Gig workers: Navigating changing contours of the economy through the challenges of the gig workers in Patna

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Abstract: *Gig economy is a system that is based on flexible, short-term, or freelance work. It might involve contacting clients or customers on online platforms. Individuals who are part of the gig economy are called gig workers, who are frequently employed by businesses on a contractual basis but are not regarded as employees. Gig workers can be divided into platform and non-platform workers. Platform workers are those whose jobs rely on digital platforms or online software apps such as Zomato, Ola, Uber etc. On the other hand, non-platform gig workers typically are casual wage earners and can work either full-time or part-time. This research focusses on the changing nature of the labor market and the reasons that led to the rise of gig economy in Patna. This paper further attempts to investigate the initiatives and schemes taken for the safety of gig workers by the government. The triumvirate of the urbanism in the city, informality in the sphere of employment, and vulnerabilities accentuate the invisibility of labor. They undergo the process of everyday politics at various junctures in society, the economy, and the State. With the advent of the pandemic in 2020, the ubiquity of the gig workers in the city space became visible from the ambit of informalization, invisibilisation, and illicitness that has led to the recognition of the faultlines in addressing the questions of conceptualization and mapping of data. The 'pandemic politics' has revealed the glaring gap between the citizens and the internal migrants. While the gig workers were subjected as 'alien bodies', their claim to the passages of the city for recognition was re-asserted by the various modes of resistance at work, streets of the cities, and in life.*

Keywords: *Gig workers, challenges, invisibilisation, everyday politics.*

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Introduction:

Gig economy is a marketplace where new employment class emerged from the mid of the last century. It establishes a non-traditional employer and employee relationship. Freelancing, delivery service, trans scripting, graphic design, content writing is some of the examples of the type of work the employees of gig economy do. In this model, workers, often referred to as "gig workers" or "independent contractors," are connected to clients or companies through online platforms or apps.

The gig economy offers flexibility and autonomy to workers, enabling them to choose when and where they work, but it also raises discussions around labour rights, job security, and the potential lack of benefits compared

to traditional employment. This phenomenon has seen significant growth in recent years, transforming the way people approach work and the job market. The gig economy has provided women with new opportunities for flexible work arrangements and income generation, enabling them to balance work and family responsibilities more effectively. This study aims to explore work precarity in the platform economy from the perspective of these workers.

The new Labour Codes in India, enacted in September 2020, recognize gig and platform workers as new occupational categories. The codes provide social security for these workers, but they face challenges such as inconsistent pay and lack of traditional benefits. Despite this, gig and platform workers are significant for the economy due to their flexibility, contribution during the pandemic, and potential for growth. The code mandates registration of these workers for social security benefits but has been criticized for certain eligibility criteria and unclear responsibilities. The Labour-20 Summit held in Patna from June 21–23, 2023, resolved to establish a multilateral mechanism among G20 member states and other associated countries to enable the portability of social security benefits for migrant workers. The summit discussed various task force reports addressing key issues in the world of work.

However, it's essential to note that workers may face potential challenges in world of emerging technologies. One such example is of Artificial Intelligence which poses both opportunities and threats to gig economy workers. Also, the women worker may face unique challenges, such as gender bias, wage gaps, and safety concerns, especially in certain gig sectors.

Literature Review:

The workforce evolution: embracing the shift to gig opportunities: Traditional employment is being replaced by 'gigs' or short-term employment because of its benefits of flexible hours, task specific jobs, greater autonomy and diverse income stream. The covid-19 Pandemic has played a dualistic role in employment opportunities. The pandemic on one hand is responsible for job losses, it also provided the need of opting for gig work in absence of other opportunities. The digital

transformation coupled with the growing demand for applications such as Zomato, Swiggy, and Flipkart etc. has significantly catalysed the expansion of gig economy, Co-founder and CEO, Awing, Annanya Sarthak (2022), in the article titled, Is the gig economy overtaking traditional employment?, emphasized in the dynamic business environment, enterprises need to rethink their workforce and find efficient ways to meet business requirements. While traditional employment has been resilient for many decades now, the gig economy presents advantages that cannot be ignored.

