Not an Easy Path for them … But Society's Backbone

The joy on the family *faces when the doorbell rang was worth seeing—such expressions aren't seen for anyone else's arrival. In today's fast-paced life, where lack of time has made managing daily needs difficult, the role of a delivery boy has become an essential part of life. Whether it's food home delivery, online shopping packages, or delivering important documents.*
This is a community whose goal is not just to reach the destination with the customer's goods, but also to earn and maintain the customer's trust, and strictly follow time-bound discipline.

Often, if customers are dissatisfied with their service, complaints can even risk their jobs. Even though they are a key link in maintaining harmony in our social system, this group still hasn't been given the rightful recognition in the social structure that they truly deserve. Generally, they and their problems are ignored.

They face many obstacles and challenges during their work. Their paths are filled with issues such as harsh weather, heavy traffic, road safety rules, tight delivery deadlines, and at times, even rude customer behavior.
Not to forget, they constantly deal with the pressure of communicating via mobile apps and the fear of receiving low ratings from customers.

If we glance at the current statistics of the e-commerce industry, it's clear that online shopping is booming worldwide. And behind those numbers are millions of delivery boys racing through the street's day and night. Yet not even a single percent of the profit from these booming industries reaches their hands.
Some of them are well-educated youth who, due to financial struggles, are seen running on the roads doing this job. In India, the number of girls in this field is significantly lower than boys.

There are many problems tied to the work of delivery boys. Most retail companies do not hire them directly. Instead, they are employed through local courier agencies or manpower providers. As a result, they often miss out on the benefits of

workplace safety regulations and legal protections. Only a few countries have defined fixed salaries based on their experience.

The delivery man's *path is truly difficult. Even from a social and economic point of view, their contribution is not just about delivering packages. They are a critical part of ensuring that the supply chain runs smoothly. It is because of them that the world of commerce and e-commerce is thriving today.*

How can we forget their important role during the COVID-19 pandemic? When going out was risky during global lockdowns, these individuals selflessly delivered food, emergency medicines, and essential goods—putting their own health at risk. During that global crisis, they were seen as the real frontline workers, and many didn't hesitate to recognize them as true heroes.
The unspoken journey of service by the delivery man deserves appreciation and respect.

By understanding the role, challenges, and problems faced by delivery men, we must take steps in a positive direction for a better life for them. That would be a true way to express gratitude for their service.

The Unspoken Journey… A Pillar of Society…

Whether it's the scorching heat or cold, soaking rain,
No thought of rest, only the mission to reach the destination,
Carrying person hopes and dreams while walking the road,

Spreading joy in sealed boxes, hiding fatigue behind a smile,
Forgetting themselves in the race against time, doing work that brings happiness, they feel satisfied just knowing—someone is waiting!
They are an inseparable part of our society.

They're not just…. As ***Delivery men' A Pillar of the Today's Society.***

Gitanjali Saxena 2025