

A photograph showing several construction workers in a city street. They are carrying large bowls or containers balanced on their heads, filled with dark, possibly mineral-rich material. The workers are dressed in casual work clothes, including shirts and dhotis. The background features tall residential buildings and a network of power or telephone lines stretching across the sky. The scene is bathed in the warm, golden light of either sunrise or sunset, creating long shadows and a dramatic atmosphere.

Shramik - Setu Samanway

Project Report

*Comprehensive Study and Action Plan:
Advancing Labor Welfare and Access*

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Box 1	Abbreviations
HKRN	Haryana Kaushal Rozgar Nigam
PMJAY	Pradhan Mantri Jan Arogya Yojana
PMAY	Pradhan Mantri Awaas Yojana
PMSYM	Pradhan Mantri Shram Yogi Maandhan
PPP	Parivar Pehchan Patra
HWB	Haryana Welfare Board
HBOCW	Haryana Board of Construction Welfare
SECC	Socio Economic and Caste Census
JNNURM	Jawaharlal Nehru National Urban Renewal Mission

1. Context of the study

Daily-wage labour plays a critical role in the functioning of cities like Sonipat, supporting sectors such as construction, logistics, and manufacturing. Yet, these workers often face uncertain job conditions, low and inconsistent wages, and very limited access to formal support systems like health insurance, job security, or government schemes.

Through our on-ground visits and conversations with laborers, contractors, and civil society workers, it became clear that most policies and digital platforms are either inaccessible to workers or poorly implemented at the local level. Many workers do not even know about the platforms meant for their benefit. Contractors, who are key intermediaries in this ecosystem, also often operate informally and are not fully aware of their legal responsibilities.

The sector is too important to be left informal and unsupported. If we want real impact, policies need to be grounded in what is actually happening on the ground. There is a clear need for simpler systems, better awareness campaigns, and mechanisms that hold all actors accountable — not just laborers, but also contractors and local bodies.

2. Project Overview

'Shramik-Setu Samanway' is a hands-on, research-driven effort to connect daily wage workers with better job opportunities, social security, and support from government policies. This project started with a clear need: to turn policies meant for labour welfare into real, visible change in the lives of workers across urban Haryana.

It's shaped by field visits, legal research, and tech-based solutions — all focused on what both workers and officials actually need. The goal is to fix the gaps in welfare schemes, worker registration, and accountability.

In the long run, we aim to create a model that other regions can follow — a system where every daily wage worker, no matter their background or skill level, can get fair work, on-time payments, and full access to the benefits they're entitled to.

By combining data from the ground, feedback from people involved, and smart tech tools, this project hopes to guide policymakers towards reforms that truly put workers at the centre — especially as cities grow and change fast.

3. Executive Summary



Daily wage labourers are a core part of Haryana's urban economy, driving growth in sectors like construction, manufacturing, transport, and public services. This population is marked by high mobility, informal work arrangements, and limited job security.

Living standards are improving: more labourers now reside in pucca houses and own smartphones, reflecting rising digital awareness. However, the majority still lack formal contracts, stable incomes, and systemic protections. The state has launched major welfare initiatives and digital registration systems—including the Parivar Pehchan Patra (PPP), e-SHRAM, and Haryana Kaushal Rozgar Nigam—to address these gaps and expand access to employment and social protection.

Despite these efforts, fragmented delivery persists. Many workers struggle with complex documentation, digital literacy barriers, and low scheme awareness. Women and migrants face even greater challenges due to limited public support, language barriers, and exclusion from informal networks. Registration remains repetitive, grievance redressal is weak, and contractors continue to operate outside formal systems, hampering benefits delivery.

The 'Shramik-Setu Samanway' project presents an integrated, field-informed, and technology-enabled solution. By combining direct surveys, stakeholder mapping, and policy analysis, it proposes a user-friendly digital platform focused on simple onboarding, job-matching, transparent wage tracking, real-time scheme alerts, and accessible grievance mechanisms. Designed for scale and adaptation, this model builds on existing government databases and is tailored to the realities of diverse labour groups.

This report delivers an action plan to bridge critical gaps and improve security and dignity for daily wage labourers, supporting Haryana's and India's broader goals for inclusive urban development.

Snapshot of the exec. Summary

- i. Daily wage labourers in Haryana are a critical part of the urban workforce, with rising access to pucca houses and smartphones, and greater digital awareness
- ii. Government initiatives and digital platforms are expanding employment access and social protection for informal workers.
- iii. Digital literacy and use of formal documentation among labourers are increasing
- iv. Inconsistent access to welfare schemes persists due to complex registration, fragmented delivery, and frequent migration.
- v. Women and migrant labourers face added barriers: language, limited job options, lower scheme awareness, and high mobility.
- vi. Proposed solution addresses these gaps with simplified onboarding, multi-language support, transparent wage tracking, and inclusive outreach.

4. About This Report

This report examines how daily wage workers, employers, and government systems interact to shape the labour sector in Haryana. The project began by mapping relevant policies, digital platforms, and stakeholder organisations to better understand the environment influencing daily wage employment.

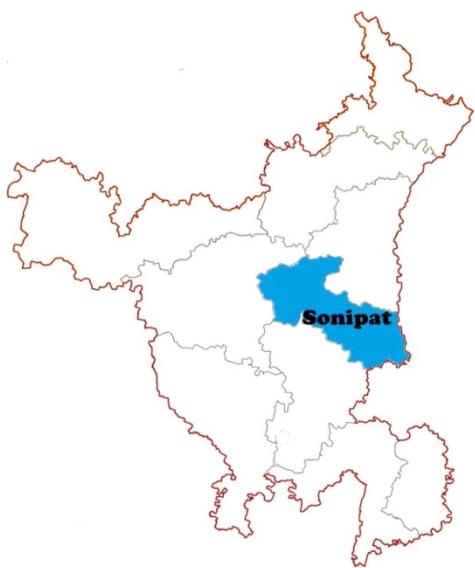
Building on this, structured field surveys were conducted at major labour congregation points to document real-world conditions and challenges. Further, interviews with contractors provided insights into operational and implementation gaps that affect workers' access to entitlements.

Each stage of research was designed to ensure a practical understanding of what is effective on the ground. The findings from this multi-level, collaborative approach directly informed the proposed solutions, with the aim of making labour welfare schemes more accessible and ensuring that interventions are responsive to actual needs within the sector.

