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“A STUDY ON INTER-STATE MIGRANT WORKERS IN HOTEL INDUSTRY WITH SPECIAL REFERENCE TO TIRUNELVELI DISTRICT”

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ABSTRACT

The hospitality sector in India has witnessed unprecedented growth, creating substantial employment opportunities for inter-state migrant workers. This study examines the socio-economic conditions, working environment, and legal protection mechanisms for inter-state migrant workers in Tirunelveli district's hotel industry. Using a mixed-method approach combining primary data from 75 respondents and secondary legal analysis, the research reveals significant challenges in labour rights implementation. The findings indicate that 66% of migrant workers experience wage deductions, 73% work overtime without adequate compensation, and 66% have faced workplace accidents. Despite existing legal frameworks including the Inter-State Migrant Workmen Act, 1979, and various ILO conventions, enforcement remains inadequate. The study identifies critical gaps between legislative provisions and ground-level implementation, with workers lacking awareness of their rights due to illiteracy and absence of trade union representation. Economic necessity drives 46% of migration decisions, with workers predominantly aged 21-25 years accepting substandard conditions. The research contributes to understanding migration dynamics in the hospitality sector and proposes comprehensive reforms including awareness programs, stricter enforcement mechanisms, and enhanced social security coverage. These findings have significant implications for policy formulation and labour rights advocacy in India's expanding tourism economy.

Keywords: Inter-state migration, Hotel industry, Labour rights, Migrant workers, Tirunelveli, Social security, Working conditions

1. BACKGROUND OF THE STUDY

1.1 Introduction

The phenomenon of inter-state migration in India has gained significant momentum in recent decades, driven by economic disparities between regions and the search for better livelihood opportunities. The hotel and hospitality industry, being one of the fastest-growing sectors globally, has emerged as a major employer of migrant workers who move

from economically backward states to more developed regions seeking employment⁶⁸⁷.

India's tourism and hospitality sector contributes significantly to the national GDP and foreign exchange earnings. The industry's labour-intensive nature creates substantial employment opportunities, particularly for workers with limited formal education or specialized skills. However, this same characteristic makes the sector vulnerable to labour exploitation, especially concerning

⁶⁸⁷ Davis, Kingsley, *The Population of India and Pakistan* (Princeton University Press, 1951), p. 45.

migrant workers who often lack awareness of their rights and local support systems⁶⁸⁸.

1.2 Conceptual Framework

Inter-state migrant workers, as defined under the Inter-State Migrant Workmen (Regulation of Employment and Conditions of Service) Act, 1979, are individuals who migrate from one state to another for employment purposes⁶⁸⁹. In the context of the hotel industry, these workers typically occupy positions such as housekeeping staff, kitchen helpers, waiters, and security personnel – roles that require minimal formal qualifications but involve intensive labour.

The vulnerability of migrant workers stems from multiple factors: language barriers, unfamiliarity with local laws, absence of social support networks, and dependence on employers or contractors for basic amenities. These factors create an environment conducive to exploitation, where workers may accept substandard wages and working conditions out of necessity⁶⁹⁰.

1.3 Significance of Tirunelveli District

Tirunelveli district in Tamil Nadu represents a microcosm of India's migration dynamics. As a growing urban center with expanding tourism infrastructure, it attracts significant numbers of inter-state migrants, particularly from states like Assam, Bihar, and Madhya Pradesh. The district's hotel industry has experienced rapid growth, creating employment opportunities that draw workers from economically disadvantaged regions⁶⁹¹.

2. REVIEW OF LITERATURE

2.1 Migration Patterns and Economic Drivers

Davis (1951) provided seminal work on population movement in India, analyzing the

traditionally stationary nature of Indian society and identifying factors that began to change migration patterns⁶⁹². His work laid the foundation for understanding internal migration dynamics in post-independence India.

Subsequent research by Das (2004) highlighted the vulnerable nature of migrant labour, particularly in Punjab, where workers faced bonded labour conditions and received wages below minimum standards. His work emphasized the need for substantial reforms in existing labour laws to protect migrant workers⁶⁹³.

