



India Labour Line: Key Highlights

April 2022 to September 2025

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Work Fair and Free (WFF) is a knowledge institution committed to advancing worker-centric knowledge and action to make informal labour migration more secure and dignified. Founded in 2022 and incubated by Aajeevika Bureau, WFF combines grounded and rigorous research, grassroots interventions, and innovative teaching and training to influence policy and practice on labour and migration in India.

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Aajeevika Bureau is a pioneering organisation dedicated to protecting the rights and well-being of migrant and informal workers. With a longstanding presence in western India, Aajeevika supports workers through legal aid and education, accessing entitlements, skilling and placement, financial services, collectivising, and community-based solutions that strengthen their dignity and security.

39, Krishna Colony, Near Khan Complex, Bedla, Road, behind CASA Training Centre, Udaipur, Rajasthan 313004

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Supported by Azim Premji Foundation, the India Labourline offers free legal support and dispute resolution services to unorganized sector workers across India. It operates through a network of Workers Facilitation Centers, field fellows, and a toll-free helpline (offering services in six languages) to register and mediate cases of labour rights violations.

indialabourline.org

ILL Partners

Aajeevika Bureau: Mumbai, Navi Mumbai and Pune (Maharashtra)

An organization dedicated to protecting the rights and well-being of migrant and informal workers through legal aid and education, accessing entitlements, skilling and placement, financial services, collectivising, and community-based solutions that strengthen their dignity and security.

Agrasar: Gurugram (Haryana)

An NGO working on child protection, education, and welfare access for interstate migrant workers, along with livelihood training for women, primarily around Gurugram, Haryana.

Centre for Migration and Inclusive Development (CMID): Kochi (Kerala)

An independent non-profit that advocates for social inclusion of migrant workers. It works towards designing and implementing programmes and policies to mainstream and improve the quality of life of migrants.

Cividep India: Chennai (Tamil Nadu)

A Bangalore-based NGO working towards workers' rights and corporate accountability in India's export-oriented sectors - garment, leather, and electronics - using research, worker education, and advocacy.

Dalit Bahujan Resource Centre (DBRC): Vijaywada- Guntur (Andhra Pradesh)

Based in Andhra Pradesh and Telangana, DBRC is an NGO working towards empowering marginalized SC/ST and Denotified communities through education, livelihoods, health, gender equality, disaster resilience, and advocacy for economic justice.

Grakoos: Bangalore, Mangalore, Hubli-Dharwad (Karnataka)

A community-based organisation of agriculture workers whose key focus areas are effective implementation of NREGA, access to social welfare schemes and entitlements, greater participation in local governance mechanisms and addressing women's rights issues.

Janpahal: East Delhi (Delhi NCR)

A Delhi-based NGO working with street vendors, gig and warehouse workers, women, children, and the homeless through collectivization, helplines, shelter management, and welfare programs like food safety training and humanitarian relief.

Kislay: Delhi

A Delhi-based NGO, addressing issues of urban poverty through developing the capacity of the urban poor. It focuses on issues like early and child marriage, and gender and sexuality discrimination in Delhi's slum communities.

Montfort Social Institute (MSI): Hyderabad (Telangana)

A Hyderabad-based NGO that works to organize vulnerable groups, strengthen grassroots leadership, and advocate for policies that ensure protection, recognition, and social justice.

Vigyan Foundation: Lucknow (Uttar Pradesh)

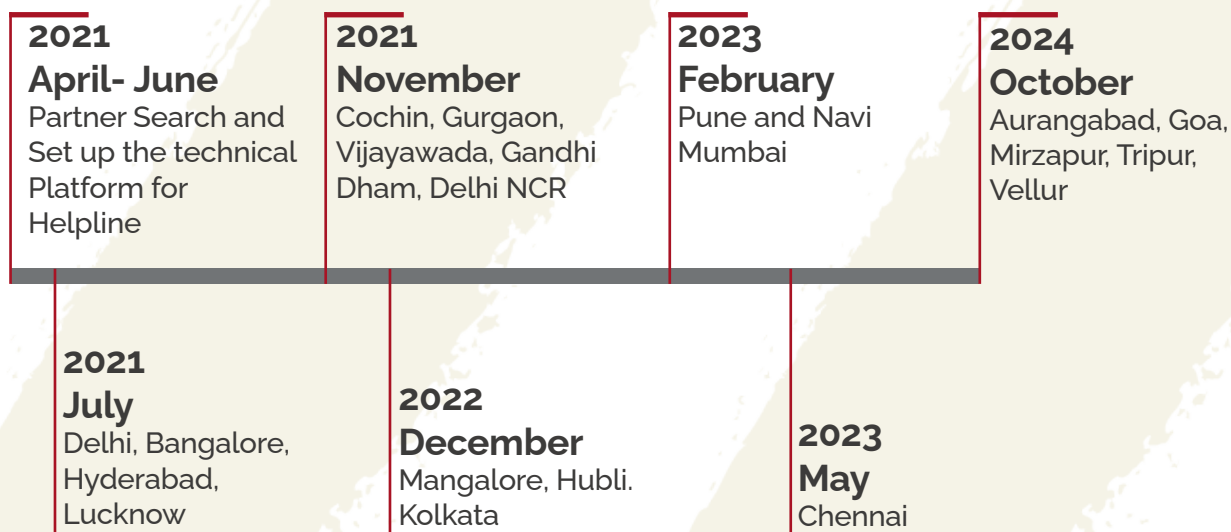
An issue-based NGO working with children, adolescents, youth, women, migrant workers and homeless community on themes like education, gender, livelihood, social security, WASH, employability and decent living conditions.

