CONDITIONS AND PROBLEMS OF DOMESTIC WORKERS DURING THEIR COURSE OF EMPLOYMENT IN INDIA

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INTRODUCTION

The domestic workers experience the terror of being uprooted from their culture, their language, their food habits and their rural and tribal life style. On account of their work that demands they work alone in the house for most of the time as a result, they suffer from terrible pangs of loneliness.ⁱ The drastic lack of the support, friends, relatives, communication leads to a serious dislocation of their personalities and high degree of adjustment problems.ⁱⁱ

A domestic worker or the in-house worker is likely to be called on at any time of day or night, seven days a week the main reason for this is that the place of rest is the same as the place of work. In addition, terms of employment, such as fixed working because hours, rest periods, leaves, and so on, are not clearly defined.ⁱⁱⁱ Once the assigned tasks are done, a WDW always has other errands, which need to be done getting a glass of water, polishing shoes, nursing a sick child at night.^{iv}

Because of the various obligations that Women domestic workers need to play out each day, taking all things together of their waking and at times even as they turn in, they are exhausted, which clearly negatively affects their physical and mental prosperity. The idea of the undertakings, rights that these rights are being disregarded which are basically redundant and exhausting, and offers them zero chance to master new abilities, which may open an entryway for them later in their life.

PROBLEMS FACED BY DOMESTIC WORKERS

In this paper, I have discussed few problems which have been faced by Domestic Help Sector created by their employers during their course of employment where they have not been protected by the provisions of law:

a) Low wages:

Domestic work, as opposed to other occupations available in the informal sector, is widely perceived to offer a regular and steady source of income, despite its meagerness, by the worker and her impoverished family^v.

b) Meals:

Generally, for those who entered in *Live-In* work arrangements with their employers, the monthly wage comes with the provision of food, and used clothes, among others. For employers, these *Extras* are used as rationale for the relatively low wages of domestic workers. In some other instances, Women domestic workers are provided three meals a day and eat the same type of food as their employer's but usually in smaller quantities and often comprising of the left-over stuff.^{vi}

c) Conditions regarding their sleeping patterns:

The cost of urban housing, employers do not provide separate quarters for them, if there is; it is usually cramped and not well ventilated^{vii}. Majority of employers merely provide a sleeping to their domestic workers and this can be anywhere in the house: children's bedroom floor, living room, kitchen, etc.

d) Absence of break time:

Real time off is exceptional. "A domestic worker has to take rest possible and not when required; sleeping on the job is often punishable. Therefore, rest is considered to be luxury for these servants. There is no proper provision of any rest for such servants and again this factor of work is dependent on the nature of their employer.^{viii}

e) Violence and abuse:

Women domestic workers are often the victims of verbal, physical and sexual abuse or harassment. Being shouted at or being beaten is a common form of punishment for doing a task badly.^{ix} WDWs are at risk of sexual harassment and rape not only by male members of the employer's household but also by male visitors. Abuse in work is so common that it is considered *Part of the Job* by most Domestic Workers.^x

f) Detention or Confinement:

Regularly, employers' are hesitant to allow their Women domestic workers to take off from the house, to have guests or to have contacts with individuals other than with the employers. Other social contacts are considered a distraction. Thus, domestic workers spend most of their time inside the employer's house; many are not allowed to go outside even speaking to outsiders during their rest periods.^{xi}

g) Interactions with Family:

Women domestic workers are for the most part unfit to pursue and compose and along these lines incapable to stay in contact thusly.^{xii} Moreover, there are instances of employers who go through letters routed to their domestic workers.^{xiii} Families can keep a check on the well-being of their member; offer advice for their problems and come to rescue to their girl is she is in trouble. It is additionally the solitary wellspring of adoration and love for the domestic specialist, living in an outsider, ungracious climate.^{xiv}

h) Recreation and Socialization:

The types of diversion and social exercises whenever permitted by the employers are to such an extent that should be possible without leaving the home, and at whatever point conceivable while working simultaneously.^{xv}

ABUSES SUFFERED BY THE DOMESTIC WORKERS

Most of the women domestic workers were the cruel example of the modern-day slavery. In the most noticeably terrible circumstances, ladies and young ladies are caught in circumstances of constrained work or have been dealt into constrained domestic work.

