

CHAPTER 1

INTRODUCTION AND REVIEW OF LITERATURE

Part A

Introduction

1.1 Introduction:

Maidservants perform a range of tasks for and in other people's households. They may cook, clean and wash the clothes, and look after children, the elderly or persons with disability. They may work as gardeners and guardians. Most of them are women. According to the International Labour Organization (ILO) there are 'tens of millions' of domestic workers world-wide. Domestic work is mostly, but not exclusively, performed by women, the vast majority from the poorer sections of society. This important work involves a significant proportion of the workforce world-wide. Domestic workers provide essential services that enable others to work outside the home, thus facilitating the functioning of labour market and the economy. Domestic workers work in the homes of others for pay, providing a range of domestic services: they sweep and clean, wash clothes and dishes; shop and cook; care for children, the elderly, and the disabled; or provide gardening, driving, and security services. Some live on the premises of their employer.

1.2 Defining the Maidservants:

According to the International Labour Organisation (ILO), "A domestic worker is someone who carries out household work in a private household in return for wages." Today a single Maid may be the only domestic worker that upper and even middle-income households can afford, as was historically the case for many households. In the contemporary Western world, comparatively few

households can afford live-in domestic help, usually compromising on periodic cleaners. In less developed nations, very large differences in the income of urban and rural households and between different socio-economic classes, fewer educated women and limited opportunities for working women ensures a labour source for domestic work.

Agreed definition of a Domestic Worker: The task force suggested the following working definition of the Domestic Worker: "Domestic Worker" means, a person who is employed for remuneration whether in cash or kind, in any house hold through any agency or directly, either on a temporary basis or permanent, part time or full time to do the household work or allied work, but does not include - any member of the family of an employer.

The definition is kept broad so as to include as many domestic workers as possible, whether receiving payments in cash or kind. This definition, however, leaves out workers who work for a household but not in the confines of a household, such as drivers and gardeners. As mentioned earlier, this can be the initial working definition and may be amended subsequently. It was felt that for the process of identification and registration of domestic workers, the above definition can be used. The definition can be expanded or amended, if required, later.

1.3 Types of Maidservant:

The usual international classifications of Maid in a large household are: Lady's Maid, House Maid, Head House Maid, Parlour Maid, Chamber Maid, Laundry Maid, Under House Parlour Maid, Nursery Maid, Kitchen Maid, Head Kitchen Maid, Under Kitchen Maid, Scullery Maid, and Between Maid, etc. In more modest households a single Maid-of-all-work was often the only staff.

Maids traditionally have a fixed position in the hierarchy of the large households, and although there is overlap between definitions (dependent on the size of the household) the positions themselves

would typically be rigidly adhered to. The usual classifications of Maid in a large household are:

- (i) Lady's Maid — a senior servant who reported directly to the lady of the house, but still ranked beneath the Housekeeper, and accompanied her lady on travel.
- (ii) House Maid — a generic term for Maids whose function was chiefly 'above stairs', and were therefore usually a little older, and better paid; where a household included multiple House Maids they were often sub-divided as below.
 - a) Head House Maid — the senior house Maid, reporting directly to the Housekeeper. (Also called House Parlour Maid in an establishment with only one or two upstairs Maids).
 - b) Parlour Maid — the parlour Maids cleaned and tidied reception rooms and living areas by morning, and often served refreshments at afternoon tea, and sometimes also dinner. They tidied studies and libraries, and (with footmen) answered bells calling for service.
 - c) Chamber Maid — the chamber Maids cleaned and maintained the bedrooms, ensured fires were lit in fire places, and supplies hot water.
 - d) Laundry Maid — the laundry Maids maintained the bedding and towels, and also washed, dried, and ironed clothes for the whole household, including the servants.
 - e) Under House Parlour Maid — the general deputy to the House Parlour Maid in a small establishment which had only two upstairs Maids.
- (iii) Nursery Maid — also an 'upstairs Maid', but one who worked in the childrens' nursery, maintaining fires, cleanliness, and good order, and reporting to the Nanny rather than the Housekeeper.
- (iv) Kitchen Maid — a 'below stairs' Maid who reported to the Cook, and assisted in the running of the kitchens.

- a) Head Kitchen Maid — where multiple kitchen Maids were employed, the Head Kitchen Maid was effectively a deputy to the Cook, engaged largely in the plainer and simpler cooking.
- b) Under Kitchen Maid — where multiple kitchen Maids were employed these were the staff who prepared vegetables, peeled potatoes, and assisted in presentation of finished cooking for serving.
- (v) Scullery Maid — the lowest grade of 'below stairs' Maid, reporting to the Cook, the Scullery Maids were responsible for washing up cutlery, crockery, and glassware, and scrubbing kitchen floors, as well as monitoring ovens whilst Kitchen Maids ate their own supper.
- (vi) Between Maid — roughly equivalent in status to scullery Maids, and often paid less, the Between Maids in a large household waited on the senior servants (Butler, Housekeeper, Cook) and were therefore answerable to all three department heads, often leading to friction in their employment

1.4 Women Work as Domestic Workers:

A combination of push and pull factors contribute to women entering domestic work. Rural poverty has increased in many countries occasioned by structural adjustment programmes, devastation of the agricultural sector and economic crises. This has pushed many women and girls into the domestic labour market. Domestic work is one of the few employment opportunities open to poor women. Cleaning and cooking, looking after children and the elderly is almost universally regarded as women's work, so men rarely compete with women in this job market. With few formal jobs available and facing gender discrimination, often coupled with discrimination based on caste or class, race or ethnicity, options for decent work are few. As most are from poor households, they generally have little education and few marketable skills, other than in keeping house and caring for others.

1.5 International Scenario:

1.5.1 Working Conditions of Moidservants:

Most domestic work, especially by women, is informal – that is, it is performed outside the realm of labour regulations and social protections. As a result, domestic workers suffer significant “**decent work deficits**” as defined by the ILO, which coined the term, including deficits in employment opportunities, legal rights, social protections, as well as organization and representation. In sum, to cite the title of a May, 2010 Conference in South Africa, domestic workers are “**exploited, undervalued – and essential.**”

There are several common features of domestic work that set it apart from other types of paid work. First and foremost, domestic workers are employed in the homes of others by an individual or a family. Second, since they are hired to work in people’s homes and to perform a range of care taking functions, domestic workers tend to have a personal and intimate knowledge of their employers, but the relationship is highly unequal, leaving many domestic workers vulnerable to verbal, physical, or sexual abuse by their employers. Often differences in race, class, and citizenship between the employer and the domestic worker exacerbate this inequality and vulnerability. Thirdly, most of the tasks involved in domestic works are seen as “women’s” work and, therefore, as being of low status and value – with the exception of tasks such as gardening, driving, or guarding, which are typically performed by men. Cooking for others in their homes is often valued and compensated more highly than other domestic tasks. This may be due to the fact that, in some societies and countries, men are as – or more – likely than women to be hired to cook for others in their homes. Fourthly, domestic workers tend to be invisible as workers and isolated from others in this sector because the physical work space is also the private household.