Gig economy has provided wide range of talent for employers to hire and as it is difficult to attract permanent employees and gig workers are affordable to hire. For employees, gig economy benefits include having the option to do multiple jobs, working from anywhere in case of some jobs, and freedom and flexibility in daily routine.

In the article 'Silent Struggles: The Unseen Plight of Gig Workers amidst Government in action', the gig economy is flourishing at a very large scale and the gig economy workers or side hustlers comprise the majority of the workforce has been argued. Starting from small startups to big giants, gig workers are present everywhere. Gig workers were considered as people who could not have permanent jobs because of lack of set of skills but this scenario is changing rapidly as the economy comprises of 60 percent workforce of these workers globally leading to the immediate need of regulations and security for the workers. The demands have risen because of unparalleled struggle faced due to low wages, no job security, hand to mouth income, long working hours, and stereotypical behaviour of the close society.

In the article "The Rise of the Just-in-Time Workforce: On-Demand Work, Crowd work, and Labour Protection in the Gig-Economy," De Stefano (2016) argued that in response to online profiles, low ratings mean workers can be "deactivated" from a platform business without recourse. As a result, workers feel pressured to perform emotional labour to please customers, such as being exceptionally affable and tolerating inappropriate behaviour from users, which can be mentally exhausting and stressful. This is also an example of how discrimination by customers and

platforms reinforces each other. A rating system of this sort gamifies the experience and leads to further dehumanizing the gig worker by the customers. In the case of Swiggy, Zomato, Uber Eats, the daily targets of the delivery boys and the 30 minutes delivery promise by the app further increases the risk of rash driving needed to get their commission based on number of deliveries completed. The IMF statistics still shows an appalling 30 percent of unemployed youth in India and the prime reason is the temporary nature of the job and unregulated mechanism involved.

The challenges of gig economy are not only limited to biasness of app algorithms, the workers also do not have a family life, social life or can hardly manage to even have the basic amenities or the civic minimum needed for the working class. According to NITI AAYOG'S report 'India's Booming gig and Platform Economy' (2022), platforms are having opaque algorithms which impose excessive control over the workers through "ratings- based reputation system" which assigns disproportionate power to customers and workers are unfairly penalized based on customer feedback. The recent 24- hour strike by cab drivers in Patna on October 26 brought their concerns to the forefront, capturing public attention. The one-day strike, backed by the Patna Cab Drivers' Union, involved the participation of 1,000 Ola and Uber drivers. The collective action brought approximately 5,000 city cabs to a standstill, underscoring the urgency for government intervention to address the rights and concerns of gig workers, highlighting that their issues should not be overlooked.

In the article, 'Women in the Gig Economy: Balancing Act or Tightrope Walk?', It is argued that within the expansive landscape of the gig economy, women assume a substantive role, contributing a rich tapestry of skills and expertise. Their active engagement is not only marked by the diversity they bring but also by their adept utilization of flexible work arrangements. This strategic use of flexibility allows them to navigate the delicate balance between personal and professional spheres, acting as a catalyst for innovation and fostering a more inclusive gig economy.

Natascia Boeri (2018), in her insightful article "Challenging the Gendered Entrepreneurial Subject,"

delves into the intricacies of women's experiences in this dynamic environment. Despite the assumption that investing in their work and embracing flexible schedules would empower women with increased confidence and independence, Boeri's findings illuminate a nuanced reality. Rather than a straightforward path to empowerment, women often find themselves grappling with continuous and limited choices.

To illustrate, consider a freelance graphic designer who embraces the gig economy to accommodate her role as a primary caregiver. While she appreciates the flexibility to manage her schedule around familial responsibilities, this choice comes with the tradeoff of limited opportunities for career advancement or the challenge of breaking into more lucrative projects due to time constraints.

Similarly, a woman exploring gig opportunities in the tech sector might opt for remote work options to juggle her coding tasks and parental duties. However, this choice could inadvertently result in less visibility within her team, potentially affecting her chances of being considered for high-profile projects or promotions.

These examples underscore the complexity of women's decision-making in the gig economy, where the pursuit of flexibility for work-life balance often intersects with challenges and trade-offs that impact career trajectories. Boeri's research sheds light on the importance of understanding and addressing these nuanced dynamics to foster a more equitable and empowering environment for women in the gig economy.