Mapping Impact Zones

To visualize patterns of labour force concentration in the region, the accompanying map highlights Sonipat as the central study area, with other major urban-industrial centres across Haryana and Delhi NCR marked for their significant roles as labour-intensive growth hubs. These selected zones are recognized for their ongoing industrial expansion, strong economic activity, and high

participation of daily wage workers, making them essential benchmarks for comparative analysis within this research.



This spatial mapping underpins the selection of research zones by depicting both the central focus on Sonipat district and the major urban-industrial centres across Haryana with the highest concentrations of daily wage labourers, enabling targeted and comparative analysis of labour intensity in the state.

5. Research Scope & Methodology

The research employed a multi-stage approach, integrating both qualitative and quantitative methods to comprehensively examine the landscape of daily wage labour in Haryana. The initial phase involved policy and ecosystem mapping to identify the relevant institutional frameworks, digital platforms, and non-governmental stakeholders influencing labour conditions. This was followed by structured surveys conducted at major labour congregation points to gather firsthand data on workers' experiences and challenges.

Additionally, targeted stakeholder interviews, including discussions with contractors and worker representatives, provided deeper insights into the operational, economic, and coordination gaps within the system. This methodology enabled the identification of practical pathways to strengthen support for daily wage labourers, grounded in real-world conditions and lived realities.

6. Initial Research Conducted

The first phase of the study focused on understanding the broad landscape affecting daily wage workers in Haryana. This involved systematically mapping government policies, digital platforms, and the roles of various civic bodies and non-governmental organisations engaged in labour welfare. This mapping provided the

foundation for identifying how different institutions influence daily wage work in the state.

Overview of Haryana's Informal Labor Workforce

Daily wage earners make vital contributions to key sectors in Haryana, such as construction, factories, transport, agriculture, and household work. However, most of these workers do not have permanent jobs, social security, or consistent workplace protections. Many are employed on short-term contracts or find work only when opportunities arise, leading to unstable incomes and limiting their access to government support.

Data from recent labour surveys show that Haryana's workforce participation and employment rates are lower than the national average, with significant gaps in job opportunities, especially for women and youth. High unemployment and widespread informal work highlight the urgent need for targeted welfare measures and improved institutional support in the state.

6.1 Major State Initiatives and Welfare Schemes Studied

Haryana has introduced a series of important reforms to strengthen protections and improve the well-being of its daily wage and informal workforce. Central to these efforts are regular minimum wage updates, the adoption of digital platforms for worker registration and service delivery, and targeted benefit schemes linked through the Parivar Pehchan Patra (PPP) family ID. Special attention has also been given to supporting women workers, enabling greater participation and workplace safety, including during night shifts in industrial zones. Together, these initiatives reflect the state's commitment to making labour welfare more accessible, transparent, and inclusive in response to evolving economic and demographic needs.

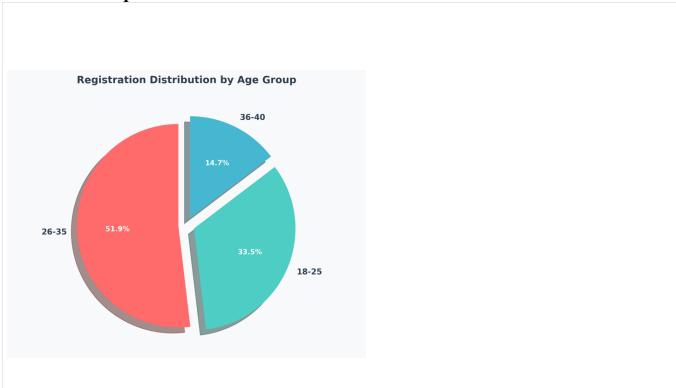
1. *Maternity Benefit Act, 1961 (Haryana)*
Monitored by Haryana's Labour Department to ensure maternity rights and penalize violations. Applies to factories, shops, and establishments with 10+ employees.
Benefits: Women get 26 weeks paid maternity leave for the first two children, 12 weeks for others. Paid leave is allowed for miscarriage and related illnesses. Employers must provide creches if they have 50+ workers. Nursing breaks twice a day are allowed until the child is 15 months old. A medical bonus up to ₹25,000 is payable if employer does not provide maternity care.
2. *Construction Workers Pension Scheme (Haryana)*
Run by Haryana Construction Workers Welfare Board; pensions given after verification.
Registered construction workers with minimum

3 years membership, not receiving other government pension.

Benefits: Monthly pension of ₹3,250 starts after age 60, on submission of life certificate yearly. Applications are online.

3. Pradhan Mantri Shram Yogi Maandhan Yojana

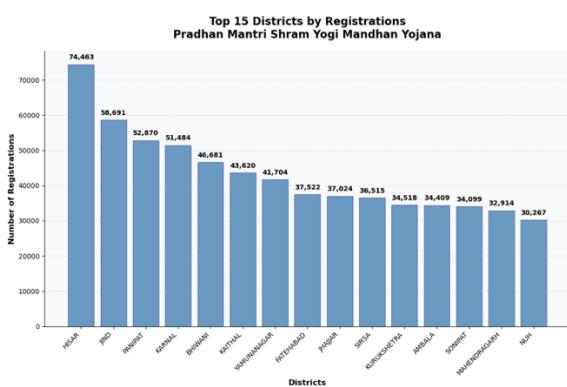
Administered by LIC via CSC-SPV network. Unorganised workers aged 18–40 with monthly income less than or equal to ₹15,000, not covered by other pension schemes.



The above chart depicts annual registration percentages across different age groups for the Pradhan Mantri Shram Yogi Maandhan Yojana from 2019 to 2025.

Source: Data compiled from the official dashboard of *Pradhan Mantri Awas Yojana (PMAY)*.

Benefits: Contributors get ₹3,000 monthly pension after 60. Spouse gets 50% family pension. Auto-debit and flexible withdrawal options are available. Enrolment online or at CSCs.



