

E-Commerce Export Hubs to Support Indian SMEs with Cost-Effective Logistics and Streamlined Regulatory Processes

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The E-Commerce Export Hubs (ECEHs) initiative, aims to provide dedicated zones for facilitating cross-border e-commerce exports from India. The objective is to support SMEs, artisans, and small businesses by reducing the cost and time associated with logistics, streamlining regulatory processes, and simplifying re-imports for e-commerce returns or 2 rejects. ECEHs shall provide integrated services at a single location, encompassing customs clearance, quality certification, packaging, and off-port warehousing.

DGFT has issued Trade Notice No. 14/2025 dated 22.08.2024, inviting detailed proposals for these pilots. Five ECEH pilot projects have been proposed for implementation.

The Government has undertaken several steps to streamline customs, logistics, and compliance procedures for small exporters, particularly in the context of e-commerce exports:

- Chapter 9 of the Foreign Trade Policy (FTP) 2023 provides for the promotion of crossborder trade in the digital economy.
- The Trade Connect ePlatform (<https://trade.gov.in>) has been launched to provide small exporters with access to international trade-related information. It integrates inputs from Indian Missions, Export Promotion Councils, and Commodity Boards. Outreach through Niryat Bandhu programmes and handbooks on e-commerce exports have also been undertaken.
- The CBIC, via Notification No. 23/2023-Customs dated 31.03.2023, enhanced the value limit for courier exports to ₹10 lakh. Export duty remissions such as Duty Drawback and RoDTEP have been extended to courier-mode exports from 12.09.2024.
- The Department of Posts, in coordination with CBIC, has established Dak Ghar Niryat Kendras (DNKs) to assist exporters with documentation, packaging, and regulatory compliance. A total of 1,013 DNKs have been notified. The International Tracked Packet Service covers 41 countries, with volume-based discounts to benefit small exporters.
- Further, the Reserve Bank of India has issued a draft circular proposing procedural relaxations for small-value exporters under the Export Data Processing and Monitoring System (EDPMS). The circular shall enable Authorised Dealer (AD) banks to close shipping bills up to ₹10 lakh based on quarterly declarations from exporters confirming realisation and value adjustments, thereby reducing compliance burden and streamlining reconciliation for small consignments.

Some of the proposed ECEHs are to be implemented directly by logistics service providers to ensure integrated delivery of warehousing, packaging, and regulatory facilitation. In addition, the Government has entered into Memoranda of Understanding (MoUs) and signed Letters of Intent (LoIs) with key stakeholders, including global e-commerce platforms and domestic logistics providers. These partnerships focus on building awareness, enhancing export readiness, and promoting cross-border e-commerce, particularly among MSMEs. Regional Authorities of DGFT have also conducted outreach and capacity-building programs in collaboration with these entities to support the onboarding of SME sellers and familiarise them with export procedures.

This information was given by the Minister of State for Ministry of Commerce & Industry, Shri Jitin Prasada, in a written reply in the Lok Sabha today.

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