Sustainable Development: Theory, Praxis and Solution

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CHAPTER 28

OPPORTUNITIES AND CHALLENGES OF E-COMMERCE IN INDIA

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ABSTRACT

E-commerce is drastically transforming the way in which business houses are interacting with consumers and also with each other. With rampant use of Smart phones, tablet devices, computers, increasing access to internet is facilitating growth of E-commerce on global scale. E-commerce has the ability to play an instrumental role in helping developing economics benefit from trade. E-commerce refers to the buying and selling of goods or services using the internet and the transfer of money and data to execute these transactions. The Indian ecommerce industry is increasing day by day with the liberalization of market, busy lifestyle, high disposable income, awareness regarding products and fashion industry, increased Computer Education and access to cheap internet usage. There are certain aspects which should be taken in consideration while providing E-Commerce like multiple payment option, customer friendly software, cyber security, right content mitigation of human errors, shipment options, location-based services, product quality and quantity etc.

Keywords: E-commerce, Digital India, Online Market, Digital Platform.