

**("A summer internship report submitted in partial fulfillment for the Degree")**

**of**

**MASTER OF ARTS**

**IN**

**DEVELOPMENT**



**Under the Guidance of**

**NITESH KUMAR DAS & ANKUR JAISWAL**

**At**

**JANPAHAL**

**SUBMITTED BY**

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**BENGALURU**

## Acknowledgement

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I am honoured to have been a part of this internship program, and I hope that this report serves as a valuable contribution to the organization's mission and objectives.

## Declaration

I, Suraj Gohel, an intern at Janpahal NGO, under the guidance and mentorship of Prof. Geetisha Dasgupta of Azim Premji University, hereby declare that the following report, titled Summer Internship, has been prepared by me as a part of my internship program.

I affirm that this report is an original work that reflects my own efforts, research, and analysis. Any information, data, or ideas obtained from external sources have been duly acknowledged and cited in the appropriate manner. I have followed the ethical guidelines provided by my organization, adhering to principles of integrity, honesty, and transparency throughout the process of preparing this report.

I take responsibility for the accuracy, objectivity, and reliability of the information presented in this report. Any errors, omissions, or discrepancies that may be found are unintentional, and I apologize for any inconvenience caused.

Suraj Gohel (MADE1220175)

## **Abstract**

This report documents the experiences and contributions made during an internship at Janpahal NGO, under the supervision of Prof. Geetisha Dasgupta from Azim Premji University.

The report outlines the nature of involvement in various interventions, primarily focusing on street vendors and gig/app-based workers. The first intervention involved identifying gaps in state schemes and rules related to the Street Vendors Act of 2014, which included conducting an analysis of schemes in Maharashtra, Madhya Pradesh, Haryana, and Rajasthan.

Additionally, the report discusses drafting letters to the Urban Development Minister and the preparation of case studies on platform workers. The involvement in a public inquiry committee for street vendors and participation in website designing for the organization are also documented.

# Table of Contents

<b>Acknowledgement</b>	2
<b>Declaration</b>	3
<b>Abstract</b>	4
<b>Introduction</b>	6
<b>Public Interest Litigation</b>	7
<b>Public Enquiry Committee for Street Vendors</b>	9
<b>Engaging with GiG Workers</b>	10
<b>Noida Filed Visit</b>	11
<b>Letter of Urban Development Minister</b>	13
<b>Letter of Noida</b>	19
<b>Data Analysis</b>	23
<b>Case Study of GiG Workers</b>	25
<b>Covid FIR's</b>	33

## **Introduction:**

This report presents a comprehensive account of the internship experience at Janpahal. The internship provided an opportunity to work closely with the organization on various interventions, primarily focusing on the rights and challenges faced by street vendors and the engagement with gig/app-based workers. Throughout the internship, efforts were made to identify gaps in state schemes and rules related to the Street Vendors Act of 2014, with a specific focus on Maharashtra, Madhya Pradesh, Haryana, and Rajasthan.

The report begins by providing an overview of the interventions undertaken during the internship. The first intervention involved collaborating with the Human Rights Law Network to analyze the discrepancies between state schemes and rules and the provisions of the Central Act. This analysis aimed to identify shortcomings and gaps in the implementation of the Act and contribute to a public interest litigation (PIL) to be filed in the Supreme Court. The findings from this analysis, specific to each state, are thoroughly documented, highlighting key issues related to residency requirements, eligibility criteria, documentation processes, and representation of stakeholders in town vending committees.

Furthermore, the report delves into the efforts made to address the challenges faced by gig/app-based workers. This intervention involved mapping the apps and online platforms where women are engaged as platform workers, such as delivery, cab, beauty, and domestic services. Additionally, the report discusses attending a consultation on digital capitalism and the workers' agenda in the new world of work, where insights were gained into the impact of artificial intelligence on the economy. Case studies were also prepared, involving interviews with gig workers to understand their problems and demands from their companies.

Another significant intervention focused on establishing a Public Enquiry Committee for Street Vendors, aimed at identifying the gaps between government policies and the ground-level realities faced by street vendors. This committee sought to address the challenges exacerbated by the COVID-19 pandemic, and a series of Covid-FIRs (Case Studies) were conducted to capture the experiences and hardships faced by street vendors. The report highlights the progress made in conducting interviews and preparing case studies for this purpose.

