



TGPWU

Telangana Gig and Platform Workers Union

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EVALUATION AND IMPACT REPORT

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2023



TELANGANA GIG AND PLATFORM WORKERS UNION

Telangana Gig and Platform Workers Union (TGPWU) is an independent, worker-led union founded in 2021 and registered under the Trade Unions Act.

TGPWU's mission is to advance the rights of gig and platform workers in Telangana, India. We fight for higher pay, fair and dignified working conditions, and social protection for workers.

Over a 10 year horizon for union activities, TGPWU seeks to unite gig and platform workers for collective bargaining with digital platforms, address unfair employment practices, and secure protections for workers in dispute resolution, workplace benefits, and data sharing.

MEMBERSHIP

Our membership is open to all gig and platform workers, including:

- app-based drivers on **Ola, Uber,** and **Porter**
- delivery workers on logistics platforms **Dunzo, Delhivery, Amazon,** and **Flipkart**
- delivery workers on food delivery platforms **Swiggy** and **Zomato**
- home services workers on **Urban Company** and **Housejoy**

PARTNERS

- Indian Federation of App-based Transport Workers
- Telangana Four Wheeler Drivers' Association
- International Alliance of App-Based Transport Workers

Join us to build worker power. Together we stand, together we fight.

10,000



**REGISTERED AS
MEMBERS SINCE
INCEPTION**

1,000



**ACTIVE
MEMBERS**

TGPWU'S KEY DEMANDS FROM DIGITAL PLATFORMS

- **Transparency and accountability in algorithmic management and platform operations**, particularly with arbitrary decisions on rates, incentives and penalties. Ensure workers' access to the data and algorithmic decisions by platforms. Recognise data rights of gig and platform workers on all platforms.
- **Immediate end to deplorable working conditions** faced by workers through inhumane working hours, theft and harassment, parking challenges, and lack of restroom access and public facilities at restaurants.
- **Responsive channels for accident compensation** addressing the arduous claims process, and offering adequate compensation including a tenfold increase to INR 10 lakhs in case of accidents.
- **Commitment to worker safety**, with an end to ever-increasing cases of discrimination, harassment, and violence against workers, and immediate disciplinary measures against abusive behaviour. Immediate implementation of the Sexual Harassment of Women at Workplace Act, 2013 on ALL platforms.

TGPWU'S KEY DEMANDS FROM THE GOVERNMENT

- **Legislation in Telangana along the lines of the Rajasthan Platform-Based Gig Workers Act 2023**, which extends social security to gig and platform workers and creates a regulatory framework for platform companies to register workers, create a tripartite board, and set up a transaction and information monitoring system.
- **TGPWU calls attention to the petition filed by IFAT in the Supreme Court.** We extend support to the petition's call for social protection for all gig and platform workers.
- **TGPWU calls for the immediate implementation of Motor and Vehicle Aggregator (MVA) Guidelines (2020)** by the Telangana government. The MVA Guidelines directs state governments to licence cab aggregators, impose caps on commissions and surge pricing, and create provisions for welfare and safe working hours for workers.
- **Safeguards and laws to be put in place to ensure the safety of workers**, and strict regulations to prevent aggregators from setting unrealistic targets for earnings and incentives.
- **Tripartite board with representation and dialogue** between worker organisations, digital platforms, and the government.

WORKER PERSPECTIVES ON TGPWU'S ACTIVITIES AND IMPACT

TGPWU spoke to 202 gig and platform workers on their experiences of support from the union. 69% of them have been with TGPWU for more than 6 months.

We have strengthened our worker participation and awareness-building efforts over the years.