The increasing number of abused Domestic Workers reported by media or as encountered by government and non-government service-providers is the reason for the development of programs and services for them.^{xvi} Even though, deliberate documentation of misuses delivered

is very hard to attempt, the most widely recognized types of brutality and misuse experienced by domestic workers are as per the following:

a) Verbal abuse:

The domestic women workers are subjected to harsh verbal abuse often they have to suffer insults, constant threats, finding faults, obscene words, shouting, screaming, calling names etc. With continuous infliction of derogatory language and screaming, these domestic servants appeared to be having extreme disliking towards their jobs and the employers.^{xvii} They were unanimous in saying that they were not treated as humans but like an object of exploitation and venting out their frustration by their employers.

b) Physical abuse and Sexual abuse:

Harassment suffered by the domestic workers include rebuking, beating, overwork, pushing, beating, kicking, slapping, pulling of hair, whipping. The women domestic workers are subjected to lewd innuendoes, perverse behavior, molestation, incest, prostitution, pornography, rape and attempted rape, not only by the male members of the employer's household but also by the male visitors. The women domestic workers when asked were not very comfortable to talk about the sexual abuse suffered by them because of the obvious reasons.^{xviii} The fear of their employer, the stigma attached, lack of support from the family and otherwise and lack of trust are some of the reasons which prevent these domestics to even try to ask for help and hope for their rescue.^{xix}

c) **Psychological** abuse:

Girls are not allowed to talk to any outsider and they are being kept in dark rooms. While they are in the placement agency at times they are not even fed. Such excessive workloads sleep deprivation, insufficient or poor quality food, and substandard living conditions have a very negative impact on the mental well-being of the domestics. This treatment reinforces employers' domination and control over domestic workers, making them less likely to resist or seek redress for abusive employment conditions.

d) Economical Abuse:

Too many works and too little pay, the domestic workers are supposed to be a modern slave where she has to handle the whole household and work throughout the day and most of the night.^{xx} However, in return what they receive is pittance as compared to the hard labor they put in. Moreover, it is often seen that the most of their wages are taken by the placement agency or the employer himself refuses to pay the domestic worker.^{xxi}

e) Long working hours and No leave facilities

Employers most often forget to treat these domestics as human being but they expect these women to work as machines. Most of the women interviewed work way more than the 12 hours.^{xxii} These live in servants are expected to rise before all the family members and sleep after the whole families have slept, in fact it's not a very unnatural in their job to be woken up in the middle of night to give a glass of water etc.^{xxiii}

f) Health abuse and no medical facilities:

The actual wellbeing and improvement of Women domestic workers are extraordinarily in question in this type of work.^{xxiv} Lack of health insurance, grossly inadequate wages, and separation from family and other support networks leave most domestic workers dependent on their employers for medical care.^{xxv}

The abuse of the domestic servant is not limited to just physical but it also results in imbalance in the emotional and psychological state. Continuous insults, abuses and economic dependence lead these workers to a deep depression with no will to survive. Not only the physical body is hurt but the soul gets scarred.

STATUS OF THE DOMESTIC WORKER

It was to be buried under the rhetoric of employers' intolerance of a worker's laziness, the case generated the required response. Neighbors testified against the employer and the volunteers of the National Domestic Workers Movement (NDWM) sprang into action to ensure the police acted for once.^{xxvi} This and many more incidents have become regular affairs, but still nothing much is being done to protect the women and children working as domestic servants from such harrowing experiences. In an Independent country like ours where every person has a Right to Life including Right to Live with Dignity, these workers are subjected to most inhumane conditions of work, cruelty and torture.

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Domestic workers are a vulnerable group, unable to undertake litigation for relief on their own due to their poor socioeconomic status. Adding to various disadvantages they suffer, one of the worse disadvantages is perhaps that most of these domestic workers come from backward communities, tribal villages, or scheduled castes that have a traditionally subordinate and inferior role in the Indian social structure. The majority chooses to become domestic workers due to poverty. Most are illiterate or at best, semi-literate. Furthermore, because most domestic workers are women or girls and they are engaging in tasks traditionally thought of as *Women's Work*, they have likewise confronted a sex based segregation.