The article 'AI Challenges in the Gig Economy: Striking the Right Balance', it is mentioned that Artificial intelligence (AI) is increasingly reshaping the gig economy, impacting how tasks are executed by gig workers. For instance, platforms now employ AI algorithms to seamlessly match gig workers with suitable jobs, establish optimal pricing, and fine-tune work schedules, ultimately enhancing operational efficiency. However, this transformative shift raises pertinent concerns about potential job displacement and underscores the growing importance of reskilling in the dynamic labour market.

In a comprehensive exploration by Behl A. (2021), detailed in the article "Productivity of gig workers on crowdsourcing platforms through artificial intelligence

and gamification: a multi- theoretical approach," it is highlighted that crowdsourcing platforms actively deploy AI-based chatbots to engage gig workers. These chatbots, specifically designed for iterative conversations based on textual input, derive their functionality from intelligent back-end systems and interfaces. These interfaces, adept at facilitating both textual and vocal communication, create a human-like interaction experience. Powered by advanced machine learning and AI algorithms, these chatbots offer a conversational interface akin to human interaction.

To illustrate, these AI-driven chatbots play a pivotal role in automating routine tasks and maintaining seamless coordination between gig workers and the organization. For example, in the context of ride- sharing platforms, AI-powered chatbots efficiently handle driver allocation, pricing adjustments, and communication with drivers, streamlining operations. Despite the widespread integration of AI in crowdsourcing platforms, a critical challenge persists in effectively harnessing AI to augment the engagement of gig workers in a meaningful manner. AI poses challenges such as potential job displacement and the imperative for continuous reskilling. Algorithmic bias, affecting gig worker matching and compensation, raises ethical concerns. Maintaining meaningful engagement and trust between gig workers and AI systems is crucial, alongside ensuring data privacy and security. Effectively utilizing AI requires balancing automation with human interaction. Regulatory compliance and addressing accessibility issues for all gig workers are additional challenges that demand attention. A collaborative effort is essential to navigate these challenges responsibly and foster a harmonious integration of AI in the evolving gig economy.

Research Gap:

The available literature gives insights on the plight of the gig worker and their changing nature of the economy. Though the literatures have dealt with the challenges faced by the women but various aspects of the job security, income stability, and social inequality seems to be pushed to the periphery. A very few have discussed the alternative for gig worker in case their position is taken by A.I. The rights, benefits, and the blurred boundaries between work and personal life have been ignored.

Significance:

The burgeoning gig economy, propelled by digitization, offers novel prospects for job seekers, encompassing advantages such as adaptable schedules, autonomy of routine, and the freedom to engage in multiple occupations. However, despite the allure of flexibility and entrepreneurial autonomy, individuals within this sector often find themselves overlooked, facing a lack of recognition from both governmental entities and the platforms facilitating these opportunities.

The spectrum of challenges within the gig economy includes ethical dilemmas stemming from work practices, limited access to crucial social security benefits, pervasive job insecurity, and the inherent instability in income streams. This research aims to comprehensively explore and analyze these interconnected issues to inform the development of effective policies and support structures.

Thus, we worked on this issue under the topic 'Navigating the legal contours of the economy through the challenges of gig workers in Patna' to look deeply into the dilemma associated with the lives of gig workers.

Objectives :

O1. To enquire the current condition of gig workers and their contribution in economy.

O2. To analyse the regulations and social safety nets of those operating within the gig economy.

O3. To trace the inclusivity of women in gig economy.

Hypothesis:

The loophole in legal framework exacerbates the commodification and exploitation of the gig workers.

Research Related Questions:

Q1. With the changing nature of the labour market, what has led to the rise of gig economy in Patna?

Q2. What are the initiatives and schemes taken for the safety of gig workers by the government?

Q3. Which are the various avenues for a woman and her plight in the gig economy?

Q4. What are the emerging challenges of the workers in the gig economy in Patna?

Methodology:

The project work was based on both primary and secondary data. The secondary sources included news sites, articles, websites, and government reports. The primary sources included structured interviews with a sample size of 100 of the gig workers. The methodology for tracing gig workers used was quota sampling and snowball sampling.

