

No. U-11019/13/2026- GPW
Government of India
Ministry of Labour & Employment

Shram Shakti Bhawan, New Delhi
Dated 1st June, 2026

To

All the Online Aggregators

Subject: Onboarding of Aggregators on eShram portal- regarding

Madam/Sir,

The Government of India remains committed to safeguarding the interests of workers and extending social security benefits to the labour force across both organized and unorganized sectors. In this regard, the platform economy, being an emerging and significant source of employment generation, has been brought within the ambit of statutory social security protection.

2. As you are aware that the Code on Social Security, 2020, which has for the first time legally recognized gig and platform workers has come into force on 21.11.2025. The Code has mandated the Central Government to frame social security schemes for gig and platform workers under Section 114(1). **Under Rule 48(2) of the Social Security (Rules), 2026 notified on 08.05.2026**, every aggregator has been mandated to share details of gig and platform workers engaged through them via API or other electronic modes on the designated Central Government portal **within 45 days from commencement of these rules.**

3. The Ministry of Labour & Employment had launched the e-Shram portal on 26th August, 2021 to register and support the unorganised workers including gig and platform workers of the country by providing them with a Universal Account Number (UAN) that helps in skilling, finding jobs and checking their eligibility for different social sector schemes being administered by Central and State Governments.

4. The Ministry has also launched a separate Aggregator module for easy onboarding of aggregators on the e-Shram portal on 12.12.2024. The onboarding and API intergration process is ongoing with 15 Aggregators namely- *Zomato, Blinkit, Swiggy, Uber, Ola, Rapido, Amazon, Zepto, Urban Company, Porter, etc. which are already onboarded on eShram portal.* It is imperative that both aggregators and platform workers register on the eShram portal to ensure eligibility for various welfare measures for platform workers and to bring them under the ambit of a structured social security framework.

5. In view of the foregoing, and treating this as an immediate priority, it is noted that 18 days have already elapsed, leaving only a limited period for compliance. Accordingly, **all aggregators are directed to complete their onboarding on eShram portal and complete the requisite API integration with the eShram portal in a time-bound manner latest by 21.06.2026**, to ensure seamless data flow and compliance with the applicable statutory

requirements. Timely adherence to the above timelines will facilitate effective implementation of the mandated social security framework and help avoid the invocation of penal provisions under Section 133 of the Code on Social Security, 2020.

6. To facilitate the onboarding process, the following documents are enclosed:-

- (i) **Annexure-I:** Suggested General Terms for onboarding.
- (ii) **Annexure-II:** Step-by-Step Guide for Registration of Aggregators/Platforms.
- (iii) **Annexure III:** Proforma for sharing relevant information to support better coordination and policymaking.

7. For any queries or assistance regarding the onboarding registration process, you may contact the following officials:-

- (i) Shri Tezveer Singh, Under Secretary, MoLE (email: tezveer.singh@nic.in, 9457630282)
- (ii) Shri Sidharth S P Singh, Section Officer, MoLE (email: sspd.singh@nic.in, 8178940775)
- (iii) Shri Lalit Kumar, PMU Team (eShram) (email: eshram.pmu-mole@gov.in, 9910197448)
- (iv) Shri Supratik Ranjan, PMU Team (eShram) (email: eshram.pmu-mole@gov.in, 8826029966)

Encl. As above

Yours faithfully,


01/06/2026
(S.R.Datta)

Director

Tel. No. (011) 23711120

Copy for information to:-

- (i) PPS to Secretary (L&E), MoLE
- (ii) PSO to Addl. Secretary (AS), MoLE
- (iii) PPS to JS (AP), MoLE
- (iv) PPS to DDG (E), MoLE

ANNEXURE-I

1. **Definitions.**- In this advisory, unless the context otherwise requires,-
 - a. "**Aggregator**" means a digital intermediary or a market place for a buyer or user of a service to connect with the seller or the service provider.
 - b. "**Platform work**" means a work arrangement outside of a traditional employer employee relationship in which organisations or individuals use an online platform to access other organisations or individuals to solve specific problems or to provide specific services or any such other activities which may be notified by the Central Government, in exchange for payment.
 - c. "**Platform worker**" means a person engaged in or undertaking platform work.
2. **Applicability.** — This advisory shall apply to the following:
 - a. Platform based Gig workers engaged in or undertaking platform work; and
 - b. The aggregators, as listed in Table 1 who provide services to a business or an end customer through a digital app or platform.

Table 1

Sl. No.	Classification of Aggregator
1.	Ride sharing services
2.	Food and grocery delivery services
3.	Logistic services
4.	e-Market place (both market place and inventory model) for wholesale/ retail sale of goods and/or services (B2B/B2C)
5.	Professional services provider
6.	Healthcare
7.	Travel and hospitality
8.	Content and media services
9.	Any other goods and services provider platform

- c. Any other goods and services provider platform.
3. **Role of Aggregator**
 - a. Registration of Aggregators on the e-Shram Portal- The aggregators are requested to register themselves on the e-Shram Portal.
 - b. Aggregators shall receive login credentials and can on-board the platform workers.
 - c. The Aggregator on engaging the Platform Worker may register such worker, if not already registered, on the eShram portal (www.eshram.gov.in) of the Central Government.
 - d. Upon registration on e-Shram portal, the Platform Worker is issued a Universal Account Number (UAN).
 - e. The Aggregator may intimate the UAN to the eShram portal.
 - f. The Aggregator may link the UAN of the Platform Worker electronically in the

database of the aggregator in order to facilitate the portability of the Platform Worker.