## Public Interest Litigation for street vendors

In the 2<sup>nd</sup> week of my internship, this interesting project came up where Janpahal is working with Human Rights Law Network, I was assigned work to find the gaps in state schemes and rules with the Central Act of 2014. This data is being used to file a PIL in Supreme Court. I work with 4 States (Maharashtra, Madhya Pradesh, Haryana, and Rajasthan), This Helps me to Understand the Rights of Street Vendors, how states implement the central act and how organizations file the PIL

I found many gaps in the Schemes and Rules of these States regarding the Central Act, the findings from this are described below.

### ❖ Maharashtra:

- I. The Street Vendors should be a resident of Maharashtra only, if he/she/they are not a resident of Maharashtra they did not allow to be surveyed. This Provision blindly ignores the migrants who are not residents of Maharashtra but have their source of income in Maharashtra. Also, the Scheme book is only available in Marathi Language which I found problematic.
- II. Section 2.4 of the Scheme of Maharashtra clearly says that the Street vendors should not have any other source of income. If a street vendor has a small farmland or any shop in his/her/their own village, they are not allowed to do street vending, cause if the survey is not happening, they did not get any certificate or proof of vending.
- III. Form 2 of the Scheme Mandatory the Aadhar Card for Certificate of Vending.
- IV. There is a provision in THE STREET VENDORS ACT, 2014 to include various organisations in Town Vending Committee such as Street Vendors Organization but in Maharashtra, this organization is not included in Town Vending Committee.
- V. Provision 22.3 in THE STREET VENDORS ACT, 2014 allows allowances to the Town Vending Committee but Section 20 of Maharashtra Rule is following this provision by saying *“Those who do not have any office profit shall be provided an allowance of 500rs per meeting”* and the meeting should be held once in three months, but in other states, the allowance for TVC members is 1000-2000 Rs per month.

❖ **Madhya Pradesh:**

- I. Section 3.3(a) of the Scheme of Madhya Pradesh Mandatory the SAMAGRA ID (Resident Proof of MP) and Aadhar Card, which clearly says that the non-residence of Madhya Pradesh is not allowed to work as Street Vendors.
- II. Form 2 of the Scheme says Vendors are not allowed to change their goods for 5 years, as in the Vending Certificate there is a clear mention of the goods, and this Certificate is valid for 5 years.
- III. Section 5.2 of the Scheme imposes a 5% increase in Vending fees every year.
- IV. Section 7.2 of the Rules did not represent Street Vendor Organizations in TVC, and the Representation of NGOs is less than 10%, both are a clear violation of the 2014 ACT.
- V. Section 7.4 did not give any allowance to the Chairperson and Members.

❖ **Haryana:**

- I. Schedule 1.8 of the Rule says *“The candidates shall make a security deposit of Rs. 25000/- in cash or demand a draft or pay order along with the nomination papers. If a candidate fails to get less than one-sixth of the votes polled, the security deposit shall be forfeited to the competent authority.”* Where in India the security deposit for the post of the MP and MLA is also 25000rs and in other states, it’s just a nominal fee except in Haryana.
- II. Form 4 says that the allotment of vending sites is on a rotation basis, but the location and Vending site is not mentioned in the COV format.
- III. Just like Maharashtra and Madhya Pradesh Section 4.2 of Haryana doesn’t give any representation to the Street Vendors Organization and the Representation of NGOs is less than 10%. This Provision violates the Central ACT of 2014.

❖ **Rajasthan:**

- I. Section 5 of the scheme of Rajasthan says that street vendors should not have any other means of livelihood.
- II. In section 5 of the scheme noted that the age of the Street Vendor should not be below 18 years, but in the Central ACT, the age for street vending is 14 years. This provision is a clear violation of the ACT.
- III. In Section 10.4 of the Scheme, vending fees increase of 10% every year, which I found problematic and unreasonable.



## **Public Enquiry Committee for Street Vendors**

This intervention is completely for people by people and for people, there are many schemes and acts for street vendors but all of them are not actually followed at the ground level, in this committee, we are going to find those gaps in the Act that government makes and try to find why street vendors are facing too many issues to live their life. After the Lockdown the problems of Street Vendors increased, and the Public Enquiry Committee makes a Covid-Fir where the problems that street vendors faced at the time of covid-19 and still facing are being noted in their own language and are further present in public hearings. The public hearing is going to happen at the end of July, where many experts such as retired Judges, Advocates, Social Workers, Bureaucrats, and Street Vendors be present and then people will decide what to do with all these problems.