Domestic workers tend to have lower wages, fewer benefits, and less legal or social protections compared to most other wage workers,

with the probable exception of casual day labourers and industrial outworkers. Further, although the home is widely viewed as a “**safe haven**” and some domestic workers feel protected in the private sphere of a private home, there is growing evidence that domestic workers are exposed to a wide range of unhealthy and hazardous working conditions. Very few domestic workers have labour contracts or social protection, and women in domestic work are in a worse position than men.

Certain categories of domestic workers face specific working conditions that exacerbate or reinforce the common challenges and disadvantages faced by all domestic workers. Live-in domestic workers confront greater isolation and more limited mobility; longer working hours and a larger share of payments in kind; greater vulnerability to physical and sexual abuse by their employers; and poorer living conditions including lack of privacy. Migrant domestic workers often live in the homes of their employers, facing not only the challenges of live-in domestics but also abuses within the recruitment system and from police and immigration authorities, including advance commission fees, withheld wages and passports, and verbal, physical, or sexual harassment. It is important to note that regulating migrant domestic work requires laws and regulations in both sending and receiving countries and at the international level. Trafficked domestic workers face the same challenges as migrant domestic workers compounded by the “extra-legal” operations of their recruiters and the “near-bondage” conditions that they live in with their employers. Finally, child domestic workers within all of these categories need special attention.

Domestic workers are isolated and vulnerable, especially those that live in their employer’s home. They are dependent on the good or bad will of their employer. As women, they are subjected to gender discrimination, prejudice and stereotyping in relation to their work, which is regarded as low status and accorded little value. They risk

physical and psychological abuse and sexual exploitation, with migrant domestic workers and children being especially vulnerable.

They work long hours for meagre pay, and usually have no maternity leave, health care or pension provision. Living conditions of those who stay on the premises of their employers are frequently sub-standard. In many countries they are excluded from the provision of labour law and social security protection, or inferior standards apply. Even where protective laws are on the statute books, they are frequently ignored by employers and not enforced by authorities. Domestic workers who do not live on their employer's premises face many of the same problems. This means that a majority of domestic workers work informally, whatever their formal legal status, and make up a sizeable portion of the informal women work force.

1.5.2 Domestic Workers' Organizations:

Most domestic workers are not organized into trade unions and have no representative voice. In some countries they are not allowed to join trade unions. Even where they have the legal right to organize, because they are isolated and vulnerable, it is not easy for them to do so. Where they do organize into unions these organizations struggle to grow and sustain themselves. Generally, established unions and national centres have not prioritized organizing domestic workers precisely because they are invisible, are women in "low status" works, and are seemingly without collective power, difficult to organize using traditional approaches and a challenge for financial sustainability.

Increasingly, domestic workers are organizing themselves. In some countries domestic workers have a long history of organizing into trade unions. However, their unions have always struggled to achieve scale, to have an impact, and, for many, to survive. Over the past few years, domestic workers' organizing has shown signs of revival – a revival that utilizes both traditional and different organizational models and strategies (ETUC, 2005).

This is an important development as being organized is one dimension of formalization and, in turn, enables organized domestic workers to demand that they be recognized as workers and be entitled to the rights and benefits that formal workers enjoy. Some trade unions of domestic workers have only domestic workers among their members, while others include workers from different sectors. The Kenyan Union of Domestic, Hotel, Educational Institutions, Hospitals and Allied Workers' Union (KUDHEIHA) began in the 1950s as a union of domestic workers but expanded to include workers from other sectors. The Self-Employed Women's Association (SEWA) of India was founded in 1972 as a trade union of informal women workers from multiple sectors and has recently begun organizing domestic workers. There are also trade unions of only or mainly domestic workers, including the Hong Kong Domestic and General Workers' Union and the South African Domestic, Service, and Allied Workers' Union.

The newer forms of member-based organizations of domestic workers include cooperatives such as the UNITY Housecleaners Cooperative on Long Island, New York, in the USA, or associations that operate like unions but are not legally registered as unions. These have been called proto-unions or quasi-unions by some observers. One such organization is the Association of Philippine Migrant Workers in Belgium.

Migrant workers often organize into groups on the basis of a common nationality or language. Others form groups and develop organizations through faith-based institutions. Some self-help groups or organizations decide that a trade union is needed and transform them. The Indonesia Migrant Workers Union (IMWU) in Hong Kong started off as a self-help group of Indonesian migrant domestic workers and decided to become a trade union to gain recognition, and to have a more political agenda of promoting labour rights. Elsewhere domestic workers, against all odds, have chosen to directly form a new trade union, such as the South African Domestic, Service and Allied Workers' Union (SADSAWU). And where forming independent trade

unions is difficult, they find creative ways of organizing and fighting for their rights, such as through the Beijing Migrant Women Workers Club in China.

Many of these primary organizations belong to wider networks and alliances of domestic workers: local, national, regional, and international. For instance, UNITY House cleaners has a broad agenda to improve working conditions of all domestic workers, not just its members, and is a member of Domestic Workers United, a New York-based coalition, and the National Domestic Workers Alliance, which was founded in 2007 and held its First Congress US Social Forum in the year 2008.

1.5.3 Maidservant's Organizing Globally:

Not only are domestic workers organizing locally, but they are uniting regionally and globally. The Asian Domestic Workers Network (ADWN), formed in 2005, consists of 12 local Domestic Worker Organizations and support NGOs from six Asian countries; the Asia Migrant Domestic Workers' Alliance was founded in 2008. Finally, there is one international network namely International Domestic Workers' Network (IDWN).

The 2008 decision by the ILO Governing Body to include a standard-setting discussion on domestic work on the agenda of the 2010 and 2011 ILCs provided impetus, strength, and purpose to these networks of domestic workers. The IDWN and other networks launched a campaign for an ILO Convention that included regional and international workshops to develop a common platform of demands, as well as plan advocacy and lobbying of governments, working with the trade unions and building alliances with a range of NGOs and supportive groups.

1.6 Domestic Workers in India:

1.6.1 Background:

In the Indian context, domestic work is generally defined in terms of types of work performed and the time spent at work, i.e., in the employer's home. Live-out and live-in are two distinct categories of domestic work. Live-out work is primarily of two types: first, those who work in one house for the whole day and go back to their homes in the evening and; secondly, those who work in different houses, moving from one to the other, performing one or more tasks in each household. They may clean in one house, chop vegetables in another and wash clothes in the third, while some others may only perform a task, such as cooking. They often visit these households twice a day though the requirements in some families may be limited to only once a day.

Another form of part-time live-out work is in terms of piece-rate. It is often applied to washing clothes and wages are calculated on the basis of buckets of clothes. Women who work as live-out part-timers are primarily migrants who move to the city with their families or are female construction workers who enter domestic labour when no construction work is available. Some of them are also landless labourers who are displaced when rural areas are absorbed by cities. On moving to the city, they mainly reside in the difficult conditions of slum clusters. They begin work at one or two houses and gradually take up more, depending on their individual capacities, the money needed and their specific stage of life cycle (for example, women with very young children prefer to work in fewer households than older women). Besides learning work, they have to adapt to urban ways of living and a culture different from their own.