India Labour Line (ILL) is a crucial platform for informal sector workers to represent and resolve workplace-related issues such as wage theft, non-payment of compensation for workplace accidents, labour bondage, and other labour rights violation issues with their employers or contractors. It was launched in 2021, when the workers were still struggling to deal with the livelihood shocks inflicted by the COVID- 19 pandemic lockdown. This initiative was modelled after the highly successful **Legal Education and Aid (LEAD)** programme of Aajeevika Bureau to provide legal support and mediation services to unorganised workers, especially migrant workers.

Headquartered in Mumbai, Bengaluru, and Delhi, India Labourline operates field offices in nine states: Maharashtra, Karnataka, Kerala, Tamil Nadu, Telangana, Andhra Pradesh, Haryana, New Delhi, and Uttar Pradesh. Services are provided in six languages—Hindi, Marathi, Kannada, Tamil, Telugu, and Malayalam.

This fact sheet provides the key highlights emerging from the ILL case registry over the 13 quarters ranging from April 2022 to September 2025. The data reflects the operational presence and the outreach efforts of ILL and its partner organizations and does not represent any macro trends.

Timeline of ILL's geographical expansion





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01

Status of Cases

Fig 1.1 India Labour Line location of field offices



39,872

Cases Registered

75,000 +

Workers Involved

25

States Covered

14,392

Cases Fully Resolved

1844

Cases Partially Resolved

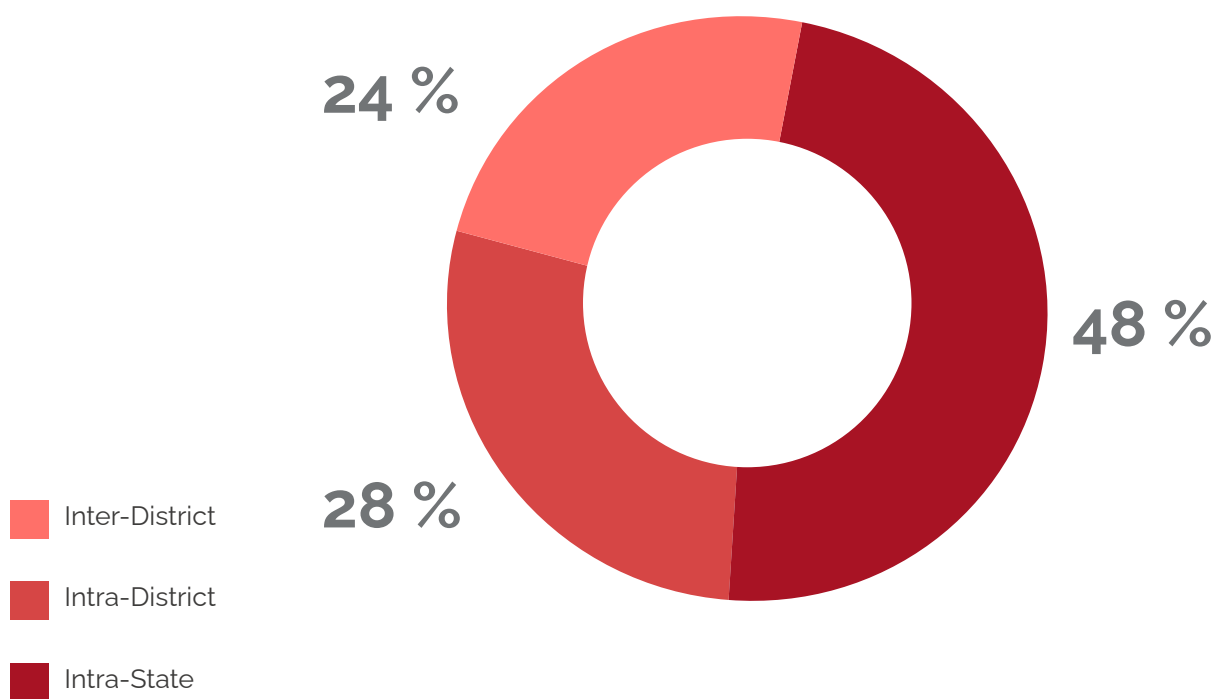
Rs 444 Million

Amount Recovered

Profile of Complainants

Between April 2022 and September 2025, ILL received close to 40,000 cases, involving more than 75,000 complainants, from workers spread across 25 states and most union territories of India. Overall, 48% of the complainants are inter-state migrants while 28% are moving across districts within the same state. Workers who moved within the same districts form the remaining 24%.

Fig 2.1 **Pattern of migration** (% of cases)



About two-thirds of all registered cases originated from 5 destination states - Karnataka, Maharashtra, Uttar Pradesh, Delhi, and Telangana. Cases registered by inter-state migrants, hailed majorly from well-known outmigration hotspots of Uttar Pradesh (UP), Bihar, West Bengal and Assam. Half of the inter-state migrant workers registering complaints with ILL had moved from UP and Bihar to Maharashtra (3396 cases), Delhi (1989 cases) and Haryana (753 cases). Majority of the cases registered by intra-state migrants were from the state of UP & Karnataka.