Sanjay Kumar (2004) examined governmental initiatives in Punjab, noting the importance of state intervention in improving welfare measures for migrant workers. His research identified two key governmental actions: establishing Lok Adalats for expedited resolution of labour disputes and organizing healthcare camps for workers⁶⁹⁴.

2.2 Hospitality Industry and Labour Conditions

Bhanushali (1996) conducted a comprehensive study on the socio-economic and psychological conditions of hotel workers in Maharashtra, revealing significant financial and social challenges faced by workers in the hospitality sector⁶⁹⁵. This research was among the first to systematically examine the working conditions specific to the hotel industry in India.

Kristensen, Hannerz, and Tuchsén (2002) analyzed the stress factors inherent in hospitality work, including demanding deadlines, irregular customer interactions, extended working hours, night shifts, repetitive tasks, and poor job control. Their research established that hospitality work is inherently stressful, with many workers being vulnerable

⁶⁸⁸ S.G. Bhanushali, "Study of the Socio-Economic Conditions of Hotel Workers in Maharashtra" (Shivaji University, 1996)

⁶⁸⁹ Inter-State Migrant Workmen (Regulation of Employment and Conditions of Service) Act, 1979, Section 2(e).

⁶⁹⁰ S.K. Das, "Inter-State Migrant Workers in India: Problems and Remedial Measures," in Gopal Iyer, ed., *Distressed Migrant Labour in India* (New Delhi: Kanishka Publishers, 2004).

⁶⁹¹ Primary Data Analysis, Tirunelveli District Survey, 2025.

⁶⁹² Davis, *supra* note 1.

⁶⁹³ Das, *supra* note 4.

⁶⁹⁴ Sanjay Kumar, "Migrant Workers in Punjab: A Study of Government Initiatives" (2004)

⁶⁹⁵ Bhanushali, *supra* note 2

due to poor working conditions and inadequate compensation⁶⁹⁶.

2.3 Legal Framework and Implementation Challenges

Merchant et al. (2018) examined working conditions in Goa's hotel industry from a human rights perspective, investigating employer violations of labour laws and the extent of worker exploitation. Their research highlighted the disconnect between legal provisions and ground-level implementation⁶⁹⁷.

Bagri (2011) emphasized the importance of employee satisfaction in the hospitality sector, arguing that hotels must prioritize staff welfare to improve guest satisfaction. His research linked employee-friendly policies with enhanced motivation and service quality⁶⁹⁸.

2.4 Child Labour and Vulnerable Groups

Prabakaran (2011) conducted specific research on child labour in Tirunelveli district's hotel industry, analyzing health issues, educational deprivation, and psychological impacts on children. This work highlighted the presence of vulnerable groups within the hospitality sector⁶⁹⁹.

2.5 Global Perspectives

Tasneem Siddiqui (2012) provided a global analysis of migration patterns and their impact on individual, national, and global development. Her work offered insights into the broader economic implications of migration⁷⁰⁰.

Tom Baum (2012) published an ILO discussion paper on migrant workers in the international hotel industry, disseminating research findings on contemporary labour migration issues. This

work provided international context for understanding migrant worker challenges⁷⁰¹.

3. RESEARCH QUESTIONS

The present study seeks to address the following research questions:

- What are the primary socio-economic characteristics of inter-state migrant workers in Tirunelveli district's hotel industry?
- What factors motivate workers to migrate from their home states to seek employment in the hospitality sector?
- How effectively are existing labour laws and protective mechanisms implemented in the hotel industry concerning inter-state migrant workers?
- What are the predominant working conditions, wage structures, and social security provisions available to these workers?
- What gaps exist between legal provisions and practical implementation of worker protection measures?
- How do language barriers, cultural differences, and lack of awareness impact the workers' ability to access their rights?
- What role do intermediaries and contractors play in the recruitment and employment of inter-state migrant workers?
- What are the health and safety conditions in hotel workplaces, and how do they affect migrant workers?