Kalpana Sharma writes that unless there is change in attitudes, no improvement in their working conditions is possible. They sweep, they swab, they wash, they cook, they take care of our children and our pets, and they look after our elderly. We see them every day. Yet

they are invisible. Yes, millions of women, men and children - India's large force of domestic workers, or 'servants', as most people call them remain unseen, undervalued and denied rights that all workers deserve. This is a subject to which we are forced to return every now and then. Sometimes it is a tragedy that forces us to think, sometimes a positive development. With the New Year, the possibility of changing the conditions of work and life of such people comes in the form of the Maharashtra Domestic Workers' Welfare Board Bill that was passed by both houses of the legislature during the recently concluded winter session. Although the law has many shortcomings, it is important because it recognizes the rights of these "invisible" workers (Kalpana Sharma, 2009).

1.6.2 Indian Law about Domestic Workers and Their Rights:

Domestic Workers (Registration, Social Security and Welfare) Act, 2008 was introduced to regulate payment and working conditions and check exploitation and trafficking of women and other young household workers. Domestic workers are in the unorganized sector and unorganized, hence there are practical difficulties to cover them. Though applicable to both men and women, it assumes significance for women due to their presence in large numbers in the occupation.

1.6.2.1 Applicability of the Act:

1. This Act is applicable to whole of India except state of Jammu and Kashmir.
2. It does not apply to such domestic workers who have immigrated for employment to any other country.
3. Employment of child is prohibited under any law for the time being in force as a domestic worker or for any such incidental or ancillary work.
4. Implementing Authority under the Act will be Central Advisory Committee, State Advisory Committee and District Board.

1.6.2.2 Registration as Beneficiary:

The Act provides that every domestic worker who has completed 18 years of age, but has not completed 60 years of age, and is engaged in any domestic work for not less than 90 days in the preceding 12 months, can be registered as a domestic worker. (Section 16)

1.6.2.3 Hours of Work and Annual Leave with Wages:

Any domestic worker (male or female) registered under the Act who lives in the premises where work place is situated is entitled to daily rest period at least 10 consecutive hours between ending and recommencing work. Also the domestic workers living in the house are entitled to annual leave with wages for at least 15 days. (Section 22)

1.6.2.4 Minimum Wages:

All registered domestic workers should be paid minimum wages as per the Minimum Wages Act, 1948. (Section 22)

1.6.2.5 Safety & Penalty Provisions:

The Act specifically makes provisions for penalty in cases where any person knowingly sends, directs or takes any girl or woman domestic worker to any place for immoral purposes or to a place where she is likely to be morally corrupted or in any manner sexually exploited. Such a person shall be subjected to imprisonment for a minimum period of six months which may extend upto seven years and fine up to Rs. 50000 or both. (Section 23)

1.6.2.6 Offences and Penalty:

1. Any service provider who contravenes the provision of the Act shall be punishable with imprisonment of term which may extend to three months and with fine which may extend to rupees two thousand, or with both. In case of continuation of contravention additional fine which may extend to rupees one hundred for every day shall be imposed.

2. If an employer fails to comply with the provisions of the Act they shall be punished with the fine which may extend to rupees two thousand.

3. If any person who willingly obstructs any officer who is authorized by the District Board to conduct inspection or refuses to cooperate in inspection shall be punishable with imprisonment for a term which may extend to three months and with fine which may extend to rupees two thousand, or both.

4. If any person knowingly sends or directs or takes any girl or woman to any place for immoral purposes or where she is likely to be morally corrupted, or sexually exploits such woman or child shall be punished with imprisonment for not less than three years and which may extend upto seven years and fine upto rupees two thousand or both.

1.6.3 Beyond Legislation:

Of course, laws alone cannot deal with a problem that constantly plays hide and seek. For decades, groups like the **National Domestic Workers' Movement (NDWM)** have campaigned for recognition of domestic work as a form of labour. The diligence and persistence of such groups has resulted in some States initiating legislation. For instance, both Andhra Pradesh and Karnataka have included domestic workers in the legal provisions for minimum wage. Tamil Nadu has included domestic work in the **Manual Labour Act** and in January 2007 set up the Domestic Workers' Welfare Board (DWWB).

Kerala has taken some steps in this direction, as have Bihar and Rajasthan. The Central government has included domestic workers in provisions under the **Unorganized Sector Workers' Social Security Act (USWSSA)** that was passed in January last year. And now Maharashtra has passed its own law. Most labour laws face the challenge of implementation but amongst the most difficult must surely be the ones linked to domestic work. To begin with, there are

no clear statistics of the number of people working as paid labour in people's homes.

From the data that exists, it is clear that the overwhelming majority of domestic workers are women and girls. There has been considerable documentation of the abuse young girls, in particular, suffer at the hands of their employers. An estimated 20% of domestic workers are children below 14 years of age. Under Child Labour Laws, these children should not be employed. Yet those who do employ them get around the law by claiming that they are "looking after" these children when in fact it is the children who look after them, usually with little or no pay. Such child workers slip between the cracks of labour laws as most laws cover workers over the age of 18.

The Maharashtra Law, for instance, addresses domestic workers between the ages of 18 and 60 who are now eligible to register themselves at District Welfare Boards. But what happens to those under 18? Laws are necessary but those relating to domestic workers can only be effective if there is a change of attitude in the people who employ them. Do employers of domestics even know what the Minimum Wage is? Do they care? How will they be penalized if they refuse to pay? Can domestic workers ever be strong enough to refuse to work in a labour surplus market like ours?

Every day, changes in the economy and developmental policies are pushing more people into domestic work. With extended families being replaced by nuclear families, there is increasing demand for domestic workers. This ought to push up wages. But simultaneously, the increasing number of infrastructure projects and industries are displacing millions of people, particularly from tribal areas. These are the women, especially, who are now joining the growing force of domestic workers in our cities.

1.6.4 Task Force on Domestic Workers:

1.6.4.1 Background:

1. Domestic work forms one of the largest sectors of female employment in the urban areas. Domestic workers are unorganized workers and the sector remains unregulated and unprotected by Labour Laws. Looking into the vulnerabilities of the domestic workers, the Ministry of Labour and Employment, Government of India under the office of Director General Labour Welfare, Government of India set up a Task Force to deliberate on the issues related to welfare and regulatory measures for promoting decent work for domestic workers. The setting up of such a Task Force also provided an opportunity to discuss the agenda on an international legal instrument for the protection of domestic workers at the 99th Session of the International Labour Conference (ILC).

2. The domestic workers are not covered under any significant labour law mainly because of the nature of their work and the employment relationship. The rights and the regulated work conditions, wages and conditions of employment, which are available to other class of workers, are currently not available to domestic workers. This is largely because the domestic workers undertake work in private homes rather than commercial establishments forming a part of the care economy. They work in appalling conditions, with no coverage under the existing welfare measures and schemes for social security, old age pension, health and maternity protection etc.

3. The under estimated, under reported statistics and the gendered nature of work, make the domestic workers invisible. Domestic workers lack organizational strength and voice and comprise largely of unskilled women, who enter the labour market without any technical skills. It was felt that domestic workers warrant special attention rather than exclusion.

