

Telangana Gig and Platform Workers (Registration, Social Security and Welfare) Bill, 2025

Object and Purpose

A bill to provide social security, employment and service conditions safety, health and welfare measures for gig and platform workers and for other matters connected therewith or incidental thereto

Whereas it is necessary to protect the rights of gig and platform workers, to place obligations on aggregators in relation to social security,; occupational health and safety; transparency in automated monitoring and decision-making systems; to provide and to avail dispute resolution mechanisms; to establish and to constitute a Welfare Board and to create a welfare fund for gig and platform workers; to register gig and platform workers and aggregators in the State, and to provide for matters connected therewith or incidental thereto.

Whereas gig and platform workers work in conditions of extreme vulnerability and precarity and are not adequately compensated for their efforts;

Whereas gig and platform workers played an important role in ensuring that the Covid-19 pandemic was managed by citizens and government but did not receive adequate recognition or compensation for the same;

Whereas the profusion of automated monitoring and decision-making systems has created new challenges for worker welfare;

and whereas the tripartite model of providing social security to unorganised sector workers needs to be adopted and adapted to protect the rights of gig and platform workers.

Be it enacted by the Telangana State Legislature in the seventy fifth year of the Indian Republic.

Section No.	Heading	Section with suggested changes	Reasoning for suggested change
1.	Short title, extent, commencement and application.	<p>(1) This Act may be called the Telangana Gig and Platform Workers (Registration, Social Security and Welfare) Act, 2025.</p> <p>(2) It extends to the whole of the State of Telangana.</p> <p>(3) It shall come into force within a period of 90 days or on such date as the State Government may, by notification in the Telangana Gazette, appoint, whichever is earlier: Provided that the provisions of the Act shall be deemed to have commenced on the date of notification.</p> <p>Provided that different dates may be appointed for different provisions of this Act and any reference in any such provisions to the commencement of this Act shall be construed as a reference to the coming into force of that provision.</p> <p>(4) It applies to:-</p> <p>a. Aggregators, platforms or primary employers operating in the State of Telangana or those operating in any other States across India or overseas rendering one or more services in the State of Telangana, as specified in Schedule-I.</p> <p>b. Every Gig and Platform worker registered with the Board under section 10 17.</p>	<p>The Act must specify the time period within which it shall come into force, in order to prevent delay in the implementation of welfare and enforcement of the legislation.</p> <p>The Act must not allow implementation of specific provisions of the legislation which would allow executive discretion in implementations of specific provisions of the Act and could potentially impact the intent of the legislation itself.</p>
2.	Definitions.	<p>(a) “aggregator” means a digital intermediary or a marketplace for a buyer or user of a service to connect with the seller or the service provider, and includes any entity that coordinates with one or more aggregators for providing the services;</p>	<p>The numbering of the comments corresponds to the numbering of the definition, i.e the comment with numbering (c) corresponds to the definition (c).</p>

		<p>(b) “Appellate Authority” means the authority as notified by the State Government;</p> <p>(c) “Automated monitoring and decision making systems” means systems which make decisions by automated means either wholly or partially with or without human intervention maintained by the aggregator;</p> <p>(d) “Board” means the Telangana Gig and Platform Workers Welfare Board constituted under section 3;</p> <p>(e) “Company” means a company as defined in the clause (20) of section 2 of the Companies Act 2013;</p> <p>(f) “Fund” means the Telangana Gig and Platform Workers Social Security and Welfare Fund established under sub-section (1) of section 18 of the Act;</p> <p>(g) “Gig and Platform Worker” means a person who performs work or participates in a work arrangement and earns from such activities outside of traditional employer-employee relationship and who works on contract that results in a given rate of payment, based on terms and conditions laid down in such contract and includes all piece-rate work; that results in a given rate of payment, based on terms and conditions laid down in such contract and includes all piece-rate work, and whose work is sourced through a platform or whose work is an integral part of a platform’s value chain, in the sectors specified in the Schedule to this Act;</p>	<p>(c) There is a need to bring systems which may partially be automated, within the scope of the law.</p> <p>(g) There is a need to redefine and re-envision the term “gig worker.” Traditionally the term “gig worker” has been used to define¹ anyone who undertakes short term work or is a “freelancer” i.e without a full-time commitment to any particular entity. However, the contemporary nature of work through digital platforms is far more expansive, with large number of workers relying on “gigs” as a full-time livelihood option. There is also a need to redefine the definition by removing the aspect of the</p>
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¹ <https://www.merriam-webster.com/dictionary/gig>

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		<p>(l) “Payout” means any final payment made by the aggregator/platform to the gig and platform worker for any-work performed or service rendered through a platform and does not include the welfare fund fee levied under this Act;</p> <p>(m) “Platform” means any arrangement providing a service through electronic means, at the request of a recipient of the service, involving the organisation of work performed by individuals at a certain location in return for payment, and involving the use of automated monitoring and decision-making systems or human decision making that relies on data;</p> <p>(m) “Platform Worker” means a person engaged in or undertaking platform work;</p> <p>(n) “Prescribed” means prescribed by rules made under this Act;</p> <p>(o) “Primary employer” means those individuals or organizations who directly engage gig and platform workers for a particular task against payment;</p> <p>(p) “Regulations” means the regulations made by the Board under this Act;</p> <p>(q) “rules” means the rules made under this Act;</p> <p>(r) “Schedule” means a Schedule appended to this Act;</p> <p>(s) “State Government” means the Government of Telangana;</p>	<p>engagement and the effort required to complete tasks.</p> <p>(l) There is a need to specify that payout does not include the welfare fund fee to ensure that the contribution owed towards the fund is not deducted from the earnings of the worker.</p> <p>(m) we suggest removal of a separate definition for the term “platform worker” as the current iteration of the definition is vague and does not clarify the material difference between a “gig” and a “platform” worker.</p> <p>(o) the term “primary employer” ought to be removed from the definitions clauses as well as the rest of the bill; because the term is ambiguous and there is an absence of clarity on the difference between ‘aggregator’ and ‘primary employer’ as it has been used interchangeably. We believe that this will lead to aggregators negating their obligations towards gig and platform workers by claiming that such obligations ought to be cast on primary</p>
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3.	Establishment of Gig and Platform Workers Welfare Board.	<p>(1) The State Government shall, with effect from such date as it may appoint, by notification constitute a Board to be known as the Telangana Gig and Platform Workers Welfare Board to exercise the powers conferred on, and perform the duties and functions assigned to it, under this Act.</p> <p>(2) The Board shall, as and when necessary, notify general or sector specific social security and other benefits which shall be implemented by the Board as notified by the State Government on matters relating to— (a) life and disability cover; (b) accident insurance; (c) health and maternity benefits; (d) old age protection;</p>	<p>The Code on Social Security (2020) specifies a number of matters connected with social security. It is strongly suggested that the bill take these into consideration for clarity.</p>