Fig 2.2 **Migration status of complainants**

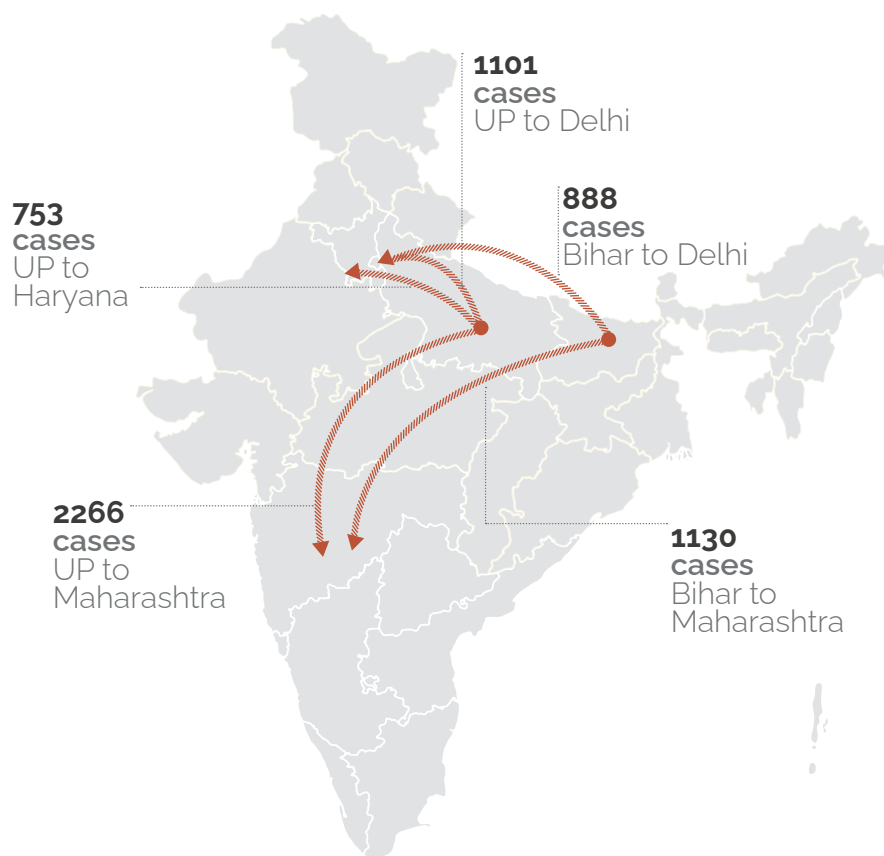


Fig 2.3 **Work destination of complainants**

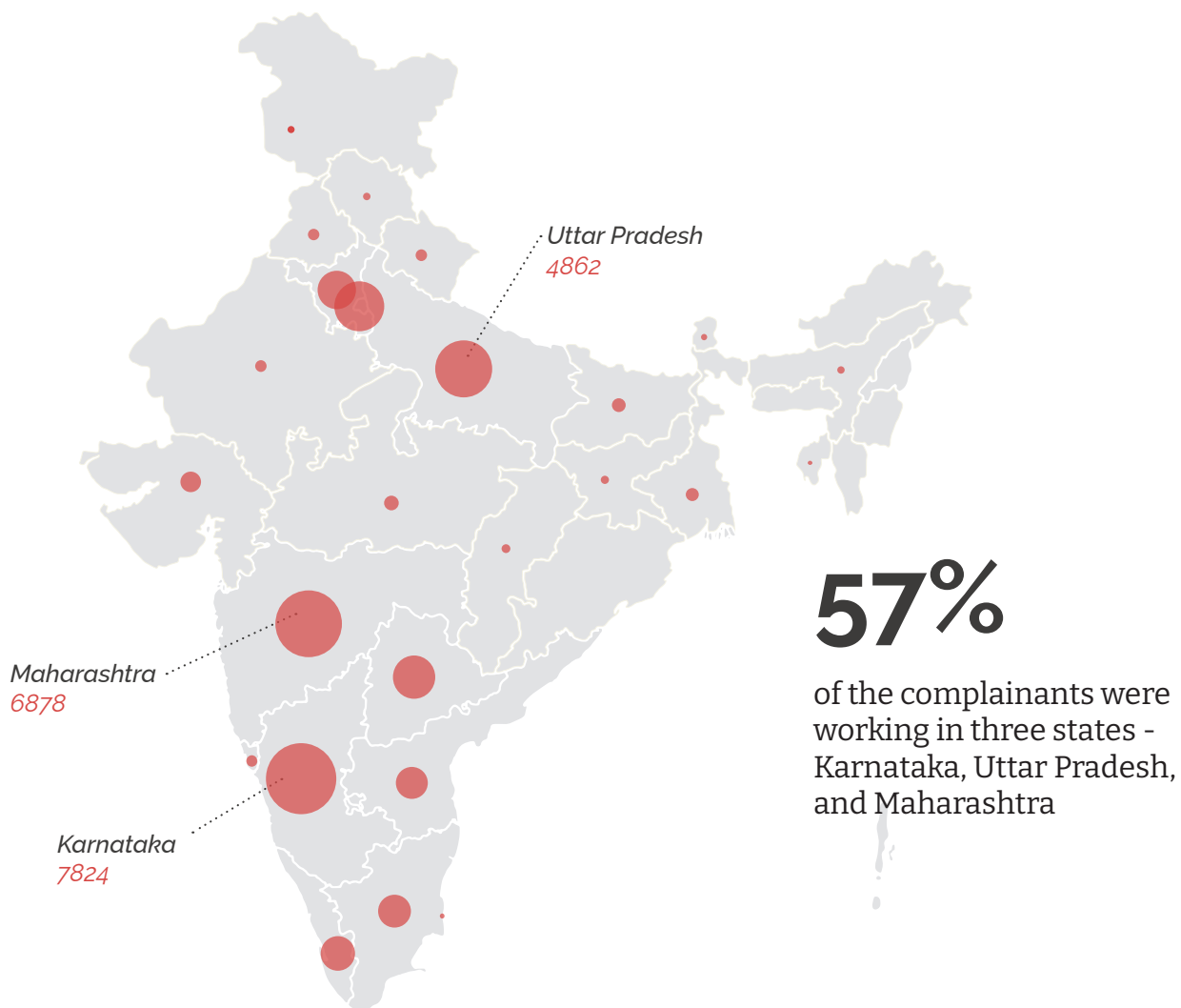
