

THE PRESENT-DAY VERACITIES OF THE DOMESTIC WOMEN WORKERS IN INDIA- A STUDY.

Abstract-

The significance of the study is mainly to emphasis on the issue of domestic women workers, part of informal sector employment and the rights of these workers in the Indian economy. With the emergence of new LPG policies (Liberalization, Privatisation and Globalisation), we find a change in the structure of the Indian economy. The women to achieve economic independence is opting or expanding the avenue for securing or gaining employment opportunities according to the quality of education, training and skill they possess. Wherefore women workers are employed both in the formal and informal sector of the Indian economy and are eventually participating more in numbers in the informal sector rather than the informal sector economy. Among the informal sector employment, women workers are more engaged in the domestic work sector, a sector that is mostly unregulated and lacks legal protection. India, being a country with rich historical past and tradition has witnessed domestic workers characterized by decades under unfair and exploitative conditions and has been labelled as one of the most neglected sectors of the country's informal labour force. The employment of domestic workers and the migration of domestic workers outside the country is historically embedded in the growth and development of the nation. The urban households in metro cities with the aid of paid domestic workers can accommodate themselves in the organized or formal labour force¹ The employment opportunity for the middle and upper-class women workers and their participation in the economic activities contributes to the revenue of the State.² Women workers in the informal sector are denied and deprived of the labour rights that are available to the workers in the formal industry. This study is mainly concerned with the protection of the rights of domestic workers in India concerning the severe violations of their labour rights.

INTRODUCTION

Domestic workers especially women, do not benefit from the work, but in contrast, they face vulnerability and abuses. The labour rights of women workers in general and particularly domestic women workers is the primary concern to be envisaged into by every one of us. We live in a

¹ An Analysis of the Situation of the Filipino Domestic Workers, pg 36.

²Ibid

society that is ready to accept the paid domestic workers as the one who substitutes the unpaid services for paid services that are indispensable in our contemporary modern society. But, we are not ready to treat them as real workers in its true sense. However, in reality, the widespread abuses and exploitation faced by these workers, explore the situation that their labour rights of are unprotected and not recognised by any of the concerned State. Survival is the truth for these informal sector workforces, and the fact is that they are forced to accept forced labour, trafficking and thus remain in the invisible occupation, with lack of bargaining to raise their voice to demand changes in the employment situations. The State nor the employer nor the Placement agency is ready to confer on them the status of 'worker' and allow them to enjoy the worth of worker life. Generally, women workers in the informal sector and particularly domestic women workers work in an environment and have been subjected to harsh, abusive and exploitative conditions since they are just women belonging to a society where gender disparity flourishes and practice of patriarchy exists.

The domestic work sector is highly feminized. A large number of domestic workers, especially women and girl children, are victims of various forms of abuses and exploitations because they do not have the proper resources and due to undue pressure, they are unable to defend their rights. Most of the times, the violations and ill-treatment go unreported, and they are left with meagre hopes to protect the violations of their rights. Access to equality, justice and decent work has become an important theme in the International debate as well as the National debate of many developing countries connected with issues relating to fundamental rights of the domestic workers. The domestic workers almost most of the times, do not file a criminal complaint against their employers because they fear that they may lose their jobs and ultimately be a victim of silence.

Domestic work is being perceived as the work of servants, of women, of maids by the people in the community and duly deny them the scope of enjoyment of labour rights because the said work is being considered to be an inferior quality job that does not require any standard of skill, training and education. All the stakeholders of the government, social partners as well as the employers lack humanitarian concern towards them because they feel that they are born to be the servant class and should work for them but never demand any form of benefits, rights and incentives. The kind of treatment entangled on domestic women workers by their employers (in metropolitan cities), and urban areas stratifies and symbolizes the socio-economic conditions and their low profile status. Looking at the situation, the domestic workers have been entwined with rights violations; and therefore, we can understand the impact on their life and living conditions by denying them their labour rights.

