



कामगार संरक्षण सम्मान संघ

रजि. ए.एल.सी. / कायासन. १७/११५६३
4, पंचतंत्र बिल्डिंग, चैंडेलियर कोर्ट, एल.आर. पानपन मार्ग,
अपर वर्ली, वर्ली, मुंबई 400018
www.kamgarssss.com

Date: 1st August 2022

To,

Dunzo Digital Pvt. Ltd.
1st Floor, Saideep Srinidhi No. 2,
NAL Wind Tunnel Road,
Murugeshapalaya, Bangalore
560017

Subject: Legal notice calling upon Dunzo Digital Pvt. Ltd. to cease and desist from indulging in activities aimed at restraining its delivery persons from organizing themselves into a union and/or engaging lawfully in collective bargaining activities

Dear Sir/Madam,

1. We write to you in capacity of a registered trade union representing App based workers, having office at **4th floor, Panchratna building, opp Chandelier Court, L R Papan Marg, Upper Worli, Worli, Mumbai 400018**. The Kamgar Sanrakshan Sammaan Sangh (KSSS) is trade union based in Mumbai which mainly work with the informal sector workers including app-based workers.
2. By way of this notice, the union is placing on record certain activities of Dunzo Digital Pvt. Ltd., that amount to violation of fundamental rights of its members who are App based transport and delivery workers; and are being adversely affected by the exploitative business practices of Dunzo Digital Pvt. Ltd.



कामगार संरक्षण सम्मान संघ

रजि. ए.एल.सी. / कायासन. १७/११५६३
4, पंचतंत्र बिल्डिंग, गैडेलियर कोर्ट, एल.आर. पापन मार्ग,
अपर वेली, वेली, मुंबई 400018
www.kamgarsss.com

3. We say that on 18th July 2022 at 2.35pm and 7.41pm, one of our members brought to our notice a text message that was repeatedly being sent to him, and other members (as we later found out) from a phone number which appears as JD-DUNZOD in the mobile phone. The text message reads as under:

"Dear Dunzo Partner, WARNING !!!.. Aapko soochit kiya jaata hai ki, STRIKE me paayi gayi ID permanently SUSPEND ki jaati hai!!! To kripaya STRIKE ka hissa na baneya naa he kissi STRIKE ko support kare. For more details please find the below link Tinyurl.com/dunzoapp. Stay Safe, Team Dunzo."

4. Thereafter, we posted a tweet in which Dunzo was tagged, and an explanation was sought. An official response thereto was issued by Dunzo's twitter handle, wherein it was claimed that Dunzo is not sending any such messages to its delivery partners. A copy of the screenshot of Twitter conversation is annexed hereto and marked as **Exhibit '1'**.
5. We bring to your notice, that whilst on one hand you have disclaimed any responsibility towards the afore-said messages, on the other hand, you have refused and/or failed to take any action against the sender of the afore-said messages, who is obviously carrying out illegal activities and violating law in your name. Your failure to take action against the sender of the afore-said message makes it apparent, that it is Dunzo itself which is sending such messages to its partners.
6. We place on record that sending such messages amount to a blatant violation of law, which guarantees fundamental rights to every citizen, which fundamental rights include the right to form associations and trade unions,



कामगार संरक्षण सम्मान संघ

रजि. ए.एल.सी. / कायासन. १७/११५६३
4, पंचतंत्र बिल्डिंग, गैडेलियर कोर्ट, एल.आर. पापन मार्ग,
अपर वेली, वेली, मुंबई 400018
www.kamgarsss.com

and the right to collective bargaining. The right to form unions is also a fundamental rights guaranteed under the United Declaration of Human Rights. The same has also been recognized by the Supreme Court of India in various judicial pronouncements. Therefore, the sending of such notices is an act completely contrary to law, and ought to be ceased with immediate effect.

7. Such messages have the effect of frightening the employees and lead to the creation of an atmosphere where an employee would feel like either he/she has to fall in line with the high handed demands and/or give in to the exploitative business practices of its employer, then he/she would face adverse consequences. It is exactly to avoid this kind of a situation, that the Constitution itself guarantees its citizens, the right to form associations and unions, as also the right to collective bargaining, and most importantly, the right to strike has also been recognized by the courts in our country. In fact, the right to strike is statutorily recognized under the provisions of the Industrial Disputes Act, 1947.
8. In view of the afore-said, we put you to notice that the afore-said message is illegal, bad, and amounts to a violation of our members' fundamental rights, and in view of the same, we call upon you to immediately comply with the following requisitions:
 - (a) Cease and desist from sending any communications such as the text message described in paragraph 3 above;
 - (b) Issue a clarification in this regard to all driver members, that they are in fact entitled and allowed in law to form associations and participate collectively in activities of the association/union.



कामगार संरक्षण सम्मान संघ

रजि. ए.एल.सी. / कायासन. १७/११५६३
4, पंचतंत्र बिल्डिंग, गैडेलियर कोर्ट, एल.आर. पापन मार्ग,
अपर वॅली, वॅली, मुंबई 400018
www.kamgarsss.com

9. We further state that if, upon the receipt of this notice, you stand by your position that it is not you who has sent the offending messages, then we call upon you to take action against party who has in fact sent such messages using your corporate name, to your driver partners, and give confirmation of such action to us.

10. Please note, that if you fail to comply with the requisitions contained in the notice within a period of 7 days of receiving the same, we will be constrained to exercise our rights in accordance with law, which shall be entirely at your risk and consequence.

Yours sincerely,

Bilal Khan

President

Kamgar Sanrakshan Sammaan Sangh