		<p>(e) crèche; and (f) any other benefit as may be determined by the State Government.</p> <p>(3) The headquarters of the Board shall be at Hyderabad.</p> <p>(4) The Board shall be a body corporate with the name aforesaid, having perpetual succession and common seal, with power to acquire, hold and dispose of property, and to contract, and may by that name, sue or be sued.</p>	
4.	Composition of the Board.	<p>(1) The Board shall consist of-</p> <p>(i) The Minister in-charge of the Department of Labour, Government of Telangana, Ex-officio Chairperson</p> <p>(ii) Representative from the Ministry of Labour and Employment, Government of India, Ex-officio Member</p> <p>(ii) The Special Chief Secretary or Principal Secretary or Secretary to Government, Department of Labour, Government of Telangana, Ex-officio Member</p> <p>(iii) The Special Chief Secretary or Principal Secretary or Secretary to Government, Department of Information and Technology, Government of Telangana, Ex-officio Member</p> <p>(iv) The Principal Secretary to Government, Finance Department, Ex-officio Member</p> <p>(vi) The Principal Secretary, Department of Commercial Taxes, Government of Telangana, Ex-officio Member</p> <p>(v) The Principal Secretary, Department of Transport, Government of Telangana, Ex-officio Member</p>	<p>(ii) We suggest removal of Government of India representation on the Board in order to make the Board size smaller in number and make it easier for the Board to convene. Including a representative from GOI may lead to logistical hassle in scheduling meetings and hence impeding the functioning of the Board.</p>

		<p>(viii) The Commissioner of Labour, Government of Telangana. Ex Officio Member</p> <p>(vi) The Chief Executive Officer appointed by the State Government shall be Executive in-charge of day to day functioning of the Board and carry out duties on behalf of the Board, Ex-officio Member, Secretary</p> <p>(vii) Four representatives of gig and platform workers or unions or associations that predominantly consist of gig and platform workers to be nominated by the State Government</p>	<p>(vi) We suggest removal of the Department of Commercial Taxes representative from the Board as the GST function would not be directly relevant to the collection of welfare fee and management of the fund. It is a preliminary submission that the Labour Department has expertise in dealing with such funds and can adequately guide the Board with help from the Finance Department, where necessary.</p> <p>(vi) The Board already consists of the the Special Chief Secretary or Principal Secretary or Secretary to Government, Department of Labour, Government of Telangana as a member from the Labour Department. Hence, it is advisable that the Commissioner of Labour may be appointed as the CEO of the Board, as opposed to being included as an ex-officio member.</p> <p>(vii) There is a need to ensure that in case gig and platform workers themselves are not available to participate in Board meetings, there is scope for unions/associations predominantly consisting of gig</p>
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5.	Disqualification and removal of a member of the Board.	<p>(1) No person shall be appointed as a member of the Board, or be continued as such, who, —</p> <p>(a) is or at any time has been adjudged an insolvent; or</p> <p>(b) is found to be a lunatic or becomes of unsound mind; or</p> <p>(c) is or has been convicted of any offence involving moral turpitude; or</p>	No comments.

		<p>(2) The Government, may remove any member of the Board, who,—</p> <p>(a) is or has become subject to any of the disqualifications mentioned in sub-section (1); or</p> <p>(b) is absent without leave of the Board for more than three consecutive meetings of the Board;</p> <p>(c) in the opinion of the Government, he has abused the position of his office so as to render that his continuation in the office is detrimental to the public interest or is otherwise unfit or unsuitable to continue as such member in the opinion of the Government:</p> <p>Provided that no such person shall be removed under clauses (b) and (c), unless he has been given an opportunity to show cause as to why he shall not be removed:</p> <p>(3) Any nominated member of the Board may at any time, resign from his office in writing under his hand addressed to the Government, and on acceptance of such resignation, his office shall become vacant.</p> <p>(4) In the event of any vacancy occurring on account of death, removal, disqualification or resignation under sub-sections (1), (2) and (3), such vacancy shall be filled by the State Government by fresh nomination for the remaining term.</p>	
6.	Meetings of the Board.	<p>(1) The Board shall meet at such intervals and observe such procedure in regard to the transaction of business at its meetings, as may be prescribed:</p>	For smooth conduct of work, it is suggested that the Board meet regularly, at least once in six months.