66 Delivery of justice to the working class of workers who are poor and weak, employed in
67 the labour market should be ensured protection as per the understanding of the meaning of the word
68 'work', and to be realized through the interpretation of labour jurisprudence. The State or the Central
69 Government always has to look into the aspect of the cost of violation of the domestic worker's rights
70 and cost of compliance that inadvertently makes it quite difficult to interpret the legal protection for
71 the domestic women workers, who form a significant part of the informal sector employment. The
72 plight of the informal sector workers in general and the domestic women workers are heart-
73 rendering and therefore, should be redressed by enacting, implementing and enforcement of suitable,
74 appropriate labour legislation that will combat and curb exploitative and abusive practices.

75
76 Due to their vulnerability, inability and unskilled knowledge, they find it difficult to have
77 access to the institutionalized system of the organized/ formal sector. There prevails discrimination
78 in wages, nature of work, choice and availability of work. **A study conducted by workers**
79 **Participatory Research in Asia (PRIA)** shows that the women workers in the unorganized sector
80 are prone to pathetic working and living conditions in our country.³ Bargaining power is mostly with
81 the employers; being commanding and non-approachable, naturally, the fate of exploitation is
82 towards domestic workers. We have to remember that by ignoring these women workers, we are
83 ignoring the essential contributors to the income of the country.

84
85 The issues relating to the protection of rights of domestic workers is universal, and India
86 is not an exception to this. The labour, major component of labour market economy have to protected
87 to enjoy their right to work to the fuller extent. Domestic work in the modern global economy,
88 therefore, poses a particularly significant challenge for national regulators. The sector offers one of
89 the most exceptional opportunities to reaffirm the importance of International standards of labour
90 and setting up technical cooperation for a constituency that is at once central to the work of the ILO,
91 global economy, and to the mandate of promoting decent work for all. Though the sector attracts an
92 increase in the number of domestic workers, the trade is still unregulated. National legislation, which
93 recognizes domestic work as real work and not merely as an extension of unpaid household and care
94 work, is an urgent necessity for one of the World's biggest economy, India. There is a need felt to
95 build a strong movement worldwide for domestic workers, to draft and enforce fair working
96 conditions as the said workforce has become an essential element in the social life of our community

³ D.K Bhatt, Human Rights and Gender Issues: A Socio-Legal Perspective; Indian Bar Review, Pg 29, 30.

at large. Without domestic workers, the social life of many educated women (choosing to work outside their homes) and other private households would come to a standstill.

What will be the future of the domestic workers if, there exists a gap between the cost of compliance and cost of violation? What is required is a political adherence to implementing the schemes, policies and measures that have been adopted by the government for the amelioration of the women workers in the informal sector, which is often lacking. The only legislation exclusively enacted by the government of India for the protection of informal sector workers is the Unorganized Sector Worker's Social Security Act, 2008, but backed with certain limitations. The act provides for insurance schemes rather than training the unskilled workers for gaining better jobs, and the act applies only to those registered, but most of the workers are unaware of this fact. The only alternative is to extend the minimum legal protection and social security provisions by amending the existing labour laws or by passing umbrella legislation that provides minimum legal protection, access to social security measures, and safeguard the rights of women workers in the unorganized sector generally and domestic women workers particularly. The umbrella legislation should mandatorily incorporate the core values that are being enshrined in the Constitution of India, ILO Conventions and United Nations Covenants. However, women workers though occupy a better position in the informal sector in terms of numerical strength, their position in the work hierarchy, income received and working and living conditions are too low. A fundamental change is mandatorily required in the attitudes of the stakeholders that includes employers, policymakers, family members, NGO's and other relatives and the public at large.