Area of Study:

The area of study were the platform workers through various warehouses of delivery companies and freelancers through small startups working in different areas of Patna. Every study has its limitations, this study is no exception to this. This research is bounded by the sample and the area in which the research would be conducted. The expansion of gig workers in the metropolitan cities would give a broader perspective but this study would aim to analyze the conditions of gig workers in Patna, Bihar.

Findings:

Navigating through the challenges of gig workers

The finding fulfils the first objective

(O1) Which is to understand the current condition of gig workers.

The Bigotry against gig workers

Gig workers face heightened vulnerability to discrimination based on caste, race, gender, religion, and class, with percentages illustrating the unfortunate prevalence of such incidents.
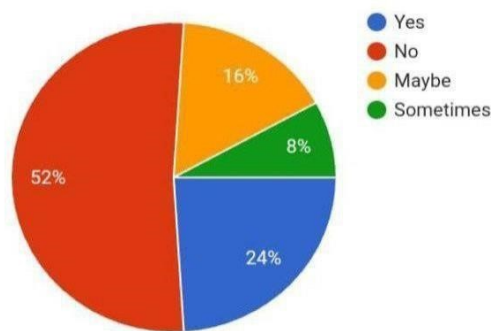

Fig. 1. Data on Gig Workers Experiencing Discrimination

These discriminations, rooted in specific identities, often lead to economic hardships for gig workers. As elucidated by Hardoon and Suckling (2022) in their article "Inequality: Global Trends," horizontal inequalities based on identity, gender, age, disability, religion, and migrant status intersect, compounding and exacerbating disparities experienced by individuals and groups. The data underscores how these inequalities are perpetuated by gig platforms, amplifying vulnerability through exploitative contracts. For instance, discriminatory practices in task allocation or compensation can disproportionately affect certain groups, perpetuating economic disparities within the gig economy.

The opacity in app algorithms

In the gig economy, platforms have their algorithms which is used for assigning tasks and is largely responsible in determining payment of the workers. Uber drivers and other platform workers have raised concerns about algorithms which is shown in the data.
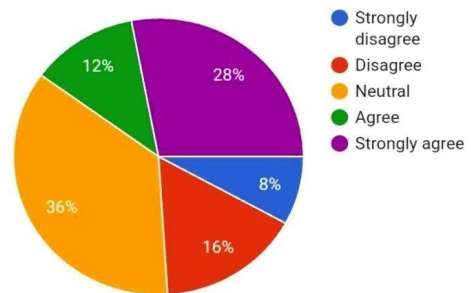

Fig.2. Various Perception about app algorithm

Critics like Rosenblat and Stark (2016) in the article, Algorithmic Labour and Information Asymmetries: A case study of Uber's drivers argued that Uber tries to act as an intermediary between drivers and passengers, but the drivers criticize this measure because it directly interferes with their earning. The changes demanded by platforms workers were related to payment in the survey conducted and most of the platform workers agreed that unfairness and controlling nature of app algorithms is responsible for their economic hardship. The survey data showed a large chunk of platform workers don't feel empowered by their work because of less Payment.

This shows app algorithms are major concerns for gig workers contributing to their plight. Thus,

transparency in the app algorithms and efforts to reduce Biasness is required to ensure fairness and prevent discrimination within gig economy platforms.

The Educational Status

Education is crucial for platform workers as it enhances their skills, adaptability, and access to better opportunities. It equips them with the tools to navigate a rapidly evolving digital landscape, promoting continuous learning and improving overall employability. Additionally, education fosters a deeper understanding of rights and responsibilities, empowering platform workers to advocate for fair working conditions and contribute meaningfully to the economy.