Where I have made 13 Covid- FIR (Case Studies) by conducting interviews with 30 respondents.

**The Covid FIRs are attached at the end of this document.**

## Engaging with GIG/App-based Workers:

- I. Attended a Consultation on Digital Capitalism & Workers' Agenda in the New World of Work, in this consultation there are many Experts and workers are present. I got to learn about the how AI take a Charge on the economy.  
The workers of Amazon warehouse tell their experience from the ware house here they have to work for more than 10 hours standing, at 7'o clock they begin from their home and it will take them 1 hour to reach the warehouse after going their they have some warm-up exercise and security training after completing this they go to work, they got only half hour to complete their lunch and the canteen is 10 min far from the warehouse also by going and coming they have to stamp their id card by standing in a queue. If they do overtime, they are also not paid much for that.  
All the workers are there on a contract basis and this contract won't be more than 9 months. The workers there don't have any social security and no other rights such as PF and Insurance.  
Where Zomato Delivery Partner shares his experience, in which he told how they are not considered a worker of the company but a partner, which gives them nothing but only 15-20 Rs per delivery. And the partners even don't have any fixed salary or life insurance.
- II. Case study Preparation: In this, I am engaged with various platform workers such as Swiggy, Zomato, Dunzo, Porter, Urban Company, Ola, and Uber. I conducted various interviews of the workers at their locations, to understand their problems and their demands from the company. These case studies are attached at the last.

## **Noida Field Visit:**

### **Shiv Shakti Creation Case**

D-352, Noida sec-10

18/06/2023

Written By: Suraj Gohel

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The case revolves around a dispute between workers/artists and the owner of a manufacturing unit. The owner failed to pay the artists their wages for a period of two months, which angered some of the workers. As a result, they took a sample piece of lehenga from the factory. Since that incident, the manufacturing unit has remained non-operational because the owner no longer has any samples to show to customers, resulting in a lack of orders. Additionally, due to the owner's failure to pay the workers, they are unwilling to continue working there.

Situated in Noida Sector 10 Block D, Shiv Shakti Creation operates in an area predominantly composed of factory-like buildings employing mostly migrant workers. The industrial nature of the surroundings is more pronounced than any residential aspect, although there may be a few buildings with residential appearances. However, upon inspection, it is evident that the factory fails to meet the requirements outlined in the Factory Act of 1948. Specifically, the factory violates health and safety provisions, lacking adequate ventilation, temperature control systems, and sufficient lighting for delicate and intricate artwork. Moreover, there is no dust regulation system in place. In terms of fire safety, the factory possesses two fire extinguishers manufactured in 2021, but it only has a single entry and exit gate, lacking a designated fire exit in case of emergencies.

The working hours imposed on the workers are from 10 AM to 8 PM, totaling ten hours, with occasional overtime requirements. This clearly violates the maximum limit of 48 working hours per week as stipulated by regulations. Furthermore, the workers are not granted weekends off and are expected to work half-days on Sundays as well.

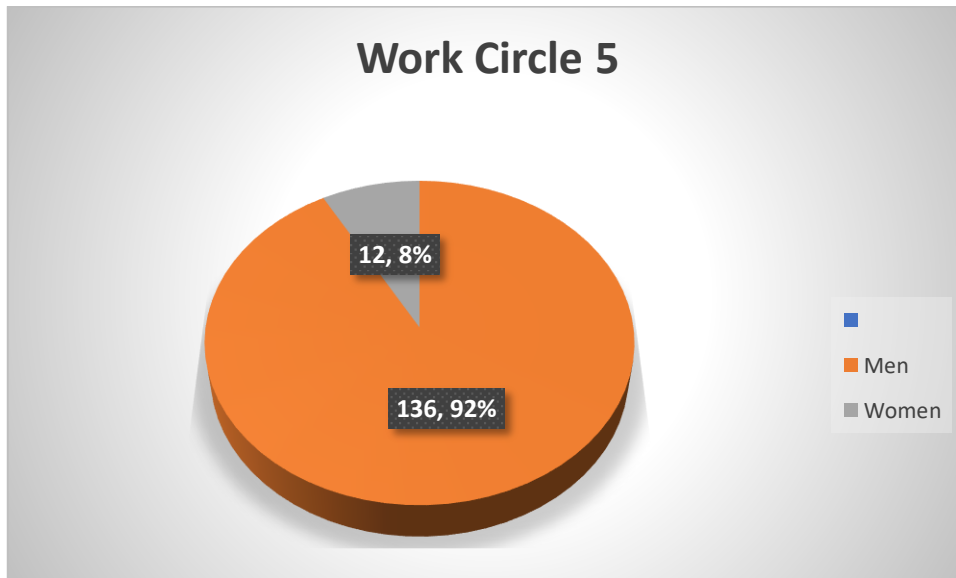
The wages provided by the factory are minimal, ranging from 13,000 to 15,000 rupees per month, equating to approximately 600 rupees per day. During a meeting between the owner and the workers, the owner displayed rude behavior and expressed his frustration. The workers lost their trust in the owner and refused to work until they received at least partial payment. The owner claimed to have no funds available as the unit had been closed for several months. He demanded the return of the "stolen" sample from the workers. However, the workers who had taken the sample did not attend the meeting and declined to do so even after repeated attempts to contact them. Consequently, the workers advised the owner to file a police complaint and apprehend the worker that evening, as he intended to leave for his hometown the following morning.