1.6.4.2 Current Coverage in Labour Law and Labour Welfare:

A brief study was conducted to analyze the applicability of major labour laws to domestic workers. The analysis of the selected labour legislations shows that the domestic workers are not included in the scope of these laws because of the constraints in the definition of either the 'workmen', 'employer' or 'establishment'. The nature of work, the specificity of the employee-employer relationship, and the work in private households instead of public and private establishments, makes the coverage of domestic workers under the existing laws more challenging. To include the domestic workers under the above mentioned laws, the definitions will have to be amended. Some of the labour enactments which were considered include 'The Minimum Wages Act- 1948', 'The Maternity Benefit Act-1961', 'Workmen's Compensation Act - 1926', 'Inter State Migrant Workers Act-1976', 'Payment of Wages Act-1936', 'Equal Remuneration Act- 1976', Employee's State Insurance Act, Employees Provident Fund Act, Payment of Gratuity Act, 1972. To justify the status of domestic workers as real workers, it was felt that they should be entitled to legislative protection and their conditions of employment should be regulated. The analysis shows that the labour laws treat only establishments, mines, and factories, as workplaces. The private homes are treated as private spheres beyond the reach of these laws. The definition of the workmen or the employer also excludes the domestic workers from the scope of these laws. Even the placement agencies get out from the ambit of the labour laws (especially the Inter-State Migrant Workmen (Regulation of Employment and Conditions of Service) Act, 1979) because of these definitional issues. It was also felt that when deliberating on a comprehensive law or inclusion into the existing labour laws, attention should also be paid to proposed legislations, such as Prevention of Sexual Harassment Bill (and other gender related laws), and to include the domestic workers under these laws by treating household as a work place.

1.6.4.3 Skill Development for Domestic Workers:

The Task Force members acknowledged and noted the progress made under the Modular Employable Skills (MES) Scheme administered by MoLE. Under the scheme, a pilot training programme to skill and re-skill domestic workers/household assistants across the Delhi and Noida region project has been initiated in partnership with the Directorate General of Employment & Training (DGET) Ministry of Labour and Employment and Government of Delhi and International Labour Organization (ILO) has been initiated. This Skill Development Initiative for Domestic Workers/Household Assistants is aimed to improve the service of domestic work as well as to enhance the employability and living and working conditions of domestic workers. The successful trainees of the program will obtain a National Council for Vocational Training (NCVT) certificate at the end of training. The Pilot programme initially targeted 250-350 trainees before scaling up to cover a larger number of domestic workers. The Initiative viewed skill developments, an entry point for professionalizing and organizing domestic workers. It attempted to unpack skill sets required for various types of domestic work and presented a career progression route within domestic work. Trainees would be officially registered and given a skills card which would enable prospective employers to identify their skill sets and background. A quality analysis framework is also being developed by ILO to standardize the selection of the training provider, the training process, and the expected outcomes from the training program.

1.6.4.4 Placement Agencies:

It was noted that there is an upsurge of placement agencies, which are managed by private entrepreneurs, voluntary and civil society organizations and/or trade unions for recruitment and placement of domestic workers, especially in the large cities. While some of these placement agencies are registered and doing good work, there are a large number of placement agencies who engage in

fraudulent practices, mobilize large number of vulnerable and tribal population for work; at the same time regulate the conditions of work, wages and service agreements with the employer in lieu of Commissions. Many times, the domestic workers are not paid due wages, wages are delayed or a part of wages earned by the domestic worker are retained by the agency. As per broad estimates, there are over 800-1000 placement agencies in the capital city of Delhi itself. The placement agencies play an important role of an intermediary between the worker and the employer. They function with varied terms and conditions placed on the employer and in services offered to the worker and differ considerably in their objectives (Neetha N. 2009).

1.7 Domestic Workers in Maharashtra:

1.7.1 Background:

At the same time the middle class in urban areas has also expanded. The Neo-Liberal Economic Policies have created a class which has gone to the higher level of income and life style. The challenge of maintaining the changed life style of the family has pushed the middle class women out in the job market. The increased level of education in women of urban area has helped them a lot in getting a decent employment which demands a great amount of time which they have to spend to fulfill the challenges of the job as well as on traveling to and fro. The system of joint family has been affected by this changed life style and has given birth to the nucleus family a long back. The double income has also resulted in acquiring professionally decorated bigger luxurious apartments which have to be kept in perfect shape as it has become a status symbol. The increased 'Party culture' has also added to the burden of hospitality which was always a domain of the woman of the house. All these factors have contributed to the need of domestic assistance.

These factors combined together have resulted in the phenomenal increase in the number of women seeking and getting employment as Domestic Workers in Maharashtra. Their number has

been estimated at more than 1.5 millions now. This large volume has created a situation where there is competition as well as co-operation. Because most of the domestic workers are first or second generation migrants, they still have their roots in the rural area and many of them have to visit their village for social or economic purposes. During such visits they need replacements. There is also a tendency of the employers to employ more than one worker to do different chores. So workers staying or working in the same area have to interact with each other constantly. This interaction and dissatisfaction about their poor working conditions, exploitation and lack of social security has induced them in organizing themselves.

1.7.2 Working Conditions of Maidservants:

A large population of such domestic workers comes from vulnerable communities and backward areas. Most domestic workers are poor, vulnerable, illiterate, unskilled and do not understand the urban labour market. Domestic work is undervalued and poorly regulated, and many domestic workers remain overworked, underpaid and unprotected. Many are maltreated, exploited, ill-treated and suffer violence and many are sexually abused. The domestic workers may also include child domestic workers, in spite of the Government banning the utilization of services of child workers below 14 years of age in any domestic work. The main issues that concern domestic work are: lack of decent wages and work conditions, no defined work time, no weekly offs, loneliness, violence, abuse, and sexual harassment at workplace, victimization at the hands of traffickers/ placement agencies, forced migration, lack of welfare measures (such as health insurance, maternity protection, old age security), and lack of skills development resulting in stagnation and no career growth.

1.7.3 Organizations of Maidservants in Maharashtra:

There were a few attempts were made to organize domestic workers in Maharashtra, especially in Mumbai, Pune, Kolhapur and Nagpur since two decades by independent organizations but they did not have strength to influence the government because

they were limited to a certain geographical area within the city they operated, did not have a state level network and specific agenda aimed towards the policies of the government.

1.7.4 CITU's work in the sector of Domestic Workers:

CITU (Centre of Indian Trade Union) decided to work among the domestic workers in a big way at the state level in 2002, though it was already working informally in many districts. Its sister organisation 'All India Democratic Women's Association' (AIDWA) was working among them since eighties. Both the organisations decided to formalize their activities among the domestic workers and they started registering their Unions under the Trade Union Act in district after district. Pune pioneered in this and registered as Union 'Pune Zilla Ghar Kamgar Sanghatana' in 2004, followed by Nasik, Kolhapur, Aurangabad, Nanded, Jalna, Mumbai-Navi Mumbai, Wardha, Ahemednagar, Nagpur, Chandrapur, Amaravati, Solapur, Parbhani and Satara, Sangali, Dhule, Beed, Jalgaon, Gondia are on the way to register their Unions. The figure of the districts may cross 20 and total membership 50,000 by the end of 2007. All the organisations announced to form a state level Body in their First State Level Convention held in Pune on 27th August 2005 attended by more than 5000 domestic workers and formed a State Co-ordination Committee in the first conference attended by the representatives of all the registered Unions of domestic workers, held in Nasik on 5th August 2006.

