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RESEARCH ARTICLE

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

Dhanalakshmi C V

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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 force. 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. 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.

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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 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 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 accordingly denied 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 these 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.

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

Due to their vulnerability, inability and unskilled knowledge, they find it difficult to have access to the institutionalized system of the organized/ formal sector. There prevails discrimination in wages, nature of work, choice and availability of work. A study conducted by workers Participatory Research in Asia (PRIA) shows that the women workers in the unorganized sector are prone to pathetic working and living conditions in our country.¹ Bargaining power is mostly with the employers; being commanding and non-approachable, naturally, the fate of exploitation is towards domestic workers. We have to reminisce that by ignoring these women workers, we are disregarding the essential contributors to the income of the country.

The issues relating to the protection of rights of domestic workers is universal, and India is not an exception to this. The labour, major component of labour market economy have to protected to enjoy their right to work to the fuller extent. Domestic work in the modern global economy, therefore, poses a particularly significant challenge for national regulators. The sector offers one of the most exceptional opportunities to reaffirm the importance of International standards of labour and setting up technical cooperation for a constituency that is at once central to the work of the ILO, global economy, and to the mandate of promoting decent work for all. Though the sector attracts an increase in the number of domestic workers, the trade is still unregulated. National legislation, which recognizes domestic work as real work and not merely as an extension of unpaid household and care work, is an urgent necessity for one of the World's biggest economy, India. There is a need felt to build a strong movement worldwide

¹ D.K Bhatt, Human Rights and Gender Issues : A Socio-Legal Perspective ; Indian Bar Review, Pg 29, 30.

for domestic workers, to draft and enforce fair working conditions as the said workforce has become an essential element in the social life of our community at large. Without domestic workers, the social life of several 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 up 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.² 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 needy poor womenfolk. The community must respect and accept the domestic work as "real work" by gazing at the economic significance of the domestic work industry. Their labour rights remain ill-defined, unstructured and unprotected, their human rights will be violated.

Globally, International Labour Organisation (ILO) has protected domestic workers' rights through the adoption of an International Domestic Workers Convention No 189, on 'decent work' in the year 2011, and the same has come into force on Sep 5th 2013. The said Convention read along with the Recommendations No 201 extends the basic labour rights to domestic workers across the globe.³ Presently as on May 2018, twenty-five (25) countries have ratified the said convention No 189 on domestic work, but India is yet to ratify though she has signed the same. In India, the legislation that applies to domestic workers are the Unorganized Workers Social Security Act, 2008; Sexual Harassment against women at Workplace (Prevention, Prohibition and Redressal) Act, 2013; Minimum Wages schedules⁴ is notified in various States referring to domestic workers; and the Child Labour (Prohibition and Prevention) Act, 1986 (Amended in the year 2006).

The domestic work sector that is encapsulated with large proportions of women and girl children is lagging behind with no adequate legal protection, as there is the absence of comprehensive, uniformly applicable national

² Currently the term domestic workers are brought within the framework of the New Labour codes. But how it works is to be looked into.

³ Minimum 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.

⁴ Notification 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.

legislation that guarantees fair terms of employment and decent working conditions for the domestic workers. The revival of justice for the protection of domestic workers has been languishing for many years in India. Since UPA's time, the talk for creating a domestic workers bill is going on; they have not seen the light of the day. Domestic workers will remain in a legal vacuum unless they are not brought within the legal framework.⁵

Globally the domestic work sector is characterized by a sense of 'voicelessness'-an esoteric silence driven by the dire need to survive. Lack of organization and mobilizing the strength of domestic workers is one of the most graving issues of this sector. Organizing domestic women workers has been a huge challenge as the workplace is a private home of the employer that is inaccessible and multiple, marked by a high rate of attrition and instability. Policy makers, legislative bodies and people, need to recognize the existence of an employment relationship in domestic work. Such a view would see them as not just 'helpers' who are 'part of the family' but as 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 mechanism; in accordance with the lines of the International Domestic Workers Convention No 189, and the Recommendation No 201. India, though a signatory has not still ratified the said convention. Unless a legal policy is not framed, the binding instrument which carries the force of law that is a punitive action against those who are guilty, the hopes of humpty numbers of domestic women workers who are voiceless are just meaningless.