		<p>Provided that, the Chairperson may convene a special meeting at any time to address any specific issue upon a written request from at least 1/4th members of the Board, apart from the regular meetings.</p> <p>Provided further that, the Board shall meet at least once in six months</p> <p>(2) The Chairperson shall preside over the meetings of the Board. In the absence of the Chairperson. The Chairperson may nominate an ex-officio member of the Board to preside over the meetings of the Board in his absence.the Special Chief Secretary / Principal Secretary, Department of Labour, Employment, Training and Factories, shall preside over the meeting. If for any reason whatsoever both are unable to attend a meeting of the Board, the senior most ex-officio member in the Board, shall preside over the meeting.</p> <p>(3) All questions which come up before any meeting of the Board shall be decided by a majority of votes of the members present, and in the event of equality of votes, the Chairperson, or in his absence, the person presiding, shall have a second or a casting vote.</p> <p>(4) The quorum for the meeting of the Board shall be 1/3rd of the total members.</p> <p>(5) The nominated members of the Board shall be entitled for such allowances, at such rates as may be prescribed, for attending the meetings of the Board.</p>	
7.	Powers and functions of the Board.	The powers and functions of the Board shall be as follows, namely:-	

		<p>(i) Ensure registration of Gig and Platform workers in accordance with the provisions of this Act;</p> <p>(ii) Ensure registration of aggregators or platforms in accordance with the provisions of this Act;</p> <p>(iii) Set up a monitoring mechanism to certify that the welfare fund fee is being duly collected.</p> <p>(iv) Ensure implementation of general and specific social security schemes based on contributions made, as may be notified by the State Government and disburse the social security benefits to the Gig and Platform workers.</p> <p>(v) Monitor the schemes for social security of registered Gig and Platform workers and provide recommendations to the State Government for administering such schemes;</p> <p>(vi) Ensure that gig and platform workers have access to the benefits as per the schemes formulated by the State Government and to provide proactive facilitation to them in their engagement with a concerned aggregator/platform.</p> <p>(vii) Constitute a committee for providing the recommendations to the State Government for formulation, review and implementation of the schemes;</p> <p>(viii) Formulate social security schemes for specific groups of gig and platform workers and platform workers such as women, persons with disabilities etc. and recommend to the state government;</p>	
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		<p>(ix) Seek compiled data of the gig and platform workers who work with the respective aggregators and platforms to ensure compliance with the provisions of this Act in accordance with applicable data protection laws.</p> <p>(x) Any other powers or functions as may be conferred or assigned by the Government, as may be notified from time to time.</p> <p>(xi) engage with and hold regular open consultations with gig and platform workers' associations and unions.</p> <p>(xii) ensure that the implementation of this Act is subject to annual social audit in accordance with the social audit standards laid down by the Comptroller and Auditor General of India, in such manner as may be prescribed.</p> <p>(xiii) Ensure compliance with the provisions of this Act</p>	<p>(ix) Need for ensuring that data is collected in accordance with applicable data protection laws, and to ensure that data for implementing the Welfare Fund Fee Verification System is made accessible to the Board by aggregators for the implementation of the Act.</p> <p>(xi) and (xii) is suggested to be included, to improve the consultative process of the board and institute transparency in its workings.</p> <p>(xiii) This provision is to empower the Board to ensure that the aggregators generally act in compliance with the provisions of this Act</p>
8.	Rights of gig and platform workers.	<p>A Gig and Platform worker shall have the right to,-</p> <p>(a) be registered with the State Government on being onboarded on any platform, irrespective of the duration of the work, and be provided a Unique ID applicable across all platforms;</p> <p>(b) have access to general and specific social security schemes based on contributions made by them subject to minimum number of transactions/gig work undertaken by the gig and platform worker</p>	<p>(b) Current iteration of the clause on general and specific schemes needs to be broader for it to be decided by the Board based on schemes being formed. Providing eligibility cut off in the statute</p>

		<p>with any aggregator or platforms in a quarter as may be notified by the Board- as may be notified by the State Government;</p> <p>(c) access all information regarding wages paid, contributions made by aggregators and workers respectively as levy, social security benefits accrued and accessed by them, and any other information necessary to realise their rights enshrined in this Act;</p> <p>(d) participate in all decisions taken for their welfare through representation in committees, the Board, and any other consultation under applicable law;</p> <p>(e) access, verify and seek correction of their personal data held by the aggregators</p> <p>(f) access a grievance redressal mechanism and internal dispute redressal mechanism in accordance with this Act</p> <p>Provided that nothing in this Act shall affect any right, benefit or protection accorded to gig and platform workers under any other law for the time being in force.</p>	<p>would deprive gig and platform workers of necessary schemes such as accident or medical cover during their time of work even when it has not exceeded the cut off time given in the scheme. Therefore, the provision needs to be modified to make it broad and allow space for it to be decided from scheme to scheme.</p> <p>(c) Gig and Platform workers must be entitled to information regarding the welfare fee, the welfare fund and their entitlements and utilisation of benefits</p> <p>(d) Gig and Platform workers must be heard, consulted and represented through the board in the decision making processes of the board</p> <p>(e) Gig and platform workers must be empowered to access and update their respective personal data.</p> <p>(f) Workers must also have access to the internal dispute resolution mechanism specified in this Act.</p>
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		<p>Provided further that nothing in this Act or any scheme prepared under this Act will derogate from the right of a gig and platform worker to access any scheme or benefit framed by any Government or the aggregator.</p>	<p>2nd proviso: Entitlements under this Act should not prevent the worker from accessing any other benefits that they are entitled to under other laws, or which are being given to them by aggregators</p>
9.	Officers and employees of the Board.	<p>(1) An officer of the Labour Department, not below the rank of Joint Commissioner of Labour, shall be appointed as the Chief Executive Officer to perform executive functions as per the provisions of this Act and the rules made thereunder.</p> <p>(2) The Government shall provide the Board with such Officers and other employees, as may be required to assist the Board in the discharge of its functions.</p> <p>(3) The officers and other employees of the Board shall discharge their functions under the general superintendence of the Chief Executive Officer.</p> <p>(4) The salaries and allowances payable to and other terms and conditions of service of the officers and other employees of the Board shall be, as may be prescribed.</p>	<p>No comments.</p>
10.	Registration of gig and platform workers.	<p>(1) The State Government shall prescribe the procedure and manner for self-registration of gig and platform workers.</p> <p>(2) The aggregators/platforms shall provide to the Board its database of all gig and platform workers on boarded or registered with them within sixty days from the date of commencement of this Act, irrespective of the duration of their engagement with the aggregator, who shall be automatically registered in such manner, as may be prescribed.</p>	<p>(1) Onus of ensuring registration is on aggregators, hence the process may be termed as registration.</p> <p>(2) Need for including automatic registration of gig and platform workers, as soon as they are on boarded onto any platform, irrespective of how long they are engaged in the platform.</p>

