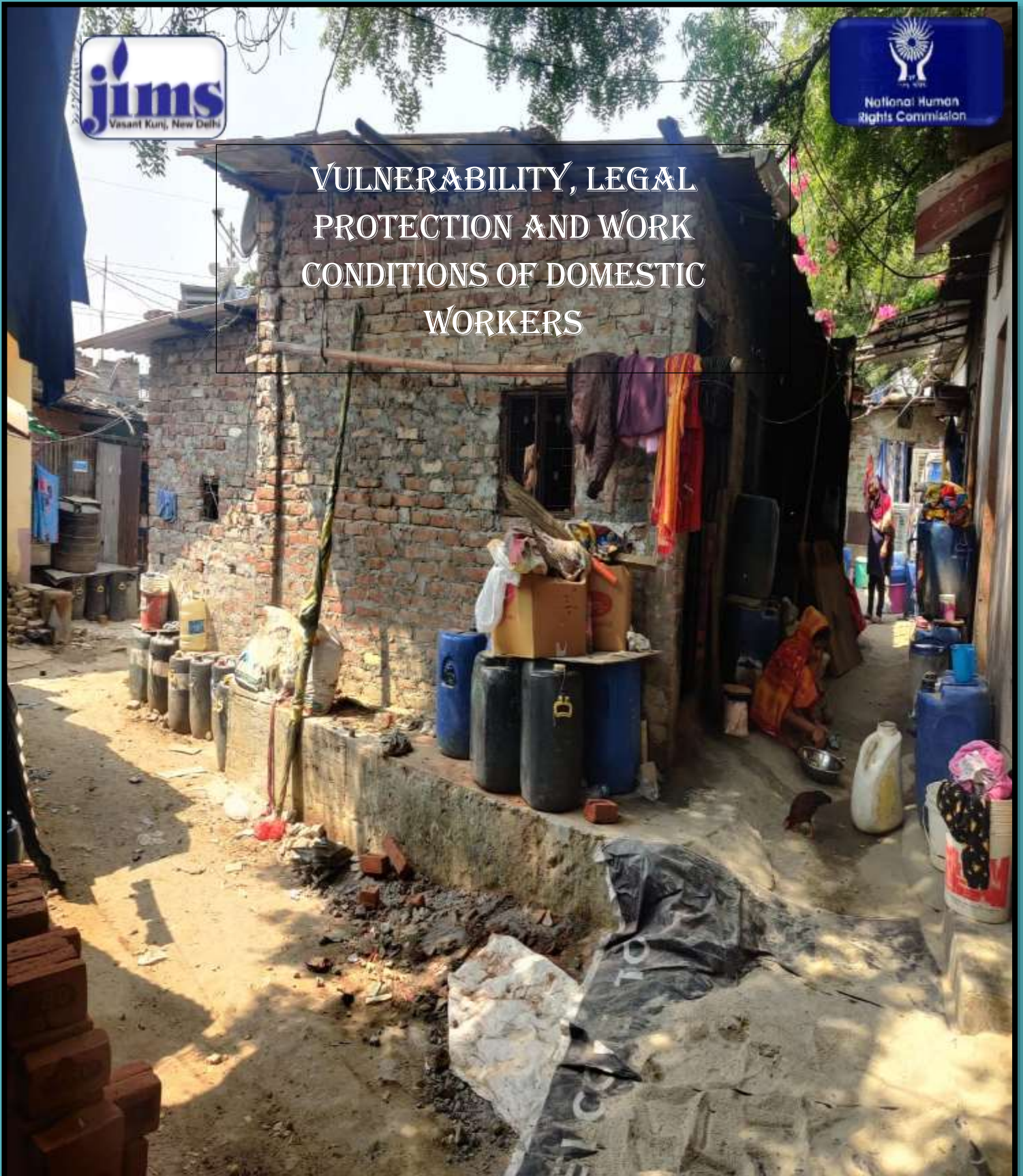


VULNERABILITY, LEGAL PROTECTION AND WORK CONDITIONS OF DOMESTIC WORKERS



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List of Abbreviations & Acronyms

ABY	:	Ayushman Bharat Yojana
BPL	:	Below Poverty Line
BC	:	Before Christ
CBOs	:	Community Based organisations
CSR	:	Corporate Social Responsibility
DUSIB	:	Delhi Urban Shelter Improvement Board
FGD	:	Focus Group Discussion
IDI	:	In-Depth Interview
IDWF	:	International Domestic Workers' Federation
ILO	:	International Labour Organization
IGNOAPS	:	Indira Gandhi National Old Age Pension Scheme
JIMS	:	Jagannath International Management School
JJ	:	Jhugi Jhopari
KYC	:	Know Your Customer
MDGS	:	Millennium Development Goals
MSDE	:	Ministry of Skill Development & Entrepreneurship
MHFWS	:	Ministry of Health & Family Welfare Scheme (MHFWS)
NGO	:	Non-Government Organization
NCT	:	National Capital Territory
NSDC	:	National Skill Development Corporation
NSAP	:	National Social Assistance Program
NFBS	:	National Family Benefit Scheme (NFBS)
NSKFDC	:	National Safai Karamchari Finance & Development Corporation
NHPC	:	National Health Protection Scheme
OT	:	Operation Theatre
PAN	:	Permanent Account Number
PMJJBY	:	Pradhan Mantri Jeewan Jyoti Bima Yojna
PMSBY	:	Pradhan Mantri Suraksha Bima Yojna(PMSBY)
PMJAY	:	Pradhan Mantri Jan Arogya Yojana (PMJAY)
PM	:	Pradhan Mantri
PPP	:	Public Private partnership
PMKVY	:	Pradhan Mantri Kaushal Vikas Yojana
SDGs	:	Sustainable Development Goals
UN	:	United Nations

EXECUTIVE SUMMARY

The study of 'Vulnerability, Legal protection and Work Conditions of Domestic Workers' in South district of National Capital Territory, India was carried out with the following objectives:

- i. To study the working conditions of domestic workers and to classify the type of problems/insecurities faced by them.
- ii. To study their problems from the perspective of gender parity and child protection.
- iii. To study the factors responsible for their inability to seek protection available under the existing law, with special reference to selected slums of South Delhi.
- iv. To find out the lacunae in the existing system of implementation of justice in regard to the welfare and protection of the domestic helps.
- v. To come out with actionable recommendations for the welfare of these workers at the policy and implementation level.

The study was carried out in twelve districts of South Delhi, namely: Kalkaji, Defense Colony, R.K. Puram, Greater Kailash, Mehrauli, Safdarjung, Nehru Place, Vasant Kunj, Lajpat Nagar, Hauz Khas, Sarojini Nagar and Panchsheel Enclave. Most of the domestic workers in these twelve districts are economic migrants who have come to the metropolis in search of better livelihood opportunities. Most of the domestic workers had migrated from states like Bihar, North eastern states, Rajasthan, West Bengal and Jharkhand.

To achieve the objectives of the study, it was decided to collect the data by way of both quantitative and qualitative methods. Quantitative study was carried out with the survey of 2000 domestic workers within the age group of fifteen years to sixty years of age. The sample of 2000 domestic workers was chosen on random basis from among the population of around 1,00,000 workers in twelve districts of South Delhi. Due care was taken to ensure gender balance by choosing both male and female respondents. Since, our project is on domestic workers we have also taken children within the age group of 15 years to 18 years of age. The qualitative study was carried out by conducting in-depth interviews with all the important

stakeholders: male and female domestic workers, JJ colony care takers and companies like National Skill Development Corporations (NSDC) and focus group discussions with the same.

As the study was based on domestic workers, male and female working as domestic workers were associated with the study from its very inception till its final execution. They were made partners in both, planning and execution of the study.

The report has four main components: introduction, methods & materials, results & discussion conclusion & recommendations.

For the purpose of the quantitative study, questionnaire was developed and was pre-tested. The questionnaire was translated into Hindi, the language of communication in the districts and pre-tested by youth volunteers before being administered to the respondents. Similarly, for the qualitative study, moderation guides were developed for IDIs and FGDs, in close association with youth volunteers and other stakeholders to make them respondent friendly. These were also pre-tested before being administered.

Collection of data from the domestic worker was a great challenge in itself. Almost all the respondents were female and they were not interested to share their details. They had a fear in their mind that if they would speak, the community leader (care taker of the slum) would raise objection. The field investigators had to face problem while collecting data from the live in domestic workers as many a times these investigators were either refused by the employers or the respondents were not comfortable in answering the questions correctly with a fear that if they would spell the truth they might be fired from the job. Apart from the challenges mentioned above, the current situation of COVID 19 is the greatest challenge to go in slums and collect data from the concerned stakeholders.

Survey was conducted in all the selected twelve districts of National Capital Territory, Delhi. Equal numbers of respondents were taken from each district. Almost every respondent was having either Aadhar Card or Voter Id card making a count of seventy-nine percent of the selected respondents. Respondents were taken who were either more than fifteen years of age or less than sixty years of age. Children below the age of fifteen were not considered. Similarly, the persons who had attained the age of sixty years or above were not interrogated and were not the part of the survey.

Eighty-two percent of the respondents lived in the nuclear family and those who were living in the joint family had minimum of four and maximum to ten family members. Almost every family had only one earning member in the family which leaves their life in the state of misery. Only six percent of the families had three earning members. Maximum number of the families had their annual earnings between Rs. 50,000 to Rs 1,50,000. Only eight percent of the families had their annual earnings more than Rs 2,00,000. Such a situation is due to the pandemic which is prevailing throughout the world. Most of the workers lost their job due to COVID 19 and their family income was decreased.

It was shocking that almost all the respondents were married. Ninety-one percent of the respondents were married. Only nine percent of the respondents were unmarried and were living with their parents. A huge, ninety-four percentage of respondents who were married have kids and the remaining only six percentage of the married respondents don't have kids.

The alarming rate of ninety-five percent of the respondents had not studied beyond fifth class i.e. they had completed their education till primary. This was the major reason that they are in the employment of domestic work as they had no education even till secondary or senior secondary level nor they had any other skill in themselves. Majority of the married couples had only one or two kids which comprises of eighty-eight percent of the total married respondents who were interrogated. Most of the children belong to the age group of ten years to fifteen years of age. Eighteen percent of children were in the age group of six to ten years. Total of thirty-five percent of children were either in the age group of less than five years or more than twenty years of age. All those respondents who have infants also didn't work and some of those who worked to live their living hardly work for one to two hours a day.

While summarizing the data it was observed that almost forty percent of the children did not go to school. The reason being either they were too small such as infant of few months or one or two years of age or they had completed their schooling. Mostly children of the sampled respondents went to Government School making a huge percentage of eighty-one percent.

The respondents whose children were going to the Government schools had to bear the extra burden of various expenses. They had to spend their earnings on the

tutions fees, purchase of books and stationary, expenses on uniform and other expenses too. If we talk about the expenses done by the respondents whose children study in the private school then it was analysed that a huge number of eighty-five percent of respondents spent on an average of Rs 2,000 to Rs 4,000 on their kids' school fees, tutions, stationary, books etc.

Since, most of the domestic workers lived in the nuclear families, there was no one to look after their children when both the parents were out for work. A large sector of the domestic workers left their children alone at home thus their children took care of themselves. The reason these workers were living in the nuclear family is that either their parents were living in their native village and the respondents had migrated with a scope of finding work in the metro city like Delhi or they were having a large family so it was difficult to live under one roof and hence they moved out as a nuclear family.

There were mixed categories of domestic workers. Some lived as live in domestic workers where as some as part time workers. Many of the respondents had migrated from different states of India in search of employment. These workers mostly worked as part time domestic workers. Only twelve percent of the respondents had registered themselves in the placement agencies in view to get job. All those who had registered themselves in placement agencies had registered in private placement agencies only. Normally, these agencies provide training to the domestic workers. But when interrogated, it was found that only thirteen percent of the respondents who were registered in these agencies got training.

If we look at the work done by the domestic workers then these domestic workers perform various work such as Cleaning, cooking, child care, elderly care, gardening, driving, guarding, laundry and others household chores such as dusting, housekeeping, groceries etc. Majority part of the respondents - almost forty-eight percent of the respondents, did the work of cleaning. Following with twenty-four percent of the respondents engaged in cooking.

When we talked about the working condition of the domestic workers, it was concerned with various aspects which these workers face at the time of work such as verbal abuse, beating, reduction or withdrawal of wages, sexual violence, force to work when sick or not allowed to take off during the working time by their employers. While asking the questions from the respondents normally no respondent

was comfortable in answering such type of questions so almost every respondent said that they did not face any such kind of verbal abuse or beating or sexual violence. This could be either because they were afraid of presenting the true picture or they did not want to express their feeling openly. No report was logged to police or any agency towards any abuse or sexual harassment being done by their employer. Mostly, everyone answered that they were treated well by their employer.

Legal framework means awareness about the registration under government scheme as domestic worker or knowledge about the social security or welfare act specified by the Government for the benefit of the domestic worker. Majority of the respondents, having a percentage of 79%, were not aware about the registration process or social security or welfare act. Almost no one had registered themselves as domestic worker which was the major reason that they were not able to avail all the benefits given by the government. Majority of respondents were not aware about the minimum wage act. Almost fifty percent of the respondents were not aware about the annual leaves. Eighty-two percent of the respondents got annual leaves between twenty to twenty-five paid leaves in a year.

Majority of respondents constituting eighty-six percent of the sampled data were not aware about the Indira Gandhi national Old Age Pension Scheme. Ninety-three percent of the respondents were not aware about National Family Benefit Scheme. Ninety-one percent of the sampled respondents were not aware about the Health and Family Welfare Scheme offered by the Ministry. Eighty-nine percent of the respondents were not aware about the Pradhan Mantri Jeevan Jyoti Bima Yojna (PMJJBY). Majority of the respondents comprising of ninety percent of the total sampled respondents were not aware about Pradhan Mantri Suraksha Bima Yojna (PMSBY) scheme. Ninety-two percent were not aware about the Ayushman Bharat which is now known as PM Jan Arogya Yojna.

Most of the slums don't have any NGOs. The respondents who were aware about the NGO prevailing in their slums summarized that NGO was engaged in helping the society as educating their children, providing sanitation facilities, providing water pipelines and safe drinking water.

When asked about their self-aspiration, most of the respondents wanted education for their children, more wages, land for themselves, proper sanitation and better jobs which can engage themselves in skill building activities. Majority of the respondents

agreed that they want to continue working as a domestic worker. Seventy-two percent of the respondents want to work as a domestic worker but twenty-eight percent of the respondents did not want to work as a domestic worker. When asked about the reason they answered that since they were not educated so they won't get any other job. Some answered that with this type of work they were able to manage their family and their kids so, they could manage both.

Financial instability was there in every household due to which small children suffered. These children were forced to work and earn for the family. The wages paid to these workers were also sometimes delayed without any prior notice or explanation. Washrooms in the slums were closed at 12 in midnight and were reopened at 4 in the morning. So, it became difficult for the workers and the small children especially if they need to use them.

Following are the recommendations which should be focused by the concerned authorities:

1. Preparation of a database of domestic helps at the local and regional levels with complete details about personal profile, educational qualifications and skill competencies acquired so far;
2. Organising adult education programmes for them to enhance their literacy levels;
3. Organizing skill based training
 - a. For high end home based jobs like early child care, differently-abled and elderly care,
 - b. For launching home-cooked food services,
 - c. For diversifying into other low-investment entrepreneurial ventures such as tea stalls, bakeries, tailoring and beauty salons.
4. Organizing training programmes on small investment options made available by the government for the low income families;
5. Organizing awareness programmes to make them aware of their rights under the various laws framed for their welfare;
6. Providing soft credit for launching low investment entrepreneurial ventures;
7. Preparing a database of their children to provide

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- a. Financial support for their maintenance and quality education from public and/or private funds,
- b. To enlist the support of various NGOs for channelizing funds to such needy children,
- c. To enlist the support of corporate houses to provide funds for such children from their CSR allocation,

8. Organising awareness programmes for educating them against falling into the debt trap by taking credit from NBFCs at exorbitant interest rates.

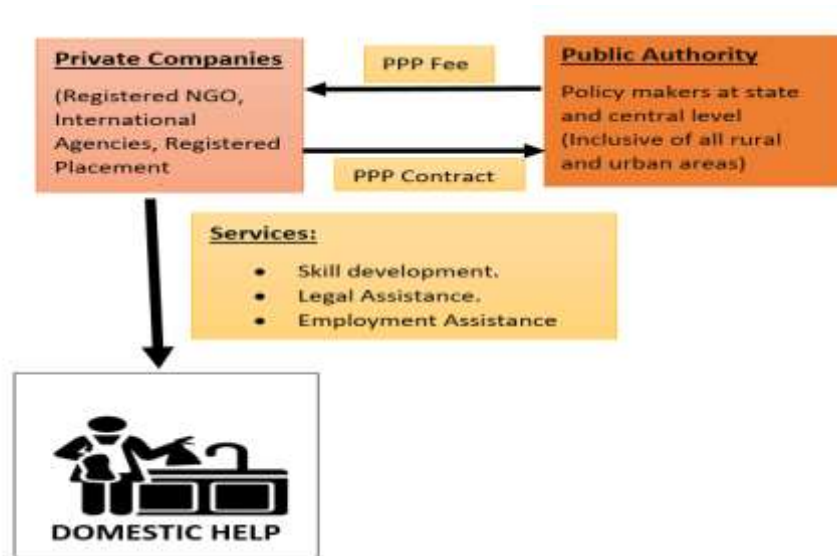
9. Providing them social security cover in the event of death, disease and old age.

10. To create Public Private Partnership Model: Public Private Partnership is the model that is the best alternative to enhance the conditions of domestic worker. Not only this model is a support to government activities but with the support of private outreach workers the basic problems of the Domestic Workers can be solved.

A collaborative approach of NGO's, Government agency, skill development agency Unions and local RWA's can form an employment exchange specifically for domestic help at district level. This is essential for forming an organized sector of this unorganized sector.

Government undoubtedly is making tremendous efforts for the wellbeing of the underprivileged specifically in the area of health, hygiene and education. The wellbeing of underprivileged has to be also uplifted with the help of providing employment also. As studies show that majority part of the population is in domestic help sector and majority of them are women its very much essential that government should work to provide employability with good remuneration.

The work security is very much essential which somehow is not matched due to its unorganized structure.



Joint Collaboration of Government (State and Central) and the private agencies such as the NGO (National and International), skill training centers, placement agencies (government established as well as private), residential welfare associations. This collaboration will be required to smoothly implement the above stated model.

1.INTRODUCTION

“Even as laws banning slavery and its prohibition are enshrined in international instruments, notably the Universal Declaration of Human Rights, it is still practised in many forms: traditional chattel slavery, bonded labour, serfdom, child labour, migrant labour, domestic labour, forced labour and slavery for ritual or religious purposes.” - Kofi Anan, Secretary-General of the United Nations, 1999

1. Introduction

Domestic, as the word suggests means to be within a particular house hold or a company. Any person who is working in a domestic condition and is in a state of employment is considered to be a domestic worker. In other words, it can be said that a person who is employed in a household for carrying out the chores and errands. These workers have their jobs with working as a sweeper to doing laundry, from being the cook of the household to looking after the kids in the house or the elderly people living there. It may also include other errands like ironing the clothes, or doing the dishes, and dusting the house, or accompanying the others in shopping, and the list goes on. These domestic workers are in some places considered as slaves, and are thus not considered as equal beings like the employer and are ill-treated. Some workers or helpers you may call, are allowed to live with the family and are either given a room or are forced to sleep on the ground at some places. Despite this work being a necessity in each household, the work is very often being undervalued by the employers which force the workers to become more and more demanding with them. These workers have to face various kinds of judgements and abuses of which slavery could be a part. The countries worldwide are gradually becoming more aware of this class and are trying to enforce laws but the enforcement procedure is not so efficient in order to eliminate this kind of slavery.

In terms of accommodation to be discussed, it has been found that most of the employers of the "live-in" workers make them sleep either in the basement, the attic or a box room or in worst cases even on the floor in the kitchen. Only a few of the upper class people may offer the domestic workers a quarter and living as a part of the salary and incentives to be provided. The middle class people are mostly avoiding to employ such a live in worker and try to just get the maximum work from

the part time workers only. These situations and circumstances lead to the workers raising their demands for increase in their salaries at least. In most of the countries all around the globe it has been observed that most of the workers are from the rural or the lower class people who are basically unemployed and need some sort of earnings for a living.

Also, in some cases the rich or the upper class people may employ more than one or two servants as they are said, and each one is required to be dressed in a particular decided manner. These workers are sometimes not allowed to speak to anyone and not even receive a call on their own cell phones. It has been observed that sometimes their cell phones are taken away from them and are given back when their work is completed.

A country like ours also have children as a part of domestic workers. Children are also either forced to work or are compelled due to financial crisis at their houses to work and earn for their own living. Though child workers sometimes are also employed which is illegal all over the world. But the circumstances force those poor kids to take the job of their family at a very young age. These children are also more prone to exploitations in the society like not allowing to even take a break for 10 minutes after an hour of work, or not letting them eat anything before finishing the work, and the main consequence of children indulging in domestic work is the lack of education. Children of age below 16 are seen working in household along with their mothers as domestic workers. That is an age to be in school and take education like other children of their own age but unfortunately due to lack of resources and opportunities, these children are far from education and the other various norms of a normal child of 15 or 16 years old.

There is also a branch in domestic workers that is referred to as the migrant domestic workers. These workers move from one country to another in search of a job which is more to their own benefits and even of that of the employers. In most cases these migrants are considered to be the proof that the workers are in great demand and migrations may lead to improvement in social conditions and norms also contributing to the society by creating a whole new sphere of life and vision.

One may wonder what kind of job does the domestic work include. To have an overview of the work, we may list some of the renowned roles of the workers which are of absolute necessity in each household all over the globe. There is a cleaner or

a sweeper who cleans the whole place of employment, a nanny or ayah who does the job of looking after the children and newborns. A cook, a gardener or a chauffeur are some services which are being availed from the poor by the rich strata of the society. Even bodyguards are at some point considered to be a sort of domestic work. In some rare cases, one may even have a wet nurse for providing the suckling for infants just in case the mother is not able or not willing to do so herself.

1.1 International Instrument

The realization of domestic workers' right to protection has guided the development and enforcement of several guidelines and regulations at the international level for many decades. The fundamental principles of achieving protection of domestic workers has directed the policy environment on various occasions, guiding nations across the world in this direction.

1.1.1 Master and Servant Act 1823

In the year 1823 under this act laws were designed to regulate relations between employers and employees during the 18th and 19th century. This act describes its purpose as - working for " the better regulations of servants, labourers and work people"¹. The Act inclined other nations too for the creation of domestic service laws.