1.7.5 Socio-Economic Survey of the Domestic Workers:

All the CITU affiliated Unions fill up a detailed survey form at the time of membership and all the details are computerised in specially prepared Software called '*Kamwali Bai*'. More than 35,000 domestic workers have been registered in the State, among them are the 20,000 are from Pune. Nearly half of the forms filled up in Pune have been Computerised and analysed.

1.7.6 Report of the Survey of the Domestic Workers:

The points on which details have been collected are – Their personal information about age, education, religion, caste, marital status, physical and health problems, operations if any, savings in banks or self-help group, insurance, debts taken through private or public sources, ration-cards; information about the family members i.e. Number of children, education, occupation, income, addictions and information about their work i.e. names and addresses of all the employers, hours spent in each household, chores done, number of rooms, persons and wages paid etc. Though conclusions can be drawn on many more aspects, we will concentrate on the important socio-economic features.

The need to earn more becomes even more significant from the fact that there is a high percentage of the women who are either sole bread earners or contribute more than 50 percent to the Gross Family Income whether married or unmarried. The tables of given below analyses the volume of domestic workers who contribute significantly towards their Family Income. 81 percent domestic workers make more than 50 percent contribution to the Gross Family Income.

The new section of the middle class as we discussed in the thesis is double salaried and have all the amenities and modern gadgets in their luxurious apartments. They have everything that money can buy but do not have time and inclination to run the expensive gadgets. The standard of domestic service they expect is very high. They are also ready to pay higher wages if they get what they expect. It is obvious that such highly professional service cannot be given without proper training. The role of the organizations working among domestic workers will have to be modified according to the changing times. Continuing with the present agenda of struggle against exploitation and for coverage of Labour Laws and Social Security, they also have to cater to the needs of the domestic workers

to gain acumen of the new challenges they have to face while performing their daily routine.

Future plan of Pune Zilla Ghar Kamgar Sanghatana (PZGKS) regarding Training Centre has registered more than 26,000 domestic workers in Pune and has recorded all the details about them and given them Photo-Identity Cards. We have segregated them according to the education and making preparations for setting up a Training Centre. We have identified cadres who can take exclusive responsibility of the Training. Detailed project will be planned and implemented within six months. Short term part time certificate courses will be started in different areas with a concentrated population of domestic workers.

With the possibility of changing the conditions of work and life of such people comes in the form of the **Maharashtra Domestic Workers' Welfare Board Bill (MDWWB)** that was passed by both houses of the legislature during the recently concluded winter session. Although the law has many shortcomings, it is important because it recognises the rights of these "invisible" workers. Of course, laws alone cannot deal with a problem that constantly plays hide and seek. For decades, groups like the '**National Domestic Workers' Movement**' have campaigned for recognition of domestic work as a form of labour. The diligence and persistence of such groups has resulted in some States initiating legislation. For instance, both Andhra Pradesh and Karnataka have included domestic workers in the legal provisions for minimum wage. Tamil Nadu has included domestic work in the Manual Labour Act and in January 2007 set up the "**Domestic Workers Welfare Board**". Kerala has taken some steps in this direction, as have Bihar and Rajasthan. The Central Government has included domestic workers in provisions under the '**Unorganised Sector Workers' Social Security Act**'. Most labour laws face the challenge of implementation but amongst the most difficult must surely be the ones linked to domestic work. To begin

with, there are no clear statistics of the number of people working as paid labour in people's homes.

1.8 Regulatory Challenges:

It should be noted that, since health coverage is nearly universal in some countries, social protection coverage is higher and sex differences are lower when both health benefits and pensions are considered. In part this is due to a "mismatch" between domestic work and the laws, regulations, and institutions that govern labour markets. First and foremost, as noted earlier, many observers question whether private households should come under the jurisdiction of existing labour laws and regulations. The home is widely seen as a private realm and a "safe haven" that should not – indeed, need not – be regulated. However, there is growing evidence that the home is neither a fair nor a safe working environment for domestic workers.

Second, key features of domestic work make it difficult to negotiate collective bargaining agreements between domestic workers and their employers. In the case of domestic workers who work for private clients or multiple households, neither the employers nor the workers consider themselves as "employers" or "workers." Their relationship remains highly personalized, although unequal, and informal. The employment relationship often lacks a written contract or even a fully negotiated verbal understanding. The domestic workers and, more so, their employers are not likely to be organized. In the case of the domestic workers, this is because they often remain invisible and isolated from other workers. In the case of domestic workers hired by a "third party," the domestic workers are employed by the agency and the private household is the client of the agency. A negotiation about the working conditions for the domestic workers is according to law and regulations with the agency. But sometimes the agency sees its role as only negotiating the placement of the domestic worker, not overseeing her working conditions.

Third, existing labour laws and regulations are inappropriate or inadequate for several types of domestic workers. Consider the domestic worker who works part-time for several employers. Most existing labour laws and regulations are premised on exactly the reverse situation – namely, one employer with many employees. Should they also apply to an employee who has several employers? Should she be considered a part-time worker if she works part-time for any given employer but works full-time or nearly full-time for all of her employers combined?

Consider migrant domestic workers whose citizenship status erodes the possibility of negotiating or enforcing labour standards. Consider the domestic workers who are “tied” to their employers: notably, migrant workers whose ‘visa status’ is linked to that of their employers who are also migrants (for example, diplomats) but also trafficked migrants whose passport is withheld by their recruiters. Consider the migrant domestic worker who, under the laws of her host country, has to return to her home country shortly after her current job ends: making it difficult for her to find a new work in the host country or to negotiate taking her accrued benefits back to her home country.

Regulating domestic workers in such special cases may require inventing different frameworks for thinking about and providing protection. It may also involve a broader spectrum of laws than simply labour laws or regulations. In the case of third-party contracting, it is necessary to regulate the recruiting or placement agencies themselves– not just the employment relationship. In the case of migrant domestic workers, it becomes necessary to bring in immigration law and to consider setting up safe houses, emergency services, and mechanisms to transfer benefits as well as remittances. In the case of trafficked domestic workers, it may be necessary to bring in criminal law. In the case of domestic workers hired by diplomats, it may be necessary to address the “immunity” from local laws enjoyed by diplomats.

Finally, it is difficult to address through laws and regulations some of the underlying structural issues that contribute to the high and growing demand for domestic services, including increased female labour force participation; demographic shifts and associated increases in the numbers of young and elderly; wage or income inequalities between and within countries; and the sexual division of labour that persists in most societies. In addition to legal and regulatory reforms, there is a need to raise the status and perceived value of care work; and to advocate for public provision or subsidy as well as regulation of care services for children, the elderly, the disabled, and the sick. Most importantly, it is important to recognize domestic workers as legitimate workers.

1.9 Ground Realities:

Slavery would be considered a harsh term by most Indians who employ domestic workers but the reality is that even today in many homes, the domestics - especially those who work full time - are often no better than slaves. They are usually in debt to their employers and work their whole lives to pay off the debt. Generations work to pay off the debt. And it never really ever gets paid off. They are on call 24 hours of the day, 365 days in the year. And they can never ever dream of freeing themselves from such bondage. How can laws intervene in such situations?