		<p>(3) The data pertaining to all Gig and platform workers on boarded or registered with any platform after the commencement of this Act shall be electronically shared with the Board for their registration, and within thirty days of being on boarded with the aggregator or platform.</p> <p>(4) The aggregators/platforms shall update and share with the Board details as often as may be prescribed and in such manner as may be prescribed any changes in numbers of gig and platform workers every quarter.</p> <p>(5) The Board shall maintain a database of gig and platform workers in the State along with the details of their contractual engagement with one or more aggregators / platforms, and notwithstanding the duration or time of engagement with any platform and every Gig and Platform worker shall be given a Unique Identification Number (UID):</p> <p>Provided that, the data collected by the Board either from the aggregators or gig and platform workers shall only be used to achieve the aims and objectives of this Act and shall be handled in accordance with all laws relating to data protection.</p>	
11.	Registration of aggregators.	<p>(1) Every aggregator / platform shall register with the Board within forty-five days from the date of commencement of this Act in such manner as may be prescribed.</p> <p>(2) The Board shall maintain a register of aggregators/platforms operating in the State along with the name and designation of an officer notified by the State Government responsible for carrying out obligations under this Act.</p>	No comments.

		(3) The Board shall publish the register of aggregators/platforms on its web portal.	
12.	Transparency in respect of Automated Monitoring and Decision Making Systems.	<p>(1) The aggregator /platform must inform the gig and platform worker, in simple language and in Telugu, English or any other language listed in the Eighth Schedule of the Constitution known to the gig and platform worker, regarding the procedure to seek information in respect of the automated monitoring and decision making systems employed by the aggregator/platform, which have an impact on their working conditions, including but not limited to fares, earnings, customer feedback and allied information, as may be prescribed.</p> <p>(2) The aggregator / platform shall take measures to prevent discrimination on the basis of religion, race, caste, gender, or place of birth or on the grounds of disability by the automated monitoring and decision-making systems deployed by them.</p> <p>(3) The aggregator must proactively communicate the following information regarding each gig and platform worker, in writing, in Telugu, English or any other language listed in the Eighth Schedule of the Constitution known to the gig and platform worker-</p> <p>(i) the main parameters which, either individually or collectively, are the most important for determining the allocation of work, the distribution of work, the assessment of work carried out, remuneration for work carried out, the grounds for denial of work and grounds for deactivation/termination of contract or off-boarding of workers from the platform.</p>	<p>(3) The burden of disclosure of information on automated monitoring and decision making systems should be on the aggregator as opposed to the worker approaching the aggregator every time information or transparency is necessary.</p> <p>The lack of transparency about the workings of automated decision making systems – that is, algorithmic management in platform work contexts – has been flagged by the ILO as an important gap in the protection of worker rights in its background</p>

		<p>(ii) the rating system and other metrics, if any, set up by the aggregator and its role in determining dimensions of work outlined in sub-section (1) of this Section;</p> <p>(iii) categorisation of gig and platform workers, on the basis of the quality of service rendered, log-in time, or any other criteria, where such categorisation is employed by the aggregator;</p> <p>(iv) the personal data of the respective gig and platform worker available with the aggregator, such as personal data which is processed by the aggregator, including the purposes for which such personal data is processed;</p> <p>(v) any other information that may be prescribed by the State Government</p>	<p>paper² to the proposed instrument on decent work in the platform economy.</p> <p>Research studies³ have demonstrated that “Since algorithmic management systems tend to be both opaque and under the control of (human) management, managers can simply use them to increase their ability to take arbitrary decisions concerning workers, without consulting or discussing them. Without some degree of transparency, it can be even impossible to tell whether a particular decision has been made by an algorithm or a human boss (and very difficult to contest such a decision).”</p>
	Obligation to enter into fair contracts.	<p>(1) Contracts entered into between aggregators and gig and platform workers shall comply with the provisions of this Act.</p> <p>(2) Contracts shall be written in simple language easily comprehensible, and shall be available in Telugu, English or</p>	<p>(1)-(5) Contracts must be available in downloadable formats to gig and platform workers, so that they may access it at any point of time.</p>

² <https://www.ilo.org/resource/conference-paper/ilc/113/realizing-decent-work-platform-economy>

³ Baiocco, Sara; Fernández-Macías, Enrique; Rani, Uma; Pesole, Annarosa (2022) : The algorithmic management of work and its implications in different contexts, JRC Working Papers Series on Labour, Education and Technology, No. 2022/02, European Commission, Joint Research Centre (JRC), Seville.
<https://www.econstor.eu/bitstream/10419/262292/1/1807924874.pdf>

		<p>any other language listed in the Eighth Schedule of the Constitution known to the gig and platform worker and downloadable to the gig and platform worker in such manner as may be prescribed.</p> <p>(3) Contracts entered into between aggregators and the gig and platform workers shall clarify all the possible deductions with respect to any payment, including but not limited to, government cesses and taxes, and any fees or commissions payable to the aggregator.</p> <p>(4) Once the contract has been entered into, the aggregator shall notify the gig and platform worker of any change in the terms of the contract or any material change in the automated monitoring and decision making system, not less than fourteen days before the proposed change, and the gig and platform worker shall have the option to accordingly terminate the contract, without any adverse consequences for their existing entitlements under the previous contract.</p> <p>(5) Gig and platform workers may refuse or reject, with reasonable cause, a specified number of work requests per week, as shall be provided in the contractual agreement between the gig and platform worker and the aggregator, without any adverse consequences.</p>	<p>The contracts between the aggregator and the gig and platform worker must give clarity to the workers as to what are the amounts which will be deducted from their pay in each transaction or on subscription basis, what amounts will be charged by the aggregator and for what purpose.</p> <p>Any material changes in the function of the algorithms of the aggregator which have effects on the worker, must be informed to the gig and platform worker 14 days prior to the implementation of such a change.</p>
	Contract guidelines and templates.	<p>(1) The State Government shall publish sector specific guidelines for contracts from time to time.</p> <p>(2) The State Government may review contract templates sent by aggregators, on request, in order to ensure fair contracts with gig and platform workers.</p>	<p>(1) & (2) There is a need for the State Government to prescribe templates of contracts which are fair towards workers. Especially as workers do not have significant bargaining power with respect to their rights under contract.</p>
13.	Termination of work.	<p>(1) An aggregator or platform may terminate a gig and a platform worker by following the principles of natural justice after due enquiry only by giving valid reason/s in writing and with prior notice</p>	<p>Aggregators may sometimes have to block IDs or deactivate accounts on the complaints of sexual harassment, violence etc, in certain circumstances.</p>

