



Formalization of Domestic Help Sector – A Way to Development Of Domestic Workers

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Abstract

Introduction:

For every working men and women, managing domestic work is as crucial as managing careers. Domestic work takes up significant part of one's time and is crucial to leading a comfortable and healthy life.

In the Indian cultural context, domestic work is the responsibility of women. With increasing workforce participation of women in urban areas role of domestic workers assumes added significance.

Research objectives – The objective of this paper is to provide an insight into 'Domestic Help Sector Professional Agencies' working to provide manpower for cleaning, caretaking, cooking and other household work, and their initiatives in formalizing the sector.

Methodology – The paper is based on an on-going Doctoral Research study. This exploratory study is based on mixed methods of data collection, with use of a structured questionnaire, as well as personal interviews.

Relevance to the field of social work and law - The National Commission for Enterprises in the Unorganized Sector (NCEUS) under the chairmanship of Arjun Sengupta studied the Condition of Work and Promotion of Livelihoods in Unorganized Sector. Domestic Workers, as part of the unorganized workforce, were studied under the category of 'wage workers'. The study showed that more than 80% of domestic workers were paid less than minimum wages, both in urban and rural areas. They have no rights to workers' compensation, weekly holidays and minimum wages. Various Bills for domestic workers were introduced in 1990, 1996, and 2010.

However still there is no Act enacted for them. The NCEUS recommended system for registration of domestic workers, to fix a minimum wage, and to legislate on to regulate conditions of employment, social security and security of employment. The Unorganised Workers Social Security Act was enacted in 2008; however, it was not implemented in its true sense. A draft on National Policy on Domestic Workers is published in Jan 19, and the draft proposed mechanism for regulation of placement agencies handling domestic workers, right to enhance their professional skills and have access to courts and tribunals.

Major results - One of the key expected outcome of this paper is analysing the services provided by the existing 'Domestic Help Services Agencies', in Ahmedabad city.

Implications - To address various issues of Domestic workers the Domestic Help Sector need to organise themselves and have more professional approach towards their work. Many Domestic help sector agencies are now operating in urban areas and through Digital online platforms. These agencies are catalysts for giving recognition to the Domestic workers and deliver professional services for household work.

Domestic work and workers continue to remain 'invisible' in national statistics, mostly due to low social status attached to the type of work. Moreover, the domestic workers are prey to all forms of abuse, harassment, ill-treatment and exploitation.

So far only as the Domestic workers have no coverage under any present Labour Laws, their inclusion in mainstream workforce is a challenge, which can be effectively handled by having such professional agencies working for their development and recognition.

Key Words: domestic workers, domestic help services agencies, professionalization of domestic work

2.1 PROFILE OF DOMESTIC HELP SECTOR:

Domestic work is an important opportunity of work for illiterate or less literate people, predominantly women in India. 73 % of the female workforce is illiterate or educated only up to the primary level. This sector is significant as it absorbs low-skilled or undereducated and helps in economic progress of the country. The educated women can enter the workforce or the labour market, by outsourcing household chores to hired domestic help.



The **Domestic Help Sector** is unorganized where the domestic workers are ignorant about their rights. They do not have any protection from labour laws. Their reputation in society is that they are meant for low and inferior work instead of recognizing them paid professionals who manage household chores. ¹

Methodology

The paper is based on an on-going Doctoral Research study. This is an Exploratory study. The Domestic Help Sector is recognized by the Ministry of Skill Development and Entrepreneurship as it has good employment potential for the illiterate and less literate.

The Qualitative approach has been adopted in conducting this research. The study tries to find out the contribution of some of the social enterprises in the city of Ahmedabad which are working for employment and welfare of the Domestic Help Sector. These agencies though based in Ahmedabad are catering to clients at national and international levels. This is a sector where hardly any laws are applicable. So, this study tries to understand how social entrepreneurship contributes in the inclusive development of the less privileged class at the same time enables the most pivotal requirements of household chores in the lives of many.

The agencies were listed from the internet database as well as references from these agencies. It was also observed that many agencies which are listed on the internet do not physically exist at present or have closed. Such incidences also occurred where the addresses have changed than what are listed on the website. So, reaching the correct organization offices for interview was a mammoth task.