The workers in question have migrated from Uttar Pradesh to work in this industry, and they rely solely on this work for their income. Their skills and expertise lie specifically in this form

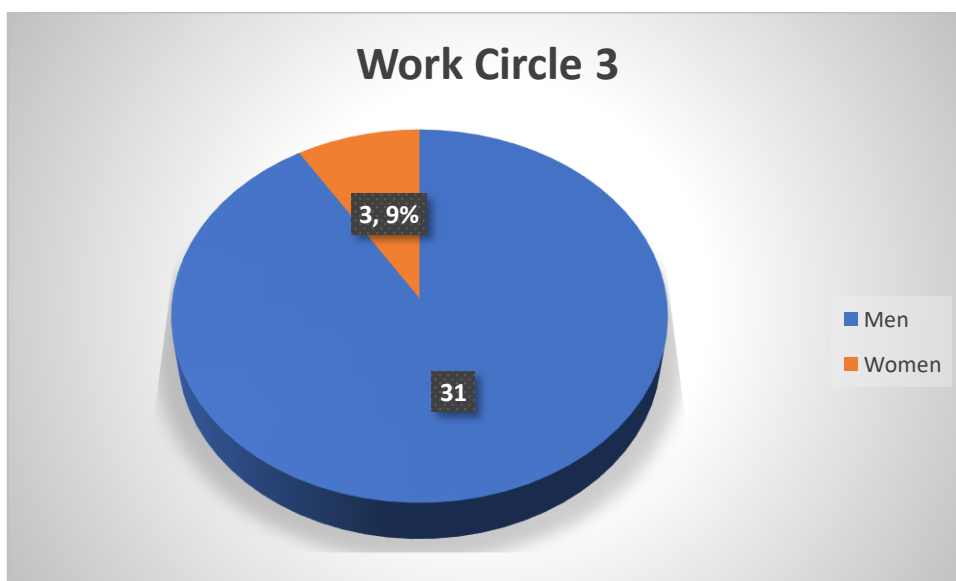
of artwork, which limits their employment options to the same sector. Despite facing various forms of discrimination, these artists, like many others in Noida, predominantly originate from the same locality. Despite the challenges they face, they are compelled to continue working to support their families.