Our aim going forward is a commitment towards improving our efforts on:

- i) continuing our fight to protect workers' freedom of association and collective bargaining rights
- ii) building better communication channels with workers about updates on policy changes and regulations

PARTICIPATION

60% of workers



- participated in protests, campaigns and demonstrations organised by TGPWU
- also faced threats from platform for the participation, violating their collective action rights

AWARENESS-BUILDING

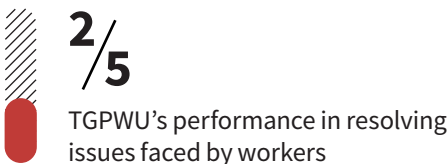
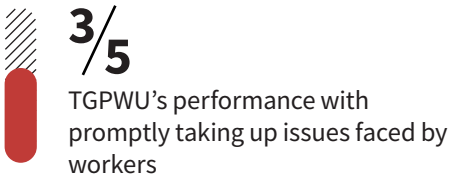
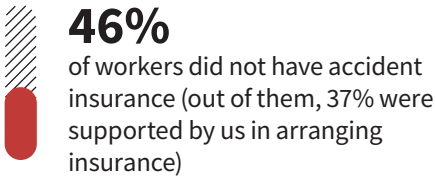
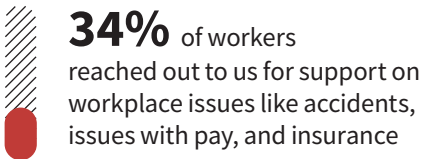
41%
aware of the TGPWU's policy and advocacy efforts like the Supreme Court petition filed by IFAT

3/5
TGPWU's performance in providing prompt updates on developments in government policies for gig and platform workers

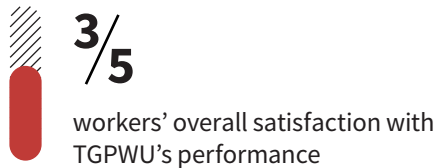
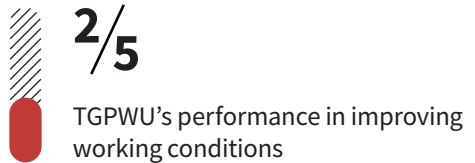
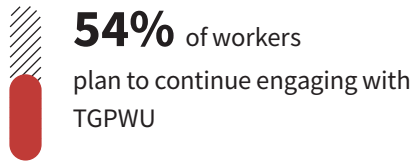
We have strengthened our worker participation and awareness-building efforts over the years. We are committed toward focusing our efforts on building effective channels and activities to support workers, particularly with:

- i) addressing and resolving problems faced by members more effectively
- ii) support in arranging insurance and other protections for workers
- iii) strategising concrete steps towards overall member satisfaction and improvement in working conditions

UNION SUPPORT



OVERALL SATISFACTION



TGPWU ACTIVITIES AND IMPACT

TGPWU has spearheaded consultations and meetings with state and central government departments to advocate for gig and platform workers' rights. We have also engaged in dialogue with the Ministry of Labour and Employment, NITI Aayog, and the G20's Labour 20. Over the years, we have secured crucial benefits and support for workers through our advocacy efforts.

KEY WINS

THE GOVERNMENT OF TELANGANA WILL SUBSIDISE COSTS OF CONVERTING EXISTING DIESEL VEHICLES TO ELECTRIC, AND INCREASING THE NUMBER OF CHARGING STATIONS IN TELANGANA.

OBTAINED WAIVER OF TAX FOR LARGE COMMERCIAL VEHICLES DURING COVID-19 LOCKDOWN BY PETITIONS TO THE TRANSPORT DEPARTMENT AT THE GOVERNMENT OF TELANGANA.

THE CONGRESS PROMISED TO PASS A LAW IN TELANGANA FOR THE WELFARE OF GIG AND PLATFORM WORKERS, AND WILL CONSTITUTE A WELFARE BOARD, AND ENSURE SOCIAL SECURITY AND FAIR WAGES FOR GIG AND PLATFORM WORKERS.

ADVOCATED FOR INSTALLATION OF DIGITAL TIMERS AT TRAFFIC SIGNALS AND EDUCATING THE GENERAL PUBLIC TO TURN OFF THEIR VEHICLES IN ORDER TO CONTROL POLLUTION AND REDUCE CLIMATE CHANGE.

OBTAINED LOAN MORATORIUM AND FINANCE RESTRUCTURING FOR WORKERS THROUGH THE MINISTRY OF MICRO, SMALL AND MEDIUM ENTERPRISES.

SECURED FREE PARKING, CANTEEN, AND WASHROOM FACILITIES FOR MORE THAN 5,000 DRIVERS WORKING AT RAJIV GANDHI INTERNATIONAL AIRPORT.