One of the huge reasons why the Domestic workers can't put together themselves is because they work disengaged from one another and under the close by the executives of bosses, who guarantee that these domestic workers are separated from each other and hid away from the world. Domestic workers work broadened timeframes at unassuming tasks, without benefits like government upheld retirement, business security, wage raises, paid leave, or clinical workplaces. In addition, young person domestic workers are not covered by the Child Labor (Prohibition and Regulation) Act of 1986.

As it was cited earlier, that the biggest disadvantage of this section of unorganized workers face is lack of any kind of legal protection, which may at least preserve their basic human rights, dignity and respect. The specificity of the employment relationship is simply not addressed by the legislative enactment but the same specificity is relied upon, at the level of common practice to justify denying them their status as *Real Workers* entitled to the legislative protection that exists. In the absence of labor laws to protect them, they have no right to workers' compensation, weekly holidays and minimum wages. India has ratified various International such as the Convention on Rights of Child, which outlaw's child servitude as well as slavery, however studies reveal that a large number of domestic workers are under the minimum working age of 14, and are forced to work as many as 18 hours a day.^{xxvii}

In inspecting the legitimate structure identifying with domestic workers, it is appropriate to first look at the meaning of the term *Domestic Worker or Servant* given earlier in time. It was in Cameron v/s. Royal London Opthalmic Hospital,^{xxviii} when the King's Bench defined *Domestic Servant* as one *whose main/general function is to be about the employer's person or establishment, residential/quasi residential for the purpose of ministering to their employer's*

needs or wants, or to the needs or wants of those who are members of such establishment, or of those resorting to such establishment including guests.

PROVISIONS UNDER LABOUR LAWS

Initially it was believed that unfortunately in our country, domestic workers do not come within the purview of the labor laws protecting the rights of the employees working in establishments/factories, in fact, and they do not fall in any category which provides them with a legal status. The report has rightly stated that the Industrial Disputes Act, Payment of Wages Act, Employees State Insurance Act etc. do not apply to domestic servants. The only Act that deals with domestic servants is the Equal Remuneration Act 1976 but there has been no notification bringing it into force for personal services. In England, unlike India, the Employment Protection (Consolidation) Act, 1978 under Section 100 gives the right to a domestic servant to claim a redundancy payment.^{xxix}

It is important to specify here that on an International level there has been a developing agreement towards recognizing the predicament of this type of abuse. The United Nations Human Rights Commissioner in its Report of the Working Group on Contemporary Forms of Slavery (The Sub-Commission on the Promotion and Protection of Human Rights)^{xxx} in 2000 recognized the Child domestic workers Contemporary Forms of Slavery and also vide its Article 72 of the Chapter X of the Report recommends that the International Labor Organization give more emphasis to the issue of child domestic workers.

Not just has this the Report has likewise taken into the thought the plight of the migrant workers. It in its Chapter IX, (Article 64) its firmly denounces practices of inconsistent treatment of migrant workers and the refusal of their human pride; Article 65 prescribes to focus on the circumstance of migrant workers, specifically domestic workers, asking the Governments to guarantee that defensive guidelines oversee their business circumstance and accommodate safe states of work.^{xxxi}

In Denmark, once the worker has worked for the employer for at least six months, either party may request that the contract be put in writing with the wages, conditions of work and duration specified. The contract may not be longer than one year. A domestic worker may terminate

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without notice if the employer fails to pay wages, fails to provide time off, provides insufficient lodging, endangers her health, threatens physical violence, or changes residence. The domestic worker has the right to salary compensation.^{xxxii}

INTERNATIONAL AGREEMENTS FOR DOMESTIC WORKERS

As my work establishes, in India, domestic workers, particularly women full timers, are routinely denied basic rights, at the request of the HRLN; the Supreme Court of India has stated that domestic workers are in situations of forced labor because they are working for less than minimum wage. They are working for less money than the law stipulates because they are forced into it by poverty. Even though Indian laws do not recognize domestic workers as workers, various international agreements to which India is party prohibit the sub-par work conditions of maidservants.^{xxxiii}