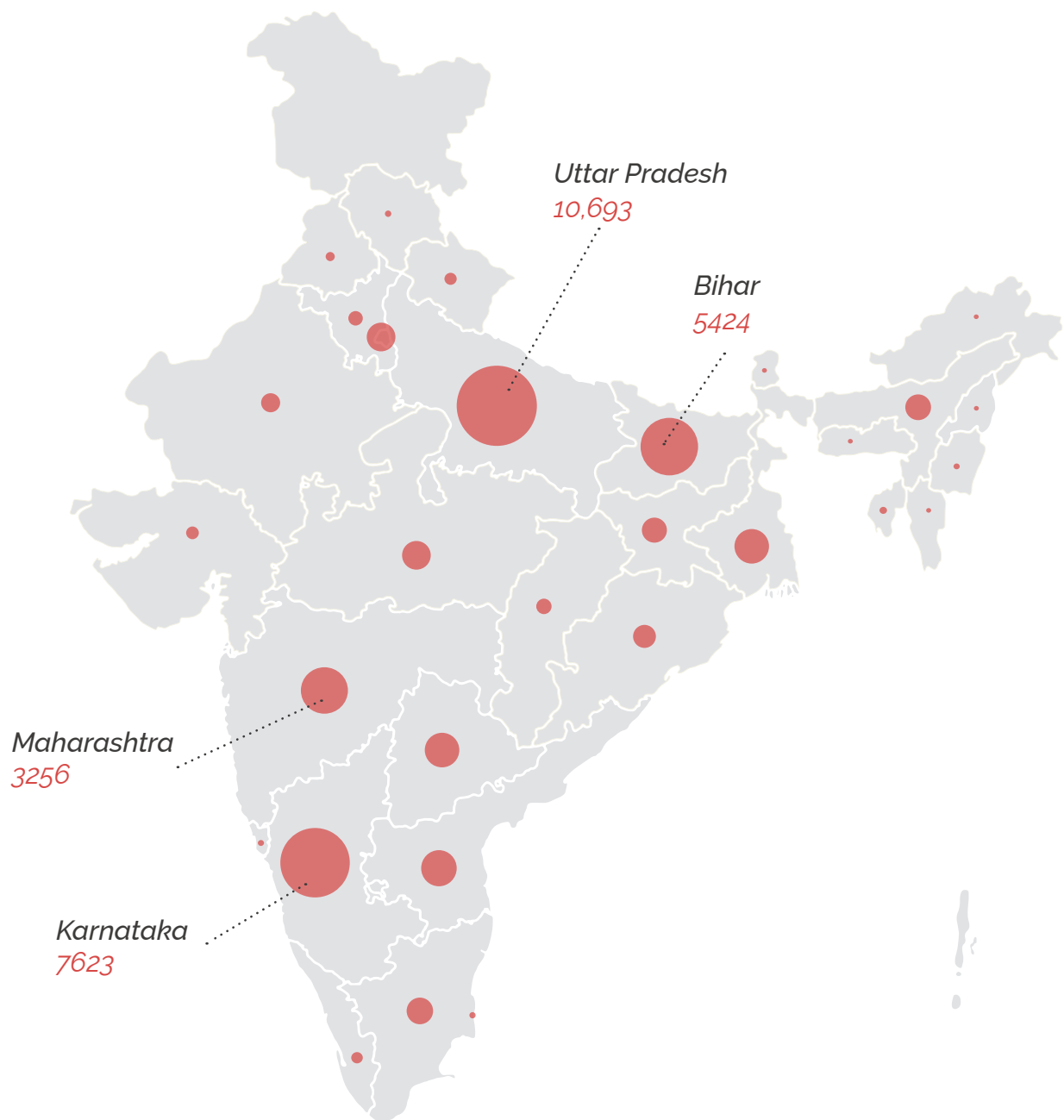


Fig 2.4 **Source state of complainants**

68%

Of the cases have been registered by workers hailing from 4 states- Uttar Pradesh, Karnataka, Bihar and Maharashtra