In the article, 'We don't need no (higher) education - How the gig economy challenges the education-income paradigm' Andrea M. Herrmann (2022) argues that the 'gig economy', where workers complete one-time jobs mediated by online platforms, has the potential to fundamentally challenge this education-income paradigm, because gig workers do not need to present any educational certificates to offer their services on these online platforms. More precisely, gig workers can offer their services by opening a profile account on an online platform, for which they can – but do not need to – upload an educational certificate. Once registered on the platform, gig workers can apply for job offers, and also be contacted by gig requesters interested in hiring their profile for a specific job.
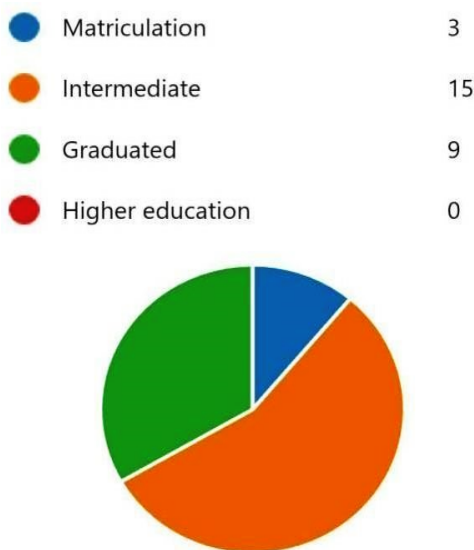
Here, in the data obtained by survey we can easily conclude that 33% of the total workforce is graduated and 56% workers have intermediate level of education which might not be the best use of their abilities.

In the article 'Why Status Matters for Inequality, Ridgeway' *(2014)* found that gig work also shapes the perception of the status of gig workers. It creates a cyclical effect. The class, caste and community demographics of gig workers carry a certain status attached to these identity markers. This perception of status is often transferred to gig work itself. For example, when those with some formal education or fluency in English take up gig work, they are often met with surprise from customers and disdain from their communities, indicating that gig work is seen as a domain of 'lower' castes and classes in India and therefore as not respectable work.

The study also fulfilled in understanding the second objective

(O2) in explaining the social safety nets and its implications on the gig workers

Navigating the Social Security Code landscape

The social security code 2020 which is aimed to provide comprehensive social security to workers in gig economy and extend social security benefits to all employees and workers across different organization as the code integrates labour laws and hence broadening the coverage but there are several loopholes like threshold needed to avail certain benefits.
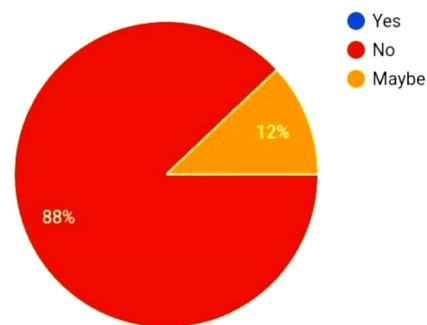
● Matriculation	3
● Intermediate	15
● Graduated	9
● Higher education	0

Fig. 3. Data showing Educational Background of Gig Workers

Fig. 4. Data showing awareness about Social Security Code

The data showed in pie chart shows very less amount of platform workers were aware about laws and benefits provided for them proving the failure of government machinery. As Sabharwal (2012) in the

article '100% Job creation has happened in Informal Jobs as labour laws confiscated half of Gross salary' analysed that the cost and administrative burdens of India's social security schemes disincentivize employers from administering them. The major reason for non-effectiveness of labour laws is the number of stakeholders involved thus the best solution possible is to engage all major stakeholders to bring about smaller reforms by plucking the lower hanging fruit as in the case of states like Gujarat and Madhya Pradesh. These states promoted skilling program as boosting top quality job is matter of top priority for India.

The Hypocritical platforms: Examining their role amidst the pandemic

As gig work is booming in present times having the benefits of part time positions and independence but little or no job security. During the pandemic these platforms collaborated with other platforms to provide essential to even remotest areas. As reported by Deccan Herald (2020), Swiggy started various campaigns to feed the needy, initiatives like "Hope not Hunger" had served 2,25,000 meals by 2nd April. On the other hand, some of these platforms laid off their employees due to a fall in revenue. As Bhargava (2020) in the article'Now Swiggy to lay off 1100 employees' published in The Hindu pointed out.

Talking about the dilemmas workers have during pandemic period, Lalvani and Seetharaman (2020) in the article 'The Personal and social risks that India's taking during Covid-19' published in The Wire pointed out the different ways of workers to deal with the pandemic problems. The platform workers who had another source of income in the village returned but those who bought a vehicle for their work continued to work for the sake of paying loan.
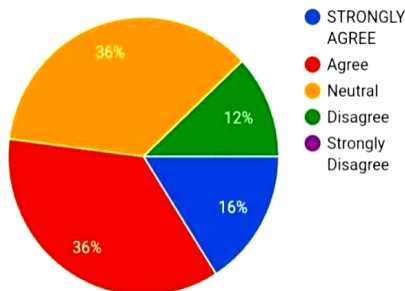

Fig. 5. Gig worker's experience of Pandemic

As seen in the survey, mostly agreed that pandemic affected them, and the data showed that it was in form of health and economic hardship.