		<p>of seven (07) days. During inquiry, the gig and platform worker shall be provided with the opportunity to produce and submit proof challenging his deactivation/termination.</p> <p>Provided that However, in case a threat (physical or mental) is foreseen to the end consumer, the gig and platform worker may be terminated immediately.</p>	<p>In only such circumstances where a threat to life or personal liberty of an individual has been reported, aggregators may immediately block the ID of the respective worker with notice of the same, and may not be required to comply with the 14 day notice period which is otherwise applicable.</p> <p>Where termination is not on the grounds of violations regarding the life and liberty of a customer/person, such termination can be implemented by the aggregator only after due opportunity is given to the gig and platform worker to put forth proof to show reasons for why he must not be deactivated.</p>
14.	Income security.	<p>(1) Every aggregator shall mandatorily make pay-out as per the contract with no delay in disbursal of pay.</p> <p>(2) In the cases of deductions from payments, the aggregator / platform must inform the Gig and Platform worker about the reasons for such deductions within the invoice raised for the work performed by the Gig and Platform worker.</p> <p>(3) The welfare fee leviable under this Act shall not be deducted from any amount payable to the gig and platform worker on the basis of the contracts or terms and conditions of service prior to the passage of this Act.</p> <p>(4) The aggregator must ensure that the income security of gig and platform workers is protected by ensuring that the remuneration paid to gig and platform workers is compliant with the minimum remuneration as prescribed by the State Government.</p> <p>(5) The State Government, in consultation with the Board, shall prescribe sector specific minimum remuneration (in the schedule of The Minimum Wages Act, 1948) for gig and platform workers under</p>	<p>(1) Mandating timely payout must be specified at the beginning of the section</p> <p>(3) - (5) This Act must clarify that the welfare fee amount must not be passed on to the gig and platform worker. The aggregator is free to raise the amounts through any other mechanism, but the levy of the welfare fee must not have an impact on the earnings of the gig and platform worker.</p> <p>The State Government may be empowered to lay down sector specific minimum remuneration to be</p>

		<p>this Act. Such minimum remuneration may be prescribed on an hourly basis, piece rate basis or in such a manner as deemed fit by the State Government, in consultation with the Board.</p>	<p>paid to the gig and platform worker. In research⁴ by PAIGAM, University of Pennsylvania covering 10000+ cab drivers and delivery workers each in 8 cities of India, “68% respondents reported that they faced either “unexplained” and “arbitrary” deductions due to skewed app algorithms; deductions due to arbitrary commission rates charged by the companies or arbitrary deductions on online payments”.</p> <p>Gig and platform workers across different sectors bear substantial work-related costs that frequently see their take-home wages often fall below minimum wage levels. In setting sector-specific minimum remuneration rates for gig and platform workers, the State Government must account, in each sector, for:</p> <ul style="list-style-type: none"> i) total time spent (including time spent completing the task, waiting for tasks, travelling between tasks, training time); ii) direct work-related costs (e.g., purchase of mobile data, fuel, repair and maintenance costs, work supplies, toll payments, vehicle insurance, platform commissions and fees, etc.); iii) distance traveled by the worker (including distance traveled from where the task is assigned to the task location) in different sectors of gig and platform work; and
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⁴ <https://tgpuw.org/2024/03/13/prisoners-on-wheels-report/>

			<p>iv) Total number of tasks being assigned by the aggregator per hour or per shift or per workday. This would ensure that gig and platform workers are fairly compensated for both the duration of their engagement and the effort required to complete tasks.</p> <p>This would ensure that gig and platform workers are fairly compensated for both the duration of their engagement and the effort required to complete tasks.</p>
15.	Reasonable working conditions.	<p>(1) The aggregator must provide and maintain, as far as is reasonably practicable, a working environment that is safe and without risk to the health of the gig and platform worker.</p> <p>Explanation: A work environment that is safe and without risk to the health of the gig and platform worker includes ensuring that the gig and platform worker shall have adequate periods of rest during the work day and during the work week, access to sanitary and rest facilities, including reasonable travel time to and from such facilities, safety equipments where necessary, aid in cases of violence, accidents, and injury during the course of their work, as may be prescribed by the State Government from time to time.</p> <p>(2) The aggregator shall comply with the applicable, sector-specific, occupational safety and health standards as may be prescribed.</p> <p>(3) Notwithstanding anything contained in any law in force the State Government shall prepare a scheme to compensate any gig and platform worker for loss of life or injury suffered during the course of their work for any aggregator.</p>	<p>(1) There is a need to clarify in this provision as to what constitutes a 'safe' and 'risk free' working environment, which must be provided by the aggregator. Therefore, the suggested formulation provides some basic standards and parameters which the state government must consider while framing sector specific occupation health and safety rules. Safe and healthy working environment has been accepted as a Fundamental Principle and Right at Work (FPRW) by all member states of ILO, including India.</p> <p>(3) & (4) Gig and platform workers must be compensated in case of loss of life or disability caused during the course of their work. Therefore, this suggested formulation requires the State Government to formulate an appropriate scheme to</p>

