional employer employee relationship in which organisations or individuals use an online platform to access other organisations or individuals to solve specific problems or to provide specific services or any such other activities which may be notified by the Central Government, in exchange for payment.

c. "**Platform worker**" means a person engaged in or undertaking platform work.

2. **Applicability**. — This advisory shall apply to the following:

a. Platform based Gig workers engaged in or undertaking platform work; and

b. The aggregators, as listed in Table 1 who provide services to a business or an end customer through a digital app or platform.

Table 1

Sl. No.	Classification of Aggregator
1.	Ride sharing services
2.	Food and grocery delivery services
3.	Logistic services
4.	e-Market place (both market place and inventory model) for wholesale/ retail sale of goods and/or services (B2B/B2C)
5.	Professional services provider
6.	Healthcare
7.	Travel and hospitality
8.	Content and media services
9.	Any other goods and services provider platform

c. Any other goods and services provider platform.

3. **Role of Aggregator**

a. Registration of Aggregators on the e-Shram Portal- The aggregators are requested to register themselves on the e-Shram Portal.

b. Aggregators shall receive login credentials and can on-board the platform workers.

c. The Aggregator on engaging the Platform Worker may register such worker, if not already registered, on the eShram portal (www.eshram.gov.in) of the Central Government.

d. Upon registration on e-Shram portal, the Platform Worker is issued a Universal Account Number (UAN).

e. The Aggregator may intimate the UAN to the eShram portal.

f. The Aggregator may link the UAN of the Platform Worker electronically in the

database of the aggregator in order to facilitate the portability of the Platform Worker.

g. In case the Platform Worker is already registered on eShram portal and has a UAN, the Aggregator may intimate the UAN to the eShram portal.

h. The Aggregator platforms may then upload platform worker data and details of their monthly engagement, including the number of days worked, amount paid or payable, either directly or indirectly through outsourcing third party for the month on quarterly basis.

i. In case any Platform Worker has exited the platform work of the Aggregator, the Aggregator may intimate the exit for that UAN on the eShram portal.

j. The Aggregator may mention the UAN on any identity card (ID) issued, if any, to the Platform Worker.

4. Grievance Redressal- A toll free helpline (14434) has been set up:

a. to disseminate information to platform workers;

b. to facilitate on-boarding of aggregators and registration of platform workers;

c. to guide aggregators and resolve technical issues in the process of on-boarding or uploading of data.

Annexure-II

Standard Operating Procedure for Online On-boarding of Platform Aggregators on eShram

1. **Aggregator Home Page**
   - Aggregators can access the home page from
     1. The eShram – One Stop Solution home page
     2. Direct URL – https://aggregator.eshram.gov.in

   - The home page will have Menus as follows –

1. About
2. Aggregators Lounge (How it Works, Guidelines/advisory, Register)

3. Privacy and Security
4. Help & Support (User Manual, Contact Us)

A. Aggregator Authentication –

- The authorized signatory/SPOC of the aggregator organization would fill the Registration form.

- Authorized signatory/SPOC of the aggregator Clicks on Register and login is completed using mobile number & OTP verification.

- Upon successful verification, the registration form is loaded on the screen.

3. **Registration Form –**

- The form captures the details of the aggregator and the authorized signatory.

- The authorized signatory may upload supporting documents of data fields related to the Aggregator details and authorized signatory. For exa – PAN Card, GSTN Registration, MCA-21(RoC) registration of the aggregator, PAN and Aadhaar of authorized signatory, etc.

- All Mandatory fields are to be filled and cannot be left blank.

- Annexure III – Registration Form

4. **Aggregator Verification and Authentication -**

- An email will be sent to SPOC with credentials. SPOC can login using these credentials to complete Part-2 for on boarding completion.

- Aadhar eKYC is initiated of the Authorized Signatory based on the details entered in the form.

- On successful eKYC, the form gets submitted.

- Once submitted, an **Acknowledgment ID** is generated and an automatic confirmation email is sent to the registered Authorized Signatory with a status displayed to the user as "Pending Approval".

- The user can track his/her application status with this Acknowledgement ID.

5. **Approval of the on-boarding of Aggregator -**

- After successful verification of the details submitted by aggregator, the username and password are mailed to the authorized signatory email ID after the approval process is completed.

6. **Using the Module -**

- User manual for detailed process of the aggregator module will be sent

by email to the aggregator.

- ◦ Aggregators are requested to complete the testing of APIs for uploading details of the platform workers.
- ◦ Aggregators will be able to verify the Universal Account Number (UAN) as per the eShram Portal of the platform workers and submit details of the Platform workers engaged with the Aggregator through APIs.

7. **Ongoing Support**

- ◦ Aggregators will receive ongoing support from the eShram Helpdesk, for any issues during the on-boarding process and Post on-boarding, for regular support.
- ◦ Call 14434 or email the issue at eshramcare-mole@gov.in

Annexure – III

Details to be submitted by aggregator for on-boarding on eShram:

Step 1: SPOC login using mobile number & OTP verification.

After successful login below form to be filled.

PART - 1

*1.1	Aggregator's Registered Name	*Enter Registered Name*
*1.2	Aggregator Registered Address	*Enter Aggregator Address*
*1.3	Permanent Account Number (PAN) issued by Income Tax Department of Aggregator **(Attach scan copy)**	*Enter Permanent Account Number (PAN)*
*1.4	GSTIN Number – (multiple, State where registered) **(Attach scan copy)**	*Enter GSTIN (in case of multiple GSTIN please provide all GSTIN along with state where registered)*
1.5	Company Identification Number (CIN) or LLIPN **(Attach Certificate of Registration issued by Registrar of Companies)**	*Enter CIN or LLIPN*
*1.6	Details of the Platform – URL or Mobile	*Enter complete URL/Mobile App or both*

	App (or both) and Brand Name	*(mention type as URL or Mobile App) and Brand name operated by Aggregator (Multiple entries possible)*
*1.7	Details of Official (SPOC) As per Aadhar	*Name –* *Gender –* *DoB -*
2.0	SPOC Designation	
*2.1	SPOC Details	*Email ID - Verify (OTP)* *Mobile No – Verify (OTP)*
*2.2	Number of Platform workers engaged (both registered and active)	*Registered –* *Active -*
2.3	Annual turnover of the Aggregator in FY 23-24 in Rs Cr	*(Numeric)*
2.4	Details of Welfare schemes extended by Aggregators to the Platform workers	*(Text)*
2.5	Payment made for such welfare schemes in FY 23-24 in Rs Cr	*Numeric*

After Part 1 completion, an email will be sent to SPOC with credentials. SPOC can login using these credentials to complete Part -2 for on boarding completion.

PART - 2

*1.6	Authorized Signatory Details – As per Aadhar, eKYC from Aadhaar	*Name –* *Gender –* *DoB –* *PAN –* *Address -*
*1.7	Authorized Signatory Contact Details	*Email ID - Verify (OTP)* *Mobile Number – Verify (OTP)*
1.8	Authorized Signatory Designation (**Upload Relevant Document of Authorization like Resolution of Board of Directors, Letter from CEO etc.**)	*Enter Designation*
*2.6	Public IP (for Staging)	*Enter Staging Public IP for testing purpose*
*2.7	Public IP (for Production)	