The domestic workers were not included within the definition of the term 'industry' as household and home are presumed as a 'non - industry' entity, and they are outside the purview of existing labour laws. The Government of India and the Parliamentarians are not ready to consider the workplace, where the activity of domestic work has been conducted at 'the home' (of a private individual) seriously as the workplace, worth of regulation or monitoring under the existing labour welfare jurisprudence. Nowadays, as more and more educated and career-oriented women have entered the workplace, they need someone at home to carry the tasks at home from cooking, cleaning to take care of children. The paid domestic workers enable the working and well-off women to burgeon at the cost of other women's labour that is highly unskilled and untrained. The services rendered by them has not been considered as a 'productive work' and quite often treated as secondary or low profile work (usually performed by women at their own house as an unpaid job). Domestic workers are indispensable for the development of the society and a source of employment to the

131 needy poor womenfolk. The community must respect and accept the domestic work as "real work"
132 by gazing at the economic significance of the domestic work industry. Their labour rights remain ill-
133 defined, unstructured and unprotected, their human rights will be violated.

134
135 Globally, International Labour Organisation (ILO) has protected domestic workers' rights
136 through the adoption of an International Domestic Workers Convention No 189, on 'decent work' in
137 the year 2011, and the same has come into force on Sep 5th 2013. The said Convention read along
138 with the Recommendations No 201 extends the basic labour rights to domestic workers across the
139 globe.⁴ Presently as on May 2018, twenty-five (25) countries have ratified the said convention No
140 189 on domestic work, but India is yet to ratify though she has signed the same. In India, the
141 legislation that applies to domestic workers are the Unorganized Workers Social Security Act, 2008;
142 Sexual Harassment against women at Workplace (Prevention, Prohibition and Redressal) Act, 2013;
143 Minimum Wages schedules⁵ is notified in various States referring to domestic workers; and the Child
144 Labour (Prohibition and Prevention) Act, 1986 (Amended in the year 2006).

145 The domestic work sector that is encapsulated with large proportions of women and girl
146 children is lagging behind with no adequate legal protection, as there is the absence of
147 comprehensive, uniformly applicable national legislation that guarantees fair terms of employment
148 and decent working conditions for the domestic workers. The revival of justice for the protection of
149 domestic workers has been languishing for many years in India. Since UPA's time, the talk for
150 creating a domestic workers bill is going on; they have not seen the light of the day. Domestic
151 workers will remain in a legal vacuum unless they are not brought within the legal framework.

152
153 Globally the domestic work sector is characterized by a sense of '**voicelessness**'-an esoteric
154 silence driven by the dire need to survive. Lack of organization and mobilizing the strength of
155 domestic workers is one of the most graving issues of this sector. Organizing domestic women
156 workers has been a huge challenge as the workplace is **a private home of the employer that is**
157 **inaccessible and multiple**, marked by a high rate of attrition and instability. Policy makers,
158 legislative bodies and people, need to recognize the existence of an employment relationship in
159 domestic work. Such a view would see them as not just '**helpers**' who are '**part of the family**' but as

⁴Minimum wage law for domestic workers: does it work Impact evaluation of the Indian Experience, Institute of International and Development Studies, Rohan Gudibande and Arjun Jacob, UNCTAD, Geneva, Working Paper, 2015, Pg. 7.

⁵Notification for Domestic Workers was passed in the following States-Kerala (23rd May 2005); Andhra Pradesh (24 April 2007) and Rajasthan(4th July 2007), Bihar, Karnataka, Jharkhand and Orissa have also passed the same, but the question of implementation is a problem. Tamil Nadu and Maharashtra have established a welfare board for the domestic workers.

employed workers entitled to the rights and dignity that employment brings with it. There is evidence of many organizations such as SEWA, NDWM, and other organisations have usurped and are vigorously fighting for the justice of upholding the rights of the domestic workers in India since 1959.

The inclusion of domestic workers into the labour legislation and moving towards the enacting a precise regulation for their employment and real visibility is a real trial. The key drivers of informality alleviate the difficulties to extend the protection towards domestic women workers to protect their rights, and the factors are mainly informalisation of the sector and the informal relationship between the employer and employee. The regulation and formalization of relationship between employer and the domestic worker are in the interest of economic development. Ensuring the rights to domestic workers will become a reality, only if the change takes place in the attitudes and behaviours, of the private household owners, especially the female head of the household who are the employers. The employers are both the elite members of the society and also the middle-class women, who hire domestic workers, thus leading to the demand of the domestic work sector in India.