		<p>(4) Any scheme prepared by the State Government in determining compensation payable under sub-section (3) shall take into account the age of the gig and platform worker, the extent of disability suffered, loss of pay and any expenses that may have to be incurred by the family of the gig and platform worker in this regard.</p> <p>(5) The aggregator shall ensure that provisions of the The Prevention of Sexual Harassment (PoSH) at Workplace Act, 2013 shall be implemented as if the gig and platform worker is an employee of the aggregator for the purposes of that Act.</p>	<p>compensate for loss of life, disability, loss of pay caused due to injury suffered by gig and platform workers during the course of work. The Act must also specify the parameters on the basis of which such a scheme may be formulated. This may include age of worker, loss of pay, disability incurred etc.</p> <p>(5) Female gig and platform workers are currently unable to seek redress in the event that they suffer from sexual harassment or allied violations under The Prevention of Sexual Harassment (PoSH) at Workplace Act, 2013. There is a lack of clarity as to whether they are protected under the POSH Act, 2013 or not. Hence, this Act can clarify that the POSH Act, 2013 is applicable for gig and platform workers.</p>
16.	Nomination of Point of Contact for Enquiries.	<p>(1) Each aggregator shall designate a person as a Point of Contact within their platform, who shall address the queries and clarifications for their gig and platform workers.</p> <p>Provided that the aggregator may maintain physical spaces where gig and platform workers may seek clarifications under the provisions of this Act.</p> <p>(2) The worker shall have the option of communicating with the point of contact in Telugu, English or any other language listed in the Eighth Schedule of the Constitution known to the gig and platform worker.</p> <p>(3) The contact information of the point of contact shall be provided on the respective Gig and platform workers' accounts on the platform application.</p>	<p>(1) There is a need to ensure that aggregators are incentivised to maintain in person communication for queries raised by gig and platform workers.</p>

17.	Accounts and Audit	<p>(1) The Board shall maintain proper accounts and other relevant records and prepare an annual statement of accounts in such form as may be prescribed.</p> <p>(2) The accounts of the Fund shall be audited annually by the office of the Accountant General of the State.</p> <p>(3) The accounts of the Fund certified by the auditor, together with the audited report thereon shall be submitted annually by the Board to the State Government before such date as may be prescribed.</p> <p>(4) The Board shall comply with such directions as the State Government may, after perusal of the report of the auditor, think fit to issue.</p> <p>(5) The cost of the audit, as determined by the State Government, shall be paid out of the administrative cost of the Fund.</p> <p>(6) All monies forming part of the Fund shall be kept in current or deposit account with any Nationalized Bank or as prescribed by the Government.</p>	No comments.
18.	Social Security and Welfare Fund for Gig and Platform Workers	<p>(1) The State Government shall establish a fund to be called the Telangana Gig and Platform Workers' Social Security and Welfare Fund for the benefit of registered Gig and platform workers and the following money shall form part of, and be paid into, namely:</p> <p>(i) all sums received from welfare fund fee levied under this Act;</p> <p>(ii) all contributions made by individual Gig and platform workers towards any specific social security scheme prescribed.</p> <p>(iii) all sums received as grant-in-aid from the State Government and Central Government;</p>	

		<p>(iv) Funds received from the Corporate Social Responsibility fund within the meaning of the Companies Act, 2013.</p> <p>(v) All sums received by way of grants, gifts, donations, benefactions, bequests or transfers; and</p> <p>(vi) all sums received from any other sources as may be prescribed.</p> <p>(2) The Board may spend an amount not exceeding 5% of the annual receipts towards the Social Security and Welfare Fund under sub-section (1) with the prior approval of the Board, as may be specified by the Government from time to time, to meet the administrative expenses of the Board.</p> <p>(3) The Board or the State Government shall not use more than 5% of the Fund in any financial year to defray any administrative costs of the Board or employees of the Board.</p> <p>(4) The Board shall ensure that the remaining 95% of the fund is utilised in the following manner-</p> <p>a. For general schemes which are applicable to all gig and platform workers</p> <p>b. For specific schemes which a gig and platform worker may opt for on the basis of their respective contributions</p>	<p>(3) There is a need to ensure that the amounts collected from aggregators as welfare fee is substantially utilised for the welfare and benefits of gig and platform workers and only a small portion of the the welfare fee may be utilised for administrative expenses.</p> <p>(4) There is also a need to ensure that all gig and platform workers are entitled to general social security benefits, while some specific benefits may be formulated for specific types of gig and platform workers or workers in specific sectors.</p>
19.	Gig and Platform workers	<p>(1) The Government shall charge a Welfare Fund Fee known as the Telangana Gig and Platform Workers Welfare Fund Fee, from Aggregators/ Platforms, which shall not be less than one percent</p>	<p>The welfare fee must be levied on the payout made to the gig and platform worker, either by the aggregator or the customer on the platform. The State Government must prescribe different rates of</p>

	welfare Fund fee.	<p>but shall not exceed two percent of the payout to the Gig and Platform worker in each transaction or as may be notified by the State Government.</p> <p>(2) The State Government may specify through notification separate welfare fund fee to be charged from different type of aggregators for the services mentioned in schedule I, subject to limits prescribed in sub-section (1).</p> <p>(3) Such fee shall be collected by the notified authority in such manner and within such time, as may be prescribed.</p> <p>(4) The aggregator / platform shall deposit the welfare fund fee levied under this Act, at the end of each quarter in such manner, as may be prescribed:</p> <p>(5) If any aggregator / platform fails to pay any amount as specified under sub-section (1), shall be liable to pay simple interest on the fee due from the date on which such payment is due till such actual payment at such a rate, as may be notified by the State Government, from time to time.</p>	fee for different sectors and models in the platform economy. The suggested formulation reflects the aforementioned.
20.	Welfare Fund Fee Verification System (WFFVS).	<p>(1) All payments generated through every transaction by platforms shall be mapped on to a Welfare Fund Fee Verification System (WFFVS) administered by the State Government and monitored by the Board.</p> <p>(2) Every payment made to Gig and Platform workers and the welfare fund fee deducted by platforms shall be sent to Welfare Fund Fee Verification System (WFFVS) for each transaction related to gig and platform worker in such manner as may be prescribed.</p> <p>(3) The details of welfare fund fee collected and spent at the Gig and Platform workers level shall be disclosed and made available on the Welfare Fund Fee Verification System (WFFVS).</p>	No comments.