1.1.2 Holidays with Pay Convention, 1936 (No. 52)

The topic on domestic workers first gained prominence in 1936, when the International Labour Conference adopted the Holidays with Pay Convention, 1936 (No. 52), which established the right to six days of paid leave for workers in manufacturing and a range of other industries. The Convention excluded domestic workers, a shortcoming that prompted the Conference to request that "the question of holidays with pay for domestic servants [be put] on the Agenda of [...] a future Session of the Conference [...] and to consider at the same time whether other conditions of domestic servants' employment could form the subject of international regulation"²

¹ https://en.wikipedia.org/wiki/Master_and_Servant_Act

² https://www.ilo.org/dyn/normlex/en/f?p=NORMLEXPUB:12100:0::NO::P12100_ILO_CODE:C052

1.1.3 International Labour Organisation(ILO)1919

Through International labor organization (ILO), United Nations have aimed to set the standards and improve the conditions for the labors in the world. Based on the statistics taken from 117 countries all around the world, it has been estimated that the workforce of the domestic workers includes more than 60 million of which more than half the population is women. It has been estimated that out of every 25 working women in the world, one is a domestic worker.

1. Wages:

It has been observed that the workers all around the globe are paid low wages for the domestic work. In addition to the reason being lack of finer skills, there are also other reasons such as being poor at bargaining, overlooking and unrecognized work of women by considering this work to be made for them. Also they workers have a great need for employment and for wages and thus they are compelled to work even at lower wages. Thus the Domestic Workers Convention, 2011 states the minimum wages for each worker.

2. Working time of the workers:

This area has always remained ignored in the field of domestic work. It has been estimated that more than fifty percent of the population that is employed in the domestic work have no bars to their weekly working hours and also the number of paid leaves are not provided when demanded. The countries in the Middle East and Asia are still behind the others in paying heed to the working time and treating the workers as equal.

3. Maternity protection:

It has been estimated that more than one third of the women population of domestic workers are not provided with the maternity leave or the cash benefits. This has been a major drawback in the developing countries because the people tend to employ other workers and expel the pregnant workers. This has been a major reason for the inequality between this population of pregnant women or mothers and the others workers and thus prevent them to enter the mainstream. The

Convention No 189 of 2011 pays heed to this aspect and helps workers with their maternity.

Conventions

1. **Holiday with Pay convention, 1970 (No 132)**³: This convention emphasizes that each worker employed in the domestic work should be given three weeks of paid leave. But a condition has been imposed i.e. the worker should provide a minimum period of service to gain the leaves. This period of entitlement should not exceed six months. This convention applies to all the workers including those employed in private houses or in corporate or commercial firms or properties.

2. **Equal Remuneration Convention, 1951 (No. 100)**⁴: This convention states that the workers should be provided with the remuneration which is decided on the basis of work done, taking account of the skills gained and put into action along with the efforts, the responsibility and the surrounding working conditions. In other words, the remuneration should be decided upon the quality of work and the output. But men and women should be paid equally if the value of the work accomplished is equal. This is because the gender based discrimination is often added with other types of discrimination.

3. **Minimum Wage Fixing Convention, 1970 (No 131)**⁵: The main objective is to directly protect the "disadvantaged group of wage earners against unduly low wages" i.e. the low earning people who cannot earn enough to feed all should be given a minimum wage at all times to let them sustain their livelihood. Along with Convention No 100, since women have a higher proportion in the workforce of domestic workers, this minimum wage fixing can be a major milestone in contributing to the decrease in the gender wage gap.

4. **Maternity protection convention, 1952 (No. 103) and Maternity protection convention, 2000 (No. 183)**⁶: These conventions included those women who perform the domestic work in private houses and all the women who are employed even in

³ https://www.ilo.org/dyn/normlex/en/f?p=NORMLEXPUB:12100:0::NO::P12100_ILO_CODE:C132

⁴ https://www.ilo.org/dyn/normlex/en/f?p=NORMLEXPUB:12100:0::NO::P12100_ILO_CODE:C100

⁵ https://www.ilo.org/dyn/normlex/en/f?p=NORMLEXPUB:12100:0::NO::P12100_ILO_CODE:C131

⁶ <https://www.ilo.org/global/standards/subjects-covered-by-international-labour-standards/maternity-protection/lang--en/index.htm>

any kind of typical work, respectively. The main aim of the convention is to ensure that the work done should not harm the health of the mother and the child and that the maternity period should not expose their economic conditions to danger and exploit them. The convention has defined some major requirements for maternity protection i.e. maternity leave, financial and medical help, secured employment, protection of the mother and the child, and making the required arrangements for breastfeeding the child when at work.

1.1.4 Domestic Workers Convention, 2011 (No. 189) and Recommendation (No. 201)

The International Labour Organisation (ILO) has worked up on the workers and labourers around the globe. It aims at promoting decent work, increase in pay of all the women or men workers including the health benefits for the old and children, taking responsibility of the family persons with disabilities. As it is observed that more than 60% of the workers all around the world are done by the women or girls, many of which are migrants from other poor countries where there were none or fewer opportunities for their survival. Also they are more prone to discrimination and marginalization due to their conditions of living and their appearances.

The developing countries of all have comparatively scarce opportunities for the employment at a firm and thus people have higher demand in domestic work. Thus these people contribute a major portion of the working people of these developing countries. It has been observed that to give the domestic workers their rights, we need to pay heed to the standards i.e. replace some of the general standards with some particular or specific standards for the domestic workers.

The other internationally recognized Acts and Movements include the Universal Declaration of Human Rights, the International Covenant on Civil and Political Rights, the International Covenant on Economic, Social and Cultural Rights, the International Convention on the Elimination of All Forms of Racial Discrimination, the Convention on the Elimination of All Forms of Discrimination against Women, the United Nations Convention against Transnational Organized Crime, and in particular its Protocol to Prevent, Suppress and Punish Trafficking in Persons, Especially Women and Children and its Protocol against the Smuggling of Migrants by Land, Sea and Air, the Convention on the Rights of the Child and the International Convention on

the Protection of the Rights of All Migrant Workers and Members of Their Families, etc⁷.

All these proposals as stated above have been considered to take the form of an international convention and has been cited as the Domestic Workers Convention of the year 2011.

1.1.5 UN Women 2013

On September 5th 2013, International Labour Organization (ILO) Convention 189 enters into force with an impact on securing the rights and protection of domestic workers worldwide. As per estimated data available with ILO, there were 53-100 million domestic workers worldwide. Out of the estimated data around 83 percent of domestic workers were women.

Throughout the globe UN Women is engaged with Governments, Unions and the private sector to promote the rights of domestic workers and ensure that their profession is both regulated and covered by social protection.⁸

1.1.6 International Domestic Workers' Federation (IDWF)2013

In October 2013, at a founding congress in Montevideo, Uruguay, delegates from domestic workers' organizations around the world unanimously created the first global union organization run by women: the International Domestic Workers' Federation (IDWF)⁹

1.1.7 Millennium Development Goals(MDGs) and Sustainable Development Goals (SDGs)

Millennium Development Goals (MDGs) has made a tremendous growth towards making decent work a reality for domestic workers worldwide visualizes support for countries that are committed and are ready to take measures aimed at improving the protection and working conditions of domestic workers regardless of whether these involve ratifying in the immediate future. It recognizes that real change in the

⁷ https://www.ilo.org/dyn/normlex/en/f?p=NORMLEXPUB:12100:0::NO::P12100_ILO_CODE:C189

⁸ <https://www.unwomen.org/en/news/stories/2013/9/ilo-convention-189-enters-into-force#:~:text=The%20Act%20was%20adopted%20by,migrant%20workers%20and%20their%20families.>

⁹ <https://www.wiego.org/idwf-domestic-workers-federation-born>

lives of domestic workers requires building national capacities and institutions and facilitating social and attitudinal change, which are complex and long processes.

Built upon the success of MDGs, the Sustainable Development Goals agreed in 2015, to be achieved by the year 2030, stress on achieving full and productive employment and decent work for all women and men, including for young people and persons with disabilities, an equal pay for work of equal value under SDG 8 (Decent work and Economic Growth). It also aims at promoting safe and secure working environments for all domestic workers.

1.2 Indian Instruments

The ministry of labour in India has been constant in their ways and acts to help the labour class get their rights and earn what they actually deserve. Since the labour class is one of the most important and crucial jobs in our society, it is still not as accepted and respected as it should be in an ideal society or surroundings. If someone is constantly criticized for being in a particular job or working in a specific way, either the person will quit or not respect you back. These people do not choose to be labours by their own or they don't aspire to be one. The situations, circumstances they had to deal with in their life made them what they are and the value of each job. The government of India declared various acts and put them into actions for fighting for the rights of the labourers and all its classes. Since we are discussing about domestic labour, it has been observed that most of them are women and girls and are also exploited and exposed to trafficking in the society.

The Ministry of Labour had introduced a Domestic Workers Act in the year 2008 for the welfare of the domestic labour/workers and helps them get fair wages and prevent any trafficking or exploitation. Since this sector is greatly unorganized and the workers themselves are unorganized, it is practically not possible to cover each one of the worker and check up on him/her at all times to prevent certain circumstances. This Act is basically under the State Legislation so the state government has to look into these matters for the sake of these people. However it has been found that the central government has still not notified the state legislatures for the above said. Another Act which was initiated by the government in the year 2008 was the Unorganized Sector Social Security Act. This act has been revised in

September 2020. This social security act was set up to ensure the secured places of the unorganized sector, which comprises of the daily wage workers, the home based workers and also the self employed people in the country. It initially aimed at providing future insights and also ensuring the availability of health benefits, old age help, maternity leaves and/or any other benefits which might feel apt for the people of the Unorganized Sector.

The Domestic Workers Act is applicable to the whole country of India. It is strictly prohibited to employ any child in the domestic work commercially. The workers who have been immigrated are strictly not included under this Act. As stated by the act, all those people who are in the age range of 18 to 60 years and have been engaged in any sort of domestic work for minimum of 3 months out of the last one year can be registered to be a domestic worker in the country.

The Act also states clearly that the domestic workers should be given at least 10 consecutive hours off from the work i.e. there should be a gap of 10 hours between calling off the work and commencing the work the next day. As account of holidays, a domestic worker as registered in the ministry is allowed to take 15 days of Paid leaves per year for the live in domestic workers. For those who have daily domestic helpers, it has been observed that 2 paid days off per month is usually demanded by the workers.

For the safety of the women and the girl workers, the Act has imposed a penalty if the employer takes their workers to a place or to some people where there is a chance that they may be sexually exploited or engage in any type of immoral purposes. As concerned for the penalty, it has been decided that either the defaulter would be imprisoned for 6 months which may extend up to a span of 7 years depending on the severity of the crime or a penalty cash of Rs 50,000 or the court may impose both the penalties.

In case the workers face any kind of problem of any sort at their employment site, they may approach the District officer who would be selected by the district board of either the state or the central government. This board aims in listen to the problems and settle them out either through conciliations with the employers or through the procedure which has been mentioned in the Domestic Workers Act.

Depending on the offences which may be done by the employers or the workers, the Domestic Workers Act has a number of decided penalties which would be either for a cash settlement or a certain time span imprisoned. Here's a list of the penalties.

- If the employer of the workers, does not work or look over as stated in the provisions of the Act, they may be subjected to a penalty with fine which could be maximum of Rs. 2000.
- If anyone tries to obstruct the work or inspection of a District officer who has been posted for the inspection of the condition of the domestic labours, then the alleged person would be subjected to a penalty of either 90 days in the prison or a fine of amounting upto Rs 2000 or both could be imposed.
- In case the employer goes against any of the above stated provisions of the Act, then he/she either may be subjected to imprisonment of 3 months or a fine which may extend up to an amount adding up to Rs 2000. In case the contravention of the provisions continues, there will be an additional penalty which would be imposed i.e. Rs 100 per day of continuation.
- Also, in case of penalty against trials or taking the workers to a risked spot for any sort of immoral purpose including any kind of exploitation or sex trafficking, then the employer would be subjected to imprisonment which would last up to 7 years or fine or both.

Other than the Domestic Workers Act, India also have certain number of movements aiming to protect and help the domestic workers of our country to acquire skills and fight fair for their rights. One such movement which was started by a trust in Mumbai, India is The National Domestic Workers' Movement. It was launched way before the government in the year of 1985. At present the movement has been worked upon and is going on in 17 states of the country which included approximately a total of 200,000 domestic workers from across the country.

It has been observed that there are more than 4 million domestic workers in the country. Out of it, more than 2 million worked are women or girl workers. Most of them are from poor families and are often from the marginalized and the discriminated communities. Due to their lack of literacy and numeral skills, they end up being more vulnerable to the exploitation than the others. Their views or opinions does get

overpowered sometimes due to their lack of ability to raise their voices against the employer as they fear that would end up in being fired.

1.3 The Research Study

This research study is intended to get an in-depth view of the status of Domestic Workers in India, with special reference to twelve selected districts of South Delhi, National Capital Territory, Delhi. The study has a special/unique component. It involves the target beneficiaries' /impact groups, the children/youth of South Delhi, District in the process of data collection and design of data collection tools.

1.3.1 Objectives and Scope of the Study

The main objectives of the study are:

- 1.3.1.1 To study the working conditions of domestic workers and to classify the type of problems/insecurities faced by them.
- 1.3.1.2 To study their problems from the perspective of gender parity and child protection.
- 1.3.1.3 To study the factors responsible for their inability to seek protection available under the existing law, with special reference to selected slums of South Delhi.
- 1.3.1.4 To find out the lacunae in the existing system of implementation of justice in regard to the welfare and protection of the domestic helps.
- 1.3.1.5 To come out with actionable recommendations for the welfare of these workers at the policy and implementation level.

1.3.2 Research Questions

The primary research questions that this study seeks to answer include the following:

1. What are the main causes of exploitation of domestic workers?
2. What mechanism do communities use to support domestic workers who have been affected by various abuse and exploitation threats?
3. What are the outcomes of those mechanisms and how satisfactory are the outcomes in the perspective of the different stakeholders?

4. How do government and NGO actors see their roles and responsibilities towards domestic workers living in slums?
5. What are the resources that exist at the Government level but are not connected or poorly connected at the domestic worker's level?

2. MATERIALS & METHODS

2.1 Research Design

To attain the said objectives of the study and to find the answers of the questions raised both quantitative and qualitative research designs are used. The quantitative research design was employed to understand the gravity of the problem in terms of the magnitude and violation of domestic workers right to protection and the response mechanism initiatives at the community and governmental level. To understand the problem in all its human nuances, the qualitative research design was used. While the quantitative research design used the Survey method for generating data, the qualitative method used In Depth Interviews (IDIs) and Focus Group Discussions (FGDs). The qualitative research design focused on gathering the insights on several aspects of the functioning of domestic workers.

2.2 Locale of the Study

South district of National Capital Territory, Delhi India was the locale of this study. Since 6th century BC, Delhi has been inhabited continuously. It has also served as a capital of various kingdoms and empires such as Delhi Sultanate and Mughal Empire.

Delhi is being considered as the most attractive tourist spot, both historic and modern. The three UNESCO World Heritage Sites in Delhi, Qutab Complex, Red Fort and Humayun's Tomb are among the finest examples of historic Delhi and prominent land mark of Delhi 'India Gate' of Modern Delhi.

Delhi being the largest commercial centre, it is the most or second most productive metro area of India after Mumbai. More than 50% of the workforce in Delhi is working. Availability of more job opportunities and all amenities of life has attracted people from all over India to come and settle in Delhi. Due to this reason people come and settle in Delhi to work as domestic workers.



Around 49% of the population of Delhi lives in slums and unauthorised colonies without any civic amenities. The majority of the slums have inadequate provisions to



the basic facilities and according to a DUSIB report, almost 22% of the people do open defecation.

2.3 Data Sources

2.3.1 Population

The study was based on a survey of the people living in the selected slums situated in

the South district of National Capital Territory, Delhi, India. The 12 selected districts were:

1. Defense Colony
 - 1.1 Jhuggi Jhopdi (JJ) clusters of Defense Colony
2. Greater Kailash
 - 2.1 Slums on Captain Gaur Marg
 - 2.2 Zamrudpur Slums
3. Hauz Khas
 - 3.1 Indra Camp
4. Kalkaji

- 4.1 Kathptli Colony Slum
- 4.2 Navjeevan Camp
- 4.3 Bhoomi heen Camp
- 5. Lajpat Nagar
 - 5.1 Sudhir Camp
 - 5.2 Jal Vihar Camp
- 6. Mehrauli
 - 6.1 Rana Colony II Slum
 - 6.2 Islam Colony
- 7. Nehru Place
 - 7.1 Nehru Place MTNL Slum
- 8. Panchsheel Enclave
 - 8.1 Jagdamba Camp
- 9. R.K.Puram
 - 9.1 Ravidas Camp
- 10. Safdarjung
 - 10.1 Sanjay Niwas Slum
 - 10.2 Kirti Nagar Slum
- 11. Sarojini Nagar
 - 11.1 Madrasi Camp
- 12. Vasant Kunj
 - 12.1 Dalit Ekta Camp
 - 12.3 Jai hind Camp

Selected areas are primarily urban slums. They lack basic civic amenities and infrastructure. A total of 2000 domestic workers (men, women and children) with a population of 1,00,000 constituted the universe of the study.

2.3.2 Sampling

2.3.2.1 Quantitative Study

For the quantitative survey, the researcher had used the Non- Probability Convenience sampling technique. The respondents were selected on the basis of availability and their readiness to be the part of the survey. While conducting the survey it was kept in mind that the selected respondents should met the inclusion

criteria. When the sample size was decided in advance, non-probability sample technique was considered to be the most appropriate tool. To inspire more and more respondents to take part in the survey and make the data representative, it was made clear to the respondents that they were not forced to take part in the survey, it was voluntary and no action will be taken if they refuse to be the part of the survey. With a view to ensuring gender balance



among individual respondents, male and female as well as children all were given a chance to be the part of the survey. The exclusion criteria were male and female above the age of 60 years of age and children below the age of 14 years.



2.3.2.2 Qualitative Study

However, Non- probability purposive sampling was used for selecting the individual respondents for the qualitative study of IDIs with different stakeholder, who comprised the following:

1. Adults and children
2. JJ caretakers
3. Government agency like NSDC

For the purpose of conducting FGDs, the sample of respondents was done on the basis on non-probability convenience sampling method and comprised the following:

- Male and Female – 1 groups of 4-5 adults each, male and female separately,
- Children- 1 groups of 4-5 children.

2.4 Tools for Data Collection

Since, the study comprises of both quantitative and qualitative methods of data collection, each of these methods had their own tools of data collection.

2.4.1 Quantitative Tools

Quantitative Survey data was collected from the sample of respondents with the help of structured questionnaire. The structured questionnaire comprises of four sections:

Section I: Profile of the respondents (Domestic workers)

Section II: Work condition (live-in and live-out domestic workers)

Section III: Legal aspects/Government support/NGO Association

Section IV: Aspirations of Domestic Workers

In the section I of the questionnaire demographic information such as name, address, age, education, income level etc. was asked. Respondents who did not wish to disclose their identity such as their name and address were not forced to do so. The confidentiality of the respondents was taken due care and it was explained to the respondents in advance that information collected from them will be considered to improve the condition of domestic workers.

In section II data related to the working conditions of the domestic workers where the questions related to facilities such as meal, clothing, medication/hospitalization, festival bonus, rest period, verbal abuse, beating sexual violence and other amenities was asked upon. In section III questions related to legal aspects, Government support and NGO association was asked. Questions related to registration as per domestic worker, awareness about minimum wages, annual leaves awareness about penalties related to exploitation at work place, right to access court, tribunals for grievance redressal were asked. Along with the above mentioned areas various schemes launched by government such as Indira Gandhi National Old Age Pension Scheme, National Family Benefit Scheme etc. were also asked. In section IV aspiration of the domestic workers along with the feedback was taken from the respondents.

2.4.2 Qualitative Tools

Qualitative data was collected with the identified stakeholders through in –depth Interviews (IDIs) and Focus Group Discussions (FDG). Moderation Guides were developed for collecting of qualitative data.

2.4.3 Design and Development of Tools

To collect the data for the research project questionnaire was used which empowered the field researchers to collect the desired information from the sample of respondents on selected research study. The questionnaire was developed in consultation with different stakeholders and NHRC research team. Both the quantitative and the qualitative data collection tools were discussed with the domestic workers' volunteers who acted as enumerators and their inputs were incorporated. All the data collection tools were translated into Hindi. Field researchers filled the questionnaire themselves as the respondents belonged to the uneducated sector, unorganised sector of the society and most of them were illiterate too. Keeping the sensitivity of the topic, where the respondents hesitate to come forward and discuss their issues, the responses of the questionnaire were kept with completed confidentiality so that the maximum numbers of the respondents were comfortable to answer the questions asked.

The questionnaire for survey was based on the Socio- Ecological Systems Theory of Human Development by Urie Bronfenbrenner (1917-2005), which posits that the development of domestic workers is based on interrelations among various personal and environmental factors. It is based on the fact that domestic worker (individual) is surrounded by various systems. The microsystem closest to the individual contains the strongest influences and encompasses the interactions and relationships of the

immediate surroundings. An individual requires access to an environment, upon which he/she is dependent for knowledge, living, health, safety etc¹⁰.

The theory by Urie Bronfenbrenner was chosen as it tries to cover the different stakeholders who has direct or indirect role in the life of the domestic worker at or the other stage/point impacting him/her in different ways.

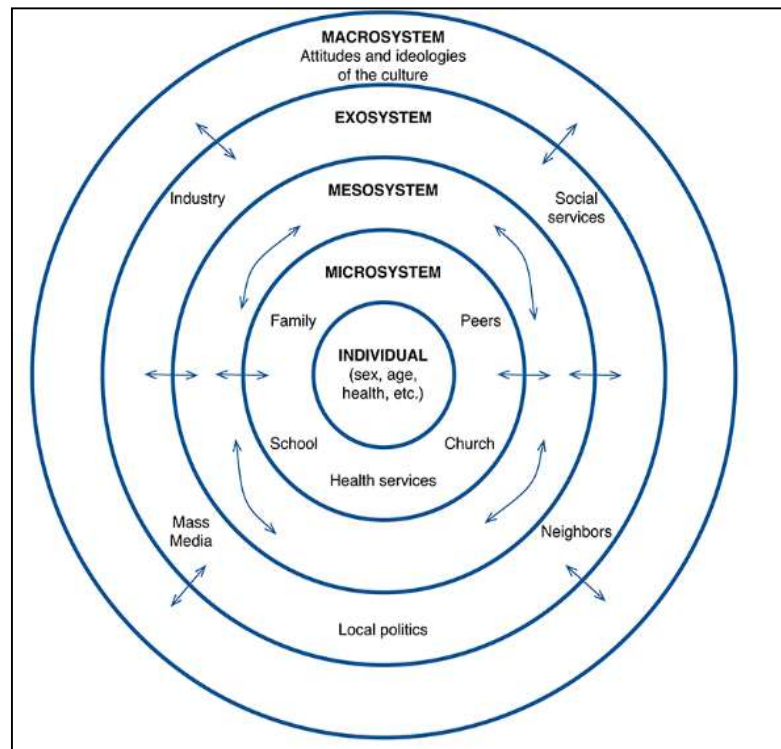


Figure 1 : Urie Bronfenbrenner's Ecological Model of Human Development

Source: www.en.wikipedia.org/wiki/Ecologicalsystemstheory

2.4.3.1 Pretesting of Tools

Data collection tools were pretested in selected slums of South Delhi with the help of research team to a select number of respondents to find out slippages/shortcomings, if any. Based on the feedback received, modifications were made in the content, sequence and language.