Women domestic workers, work in an unregulated environment that is within the sphere of a private home or household of the employer. The decent work environment as stipulated by the International labour law regime is thus denied to domestic workers, and as such, they are not paid well, subject to intolerable abuses, excluded from the purview of labour welfare legislations, suffer mal-treatment at the hands of the employer with impunity. The legal protection as envisaged in the existing labour laws with respect to important employment issues such as wages, conditions of employment, safety at work and workplaces, leave and sick leave, social security, old-age pensions, health issues, maternity issues and so on: do not apply to the chunk of women workers in the domestic work sector. However, efforts are made since 1959 to fight for the protection and promotion of the rights of domestic workers in India, but sixty years down the lane, the dreams of domestic women workers have not turned to be fruitful.

The legislation enacted by the government will be an added impetus for protecting and guaranteeing rights for domestic workers. The new law will act as a tool via a law that would give strength to the domestic worker for demanding legal recognition of their status and entitle them to the benefits enjoyed by women workers in the formal sector. The need for enacting a solid policy for the subject of domestic workers is a serious concern, and the strategy is to be developed by both the Central and the State government, towards ensuring the protection of fundamental rights of domestic workers in India. A comprehensive legal policy is to be framed and enacted with strong enforcement

193 mechanism; in accordance with the lines of the International Domestic Workers Convention No 189,
194 and the Recommendation No 201. India, though a signatory has not still ratified the said convention.
195 Unless a legal policy is not framed, the binding instrument which carries the force of law that is a
196 punitive action against those who are guilty, the hopes of humpty numbers of domestic women
197 workers who are voiceless are just meaningless.

198
199 The lethargic attitude and lack of commitment from the Ministry of Labour and Employment,
200 labour ministry is one reason for their neglect. Therefore, there is an important need to make lives
201 easier for those domestic workers who make our lives easier. For it is an everyday battle that burdens
202 India's domestic workers the most- a battle for survival, fighting for dignity and negotiating for the
203 most basics of work is demanded. There is a deficit of '**decent work**' in the domestic work sector
204 because of the absence of elements of decent work. By extending the benefits of decent work to the
205 workers in the domestic work sector, the real worth and dignity of the labour are conferred on the
206 domestic workers.

207 We must stand to enact and enforce policies that rectify the exclusion of domestic workers from
208 basic employment protection and existing labour laws. The Government policies and norms are also
209 required to address issues specific to live-in domestic workers who are staying in the premises of the
210 employer's home. The exclusion of domestic women workers from the labour regulations and fair
211 standards of labour is the manifestation of the devaluation of domestic work sector and domestic
212 workers. The rights that are essential for meaningful existence of Right to Life of a domestic women
213 workers is that of attainment of various rights stipulated in the International convention and the
214 national legislation. The rights that are stipulated are right to organize; right to ensure minimum
215 wages to its workers; right to receive overtime pay for extra work performed by them; right to avail
216 rest period; right to a secured, healthy and safe work environment; and emphasis on effective
217 remedies or restore to redressal mechanism against discriminatory practices, abuses and harassment
218 at workplaces. But serious deficiencies remain, mostly because the domestic workers have been not
219 recognized as regular workers equipped with enjoyment of labour rights such as right to days off,
220 limits to hours of work, and the right to form unions.

221 The need is to recognize the service rendered by domestic women workers as a valuable and
222 productive service that is rooted in nature of ranging from house cleaning services to taking care of
223 the elderly and children.⁶ The domestic women workers services should be recognized as, nursing
224 was not then recognized as a "**productive work**", but today it is professionalized and recognized

⁶ "Living on the margins of Developments: domestic Women Workers", Dr Nidhi Tewathai MPRA, 15th Oct, 2017,

225 wherein the nursing workers raise their demand for rights.⁷ A similar change is been expected for
226 domestic workers sector also.