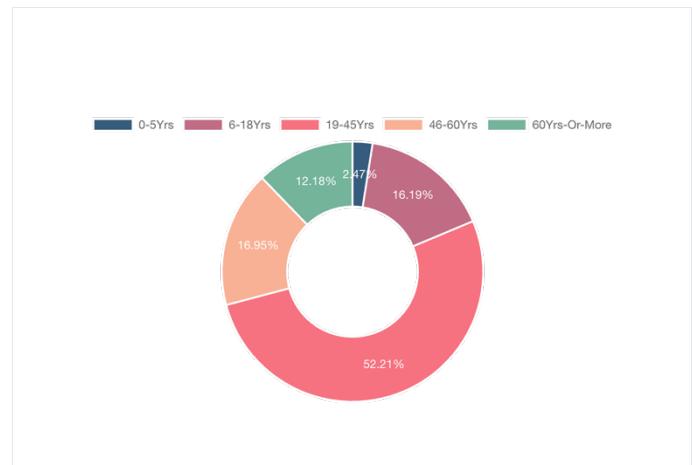
The above chart displays the top 15 districts in Haryana by total registrations under the Pradhan Mantri Shram Yogi Maandhan Yojana, highlighting regional variations in scheme uptake across the state from 2019 to 2025.

Source: Data compiled from the official dashboard of *Pradhan Mantri Awas Yojana (PMAY)*

4. Ayushman Bharat – Pradhan Mantri Jan Arogya Yojana (PM-JAY)

Implemented in Haryana by the State Health Protection Authority, which is responsible for enrolling beneficiaries and overseeing the network of empanelled hospitals.

The scheme covers identified poor and vulnerable families in Haryana, selected as per Socio-Economic and Caste Census (SECC) 2011 guidelines. From 2024 onwards, it specifically includes all senior citizens aged 70 and above regardless of income. Importantly, the scheme applies to people of all age groups, and there is no restriction on family size or age.



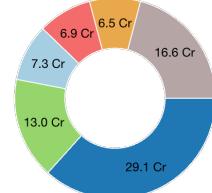
The above chart depicts annual registration percentages across different age groups for the Pradhan Mantri Ayushman Bharat Yojana.

Source: Data sourced from the official dashboard of *Pradhan Mantri Jan Arogya Yojana (PM-JAY)*, accessed in May–June 2025.

Benefits:

Eligible families receive ₹5 lakh health insurance per year for secondary and tertiary hospitalization, fully funded by the government. Beneficiaries get an Ayushman Card, which allows cashless treatment at any approved public or private hospital across India.

Legend: PMJAY (Blue), CoWIN-MoHFW (Green), Government of Uttar Pradesh - eKavach (Light Blue), Non Communicable Disease Program, MoHFW (Red), ABHA Portal (Orange), Others (Grey)



The chart highlights fund utilization (in Crores) by key partners such as PMJAY, Cowin, and others.

Source: Data sourced from the official dashboard of *Pradhan Mantri Jan Arogya Yojana (PM-JAY)*, accessed in May–June 2025.

5. Mukhya Mantri Samajik Suraksha Yojana (Haryana)

Managed by Haryana Construction Workers Welfare Board; applications online.

Active registered construction workers.

Benefits: ₹5 lakh financial aid for accidental workplace death and ₹15,000 for funeral expenses, paid to nominees.

6. Shramik Suraksha Yojana (Haryana)

Haryana Labour Welfare Board handles processing via online portal. All industrial/commercial workers (registered or not) who die due to workplace accidents or emergencies.

Benefits: One-time payment of ₹5 lakh to widow or dependents. No minimum service or salary needed. Application within two years.

7. Right of Children to Free and Compulsory Education (RTE Act), 2009

Overseen by Haryana's School Education Department. All children aged 6–14 in Haryana, especially from EWS and BPL families.

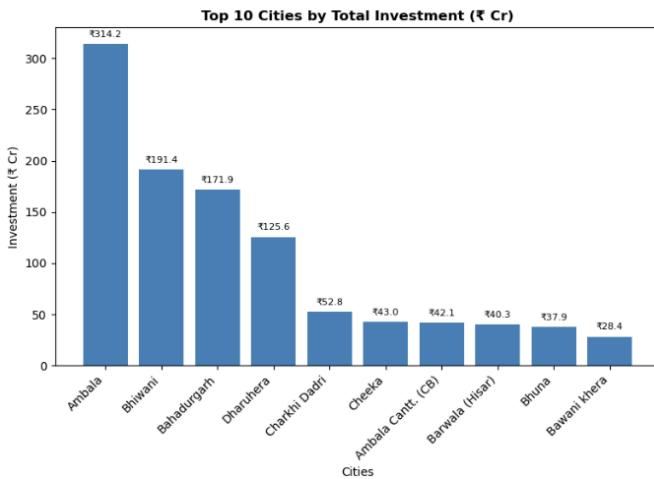
Benefits: Free education from Class I to VIII. Private schools must reserve 25% seats for EWS/BPL children and receive state reimbursement. No admission denial due to missing documents.

8. Pradhan Mantri Awas Yojana (PMAY) – Haryana

Carried out by Urban Local Bodies and Panchayati Raj Institutions.

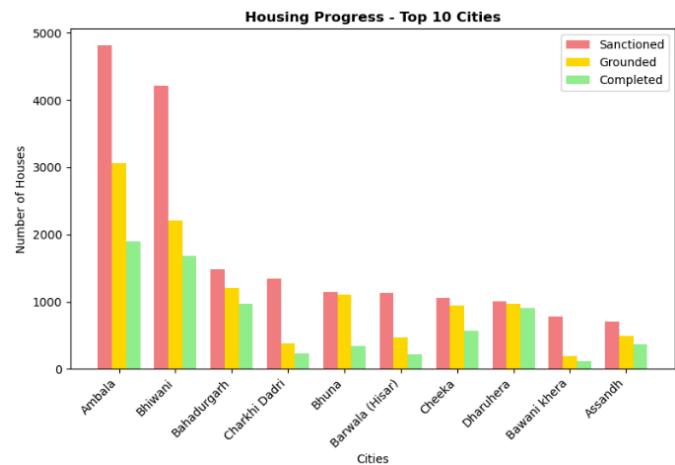
Families without pucca houses, across rural and urban areas, targeting EWS, LIG, MIG groups.

Benefits: Rural families get ₹1.2 lakh in instalments plus ₹12,000 for toilets. Urban households receive subsidy up to ₹2.5 lakh, loan subsidies, and rental/prioritized housing options. Applications online or via CSCs.