4. RESEARCH HYPOTHESIS

Based on the literature review and preliminary observations, the following hypotheses are formulated:

H1: Labour laws and special legislation applicable to inter-state migrant workers in the

⁶⁹⁶ T. Kristensen, T. Hannerz, and F. Tuchsén, "Work-related Stress in Hotel and Restaurant Work," *European Journal of Public Health* 12, no. 3 (2002): 192-197.

⁶⁹⁷ Shripad S. Merchant et al., "Working Conditions of Employees in Hotels in Goa: A Human Rights Perspective," *IJLR-AR* 5, no. 1 (2018).

⁶⁹⁸ S.C. Bagri, "Employee Satisfaction in Hotel Industry," *Tourism Management* 45 (2011).

⁶⁹⁹ S.W.P. Prabakaran, *Child Labour in the Hotel Industry* (Delhi: Discovery Publishing House, 2011).

⁷⁰⁰ Tasneem Siddiqui, "International Labour Migration from Bangladesh" (Working Paper, 2012).

⁷⁰¹ Tom Baum, "Migrant Workers in the International Hotel Industry," *ILO Discussion Paper* (2012).

hotel industry are not implemented effectively, resulting in unsafe working conditions and poor socio-economic status of workers.

H2: Social security legislation applicable to inter-state migrant workers is inadequate to prevent exploitation in the hotel industry.

H3: Inter-state migrant workers in the hotel industry face significant discrimination in wages and working conditions compared to local workers.

H4: The absence of trade union representation and collective bargaining mechanisms exacerbates the vulnerability of inter-state migrant workers.

H5: Language barriers and cultural differences significantly impede migrant workers' access to legal remedies and social services.

5. RESEARCH GAP

Despite the growing body of literature on migration and labour issues, several gaps exist in the current understanding of inter-state migrant workers in the hotel industry:

5.1 Sector-Specific Analysis

While general migration studies are abundant, sector-specific research focusing on the hotel industry remains limited. Most existing studies either address migration broadly or examine other industries like construction and agriculture, leaving the hospitality sector underexplored.

5.2 Regional Focus

Limited research has been conducted on migration patterns and working conditions in Tamil Nadu's hospitality sector, particularly in emerging urban centers like Tirunelveli. Most studies focus on metropolitan cities or traditional migration destinations.

5.3 Legal Implementation Analysis

While numerous studies examine labour laws theoretically, few provide empirical analysis of implementation effectiveness at the ground level, particularly concerning inter-state migrant workers in specific sectors.

5.4 Socio-Legal Approach

The intersection of legal provisions and social realities for migrant workers in the hospitality sector requires more comprehensive analysis. Existing research often treats legal and social aspects separately.

5.5 Gender and Age Dynamics

Limited attention has been paid to the specific experiences of different demographic groups among migrant workers, including women, youth, and older workers in the hotel industry.

6. RESEARCH METHODOLOGY

6.1 Research Design

This study employs a mixed-method approach, combining both doctrinal and non-doctrinal research methodologies to provide comprehensive insights into the conditions of inter-state migrant workers in Tirunelveli's hotel industry.

6.2 Doctrinal Research Component

The doctrinal component involves systematic analysis of:

- Constitutional provisions relating to migrant workers
- Central and state labour legislation
- ILO conventions and recommendations
- Judicial pronouncements and case law
- Policy documents and government reports

6.3 Non-Doctrinal Research Component

The empirical component utilizes:

- Primary data collection through structured questionnaires
- Face-to-face interviews with migrant workers
- Observation of working conditions
- Case studies of specific hotels and workers

6.4 Sample Design

Population: Inter-state migrant workers employed in hotels in Tirunelveli district **Sample Size:** 75 respondents **Sampling Method:** Purposive sampling combined with snowball sampling **Selection Criteria:** Workers who have migrated from other states and are currently employed in registered and unregistered hotel establishments

6.5 Data Collection Methods

Primary Sources:

- Structured questionnaires administered through personal interviews
- Schedule method used for illiterate respondents
- Observation checklists for working conditions
- Focus group discussions with worker groups

Secondary Sources:

- Legal databases and statute books
- Government reports and policy documents
- Academic journals and research papers
- ILO publications and international reports
- Newspaper articles and media reports

6.6 Data Analysis

Quantitative data is analyzed using descriptive statistics, while qualitative information is subjected to thematic analysis. Legal provisions are analyzed through doctrinal methodology, comparing statutory requirements with ground-level implementation.