Ultimately, things can and will change only if those who employ domestics accept that these workers are first of all "workers" and not "servants". That they are individuals with rights like any other person. That they should be paid a fair wage. That they deserve time off. That they too have families to care for. That they should not lose wages when they fall sick. That they are valued human beings without whom our lives would be impossible. Such a change of attitude cannot be legislated.

1.10 Domestic Workers' Demands:

Some of the common demands of domestic workers around the world are:

- (i) recognition of domestic work as real work, and not simply an extension of unpaid household and care work
- (ii) recognition of domestic workers as workers
- (iii) recognition and valuing of domestic work and the skills involved
- (iv) worker rights in law – equal to other workers, including the right to organize and join trade unions and the right to representation
- (v) decent conditions of work, including limitations on working hours, rest periods, overtime pay, paid holidays, sick leave, maternity leave and a living wage
- (vi) social security and protection: health care (including for those with HIV/AIDS) and pensions
- (vii) access and right to training
- (viii) freedom: of movement, to change employer, from harassment, from physical and psychological abuse and sexual exploitation
- (ix) decent living conditions, including housing and other facilities
- (x) favorable immigration laws
- (xi) regulation of recruitment and placement agencies

Mobilizing around the campaign has proven to be a powerful tool not only for going alliances but also for organizing locally – all under the leadership of domestic workers themselves.

Part B

Review of Literature

The review of literature related to the domestic work is divided in to four categories such as International, National, State, and Regional level review.

1.1 International Level Review:

Molly Keefe (2002), has published paper on, 'A Woman's Work is Never Done; An Analysis of Domestic work, Race, Class and Gender'. The majority of the participants in this study see the work that they do as empowering; either because it allows them to be employed, or because it allows them to be in control of their work. While the literature shows that women who work as domestics are low in status compared to their employers, none of the women researcher interviewed indicated this. They may assume their work is valuable because it is paid, or they may think they their work is unimportant because society believes that women's work is trivial.

Most of the women interviewed participated in similar tasks; they vacuumed, made beds, dusted and cleaned, and washed dishes. Some, like Silvia and Anna, have been required to do laundry and ironing even though Anna says "I hate ironing." When they are employed, the women generally work full time, and clean several houses a week. Silvia and I discussed how labor intensive domestic work is; it usually requires a lot of lifting and carrying of things up and down stairs, bending and using rigorous movements to scrub and dust. Sandra, Clara, Anna, Silvia, Juanita, Celeste, and Laura have all participated in care work. Laura took care of an elderly woman, but the others all nannied or babysat children and babies. They all indicated that they really liked working in child care, some because they liked the babies and some because it allowed them to work from their homes and also care for their own children. Clara ran day care in her home which allowed her to "get paid, and take care of my kids." Since raising children is something that most of

these women do anyway, getting paid to baby-sit or nanny allows them to tap into their existing skills. Juanita likes babysitting because she likes to play with the babies. Sandra made it clear that American women do not know how to care for children like Latino women because "American women work and don't stay with them constantly." This statement shows one of the differences between the American women who employ Latinas, and the Latinas who do the work; many American women are able and willing to work outside of the home, and Latina women learn that they should stay at home with their families. Sandra likes child care the best because "it is like working with angels." Sandra was able to obtain a license to do daycare, but she found that it was very unstable work. Since she never knew how many children she would have, it was hard to calculate a regular salary.

Mehdi Lahlou, written a article on, 'Child Labour in Morocco: The Socio-economic Background of the 'Little Maids' Phenomenon'. The existence of young servants, commonly known as "petites bonnes" or "little Maids" in numerous homes, rich and modest, is a well-known phenomenon that constitutes part of the general child labour problem in Morocco. Children who are placed in families other than their own (most often, but not exclusively, urban), do not necessarily work. It seems evident that this is determined by the same reasons which push certain parents to place their children "in the employment market", in the service of other families instead of going to school. "Petites bonnes" are part of a group of children between the ages of 7 and 15 (sometimes even younger) who do work or who can work.

In reality, child labour has long been a taboo topic in Morocco. It could not be mentioned without provoking discomfort amongst not only the employees and their parents but also government officials and the employers of underage children who are theoretically supposed to be going to school and protected against precocious employment. Since the end of the 80s and especially since the beginning of this decade, the debate has become somewhat

“dispassionate” and is now politically acceptable for reasons relating to the protection of children’s rights (an essential component of human rights) and the will by Moroccan authorities to respect them.

1.2 National Level Review:

Kasturi Leela (1997), in her paper discusses the issue of migration related to female domestic workers of Delhi. She has argued that migration among the poor domestic workers is sought as a ‘coping strategy’ for the survival of the families. The paper also tells about the mental trauma faced by migrant women. The paper highlights their social economic and psychological aspect of the problem in a detailed and effective manner.

Sanjay Kumar (2002): has sketched the outline ‘Working conditions, coping strategy and legal status of Female Domestic workers’, of the problems of women domestic workers and has discussed basic issue as, the problems of women domestic workers are multifaceted, it should be studied holistically covering economic, legal, social, physical and psychological aspects. For this, it is immensely needed to have an integrated approach to understand the issue and it is also important to develop a collective programme to improve their social status and working condition. The increasing demand of domestic workers in Delhi has played a major role in migration of women from far flung rural or tribal areas. Most of the women who migrate to Delhi are from poor families and are illiterate. Their lack of education and skill make their choice very limited and when they come to big cities such as Delhi they have to face number of problems and because of their inexperience and lack of skill they becomes easy victim of exploitation.

Samshath M, Vijayapriya, (2002): have written article in Social Welfare on ‘Girl Child Domestic’. In their study, child, whether male or female is the seed of future national growth and citizen of tomorrow, majority of child workers in household are girls and are an invisible section of working children. The objectives of the study are as 1.To

study socio economic characteristics of girl child domestics. 2. The reasons for their working as child domestics. 3. Problems of girl child domestics. A sample of 100 girl child domestics in the age group of 8 to 14 years working in Chennai city was selected using purposive sampling technique. Interview schedule was also used to collect the data.

The result of the study revealed that, poverty is the reason for child domestics. Though partly this is true, this is not the sole reason for the working of child domestics. The reasons stated by the sample were to supplement family income, death of the father, no one to look after, no other earning person in the family, to escape from attending school and large family. Among the selected girl child domestics, 76% were full time servants. They work several hours a day, always at the beck and call of their employer. They are the first to rise every day and last to go to bed. They were found to work more than 300 days in a year. They were permitted to avail holidays only when they were seriously ill and on festive occasions. The other two major problems encountered by them were denial of education and no time for play. Hence it can be concluded that hard work, low rewards and lack of education impinges adversely on development and welfare of these young children and destroys all their hopes for a better life.

Murugaiah K.M, (2002): has published article on, 'Women Domestic Workers' in Social Welfare. In his study slavery has been abolished but the women domestic worker is almost like a slave. Year in and year out she struggles with the daily greed of existence, performing the lowest paid and most menial tasks which would not be taken up by any other person. She is unprotected by any sort of labour laws and has no resort to any justice from exploitation. This study has been conducted in Tirupati, a selection grade Municipality in Chittoor Dist. of Andhra Pradesh, India. Out of total number of 41 slums, 14 slums were selected for the purpose of the presents study, based on the criteria of including those slums.