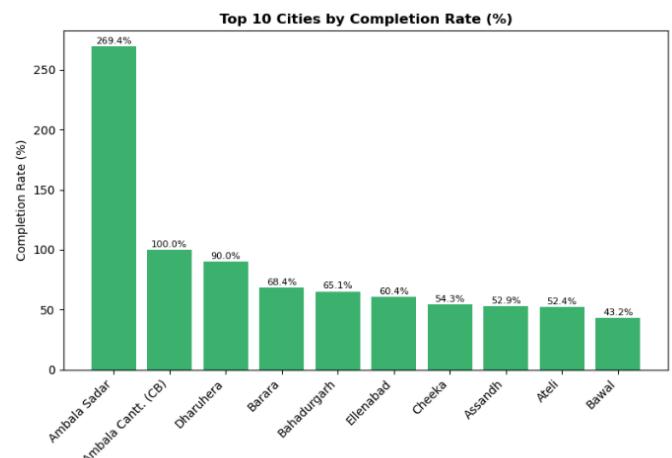
This bar chart shows the top 10 cities in Haryana by total investment allocated (in ₹ Crore) under the Pradhan Mantri Awas Yojana (Urban).

Source: Data compiled from the official portal of *Pradhan Mantri Shram Yogi Maandhan Yojana (PMSYM)* –accessed in May–June 2025.



This grouped bar chart presents the number of houses sanctioned, grounded, and completed in the top 10 Haryana cities under PMAY (Urban).

Source: Data compiled from the official portal of *Pradhan Mantri Shram Yogi Maandhan Yojana (PMSYM)* –accessed in May–June 2025.



This chart displays the top 10 Haryana cities by house completion rate under PMAY (Urban), as a percentage of grounded or sanctioned houses.

Source: Data compiled from the official portal of *Pradhan Mantri Shram Yogi Maandhan Yojana (PMSYM)* –accessed in May–June 2025.

9. Integrated Housing & Slum Development Programme (IHSDP)

Implemented by Urban Local Bodies and state agencies, excluding JNNURM cities. Urban slum dwellers lacking adequate shelter and services.

Benefits: Support of up to ₹1 lakh per housing unit for new or improved homes and basic amenities.

Beneficiaries contribute 10–12%. Funded by central and state governments.

10. Minimum wage regulation in Haryana is governed by the Code on Wages, 2019 (formerly Minimum Wages Act, 1948)

Haryana Labour Department enforces wage rates and takes action against defaulters. All workers across sectors and skill levels.

Benefits: Minimum wages are revised twice yearly based on inflation. As of Jan 2025, range from ₹11,257/month (unskilled) to ₹14,367/month (highly skilled). Workers may report violations.

11. Haryana Skill Development Mission (HSDM)

Enforcement:

HSDM coordinates and monitors training via approved partners. Youth, women, rural and marginalized groups, daily wage workers.

Benefits: Offers free skill training in 80+ job roles with NSQF compliance. At least 70% upfront placement or self-employment support. Applications online or at district centres.

12. Deen Dayal Upadhyaya Grameen Kaushalya Yojana (DDU-GKY 2.0)

Managed by Haryana State Rural Livelihoods Mission under central guidelines. Rural youth aged 15–35, with focus on SC, ST, minorities, women, disabled, and BPL families.

Benefits: Free residential training linked to industry needs, NSQF-certified. Guarantees 70% job placement at or above minimum wage with lodging and meals provided.

6.2 Digital Infrastructure Review - Portal Efficiency, Implementation Hurdles, and User Experience

In recent years, the government has launched several digital portals aimed at supporting labourers, improving welfare delivery, and ensuring transparency in services. These platforms—ranging from job matching systems to grievance redressal and welfare enrolment—represent an important shift toward using technology to reach unorganised workers more efficiently.

As part of our research, we studied key portals currently active in Haryana and at the national level. Our aim was to assess how these systems are functioning on the ground: what they offer, where users face hurdles, and how effective they are in real-life implementation. The findings below summarise our review of these portals based on accessibility, service delivery, and worker experience.

Government Portals Landscape

Portal Name	Key Features
Haryana Kaushal Rozgar Nigam (HKRN)	Official portal for recruitment of contractual government staff in Haryana; ensures transparent merit-based selection with compliance to EPF & ESIC benefits.
e-Shram Portal	Central government platform for national registration of unorganized sector workers; issues unique e-Shram cards to enable access to social security schemes.
Haryana Labour Welfare Board	Manages and disburses welfare schemes including education funds, maternity/death/disability benefits, and scholarships to registered labour workforce in Haryana.
Antyodaya Saral Portal	Unified digital platform delivering over 600 government services and schemes in Haryana; provides online applications and real-time request tracking.
CPGMS Grievance Redressal Portal	Statewide system to lodge, track, and resolve public grievances against government departments with unique tracking IDs and time-bound resolution.
Mera Parivar Portal	Comprehensive family identity system (Parivar Pehchan Patra) providing authenticated IDs used to access government welfare scheme.

Implementation Challenges Observed

Onboarding and Initial Engagement

Many workers face challenges when first using platforms like HKRN, often needing extra support with

onboarding and adapting to digital procedures. Enhanced user guidance can ease this transition.

Access and Awareness of Schemes

Schemes offered by bodies such as the Labour Welfare Board are sometimes underutilized due to documentation hurdles or limited awareness about eligibility. Better outreach and simpler processes can improve participation.

Portal Usability and Navigation

Comprehensive portals, including Antyodaya Saral, can be difficult to navigate for users with low digital literacy or limited device access. More intuitive design is essential for broader accessibility.

Feedback and Grievance Redressal

Grievance platforms such as CPGMS often see low usage because workers are unsure about the complaint procedure or outcomes. Clearer communication and follow-up can increase trust and usage.

Efficiency and Timeliness

Systems like PPP and e-Shram sometimes experience delays in updating or verifying data, slowing benefits delivery. Improving data processing speed will enhance user satisfaction.

Opportunities for Enhancement

Addressing these usability challenges with improved digital support, simplified designs, and greater awareness efforts will strengthen these platforms and better serve their users.

The state's digital labour portals, such as the Antyodaya-SARAL Portal and the Labour Welfare Board platform, have introduced several design elements that make government services more accessible for workers and citizens. Drawing on recent user experiences and application data, the following points highlight key features that enhance ease of use, speed, and transparency. These practical strengths play a significant role in helping individuals register for schemes, track applications, and access benefits without unnecessary delays or complications.

These findings show that while Haryana's digital platforms have improved transparency and reduced exploitation, user-side barriers like low digital literacy, limited awareness, and lack of support still hinder access—especially for vulnerable groups. Focused handholding, simpler interfaces, and targeted outreach are key to inclusive and effective implementation.

