



## Tax alert: Ministry of Labour & Employment invites aggregators to register themselves and their gig and platform workers on the e-Shram portal

20 September 2024

The Ministry of Labour & Employment ('MLE') has issued an advisory dated 16 September 2024 asking aggregators to register on the e-Shram portal and also get their gig and platform workers onboarded.

### In a nutshell



The Ministry of Labour & Employment had launched the e-Shram portal in August 2021 as a 'One-Stop-solution' for the unorganized workers to help them access various social security schemes – all in one place.



Vide the advisory dated 16 September 2024, the Ministry has included the definition of aggregators and their roles, platform work and platform worker, applicability of this advisory as well as issued Standard Operating Procedure (SOP) for On-Boarding of aggregators and platform workers on the e-Shram portal.



Central Government has been working with few of the aggregators and has successfully completed testing to ensure API integration with e-Shram portal.



On 18 September 2024, the Union Minister of Labour & Employment also chaired a meeting with the aggregators setting a target of 3 months for onboarding of aggregators and platform workers on the e-Shram portal.



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## Salient features of the advisory:

- The Central Government has successfully completed the API testing of integration with the e-Shram portal including that by few aggregators.
- Remaining aggregators are being encouraged to complete the API testing in time-bound manner and on-board themselves as well as the platform workers engaged by them on the e-Shram portal.
- The guidelines include the definitions of 'Aggregator', 'Platform work', 'Platform worker' and also outline the role and responsibilities of aggregators such as registration of the platform workers engaged by them on the e-Shram Portal and regular upload of the workers' details of their monthly engagement. This would include the number of days worked and amount paid or payable for the month.
- The platform workers will receive a Universal Account Number (UAN) upon registration which can be electronically linked in the database of the aggregator to facilitate the portability of workers. Aggregators must also intimate the exit of any platform worker in the e-Shram portal to maintain accurate records.
- The Ministry has also issued Standard Operating Procedures (SOP) for online on-boarding of platform aggregators on e-Shram Portal which covers the following:
  - The authorized signatory/ SPOC of the aggregator would need to fill the registration form on the e-Shram portal's page for aggregators (<https://aggregator.eshram.gov.in>).
  - **PART – 1:** The form captures key details of the aggregator such as *GSTIN of every state where registered, brand name operated by aggregator, Number of registered and active platform workers engaged, Annual Turnover in FY 2023-24, Welfare schemes extended by the aggregator to platform workers etc.*
  - Supporting documents of the aggregator and authorized signatory such as PAN Card, GSTN registration, ROC registration of Aggregator, PAN and Aadhaar of authorized signatory etc. would need be uploaded
  - **PART – 2:** Aadhaar eKYC of the authorized signatory is initiated based on the details filled in the form. The form can be submitted upon successful completion of Aadhaar e-KYC and upload of relevant authorization document (such as Board Resolution or Letter from CEO etc.) issued to the authorized signatory.
  - Upon submission, an acknowledgement ID is generated which can be used to track the application status.
  - After successful verification of the details submitted by aggregator and approval of the On-Boarding, the username and password are mailed to the authorized signatory.
- To assist the aggregators and platform workers, a toll-free helpline (14434) has also been set up to disseminate information, facilitate registration, and resolve any technical issues encountered during the process of On-Boarding or uploading of data.
- As regards to the above, on 18 September 2024, the Union Minister of Labour & Employment, Dr. Mansukh Mandaviya, chaired a meeting with platform aggregators in New Delhi emphasizing the need for registration of their workers on the e-Shram portal. The key takeaways from the meeting are as follows:
  - Formation of a dedicated committee to deliberate on key issues for establishing a robust social security framework for Gig and Platform Workers
  - Target to onboard aggregators and platform workers on the e-Shram Portal within the next three months.
  - Aggregators to list their job vacancies on the National Career Service (NCS) portal.

## Comments:

The platform economy, accelerated by the COVID-19 pandemic, has been an important source of employment generation in the recent years both in India and globally. However, platform workers in India lack the social security protections provided to the traditional worker population.

Issuance of the advisory is a major step of Ministry of Labour & Employment in extending social security benefits to such platform workers as this registration will create a formal social security structure for the platform workers and provide them with access to various social welfare schemes. Such collaborative efforts between the government and digital platform can help in creating a sustainable social security framework for India's gig workforce.



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