The pursuit of employment opportunities

As there are growing evidence that migrant workers provide a large share of labour power driving gig platforms in cities be it New York, Paris or even Countries like India and China. As also a finding of our survey.
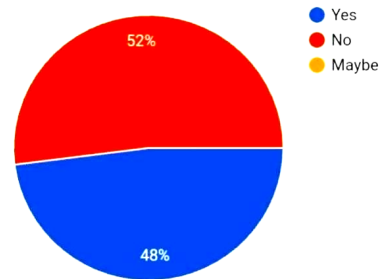

Fig. 6. Data showing number of people relocated themselves for work

Data shows a big chunk of gig workers in in city like Patna are migrants and they belong to rural areas. The migration was from villages near Patna and even gig workers were from villages of different districts. Scholars like Anwar and Graham (2020) pointed out that migrant workers generally find more autonomy in gig work because of flexible work hours. For those who face structural difficulties in accessing secure, well paid jobs gig work can present a provisional set up rather than down. When platform workers were asked about the other options of work available for them, they mostly replied starting own work e.g., Kirana shop, some said agriculture and, in many cases, workers responded having no option at all.

This shows the importance of gig work and it being a factor in increasing rural to urban migration. However, it does not mean that these platforms are to be applauded for providing opportunities to the migrants because platforms are taking advantage of their condition and need for easily accessible work opportunities. As scholars like Tandon and Rathi (2021) in their article 'Care in the platform economy: interrogating the digital organization of domestic Work in India' pointed out that primarily domestic migrants provide ride – hailing, domestic and care work and food delivery in major cities.

Navigating employment options: choosing between full time and part time work

Many respondents or the gig workers treat their work as a full-time job and sees a future in it but, for some it is merely a part time job to tackle down their problem of being unemployed. Ratan (one of the respondents) view this job as temporary because of the intense risk involved in platform work and has an alternative of starting his own small business.
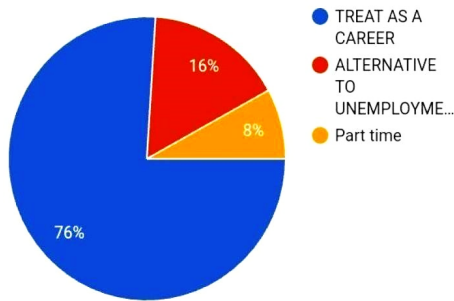

Fig. 7. Data showing view of workers of their job as full or part time career

Here, a considerable number of workers (76%) took their job as full time but some of them still consider it as an alternative to tackle unemployment (16%).

Labour laws are crucial for gig workers as they provide essential protections and rights. These laws can address issues such as fair wages, working hours, occupational safety, and social security. For gig workers operating in a flexible and often precarious environment, clear legal frameworks help ensure their wellbeing, mitigate exploitation, and establish a foundation for fair working conditions. Parthasarathy (2021) in the article 'Fair work India Ratings 2021: Labour Standards in the Platform Economy' analyzed the labour laws in India and found that the government passed four codes to overhaul labour laws in the country. Within this, only the Code on Social Security (2020) speaks of gig workers and platform work. This recognition is important but has been criticized for its vagueness and lack of concrete implementation plan in providing support to gig workers.

The study also unveiled the third objective (O3) which explained the limitation of women in the gig economy

Unveiling Gender Disparities in the Gig Economy

In the intricate landscape of challenging hierarchies within gig work, the significance of protest, collaborative efforts, and the establishment of worker-owned structures and platforms cannot be overstated. These elements serve as pivotal tools in reshaping the dynamics of gig employment. However, beneath the surface of these progressive endeavours, a nuanced layer of inequality persists.

Ghosh's (2021) enlightening study delves into the specific context of the gig economy in India, focusing on the experiences of women workers. Despite the apparent strides in addressing workplace issues, Ghosh underscores a critical void – the absence of unions spearheaded or actively embraced by women in sectors where feminization is pronounced, such as domestic and beauty work.