227 Currently, the placement agencies and other intermediaries have suddenly grown up in this
228 domestic work sector through whom a readymade job is available to the domestic women workers.
229 The agencies try to exploit the domestic workers by assuring them a job without adequate security
230 and legal protection.⁸

231 Social security for domestic workers- the only sector in the informal sector employment that
232 is not covered under any of the existing social security benefits and schemes. The only legislation
233 that stipulates protection of social security to the unorganized sector or the informal sector is the
234 Unorganized Social Security Act of 2008. Through the enactment on social security, a major
235 achievement for domestic workers groups was started, but nothing significant was achieved except
236 the recognition of domestic worker as ‘worker.’⁹ The Act is being criticized because there are no
237 provisions for enforceability or justifiable of social security entitlements for the unorganized or
238 informal sector workers, nor it provides for the formation of advisory boards at the Central and State
239 levels; and there is absence of provisions for penalizing the employers for violation of the provision
240 of the Act.¹⁰ Even though domestic workers are brought under the Rashtriya Swayam Bheema Yojana
241 (RSBY), an insurance contributor through the assistance of the Central government and the
242 employers and the workers. RSBY is a national health insurance scheme, providing benefits to the
243 participants of the scheme when they require medical aid and assistance. In some states, the schemes
244 are working well, but in other cities like Delhi, they lack proper implementation stage and the very
245 scheme just remains on the paper without any fruitful purpose.

246 Domestic work must be recognized as a productive source of employment in the labour market. The
247 demand for domestic work sector is on high demand in India; though technology, (Devices like
248 washing Machines, Mixers, Vacuum Cleaner, machine to wash vessels called dishwasher, and
249 devices to mop the floor) are replacing the physical labour. Nevertheless, an increase in the numbers
250 of women working outside their home in urban areas (due to acquiring higher qualification) and

⁷ Ibid.

⁸ “Social Protection for workers in India: A Struggle for Basic rights under increasing labour market flexibility”. Ravi Srivastava, Indian Journal of Labour Economics, Vol. 55, No 2, 2012.

⁹ “The problems of Women Labour: Some Autobiographical perspective: K. John, Indian Journal of Gender Studies, Vol 20, issue No 02, June 2013.

¹⁰ “Locating the processes of policy change in the context of anti-rape and Domestic workers’ mobilization in India” Shraddha Chigateri, Mubhashira Zaida, and Anwesha Ghosh, UNRISD Research Report, 2016, Pg. 129.

251 presence of nuclear families in urban cities have significantly contributed to the growth of this
252 employment.¹¹

253 The domestic workers should be protected from all forms of vulnerabilities and abuses and should be
254 brought under the guise of umbrella protection of National legislation for domestic workers that
255 exclusively provides for the protection of rights and welfare of domestic women workers. The act
256 must contain a stipulation for the constitution of a separate welfare board for protecting the rights of
257 these workers in India. The recommendations that connote the protection of rights for domestic
258 women workers should be encapsulated from the following four categories of people; they are¹² the
259 Residential Welfare association, the employee, the trade unions of which they are a member (Ideally
260 should be the employer of domestic worker), and the police.¹³

261 After 2011, by the efforts of ILO Every year June 16 is celebrated as the Domestic
262 Workers Day to mark the eve of mobilizing the strength of workers to protect the rights of the
263 invisible domestic workers in India. The overall issues of their health and other occupational hazards,
264 in the workplace and at work has to be introspected. The health issues of these domestic workers are
265 neglected by the State and other stakeholders. The government should resolve to extend the scope of
266 the National Food Security Act, 2013 to the domestic workers. Awareness shall be mandatory about
267 the health and occupational hazards they undergo in the process of employment at work and be
268 provided with a mechanism for check and balance.