- g. In case the Platform Worker is already registered on eShram portal and has a UAN, the Aggregator may intimate the UAN to the eShram portal.
- h. The Aggregator platforms may then upload platform worker data and details of their monthly engagement, including the number of days worked, amount paid or payable, either directly or indirectly through outsourcing third party for the month on quarterly basis.
- i. In case any Platform Worker has exited the platform work of the Aggregator, the Aggregator may intimate the exit for that UAN on the eShram portal.
- j. The Aggregator may mention the UAN on any identity card (ID) issued, if any, to the Platform Worker.

4. Grievance Redressal- A toll free helpline (14434) has been set up:

- a. to disseminate information to platform workers;
- b. to facilitate on-boarding of aggregators and registration of platform workers;
- c. to guide aggregators and resolve technical issues in the process of on-boarding or uploading of data.

Annexure-II

Standard Operating Procedure for Online On-boarding of Platform Aggregators on eShram

1. Aggregator Home Page

- Aggregators can access the home page from
 1. The eShram – One Stop Solution home page
 2. Direct URL – <https://aggregator.eshram.gov.in>

- The home page will have Menus as follows –

1. About
2. Aggregators Lounge (How it Works, Guidelines/advisory, Register)

3. Privacy and Security
4. Help & Support (User Manual, Contact Us)

A. Aggregator Authentication –

- The authorized signatory/SPOC of the aggregator organization would fill the Registration form.
- Authorized signatory/SPOC of the aggregator Clicks on Register and login is completed using mobile number & OTP verification.
- Upon successful verification, the registration form is loaded on the screen.

3. Registration Form –

- The form captures the details of the aggregator and the authorized signatory.
- The authorized signatory may upload supporting documents of data fields related to the Aggregator details and authorized signatory. For example – PAN Card, GSTN Registration, MCA-21(RoC) registration of the aggregator, PAN and Aadhaar of authorized signatory, etc.
- All Mandatory fields are to be filled and cannot be left blank.
- Annexure III – Registration Form

4. Aggregator Verification and Authentication -

- An email will be sent to SPOC with credentials. SPOC can login using these credentials to complete Part-2 for on boarding completion.
- Aadhar eKYC is initiated of the Authorized Signatory based on the details entered in the form.
- On successful eKYC, the form gets submitted.
- Once submitted, an **Acknowledgment ID** is generated and an automatic confirmation email is sent to the registered Authorized Signatory with a status displayed to the user as "Pending Approval".
- The user can track his/her application status with this Acknowledgement ID.

5. Approval of the on-boarding of Aggregator -

- After successful verification of the details submitted by aggregator, the username and password are mailed to the authorized signatory email ID after the approval process is completed.

6. Using the Module -

- User manual for detailed process of the aggregator module will be sent

by email to the aggregator.

- o Aggregators are requested to complete the testing of APIs for uploading details of the platform workers.
- o Aggregators will be able to verify the Universal Account Number (UAN) as per the eShram Portal of the platform workers and submit details of the Platform workers engaged with the Aggregator through APIs.

7. Ongoing Support

- o Aggregators will receive ongoing support from the eShram Helpdesk, for any issues during the on-boarding process and Post on-boarding, for regular support.
- o Call 14434 or email the issue at eshramcare-mole@gov.in

Annexure – III

Details to be submitted by aggregator for on-boarding on eShram:

Step 1: SPOC login using mobile number & OTP verification.

After successful login below form to be filled.

PART - 1

*1.1	Aggregator's Registered Name	<i>Enter Registered Name</i>
*1.2	Aggregator Registered Address	<i>Enter Aggregator Address</i>
*1.3	Permanent Account Number (PAN) issued by Income Tax Department of Aggregator (Attach scan copy)	<i>Enter Permanent Account Number (PAN)</i>
*1.4	GSTIN Number – (multiple, State where registered) (Attach scan copy)	<i>Enter GSTIN (in case of multiple GSTIN please provide all GSTIN along with state where registered)</i>
1.5	Company Identification Number (CIN) or LLIPN (Attach Certificate of Registration issued by Registrar of Companies)	<i>Enter CIN or LLIPN</i>
*1.6	Details of the Platform – URL or Mobile	<i>Enter complete URL/Mobile App or both</i>

	App (or both) and Brand Name	(mention type as URL or Mobile App) and Brand name operated by Aggregator (Multiple entries possible)
*1.7	Details of Official (SPOC) As per Aadhar	Name – Gender – DoB -
2.0	SPOC Designation	
*2.1	SPOC Details	Email ID - Verify (OTP) Mobile No – Verify (OTP)
*2.2	Number of Platform workers engaged (both registered and active)	Registered – Active -
2.3	Annual turnover of the Aggregator in FY 23-24 in Rs Cr	(Numeric)
2.4	Details of Welfare schemes extended by Aggregators to the Platform workers	(Text)
2.5	Payment made for such welfare schemes in FY 23-24 in Rs Cr	Numeric

After Part 1 completion, an email will be sent to SPOC with credentials. SPOC can login using these credentials to complete Part -2 for on boarding completion.

PART - 2

*1.6	Authorized Signatory Details – As per Aadhar, eKYC from Aadhaar	Name – Gender – DoB – PAN – Address -
*1.7	Authorized Signatory Contact Details	Email ID - Verify (OTP) Mobile Number – Verify (OTP)
1.8	Authorized Signatory Designation (Upload Relevant Document of Authorization like Resolution of Board of Directors, Letter from CEO etc.)	Enter Designation
*2.6	Public IP (for Staging)	Enter Staging Public IP for testing purpose
*2.7	Public IP (for Production)	