		(4) Welfare Fund Fee Verification System (WFFVS) shall be in compliance with the applicable Central and State legislations on data protection for the time being in force.	
21.	Redressal of Grievances	<p>(1) The Government shall appoint a Grievance Redressal Officer, by notification, for redressal of the grievances of the Gig and Platform Workers.</p> <p>(2) A Gig and Platform worker registered under this Act may file an application in the prescribed format either in person or through web portal or any other mode before the Grievance Redressal Officer appointed under sub-section (1), in relation to any grievance arising out of entitlements, Social Security payments and other benefits provided by the Board under this Act:</p> <p>Provided that, the link to such web portal shall be provided on the platform application of every aggregator/platform registered under this Act:</p> <p>(3) The procedure for disposal of the application filed under sub-section (2) shall be in such manner as may be prescribed.</p> <p>(4) The Grievance Redressal Officer so appointed under sub-section (1), shall conduct enquiry on such application and shall pass a reasonable order in due compliance with the principles of natural justice within thirty days from the date of application.</p>	No comments.
22.	Appellate Authority	22. (1) The Government shall appoint an Officer in the cadre of Deputy Commissioner or equivalent rank or cadre as an Appellate Authority, by notification.	No comments.

		<p>(2) Any person aggrieved by the orders of the Grievance Redressal Officer under sub-section (4) of section 21, may prefer an appeal to such Appellate Authority appointed under sub-section (1), within ninety days from the date of order.</p> <p>(3) The Appellate Authority shall dispose of the appeal in accordance with such procedure as may be prescribed.</p>	
23.	Resolution of disputes against aggregator and platforms.	<p>23. (1) Every aggregator/platform, with at least one hundred (100) gig and platform workers registered on their platform, shall constitute an Internal Dispute Resolution Committee for the resolution of disputes specified in Schedule II.</p> <p>(2) The composition and procedures of the Internal Dispute Resolution Committee shall be such as may be prescribed.</p> <p>(3) The Internal Dispute Resolution Committee shall complete its proceedings within thirty days on receipt of a written complaint by or on behalf of the aggrieved party.</p>	No comments.
24.	Procedure for resolution of disputes against aggregators	<p>(1) If a gig and platform worker does not receive a written response from the Internal Dispute Resolution Committee within 14 days and/or is not satisfied with the written resolution provided by the Internal Dispute Resolution Committee, he/she may file a first appeal before a grievance redressal officer notified by the State Government at District and sub-District Levels, and/or through a web portal, and/or through a helpline.</p>	(1) to (4) An appeal mechanism from the Internal Dispute Resolution Committee must be created to ensure speedy disposal of grievances and disputes of gig and platform workers against the aggregator.

		<p>(2) All appeals filed with a grievance redressal officer will be acknowledged by a dated receipt immediately as prescribed.</p> <p>(3) The officer so authorised under sub-section (1) shall, upon inquiries as prescribed, dispose of the said appeal and/or grievance by passing a written order of redressal within 30 days of the appeal and/or grievance being filed, after ensuring that both parties have been presented with an opportunity of being heard and submitting any additional information on record.</p> <p>(4) The officer so authorised under sub-section (1) shall be vested with the powers to summon all parties concerned and demand all the necessary information required in order to redress the appeal and/or grievance.</p>	
25.	Disclosure Obligations	<p>24. (1) The aggregator/platform shall ensure that information on the grievance redressal mechanism in section 21 is widely published and easily accessible on their platform.</p> <p>(2) The aggregator/platform shall ensure that information on the dispute resolution mechanism in section 23 is easily accessible on their respective platform.</p> <p>(3) The manner of publication of disclosure obligations by the aggregator / platform shall be such as may be prescribed.</p>	No comments.
26.	General Penalties and Punishments for offences.	<p>If any person, being an aggregator / platform /primary employer / company etc,—</p> <p>(1) fails to pay welfare fund fee which he is liable to pay under this Act, Rules, Regulations or Schemes made thereunder, shall be punishable with imprisonment for a term which may extend to one</p>	No comments.

		<p>year or with fine, which may extend to 2 lakhs or with both;</p> <p>(2) fails or refuses to submit any return, report, statement or any other information required under this Act or any rules, regulations or schemes made or framed thereunder, shall be punishable with fine which may extend to rupees fifty thousand;</p>	
27.	Cognizance of Offenses.	<p>(1) No court inferior to that of a Judicial Magistrate of the First class shall try any offence punishable under this Act.</p> <p>(2) The offences under this Act are cognizable, bailable and compoundable.</p> <p>(3) In trying the offences under this Act, the procedure prescribed in Chapter XXI of the Bharatiya Nagarik Suraksha Sanhita, 2023, for trial of summons-cases by Magistrate shall be followed.</p>	No comments.
28.	Compounding of offences.	<p>(1) The offences under this Act may be compounded either before or after institution of the prosecution under section 25 or on an application made by the offender on payment of compounding fees as may be prescribed: Provided that the offences of the same nature committed by the same offender for more than three occasions shall not be compoundable.</p> <p>(2) If such compounding of offences is permitted before prosecution under sub-section (1), no further proceedings shall be taken against the offender in respect of such offence and the offender shall be deemed to have been discharged from the offence.</p> <p>(3) If he was already prosecuted in the competent court, the Grievance Redressal Officer may file an application for withdrawal of the case before the competent court and such withdrawal shall</p>	No comments.