- "The 1926 Convention on Servitude, forced labor, Slavery and Similar Institutions and Practices This agreement defines as a slave those individuals over whom *any or all of the powers attaching to the right of ownership are exercised*. In the case of domestic workers, the workers' basic freedoms are subjected to the employer's control. The rights to leave the premises and to take holiday for major festivals are restricted.^{xxxiv}
- The 1956 Supplementary Convention to the Abolition of the Slave Trade, Slavery, Practices Similar to Slavery and Institutions and This treaty include institutions and practices such as debt bondage, serfdom, and any practice under which a child under eighteen is delivered by his natural parents or guardian to another person for the exploitation of this child for his labor.^{xxxv}
- "Numerous International Labor Organization (ILO) Conventions, a number of conventions specifically apply to domestic workers governing such issues as health insurance and maternity leaves. ILO conventions caution against *Hidden Labor* and the 1965 International Labor Conference recognizes the urgent need to establish minimum living standards *compatible with self-respect and human dignity which are essential to social justice*.^{xxxvi}

• The Convention of the Rights of the Child, Article 32 of this treaty emphasizes children's rights from economic exploitation, hazardous work, work that interferes with education or that is harmful to health, psychological, social, and mental development. This treaty obligates parties to take legislative action to pursue these ends, particularly those of defining a minimum age, regulating hours, conditions, and specifying penalties for those violating these rules."xxxvii

The apprehensions for domestic helps have remained more or less constant since Indian Independence in 1947 but, rather than remaining victims of fate; some domestics have joined to form trade unions and informal co-operatives to lobby for legislative protection. There has been at least one trade union representing domestics annually since 1960 and in 1987 there were 24 trade unions on record.^{xxxviii} Giving a brief history of the attempts made to bring legislation in this field one can go back to as far as 1959, when attempts were made to have legislation for providing minimum wages, maximum hours of work and such other provisions for the domestic workers.^{xxxix}

However, the government failed to bring any such legislation, citing the reason that various state governments were not supportive of such law and instead hoped that the public opinion and social conscience would improve the conditions of such workers. Clearly, this is not the case; again attempts were made in the year in 1970's^{x1} to introduce legislation in the Lok Sabha where in addition to the earlier bills, there was a significant suggestion of application of the provisions of the Industrial Disputes Act, 1947 to be made applicable to the domestic workers. Henceforth, the effort for such legislation continued, such bills were introduced time to time in the Parliament^{x1i} and faced the same result as their predecessors."

Again, It was in 1990 that the CBCI affiliated organizations which have been involved in working for the domestic workers made a yet again effort to introduced a new bill known as the *Household Workers Conditions of Service Bill, 1990* in Lok Sabha and Rajya Sabha drafted by P.M. Bakshi. The Bill was more comprehensive than earlier bills, introduced and included provisions like (i) prohibiting the employment of child labor; (ii) maximum working of 10 hours in a day; (iii) providing a day's holiday each week with pay; (iv) a half-hour rest period after every five hours of work; (vi) one month's leave per year with pay. The Bill also provided for application of certain laws to domestics such as (i) Workmen's Compensation Act 1923;

(ii) Minimum Wages Act 1948; (iii) Payment of Wages; Act 1936; (iv) Maternity Benefit Act 1961; (v) Equal Remuneration Act 1976; and (vi) Weekly Holiday Act 1942. However, this bill also failed to take the shape of legislation, though; it was again introducing in the year 1996.

In 2003, HRLN filed Public Interest Litigation^{xlii} (PIL) in the Supreme Court on behalf of the National Domestic Workers Welfare Trust, SETU (a project of Nirmala Niketan, College of Social Work) and Youth for Unity and Voluntary Organization (YUVA). The PIL challenged the inadequate social and legal protection extended to this section of society, demanding better working conditions for these domestic workers, benefits like provident fund benefits and also called for a proposal to issue identity cards to the workers. The petition aimed at not only protecting the rights of Domestic Workers but also all children forced to work in this field. The point was to give domestic workers similar status as customary workers and merge existing laws in support of themselves.

In its response to the Writ petition the Central Government submitted before the Hon'ble Supreme Court that it is working on the Unorganized Sector Workers Bill, 2004 which includes provisions for the safety, social security, health and welfare of the Unorganized Sector Workers including domestic servants. The Government also submitted that Tripartite Working Committee is being constituted to finalize the draft of the said Bill pursuant to recommendations made by Indian Labor Conference at its 40th Session held in December 2005. The Hon'ble Court, thereby directed, that such committee should be constituted within 3 months and petitioner No.1 i.e. National Domestic Workers Welfare Trust & Ors in order to ascertain their views in the matter. Though, owing to several interruptions the bill was not passed."