¹⁰ <https://www.tandfonline.com/doi/full/10.1080/1059924X.2017.1358971>



2.5 Formation of Research Teams for Data Collection

For collection of data research teams were formed. Eight data collection field investigators were selected for data collection. They were in turn supervised by the Research Associate and two Team Leads. Gender balance was maintained in the selection of team members and care was taken to ensure that only female enumerators got to interact with female respondents and male with male respondents.



2.6 Ethical Considerations

As the research study covered sensitive issues related to domestic workers' right to protection, safety, working conditions, wages, social protection; employer's expectations and employer-employee relationships¹¹ were the key elements of the research design. During the course of the study ethical procedure and standards of UN India were fully abide by.

All the team members of the research i.e. team leads, research associate, field workers and enumerators were briefed about the importance of observing ethically appropriate behaviour with all the domestic workers during the course of data collection. Informed consent was weaved into the questionnaires. The respondents were not only informed about the intent of data collection but also given the choice to say no, if not willing/comfortable to participate. The respondents were informed in advance that their responses will be kept confidential and no individual response will be reported, only the group response in the form of statistics will be reported.

2.7 Data Collection

Data collection process for the study followed a very rigorous schedule and was very completed in about 7 months' time period stretching from first week of January to July 2020. The collection of data took so long due to the complete lock down in whole of India.

¹¹ <https://in.one.un.org/page/rights-for-domestic-workers/>



2.7.1 Quantitative Data Collection

The adults having experience were directed to collect the data from all domestic workers. Data collection was done by eight field investigators, research associates

and team lead. Gender balance was maintained during course of identification of the enumerators.

Teams of enumerators and field coordinators along with team leads went out to the data collection sites to administer the questionnaires to the respondents. It was a unique sight to see field investigators to take up the challenge of the survey. And it was more gratifying to see them do it with passion as they were suffused with a sense of ownership of the study.



2.7.2 Qualitative Data Collection



For qualitative data collection, IDIs and FGDs were done.

2.7.2.1 In-Depth Interviews (IDIs)

In-depth interviews were conducted with different stakeholders to get their perceptions and views on the incidence of abuse/exploitation of domestic workers and their protection. It was also aimed at spreading awareness about domestic workers right and also taking their suggestions regarding their strengths at all levels.

2.7.2.2 Focus Group Discussion (FGDs)

FGDs were conducted separately with child domestic workers in the age group of 15-18 years and adult domestic workers in the age group of 18 years and above, using friendly participatory tools. Through use of this tool, both children and adults were able to identify issues, risks, problems and perceptual categories of spaces in their community related to domestic workers from the lens of both children and adult which at times seem to overlook. This tool was found to be very useful in eliciting information and facilitating discussion. It was found to be very useful for reflection and deeper discussion during FGD.

All the IDIs and FGDs were transcribed with the help of professional transcribers and coded into patterns and themes.



2.8 Data Analysis and Evaluation

Quantitative data collected was analysed with the help of descriptive statistical tools such as percentages and pie charts as needed. Qualitative data was analysed using the conversational and textual analysis methods. The data



collected through questionnaires, IDIs and FGDs was analysed within the contextual framework of the Ecological Systems theory of human development which lays emphasis on understanding problems of domestic workers right to protection within the matrix of relationships that the domestic workers share with the various eco-systems which include the family, the community and the formal mechanisms with reference to various system he/she interacts with or comes in contact.



2.9 Desk Review

A desk review of the available key documentary sources, studies and reports of the government, NGOs / CBOs, academia, legal instruments & notifications and other related documents published was done to understand the scope and breadth of protection

concerns of domestic workers in Delhi, in the country and also internationally.

2.10 Literature Survey

Several studies had been carried out on the status of domestic workers as

unorganized sectors. The researcher limited the review to the status of domestic workers in India. Books, journals and web sites served as sources of literature review. The review of literature was extremely useful in gaining a deep insight into the status of domestic workers particularly serving unorganized sector. To put the findings of the review in a nutshell, it may be said that, research specifically focusing on the conditions of domestic workers is meagre; existing research shows that the living and working conditions of domestic workers were quite deplorable with most of them being deprived of overtime pay, public holiday, and timely payment of salaries. Besides, they were also fired without a reasonable period of notice or any valid ground for dismissal. The conditions of these workers were poor not only in India, but globally, with conditions being only somewhat better in western countries. Lack of awareness of their rights and poor unionism served as hurdles in efforts to improve their plight. Although non- governmental organizations are striving to alleviate the plight of these workers and various legislative measures have been initiated, real improvement in their conditions has not yet been seen and domestic workers are yet to be recognized as workers, and enjoy legal protection, rights and dignity.

The literature review in the study is done kept in mind the primary objectives of the study.

Nirmala Banerjee (1987)¹² argued that the domestic worker sector is unorganized and informal sector in nature, which is a common problem in developing nations, the basic characteristic of this sector is that it is exploitative in nature as there is no clearly advocacy and awareness of the legal rights. Also, in India there is no such law which is exclusively laid down for domestic workers.

According to Sathya Sundaram (1987)¹³, the workers in unorganized sector do not have any laws for their protection from exploitation. They are the most vulnerable section of the society and they enjoy no job or income security with little bargaining power. It has been seen that women tend to empower this sector because of the flexibility of working arrangements and diversity of opportunities.

¹² Banerjee, Nirmala, 'Indian Women in a Changing Industrial Scenario', (1997) Sage Publications, New Delhi

¹³ Sathya Sundaram(1987) 'Law and Poverty – Critical Essay', N.M. Tripathi Private Limited.

Atanu Thaker (1987)¹⁴ made an enquiry in to women's workforce participation and she concluded that the domestic worker sector was mainly empowered by women due to non-requirement of education, flexible working hour and the description that this job profile is feminist in nature.

Nirmala Banerjee (1988)¹⁵ made an enquiry about women workers in the unorganized sector of Calcutta's economy. She found that the employment was regular for working women and their wage rate was significantly lower as compared to those for men with equal qualifications. The working women in the informal sector included a significant number of children and old people and over 60 percent of them were illiterate.

The study by Rothboeck and Surbhi (1990)¹⁶ tried to argue that there exists gender segregation of jobs in domestic help sector. The Indian women contribution to house hold income is more of contributor rather than bread bearer of the family. That is why they are many times not suggestive of full-time workers but mainly as part time earner. There is no economic policy that can define the tasks of women worker and measure the women's employment.

Leela Gulati (1988)¹⁷ made an attempt to study the women in the unorganized sector in Kerala on the basis of micro-level observations. It was seen that the male member is not a regular earner of the family. The researcher concluded that the primary reason for working of women in unorganized sector is that the irregularity of male in the family. There exists lot of opportunities for work in unorganized sector but normally the people opt for the work which their family members have been involved in. Also especially women try to find out work which are close to their houses and have flexible working condition.

Bulgovind Baboo and Laxmi Panwar (1989)¹⁸ have studied the domestic help in

¹⁴ Atanu Thaker(1987) 'Economic Role and Status of Women in the Bidi Industry in Ilaahabad', ILO, De, D.J., 'Interpretation and Enforcement of Fundamental Rights', Eastern, Law House Pvt. Ltd., Calcutta.

¹⁵ Nirmala Banerjee(1988), 'Women and Society in India', (1990), Ajanta Publication, Jawahar Nagar, Delhi

¹⁶ Rothboeck and Surthi(1990), 'A Study of the Socio-Economic Conditions of Women Domestic Workers residing in South Pudur Slum', Research Report (Unpublished), Loyala Institute of Developmental Sciences, Madras

¹⁷ Leela Gulati(1988), 'Labour Laws One Should Know' Nabhi Publications, New Delhi.

¹⁸ Bulgovind Baboo and Laxmi Panwar(1989)Labour and Industrial Laws (7th edition,), Central Law Agency, Allahabad-2

Haryana. The study emphasizes that they are leading a miserable life. They suffer from low wage, long hours of work, shift in nature of job, lack of freedom and low prestige due to inferior status of the job. Due to lack of interaction their children are neglected and familial relations becomes tense. The unorganized nature of their job, lack of education and low bargaining capacity refrain them from organizing collectively. According to the Report on Working Condition of Domestic Servants in Delhi by the Ministry of Labour, Government of India, nearly 90 per cent of domestic workers are women.

According to the National Survey conducted by the School of Social Work¹⁹, women constituted 87.09 per cent of domestic workers in Karnataka, 82.38 per cent in Ranchi, 75 per cent in Kerala and 90.78 per cent in Andhra Pradesh. The domestic workers face various problems and one of them was deplorable wage level. The wages of domestic workers had not kept pace with the spiralling price-rise. Inflation cuts their real wage and further nutritional deficiency for them.

Dhanalakshmi (1989)²⁰ pointed out some general issues concerning women in labour market. The issues included the segregation of women in to certain occupation, wage differentials between men and women for the same job, low and falling work participation rates of women etc. She made an attempt to study the domestic servants in Thiruvananthapuram city. The socio-economic conditions of domestic servants and the need of servants in city have been studied.

According to Padmini (1990)²¹, the most disorganized and unregulated sector in India is the domestic service sector. There are no regulated hours of working in domestic service, nor have laws been passed to protect them. The study analyzed occupational risk of domestic servants these risk areas include high level of insecurity deplorable wages, long working hours etc.

¹⁹ According to the National Survey conducted by the School of Social Work, 'Working Women and Human Rights', (1999).

²⁰ Dhanalakshmi(1989), 'Labour Welfare and Social Security in Unorganised Sector', (1st edition,), Deep and Deep Publications Pvt. Ltd.

²¹ Padmini(1990) 'The Social Security System of India', (1st edition,), S. Chand and Co. (Pvt.) Ltd., New Delhi-55. 545 Jain, M.P., 'Indian Constitutional Lal', (4th edition, 1994), Smt. Rampyari Wadhwa, Agra.

Todaro (1970)²² described that neo-classical economics has focused on wage and employment differential between regions, conceiving of migration as an individual decision for income maximization.

Harris and Todaro (1970)²³ explained migration as across space according to the study in domestic service sector there exist income differentials which works as the motivational factor for the people to migrate from villages to urban areas.

Afzal and Abbasi (1979)²⁴ study also emphasized on the migrating domestic workers and details about the income differences between urban and rural areas. The study further concluded by revealing that there is a tendency in family migration. To fill this gap, an in-depth analysis of gender dimensions of rural to urban migration is needed.

Irfan et al. (1983)²⁵ concluded that internal migration is becoming increasingly long distance and in rural-urban direction. Lack of employment opportunities coupled with inadequate income from farming are considered the leading cause for rural to urban migration. Based on the 1979 Migration and Labour Force Survey data.

2.11 Challenges:

To collect data from the domestic workers was itself a great challenge. Mostly respondents were female and they hesitate to share their names along with their address details and contact numbers. So, while collecting the data the field investigators assured them that their information regarding the questions asked will be kept confidential and only the grouped data in the form of statistics will be reported. Secondly, to collect the information from the respondents who work as a

²² Todaro (1970), 'Women Rural Labourers, Problems and Prospects', (1999), A.P.H. Publishing Corporation, New Delhi.

²³ Harris and Todaro (1970) 'The Young Girls helping us in Our Household Work', in Patil R.N. (Ed.) Rehabilitation of Child Labours in India', Ashish Publishing House, New Delhi (1991).

²⁴ Afzal and Abbasi (1979), 'Socio Economic Aspects of Employment of Female Labour in Agriculture', Agriculture Situation in India.

²⁵ Irfan et al. (1983), 'Women Workers in Brick Factory', Northern Book Centre, New Delhi.

full time employee and played the role of live in domestic worker was very challenging. The field investigators had to struggle hard to face the employer of such live in domestic workers. Many investigators were refused by the employer to interview their domestic workers while on job. Thirdly, due the current situation of COVID 19 which is prevailing throughout the globe was the greatest challenge for our research investigators to collect data.

3. RESULTS AND DISCUSSION

This chapter has been divided into two parts. The first part presents the results of the quantitative study and the second, those of qualitative study. The results of Qualitative study have been further sub-divided into two sections: the first section discusses the results obtained from In-depth Interviews (IDIs) and the second, those obtained from Focus Group Discussions (FGDs).

3.1 Quantitative Study

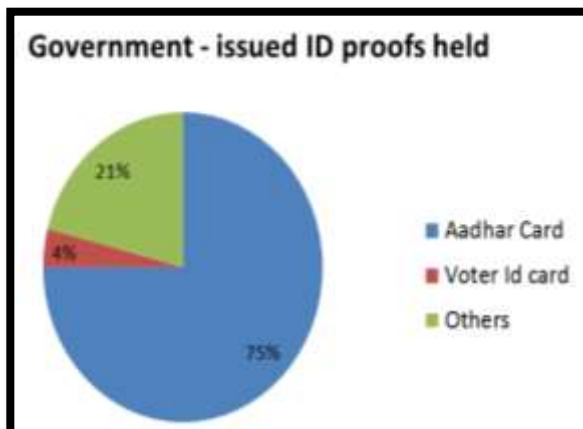
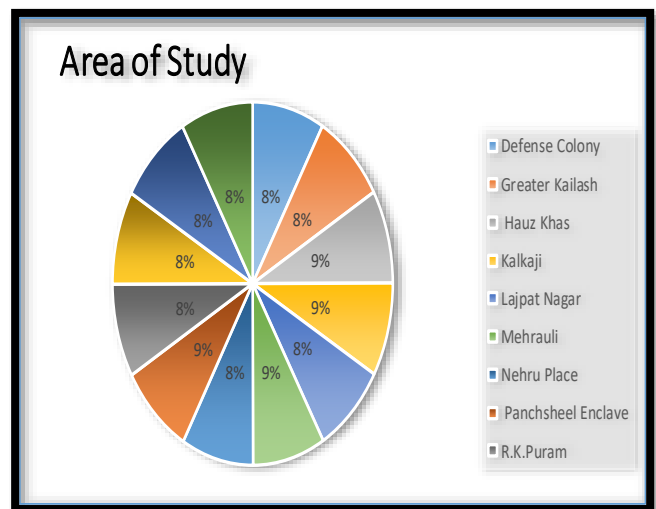
As mentioned in last chapter, a survey of 2000 domestic workers was done on randomly selected basis from among the people living in the twelve districts of National Capital Territory, Delhi. While collecting the data due care was taken for gender discrimination and children.

Survey Results obtained from the domestic workers

3.1.1 Demographic Profile

3.1.1.1 Area of Study

For the purposes of the study, a structured questionnaire was formed which was filled by 2000 domestic workers in the study area. Care was taken to ensure that respondents were taken from both the categories i.e. male as well as female and equal number of respondents were taken



from among the twelve selected area for the study. 9% of the respondents were taken from each area of the study. Sampled respondents were 167 or 166 from each area.

3.1.1.2 Government issued ID Proof

The respondents were well-aware of their rights and the need and importance of having a valid government ID proof to

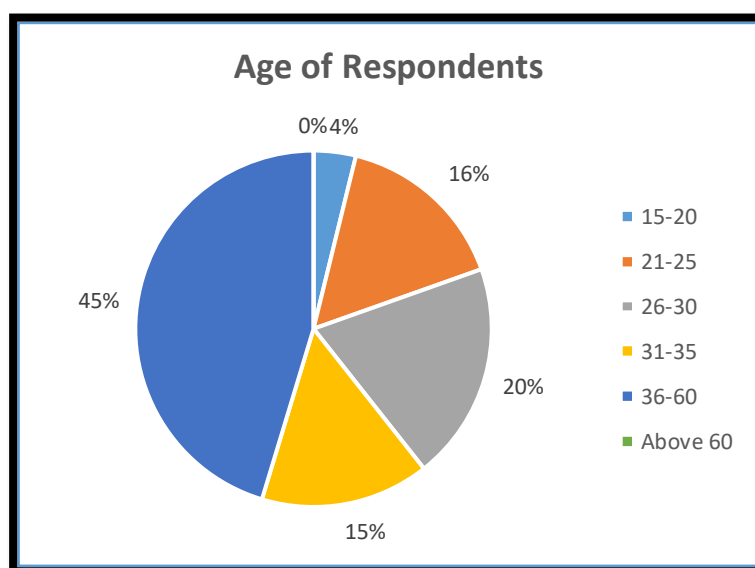
avail those rights. Seventy-five per cent of the respondents had the Government of India issued Unique Identity (Aadhar) Cards as their identity proof, while 21% either had the Income Tax Department-issued Permanent Account Number (PAN) Cards or valid Driver's Licenses. The remaining 4% had Voter ID Cards that they used as government ID proofs.

3.1.1.3 Age of Respondents

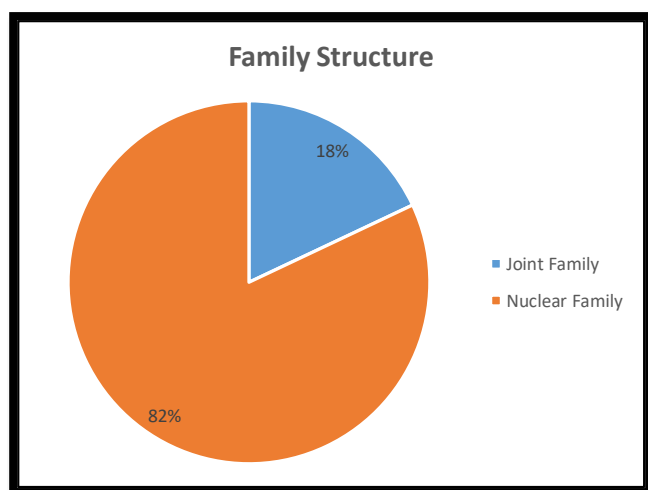
Almost all the respondents belonged to the working-age group. 4% of the respondents belong to the age group of 15-20 years and another 16% belonged to the age group of 21 – 25 years of age group. Twenty percent of respondents were in the age group of 26-30

years, while 15% of respondents belong to the age group of 31 – 35 years of age. 45% of respondents, making the largest percentage among the age group of domestic workers were in the age of 36 – 60 years. No respondent was above the age of 60 years as while

taking the survey we have excluded the respondents whose age was above 60 years.



3.1.1.4 Family Structure

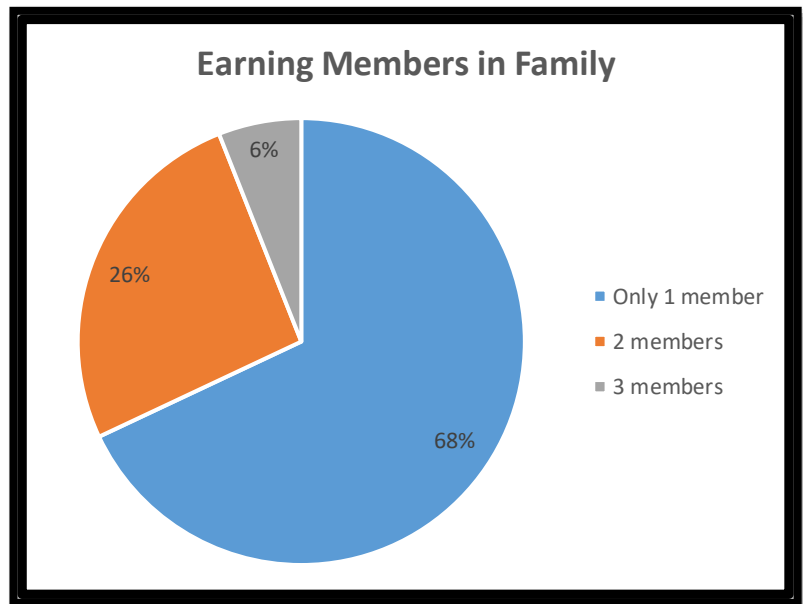


As far as the family structure is concern, mostly respondents lived in nuclear families. Only a small percentage of respondents lived in the joint family. 18% of the respondents were still living in the joint family, where as 82% of the respondents were living in the nuclear families, demonstrating the disintegration of the joint family set-up across India in the recent times.

As far as family size is concerned, respondents lived in small families. Family sized varied from four to eight members. While 7% of the respondents had family sizes of 10 and above members.

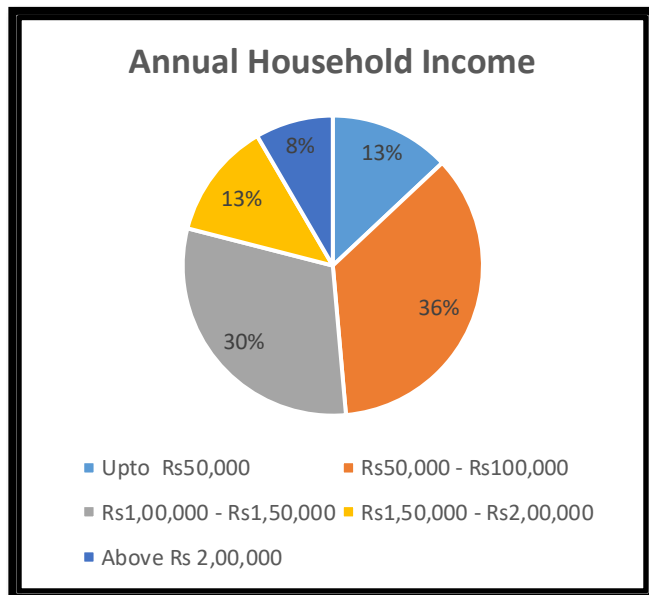
3.1.1.5 Earning members in the family

Drawing the attention towards the earning members in the family of the respondents, least number of earning member were one to three at the most. Maximum numbers of respondents were from



the families whose earning member in the family was least and minimum number of respondents were from the families with maximum number of earning members in the family. It constitutes of 68% of the respondents were having only one earning

member in the family, followed by 26% of respondents who have two earning members in the family. Rest i.e.6% of respondents have three earning members in the family.