Majority of the domestic servants live in urban slums which have sprung up all over cities and towns. Hence, problems like inadequate water supply, poor sanitary facility, indolent behaviour and alcoholism among men, which are problems of most of the slums, are also the problems faced by the domestic servants. Majority 81.6% of the domestic servants get Rs.100 to 300 and only 2 per cent get Rs. 400 to 500. 66.2 per cent of the domestic servants work 2 to 3 hours to get the above mentioned income and the respondents getting Rs.400 to 500 are working in 4 houses each as these women are the sole supporters of their families. A general review of the economic position of domestic's servants indicates that they continue to remain where they were over the years.

Majority (65.6%) of the domestics servants work 4 to 8 hours per day and 10% work from 8 to 10 hours per day the domestics worker starts very early in the morning as she has to attend to work in her own house before she leaves for work at least by 6 A.M. and continues till 11.00 A.M. and the afternoon work is from 2.00 P.M. till 6.00 P.M., then she returns home to start looking and feeding her husband and children. In conclusion, the author concluded that it is now urgent that the nation moves to frame some comprehensive legislative measures to organise these domestic servants and take concrete steps to change the situation.

Bipul Hazarika and Others (2002) have written article on, 'Women Domestic Workers: Their Life, Problem and Dream'. In the study, the main objectives of study were: 1) to know the reasons behind selecting the job of domestic helper; 2) to examine the basic characteristics of these workers including socio-economic conditions; 3) to know their problem at workplace and home; and 4) to study their aspirations regarding their children. Two types of domestic Maids can be easily identified from our survey work. One group of women is not the bread winners of their family but willing to do the work for 'additional income'. On the other hand most of the domestic Maids are working to earn their livelihood. The first group of women started

working mainly after giving birth of their first child. According to them they enjoy and like this work. But most of the respondents are forced to do this job to feed their family. According to them there is no other way to earn money with their little education and technical skill. In other words 'we are familiar with this type of work, it does not extract our energy totally as it happens in construction or other factory-works, we get least time to look our family'.

Maya Ganesh Indira, (2006), in their article entitled, 'Behind Every Happy Middle Class Family is a Caring Domestic Worker' argued that The National Domestic Workers Movement (NDWM) aims to organize and empower women and child domestic workers, actively lobby for their rights as workers, and rehabilitate and reinstate abused and victimized workers while providing them with legal assistance. Further, they finds direction and inspiration in the idea that empowerment will remain the plaything of the middle class and intellectuals unless it becomes a reality for the most exploited.

Kalpana Sharma (2009) has written article on 'Domestic Worker in India no better than Slaves'. In her article, elaborated that Slavery would be considered a harsh term by most Indians who employ domestic workers but the reality is that even today in many homes, the domestics especially those who work full time are often no better than slaves. Domestic workers are usually in debt to their employers and work their whole lives to pay off the debt. Generations work to pay off the debt. And it never really ever gets paid off. They are on call 24 hours of the day, 365 days in the year. And they can never ever dream of freeing themselves from such bondage.

Vimala M. (2010): It has for Kerala Research Programme on Local Level Development, Thiruvananthapuram, this study on, "Socio economic status of Women Domestic servants: A case study of Thrissur Corporation" was based a primary survey of Fifty domestic servants. The survey was conducted keeping four objectives in mind. Firstly, to analysis the socio-economic profile of the domestic women

servants. Secondly, to understand their occupational structure and wage structure. Thirdly, to examine the social problem being faced by women domestic servants. The health condition of 74 percent of the servants was more or less problematic. About 54 percent of them suffered from skin diseases. The remaining suffered from back pain, head-ache, diabetics etc. However, only a few of them underwent regular treatment. The income earned by the servants contributed a considerable share to their family income. They utilized their income for the subsistence or welfare of their whole family. In some cases, we could see that they were exploited within their family itself. Women domestic servants belonged to the economically disadvantaged group and most of them lived in slums areas or scheduled caste colonies. There was not uniformity in their wage structure and their wage level was very low. However, they were compelled to do this job because of lower education or poor financial background. They were exploited at their working place and in some cases, even at their own homes.

Mehrotra Surabhi Tandon (2010), in their study published in '**Jagori**'. Domestic work has a long history in India with both men and women working in others' homes as 'servants'. India has witnessed large-scale migration over the last two decades of girls from tribal areas of Assam, Bihar, Chattisgarh, Jharkhand, Madhya Pradesh and Orissa. These girls come with other girls from the village, through private recruiting agents, or other organisations to be employed as 'Maids' in urban households. With increasing migration of tribal girls to Delhi, the trend of independent migration of girls has also seen a sharp rise. All migration may not be safe as girls are vulnerable to be trafficked for domestic work by agents and abused physically, psychologically and sexually by employers and agents. They may also be exploited through long hours of work and in conditions similar to bonded labour-isolated and solely dependent on employers.

The worker is a labourer. Since social reproduction is not recognised as work, domestic workers too receive no recognition as workers and are hence paid low wages. Self and family's perceptions

of domestic work as, '*Majboori main yeh kaam liye kyonke ghar me jaroorat the...doosre ke jhootan saaf karna kisko accha lagta hai...*' (I took up this work as I had no other option...who likes to work clean dishes used by others?).

Rameshwari Pandya, Sarika Patel (2010) has argued that, book, 'Women in the Unorganized Sector of India' the problems of women workers in general and in the unorganised sector in particular deserve special emphasis and focus in view of their marginalised position within the class of workers. Even when women are not employed in the sense of contributing to the national output, a considerable share of their time is consumed by socially productive and reproductive labour. This is what is called the double burden of work that distinguishes women from men.

Nimushakavi Vasanthi. (2011), 'Addressing paid domestic work: A public policy concern'. In his study while domestic worker are covered by the legislative framework in many countries, in India they stand excluded from national legislations that deal with minimum wages dispute settlement, condition of work, social security, and work place injuries. This study draws upon the finding of a research project of the National Domestic Workers Movement that was conducted between February 2010 and February 2011. It sets out the definition of domestic work as a conceptual issue that is necessary for understanding domestic work and explores the constitutional and employment law framework and the challenges in legislating for this sector.

The specific of domestic worker in terms of recognition of the home as the workplace, the classification of workers, the need for recognition of a wide set of rights including privacy and forced labour at the workplace, the identification of the hazards of work, the need to provide for appropriate social security scheme and other mechanisms still remain to be addressed. The workers interviewed expected a wider intervention from law which included a range of benefits like ration

cards, education and housing. The most important expectation from the law was on improving wages. Legislation on domestic workers needs to be integrated with broader interventions such as recognition of a set of social rights in education, housing and health.

Vandana Dave, (2012) in her study related to, 'Women Workers in Unorganized Sector', this study was carried out with women construction workers, agriculture laborers and domestic helpers working in the unorganised sector. The objectives of the study were 1. To know the socio economic background of women construction, agriculture and domestic labourers. 2. To find out the nature of work and working conditions of working labourers. 3. To find out what type of facility are available to women labourers and to study their living conditions. For the purpose of selecting the sample, multi stage stratified random sampling technique is applied to collect the data from 350 women labourers from 3 districts of Haryana: Panipat, Kaithal and Kurukshetre.

