

GOVERNMENT OF INDIA  
MINISTRY OF COMMERCE & INDUSTRY  
(DEPARTMENT OF COMMERCE)

**RAJYA SABHA**  
**UNSTARRED QUESTION No. 538**  
ANSWERED ON 07/02/2025

**E-COMMERCE EXPORTS**

538. DR. FAUZIA KHAN:

Will the Minister of Commerce and Industry be pleased to state:

- (a) whether Government is aware of the potential of e-commerce exports in India's trajectory to a developed economy;
- (b) if so, the details of the initiatives of Government aimed at boosting e-commerce exports,;
- (c) whether the Government has set any specific targets for e-commerce exports in the coming years to enhance India's global trade competitiveness; and
- (d) whether the Government has identified key regulatory or logistical barriers to e-commerce exports, if so, the steps being taken to address these challenges?

**ANSWER**

THE MINISTER OF STATE IN THE MINISTRY OF COMMERCE AND INDUSTRY  
(SHRI JITIN PRASADA)

**(a) & (b)** Yes, the Government recognises the potential of e-commerce exports and has taken several initiatives to support their growth-

(i) Chapter 9 of the Foreign Trade Policy (FTP) 2023 introduced promoting Cross-Border Trade in the Digital Economy, which includes the establishment of E-Commerce Export Hubs (ECEH) to streamline regulatory and logistics processes. These hubs provide integrated services such as storage, packaging, certification, and testing and faster logistics.

(ii) The Directorate General of Foreign Trade (DGFT) has launched the Trade Connect ePlatform (<https://trade.gov.in>) to provide trade-related information to exporters, integrating efforts from the Department of Commerce, Indian Missions abroad, Export Promotion Councils, and Commodity Boards. Awareness initiatives such as Niryat Bandhu events and outreach programs have been undertaken, along with the release of handbooks on Trade Connect and E-Commerce Exports.

(iii) The Central Board of Indirect Taxes and Customs (CBIC), through Notification No. 23/2023-Customs dated 31.03.2023, increased the maximum value of export consignments through courier mode to ₹10 lakh. Further, from 12.09.2024, export benefits such as duty drawback and Remission of Duties and Taxes on Exported Products (RoDTEP) have been extended to courier exports.

(iv) The Department of Posts (DoP), in coordination with CBIC, has launched Dak Ghar Niryat Kendras (DNKs) to assist exporters with documentation, packaging, and compliance requirements. As of 31st December 2024, 1,013 DNKs have been authorized. The International Tracked Packet Service now covers 41 international destinations, and volume-based discounts have been introduced to incentivize small sellers and exporters.

(c) Export growth is expected from emerging areas, including cross-border e-commerce trade, as part of broader efforts to enhance India's global trade competitiveness.

(d) Yes, key regulatory and logistical challenges in e-commerce exports have been identified, including delays in time taken from receiving the order to the fulfilment overseas, challenges in re-importing e-commerce returns and rejects, high banking fees for export payments reconciliation, and the lack of financial products such as export credit and insurance for cross-border e-commerce exporters. Possible measures have been identified for consideration by industry and Government stakeholders.

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