3.1.1.6 Annual Household Income

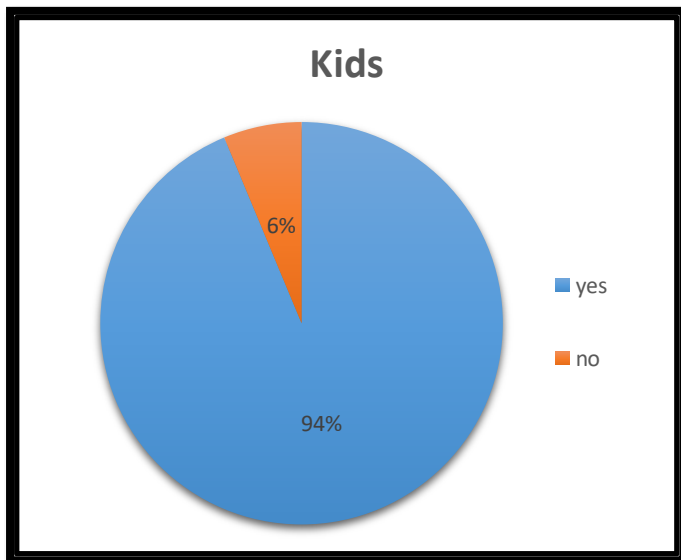
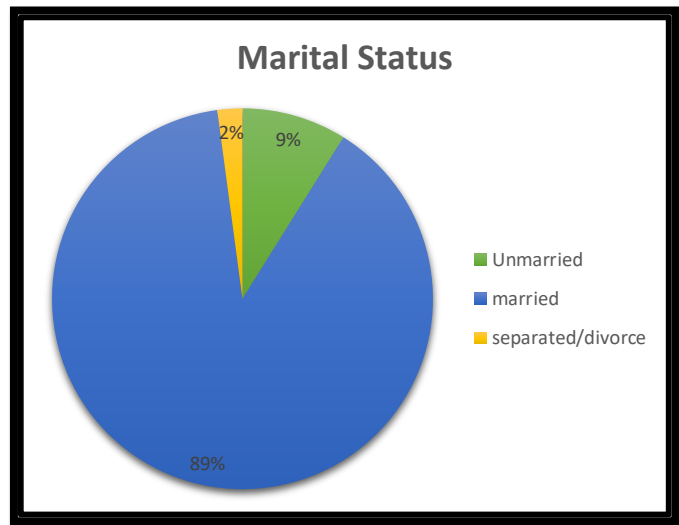
The data on annual household income reflects the low economic status of majority of respondents. Maximum number of respondents as many as 36% belonged to the families where the annual household income

ranges between Rs 50,000 to Rs 1,00,000. Slightly lower figure of 30% corresponds to those with annual household income between Rs 1,00,000 to Rs 1,50,000. Thirteen percent of respondents belonged to the families whose annual household income was between Rs 1,50,000 and Rs 2,00,000. Similar percentage of respondents belonged to the families with the annual household income less than Rs 50,000. Only

8% of the respondents were from the families with more than Rs 2,00,000 annual household income.

3.1.1.7 Marital Status

It was shocking that almost all the respondents were married. Ninety-one percent of the respondents were married. Out of which a small percentage of 2% of respondents were either separated or divorced. Only 9% of the respondents were unmarried and were living with their parents.

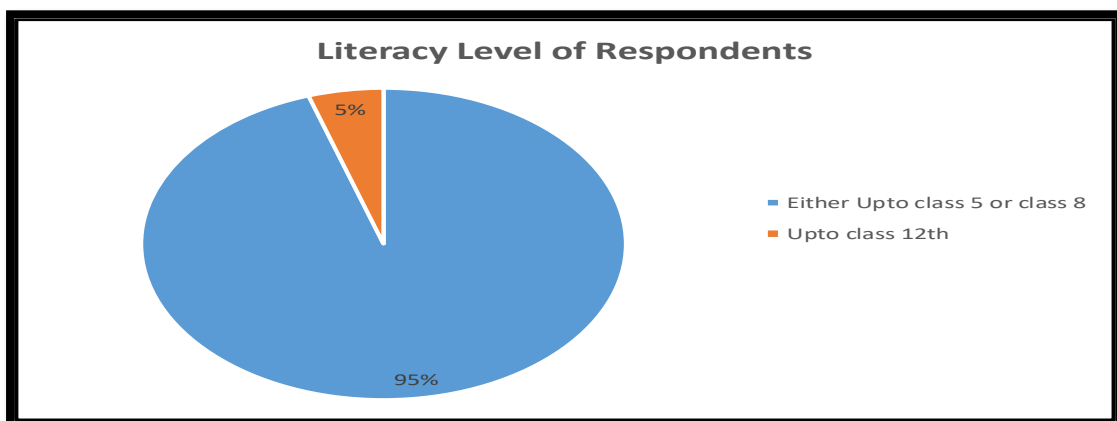


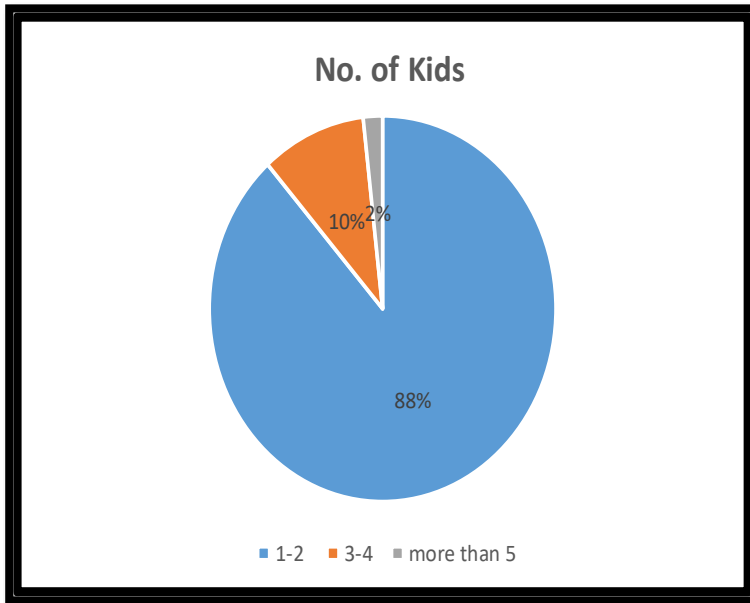
3.1.1.8 Do you have Kids

A huge, ninety-four percentage of the respondents who were married have kids and the remaining only six percentage of the married respondents didn't have kids.

3.1.1.9 Literacy level

Further, if we talk about the literacy profile of the respondents then we could say that almost 95% of the respondents had either studied up to fifth class or eighth class. Remaining 5% of the respondents had gained their education up to 12th class.





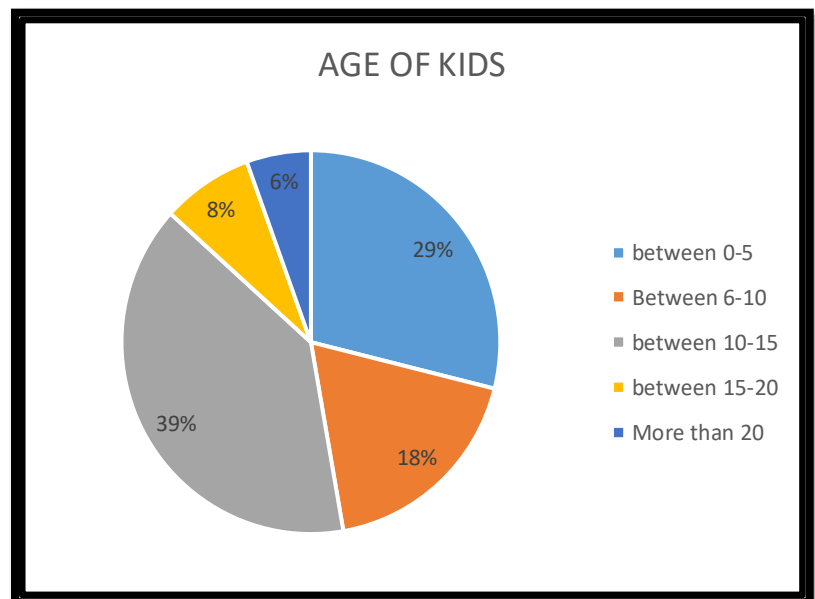
3.1.1.10 Number of Kids

Focusing on the number of the kids did these sampled respondents had, we found that the staggering 88% of the respondents who were having kids had either one or two kids. Ten percent of the respondents with kids had three or four kids and a very small percentage of

only two percent of the respondents had more than five kids.

3.1.1.11 Age of Kids

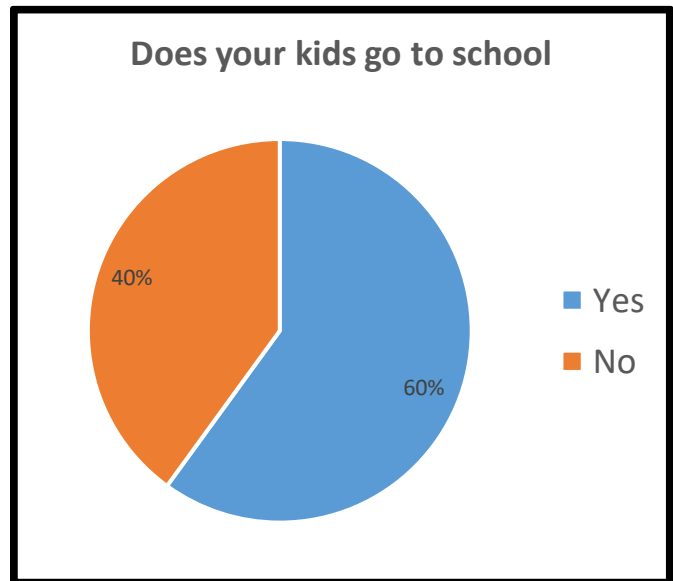
Maximum number of children had percentage of thirty-nine percent belonged to the age group of ten to fifteen years of age. Following with the percentage of twenty nine percent children belong to the age group of zero to five years of age. A small number of



6% of children belong to the age group of more than twenty years of age and slightly more of 8% of children belong to the age between fifteen years of age to twenty years of age. A small segment of eighteen percent of children belonged to the age group between six years to ten years of age.

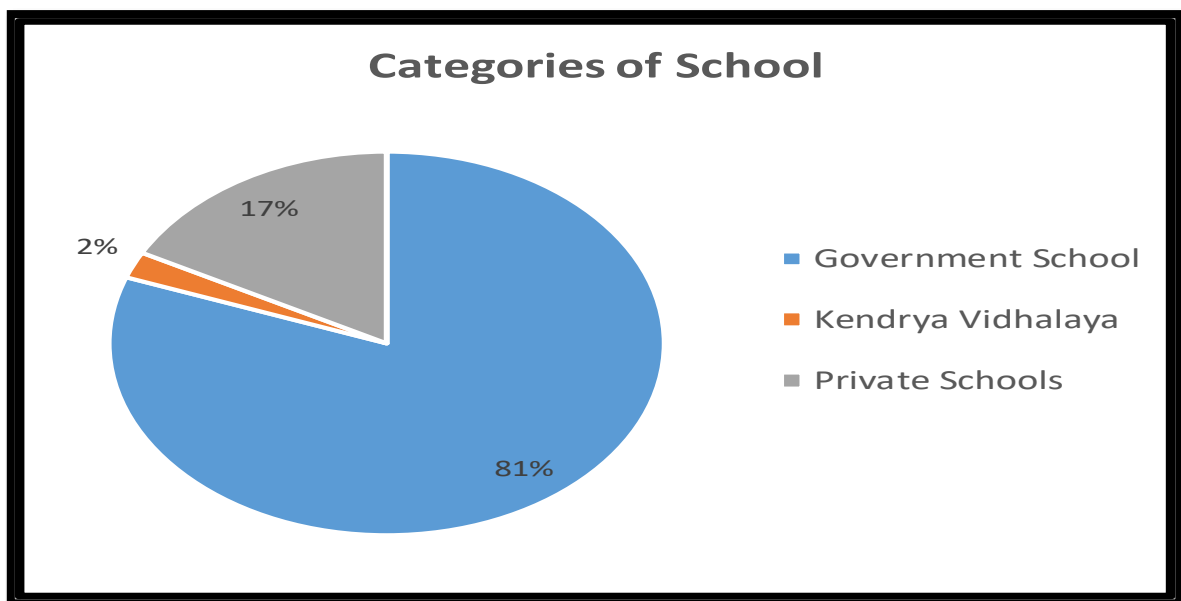
3.1.1.12 Number of kids going to school

While summarizing the data it was observed that almost forty percent of the children did not go to school. The reason being either they were too small such as infant of few months or one or two years of age or they had completed their schooling. A large number of sixty percent of children went to school.



3.1.1.13 Categories of school

Mostly children of the sampled respondents went to Government School making a huge percentage of eighty-one percent. Only seventeen percent of the

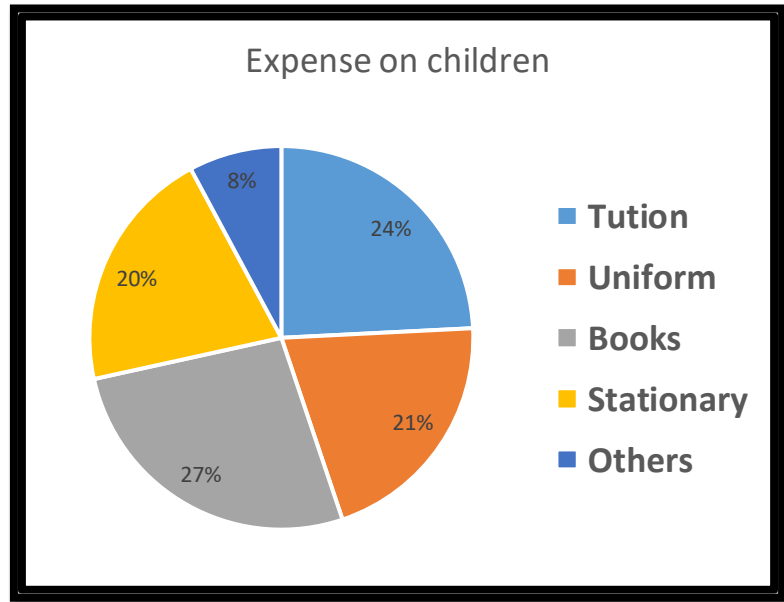


respondents sent their children to the private schools. A very small percentage of only two percent of the respondents sent their children to Kendrya Vidhalaya.

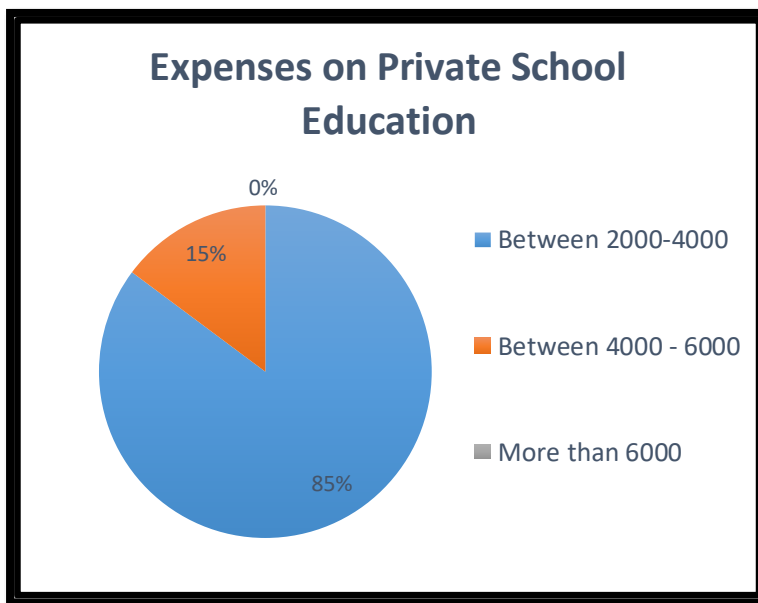
3.1.1.14 Expenses incurred on kids

The respondents whose children were going to the Government schools had to bear the extra burden of various expenses. They had to spend their earnings on the tuitions fees, purchase of books and stationery, Expenses on uniform and other expenses

too. A huge percentage of twenty-seven (27%) percent of the respondents said that they spent their earnings on the books of their children. 24% of the respondents reported that they spent their earnings on tuitions of their children. Following 20% and 21% of the



respondents said that they spend their earnings on the purchase of books and stationary. A small number of 8% respondents said that they spent their earnings on other expenses too irrespective of the expenses mentioned here.



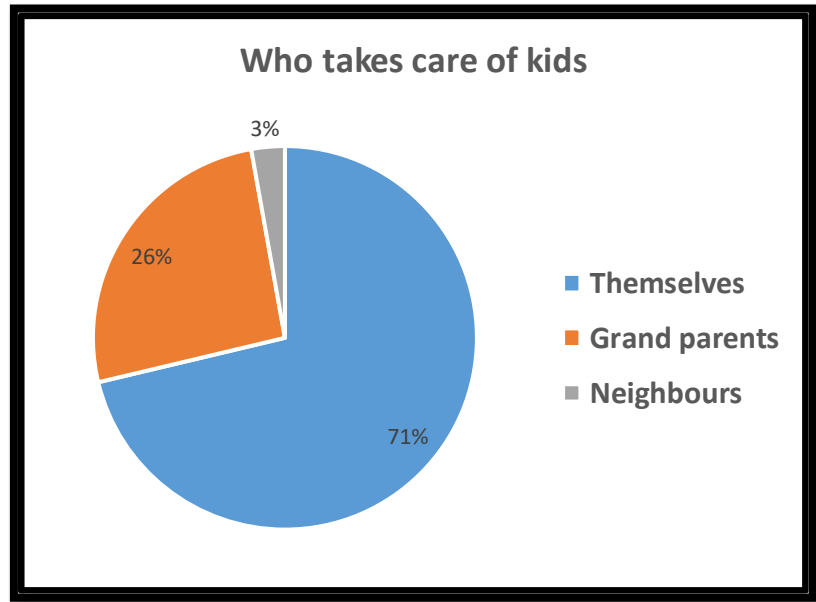
If we talk about the expenses done by the respondents whose children study in the private school then it was analysed that a huge number of eighty-five percent of respondents spent on an average of Rs 2,000 to Rs 4,000 on their kids' school fees, tuitions, stationary, books etc. A

small sector of only fifteen percent of respondents spent around Rs 4,000 to Rs 6,000 on their children. Zero percent of the respondents spent more than Rs 6,000 on their children education in private schools.

3.1.1.15 Who takes care of kids

Since, most of the domestic workers lived in the nuclear family, there was no one to look after their children when both the parents were out for work. A large sector of

the domestic workers left their children alone at home thus their children took care of themselves. The reason these workers were living in the nuclear family was that either their parents were living in their native village and the respondents had

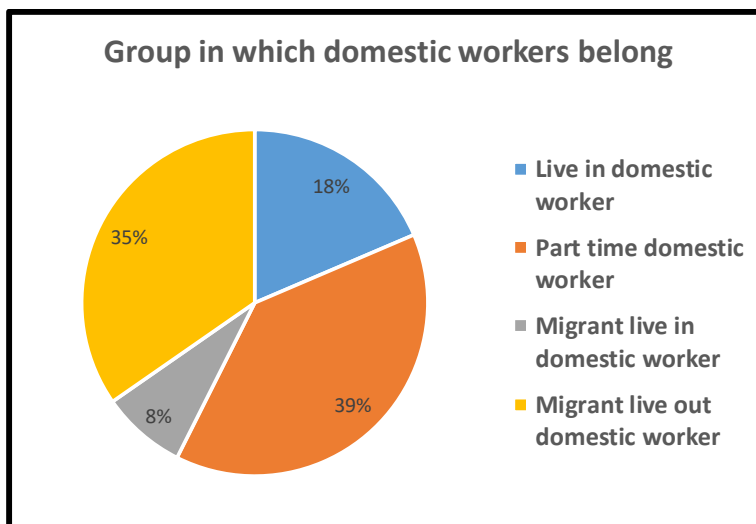


migrated with a scope of find work in the metro city like Delhi or they had a large family so it was difficult to live under one roof and hence they moved out as a nuclear family. Seventy-one percent of respondents left their children alone at home when they were out for work. Their children take care of themselves on their own or the elder kid takes care of the younger one. Twenty-six percent of the respondents lived in the joint family and whenever they are out for work their children are looked after by their grandparents. Only a small sector of respondents i.e. 3% left their children on the mercy of their neighbours when they are out for work.

3.1.2 Work condition of Domestic Workers

3.1.2.1 Categories of domestic workers

All the respondents selected for the sample belongs to four categories of domestic workers i.e. Live in domestic worker, part time domestic worker, migrant live in



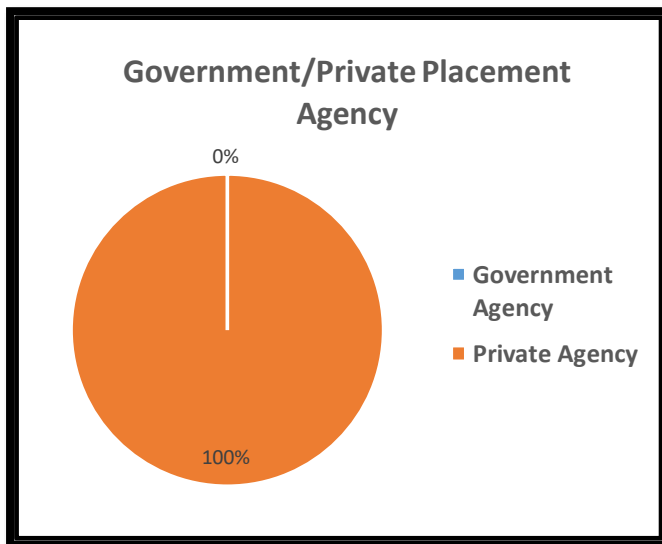
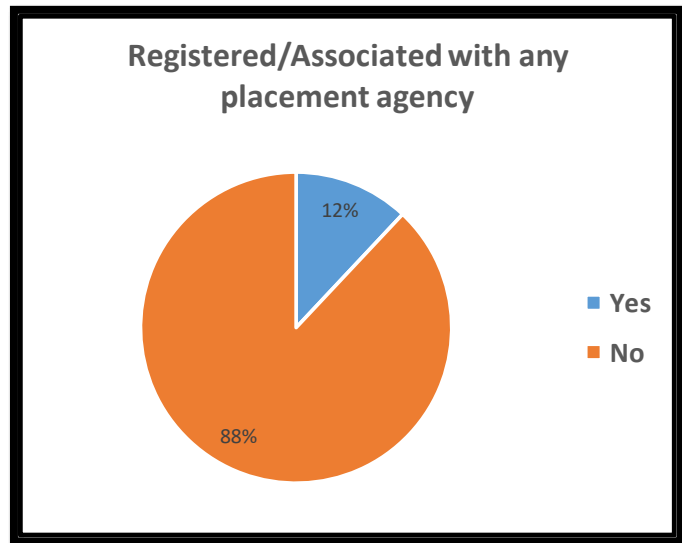
domestic worker, migrant live out domestic worker. 39% of the respondents belong to Delhi region and they work as a part time domestic worker. 18% of the respondents also belong to Delhi region and worked as live in domestic workers. Rest of the respondents did

not belong to Delhi, they all belonged to different states of India and they had migrated to Delhi in search of job.