Renana Jhabvala and Shalini Sinha, '**Liberalization and The Woman Worker**' In this article the authors have attempted to look at the effects of liberalization by examining the micro, rather than the macro picture. We have looked at a number of sectors where women workers are concentrated and have tried to analyse the trends in those sectors. We have preferred to look at it this way because our aim is not only to analyse but also to look for ways by which the position of women workers can be strengthened, their opportunities and lives bettered and their vulnerabilities decreased. So, they have concluded this article with a number of recommendations. They have placed the woman worker, in particular the poor woman worker, at the centre of our analysis. It is her labour and enterprise which creates the wealth of the nation, and whose hard work leads to national growth. She needs security, a decent life, a share in the prosperity of the nation and the dream of a good life for her children. In a way, the change in economy has brought about a visibility for the women worker which did not exist before. The term '**Feminization of**

labour' is now widely used and women are becoming more visible in many areas of work which was traditionally barred to them.

1.3 State Level Review:

Tinu K. Mathew (2008) Role Of Social Movements In Organising The Unorganised Sector Workers: A Case Study Of Learn, Dharavi. A large number of women are working in the informal sector. They face a number of problems also. In India, the patriarchal society imposes a lot of restrictions on women. This causes less freedom for women in the society and exploitation at the work place. Women face sexual harassment and the pressures of the family responsibilities together at the work place. Street vendors usually face this problem. Another major issue for the women vendors is the absence of toilets near the work place. This will in turn lead to various diseases especially urinary infections. Women domestic workers also face similar problems. They face sexual harassment and many a times their working conditions are very bad. Migrant domestic workers face such difficulties in a more intense manner. Sometimes the recruiting agents compel the women to engage in sex work. They even confiscate the papers of the workers. They are forced to work for about 16 hours a day (Reshmi, 2005). Also they are paid very less and due to the lack of bargaining power, they are not in a position to demand more. They are replaced frequently, in case of better wage demands, as they are in surplus in the market.

Shubha Shamim (2011), has studied the 'Socio-Economic Situation of Domestic Workers in Pune City' of our state. This study show, All the CITU affiliated Unions fill up a detailed survey form at the time of membership and all the details are computerized in specially prepared Software called 'Kamwali Bai'. More than 35,000 domestic workers have been registered in the State, among them are the 20,000 are from Pune. Nearly half of the forms filled up in Pune have been Computerized and analyzed. Analysis of the 9,716 forms is available. Though conclusions can be drawn on many more

aspects, we will concentrate on the important socio-economic features. The domestic work was never considered a productive and gainful economic activity and it has always remained an unpaid, invisible and thankless work exclusively done by the 'housewives'. Low status the work itself is the main factor responsible for the low wages of the domestic workers. The other factors are lack of coverage by the Labour Laws such as Minimum Wages Act and lack of organization which can fight for their rights and have some influence on the policies of the government.

Shanta M. K. (2010): "Housemaids and Their Struggle in Mumbai" In her thesis she has deals with the qualitative aspects of eight house Maids and their work in details and in depth by using life history method. It also deals with the qualitative aspects of their life, quantity of their work, their attitude towards life, children, employers, education of their children and also looked into various reasons for taking up house Maids job and problems faced by these house Maids at workplace and at their home other such things in details and in depth of the house Maids of Pestom Sagar slums in Mumbai. Majority of the house Maids in Pestom Sagar slums is migrants from the remote villages of Maharashtra except two from Uttar Pradesh, one each from Andhra Pradesh and one from Bihar. Marriage is main causative factor for migration. Majority of respondents is scheduled caste. Most of the housemaids and their husbands are illiterate and unskilled. Majority of the housemaids told that their parents were not interested in educating them because of poverty and secondary schools were far away from their dwelling and their parents were not rich enough to educate them.

1.4 Regional Level Review:

Joshi Savita (1993), 'Sociological Study of Maidservants in Kolhapur City', she has taken the important objectives for her research work related Maidservants as, i) to study the socio-economic condition of Maid servants in the Kolhapur, ii) to find out the working

and living condition, iii) to examine the educational status and health condition of Maid servants in the study area. For this purpose, 200 Maid servants and 50 'Women Employer' were selected as respondent for the analysis by using first quota sampling. Implying that these maidservants are the sole bread-winners. In many cases, their children are also working, some on a part-time basis. Their working children include not only school dropout but also school going. The latter take up part time work and many female children are found of doing domestic service. Most of the female heads of the employer family(84%)are not satisfied with their Maidservants, the main reasons for dissatisfaction that they are not punctual and they are irregular they are not hygienic, they except more undeserved rewards for what they do and what are gossiping and unreliable.

Patil R. B. (2008), in their project report entitled, 'Domestic Workers in Kolhapur City, CITU and Welfare Board', Research Project Report under UGC-SAP-DRS-Phase-II, Department of Sociology, Shivaji University, Kolhapur. In this report, the main objectives of study are as i) to present the socio-economic background, nature of domestic work and problems of domestic workers in Kolhapur city. ii) to analyze the role of CITU and AITUC in organizing the domestic workers in Kolhapur city, and iii) to overview the developments of the Maharashtra Domestic Worker's Welfare Board, 2008. This study is based on primary and secondary source of data. It is non-probability sampling and adopted purposive sampling method for the study. This report covered 450 sample domestic workers from Kolhapur city. The major findings of the study as all the domestic workers were union members. Almost all of them were attending the union meeting and all of them were satisfied with the union work. Majority of them reported that there were no problems at workplace and those who reported the problems were of two types as they were scolded when not in time and overload work. Majority of them received financial assistance from their employer. There were no disputes for majority of the workers and in case of disputes either there was no effect or there would be

exchange of remarks or both of them could understand each other's situation.

1.5 Research Gap:

Above mentioned studies are important regarding to the domestic workers at international level, national level and state levels. The researcher has taken above review for the further analysis of Maidservants in Solapur City area. The present study is quite different and fill up some gap between earlier research studies and contribute the new things with help considering family life of Maids, social life of Maids, working conditions of Maids, health status of Maids and most important thing is the approach of female head employer's for their Maids in the city area by using a number of parameters such as; their personal information about age, education, religion, caste, marital status, health problems, information about the family members i.e. number of children, education, occupation, income, addictions and information about their work, hours spent in each household, nature of house, number of rooms, persons and wages paid etc.

1.6 Summary:

Women now make up approximately half of the estimated 200 million migrants worldwide. Domestic workers are an important part of this trend. Asia is a large source of international migrants working as domestics both within Asia and beyond. Domestic workers are isolated and vulnerable, especially those that live in their employer's home. They are dependent on the good or bad will of their employer. As women, they are subjected to gender discrimination, prejudice and stereo type in relation to their work, which is regarded as low status and accorded little value. From the data that exists, it is clear that the overwhelming majority of domestic workers are women and girls. There has been considerable documentation of the abuse young girls, in particular, suffer at the hands of their employers. Even where protective laws are on the statute books, they are frequently ignored by employers and not enforced by authorities. Domestic workers who

do not live on their employer's premises face many of the same problems.

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