A range of civic bodies, NGOs, and community associations complement government efforts to support informal and daily-wage workers in Haryana. Their work spans essential health services, skill development, child support, and legal aid. Organizations such as ITV Foundation and Sukarya organize health camps and basic care in underserved regions, while groups like Bal Vikas Dhara and the Adi Shakti Shiksha Foundation focus on education, skill development, and crisis relief for vulnerable families. Other NGOs, including Disha Foundation, provide legal help and facilitate access to entitlements for migrant labourers. Collectively, these civic actors help bridge service gaps by delivering targeted support at the grassroots level, particularly for groups often left out of formal welfare systems.

With platforms like HKRN, the onboarding process has brought greater transparency and reduced exploitation. However, new users often benefit from some handholding or orientation, especially in the early stages. This simple support can make the experience smoother.

For welfare access through the Labour Welfare Board, simplifying documentation and boosting awareness can make these benefits more reachable, particularly for first-time applicants.

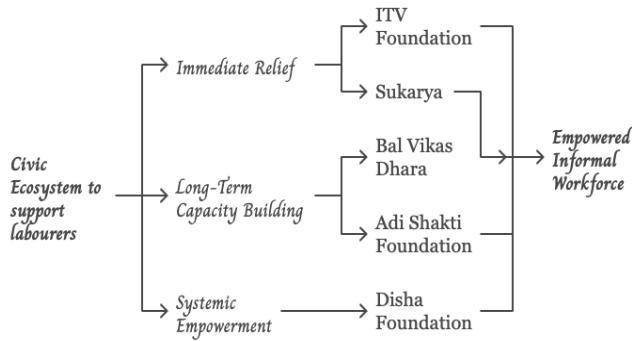
The Antyodaya Saral portal brings multiple schemes and services under one roof—a strong step forward. For many, especially those with limited digital exposure, further simplifying navigation or offering assisted support could increase its impact.

While the CPGMS grievance portal is clear and helpful for tech-comfortable users, its reach can grow further through better awareness and consistent follow-ups on registered complaints.

In the case of PPP (Parivar Pehchan Patra), timely updates and resolution tracking can strengthen trust, especially when scheme-related queries are involved.

The e-Shram portal has been a landmark in worker registration. Strengthening awareness around correct data entry and ensuring digital access can help the platform deliver its full potential.

6.3 Civic Ecosystem: NGOs, Associations, and the Role of Civic Bodies



7. Labour Data Integration Challenges: A Case Study of HKRN and the Sonipat Labour Department

Data Systems and Official Instructions

The Haryana Labour Department has issued clear instructions—like the circulars dated 22 February and 12 March 2021—asking for timely data entry and proper registration processes. While the guidelines are in place, teams on the ground often face challenges in following them consistently.

Delays in data updates and incomplete records affect how quickly services reach workers. There's a clear opportunity here to support field staff with better tools, training, and coordination so that these good policies translate into smooth action.

Schemes and Portals Work in Practice

The Parivar Pehchan Patra (PPP) is meant to make things easier by connecting families to many welfare schemes through one ID. In theory, it should help workers get enrolled automatically in programs like e-Shram and Ayushman Bharat.

However, many workers—especially those on daily wages or working on contract—still don't know if they're registered. The reason is usually incomplete data entry or confusion across systems.

Different platforms like HKRNL, PPP, and the Labour Department's portals are not fully connected. This makes the process harder for both users and officials. With better coordination and user-friendly platforms, these systems can work much better together.

Field Teams and Coordination on the Ground

In places like Sonipat, different officers—Labour Inspectors, Welfare Officers, and contract staff—sometimes cover the same areas. This can lead to overlapping duties and unclear responsibilities.

It's not always clear who is in charge of following up on a worker's registration or checking their records. Clear

roles and better communication within the field team can really help improve follow-up and reduce delays.

Common Gaps That Affect Delivery

While efforts are being made to strengthen welfare delivery, some challenges regularly come up in the field:

Limited coverage of certain worker groups:

Many daily wage and contract workers are still outside the formal system. This often happens because their information hasn't been entered into official portals, or they're not aware of how to check or update their status.

Low scheme participation due to access barriers:

Some eligible workers do not join government schemes. This may be due to lack of awareness, difficulty using digital platforms, or hesitation based on past experiences or misunderstandings.

These gaps don't reflect a lack of effort—but rather, highlight the need for continued support through awareness campaigns, better data practices, and tools that are easier for both field staff and workers to use.

8. Analysis of Labour Conditions and Social Inclusion

Field Survey Findings and On-Ground Insights: Daily-Wage Labor in Sonipat

On **5th June 2025**, our team conducted a field survey at **Labour Chowk in Sonipat**, engaging directly with daily-wage workers through structured questions and open conversations. What emerged from this visit was far more than just data. The stories we heard revealed the quiet struggles, deep resilience, and everyday hopes of workers who gather each morning in search of a day's work. This study brings forward their lived experiences—not just in numbers, but in voices that speak of hardship, strength, and an urgent need to be seen.

Field Realities and Key Quantitative Results

The table below outlines the key differences and patterns observed during our field survey. These findings helped us identify critical gaps in access to opportunities, income stability, and welfare awareness among daily-wage labourers in Sonipat.

	Male	Female
Work Type	Construction, forging, truck loading	Construction, factories, domestic work
Work Days/Month	~26 days	~26 days

Daily Wage	₹500–₹800 (average ₹600)	₹600 (lower in factories ₹360–₹390)
Govt Scheme Awareness	Only 3 had Ayushman card; 1 knew how to use	Only 1 had e-Shram card; no usage knowledge
Challenges	Wage theft, debt traps, low benefits access	Wage theft, safety gaps, minimal compensation

Compensation Gap

“The night I lost my husband to a factory accident; I received fifty thousand rupees—l. How is that compensation for a lost life?”

— Widow, daily-wage worker

Survey Reflections: Key Issues Faced by Workers

(Based on conversations and field observations from 5th June 2025 at Labour Chowk, Sonipat)

Elusive Welfare Schemes

“No one told us about e-Shram, about health insurance—We have cards, but we have no idea how to use them.”

— Female factory worker

1. Wage Delays and Broken Promises

Many workers shared that after completing their work, they often have to run behind contractors for their payments. Calls go unanswered, and some even wait outside homes for days, hoping to get what they’re owed.

2. Debt That Never Ends

Because banks don’t lend easily, most workers depend on local moneylenders. These loans come with high interest. Once taken, they’re hard to repay. Even small amounts turn into huge burdens over time.