7. CONTENT OF THE RESEARCH

Chapter 1: Introduction

This chapter sets the stage for the study by explaining why research on interstate migrant workers in the hotel industry is important. It defines the research problem, outlines the objectives, and explains the scope. The methodology used for collecting and analyzing

data is described. It also acknowledges the study's limitations.

Chapter 2: Interstate Migrant Workers in Hotel Industry – An Overview

This chapter explains the concept of migration and its link to the hospitality sector. It discusses the structure and functioning of the hotel industry. The nature of employment and composition of the workforce are examined. Socio-economic conditions of migrant workers are highlighted. It also identifies key challenges and vulnerabilities they face.

Chapter 3: Legal Framework for Protection \

This chapter analyzes the legal provisions safeguarding migrant workers. It covers constitutional rights, ILO standards, and central labour laws. State-specific regulations governing hotel employment are discussed. Judicial interpretations and landmark case laws are included. The focus is on legal measures for protection and their effectiveness.

Chapter 4: Data Analysis and Interpretation

This chapter presents primary data collected from respondents. It explains demographic details such as age, gender, and origin. Patterns of wages, working conditions, and welfare benefits are analyzed. The availability of health and safety measures is studied. It also assesses workers' awareness of their rights and legal protections.

Chapter 5: Findings and Recommendations

This chapter summarizes the study's major findings. It highlights the mismatch between legal safeguards and their ground-level implementation. Policy gaps and practical issues are analyzed. Recommendations are suggested for better protection and welfare. It concludes with strategies for improving conditions of interstate migrant workers in hotels.

7.2 Key Areas of Investigation

Demographic Analysis: The research examines age distribution, educational qualifications, family composition, and regional origins of

migrant workers. Understanding demographic patterns helps identify vulnerable groups and tailor protection mechanisms accordingly.

Employment Patterns: Analysis of recruitment methods, job roles, employment duration, and career progression opportunities provides insights into industry practices and worker mobility.

Working Conditions: Detailed examination of working hours, rest periods, workplace safety, occupational hazards, and employer-employee relationships reveals the quality of work environment.

Wage Structure and Benefits: Investigation of wage rates, payment methods, deductions, overtime compensation, and social security benefits exposes economic exploitation patterns.

Legal Awareness: Assessment of workers' knowledge about their rights, available remedies, and access to legal aid indicates the effectiveness of current awareness mechanisms.

8. FINDINGS

8.1 Demographic Profile

The study reveals significant patterns in the demographic composition of inter-state migrant workers in Tirunelveli's hotel industry:

Age Distribution: The majority of workers (54%) belong to the 21-25 age group, indicating that young adults constitute the primary workforce. This finding suggests that migration decisions are often made during early career stages when individuals seek better opportunities⁷⁰².

Gender Composition: Male workers predominate at 93%, while females constitute only 7%. This stark gender disparity reflects both cultural factors and the nature of available employment opportunities in the hotel sector⁷⁰³.

Educational Background: Most workers possess only primary education, with significant illiteracy

rates. This educational disadvantage increases their vulnerability to exploitation and limits their awareness of legal rights.

8.2 Migration Patterns and Motivations

Primary Migration Drivers: Economic necessity emerges as the dominant factor, with 46% of workers citing better wages as their primary motivation. This is followed by 26% seeking better working conditions and 18% attracted by high job demand.

Migration Methods: The majority (58%) migrate independently, while 27% rely on friends or relatives. Only 15% use formal agents, suggesting that informal networks play a crucial role in migration decisions.

Family Migration: Overwhelmingly (84%), workers migrate alone, leaving families behind in their home states. This pattern creates additional socio-economic challenges and emotional stress.

8.3 Employment Conditions and Wage Structure

Salary Distribution: The largest group (44%) earns between ₹10,000-20,000 monthly, while only 18% earn above ₹30,000. This concentration in lower wage brackets indicates widespread economic vulnerability.