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

⁵ The New Labour codes speaks about them. Industrial Code – but no exclusive alws for the Domestic workers.

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

The need is to recognize the service rendered by domestic women workers as a valuable and productive service that is rooted in nature of ranging from house cleaning services to taking care of the elderly and children.⁶ The domestic women workers services should be recognized as, nursing was not then recognized as a "productive work", but today it is professionalized and recognized wherein the nursing workers raise their demand for rights.⁷ A similar change is been expected for domestic workers sector also.

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

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

Domestic work must be recognized as a productive source of employment in the labour market. The demand for domestic work sector is on high demand in India; though technology, (Devices like washing Machines, Mixers, Vacuum Cleaner, machine to wash vessels called dishwasher, and devices to mop the floor) are replacing the physical labour. Nevertheless, an increase in the numbers of women working outside their home in urban areas (due to acquiring higher qualification) and presence of nuclear families in urban cities have significantly contributed to the growth of this employment.¹¹

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

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.

¹¹ National 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.

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

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

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

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

¹³ Recently, 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.

¹⁴ The 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.

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.

- **Role of NGO’s in creating awareness about their right-** Civil society organization should mobilize the strength and voices of these domestic women workers, provide distressed workers with effective services of legal aid, and with programmes that are aimed at protection of domestic workers.
- **Role of Judiciary has to be strengthened-** The rights of the domestic women workers are to be protected and achieved through the intervention of the judiciary. Active involvement of judiciary should be more effective for the protection of domestic workers from abuses and exploitation.
- **Regulating Placement agencies and Recruiters-**Regulating placement agencies that involve in the recruiting process of finding placement for the unskilled inflow of poor informal working class population from rural to urban areas in search of jobs, out of necessity are to be regulated and kept under control,
- **Social Security for Domestic Workers-**Domestic workers, largely women and girl children, are denied the social security provisions by which they are deprived of a dignified status of a real worker. By granting minimum social security benefits to them, their working and living conditions can be improvised.
- **Assistance programmes from the Central or the concerned State government towards domestic workers would bring a massive change** in the standards of living of these domestic women workers. As per the Report of Surabhi,¹⁵ The Government of India should adopt a universal system of training the domestic workers for getting professionalism in the work or the task they perform and benefit the employers and reap the fruits of the skill they possess. The labour ministry already runs the modular employable scheme for domestic workers, and after being trained successfully, they get a certificate that declares the successful completion and afterwards a certificate of vocational training certificate is issued that symbolizes their effectiveness and efficiency in handling the task they perform.¹⁶ The existing gap between the domestic workers and the training skill is to be mapped out to train the workers in the kinds of services rendered by them such as cooking, gardening, washing, taking care of elderly and childcare etc.
- **Formalizing and Professionalizing Domestic work sector through skill development programmes-** A strong base is required in our national labour policies enduring progress and development for women workers in the Informal sectors.¹⁷ There will be better scope and future for domestic women workers if they are well trained with basic literacy skills and vocational training to couple up with the technological advancement and urbanization.¹⁸ They should be entitled to a qualified training certificate.¹⁹ that serves as a conclusive proof as to their training.²⁰ The organization such as SEWA, Kerala; YUVA, Mumbai; CWDR, Chennai, ISST-SAATHI Centre in Delhi, SAATH in Ahmadabad have insisted for skill provisions for ameliorating the conditions of Domestic women workers.²¹
- The Draft National Policy on Domestic Work recognizes the need for skills training to enhance their employability and wages.²² As per the interview conducted with Reiko Tsushima,²³ she proclaims that the government provides for a skill card system, with an objective of implementation by states and issuing National certificate of vocational training at the end along with the smart card.

¹⁵ Government 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 couple 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.

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 10, 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.

- **Designing Complaint Mechanism-** The government authorities shall be empowered with the responsibilities of receiving complaints and investigating the same without any kind of bias and prejudices attitude.
- **Promotion of health for domestic workers through uniform E-health package-** the most vulnerable class of informal sector workforce is the domestic women workers.
- **Skill training for domestic workers-**The domestic workers should be trained either through government agencies or others so that they can handle high-tech appliances and electric appliances. Mandatorily, by providing skill development training and providing education to these workers can transform from informalisation to formalization of the sector and demand for good wages from the employers.