A structured questionnaire was designed based on literature review and informal discussions with some of the domestic helpers, employers of helpers, telephonic interview with one of the managers of Domestic Workers Skills Sector Council Delhi, manager of 'The Maid Hub' Pune etc. After pilot testing the questionnaire, the final questionnaire was designed for data collection. 9 different agencies/organizations spread in the entire city of Ahmedabad providing domestic helpers for various services like Cooking, Caretaking, Cleaning were visited. Data is collected with use of a structured questionnaire, administered by personal interviews. The collected data was collated in excel and then analysis done to get a overall picture.

3.1 BROAD OUTLINE OF UNORGANIZED SECTOR

The Arjun Sengupta committee in 2007 while analyzing on Issues of Conditions of Work & Promotion of Livelihood had identified that unorganized sector forms 93% of Indian economy², and that number still holds true as per the latest newspaper reports published during the discussions on code on wages and social security, by Ministry of Labour and employment, Government of India.

This Ministry of Labour and Employment, Government of India has categorised unorganized workers into four parts.

From The Point Of Terms Of Occupation:

This category includes Small and marginal farmers, landless agricultural labourers, share croppers, fishermen, those engaged in animal husbandry, beedi rolling, labelling and packing, building and construction workers, leather workers, weavers, artisans, salt workers, workers in brick kilns and stone quarries, workers in saw mills, oil mills, etc.

From The Point Of Nature Of Employment:

Attached agricultural labourers, bonded labourers, migrant workers, contract and casual labourers come under this category.

From The Point Of Specially Distressed Category:

Toddy tappers, scavengers (garbage collector), carriers of head loads, drivers of animal driven vehicles, loaders and unloaders are listed in this category.

From The Point Of Service Category:

Midwives, domestic workers, fishermen and women, barbers, vegetable and fruit vendors, newspaper vendors, etc., belong to this category.

This study talks about the 'domestic workers' one of sub-category from the 4th category.

¹ *Human Resource and Skill requirements in the Domestic Help Sector (2013-17), (2017-22)*. National Skill Development Corporation, 2015

² Sengupta, D. A. Report on the Conditions of Work and Promotion of Livelihoods in the Unorganised Sector', Report on the Conditions of Work and Promotion of Livelihoods in the Unorganised Sector' (2007). New Deldy.



The National Commission for Enterprises in the Unorganized Sector (NCEUS) under the chairmanship of The Arjun Sengupta in their report have has brought forward the point that the unorganized workers are mainly exposed to these three disadvantages.

- **No Employment Security**

These workers have no protection against arbitrary dismissal. Among those who are placed in the organized sector, are victims of the terms of employment contract signed by themselves, which contains such clauses which they are many times, ignorant off, or otherwise they willingly agree to for atleast the greed of getting a job. Whereas on the other side those working in the unorganized sector, have to expressed terms of services rules, nor are they implied.

- **No Workplace Security**

With the so called smart and convenient employment systems, the risky and hazardous jobs are outsourced, living the employers with limited liability against such risks. Such unorganised workers as part of unorganized sector, due to their low profile and struggling for their survival do not take enough precautions for such unorganised poor and needy labours. These uneducated and ignorant category of workers with their low bargaining power are struggling on their fate and are left with have no protection against accidents and illness at the workplace.

- **No Social Security**

They are also devoid of Social security benefits and have no access to maternity and health care benefits, pension, etc.

4.1 AVAILABILITY OF DOMESTIC HELPERS

“Employment and Unemployment” and “Unincorporated Non-Agricultural Enterprise” survey data of the National Sample Survey (NSS) 2004-05 & 2011-12 and Periodic Labour Force Survey (PLFS), 2017-18 unit level data shows continual decline in employment in the agriculture sector at the rate of 4.5 million pa (about 27 million in total). This also holds true for the allied sector, where putting all together the decline is from 49 % to about 44 % as shown in (Table 1). The manufacturing sector also recorded a 3.5 million decline in jobs i.e. a fall in its share of employment from 12.6 to 12.1 % during the same period. The non-manufacturing sector (mostly construction) showed decline of 3.4 million jobs pa during the period of study. Thus, there was high unemployment for the unskilled and semi-skilled jobs.³ These blocks in employment opportunity could have lead to increase in rural to urban migration. Population residing in urban areas in India increased to 28.53% according to 2001 census and increased 30% as per 2011 census.

The table “D-7: migrants by place of last residence with duration 0-9 years reporting 'work/employment' as reason for migration by age, sex and educational level – 2011” from census 2011, shows that out of the total population migrated 'from rural area within the State' 81% are from age group of 20-49 years that is the peak age for employment, which clearly confirms employment as reason for migration.