### Gender Ratio in 3 Work Circles of Noida.

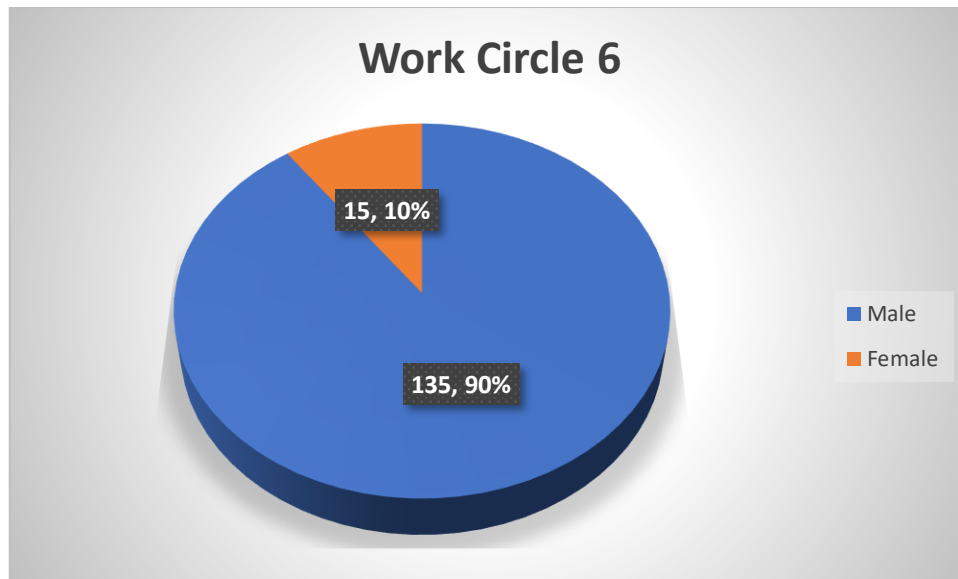
In work Circle 5 total number of Street Vendors are 148 in which 136 are Men Street Vendors and 12 are Females., which is only 8% of total street vendors.



In work Circle 3 there are 34 street vendors got vending site, in which 31 are men and 3 are women, which is only 9% of total street vendor in this work circle.



In work Circle 6, which is comes under new Okhla development authority, there are 3 vending zones, in which 150 street vendors (50 Street Vendors in each Vending Zone) got the site of vending, where 135 street vendors are men and 15 are women, which is 10% of total street vendor in this work circle.



## Challenges Faced by Food Delivery Workers in Delhi

### Abstract:

This case study focuses on the challenges faced by food delivery workers in Delhi, specifically in the Shukurpur area. The study aims to understand the working conditions, financial aspects, and safety concerns associated with their job. The data was collected through interviews conducted with several food delivery workers who work for multiple platforms, including Swiggy and Blinkit. The study provides insights into their daily work routine, earnings, penalties, and the impact of recent changes in company policies. Additionally, it sheds light on the health issues, risks involved, and the absence of support systems for the workers.

### Introduction:

Food delivery services have witnessed significant growth in recent years, driven by the increasing demand for convenient and quick food delivery options. However, behind the scenes, the workers who fulfill these orders face various challenges that impact their livelihoods and well-being. This case study aims to delve into the experiences of food delivery workers in Delhi, providing a closer look at their working conditions, earnings, and the overall nature of their job.

### Methodology:

To gather information, interviews were conducted with a group of food delivery workers based in the Shakarpur area of Delhi. The participants shared their experiences, providing insights into their daily routine, financial aspects, and challenges faced while working for platforms like Swiggy, Blinkit, and Vifast. The interviews covered topics such as earnings, penalties, safety concerns, and the impact of recent changes in company policies.

### Findings:

#### 1. Working Conditions:

- Food delivery workers are required to work long hours, often from 7 a.m. until they complete their daily target.
- The workers do not have fixed schedules and must wait for orders to be assigned through the company's delivery app.
- There is no guaranteed income as it depends on the number of orders completed within a day.

#### 2. Earnings:

- Food delivery workers earn based on the number of orders completed and the distance covered.
- On average, they receive Rs. 20-25 per order, with an additional Rs. 4 per kilometer for longer distances.
- The daily earnings range from Rs. 500 to Rs. 1,000, depending on the number of orders completed.
- Earnings are also affected by penalties imposed for delays or order cancellations.

### 3. Penalties and Order Cancellations:

- Food delivery workers can face penalties for late deliveries, with the amount varying based on the company and circumstances.
- If an order is canceled, workers have the option to keep the food or donate it, but they may be penalized for the order's value.
- Workers may be blamed for delays caused by restaurant preparation time or traffic conditions.

### 4. Safety Concerns:

- Food delivery workers often face risks, such as aggressive dogs while delivering orders.
- They work at their own risk, even during late hours or when feeling unwell, without any support system.
- The workers expressed concerns about the condition of the roads and the lack of safety measures for their well-being.

### 5. Recent Changes in Company Policies:

Participants mentioned that the company provided benefits like weekly and monthly allowances, but these have been discontinued.

- The workers voiced frustration over the removal of benefits without apparent reasons or explanations from the company.