3. Unsafe Work, Poor Compensation

Jobs at construction sites and factories are risky. Most workers have no safety gear. If someone gets hurt—or even dies—the help they get is very little. One woman told us she got just ₹50,000 after her husband died in a factory accident.

These lived experiences turn statistics into stories. They reveal not just wage and work disparities, but a fragile

connection with the very protections meant to secure their future. The findings make clear that to speak of inclusion, one must begin with listening—not just to numbers, but to the quiet truths of those waiting, working, and often overlooked in the heart of Sonipat.

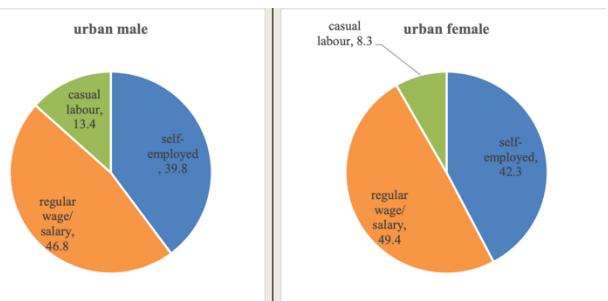
9. National Employment Landscape: Trends from PLFS 2023–24:

To situate our Sonipat field insights within broader trends, we draw upon data from the **Periodic Labour Force Survey (PLFS 2023–24)**. The data provides insights into the employment status and industrial distribution of workers across rural and urban India, by gender and employment type.

1. Employment Status: Gendered Realities

The PLFS data reveals significant gendered differences in employment type:

Category	Rural Male	Rural Female	Urban Male	Urban Female
Self-employed	59.4%	73.5%	39.8%	42.3%
Regular Wage/Salary	15.8%	7.8%	46.8%	49.4%
Casual Labour	24.9%	18.7%	13.4%	8.3%



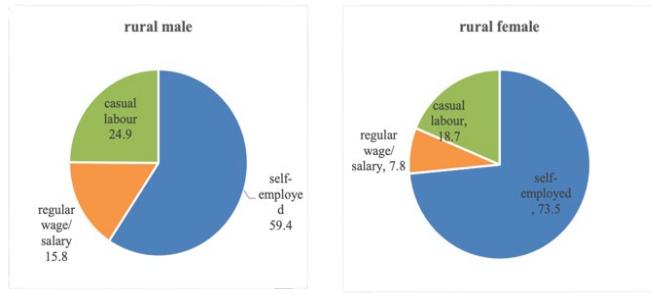
Employment Status of Urban Workers by Gender (PLFS 2023–24)

Urban employment patterns show higher formal engagement. **Regular salaried work dominates** for both genders—**46.8% of urban males** and **49.4% of urban females**. However, a notable portion of workers remain **self-employed** (39.8% male, 42.3% female),

while casual labour accounts for **13.4% and 8.3%**, respectively, reflecting improved but uneven job security in cities.

Key Insight:

Women in rural areas are overwhelmingly self-employed, largely due to unpaid or informal family work. In contrast, urban women show higher participation in regular salaried jobs compared to rural counterparts—yet often in low-wage, vulnerable roles.



Employment Status of Rural Workers by Gender (PLFS 2023-24)

This chart compares rural male and female workers across employment types. While **59.4% of rural males** are self-employed, this figure rises sharply to **73.5% among rural females**. Regular salaried jobs remain low for both genders—**15.8% for males** and just **7.8% for females**—indicating widespread informality in rural labour markets, especially for women.

2. Industry-Wise Distribution: Where Do Workers Work?

Across India, sectoral employment still heavily skews toward **agriculture** and **construction**, especially for rural labourers:

Sector	Rural Male	Rural Female	Urban Male	Urban Female
Agriculture	49.4 %	76.9%	4.8%	12.3%
Construction	17.7 %	3.9%	13.2%	3.0%
Manufacturing	8.1%	8.5%	19.3%	24.1%
Services (Other)	6.5%	6.5%	21.2%	40.1%

10. Contractor Survey at Construction Site: Operational Findings

The interview with the labour contractor at Rishihood University, conducted on 19 June 2025, offered valuable insights into informal labour practices, record-keeping

habits, and on-site working conditions shaped by trust-based systems and practical challenges.

“New workers often leave just for ₹10 more somewhere else,” the contractor noted. **“But my old team has been with me for over 7 years.”**

We met him at the Rishihood University construction site, where he manages a large workforce. While he holds a valid licence under the Contract Labour Act, our conversation reflected many on-ground practices shaped by experience and convenience. **“Keeping records only creates problems if someone leaves suddenly,”** he explained. This field visit offered important insights into how informal systems operate despite formal regulations.

Documentation is selective

Attendance and wage records are mainly kept for long-term or trusted workers. For others, documentation is often skipped to avoid administrative issues during high worker turnover. Payments are made in cash, and formal records like payslips, overtime logs, or deductions are generally absent.

Wage structure varies by skill

Daily wages range from ₹500 for unskilled workers to ₹1,500 or more for multi-skilled roles. However, these payments are not fixed and are based on individual arrangements and skill categories. There is no written agreement or standardised payment schedule.

Hiring happens through local networks

There is no digital system for recruitment or job matching. Most workers are hired through vendors or personal contacts. Phone numbers frequently change, and communication usually happens through intermediaries rather than directly with workers.

Low participation in government schemes

Workers are generally not enrolled in official schemes. In some cases, falsified identity documents are used to navigate age-related eligibility checks. Many avoid formal enrolment due to paperwork, lack of awareness, or concerns about eligibility.

On-site living and informal arrangements

Many workers live with their families at the worksite. An informal caretaker looks after the children, but there is no organised childcare facility. Tasks are assigned keeping physical capabilities in mind, and male and female workers receive the same pay for the same work.