Table 1 Migration in age range of 20-49 years

Moved from Last area	% of migration in age groups 20-49 years / out migration in all age groups
(i) From rural area within the State	81
(ii) From urban area within the State	79
(iii) From rural area outside the State	83
(iv) From urban area outside the State	83

Source: Census 2011

Table 2 : Sectoral employment, labour force and unemployment trends in India, 2005-2018

Sectors	Absolute Numbers (million)					
	Overall Population			Youths (15 to 29 years)		
	2004-05	2011-12	2017-18	2004-05	2011-12	2017-18
Agriculture	268.7	231.9	205.3	85.7	60.7	41.8
Manufacturing	53.9	59.8	56.4	22.4	22.1	18.5
Non-manufacturing	29.4	55.3	58.9	11.6	19.4	17.8
Service	107.3	127.3	144.4	34.5	35.7	37.6
Total employment	459.4	474.2	465.1	154.2	138.0	115.7
Labour force	470.2	484.8	495.1	163.1	147.0	140.7
Participating in Education				56.8	99	127

³ Mehrotra, S., & Parida, J. K. (2019, October). India's Employment Crisis: Rising Education Levels and Falling Non-agricultural Job Growth. Retrieved January 17, 2020, from https://cse.azimprenjiumiversity.edu.in/wp-content/uploads/2019/10/Mehrotra_Parida_India_Employment_Crisis.pdf



WPR (%)	42	38.6	34.7	53.3	41.9	31.4
LFPR (%)	43	39.5	36.9	56.4	44.6	38.3
UR (%) as per usual status	2.3	2.2	6.1	5.4	6.1	17.8
UR (%) as per weekly status	3.4	3.0	8.8	6.4	6.8	21.4

Source: based on NSS and PLFS unit level data

In most of the states the employment in service sector increased, however they were not enough to compensate the shortfall of jobs in other sectors.

B-20 Industrial classification of main and marginal workers in manufacturing, processing, servicing and repairs in household industry by sex and class of worker⁴ : activities of households as employers of domestic personnel⁵

Table 3 Activities of Households as employers of Domestic Personnel

Workers		P/M/F	Total	Rural	Urban	
Total Workers	Main Workers	Persons	149650	101915	47735	
		Males	14485	6899	7586	
		Females	135165	95016	40149	
	Marginal Workers	Persons	177020	144786	32234	
		Males	11520	8940	2580	
		Females	165500	135846	29654	
Class of Worker	Employee	Main Workers	Persons	19868	7948	11920
			Males	2694	857	1837
			Females	17174	7091	10083
		Marginal Workers	Persons	12952	7936	5016
			Males	900	485	415
			Females	12052	7451	4601
	Single Worker	Main Workers	Persons	18960	7822	11138
			Males	3385	1352	2033
			Females	15575	6470	9105
		Marginal Workers	Persons	18246	11267	6979
			Males	2020	1343	677
			Females	16226	9924	6302
	Family Worker	Main Workers	Persons	110822	86145	24677
			Males	8406	4690	3716
			Females	102416	81455	20961
		Marginal Workers	Persons	145822	125583	20239
			Males	8600	7112	1488
			Females	137222	118471	18751

This data shows that 'Females' are the predominant workforce in 'Activities of households as employers of domestic personnel', that includes activities done in private households like maids, cooks, waiter, valets butlers, laundresses, gardeners, gate-keepers, chauffeurs, care-takers, governesses, babysitters, tutors, secretaries etc.

Literacy rate in Urban Agglomeration (UA) is above 80% what is more compared to countries average of 74.04% as per Census 2011. And so LFP rate is high.

Table 4 Literacy rate in Urban Agglomeration (UA)

Urban Agglomeration (UA)	Literacy
Mumbai	89.78
Delhi	86.32
Kolkata	87.54

⁴ http://mospi.nic.in/sites/default/files/main_menu/national_industrial_classification/nic_2008_17apr09.pdf

⁵ **Activities of households as employers of domestic personnel:** This class includes activities of private households as employers of domestic personnel such as maids, cooks, waiter, valets butlers, laundresses, gardeners, gate-keepers, chauffeurs, care-takers, governesses, babysitters, tutors, secretaries etc. It allows the domestic personnel employed to state the activity of their employer in censuses or studies, even though the employer in censuses or studies, even though the employer is an individual. The product produced by this activity is consumed by the employing household.