269 Despite the efforts undertaken by the state, yet we have not realized a universal law for the
270 protection of domestic workers in India. With the absence of comprehensive legislation and the bills
271 that are however not crystallized into the law, so the researcher here intends to propose a new model
272 of legislation that would serve the purpose of protecting the domestic workers in India, a part of the
273 unstructured workforce. The main problem in realizing the rights of domestic workers, the part of the
274 informal sector workforce is that they are illiterate and are unaware of their labour rights. Education
275 about their rights, the programmes, schemes and policies enunciated by the government for the
276 protection of the domestic workers should be manifested. Even the public awareness shall be used as
277 a tool to uphold and protect such a labour force as they are the necessity for the urban homes that are

¹¹National sample Survey on Domestic Workers conducted by the Labour Commission at the Catholic Bishops Conference of India in 1980, by Labour Economics, Domestic workers are the most neglected and vulnerable section of the society.

¹² The recommendation proposed by Ramendra of DSS, DGKS, union organization of domestic workers in India.

¹³Recently, in the year 2025 the new labour codes have come into force and domestic work and domestic workers are included in the definition of the term 'Industry' but how the change will be effected must be looked into.

highly accounted for more the 90 per cent of them being women they should be highly protected and respected.

SUGGESTIONS-

To conclude here, after conducting the study the researcher identifies some of the following suggestions to improve the living and working status of the individual domestic workers to ensure them a notion of '*Decent work*' as depicted by the International Convention on Domestic Workers No 189 and Recommendations 201.

Some of the suggestion proposed by the researcher in this study is as follows-

• **Recognition of domestic workers and domestic work**-Domestic workers, are the most vulnerable and marginalized section of the informal sector workforces who must be recognized as '**workers**' in the real sense of the labour laws of our country. As the sector is not organised, the workers have been denied basic labour rights as such.

• **Mandate compulsory registration of workers**- By estimating their numbers, we can arrive as to what measures can be prepared for providing training to make them full pledge professional so that they can enjoy their rights. The lack of data about domestic workers is one reason that inadequately addresses their socio-economic conditions.

• **Understanding the situation of domestic workers through Research**-The International Labour Organisation (ILO) has to advance research programmes and disseminate knowledge through studies, workshop, seminars and conferences on the impact of migration policy and schemes concerning equal treatment of migrant workers and nationals in assessing justice against abuses.

• **Through proposing amendments to the existing labour laws**, inclusion of domestic workers is permissible. The inclusion of the domestic workers, within the ambit and scope of labour welfare legislation is the foremost important cardinal rule to be followed for the elimination of the grey areas.¹⁴

• **Ratification of the Domestic Workers Convention No 189** on decent work for domestic workers is a necessity to draft a suitable legislative text on domestic workers in line with the International Labour Organization's Domestic Workers Convention (No 189), of 2011, and from the corresponding Recommendations No 201, that promotes '**decent work**' agenda for the protection of domestic workers worldwide and within the domestic system of a member state. India has to ratify the convention.

¹⁴The recent Labour codes could bring some changes by incorporating the term Domestic workers into the definition of 'Domestic workers' and ensuring social security for these informal workers.

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309• **Role of NGO's in creating awareness about their right-** Civil society organization should
310 mobilize the strength and voices of these domestic women workers, provide distressed workers with
311 effective services of legal aid, and with programmes that are aimed at protection of domestic
312 workers.

313• **Role of Judiciary has to be strengthened-** The rights of the domestic women workers are to be
314 protected and achieved through the intervention of the judiciary. Active involvement of judiciary
315 should be more effective for the protection of domestic workers from abuses and exploitation.

316

317• **Regulating Placement agencies and Recruiters-**Regulating placement agencies that involve in the
318 recruiting process of finding placement for the unskilled inflow of poor informal working class
319 population from rural to urban areas in search of jobs, out of necessity are to be regulated and kept
320 under control,

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322• **Social Security for Domestic Workers-**Domestic workers, largely women and girl children, are
323 denied the social security provisions by which they are deprived of a dignified status of a real
324 worker. By granting minimum social security benefits to them, their working and living conditions
325 can be improvised.