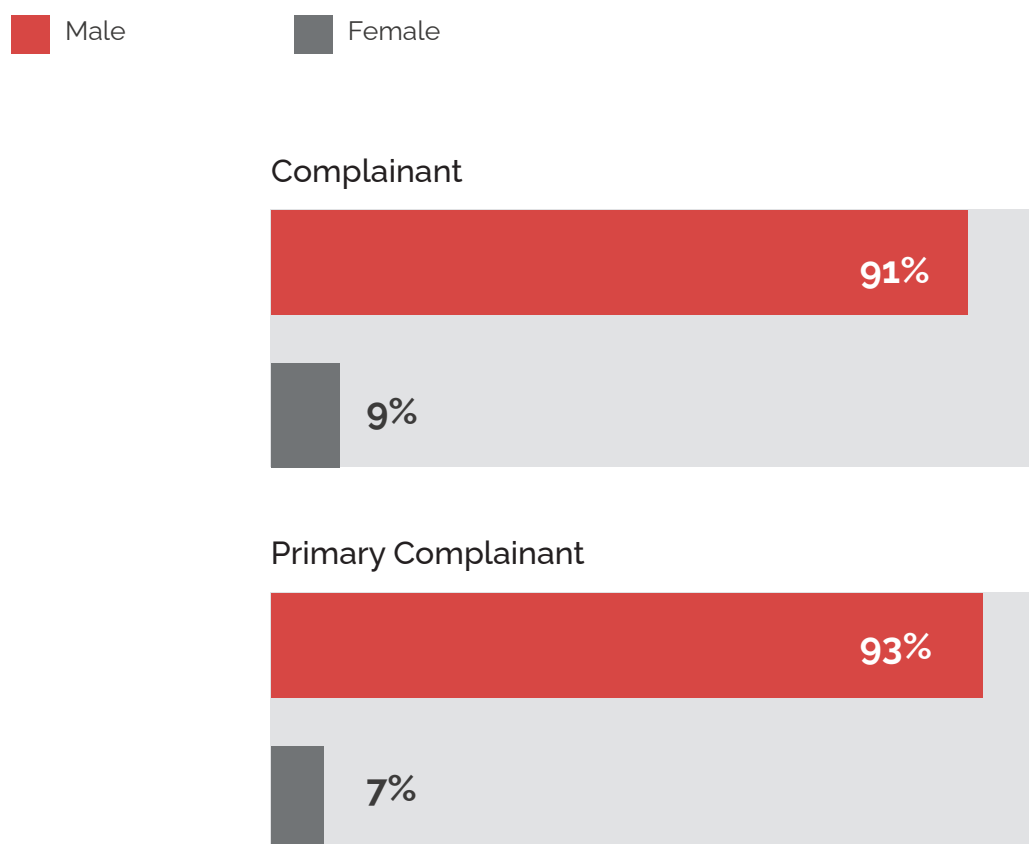


03

Representation of Women

The share of women complainants is only **9%**.

Fig 3.1 **Gender of complainants**



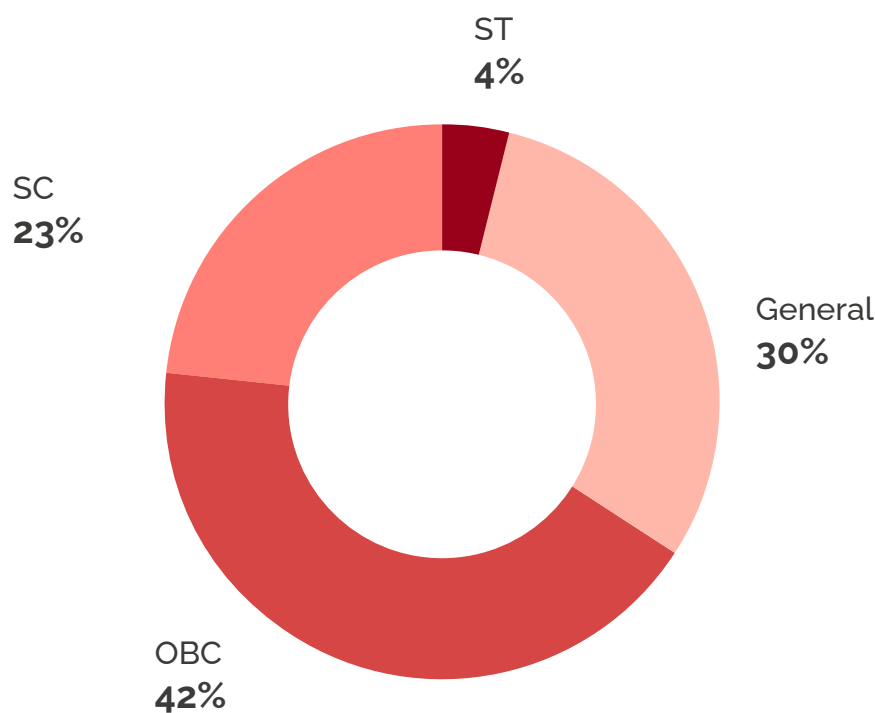
30%

of the women hail from Karnataka, majority working in their native districts as construction labour. Women complainants are also found working as housekeepers, domestic help, garment and textile workers, and sanitation workers.