		have the effect of discharge / or acquittal, as the case may be under section 360 of the Bharatiya Nagarik Suraksha Sanhita, 2023.	
29.	Submission of Annual Returns by the Aggregator / Platform.	The aggregator / platform shall submit annual returns to the Board electronically in such form as may be prescribed.	No comments.
30.	Annual Report.	(1) The Board shall prepare a report every year of its activities under this Act during the year and submit the report to the State Government. (2) The State Government shall, as soon as may be after the receipt of report under sub-section (1), cause the same to be laid before each House of the State Legislature.	No comments.
31.	Appointment of Officers for effective enforcement of the Act.	The Government may appoint officers with such designations as it thinks fit for the purposes of this Act and may entrust to them such of the powers and functions under this Act as it may deem fit, for effective enforcement of the provisions of this Act, and the rules made thereunder.	No comments.
32.	Act to be in addition to any other law.	The provisions of this Act shall be in addition to, and not in derogation of, any other law for the time being in force.	No comments.
33.	Protection of	No suit, prosecution or other legal proceeding shall lie against any person for anything which is done in good faith and Bonafide belief	No comments.

	action taken in good faith and bonafide belief.	or intended to be done in pursuance of this Act or any rule or order made thereunder.	
34	Power to make rules.	<p>(1) The State Government may, by notification, make rules after previous publication for carrying out the purposes of this Act.</p> <p>(2) In particular and without prejudice to the generality of the foregoing power, such rules may provide for all or any of the following matters, namely:</p> <p>(i) The time, place and procedure for meetings of the Board as required under sub-section (1) of section 6.</p> <p>(ii) The rates of allowances for nominated members of the Board under sub-section (5) of section 6.</p> <p>(iii) The manner of registrations of aggregators/ platforms with the Board under sub-section (1) of section 11.</p> <p>(iv) The manner of publishing the register of aggregators/platforms by the Board as per sub-sections (2) and (3) of section 11.</p> <p>(v) The procedure to seek information regarding automated monitoring and decision-making systems under sub-section (1) of section 12.</p> <p>(vi) Minimum remuneration and income security under sub-section 3 of section 14.</p> <p>(vii) Sector specific occupational safety and health standards under section 15.</p> <p>(viii) The manner in which proper accounts, annual statements of accounts including balance sheet and other relevant records must be maintained under sub-section (1) of section 17.</p> <p>(ix) The date of submission of the audited report by the Board under sub-section (3) of section 17.</p>	Relevant suggested changes need to reflect in the rule making power under this section.

		<p>(x) The manner in which the monies of the Fund shall be kept under sub-section (6) of section 17.</p> <p>(xi) Sums received from any other sources under clause (vi) of sub-section (1) of section 18.</p> <p>(xii) the manner of collection of welfare fund fee under sub-section (3) of section 19.</p> <p>(xiii) The manner of deposit of the welfare fund fee by the aggregator/platform at end of each quarter under sub-section (4) of section 19.</p> <p>(xiv) The manner of recovery of due amount from aggregators etc., under sub-section (5) of section 19.</p> <p>(xv) The form in which payment made to Gig and Platform workers and the welfare fund fee deducted shall be recorded on the Welfare Fund Fee Verification System (WFFVS) for each transaction under sub-section (2) of section 20.</p> <p>(xvi) The manner of disposal of the petition under sub-section (3) of section 21.</p> <p>(xvii) The manner of disposal of appeal under sub-section (3) of section 22.</p> <p>(xviii) The manner of the composition and procedure of the Internal Dispute Resolution Committee under sub-section (2) of section 23.</p> <p>(xix)The manner of publishing of disclosure obligations under sub-section (3) of section 24.</p> <p>(xx) The manner of compounding under sub-section (1) of section 27.</p> <p>(xxi) The manner of submission of quarterly return by aggregator/platform under section 28.</p> <p>(xxii) Any other matter in addition to or ancillary thereto.</p>	
35.	Power to make regulations.	The Board may make regulations to provide for the following matters under this Act,-	No comments.

		<p>(1) The manner in which the aggregators /platform shall provide the database of all Gig and platform workers on boarded or registered with them to the board under sub-section (2) of section 10;</p> <p>(2) The manner in which the latest data of all Gig and platform workers engaged by aggregators/ platforms shall be shared as per sub-section (3) of section 10.</p> <p>(3) Any other matter which the Board may deem fit to discharge the functions.</p>	
36.	Power to remove difficulties.	<p>(1) If any doubt or difficulty arises in giving effect to the provisions of this Act, the State Government may, by order, in the Official Gazette, make such provisions, not inconsistent with the provisions of this Act, as appear to it to be necessary or expedient for removing such doubt or difficulty:</p> <p>Provided that no such order shall be made under this section after the expiry of a period of three years from the commencement of this Act.</p> <p>(2) Every order made under this section shall be laid, as soon as may be after it is made, before each House of the State Legislature.</p>	No comments.
37.	Power to amend Schedules.	The State Government may, by notification, add, alter or omit any of the entries specified in Schedule-I and Schedule-II.	No comments.

SCHEDULE I

[See clause (a) of sub-section (4) of section 1]

SERVICES PROVIDED BY AGGREGATORS

1. Ride sharing services.
2. Food and grocery delivery services.
3. Logistics services.
4. e-Market place (both marketplace and inventory model) for wholesale/retail sale of goods and / or services Business to Business (B2B) / Business to Consumer (B2C).
5. Professional activity provider.
6. Healthcare.
7. Travel and hospitality.
8. Content and media services.
9. Any other goods and services provider platform.

SCHEDULE-II [see section 23]

DISPUTES RAISABLE BY GIG AND PLATFORM WORKER

1. Aggregator ~~/platforms~~ fails to communicate information sought by the gig and platform worker regarding automated monitoring and decision-making systems under sub-section (1) of section 13;
2. Aggregator ~~/platforms~~ terminates work on grounds not mentioned in the contract, in violation of sub-section (1) of section 14;
3. Aggregator ~~/platforms~~ terminates work without notice, in violation of sub-section (2) of section 14;
4. Aggregator ~~/platforms~~ fails to provide reasons for deductions in pay as provided for under section 15;
5. Aggregator ~~/platforms~~ fail to comply with sector specific reasonable working conditions as may be prescribed, under section 16.