### **Reflection:**

Food delivery workers in Delhi, particularly in the Shukurpur area, face numerous challenges in their day-to-day work. They work long hours with uncertain incomes and are subject to penalties for factors beyond their control. Safety concerns, lack of support systems, and recent changes in company policies have added to their hardships. It is crucial for companies and policymakers to address these issues and ensure the well.



## **Challenges Faced by an Ola Driver: A Case Study**

### **Introduction:**

This case study examines the major challenges faced by a taxi driver, referred to as a "Driver," working in Delhi, India. The driver is employed by a local cab aggregator company, OLA. The study aims to identify the specific challenges Driver encounters in their daily work as taxi driver.

### **Background:**

The driver has been working as a taxi driver for the past five years and joined OLA two years ago with the expectation of earning a better income. However, they have faced numerous challenges during their tenure with the company.

### **Problem Statement:**

Drivers face several challenges that significantly impact their daily life and work as a taxi driver in Delhi. These challenges include dealing with the police, managing union workers, handling difficult customers, and facing issues with the cab aggregator company, OLA.

### **Case Analysis:**

Driver encounters challenges in their profession, starting with interactions with the police. They claim that the police frequently wrongfully accuse them of traffic violations, leading to fines that burden them financially and put their job at risk.

Additionally, Driver must navigate the demands of union workers who expect payment for parking in certain areas. The union workers often impose exorbitant fees, and Driver believes they are targeted because they are not a member of their union.

Managing customers poses another difficulty for Driver, as they sometimes encounter individuals carrying alcohol or illegal items. They fear that if the police catch these customers, they may face arrest even if they were unaware of their actions. This situation creates tension and conflict between Driver and their passengers.

Lastly, Driver faces challenges with OLA, their cab aggregator company. They allege that OLA provides insufficient support when they receive a police complaint or fine. The company fails to take action against customers who break the law and does not offer financial assistance to Driver. Moreover, Driver claims that OLA does not adequately verify their driving license or residence permit, which puts them and their job at risk.

**Alternatives:**

Drivers have several alternatives to address these challenges. They can choose to join a union to mitigate harassment from union workers or consider shifting to a different cab aggregator company that offers better driver support. Another alternative is for Driver to adjust their working hours to minimize traffic and potentially reduce fines or complaints.

**Recommendation:**

Based on the analysis, it is recommended that Drivers join a union to protect themselves from harassment by union workers. They should also explore opportunities with alternative cab aggregator companies that prioritize driver support. Additionally, improving communication skills can help Drivers better handle customers carrying illegal items or alcohol.

**Conclusion:**

Taxi driving presents numerous challenges for drivers, as highlighted in Driver's case. These challenges include interactions with the police, union workers, and cab aggregator companies. To address these issues, Drivers can consider joining a union, switching companies, and enhancing their communication skills. This case study emphasizes the need to address and support the challenges faced by taxi drivers in Delhi, ultimately contributing to improved working conditions and driver welfare.

## **Case Study Report: Challenges Faced by an Urban Company Partner**

### **Introduction:**

This case study examines the challenges faced by Divya Bharti, an Urban Company partner and owner of her own beauty parlour. Divya joined Urban Company in 2014 to expand her business and attract more clients through the platform. However, her experience with Urban Company has been predominantly negative, citing issues such as inadequate support from the company, subpar product quality, and insufficient safety measures.

### **Background and Partnership with Urban Company:**

In 2014, Divya Bharti established her own parlour but felt the need to join a platform like Urban Company to enhance her business growth. Prior to joining Urban Company, Divya had gained some experience working as a freelancer on other platforms. She decided to partner with Urban Company in the hope of receiving training and support to improve her skills and expand her customer base.

### **Experience with Urban Company:**

Unfortunately, Divya's experience with Urban Company has been mostly unfavorable. She expresses dissatisfaction with the lack of support and resources provided to partners. While she acknowledges that some partners have reported positive changes, Divya still perceives the company in a negative light based on her personal experience.

### **Issues Faced:**

1. **Insufficient Support:** Divya highlights the lack of support from the company when faced with issues such as delays in reaching clients' locations due to traffic or transportation problems. The customer support representatives she interacted with did not offer any assistance and instead demanded penalty payments for arriving late.

2. **Subpar Product Quality:** Divya notes that the products provided by Urban Company were frequently duplicates or of inferior quality. She expresses disappointment with the pricing structure, where the initial price displayed on the app increased significantly during the checkout process.