04

Social Composition of Complainants

Fig 4.1 Social composition of complainants

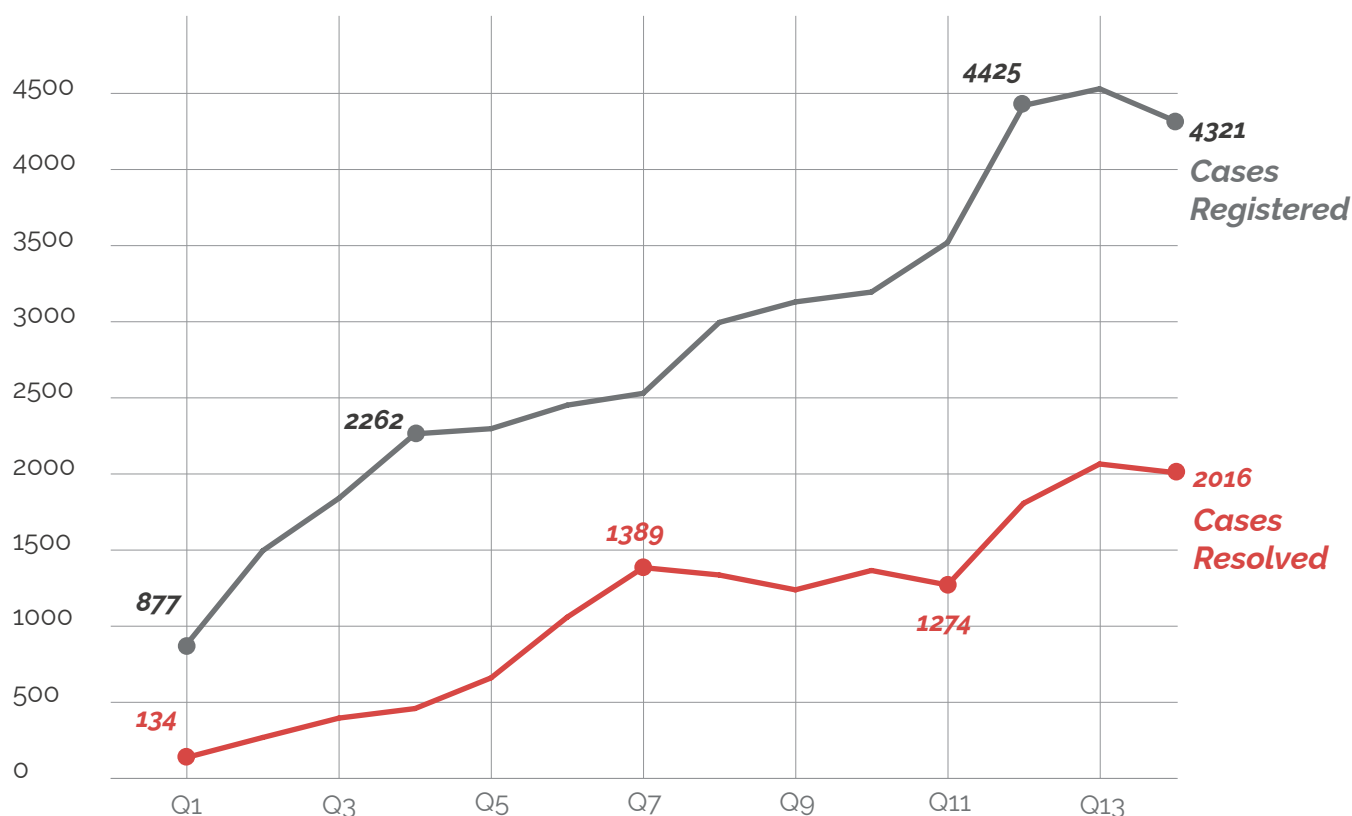


Note: Caste data only available for 28,380 complainants.

Out of the 28,380 complainants for which caste data is available, 42% were from the OBC community, predominantly from Bihar, Karnataka, and UP. Complainants falling in the general category formed the second largest group (30%) followed by workers from the SC community (23%). Only 4% of the complainants hailed from the ST community, most of whom were intra-state migrants and within-district workers from Karnataka.

Trend in Case Resolution

Fig 5.1 Quarterly trend of registered & resolved cases



Since 2022, the helpline has witnessed a consistent rise in case registration. The quarterly case load has increased from 877 in the 1st FY quarter of 2022 to 4321 in the second FY quarter of 2025, registering an average quarterly growth rate of about 13%.

In order to address the rising case load, ILL has opened new centres, and augmented the resolution capacity of existing ones through hiring and training of case managers. The data shows a steady rise in the number of resolved cases, going from 134 cases in the first quarter of 2022 to 2016 cases in the third quarter of 2025, marking an increase in the average number of resolved cases from 44/month to 672/month.

As of September 2025, 36% of the cases have been fully resolved, mainly through mediation exercises, leading to recovery of Rs 444 million in pending wages and unpaid compensation. In addition, 1844 cases have been partially resolved, that is, only part of the arrears has been settled. A small percentage of cases have been referred to lawyer networks, and other institutions for resolution.