Urban Agglomeration (UA)	Literacy
Chennai	90.23
Bangalore	88.69
Hyderabad	82.90
Ahmedabad	88.16
Pune	89.56
Surat	87.83
Kanpur	82.28

The range of productive work life in this of Domestic help sector is less ranging upto 40-45 years. And so there is steady employment opportunity in this sector.

5.1 REQUIREMENTS FROM EMPLOYERS AND THEIR CHALLENGES:

Increasing female participation in economic activities, breaking down of families to nuclear units, migrations to distance places away from family, increase in standard of living etc, have resulted in more people using external domestic help services.

These domestic assistance requirements are a huge spectrum for which various factors have its influence like class, region, religion, caste, community, gender, urban, rural, occupation of employer, family size, health of employer etc. Some of these factors also determine the requirements of these domestic help ranging from short visit to complete a task, to 4, 6, 8, 10, 12 or 24 hours of engagement.

Taking help of domestic helpers has been an integral part of life for certain categories of people. And so, the balance of life is disturbed in their absence. Each of the segments falling under domestic help like cleaning, caretaking, cooking etc have its own variation of requirements. Most of these engagements are inside the home and thus have number of dimensions like hygiene, safety, language, reliability, personality adjustment, etiquettes, grooming, job knowledge, etc.

The employers who are regularly using services of domestic helpers always struggle from one or another of these issues.

- **Locating and identifying a suitable helper** – since the helpers are working right inside the houses, locating a most suitable candidate is a challenge. Especially for those who migrate to any new locations, searching and identifying a right help is a challenge.
- **Irregularity** – on regular basis, the life of employers taking domestic help are partially dependent on the helpers. And days when there is extended need like guest in house, some functions, festivals celebrations, illness and specially of the person who does maximum work in the house; uninformed absence of a helper brings turmoil in their lives.
- **Quality of work** – Quality in terms of domestic work, is like an infinite definition. Each person has a different understanding about quality of work. Though undefined people surely have their expectations, that vary as per different situations.
- **Comparison and rivalry** – the workers among themselves as a group of workers have a lot of group dynamics, like competition, comparison, rivalry, insecurity of losing work, reputation change among themselves. And these dynamics are a challenge for the employers especially when multiple workers are working in a single house, or times when an employer is looking for replacement of workers.
- **Reliability** – since the domestic workers are working right inside the house employers need to ensure that the workers are reliable and trustworthy.
- **Hygiene and mannerism** – since all the domestic work are relating to cleaning, cooking, caretaking etc, the health and hygiene of the worker is very important factor.

6.1 SERVICES OF DOMESTIC HELPERS AND THEIR CHALLENGES:

The domestic help services include the cleaning services which include:

- Cleaning of houses involving dusting mopping etc, cleaning of clothes, vessels, etc.



- The caretaking services that include caregiving to the children, elders, ailing, differently abled etc.
- Cooking services which are on regular basis, or occasional basis
- Gardening services for maintaining the domestic garden
- Household maintenance
- Shopping

However as this workforce is less educated, social, economically backward they are prey to these challenges like, Abuse, Low paid jobs, No financial capacity for training, Low dignity of the job, Unregulated sector, Lack of trainers, Low literacy rate, Non-verified and lack of groomed employees, high attrition due to uncertainties in their lives.

7.1 AGENCIES WORKING FOR THEIR ADVOCACY

There are number of agencies since ages working for seeking dignity and justice and creating strong public awareness of the domestic workers.

- The 'Nirmala Niketan' and 'National Campaign Committee for Unorganised Sector Workers' drafted the Domestic Workers (Regulation of Employment, Conditions of Work, Social Security and Welfare) Bill, 2008, but was not considered as Act.
- The 'Anti-Slavery International' is campaigning in collaboration with NDWM for rescuing, fighting, spreading awareness for other supportive activities for improving the conditions of domestic workers.
- The National Domestic Workers' Movement (NDWM) - has been championing across 17 states of India for empowerment and the rights of domestic workers, migrant domestic workers and children in domestic work, since 1985.
- Self Employed Women's Association (SEWA) is a trade union registered in 1972 and is a women led movement where women become strong and visible to gain recognition for their economic and social contributions.
- International Labour Organization Convention-189 and the Recommendations-201 are cover the entire plethora of the Domestic Help Sector Domain, and are important guiding path for nations to adopt for improving the conditions of domestic workers world wide.
- Women in Informal Employment: Globalizing and Organizing (WIEGO) is a global research and policy network focused on improving conditions for workers in the informal economy. WIEGO's members include membership-based organizations of workers in the informal economy, researchers and development professionals.