NEGOTIATED IMPROVED TERMS OF EMPLOYMENT BY ENSURING CAB AGGREGATORS INCLUDING OLA AND UBER SHARE DROP LOCATION WITH DRIVERS WHILE ACCEPTING RIDES AND SETTLE DRIVER PAYMENTS WITHIN 24 HOURS.

WORKER SUPPORT ACTIVITIES

TGPWU strives to support our members and their families in accessing crucial benefits and protections to safeguard their livelihoods, health, education, and finances



SUPPORTED FREE
INCOME TAX RETURNS
FILING FOR OVER **8,000**
WORKERS



ARRANGED OVER
15,000 SCHOLARSHIP
PROGRAMMES FOR
CHILDREN OF WORKERS



COORDINATED FREE
ESHAM REGISTRATION
CAMPS WITH IFAT TO AID
OVER **48,000** WORKERS
WITH REGISTRATION



PROVIDED **SOCIAL MEDIA**
TRAINING TO WORKERS
ON EFFECTIVE WAYS OF
USING SOCIAL MEDIA TO
HIGHLIGHT THEIR UNFAIR
WORKING CONDITIONS



DISTRIBUTED GROCERY
AND MEDICAL KITS
WORTH INR 2,000 TO
OVER **8,000** PERSONS
DURING THE PANDEMIC



DISTRIBUTED **MASKS AND**
SANITISERS DURING THE
PANDEMIC TO APP-BASED
DRIVERS AND DELIVERY
WORKERS



CONDUCTED BLOOD
DONATION CAMPS WITH
OVER **250** CERTIFICATES
SIGNED BY THE GOVERNOR



REGISTERED **250**
FAMILIES' HEALTH
CHECK UP PLANS AND
INSURANCE FOR FREE
IN COLLABORATION
WITH EKURE

CAMPAIGNS AND DEMONSTRATIONS

NO AC:

raising awareness on rising fuel costs, and demanding fair pay from digital platforms

LOW FARE, NO AIR:

opposing the low wages paid to workers for airport trips. Our key demand has been for taxi platforms to match fare standards set by the Telangana government for pre-paid taxis

#MAKEAMAZONPAY:

Demanding an increase in Amazon delivery workers' earnings and incentives, vaccinations and safety measures, and guarantee of workers' rights to organise and collectively bargain

BOYCOTT SWIGGY:

staging a boycott against Swiggy, demanding improved wages and working conditions, and an end to discrimination and harassment faced by workers.

ONE STAR RATINGS:

workers, instead of being mere recipients of one-sided ratings, united to leave one star reviews for platforms, and called for an end to unfair employment practices of Ola and Uber.

RED LIGHT ON, IGNITION OFF:

raising awareness among workers to turn off their ignition while waiting at traffic signals across the city, to curb air pollution and conserve fuel.

BOYCOTT SWIGGY:

staging a boycott against Swiggy, demanding improved wages and working conditions, and an end to discrimination and harassment faced by workers.

#DRIVINGINDESPAIR:

raising consumer awareness about the plight of workers, through flyers on key issues and demands were displayed in over 10,000 cabs.

PETITION AGAINST URBAN COMPANY:

filing a petition at the Telangana Labour Department to take immediate cognisance of the discrimination, exploitation, and illegal terminations faced by the women workers.

Acknowledgements

TGPWU is grateful to our members and supporters who sustain and inspire our efforts towards building worker power. We are grateful to our volunteers who conducted the surveys with workers on their perspectives on TGPWU's activities and impact. We thank Shubham Shinde who prepared an earlier draft of this report.

Design

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Images

Telangana Gig and Platform Workers Union

Connect with TGPWU and support our work:

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WEBSITE



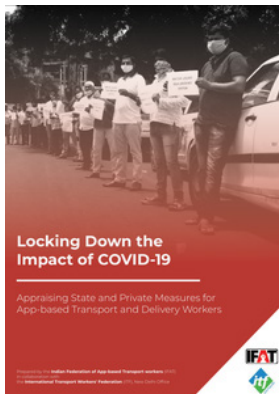
TWITTER



FACEBOOK

Read work from our research partnerships:

Locking down the impact of COVID-19



Protecting workers in the digital platform economy