Fig 5.2 **Resolution status of cases**

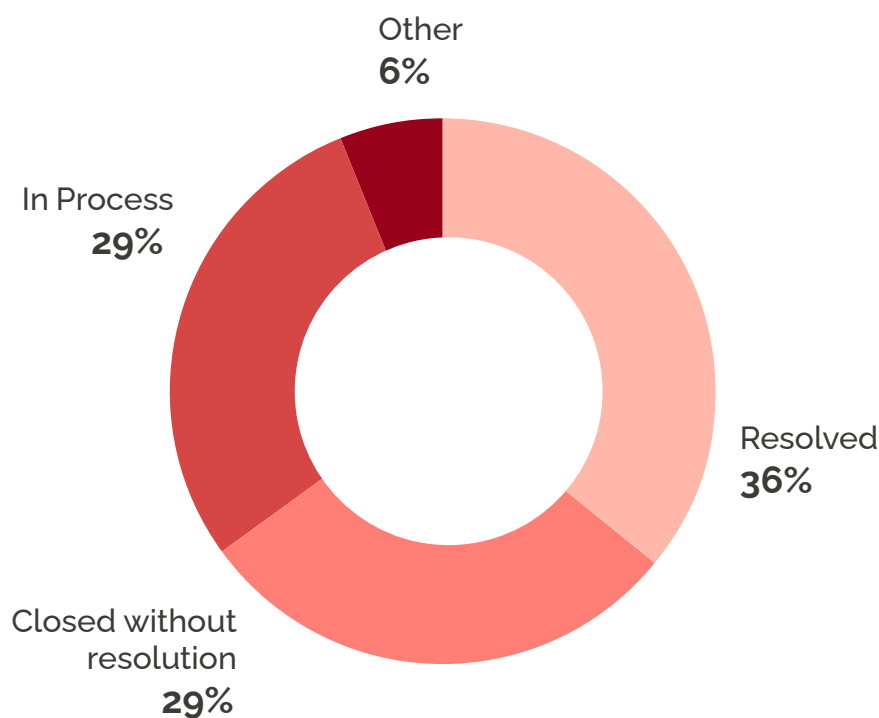
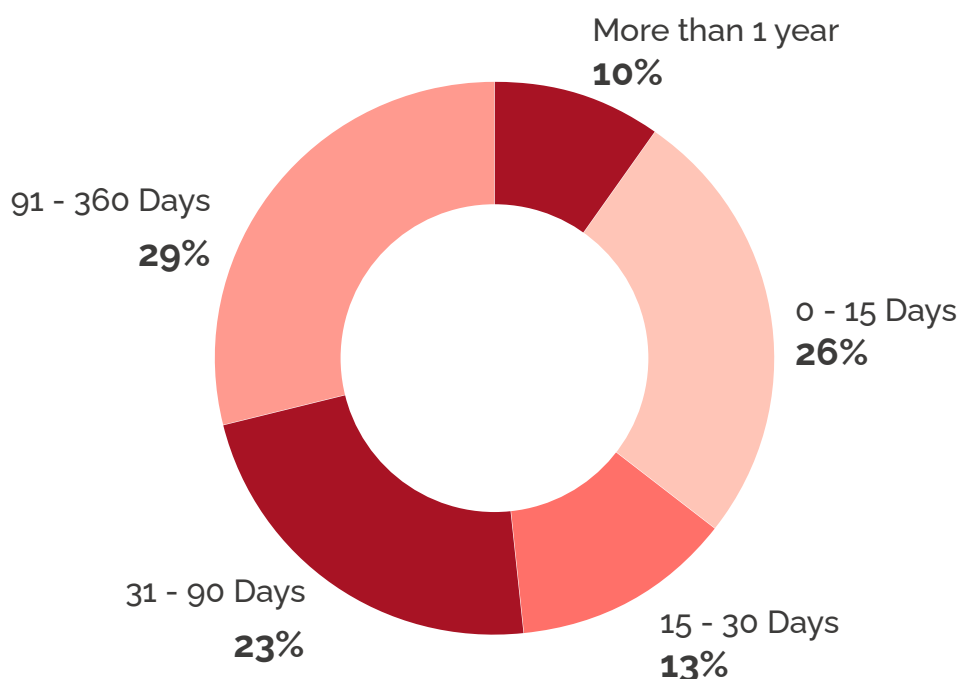