Nonetheless, the bill "The Unorganized Sector Workers' Social Security Bill 2007 was again introduced in Rajya Sabha on 10.09.2007. This bill aimed to give social security benefits to the unorganized sector of laborers including the domestic servants. It provides for social security and welfare of unorganized sector workers and to provide for other matters connected therewith. The legislation seeks to ensure a minimum level of protection to the workers in the unorganized sector. Such as schemes relating to Life and disability cover; health benefits; old age protection and also provides for registering workers.^{xliii}

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All over again, "the Government proposed a bill *The Protection of Women Against Sexual Harassment at Workplace Bill, 2007*, this bill provided for prevention and redressals of sexual harassment of women at workplace and covers domestic workers also providing them with redressals mechanisms, the definition of workplace has been given wide interpretation to include *Household* so as to provide protection to domestic maids from sexual harassment. Social security benefits like provident fund, employment injury benefit schemes are also proposed to be made applicable to these unorganized workers including the domestic workers."

They are supposed to "which has been recognized by the Government and henceforth the National Commission for Women has come out with a proposed bill *Domestic workers* (*Registration social security and welfare*) Act 2010 whereby the NCW in the statement of objects and reasons states, That in the public interest that the domestic workers, employing, as it does, a very large number of women and whose conditions of work and living need amelioration and to whom regularity of employment must be assured, Placement agencies must be regulated so that the Directive Principles of the Constitution more particularly the relevant provisions Article 39, 41, 42, 43, and 43-A of the Constitution are given effect to by a law made by Parliament with reference to entries 22, 23 and 24 of List III in the 7th Schedule in the Constitution."

CONCLUSION AND SUGGESTIONS

India's inability to order enactment ensuring domestic workers ought to be found in global viewpoint. "On 23rd June 1965, the International Labor Organization (ILO) adopted a resolution urging improved working conditions for domestics all over the world. An ILO study was commissioned in 1967 to inquire of each member government concerning the status of domestics in its country, its results indicated that domestics constituted a group of workers who are peculiarly devoid of legal and social protection, who are singularly subject to exploitation, and whose legitimate interests and welfare have long been neglected in most countries. It concluded that the type of legislation necessary to address the problems of domestics should include laws guaranteeing, (i) minimum wages; (ii) maximum hours; (iii) overtime; (iv) holidays; (v) social security; (vi) equal pay; and (vii) maternity benefits. In certain nations this would likewise mean giving satisfactory lawful guide offices and preparing in legitimate education, with the goal that the rights could be appropriately worked out.

The International norm is to provide one full day's rest a week. The provisions for additional holidays vary, considerably, ranging from 15 days to one month's annual leave, and up to a month for sick leave. Bereavement leave and family emergency leave is also provided in some cases. Additional benefits are less universal, however, some countries also provide for overtime, equal pay and maternity benefits, as well as coverage under social security laws, pension laws etc. In the final analysis, India would enact legislation which reflects its Constitutional guarantees and Principles of State Policy.

Thus, having tested my hypothesis on the inadequacy of legal protection extended to the domestic worker, I have reached the resolution that our current lawful structure impressively neglects to shield these domestic workers from being abused and there is an extensive requirement for the improvement of legitimate authorizations to guarantee a protected workplace for the domestic workers. Fortunately, during the period of my research new bills have been proposed which are directly on the subject; however, on a closer look it does seem that the purpose of the same is to give an eyewash effect to the rising menace of exploitation.

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JOURNAL OF LEGAL STUDIES AND RESEARCH Volume 8 Issue 6 – ISSN 2455 2437 November- December 2022 www.thelawbrigade.com

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^{xxix} In India, there is a deficiency of laws dealing with the protection of the rights of domestic servants. Domestic workers are also citizens of this country and have a right to equal protection of the law as other workers. The Directive Principles of State Policy place a duty on the state under Articles 42 and 43 to provide for just and humane conditions of work and a living.

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