35% of the respondents were migrant workers who worked as migrant live out domestic worker. Only a small number of 8% of the respondents worked as migrant live in domestic workers.

3.1.2.2 Registration / Association with any placement agency

There are various placement agencies where the domestic



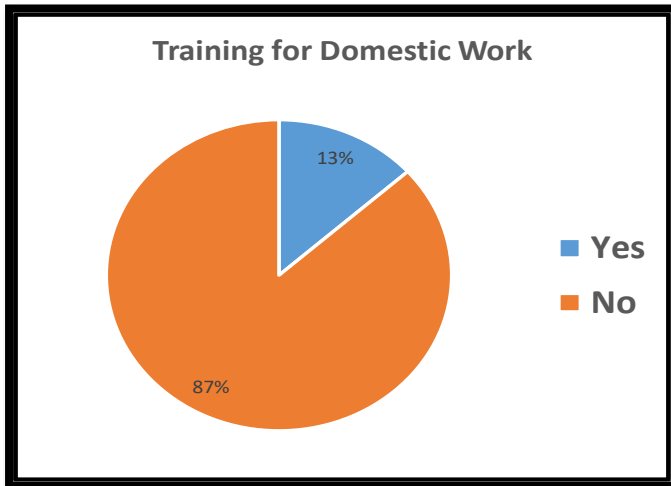
workers can get themselves registered as a domestic workers and then these placement agencies help them to find a suitable work for them. A large number of respondents i.e. 88% of the domestic workers were not registered in any of the placement agencies. Only a small sector of the respondents i.e. only 12% of the domestic

workers were registered with the placement agencies.

Almost all the respondents who had registered themselves in any of the placement agency with the hope of getting placed as a domestic worker were enrolled in the private agency such as bookmybai.com, rocky agency etc. No one from the sampled respondents were registered in any of the government agency.

3.1.2.3 Training by placement agencies

Normally, when these domestic workers were registered under any placement agency then some of these agencies provide training with respect to the various household chores and some does not. Hence, only a small number of respondents

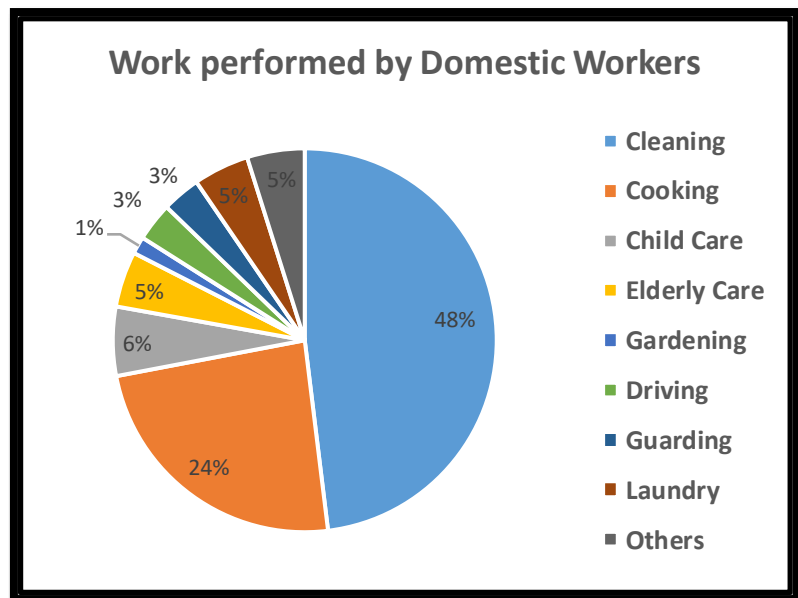


i.e. only thirteen percent of the respondents who were registered got the training with respect of cooking and other household chores and remaining 87% of the respondents did not get any training with respect of any household chores.

3.1.2.4 Work performed by

domestic workers

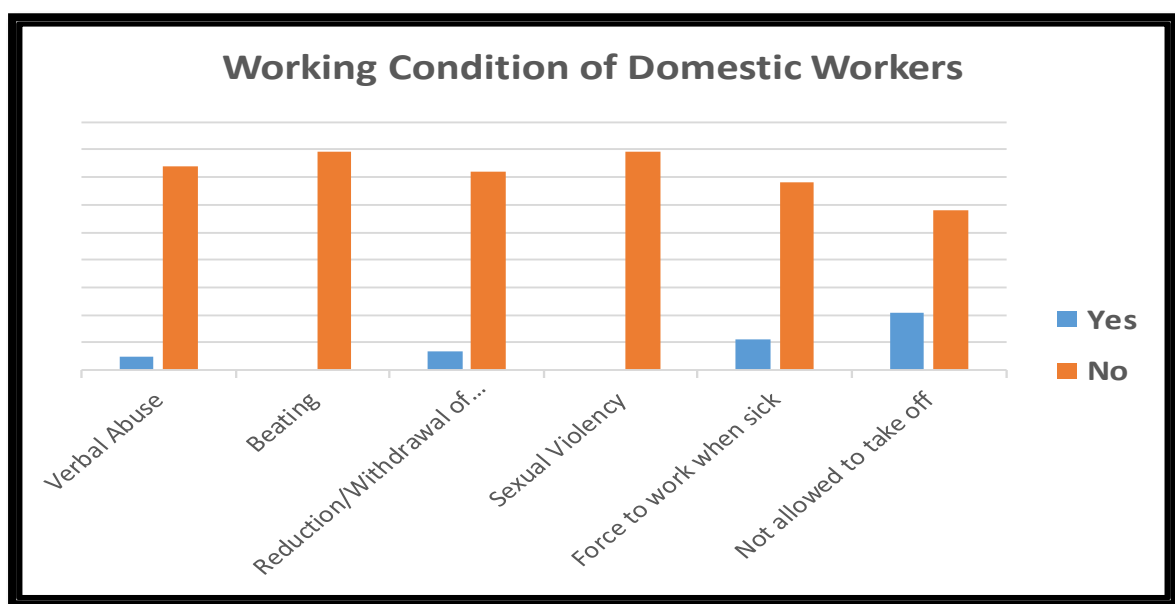
If we look at the work done by the domestic workers then these domestic workers performed various work such as Cleaning, cooking, child care, elderly care, gardening, driving, guarding, laundry and others household chores such as dusting,



housekeeping, groceries etc. Majority part of the respondents almost forty-eight percent of the respondents did the work of cleaning. Following with twenty-four percent of the respondents were engaged in cooking. A small percentage of respondents were engaged in various other type of household chores such as six percent of the respondents were engaged in child care, five percent were engaged in elderly care, only one percent were engaged in gardening. Three percent of the respondents were engaged in driving, followed by three percent of the respondents who were given the work of guarding. Only five percent of the respondents did the work of laundry and rest five percent of the respondents were engaged in other type of work.

3.1.2.5 Working Condition of Domestic Workers

When we talked about the working condition of the domestic workers, it was concerned with various aspects which these workers faced at the time of work such as verbal abuse, beating, reduction or withdrawal of wages, sexual violence, force to work when sick or not allowed to take off during the working time by their employers. While asking the questions from the respondents normally no respondent was comfortable in answering such type of questions so almost every respondent said that they did not face any such kind of verbal abuse or beating or sexual violence. This can be either they were afraid of presenting the true picture or they did not want to express their feeling openly.

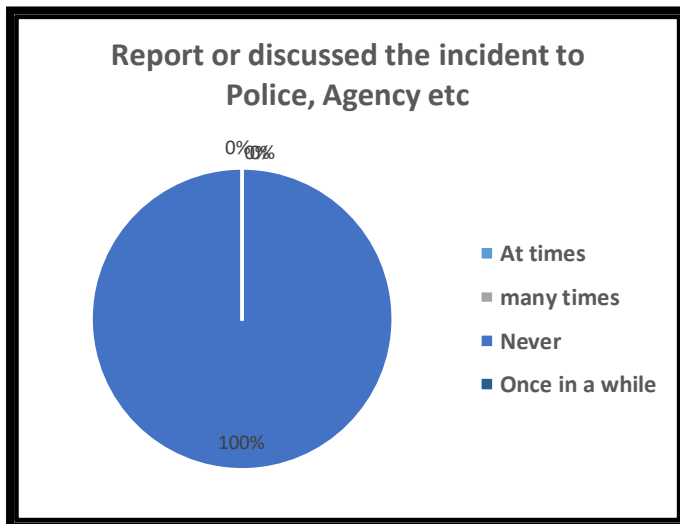


Only nine to ten percent of the respondent's complaint about the reduction or withdrawal of salary as well as they were forced to work even when they were sick and even they were not allowed to take an extra off from the work. Only two to three percent of the respondent's complaint about the verbal abuse. No respondent complaint about the beating or sexual violence at the work place.

But due to this pandemic prevailing throughout the globe many domestic workers were given leave along with the salary. No reduction in salary was done even though they didn't go for the job. On the other hand, many workers also lost their job.

3.1.2.6 Report of any incident with police

"Discussions are underway regarding a national policy for domestic workers, including women with the aim to protect the domestic workers from abuse,



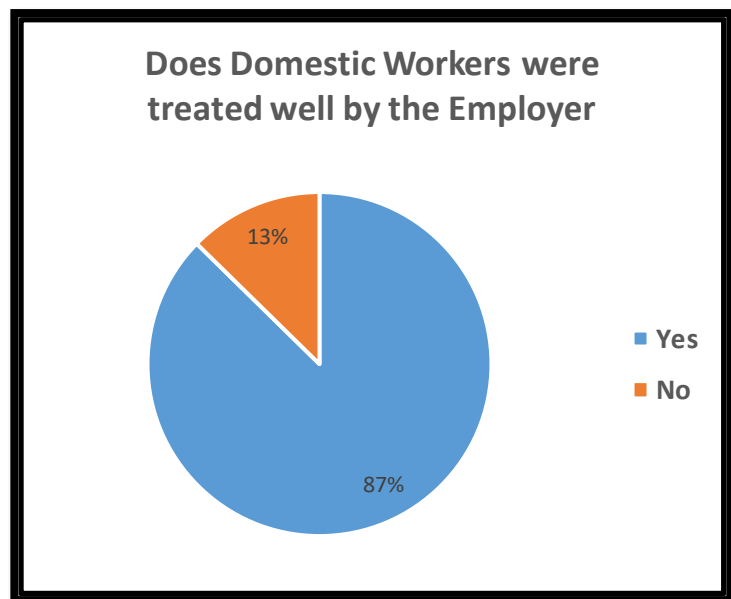
harassment, violence and guarantee them rights in the matter of social security and minimum wages," Minister of State for Labour Santosh Kumar Gangwar said in a written reply in Lok Sabha.²⁶

As we had already discussed that the respondents were hesitating in responding

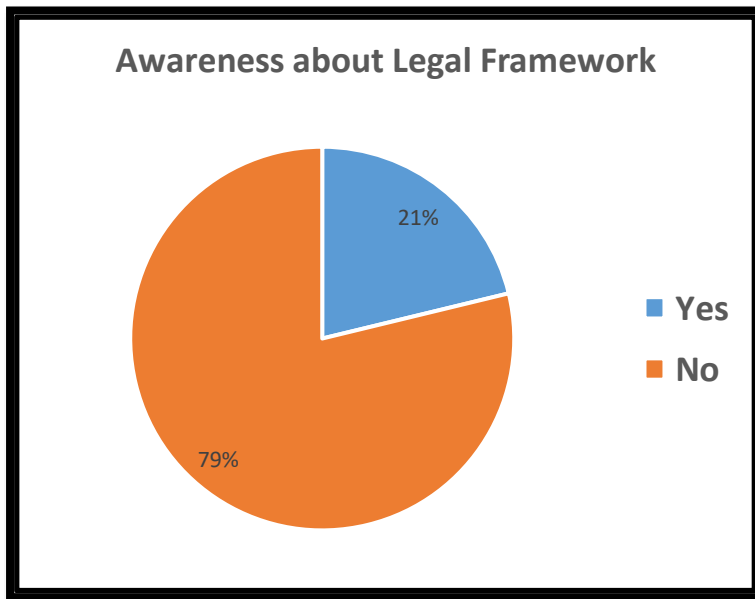
towards any abuse or sexual harassment being done by their employer so there was no point of either discussing or reporting to the police. All those who had tried to open their mouth and discussed about the verbal abuse they too never went to police or any agency to report such kind of domestic violence being done with them. This could be either due to the reason that they were not aware about the laws or they hesitated of being fired off from the job if they would had made a complaint against their employer.

3.1.2.7 Treatment of domestic workers by employers

A large sector of the respondents who were interrogated about the treatment done by their employers said that they were well treated by their employers. 87% of the respondents agreed that they were treated well by their employers while 13% of the respondents said that they were not treated well by their employers.



²⁶ [https://www.thehindubusinessline.com/economy/policy/govt-working-on-national-policy-for-domestic-workers/article23101391.ece#:~:text=%E2%80%9CDiscussions%20are%20underway%20regarding%20a,Gangwar%20said%20in%20a%20written\(March 12, 2018\)](https://www.thehindubusinessline.com/economy/policy/govt-working-on-national-policy-for-domestic-workers/article23101391.ece#:~:text=%E2%80%9CDiscussions%20are%20underway%20regarding%20a,Gangwar%20said%20in%20a%20written(March%2012,2018))



3.1.3 Legal Framework

3.1.3.1 Awareness about legal framework

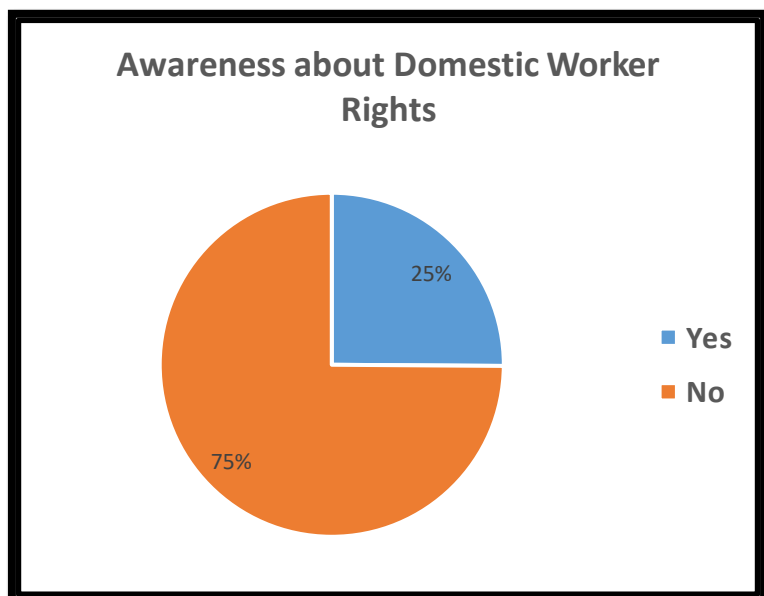
Legal framework means awareness about the registration under government scheme as domestic worker or knowledge about the social security or welfare act specified by the

Government for the benefit of the domestic worker. Majority of the respondents having a percentage of 79% were not aware about the registration process or social security or welfare act whereas only a small sector of the sample of only 21% of the respondents were aware about legal framework as laid down by the government.

3.1.3.2 Awareness about domestic worker's right

Labour ministry is planning to bring about a national policy to protect the interests of domestic workers and to guarantee them minimum wages and social security which has been pending for almost three years now. Among others, the policy envisages to make a provision for a minimum salary of Rs 9,000 per month, compulsory paid leave of 15 days in a year and maternity leave benefits to full-time domestic helps. But till date no law has been prescribed.²⁷

Seventy-five percent of the respondents were not aware about the law



²⁷ <https://www.financialexpress.com/india-news/minimum-wages-for-maids-government-working-on-national-policy-for-domestic-workers-says-santosh-gangwar/1095677/>

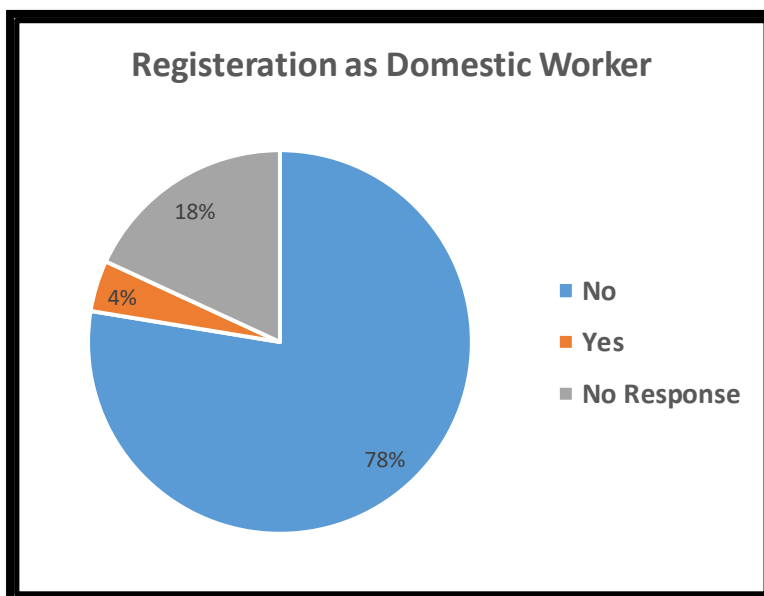
which is under consideration about the domestic worker rights with respect of fixed wages for the full time domestic workers nor the respondents who are working as a part time domestic worker. Only twenty-five percent of the respondents were aware about the domestic worker rights with respect to wages.

Those who were aware about the rights of domestic workers, were further interrogated with respect of following questions:

- a. **Registration:** if yes, Where, When and How were they registered
- b. **Minimum wages;** if yes, how much were they getting
- c. **Minimum annual leaves with wages;** if yes how much were they getting
- d. **Daily working hours;** if yes, how many hours did they work
- e. **Awareness** about penalties related to exploitation at work place (such as Sexual assault, physical & mental torture, less wages etc.)
- f. **Awareness of the right to access court,** tribunals for grievance redressal

3.1.3.3 Registration of domestic workers

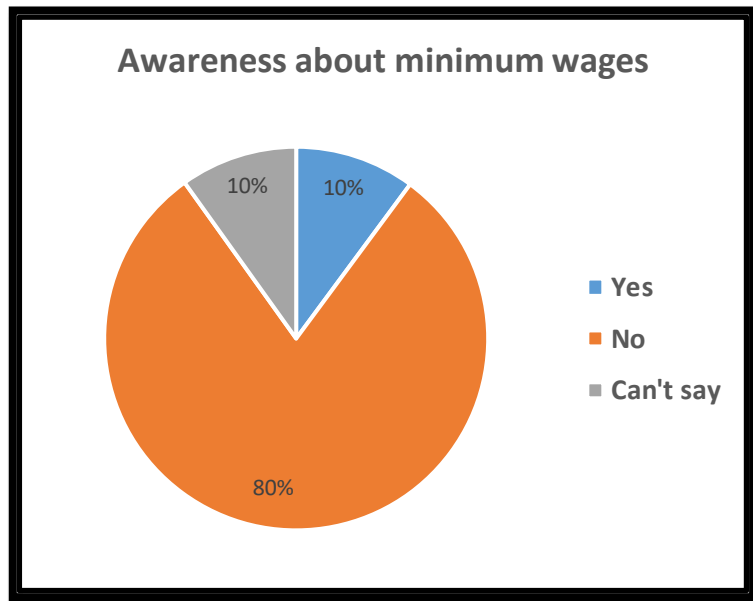
All those respondents who were aware about the rights of the domestic workers were asked about the registration. They were asked where they had registered themselves as a domestic worker. Majority of the respondents i.e. seventy-eight percent of the respondents had not registered themselves anywhere as a domestic worker. Eighteen percent of the respondents gave no response and only a small sector of the respondents holding four percent of the samples were registered. All those who



were not registered were not aware about any such kind of registration process which they have to undergo with.

3.1.3.4 Awareness about minimum wages

When interrogated with the respondents with respect to the awareness about the minimum wages act it was analysed that eighty percent of the respondents were not aware about the minimum wages act. Only ten percent of the

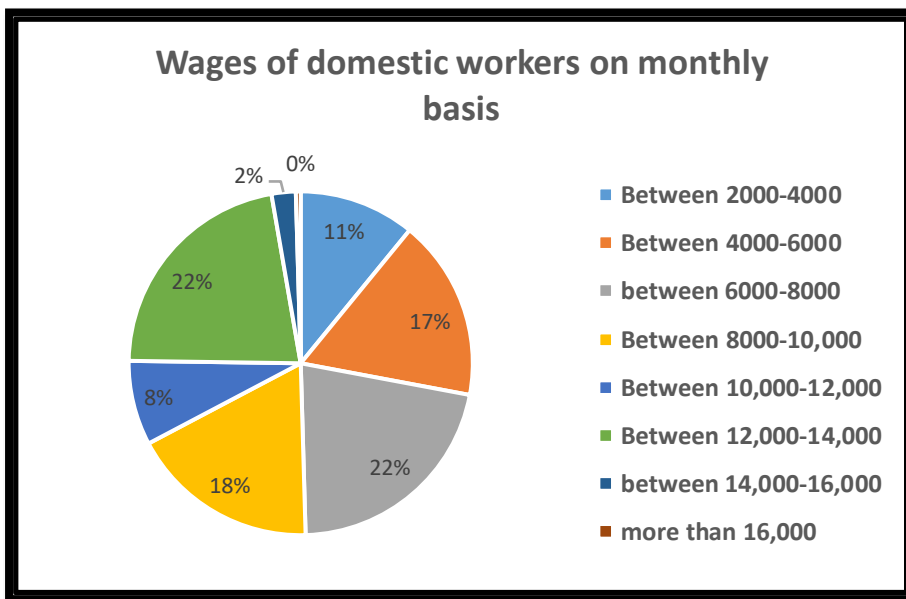


respondents were aware about the minimum wages and remaining ten percent of the respondents did not answer the question.

The minimum wages in the national capital are set to rise with the Supreme Court on October 18, 2019 allowing the Delhi government to notify the enhanced rates, which would apply to workers in the national capital. Minimum wages, as the name suggests, set the floor for wages that workers are legally entitled to. In Delhi, the rates have been fixed by taking into account basic that a family of four has to spend on food, clothing, housing, power, fuel and education to lead a life with dignity. Minimum wages have been revised from time to time in various states across India. In Delhi, the last such revision was in March 2017. The rates were fixed at Rs 13,350 (unskilled), 14698 (semi-skilled), and 16,182 (skilled).

