



**CHANDRAVIR SINGH:** Started working as a security guard with salary of ₹10,000 a month. Now, he works for AskMe Grocery, makes ₹16,000, and gets a day off every week

boys or those in blue-collar spaces with a huge amount of disrespect," he adds.

On the day we meet him at his office in Gurgaon, Barua is wearing oval glasses and a black tee that says "Victory through Harmony".

He talks of inharmonious situations. There have been cases where his riders have been thrashed by the customer and his friends for no fault. Delivery boys can be cheated, too, or even looted. Pawan Kumar, who works as a delivery boy with Delhivery, says that in Gurgaon's Jharsa village, a few men once grabbed a packet of shoes. It had to be reported to the police and the packet was eventually returned.

And making the delivery guy wait for a long time is frequent – this could impact the incentives he can make.

All this needs to change for the profession to become attractive. It is easy to relate to what Barua is talking about if you spend time doing some deliveries, as we did. In all the deliveries this writer experienced, the delivery boy was never shouted at, but "disrespect" was palpable.

Aajar Khan, 26 years old, works with Ecom Express. This writer pillions him as he crosses a series of farm houses, barren fields, and donkeys on his way to Park

Royal Residency in Sector 22, Dwarka. He has a packet to deliver from an e-commerce lingerie brand. The one who answers the door is a man in a long red kurta and white pyjamas; the packet is for his wife.

"She is in the shower. Wait".

"How long will it take?"

"It can take five minutes. Or even 10. Wait."

Khan waits for a bit but finally hands over the packet to another lady relative in the house. A toddler is entrusted with the payment – playfully, he comes to the door and flings a ₹500 note at Khan. The door is closed.

The next delivery is at Nav Sansad Vihar in the same sector. It's a house on the sixth floor. A man in a pink tee emerges.

"What is it?"

"Good afternoon, Sir."

"What have you brought?"

"It's a packet for you."

"From?"

"Jabong, Sir."

"Big or small?"

"It's a big packet, Sir"

"Nahi lena hai (I don't want it)"