There are many more local and national and international organizations working for upliftment or domestic workers, and paving way for creating a secure and exploitation free atmosphere of work for these most important but yet hidden category of working class.

8.1 ROLE OF DOMESTIC HELP SERVICES AGENCIES

Drawing upon participant observation and in-depth interviews, this article examines the responses of Owners and managers of organizations providing paid domestic labor /domestic worker of 10 different organizations. The survey infers that the trend has increased of people approaching agencies/organizations for hiring domestic helpers over the conventional method, due to its varied advantages.

Unvarying supply of helpers

The process of hiring a domestic helper is simplified with the starting of agencies for providing domestic help services and helpers. The agencies have their databases gathered through networking, campaigning, advertising etc. These databases enable the agencies to quickly locate a helper to their clients.

First and foremost is the unlimited replacement option that rides all the advantages. However other advantages also equally roar to the worth of paying service charges to hire domestic help.

Further to this they have advantage to get replacement in case the helper is on longer leave or is absconding without any additional financial burden. In conventional methods getting a short-term replacement is expensive or many times impossible. So, it is a disadvantage to the domestic helper in case the employer decides to replace her/him when they need longer leave for unavoidable circumstances. At the same time it is again a burden to the employer to locate a new workers, train them, and again uncertainty about the new persons hovers. So, hiring a domestic helper through these agencies reduces all such uncertainties.

Reliable and verified manpower

The domestic help services agencies main job is to recruit workers, do the reliability checking of documents and authenticity of the worker. This includes checking address as per adhar card, in case of reference check, check the



person referring the candidate. This process gives reliable and verified workers within a short span. There is an increase in the crimes by domestic workers on their place of work to the extent of stealing things, killing the occupants for money and property. Therefore it is very important to get verified staff before hiring any unknown person without knowing any background. So, these agencies in their services try to ensure lesser possibilities of such incidences. They ensure this by taking feedbacks from their earlier employers, some take only employees which come through known references, they do police verification, police intimation, some take help of agencies for reference check etc. In this process of hiring a domestic helper they also get an advantage to choose from 2-3 options, by getting trial rounds. So the first and foremost difficulty of identifying a suitable domestic helper is taken care.

Insight into various causes

The hiring agencies also face these issues of reliability and commitment with the domestic helpers. As this problem, remains with their nature in which the unfortunate class have been accustomed. Reason as being shared by some of the manager of a domestic help providing agency, that these less fortunate crowd come from uneducated or very less educated background, who live with number of superstitions, strong community hold, lesser commitment towards work. Many times, during sickness instead of approaching a doctor they believe in approaching unscientific customs and traditions. This delays their rate of healing and are one of the reasons for their leaves. Another reason as shared by another agency said they have very limited needs, and when they accumulate some fund, they rejoice with it and get back to work only after they are left with no money. Some take up this job as rescue to seasonal unemployment and so abscond when other means of employment are available. Many of these workers are migrated population and so they often need to go to their villages for celebrations of family functions or for other social responsibilities. Some leave their spouse in the villages and stay alone for employment opportunity in the cities, so they often go to meet their families. There are such innumerable reasons why the domestic helpers often go on leave creating disturbance in life balance of the employers.

Formalizing terms of employment

These issues are being handled by the agencies in various ways. Many agencies shared number of alternatives they have adopted as form of predefined employment terms and conditions that are being shared in advance with the domestic helpers and the clients. Such terms of employment are usually not found in the conventional method of employing domestic helpers. Majority of the agencies interviewed give 2 days' paid leave in a month to their employees. Some agencies give positive enforcement in form of reward if such leaves are not taken. If the number of leave cross the predefined limit so agencies lay penalties. Some agencies do networking with other agencies to spread awareness among these domestic workers for health and wellness. There are schemes for positive incentives if the leaves are taken with prior approval of the clients. There are incentives and bonus systems designed to handle regularity of the workers. In this way the workers are getting formalized and conditioned to work in an organized way. The workers are also learning to appreciate such reward and punishment systems for they can realize its advantage in terms of better relations and satisfaction with their employers.