Health support is limited to work injuries

If an injury occurs during work, the contractor arranges for medical expenses. However, personal health issues are not covered. There is no formal health insurance or

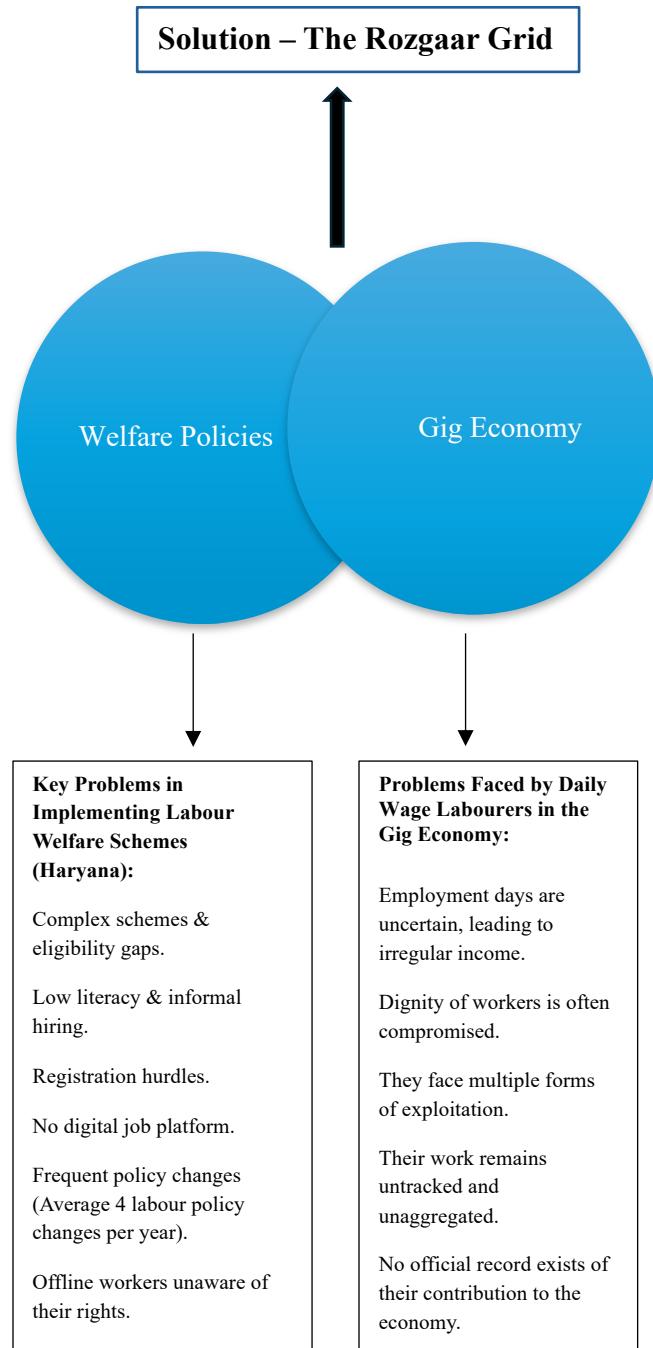
support system in place beyond immediate work-related needs.

"If someone builds a simple platform where I don't have to go to the labour chowk every time I need workers, it would make our job much easier."

— Labour Manager, University Construction

11. Research Integration and Platform Solution Blueprint

11.1 Synthesis of Research to Solution Mapping



11.2 Proposed Platform

ROZGAR GRID

Rozgar Grid solves the core problems of mistrust, illiteracy, and fragmentation in worker welfare by offering a vernacular, voice-enabled WhatsApp bot that connects labourers directly to verified jobs and eligible government schemes. Unlike complex portals or informal hiring groups, it simplifies access, ensures trust through verified employers and NGOs, and delivers real-time support in a format workers already use daily. It's not just digital access—it's trusted, guided empowerment at scale.

Research Insights	Solution Feature
Scheme Landscape & Eligibility Gaps (e.g., MMSYY, Shramik Suraksha, PM-JAY)	Welfare Navigator Module: Recommends schemes dynamically to each worker with direct claim help, increasing benefit access.
Low Literacy & Informal Hiring Practices (language diversity, verbal hiring)	Vernacular UX Voice Bot: Uses Hinglish prompts, voice-note input/output, QR-based registration, 1-tap job apply.
Registration Bottlenecks (drop-offs on HBOCW/SARAL)	Guided Onboarding via WhatsApp: OCR doc uploads, prefilled forms, real-time tracking, no portal logins needed.
Employer-Worker Disconnect (no digital job platform for unskilled labour)	Gig Job Aggregation Hub: Connects local contractors, MSMEs, and household employers to verified workers via a WhatsApp-driven "Rozgar Grid" chatbot.
Stakeholder Trust Needs (NGOs, contractors, labour officers)	MoU-backed Field Partnership Network: NGOs & contractors help onboard workers, validate jobs, and offer grievance redress.
Policy Volatility (frequent scheme changes)	Live Policy Update Feed: Microservice that crawls govt portals, inserts circulars and changes into the bot in real-time.
Awareness & Digital Divide (offline population, no knowledge of entitlements)	Community Outreach Toolkit: QR posters in labour chowks, voice clips by local leaders, NGO-led awareness drives.
Need for Proof of Impact (to get govt adoption & scale)	Govt Impact Dashboard: Live stats on jobs matched, schemes applied, user satisfaction.

11.3 Proposed Technical Solution

V 1.0

This V1.0 solution improves daily wage laborers' lives by providing timely, location-specific job opportunities via WhatsApp, reducing unemployment periods, ensuring increased income stability.

Platform Core: WhatsApp-Integrated Laborer Matching System.

Key Modules (Based on Functionality)

1. Employer Web Form Module: What It Does: Enables employers to submit job postings or register laborers through a web-based form interface.

2. Node.js + Express API Module: What It Does: Processes and manages job submissions ('POST /jobs') and laborer data ('GET/POST /laborers') via API endpoints.

3. MongoDB Atlas Module: What It Does: Stores job details and laborer information, allowing retrieval for matching and management purposes.

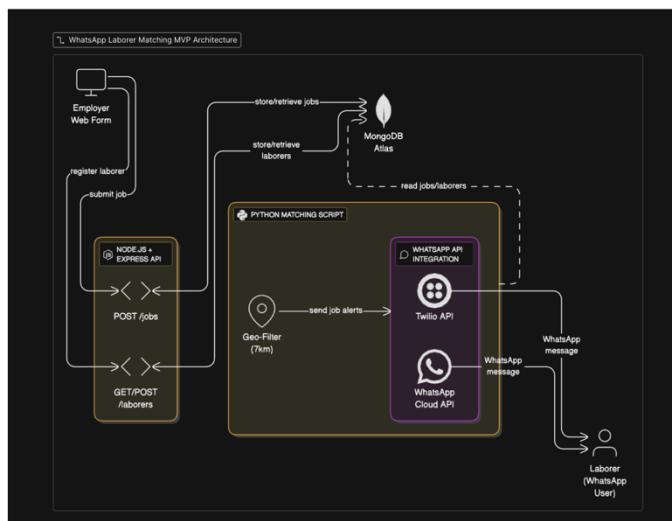
4. Python Matching Script Module: What It Does: Matches laborers to jobs based on location, skills, and past job history, using a 7km geo-filter for proximity.