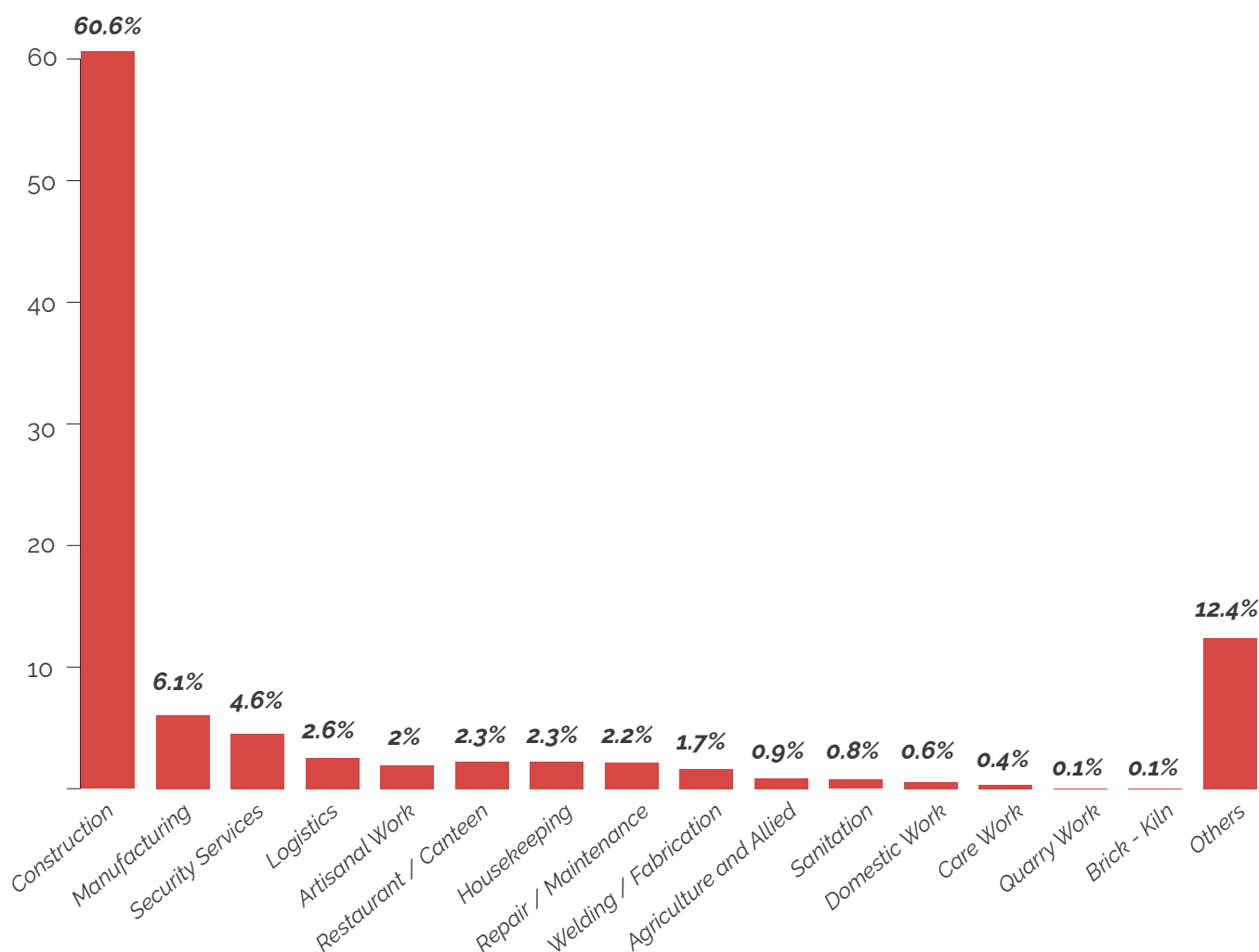
Fig 5.3 **Time required for case resolution**



Nearly 40% of the cases were resolved within a month, while 23% cases were resolved between 31 to 90 days. About one-third cases took between 91 to 360 days to reach resolution, and 10% of the cases took more than a year to be resolved. Case resolution can get delayed for a host of reasons. In some cases employers preferred installment-based payments. In other cases, contractors demand additional time for repayment, especially, in cases involving higher amounts. Gaps in information furnished by workers can also delay resolution as physical site visits become necessary in such cases for verification.

Occupational Distribution of Cases

Fig 6.1 Complaints across occupational categories



Note: Sectoral profiles are not known for 4009 cases

The construction-related occupations dominates the case registry with a share of about 60% of the 35,863 cases for which sectoral profile is known. Manufacturing work is at a distant second position with (6.1%) followed by security services (4%). The rest of the cases are spread across a variety of occupations as shown in Figure 6.1.

Type of Dispute

Fig 7.1 **Type of dispute**

Dispute Category	No of Cases	% of cases
Wage	36718	92.2
Provident Fund (PF)	1933	4.8
Compensation due to accident	387	1
Employment Termination	164	0.4
PF & ESIC	109	0.3
Gratuity	100	0.3
Fraud	71	0.2
ESIC	61	0.2
Harassment	52	0.1
Bonded Labour	48	0.1
Child Labour	1	0
Other	165	0.4
Total	3987	100

Figure 7.1 shows that in more than 90% of the cases, the registered complaints pertain to wage-related disputes. Such disputes could take multiple forms - deliberate withholding of full or partial dues, abrupt termination of workers, constant deferral of payment, and unscrupulous middlemen appropriating wages due to the worker. Accounting for 5 % of all complaints, the second largest category of complaints relates to social security entitlements - specifically, PF, ESIC and Gratuity. These grievances mainly revolve around employer non-compliance including non-approval of claims, incorrect KYC documentation, failure to deposit PF amount,

delay or non-payment of compensation for injuries and death, and refusal of employee's resignation, among others. The preponderance of wage and entitlement related disputes demonstrate how employers and contractors frequently resort to violating basic worker rights with impunity.

The extreme form of such exploitation is found in cases of bonded labour. The ILL has received 48 cases of labour bondage, involving 314 workers, from brick-kilns, construction sites, restaurants and agricultural workers.

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Conclusion

Since its launching in 2021, the ILL platform has grown significantly in terms of case volume as well as geographical spread and sectoral diversity of cases. The platform's growth is a direct response to the massive and systemic violation of labour rights faced by India's vast informal workforce.

While performing its primary role as an alternative dispute resolution platform, ILL also captures the scale and nature of labour disputes. Thus, it is evolving into a one-of-a-kind archive capable of supporting rigorous academic inquiries into the abuse of workers' rights while also furthering labour rights advocacy.

