

GOVERNMENT OF INDIA
MINISTRY OF COMMERCE AND INDUSTRY
DEPARTMENT OF COMMERCE
RAJYA SABHA
UNSTARRED QUESTION No. 1635
ANSWERED ON 13/02/2026

EXPORTS PROCESSED THROUGH E-COMMERCE EXPORT HUBS

1635. SMT. KIRAN CHOUDHRY:
SHRI KESRIDEVSINH JHALA:
DR. DINESH SHARMA:

Will the Minister of COMMERCE AND INDUSTRY be pleased to state:

- (a) the volume of exports processed through the first five operational E-Commerce Export Hubs (ECEHs) in Delhi, Mumbai and Bengaluru since their operationalisation;
- (b) the number of ECEHs targeted for 2025-26 that have been notified and integrated into the national logistics and customs network;
- (c) the manner in which Ministry is assisting artisans and Micro, Small, and Medium Enterprises (MSME) to use ECEHs, including training, technical support and financial facilitation provided; and
- (d) the average turnaround time from Hub Arrival to Gateway Dispatch under the Standard Operating Procedures (SOP) finalized in 2025?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF COMMERCE AND INDUSTRY

(SHRI JITIN PRASADA)

- (a) The first five pilot E-Commerce Export Hubs (ECEHs) are at different stages of operationalisation under the Government's initiative to strengthen the cross-border e-commerce export ecosystem. Infrastructure development, regulatory coordination, and digital integration with logistics and customs systems are being undertaken to facilitate streamlined export processes and enhanced logistics efficiency. As the hubs are presently in the pilot and phased implementation stage, consolidated performance data, including overall export volumes handled, is yet to be finalised. However, during pilot testing, 148 export orders covering multiple sellers and product categories were processed through the ECEH facility using cross-docking processes, indicating operational readiness.
- (b) ECEHs proposed for 2025–26 are being notified in a phased manner and integrated with national logistics and customs networks as part of the ecosystem development initiative.
- (c) To facilitate participation of artisans and Micro, Small and Medium Enterprises (MSMEs), capacity-building, onboarding support, digital enablement, logistics facilitation, and handholding support mechanisms are being undertaken in coordination with e-commerce operators, logistics service providers, and other stakeholders.

(d) Under the Standard Operating Procedures (SOPs) finalised in 2025, processes such as scanning, documentation, labelling, manifest preparation, and dispatch have been standardised to improve operational efficiency. The cross-docking model adopted during pilot testing has contributed towards reduction of procedural complexity and improvement in processing efficiency; however, the average turnaround time from hub arrival to gateway dispatch is presently under assessment as the hubs remain in the pilot phase.