Payment Methods: While 54% receive payments through bank deposits, 41% still rely on cash payments, which may indicate informal employment arrangements.

Wage Deductions: A concerning 66% of workers report wage deductions, often for accommodation and food, violating legal provisions under the Inter-State Migrant Workmen Act.

Overtime Work: An overwhelming 73% work overtime, but adequate compensation mechanisms appear inadequate.

8.4 Working Conditions and Labour Rights

Working Hours: While 58% work the standard 8 hours daily, 28% exceed this limit, indicating non-compliance with labour law provisions.

⁷⁰² Interview with Labour Department Officials, 2025.

⁷⁰³ Comparative Analysis of Wage Rates, 2025.

Rest Periods: Despite 82% receiving weekly offs, the quality and implementation of rest provisions require closer examination.

Workplace Accidents: A significant 66% have experienced workplace accidents, highlighting serious safety concerns in the industry.

Wage Parity: Only 34% receive wages equal to non-migrant workers, indicating systematic discrimination in compensation.

8.5 Social Security and Welfare Benefits

Benefit Awareness: Insurance emerges as the most recognized benefit (46%), followed by injury compensation (33%). However, provident fund awareness remains low at 13%.

Legal Awareness: Limited understanding of labour rights and legal remedies indicates inadequate awareness programs and legal literacy initiatives.

Language Barriers: Approximately 61% can communicate in local languages, but significant barriers remain for a substantial minority.

8.6 Accommodation and Living Conditions

Housing Arrangements: The majority (60%) live in rental accommodation, while 30% use workplace-provided housing. Living conditions vary significantly based on these arrangements.

Safety Measures: Emergency preparedness remains inadequate, with 25% reporting no safety measures and limited fire safety equipment availability.

8.7 Legal Framework Implementation

Registration Compliance: Systematic non-compliance with registration requirements under the Inter-State Migrant Workmen Act is evident, with many establishments operating without proper licensing⁷⁰⁴.

Contractor Licensing: Widespread use of unlicensed contractors for recruitment violates statutory provisions and increases worker vulnerability.

Minimum Wage Compliance: Substantial deviations from prescribed minimum wages indicate weak enforcement mechanisms.

Social Security Coverage: Limited access to ESI, PF, and other social security benefits suggests inadequate implementation of welfare legislation⁷⁰⁴.

9. SUGGESTIONS AND RECOMMENDATIONS

9.1 Legal and Policy Reforms

Strengthening Legislative Framework: The Inter-State Migrant Workmen Act, 1979 requires comprehensive updating to address contemporary challenges. Recommendations include expanding coverage to smaller establishments, enhancing penalty provisions, and incorporating technological solutions for monitoring compliance⁷⁰⁵.

Uniform Implementation Standards: Develop standardized implementation guidelines across states to prevent regulatory arbitrage and ensure consistent protection for migrant workers. This includes harmonizing minimum wage rates and social security provisions⁷⁰⁶.

Digitization and Monitoring: Implement digital platforms for worker registration, complaint filing, and benefit disbursement. Real-time monitoring systems can enhance enforcement effectiveness and reduce bureaucratic delays.

9.2 Awareness and Capacity Building

Legal Literacy Programs: Establish comprehensive awareness programs targeting migrant workers, focusing on labour rights, available remedies, and grievance procedures. These programs should use regional languages and culturally appropriate communication methods.

Employer Education: Conduct training programs for hotel owners and managers on legal compliance, emphasizing the business case for fair labour practices and the legal consequences of violations.

⁷⁰⁴ Analysis of Social Security Coverage Data, 2025.

⁷⁰⁵ Recommendation based on Research Findings.

⁷⁰⁶ *Ibid.*

Civil Society Engagement: Partner with NGOs, trade unions, and community organizations to extend outreach and support services to migrant workers⁷⁰⁷.

9.3 Institutional Mechanisms

Specialized Labour Courts: Establish fast-track labour courts with jurisdiction over migrant worker cases, ensuring quick resolution of disputes and adequate legal aid provision.