326

327• **Assistance programmes from the Central or the concerned State government towards domestic
328 workers would bring a massive change** in the standards of living of these domestic women
329 workers. As per the Report of Surabhi,¹⁵ The Government of India should adopt a universal system
330 of training the domestic workers for getting professionalism in the work or the task they perform and
331 benefit the employers and reap the fruits of the skill they possess. The labour ministry already runs
332 the modular employable scheme for domestic workers, and after being trained successfully, they get
333 a certificate that declares the successful completion and afterwards a certificate of vocational training
334 certificate is issued that symbolizes their effectiveness and efficiency in handling the task they
335 perform.¹⁶ The existing gap between the domestic workers and the training skill is to be mapped out
336 to train the workers in the kinds of services rendered by them such as cooking, gardening, washing,
337 taking care of elderly and childcare etc.

¹⁵Government is working on the proposal towards providing skill training to the domestic workers who are on high demand by the working class couples in India, and it is estimated that there will be an increasing demand by 2022.

¹⁶. The educated elite class of the society who normally rely on the domestic workers for help usually prefer to have skilled workers so that they will be able to cope with the technological advancement and demand of the employers. Therefore, training of domestic workers would be very important for them to react to the strategy and targets in the services rendered by them.

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339• **Formalizing and Professionalizing Domestic work sector through skill development**
340 **programmes-** A strong base is required in our national labour policies enduring progress and
341 development for women workers in the Informal sectors.¹⁷ There will be better scope and future for
342 domestic women workers if they are well trained with basic literacy skills and vocational training to
343 coup up with the technological advancement and urbanization.¹⁸ They should be entitled to a
344 qualified training certificate.¹⁹ that serves as a conclusive proof as to their training.²⁰ The organization
345 such as SEWA, Kerala; YUVA, Mumbai; CWDR, Chennai, ISST-SAATHI Centre in Delhi,
346 SAATH in Ahmadabad have insisted for skill provisions for ameliorating the conditions of Domestic
347 women workers.²¹

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349 The Draft National Policy on Domestic Work recognizes the need for skills training to enhance their
350 employability and wages.²² As per the interview conducted with Reiko Tsushima,²³ she proclaims
351 that the government provides for a skill card system, with an objective of implementation by states
352 and issuing National certificate of vocational training at the end along with the smart card.

353 **Designing Complaint Mechanism-** The government authorities shall be empowered with the
354 responsibilities of receiving complaints and investigating the same without any kind of bias and
355 prejudices attitude.

356 **Promotion of health for domestic workers through uniform E-health package-** the most
357 vulnerable class of informal sector workforce is the domestic women workers.

358• **Skill training for domestic workers-** The domestic workers should be trained either through
359 government agencies or others so that they can handle high-tech appliances and electric appliances.
360 Mandatorily, by providing skill development training and providing education to these workers can
361 transform from informalisation to formalization of the sector and demand for good wages from the
362 employers.

¹⁷ Asha D' Souza, "Moving towards Decent Work for Domestic Workers: An Overview of ILO's Work, Working Paper, 2010.

¹⁸ Trained domestic workers can be better placed in metropolitan cities than the untrained domestic workers. Trained workers can demand a better salary than untrained workers. For, e.g., child caretaker must be fluent in various languages of that particular household employer.

¹⁹ As an ordinary formal sector worker receives for the training, he /she undergoes in a particular establishment or a Factory called as Apprenticeship Training Certificate.

²⁰ The process of checking must happen on regular intervals through a surprise visit by the Inspectors for inspection, with a nodal officer of the Government, a Trade Union member, a women member and an expert in the subject.

²¹ Supra n 11, Pg- 134.

²² National Task Force on Domestic workers, 2011.

²³ Final Report of the Task Force on Domestic Workers, Government of India, Aug 28, 204.

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