A senior Delhi government official said the new rates will be applicable on all categories of workers eligible under the Minimum Wages, Act. "The eligibility conditions include putting in a minimum of eight hours of work, having a contract". The Delhi official clarified that some segments of workers such as domestic help are unlikely to benefit from this notification as the nature of their job is highly informal. .²⁸

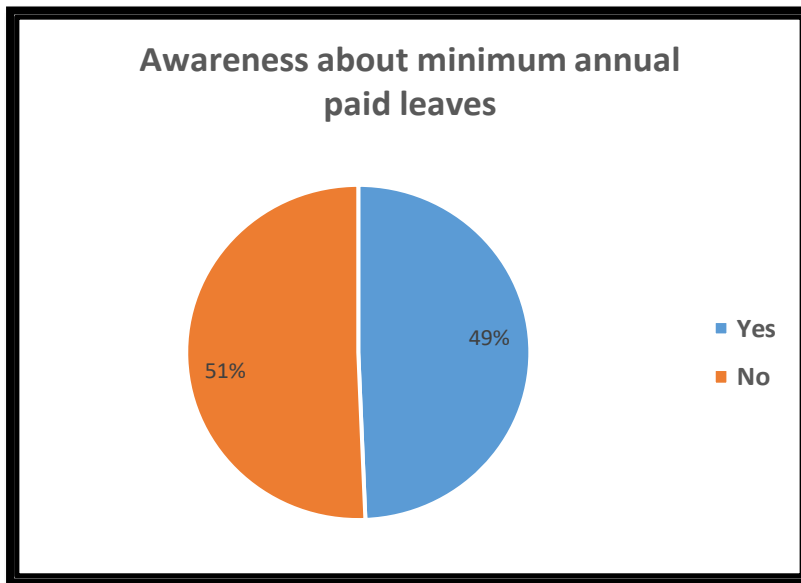
²⁸ <https://indianexpress.com/article/explained/minimum-wages-new-delhi-supreme-court-6076148/#:~:text=The%20proposed%20rates%2C%20which%20will,under%20the%20Minimum%20Wages%2C%20Act.>



3.1.3.4.1 Earning of domestic workers on monthly basis

Normally the respondents belonged to all the categories when discussed about the

monthly wages they earn. Twenty-two (22%) of the respondents received the wages/salary either between Rs 12,000 to Rs 14,000 or between Rs 6,000 – Rs 8,000. Followed with that eighteen percent of the respondents got the wages between Rs 8,000 – Rs 10,000 and seventeen percent of the respondents got the salary between Rs 4,000 – Rs 6,000. Eleven percent of the respondents withdrew the salary ranging from Rs 2,000 to Rs 4,000 and eight percent of the respondents withdrew the salary between Rs 10,000 to Rs 12,000. Only two percent of the respondents were getting wages for more than Rs 14,000 and less than Rs 16,000. No one was getting wages more than Rs 16,000 per month. This variation in the wages was due to various reasons. All those respondents who had small kids of age upto 4-5 years of age, they devoted less time to work as they had to take care of their kids and hence get less wages. On the other hand, all those respondents whose kids were between the age group of 5 years to 13 years of age devoted 6-7 hours a day to their work and hence they were able to earn between Rs 6,000 to Rs 12,000 per month. All those respondents whose children were more than 15 years of age were able to devote more time and hence were able to earn upto Rs 16,000 per month. Second reason was the kind of job performed. All those respondents who were performing the job like cleaning and cooking were earning less than those who were performing the job of child care or elderly care etc.



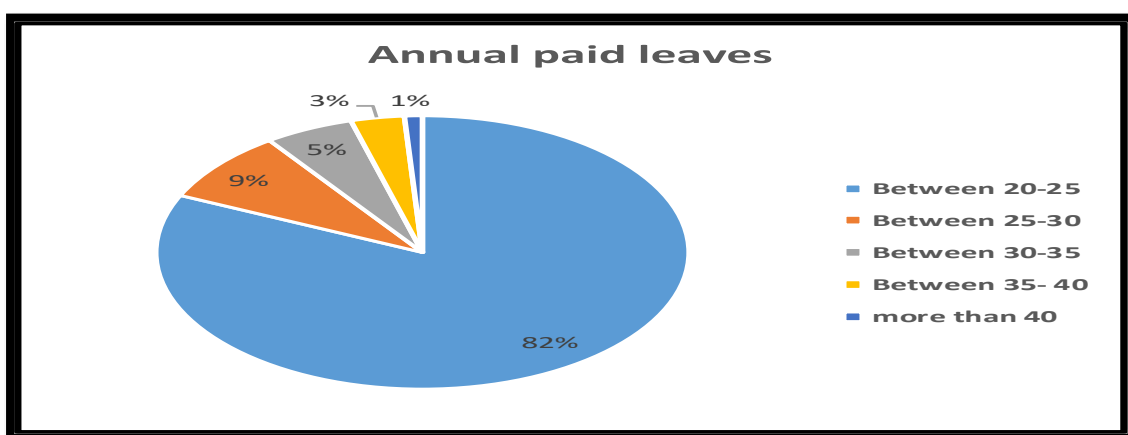
3.1.3.5 Awareness about minimum annual paid leaves

The draft of 'National Policy for Domestic Workers' incorporates features like minimum pay of 9,000 per month, 15 days of paid

leave and maternity leave, social security cover and provisions against sexual harassment and bonded labour.²⁹

3.1.3.5.1 Annual paid leaves given to workers

Fifty-one percent of the respondents were not aware about the minimum annual leaves prescribed by the government. On the other hand, forty-nine (49%) of the respondents were aware about the minimum annual leaves prescribed by the government as per law.

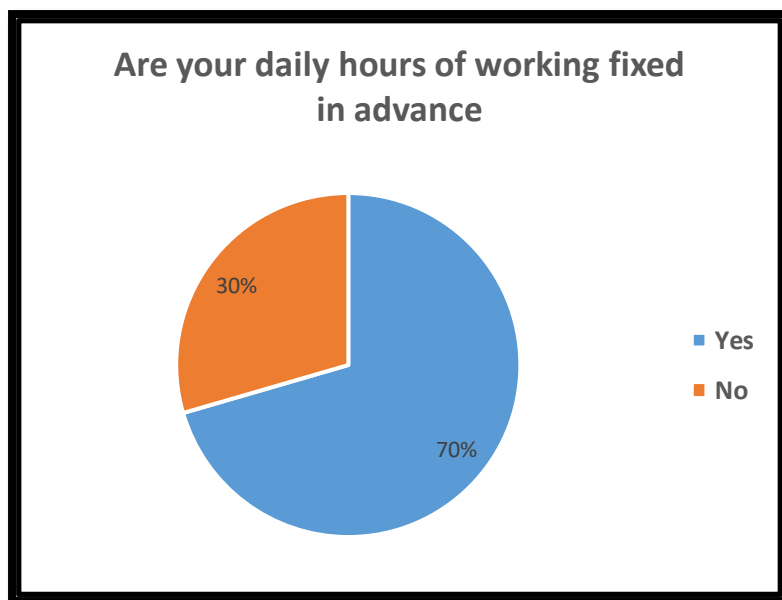


²⁹ <https://www.hindustantimes.com/india/new-labour-policy-proposes-min-salary-paid-leave-to-house-helpers/story-4VEQxFZwRHBaiMzYDE2DCP.html>

Eighty-two percent of the respondents were getting annual paid leaves between 20 days to 25 days per year. Nine percent of the respondents were getting annual paid leaves between 25 days to 30 days. Five percent of respondents were getting annual paid leaves between 30 days to 35 days. Three percent of the respondents were getting annual paid leaves between 35 days to 40 days per year and only remaining one percent of the respondents were getting annual paid leaves of more than 40 days.

3.1.3.6 Awareness about daily working hours

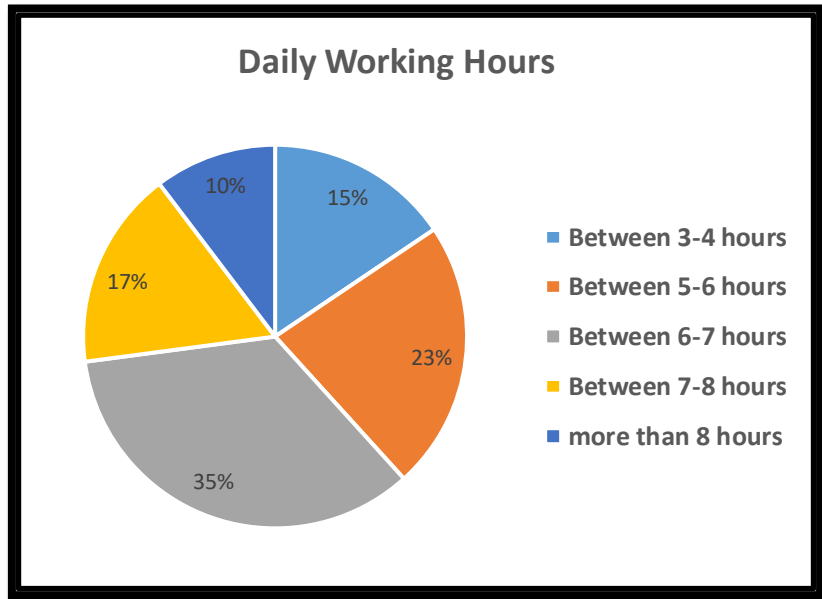
Some of the respondents answered that their daily working hours were fixed in advance where as some said that their daily hours of working were not fixed in advance. Seventy percent of the respondent's daily hours of working were fixed in



advance whereas for remaining thirty percent daily hours of working were not fixed in advance.

3.1.3.6.1 Daily working hours of domestic worker

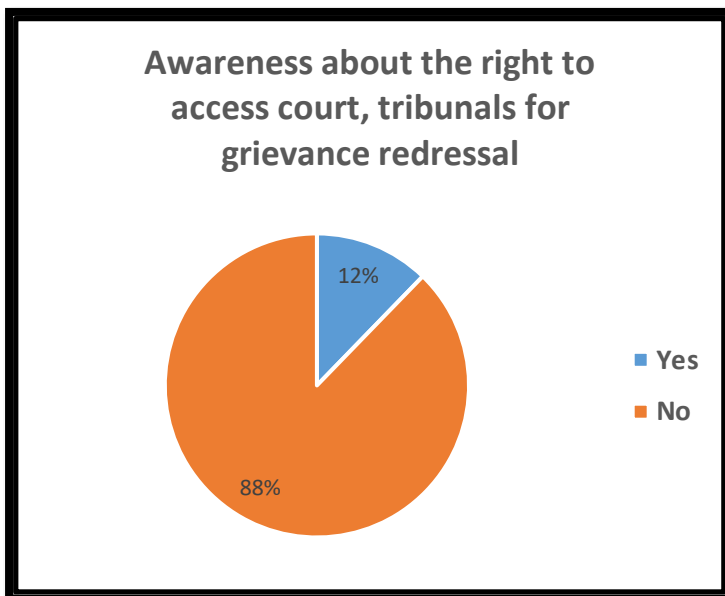
Fifteen percent of the respondents were working three to four hours a day. Reason was due to their kids as there was no one to take care of their kids when they are out for



work. Twenty-three percent of the respondents work between 5 hours to 6 hours a day. The maximum number of thirty-five percent of the respondents worked between six to seven hours a day. Least number of respondents i.e. seventeen percent worked for more than eight hours a day. Mostly the respondents who could devote more time to their work either lived in the joint family or they have no responsibility for their children as their children may be grown up enough to take care of themselves.

3.1.3.7 Awareness about the right to access court/tribunal for grievance redressal

Awareness about the right to access court, tribunals for grievance redressal is necessary for everyone. Court /tribunals deals with cases regarding disputes,



conflicts and grievances. The term "Grievance Redressal" primarily covers the receipt and processing of complaints from citizens and consumers, a wider definition includes actions taken on any issue raised by them to avail

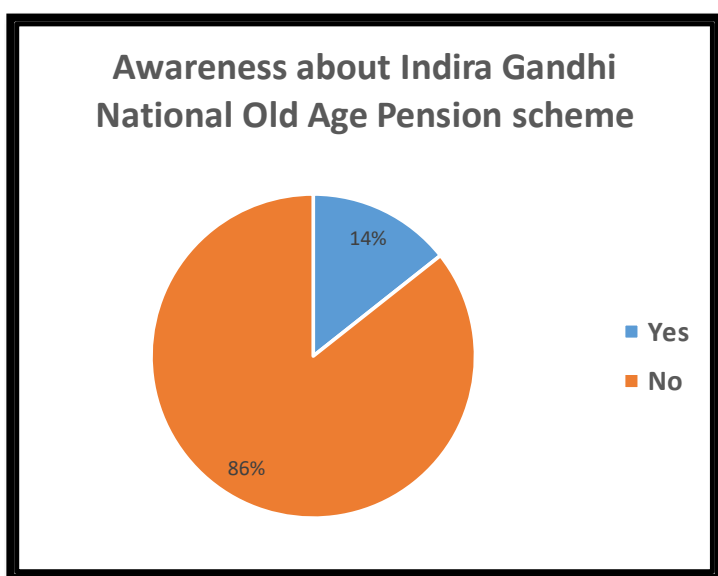
services more effectively³⁰. A major sector of the respondents comprising of eighty-eight percent was not aware about the right to access court or tribunals for any grievance redressal. Only a small sector belonging to twelve percent of the total sampled respondents was aware about the right to access court or tribunals for their grievance redressal.

3.1.3.8 Awareness about various schemes launched by the Government for the benefit of the domestic workers

3.1.3.8.1. Indira Gandhi National Old Age Pension scheme(IGNOAPS)

The scheme is implemented as part of the National Social Assistance Program (NSAP) of the Ministry of Rural Development, Government of India. It is a non-contributory scheme and provides a monthly income for citizens or to refugees above 60 years, who have no other source of income. Eligibility to avail benefit is that the beneficiary should be above 60 years of age and must be below poverty line (BPL). Some of the mandatory documents include BPL card, photo, Aadhaar Number, Bank Pass Book, Age proof certificate. The duly filled form must be attached with the supporting documents and submitted to the social welfare officer. The application will be thoroughly scrutinized and verified by the social welfare officer. The Social Welfare Department will then recommend the beneficiaries to the district social welfare

officer. If the verification process is complete and the form is sanctioned by the district social welfare officer, the final sanction would be done by District Level Sanctioning Committee.³¹ Once all the formalities are



³⁰

[http://164.100.47.5/newcommittee/reports/EnglishCommittees/Committee%20on%20Personnel,%20Public Grievances,%20Law%20and%20Justice/29th%20Committee%20Report-Law&Justice.pdf](http://164.100.47.5/newcommittee/reports/EnglishCommittees/Committee%20on%20Personnel,%20Public%20Grievances,%20Law%20and%20Justice/29th%20Committee%20Report-Law&Justice.pdf)

³¹ <https://vikaspedia.in/schemesall/schemes-for-senior-citizens/indira-gandhi-national-old-age-pension-scheme>

done the beneficiary will start getting the pension.

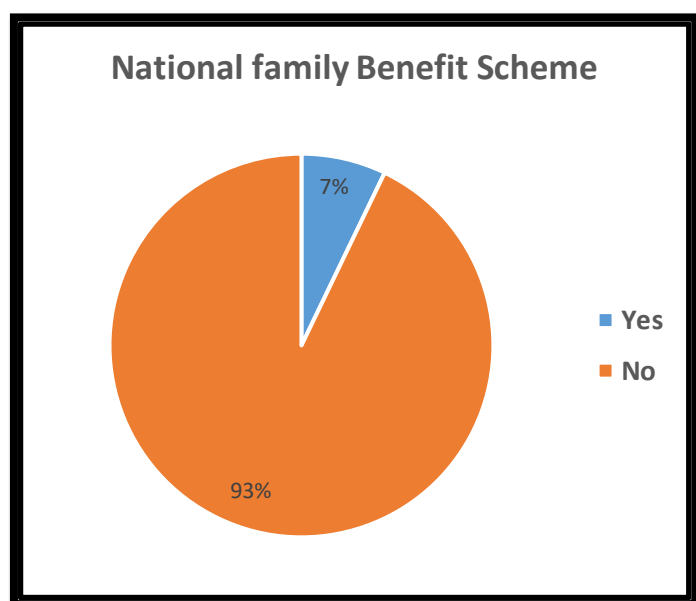
Majority of respondents constituting eighty-six percent of the sampled data were not aware about the Indira Gandhi national Old Age pension Scheme. Only a small sector of fourteen percent of the respondents were aware about this scheme. All those who were aware about this scheme did not have all the documents to avail this scheme benefit.

3.1.3.8.2. National Family Benefit Scheme (NFBS)

The scheme aims to provide a lump sum family benefit of Rs 10,000/- to the bereaved households in case of the death of the primary breadwinner irrespective of the cause of death. The scheme is applicable to people in the age bracket of 18-64 years. Financial assistance will be provided subject to the following criteria mentioned below:

The main breadwinner has to be a family member whose income constituted a major share of the family's total earnings. The death of such a bread-earner should have occurred whilst she/he is above 18 years of age and below 60 years of age. A woman in the family, who is a homemaker, is also considered as a 'breadwinner' under this scheme. The deceased's family shall qualify as a family living under the poverty line.³²

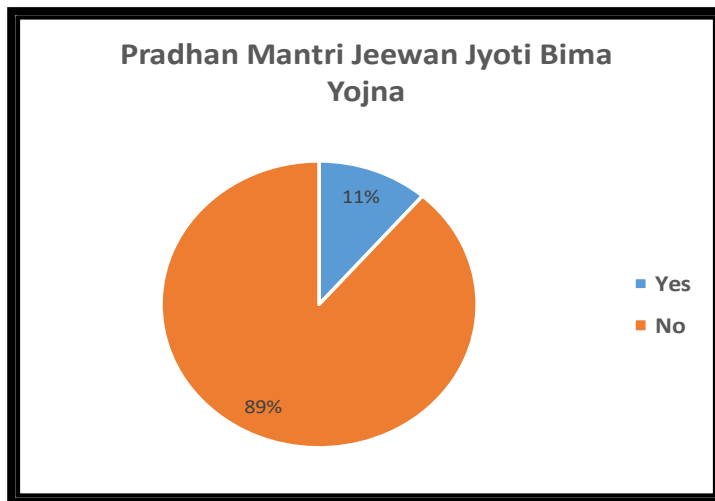
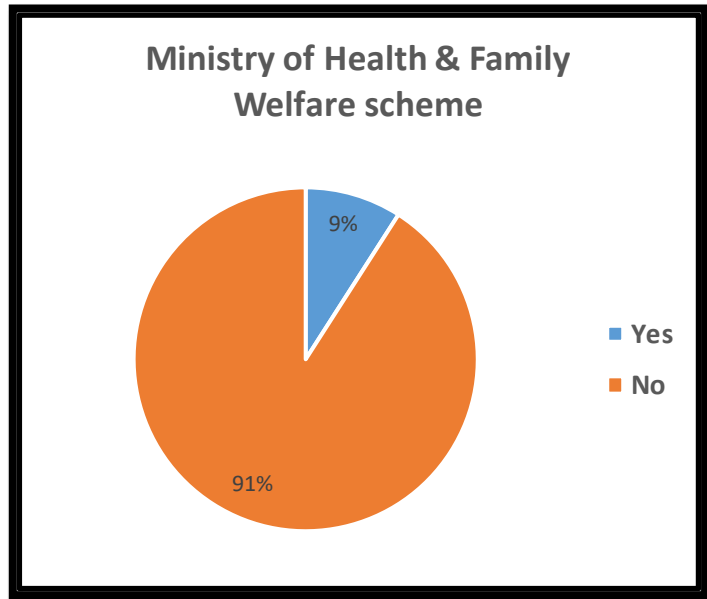
Ninety-three percent of the respondents were not aware about National Family Benefit Scheme. Only seven percent of the respondents were aware about any such scheme but they had never availed the benefit of such scheme.



³² <https://transformingindia.mygov.in/scheme/national-family-benefit-scheme/#intro>

3.1.3.8.3 Ministry of Health & Family Welfare Scheme (MHFWS)

Ninety-one percent of the sampled respondents were not aware about the Health and Family Welfare Scheme offered by the Ministry. Only nine percent of the respondents were aware about any such scheme.



3.1.3.8.4. Pradhan Mantri Jeewan Jyoti Bima Yojna(PMJJB)

The PMJJBY is available to people in the age group of 18 to 50 years having a bank account who give their consent to join / enable auto-debit. Aadhar would be the primary

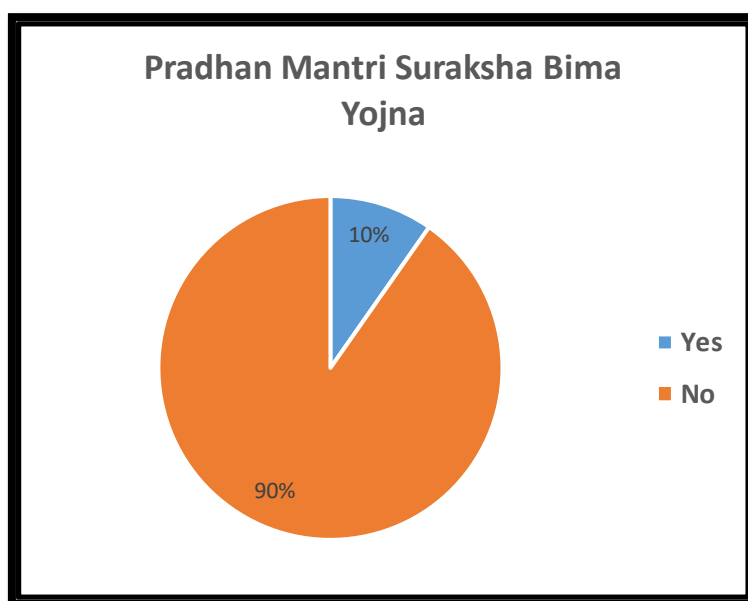
KYC for the bank account. The life cover of Rs. 2 lakhs shall be for the one-year period stretching from 1st June to 31st May and will be renewable. Risk coverage under this scheme is for Rs. 2 Lakh in case of death of the insured, due to any reason. The premium is Rs. 330 per annum which is to be auto-debited in one installment from the subscriber's bank account as per the option given by him on or before 31st May of each annual coverage period under the scheme. The scheme is being offered by Life Insurance Corporation and all other life insurers who are willing to offer the

product on similar terms with necessary approvals and tie up with banks for this purpose.³³

Eighty-nine percent of the respondents were not aware about the Pradhan Mantri Jeevan Jyoti Bima Yojna (PMJJBY). Only eleven percent of the respondents were aware that any such scheme prevails.