This absence of female-led unions is not the sole issue. Ghosh's research reveals an additional dimension of inequality within mixed-gender unions. Women workers lament a hesitancy among their male counterparts to genuinely involve them in decision-making processes. Consequently, the voices of women in the gig economy are conspicuously marginalized, contributing to a scenario where their perspectives and concerns remain woefully under-represented.

In essence, while the call for protest and cooperative structures seeks to challenge the existing hierarchies, an astute examination uncovers persistent gender-based inequalities that demand careful consideration and targeted interventions for a truly inclusive transformation in the gig economy.

Suggestive Measures

Based on the findings, the identified recommendations, if executed effectively, have the potential to enhance the well-being of gig workers across various aspects of their lives:

1. **Shifting Social Perspectives: A Suggestion for Change** - Platform work is seen a low level job and the workers are often seen less educated and backward. The social perception of gig work increases the chances of ill treatment as seen in The Bengaluru incident in which Zomato delivery person Kamraj was falsely accused and was filed a case against shows how these are vulnerable to incidents of

violence, abuse and false allegations. People should be sensitized towards the gig workers and the customers should not discrimination or misbehave based on caste, race, religion, gender, class or migrant status.

2. **Embracing Autonomy: Vital Awareness for Empowerment –** The Workers need to be aware of their rights, social security and safety nets provided to them by the government. The Code on Social Security (2020) has a separate section for 'gig workers' but the workers in Patna were completely unaware of the Code. The entitlements can only be availed when there will be awareness about the importance of social security, eligibility criteria and application process. Recognizing and promoting autonomy enables them to have more control on their schedules, work choices, and overall career paths. This awareness can only pave their way to development policies that prioritize the autonomy of gig workers, ultimately contributing to their empowerment within gig economy.

3. **Enhancing Government Responsiveness -** Platform workers are so much vulnerable be it to the app algorithms, economic hardship or any health problems. The gig workers are helpless and government need to be responsive towards their lives. The lack of proper facilities and insurance left no economic support in case of death during working hours underscores the need for improved worker protections and social safety nets in the gig economy. It's an important issue that requires attention from policymakers to ensure the well-being of gig workers. Thus, government responsiveness towards workers is crucial in addressing their unique challenges, ensure fair labour practices and provide social protection to enhance job security and enhance workers' rights.

4. **Elevating Gig Work: Advocating for the Recognition of a Distinguished Career Path** -Elevating gig work involves promoting its value in diverse industries, recognizing it as a legitimate career path with opportunities for skill development and financial stability. Advocacy should focus on creating platforms for skill validation, offering benefits, and fostering a culture that values the contributions of gig workers. Additionally, establishing industry standards and collaboration between stakeholders can further legitimize and enhance the gig economy.

5. **Platform Sensitization towards workers -** Platform needs to be sensitized towards their workers as they are the ones who are one of the most important stakeholders. This sensitization is needed to foster a fair working environment for gig workers. Sensitization efforts can include fair labour practices, job protection and in cases of any technical glitches, the problems must be resolved faster to maintain transparency. The 'demand- based only' nature of the sector is putting a threat on job security. Strong support should be provided by the employers as they themselves are benefitting from the low-cost work arrangement. The gig economy is booming in India and the popular practice of classifying the workers as self-employed is not appropriate.

Conclusion:

The potential challenges in the life of Gig workers are a result of collective irresponsiveness from government as well as Platform's side. The conditions of Gig Workers is interconnected with the current level of safety nets provided by the government. The various factors posing challenge to gig workers like adverse effect of pandemic, ill treatment by the customers, lack of transparency in app algorithms and social discrimination faced by them can only be addressed by a collaborative effort from all stakeholders be it Central Government, State Government, Policy makers and platform owners. This collective effort will not be fruitful without the change needed in people's perception.

There is urgent need of regulations in gig economy of India as India's booming digital economy is expected to engage more than a million people in the next decade. The government need to have tripartite consultations to understand the nuances of the emerging economy and formulate the legal framework ensuring the welfare of the workers. Thus, the issue needs to be dealt efficiently

in order to maintain the growth and wellbeing of the country as they are building blocks of the economy.

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