5. Twilio API + WhatsApp Cloud API Module: What It Does: Delivers job alerts to laborers via WhatsApp and processes their responses or inquiries.

6. Geo-Filter Module: What It Does: Restricts job-labourer matches to a 7km radius to ensure local relevance.

Flow

- Employers submit jobs or laborers via the web form.
- Express API stores data in MongoDB.
- Python script matches jobs to laborers using the geo-filter.
- Twilio sends WhatsApp alerts to laborers.
- Laborers respond



V 2.0 : Enhanced Gig Job & Welfare Platform- once we have incentivized the workers to use our platform and we have enough traction, we will roll out the Welfare Schemes Availment Features.

Welfare Navigator: Uses AI/ML to auto-suggest schemes (e.g., MGNREGA) and guides applications via WhatsApp.

Rozgar Sathi: Adds multi-language support, ML matching, Aadhaar verification, and a chatbot for disputes.

Guided Registration: Enhances OCR for multiple documents with manual review option.

Policy Watch: Delivers personalized updates with voice messages in local languages.

Partner Portal: Includes training tracking and bulk CSV onboarding with virtual sessions.

Govt Dashboard: Features predictive analytics and exportable reports.

Tech Upgrade: Shifts to AWS serverless infrastructure for scalability.

Limitations and Considerations

Limitation	Mitigation
Smartphone Access	Group registration via field phones; offline posters trigger WhatsApp onboarding
WhatsApp Platform Dependency	Add fallback SMS interface; build web backup in Phase 4
Data Privacy Concerns	Full encryption, Aadhaar masking, GDPR-style consent
Employer Fraud Risk	Verified employer onboarding + rating & redressal workflow
Resistance to Formalization	Community champions + co-branded campaigns with local contractors

Expected Outcomes and Projected Impact

Rozgar Grid is currently a proposed concept and has not yet been developed or implemented. The following outcomes are projected based on the intended design and identified needs during field research.

Projected Job Matching Outcomes

Rozgar Grid aims to enable over 5,000 job matches per month during its pilot phase, with scalability up to 100,000 matches monthly as adoption increases.

Increased Welfare Scheme Access

The platform expects to drive a rise in welfare scheme claims by providing WhatsApp-based navigation and a simplified, guided user experience to reduce worker drop-off rates.

Verified, Satisfying Engagement

At least 50 verified employers are targeted for onboarding within the first two months, and the platform

seeks to achieve over 80% user satisfaction through verified employer engagement.

Policy Impact Through Real-Time Data

Real-time data reporting is designed to support the Ministry of Labour and Employment in shaping future policy based on insights generated from the platform.

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12. Acknowledgements

We extend our heartfelt gratitude to Ms. Puja, whose extensive field experience, practical insights, and patient guidance were critical throughout every stage of our project. Her close involvement in the ground survey enabled us to better understand the challenges and resilience of daily-wage labourers in Sonipat and beyond. We are deeply thankful to our mentor, Dr. Jigar Inamdar, for his strategic direction, thoughtful feedback, and sustained encouragement, which shaped our research approach and helped us translate field observations into meaningful solutions. We also appreciate the support of Rishihood University, which provided the platform, academic environment, and necessary resources for us to conduct this work. Special thanks go to the local contractor who engaged openly with our team, and to the labourers whose candid stories formed the heart of our findings. This report is the result of shared effort, empathy, and collaboration at every step.

13. About the Contributors

This report has been developed by the research team comprising Jiya Arora, Ganga Raghuvanshi, and Satyarth Choudhary. Working collaboratively across all stages—from policy analysis and secondary research to field surveys and stakeholder mapping—the team brought together diverse skillsets to build a holistic understanding of the labour ecosystem. Jiya Arora and Ganga Raghuvanshi led the research synthesis and field inquiry, while Satyarth Choudhary contributed to solution design and developed the system architecture. Together, their complementary efforts ensured a comprehensive and practical foundation for this study.

14. Appendix

This appendix presents all original work completed during our 8-week project, undertaken within a limited timeframe and with a small sample size. Our efforts focused on building an honest and practical foundation for understanding the realities of daily wage labourers in urban Haryana. We hope that these materials offer clarity and act as a basis for anyone interested in contributing further to this important issue.

Appendix A: Policy Mapping and Ecosystem Overview

A comprehensive mapping of relevant government policies, departmental initiatives, digital portals, and NGOs engaged with urban daily wage labour issues.

Appendix B: Ground Survey

Endnote

This project represents our sincere attempt, as a small team of students, to understand the immense challenges within the unorganised labour sector and to take the first step toward practical solutions. Conducted over just 8 weeks and within significant constraints, our effort focused on assembling a map of the policy ecosystem, directly surveying daily wage workers, researching official procedures in Sonipat, and capturing the perspective of a frontline contractor. All that is included here—while modest in scale—has been carried out under the thoughtful guidance of our project manager, Ms. Puja, and our mentor, Shri Jigar Inamdar Sir.

We present our work with humility, recognising both its limitations and its potential as a stepping stone for future action. Our request to the Ministry, and to all policy and civil society partners, is to consider these findings, advise us on strengthening our approach, and help address the questions raised by our fieldwork and attached questionnaire. The journey toward transforming the lives of millions of unorganised workers at urban crossroads will require collective will, compassion, and partnership. We hope that our study can serve as an initial foundation for those who wish to join and build on this vision.

B.1. Field Survey Report

A report summarising the survey methodology, key findings, and questionnaire used during fieldwork.

B.2. Reflections from the Ground

A concise record of team observations, challenges, and insights gathered through on-site engagement.

Appendix C: Official Directives and Department Communication

Details of key labour officials in Sonipat and official Haryana government directives related to the Parivar Pehchan Patra and contractual worker data entry.

Appendix D: Contractor Interaction Document

A structured record of our direct interaction with a local contractor, presented in a question-and-answer format. It captures their perspectives on labour hiring practices, daily wage trends, challenges in welfare delivery, and views on proposed digital interventions.

Drive Link to all Reports Mentioned Above

<https://drive.google.com/drive/folders/1wUxyLXzCD6kgd2sNYtg3Dr286zvLzZOF?usp=sharing>