Training and development of domestic helpers:

With the coming up of agencies the jobs do not end with placement and replacement. The expectations of people on one side and the march in improving the services by agencies on the other side, are shaping the Domestic Help Sector, towards formalization. Though very few agencies interviewed have entered the domain of training, the initiative is surely welcomed. The lives of employers engaging domestic help services where trained manpower is provided has greatly improved. Such agencies have a waiting list of clients to get trained manpower as understood from the survey. However, the issues with these agencies is to arrange such trained manpower.

With the conventional system existing since years and domestic work being considered as very ordinary job, the perception among both workers and clients about training is very naive. There is a paradoxical situation, on one side people are appreciating trained manpower and on the other side, training is considered not necessary for such ordinary jobs.

The ministry of skill development and entrepreneurship has recognized the potential of skill development in this domain and has framed a skill sector council for the Domestic Help Sector. In the process of formalizing the sector, there are various job roles identified and various qualifications packs have been designed for the development of skilled manpower in the Domestic Help Sector.

The workers are gradually getting accustomed to this new initiative of training, and the trained workers have potentially favourable chances of better rewards.

Thus these agencies are having a very important role in promoting skill development in the Domestic Help Sector. This can give good services to the clients and improve their life balancing, freeing them from core jobs most necessary in life and concentrate towards other aspects of life. On the other side the helpers can have a better feeling of getting recognized as a profession, rather than a low profile job.



9.1 ONLINE PORTALS AND MOBILE APPLICATIONS IN DOMESTIC HELPER SECTOR:

There are large number of domestic workers looking for work, vice versa there are large number of people looking for domestic workers. However the most essential aspect is the linking of the correct requirement with the most suitable candidate. In absence of this linking, the right candidate misses the opportunity and vice versa.

Web portals, job portals, websites, mobile applications are now a days into trend because of their ability to get the best opportunity to candidate connection. Such portals and websites for job opportunities for the formal sector, have been existing for more than 20-25 years. However, the accessibility of such portals, have now reached to the informal sectors also. With the coming of large number of smart phones at cheaper rates, easy access to internet there are many people having access to websites, web portals and various types of applications. The economically disadvantaged section of population has also started giving priority in investing in such smart phones and internet connections. All this ecosystem has opened markets for various mobile applications and web portals for hiring domestic help services also. There are many options in the market like 'helperzindia.com', 'helper4u.in', 'Just Jobs', 'Book My Bai', 'My Didi', 'Quikr Services', 'www.just.jobs', 'www.helperchoice.com', 'jobnukkad.com', 'www.mychores.in', 'www.workindia.in', 'www.sulekha.com', 'www.familiafacil.es', 'www.urbanclap.com' etc to search for domestic helpers online.

These organized initiatives in the informal sector, are good opportunities for both the seeker of services and the service providers. They are a perfect bridge in the market connecting the unknown but most needed population. These user-friendly online facilities create great comfort to the everyone specially the aged, the physically challenged, sick and physically weak population to locate providers of domestic help service providers sitting right inside their homes, without any hassle to go for physical hunt. Also people residing outside India can also search for such help anywhere from the world and arrange for such helpers through such portals.

Some of these portals are so well designed, that they help these companies providing domestic help services, to cater to exact need of the clients without any ambiguity. They help to give clarity to thoughts of the service seekers also like in exactly which domain they are looking for help, for how many hours, which gender do they prefer, area of search etc.

Such well-defined categorization is also beneficial to the service providers the helpers from any forms of exploitation of excess working hours, unlimited work and tendency of some people to pay lesser than the work done. They also get benefit of paid leaves and temporary replacement for longer leaves, when working with such companies. These accessibility to potential employment also increases. With this formalization of the sector, the training needs are getting identified and perspective towards training of domestic workers is getting build. Moreover, scope for more lucrative remuneration outside their state of residence, outside the country are also increasing.

10.1 CONCLUSION

The new perspectives and initiatives towards formalization of domestic helpers have major role of the agencies providing domestic help services and domestic helpers. These initiatives are shaping the Domestic Help Sector towards professionalization. The overall scenario has potential to reduce the issues faced by the domestic workers and the users of the domestic help services. This unprotected section of society with meager coverage in any laws, seem to get more protection and decent work while getting employment through these agencies. This new business of providing domestic help services by quickly placing trained and reliable helpers seems to have a promising future for both the workers, the users of the services and nation at large.

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