3.1.3.8.5. Pradhan Mantri Suraksha Bima Yojna(PMSBY)

The Scheme is available to people in the age group 18 to 70 years with a bank account who give their consent to join / enable auto-debit on or before 31st May for the coverage period 1st June to 31st May on an annual renewal basis. Aadhar would be the primary KYC for the bank account. The risk coverage under the scheme is Rs.2 lakhs for accidental death and full disability and Rs. 1 lakh for partial disability. The premium of Rs. 12 per annum is to be deducted



from the account holder's bank account through 'auto-debit' facility in one instalment. The scheme is being offered by Public Sector General Insurance Companies or any other General Insurance Company who are willing to offer the product on similar terms with necessary approvals and tie up with banks for this purpose.³⁴

Majority of the respondents comprising of ninety percent of the total sampled respondents were not aware about Pradhan Mantri Suraksha Bima Yojna (PMSBY)

³³ [https://financialservices.gov.in/insurance-divisions/Government-Sponsored-Socially-Oriented-Insurance-Schemes/Pradhan-Mantri-Jeevan-Jyoti-Bima-Yojana\(PMJJBY\)](https://financialservices.gov.in/insurance-divisions/Government-Sponsored-Socially-Oriented-Insurance-Schemes/Pradhan-Mantri-Jeevan-Jyoti-Bima-Yojana(PMJJBY))

³⁴ [https://financialservices.gov.in/insurance-divisions/Government-Sponsored-Socially-Oriented-Insurance-Schemes/Pradhan-Mantri-Suraksha-Bima-Yojana\(PMSBY\)](https://financialservices.gov.in/insurance-divisions/Government-Sponsored-Socially-Oriented-Insurance-Schemes/Pradhan-Mantri-Suraksha-Bima-Yojana(PMSBY))

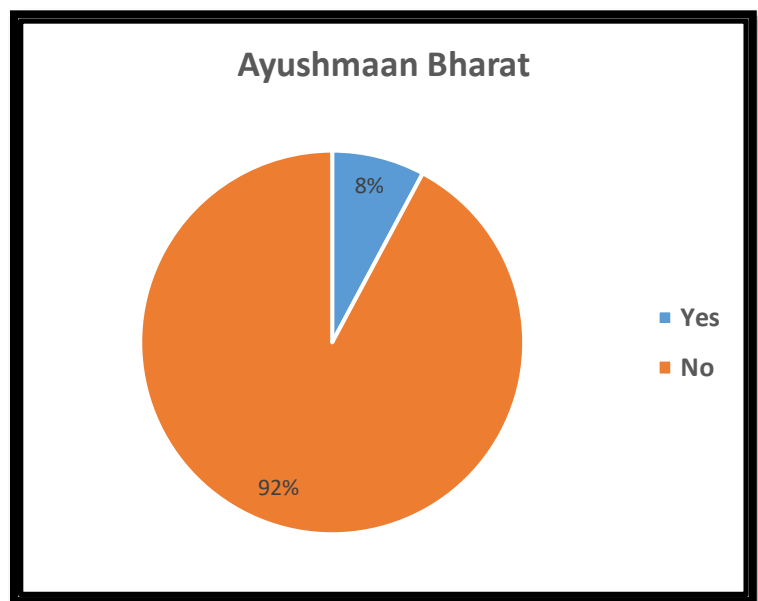
scheme. Only ten percent of the respondents were aware about such scheme which was launched in India for the benefit of the society.

3.1.3.8.6. Ayushman Bharat Yojana (ABY)

Ayushman Bharat Yojana, also known as the Pradhan Mantri Jan Arogya Yojana (PMJAY), is a scheme that aims to help economically vulnerable Indians who are in need of healthcare facilities.

The Ayushman Bharat Yojana - National Health Protection Scheme (NHPS), which has now been renamed as Pradhan Mantri Jan Arogya Yojana, plans to make secondary and tertiary healthcare completely cashless. The PM Jan Arogya Yojana beneficiaries get an e-card that can be used to avail services at an empanelled hospital, public or private, anywhere in the country. With it, you can walk into a hospital and obtain cashless treatment.

The coverage includes 3 days of pre-hospitalisation and 15 days of post-hospitalisation expenses. Moreover, around 1,400 procedures with all related costs like OT expenses are taken care of. All in all, PMJAY and the e-card provide a coverage of Rs. 5 lakh per family, per year, thus helping the economically disadvantaged obtain easy access to healthcare services.³⁵



Majority of the respondents counted to ninety-two percent were not aware about the Ayushman Bharat which is now known as PM Jan Arogya Yojna. Remaining eight percent of the respondents which comprise of only a small sector of the sampled respondents were having the little bit knowledge of this scheme but they had never taken the benefit of such scheme.

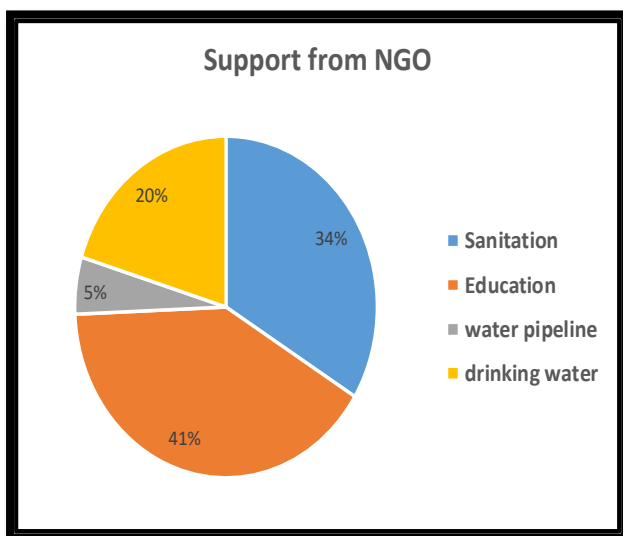
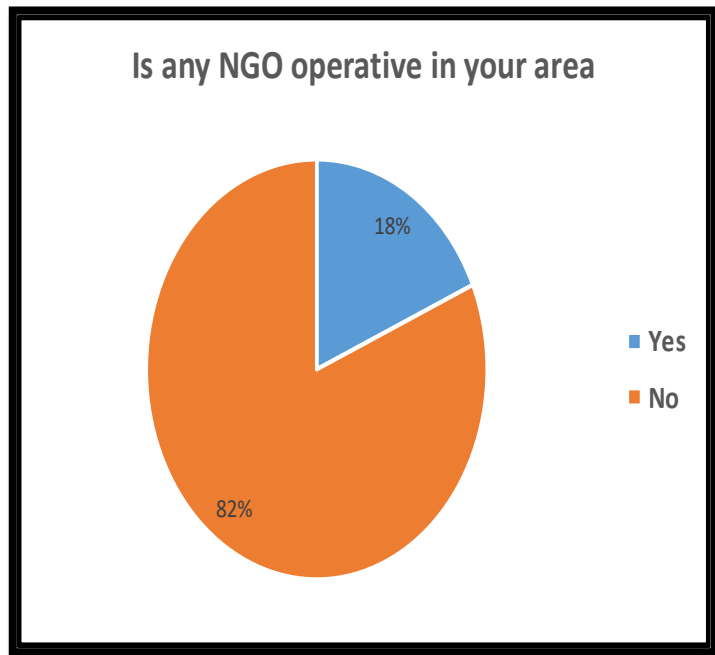
³⁵ <https://www.bajajfinserv.in/insights/ayushman-bharat-yojana-are-you-eligible-for-the-pmjay-scheme>

3.1.3.9 Non-Government Organisation (NGO)

Organizations which are independent of government involvement are known as non-governmental organizations or NGOs or non-government organizations. NGOs are a subgroup of organizations founded by citizens, which include clubs

and associations which provide services to its members and others. They are usually non-profit organizations. Many NGOs are active in human welfare or the social work.³⁶

A major chunk of the respondents making a total of eighty-two (82%) percent were not aware if any NGO is operative in their slums. Only eighteen percent of the respondents were aware that some Non- Government Organisation (NGO) operates in their slums. Some of the NGOs which were operative in their slums are: Dolly NGO, Jyoti NGO, Mirido NGO, Bal Vikas Dhara etc.



3.1.3.9.1 Support from NGO

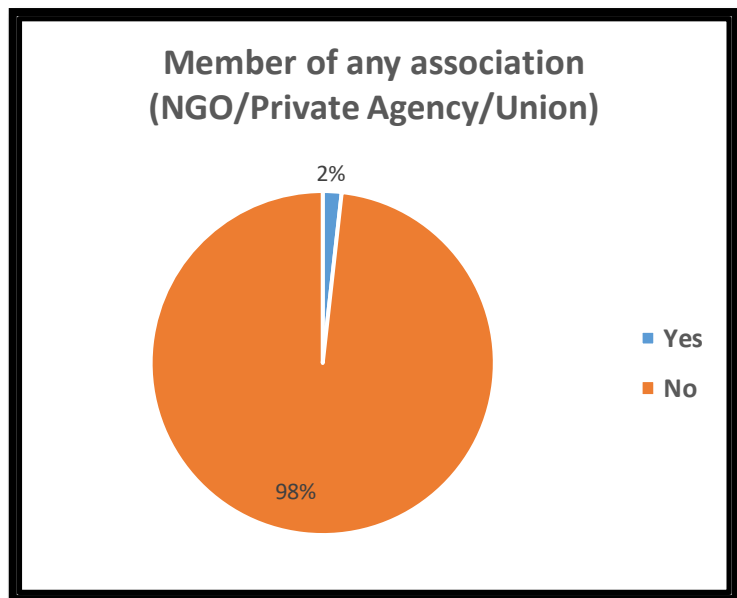
The respondents who were aware about the NGO prevailing in their slums summarized that NGO was engaged in helping the society as educating their children, providing

³⁶ https://en.wikipedia.org/wiki/Non-governmental_organization

sanitation facilities, providing water pipelines and safe drinking water. Forty-one percent of the respondents said that NGO helped their kids in getting education by taking classes in the slum, following thirty-four percent of the respondents said that they were provided with the good sanitation facilities. Twenty percent of the respondents believed that these NGOs provide them safe drinking water and remaining five percent believe that they were provided water pipelines to their homes.

3.1.3.9.2 Member of any association

Almost no one was associated with any NGO or private agency or any Union. If we summarized the data ninety-eight percent of the respondents were not a part of any association. Only a small section of two percent of the respondents were the part of non-government organisation or any private agency or any union which were operating in their slums.

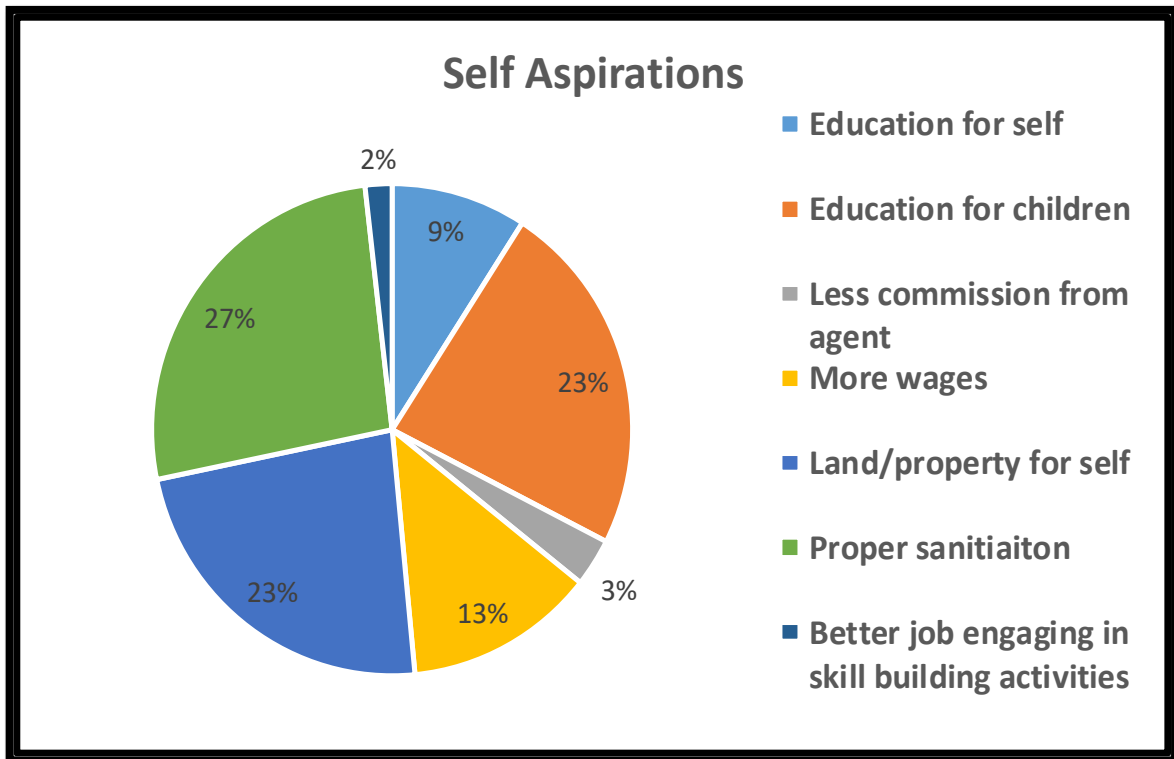


3.1.4 Self Aspiration

3.1.4.1 What are domestic worker's self-aspiration

Self-aspiration means analysing yourself, to know your strength and weakness. Maximum number of respondents i.e. twenty-seven percent of the respondents want the proper sanitation facilities. One of the problem that the respondents were facing was that the sanitation facility was not available after midnight till four in the morning. So they find it difficult during that period. Twenty-three percent of the respondents want better job such as jobs which required skill building activities like tailoring,

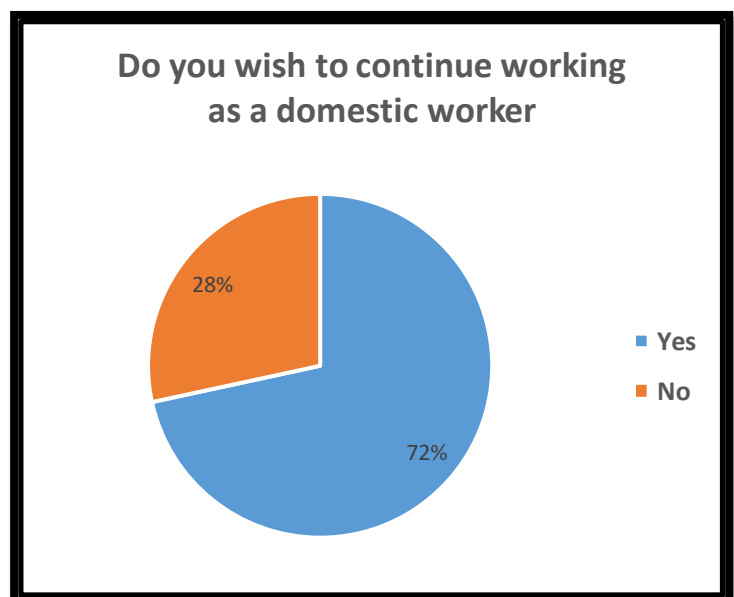
embroidery, hair cutting, handicraft etc. The same percentage i.e. twenty-three percent of the respondents want education for their children. Thirteen percent of the respondents require more wages so that they can live a decent life. Nine percent of



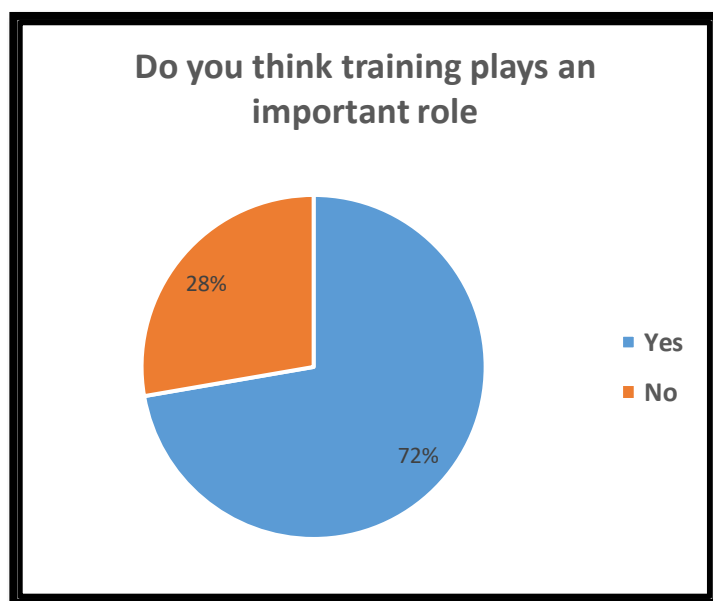
the respondents want education for self. Only three percent want to pay less commission to the agents and remaining two percent want land or property for self.

3.1.4.2 Do you wish to continue work as Domestic worker

When the respondents were asked whether they want to continue their living as a domestic worker or want to do something else. Majority of the respondents agreed that they want to continue working as a domestic worker. Seventy-two percent of the respondents want to work as a domestic worker but twenty-eight percent of the respondents did not want to work as a domestic worker. When asked about the



reason they answered that since they were not educated so they won't get any other job. Some answered that with this type of work they are able to manage their family and their kids so, they can manage both.



3.1.4.3 Importance of training

When asked about the role of training in their work then seventy- two percent of the respondents think that training plays an important role in their life. On the other hand, twenty-eight percent of the respondents said that training does not play any important role in their life.

3.2 Qualitative Study

The results obtained from the quantitative study were supplemented with those of the qualitative study to arrive at a 360-degree view of the problem and its solutions. The qualitative study was conducted with the help of In-Depth Interviews (IDIs) and Focus Group Discussions (FGDs).

3.2.1 IDIs with various Stakeholders

In Depth Interviews (IDIs) were carried out with children within the age group of 15-18 years of age, male respondents, female respondents and JJ care takers to learn from them about the of incidence of abuse, exploitation, violation to domestic workers right to protection, challenges faced and suggestions.

3.2.1.1 IDI with one of the female domestic worker

No study is complete without seeking the views of its primary stakeholder/s. IDIs were conducted with the domestic workers who were the primary stake holders in this study.

We came across one such woman who was sitting in a park crying about her life Geeta, a 42 year old woman does household chores in around 3 houses everyday, from preparing food to cleaning and dusting the complete house.

Her husband does not live with her due to family disputes. She has been taking care of all her 3 children alone since then. She barely earns 10,000 Rs per month from which she has to pay the house rent and the school fees of 2 of the kids. Her daughter who is 20 years old just got married a week ago.



She shares with us that just 2 weeks before the marriage, her brother was in need of money so she gave half of her savings to help him. Despite the fact that she had to marry her daughter in a week. In order to have the wedding be well, she asked her employers for advance, which she was denied instantly.

With a heavy heart but full of love, she married her daughter anyhow. After returning from the village she started working again and her daughter started working with her husband.

Geeta cries his heart out and feels her existence to be lost since nobody came up to help her, not even her husband. Left with no other option she has started taking both her kids not to work with her in order to save time during which she would be able to work more and earn efficiently.

This was the case where the domestic workers in our own homes face a lot of financial problems and a lack of support from the neighbourhood or sometimes from their own family members.

3.2.1.2 IDI with another domestic worker

IDI was conducted with another domestic worker Rukmani, a 25-year-old woman told us about her life which left us awestruck realising the challenges each one has to face in their lives at some point.

She along with her husband and 3 kids live in a rented room at the roof of a building. It is a small room and a washroom, spacious enough for all 5 of them to accommodate.

She told us that she was married at the age of 19 and now has 3 children already. Her husband for a sustainable living, irons clothes and can efficiently earn around 6,000 per month depending on the season

About her working conditions, she told that she has been working since she was 15 years old. She used to go to work along with her mother for years then started to work for households on her own. She works in 5 houses now, earning around Rs 7,000- Rs



8,000. She gets home at around 5 pm, in the evening and the rest of the day is spent in taking care of their own household chores.

Having heard the backstory of her life, we were intrigued about the struggles she is put across. On enquiring further, we got to know that despite of working in well-groomed house most of the employers do not respect their work and ignore their existence at times.

On any occasion at work, she was expected to work longer, though she was paid



for it but it would be still difficult for her without any prior notice. If she want to take an extra day off for any emergency, she would not get paid for that day. Also, the collective money collected by the couple was not enough to pay for their expenses such as the rent, school fees of the kid etc.

Though these much struggles they continue to work recklessly for us and for their living in our homes.

3.2.1.3 IDI with third domestic worker

We came across another such domestic worker who worked as an all-time helper in a household. Due to an accident in which her mother got injured, she had to take a leave for a month. When she returned to the household, they had employed another worker not temporarily but she was replaced.

Sharing her experience where she worked before, she told us that she would work all day and was expected to meet the employer's demand even at 3 AM in the night. She was paid twelve thousand per month and had to perform all the household chores. Her phone was taken away from her at 7 AM in the morning and was returned to her only

after all the work would be over. She was given a small space in the balcony to sleep and rest. She used to complain about the mosquitoes but it was never dealt with. When food was served she was not allowed to sit on the chair, she would be told to sit on the floor to eat and even the utensils she was allowed to use were different from those used by the family members.



When asked for a raise, the employer would tell her that they would employ another helper if she would not give up her demand. She was always silenced.

She had worked there for 2 years with an increase in salary of Rs 500 only in this period. We enquired about her so need to work even when the employers do not consider her to be a member of the family or even as an individual, she told us that her mother is old and could not earn enough to feed her siblings. She has to send money to them for their survival. This is why she wasn't afraid to work in those minimal living conditions.

Now that she has been expelled from her job, she is searching for work.

We should consider each being as an individual keeping in mind their right to a well-established life.

3.2.1.4 IDI with fourth domestic worker

We came across one completely different case in which the employer helped the domestic workers in her house to actually take a step ahead in their lives. This was something which touched our hearts and we had to share it.

Shamita (name changed), age 36, works as a baby sitter of a 2-year-old in a middle class family. The family consists of a couple and the child only. The couple leaves the house early ie the man leaves by 8 and the woman who just started work after a pretty long time, leaves at 10 or 11 sometimes. Shamita shares that her employer trusts her enough to let her take care of their child all alone in their house. To help her, the employer came home early three days a week from her work for many months in the beginning. As the baby grew a bit old enough to be a little aware of his surroundings, the employer resumed work with proper office timings.

Shamita when asked about herself, she shared with us that before she was employed by this couple, she went to search for work in two other households. The first owner, where she did a trial work, had kept a 200 rupees on the table intentionally and asked her to dust the table. She didn't know why the owner kept that and she did her work without any scope of complaints. After finishing the work, the owner told her that she's impressed with her as she didn't pick up the money. Shamita told us that since she didn't find it the right way to test someone's honesty, she didn't take up the job there. In the second place, the owner there was so harsh on her and treated her so badly, and felt that the owner has paid for her life and not her work. So she had to leave that place too. In the end she found this couple who was looking for a baby handler and with an appropriate amount as salary. After running a full background check and talking to the first owner, which was now considered as a profit for her, the couple employed her. She was even allowed to bring her own child to the place so that both the children could play together and it would be easy for Shamita to look after both the kids and she would not worry continuously about her own

child.



On asking about her family, she told us that she left her husband a year back because he used to beat her after coming home in a drunk state. She couldn't bear it and left him taking their 3 year old boy with her. She now lives with her mother at her mother's place. After a year of full time service at the couple's house, the employer made her work part time and also helped her learn stitching the rest of the day. After 6 months of hardwork and practice, the employer only arranged a part time job for her at a nearby workstation where she got a place to stitch clothes and earn a good amount of money. She has been working with the couple for the past 2.5 years now and looks after both the children. When she gets time, she goes to the workstation to work and once the day is off for her, she takes her child back home with her.