3. Safety Measures: Divya recounts an incident where she was advised to carry black pepper powder or a black pipe for self-defense during service visits. She refused to comply, considering it an inappropriate solution for ensuring her safety. However, the client insisted, and when she reached out to the company for support, they failed to respond.

4. Communication Challenges: Divya expresses frustration with the company's communication system. Partners were required to have their phones with them at all times to promptly attend customer calls. However, due to multiple partners sharing the same leads, it often resulted in missed opportunities and idle time for the partners.

**Financial Impact and Losses:**

Divya experienced financial losses due to missing products, including a hairspray box and other items. She attempted to contact the company to address her concerns but received inadequate assistance. The exact value of the lost items remains unknown.

**Conclusion:**

Divya Bharti's case study sheds light on her negative experience as an Urban Company partner. The challenges she encountered encompassed inadequate support, subpar product quality, safety concerns, and communication difficulties. Her overall perception of the company is unfavorable, emphasizing the need for improvements to ensure a more positive partner experience. Urban Company should address these concerns and take appropriate measures to enhance partner satisfaction, product quality, and safety standards.

## **Case Study Report: Delivery Worker's Experience with Zepto**

### **Introduction:**

This case study examines the experiences of a food delivery worker affiliated with Zepto, a food delivery company. The worker provides insights into their daily routine, encountered challenges, compensation, and working conditions.

### **Background and Work Environment:**

The worker operates within a specific zone where multiple Zepto delivery workers are present. They mention Mr. Pankaj as the representative for another food delivery platform, Zamato. In instances of rain, additional workers are required to manage the delivery workload. However, the worker highlights that no compensation is provided for working in unfavorable weather conditions.

### **Compensation and Liability:**

The worker explains that compensation is only provided for direct injuries or damages. General injuries or accidents are not eligible for compensation. Furthermore, if an accident occurs during a delivery and the food is damaged or wasted, the company may hold the worker responsible and charge them for the order's value, which can amount up to 800 rupees.

### **Earnings and Financial Matters:**

The worker admits to having an unclear understanding of their monthly income. They mention the management of tax deductions online and discuss the possibility of earning through a debtor, although they clarify that they are not personally involved in such activities.

### **Challenges and Grievances:**

The worker expresses dissatisfaction with the absence of social security benefits provided by the company. They also highlight the challenge of dealing with restaurants that cause delays in order preparation, as the delivery workers have no means to hold them accountable without risking their jobs. Additionally, the worker faces difficulties when encountering unresponsive customers, as per company policy, they must wait for an hour before returning the order, impacting their efficiency.

### **Changes in Targets and Earnings:**

The worker notes a shift in the company's target system, where previously targets were based on earnings, but now they are based on the number of orders. This change requires them to work longer hours (10-12 hours per day) to meet the set targets. The worker believes that this change was implemented to reduce their earnings, as the payment per kilometer traveled has been reduced from 50 rupees to 30 rupees.

### **Employee Count and Collective Bargaining:**

Within a specific zone, there can be up to 10,000 registered workers, but the active worker count ranges from 2,400 to 500. Inactive workers temporarily close their accounts during periods of low work availability. The worker states that there is no official association or union representing the delivery workers, which contributes to the lack of collective bargaining power.

### **Strikes and Collective Action:**

The workers acknowledge their attempts to organize strikes, but the absence of a union and insufficient awareness among workers hinder their efforts for meaningful change. They believe that individual workers need to unite and take collective action to address their grievances.

### **Comparison with Other Platforms:**

In comparison to Swiggy, the worker states that Zepto offers higher order payments (15-25 rupees per order), but incentives are comparatively lower. Zepto provides a bonus of 700 rupees if a worker completes shifts for seven consecutive days, while Swiggy does not offer such bonuses.

### **Working Hours and Identification:**

The worker begins their shift at 6:30 am and works for approximately 6-7 hours. Zepto has fixed working hours from 6 am to 2 pm, and workers are expected to complete eight hours of work within this time frame. The worker clarifies that they do not possess an ID card, and their mobile phone serves as their identification for work.

### **Conclusion:**

This case study presents the experiences and challenges faced by a food delivery worker associated with Zepto. The worker highlights issues such as lack of compensation, reduced earnings, the absence of an official association or union, and difficulties in holding restaurants accountable for delays. Addressing these concerns is crucial to improving the overall work environment and well-being of the delivery workers.