Migration Resource Centers: Create dedicated centers in major destination areas providing information, assistance, and support services to migrant workers throughout their employment period.

Interstate Coordination: Strengthen coordination mechanisms between sending and receiving states to ensure continuity of social security benefits and legal protection.

9.4 Social Security Enhancements

Portable Benefits: Develop portable social security systems allowing workers to retain benefits across state boundaries, including healthcare, pension, and insurance coverage.

Emergency Support Systems: Establish emergency assistance funds for migrants facing crisis situations, including medical emergencies, job loss, or exploitation⁷⁰⁸.

Family Support Services: Provide support services for families left behind in home states, including healthcare access and educational opportunities for children.

9.5 Industry-Specific Measures

Voluntary Certification Programs: Develop industry certification programs recognizing hotels that maintain high labour standards, creating market incentives for compliance.

Collective Bargaining Facilitation: Support the formation of trade unions and worker associations, facilitating collective bargaining and worker representation.

Skills Development: Implement skills upgrading programs for migrant workers, enhancing their career prospects and earning potential⁷⁰⁹.

10. CONCLUSION

This comprehensive study of inter-state migrant workers in Tirunelveli district's hotel industry reveals a complex landscape of opportunities and challenges. While the hospitality sector provides crucial employment for millions of migrants, systematic issues in implementation of protective legislation perpetuate vulnerability and exploitation.

The research findings confirm both hypotheses, demonstrating that despite robust legal frameworks, ground-level implementation remains inadequate. The concentration of workers in lower age groups and wage brackets, combined with high rates of workplace accidents and wage deductions, indicates systematic failures in worker protection mechanisms.

The predominance of male workers reflects both sector characteristics and broader gender dynamics in migration patterns. The finding that 84% of workers migrate alone highlights the personal sacrifices involved in seeking better economic opportunities, with significant implications for family welfare and social cohesion.

Economic necessity emerges as the primary driver of migration, with 46% of workers motivated by wage differentials between home and destination states. However, the reality of wage discrimination, with only 34% receiving equal pay compared to local workers, suggests that these economic aspirations are not fully realized.

The high incidence of overtime work (73%) and workplace accidents (66%) indicates serious concerns about working conditions and safety standards. These findings suggest that the hotel industry's dependence on migrant labour may

⁷⁰⁷ *Ibid.*

⁷⁰⁸ *Ibid.*

⁷⁰⁹ *Ibid.*

be creating exploitative conditions that require immediate attention.

Legal awareness remains critically low, with workers lacking knowledge of their rights and available remedies. This legal illiteracy, combined with language barriers and absence of trade union representation, creates an environment where exploitation can flourish unchecked.

The study's doctrinal analysis reveals that India possesses comprehensive labour legislation and has ratified relevant ILO conventions. However, the gap between legal provisions and implementation remains substantial, particularly concerning registration requirements, minimum wages, and social security coverage.

The findings have significant implications for policy formulation, legal reform, and industry practices. Immediate priorities include strengthening enforcement mechanisms, enhancing legal awareness, and developing comprehensive support systems for migrant workers.

Looking ahead, the hospitality industry's continued growth will likely increase dependence on migrant labour. Ensuring that this growth translates into decent work opportunities rather than exploitative relationships requires concerted effort from government, industry, and civil society.

The study contributes to understanding the intersection of migration, labour rights, and economic development in contemporary India. It highlights the need for nuanced approaches that address both the structural factors driving migration and the specific vulnerabilities faced by workers in destination areas.

Future research should examine the long-term impacts of migration on both sending and receiving communities, explore gender-specific experiences of women migrants, and analyze the effectiveness of intervention programs. Comparative studies across different states

and industries would enhance understanding of best practices and successful models.

The ultimate goal must be creating an environment where migration represents genuine choice and opportunity rather than desperate necessity, where migrant workers enjoy equal rights and protection, and where the hospitality industry's growth contributes to inclusive development rather than perpetuating inequality.

This study serves as a call for action to all stakeholders – government agencies, industry associations, civil society organizations, and academic institutions – to work collaboratively in addressing the challenges identified and building a more just and equitable system for India's migrant workforce.

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