Shamita, on narrating this story, got emotional and thanked her employers to help her start a life afresh and turn over a new leaf in her life!

3.2.1.5 IDI with fifth domestic worker during pandemic

The global pandemic due to the widespread of Coronavirus during 2020 has caused the demise of many types of businesses and workplaces. One such kind of job which instantly ran out of work and money is the domestic workers job. To know the consequences and sufferings of the domestic workers during this pandemic we called a worker.



A housemaid named Kunti tells us about her experience in the pandemic. Kunti was working at three places in a particular area for over a year and was paid fair enough for her to take care and run her own family. Her husband is a salesman in a shop through which he also contributes to the working of the family issues and budget. They have two children which are aged 3 and 6 years old. The older one just had his admission in a school under the reserved category.

On being questioned about their earnings and the survival during the pandemic, Kunti tells us that her husband's employer dismissed all the staff for monetary reasons

as they didn't have the money to pay the salary for each staff member. Also all of Kunti's employer too dismissed her on the day the country went on a complete lockdown on 17th of March 2020. The employers told her not to come until the condition improves and thus she all the way considered her dismissal to be temporary. Since both the partners lost their source of earning for the time being, they had a really rough patch of the year during this pandemic. They had to compromise on everything more than they did before and sometimes had to sleep without a meal. Since feeding their children was of the utmost importance, sometimes the neighbours would give them the basic required material to cook their food and even one of her employer sent them enough money for them to survive for a whole month.

In addition to the daily challenges for survival, the aspect of safety and sanitization added to the stress of the family in order to be safe from the virus. Their house lacked any upgraded technology to be able to protect them from the spreading virus. A group of social workers gave all these poor families some face masks and a bottle of sanitizer for all the families. This relieved them a bit from their other tensions and stresses.

Since after a lockdown of around 2.5 months, the government announced unlock in the country, the couple asked their employers if they should continue the job. Kunti's husband got his job back after 20 days of unlock and constant efforts by him. Kunti got back her job only at one household and lost at the other two. One of the reasons stated by them for the dismissal was that the employer too ran out of business and was currently out of money. So the family was cutting all the extra costs and trying to survive. The family which sent out some money during the past months for Kunti had hired her back and was paid reasonably but at an interval of 1.5 months now. Her and her family's life is still on the way of returning to the normal routine and works.

3.2.1.6 IDI with female child worker

We came across a household where a girl of around 15-16 years was working as a domestic worker. She had some bitter and some cherishable moments to share with us when asked.

Her name is Payal and she lives in a cottage with her family which includes her mother, her father and a small brother. She has been working for earning in the family since 2 years already. Her mother is also a domestic worker and her father irons clothes at a work station nearby. The family income was just enough for the family to survive when she didn't have a brother. But after his birth, things got a little messy and then her parents decided for her to drop out of school and work for the family. Also, their financial conditions weren't strong enough for the family to take care of her education and her brother's survival at the same time. This all led to her working as a domestic worker.

She told us that the fact that she can actually help her family with the responsibilities and the financial conditions is something that she cherishes. She also shares with us some bitter memories where she was once accused of theft by an employer. She didn't take any money but was accused of picking up money from the shelf. In her defence, her parents had to interfere and had to apologize at the end in order to be sure that the employer doesn't make her neighbourhood expel their daughter from work too. Payal feels that she shouldn't work in such households where there is no respect for the people that work there. She believes that though they are poor and on the verge of a crisis, she wouldn't ever steal anything.

She further shares with us that when she was a kid she always wanted to do art and craft. She liked working with decorative materials. She still believes that if she was ever given an opportunity to learn more and study more, or even given a job at an NGO rather than being a domestic worker maybe her life would be somewhat different than what she is right now. Not that she doesn't like helping out her family, she is satisfied that she could bear responsibilities, but somewhere in her heart resides the desire to be what she could have been if the choices in her life were made in a different manner.

3.2.1.7 IDI with the caretaker of slum

In an interview with a caretaker named Fatima (name changed for identity sake), we got to know about the general whereabouts of the workers who does not own an actual place for living in a proper colony or household. She herself was aged between 35 to 40 years, has been the caretaker who does work more like that of an

incharge of all the domestic workers residing in the area.



On discussing about the lives of the workers, she told us that each family of workers (those who all work) has a room or two to live with a common kitchen for all the workers living there. There was no attached bathroom for the workers. Instead there were 20 or more common bathrooms in an area along with washrooms of the same number. The caretaker herself was given an area to live around the washrooms and was paid 10k per month to take care of all the other workers. She told us about the other arrangements she is a part of for the workers.

A NGO has taken the responsibility to teach and take care of the children of the workers living there. They provide the children with food and education and all the necessities for them. The widows in the workers are often recommended to insure herself and get herself registered but due to lack of documentations, most widowers' applications get rejected. Fatima tells us that it is believed that only 10% of the workers living in the area actually get the benefits of the agency taking care of them and all the rest of the workers are somehow adjusting themselves in the surroundings. She has been taking care of the place since a number of years and states that there

have been almost no cases of domestic violence but 1-2 have been involved in such case where it is believed that it was the worker's fault.

She also states in the interview that she believes that there should be a skill development program for the workers to indulge in and earn what they actually deserve in today's society. Most of the workers lag behind in their amount of wages due to lack in skills. The workers in the area do not support their children to allow them to go to study at a school. As she states, there had been a number of reasons behind the decision of not letting the children out of the area. Some concerns were of safety, while others were financial concerns. This the reason the NGO has grown so much in the area because it doesn't cost much for the children to get their needs for the future.

When asked about the recommendations she would like to make for the area in order for them all to grow and prosper, she tells that there is no union or development program which should be instilled at the place for betterment of the people living there and their families. This tells us that the employers need to consider them as a part of the society and not discriminate them from others. She tells us this while giving an example that some workers are not allowed to use the lift of the building or isn't even allowed to sit in the community park. This is the attitude she wants that should be eliminated from the society in order for them to grow.

Believing that we all could help her out, she went and carried on with her daily work.

3.2.2 National Skill Development Corporation (NSDC):

NSDC aims to promote skill development by catalysing creation of large, quality and for-profit vocational institutions. Further, the organisation provides funding to build scalable and profitable vocational training initiatives. Its mandate is also to enable support system which focuses on quality assurance, information systems and train the trainer academies either directly or through partnerships. NSDC acts as a catalyst in skill development by providing funding to enterprises, companies and organizations that provide skill training. It also develops appropriate models to enhance, support and coordinate private sector initiatives. The differentiated focus on 21 sectors under NSDC's purview and its understanding of their viability will make every sector attractive to private investment.

It's a not-for-profit public limited company incorporated on July 31, 2008 under section 25 of the Companies Act, 1956 (corresponding to section 8 of the Companies Act, 2013). NSDC was set up by Ministry of Finance as Public Private Partnership (PPP) model. The Government of India through Ministry of Skill Development & Entrepreneurship (MSDE) holds 49% of the share capital of NSDC, while the private sector has the balance 51% of the share capital.

Mission:

- Upgrade skills to international standards through significant industry involvement and develop necessary frameworks for standards, curriculum and quality assurance.
- Enhance, support and coordinate private sector initiatives for skill development through appropriate Public-Private Partnership (PPP) models; strive for significant operational and financial involvement from private sector.
- Play the role of a 'market-maker' by bringing funds, particularly in sectors where market mechanisms are ineffective or missing.
- Prioritise initiatives that can have a multiplier or catalytic effect as opposed to one-off impact.

Objective

To contribute significantly to the overall target of skilling up of people in India, mainly by fostering private sector initiatives in skill development programmes and to provide funding.

Overview

The NSDC facilitates initiatives that can potentially have a multiplier effect as opposed to being an actual operator in this space. In doing so, it strives to involve the industry in all aspects of skill development.

The approach is to develop partnerships with multiple stakeholders and build on current efforts, rather than undertaking too many initiatives directly, or duplicating

efforts currently underway. To scale up efforts necessary to achieve the objective of skilling / up-skilling 150 million people, the NSDC strives to:

- Develop ultra-low-cost, high-quality, innovative business models.
- Attract significant private investment.
- Ensure that its funds are largely “re-circulating” i.e. loan or equity rather than grant.
- Create leverage for itself.
- Build a strong corpus.

Keeping this in mind, the NSDC plays three key roles:

Funding and incentivising: In the near term this is a key role. This involves providing financing either as loans or equity, providing grants and supporting financial incentives to select private sector initiatives to improve financial viability through tax breaks, etc. The exact nature of funding (equity, loan and grant) will depend on the viability or attractiveness of the segment and, to some extent, the type of player (for-profit private, non-profit industry association or non-profit NGO). Over time, the NSDC aspires to create strong viable business models and reduce its grant-making role.

Enabling support services: A skills development institute requires a number of inputs or support services such as curriculum, faculty training standards, quality assurance, technology platforms, student placement mechanisms and so on. NSDC plays a significant enabling role in these support services, most importantly in setting up standards and accreditation systems in partnership with industry associations.

Shaping/creating: In the near-term, the NSDC will proactively seed and provide momentum for large-scale participation by private players in skill development. NSDC will identify critical skill groups, develop models for skill development and attract potential private players and provide support to these efforts.

Scheme and initiatives taken by NSDC are as

- Pradhan Mantri Kaushal Vikas Yojana(PMKVY)

- Udaan
- International skill Training
- Pradhan Mantri Kaushal Kendra

The NSDC has basically three main partners to support the skill development for domestic workers. Nationwide training success fully completed till date is one lakh which is very less.

The three main partners are

- Advocacy partner: Various NGO and agencies
- Training Partner: Local Labs and volunteers
- Industry Partner: Job providers such as Portia and urban clap etc.

A few initiatives:

- Skilling under unique job roles like Dialysis Technician, Reclamation Supervisor, Safai Karmachari and Vermi Composting.
- Dedicated media outreach through capsules in television series Hunnarbaaz which aired on Doordarshan, and participation in renowned CSR summits such as NGO Box.
- Infrastructure with residential facility extended by Larsen & Toubro to impart skill training in informal job roles.
- Focus towards women empowerment through women-centric projects in skill trainings; increasing participation from 30% to 50%
- Average salary of placed candidates INR 20,000 under one of the major CSR programmes
- Trained significant candidates from North Eastern region, covering difficult catchment areas under various projects.
- Inclusion of significant candidates belonging to SC/ ST category for skilling with Affirmative Action Team. μ Targeted focus on VRS optees (>58 yrs.) for

counseling, retraining and rehabilitation under Department of Public Enterprises (DPE) project.

- Exclusive project focused on persons with locomotive, hearing and speech impairment.
- Collaboration with Ministry of Minority Affairs and Ministry of Labour to expand reach across minority communities.
- SAKSHAM (a program under Affirmative Action) to create 5 districts, unemployment free among PWD (employment age)
- Swabhiman (a program under Affirmative Action) to provide dignified & secure livelihood for 1000+ Safai Karmacharis.
- Joined hands with National Safai Karmachari Finance & Development Corporation (NSKFDC) to train 1000 Manual Scavengers/ Safai Karamcharis.³⁷

3.2.3 Focus Group Discussion (FDGs)

A focus group discussion allows group participants to ask questions from each other, respond, comment and clarify all doubts and finally share the views. This group interaction is expected to prompt participants to articulate and reveal more insights about the concerned issues.

Keeping in view to this advantage of focus group the initial phase of research comprised of focus group interview. Though it was challenging to conduct FDG's in slums as people had their own apprehensions, yet a diligent effort was made to involve people of various stakeholders. For eliciting responses, the FDG's were conducted in small group sizes.

FDGs were conducted among the stake holders which included the influential members of the slums (like the supervisor), the domestic help who were mainly the ladies' domestic worker and the anganwadi representatives. This friendly participatory tool of community mapping enabled the researcher to identify issues, risks, problems and perceptual categories of spaces in their community related to

³⁷ <https://nsdcindia.org/>

domestic help vulnerability and legal protection. This tool was found to be very useful in eliciting information and facilitating discussion. This helped the researcher to get insights from the respondents. Information thus collected helped in developing the instrument for the study.

For the smooth conduct of FDG's, 6 areas were randomly selected and 1 FDG was conducted in each selected area. Looking at all the challenges and the amount of information required, the group sizes were kept small i.e. 6-8 members. So, in all 6 FDG's in 6 Selected areas were conducted to get the required information.

The major opinion of focus group was on the subject such as:

- The nature and pattern of employment relationships experienced by different categories of domestic workers.
- Motivations and reasons for entry into domestic work, for continuing to work as a domestic worker.
- Workers' and employers' perceptions and opinions regarding national labour standards such as Minimum Wage, weekly rest period, limits on normal working hours, social security coverage, etc. –costs and benefits; (non) desirability and reasons behind non- compliance.
- Projection of future levels of employment in domestic work
- Number of domestic workers, categories of domestic workers (e.g. rural/urban; live in/ live out), characteristics of domestic workers (sex, age, educational attainment, ethnic origin)
- Variable (e.g. sex, age, education, years of work experience) that are correlated with being a domestic worker with differences in wage rates among domestic workers.
- Recommendations for strategies that will improve working conditions of domestic workers.

The outcome of focus group discussion where the major stakeholders were a combination of adult domestic workers and juveniles above 15 years of age domestic workers.

On the basis of above stated subjects of discussion the outcome of the FGD's are as:

- The participants stated their problems related to living condition like area, dwelling place, hygiene conditions, basic amenities like electricity, water supply etc.
- The migrant workers had the concern of non-availability of recognized residents' status and benefits provided by government.
- Non availability of information about the rights of domestic workers.
- No legal framework to protect the employee status of the domestic worker.
- Lack of Standardized wage system leads to fixing arbitrary salary by the employer.
- Due to no legal framework for domestic worker the issues related to injustice cannot be raised.
- If at all the injustice is reported the employer is at a more powerful status to suppress them.
- No government skill development support is given, the domestic workers feel that anganwadi's and NGOs help in skill development but no government support for running their business.
- Educating the domestic workers with government policies is not facilitated by the angawadi workers and NGO partners.

4. Conclusion & Recommendations

This chapter presents the findings and the recommendations on the study of domestic worker's in the South Delhi Districts of National Capital Territory, Delhi.

4.1 Study Findings

The results obtained from the quantitative study were supplemented with those of the qualitative study to arrive at a 360-degree view of the problem and its solutions. The qualitative study was conducted with the help of some in Depth Interviews (IDIs) and focus group discussions (FGDs)

4.1.1 Quantitative Results

The study revealed the following results from the quantitative study:

1. 4% of the respondents belong to the age group of 15-20 years and another 16% belonged to the age group of 21 – 25 years of age group. Twenty percent of respondents were in the age group of 26-30 years, while 15% of respondents belong to the age group of 31 – 35 years of age. 45% of respondents, making the largest percentage among the age group of domestic workers were in the age of 36 – 60 years.
2. Only a small percentage of respondents lived in the joint family. 18% of the respondents were still living in the joint family, where as 82% of the respondents were living in the nuclear families
3. The earning member pattern shows that 68% of the respondents were having only one earning member in the family, followed by 26% of respondents who have two earning members in the family. Rest i.e.6% of respondents had three earning members in the family.
4. The annual household income pattern from the data set demonstrates that 36% belong to the families where the annual household income ranges between Rs 50,000 to Rs 1,00,000. Slightly lower figure of 30% corresponds to those with annual household income between Rs 1,00,000 to Rs 1,50,000.

Thirteen percent of respondents belonged to the families whose annual household income was between Rs 1,50,000 and Rs 2,00,000

5. The marital status of respondents clearly shows that 91% of the respondents were married. Out of which a small percentage of 2% of respondents were either separated or divorced. Only 9% of the respondents were unmarried and living with their parents.
6. Out of 91% of respondents who were married a majority of 94% the respondents have kids and the remaining only 6% of the married respondents don't have kids.
7. Literacy rate is too low for the respondents; either they have just primary education or they are illiterate.
8. Out of 94% of married respondents who had kids 88% of the respondents were having kids either one or two. Ten percent of the respondents with kids had three or four kids and a very small percentage of only two percent of the respondents had more than five kids.
9. Maximum number of children i.e. thirty-nine percent of the respondents belong to the age group of ten to fifteen years of age. Followed by the children belonging to the age group of zero to five years of age which constitutes twenty- nine percent of the total.
10. Mostly children of the sampled respondents went to Government School making a huge percentage of eighty-one percent. Only seventeen percent of the respondents sent their children to the private schools. A very small percentage of only two percent of the respondents sent their children to Kendrya Vidhalaya.
11. The respondents whose children were going to the Government schools had to bear the extra burden of various expenses. They had to spend their earnings on the tuitions fees, purchase of books and stationary, Expenses on uniform and other expenses too.
12. The average spent on children was on an average of Rs 2,000 to Rs 4,000 which included their kids' school fees, tuitions, stationary, books etc. A small sector of only fifteen percent of respondents spent around Rs 4,000 to Rs 6,000 on their children. None of the respondents spent more than Rs 6,000 on their children education in private schools.
13. Four categories of domestic workers i.e. Live in domestic worker, part time domestic worker, migrant live in domestic worker, migrant live out domestic

worker. 39% of the respondents belong to Delhi region and they work as a part time domestic worker. 18% of the respondents also belong to Delhi region and worked as live in domestic workers. Only a small number of 8% of the respondents worked as migrant live in domestic workers.

14. The awareness of registered government or private agency was nearly nil and just 12% of the respondents were registered for the placement agency specifically ones working as driver or guard,
15. Work done by the domestic workers such as Cleaning, cooking, child care, elderly care, gardening, driving, guarding, laundry and others household chores such as dusting, housekeeping, groceries etc. Majority part of the respondents almost forty-eight percent of the respondents did the work of cleaning. Following with twenty-four percent of the respondents were engaged in cooking. A small percentage of respondents were engaged in various other type of household chores such as six percent of the respondents were engaged in child care, five percent were engaged in elderly care, only one percent were engaged in gardening.
16. Only nine to ten percent of the respondent's complaint about the reduction or withdrawal of salary as well as they were forced to work even when they were sick and even, they were not allowed to take an extra off from the work. Only two to three percent of the respondent's complaint about the verbal abuse. No respondent's complaint about the beating or sexual violence at the work place.
17. Majority of respondent did not state that they were ill-treated at their work place as for them the importance of work is more than anything and hence the respondents stated that any, they normally ignore the ill-treatment of their employer.
18. Majority of the respondents having a percentage of 79% were not aware about the registration process or social security or welfare act whereas only a small sector of the sample of only 21% of the respondents were aware about legal framework as laid down by the government.
19. The awareness level for various legal aspects was very low. The respondents were not aware of standard wage system, minimum annual paid leave, legality regarding the working hours and right to access court for any dispute.

20. Although there are NGO and government agencies working in the area but the residents are unaware of their support and activities and their existence. Almost no one was associated with any NGO or private agency or any Union.
21. Majority of the respondent would like to work as domestic help as they feel that no other skill they have to switch from domestic help to other source of employment.

4.1.2 Qualitative Results

After interviewing a number of people, we found out that every domestic workers in the city or even the country have the same issues which varies only in the form and intensity of the problem. Each worker has to undergo a common daily adjustment to keep going on in their lives and to take care of their loved ones.

Some of the issues which we found to have commonly talked about to us are as follows:

- Every 9 in 10 domestic workers face the issues of financial instability in their homes. They are poor and cannot afford the basic requirements on a daily basis which leads them to suffer and stay hungry for days altogether sometimes.
- Due to financial instability, the little children in the homes are not given the opportunity to go to the school and study like the other kids. They are left with no other option than to stay at home and take care of other siblings or to go to work themselves as a domestic worker and earn for the family.
- The domestic workers living in with the employers have all complaints of not having a proper accommodation for them. They are not given a proper bed to sleep and they do not get proper sleep schedule due to the abnormal schedule of the employers. They are told to cook sometimes in the middle of the night which makes their sleep uncomfortable.
- The domestic workers are not getting their wages as per the bars set by the government. They are underpaid and sometimes their payments are delayed without any prior notice or explanation. They feel helpless that they cannot do anything about the low wages.

- The workers have all told us that the problem may be from the employer's side but always they are accused of theft. They sometimes had to leave work multiple times in order to secure other households.
- The workers living in the community or under the caretaker complaints that the common washrooms get closed at 12 in the night and are reopened at 4 in the morning and it becomes difficult for the workers and the small children especially if they need to use them.
- We have also observed that in some cases the employers help the domestic workers with their lives by cooperating with them in their lives. They give them their own old clothes to wear and pay the wages to the workers at time.
- For a worker, sometimes the paid leaves that they get are important and they need more leaves. Some of the employers grant one more leave while other cut the part for one day from their wages. It is important that the employer understand the importance of leaves in the worker's life and then decide the cut of wages.

4.2 Recommendations

1. Preparation of a database of domestic helps at the local and regional levels with complete details about personal profile, educational qualifications and skill competencies acquired so far;
2. Organising adult education programmes for them to enhance their literacy levels;
3. Organizing skill based training
 - a. For high end home based jobs like early child care, differently-abled and elderly care,
 - b. For launching home-cooked food services,
 - c. For diversifying into other low-investment entrepreneurial ventures such as tea stalls, bakeries, tailoring and beauty salons.
4. Organizing training programmes on small investment options made available by the government for the low income families;

5. Organizing awareness programmes to make them aware of their rights under the various laws framed for their welfare;
6. Providing soft credit for launching low investment entrepreneurial ventures;
7. Preparing a database of their children to provide
 - a. Financial support for their maintenance and quality education from public and/or private funds,
 - b. To enlist the support of various NGOs for channelizing funds to such needy children,
 - c. To enlist the support of corporate houses to provide funds for such children from their CSR allocation,
8. Organising awareness programmes for educating them against falling into the debt trap by taking credit from NBFCs at exorbitant interest rates.
9. Providing them social security cover in the event of death, disease and old age.
10. To create Public Private Partnership Model: Public Private Partnership is the model that is the best alternative to enhance the conditions of domestic worker. Not only this model is a support to government activities but with the support of private outreach workers the basic problems of the Domestic Workers can be solved.

A collaborative approach of NGO's, Government agency, skill development agency Unions and local RWA's can form an employment exchange specifically for domestic help at district level. This is essential for forming an organized sector of this unorganized sector.

Government undoubtedly is making tremendous efforts for the wellbeing of the underprivileged specifically in the area of health, hygiene and education. The wellbeing of underprivileged has to be also uplifted with the help of providing employment also. As studies show that majority part of the population is in domestic help sector and majority of them are women its very much essential that government should work to provide employability with good remuneration.

The work security is very much essential which somehow is not matched due to its unorganized structure.



Joint Collaboration of Government (State and Central) and the private agencies such as the NGO (National and International), skill training centers, placement agencies (government established as well as private), residential welfare associations. This collaboration will be required to smoothly implement the above stated model.

