

About the book

Martin Roy, Counsellor, WTO Secretariat

'This well-researched... book's focus on India is particularly insightful in view of the country's recent and ongoing experience with services liberalization, the dynamic growth of its services exports, and its involvement in various trade negotiations.'

Prabir K. Bagchi, Professor, School of Business, The George Washington University, USA

'I am extremely impressed with the [book]....[It] is also timely in the hands of the shippers, manufacturers, policy makers, and academics as India marches on with near double-digit GDP growth rates and endeavors to consolidate its competitive position vis-a-vis China, Brazil and other leading economies. I commend the authors for in-depth research and skilful presentation. This should be in the hands of every business in India.'

Shankar Acharya, Honorary Professor, ICRIER

This volume is a path-breaking study of Express Delivery Services (EDS) in India... [T]his is the first authoritative account of an increasingly important component of India's integration into the global economy. Invaluable for policymakers, business and academics.'

Rakesh Mohan, Professor, Yale School of Management, Yale University

'...This pioneering book by Arpita Mukherjee and her colleagues is very timely in aiding India's strategy for developing a competitive logistics sector, both in terms of domestic regulations and investments, and in guiding India's trade negotiations in the service sector. A must read for India's policymakers.'

Jayant Dasgupta, Ambassador of India to the World Trade Organization

'Express delivery services in India... has been analysed carefully in the book in terms of its many-faceted implications. It fills an important gap in our understanding of the sector and would be very useful for academics, foreign supply chain management companies as well as services negotiators in the global trade arena.'



**Indian Council for Research on
International Economic Relations**
India Habitat Centre, Core 6A, 4th Floor
Road, New Delhi-110 003, India
T +91 11 43112400
F +91 11 24620180
Website: www.icrier.org

Facilitating Trade and Global Competiveness

Express Delivery Services in India



ICRIER

Contents

FACILITATING TRADE AND GLOBAL COMPETITIVENESS *Express Delivery Services in India*

- Introduction
- Express Delivery Industry in the Global Context
- Express Delivery Industry in India
- A Survey of Service Providers in India
- The Perspectives of Clients
- Employment Patterns and Summary of Key Findings
- Liberalization in WTO and FTAs: India's Negotiating Strategies and Options
- Barriers, Reforms, and Way Forward

Globalization, technological development, and expansion of international trade have created demand for sophisticated logistics infrastructure. It is in this context that this book examines how the express delivery services enhance the global competitiveness of Indian industry. Based on primary survey of express delivery companies, their clients, employees, government officials, and other stakeholders, it assesses the contribution of this sector to economy, trade, and employment.

A key component of India's logistics chain, this sector has witnessed a double-digit growth since the 1990s. Highlighting the growth potential of this sector and the opportunities and constraints that it faces, this book reflects how the sector can contribute to India's increasingly important position and integration into the global economy. It offers policy recommendations to improve productivity and efficiency of this sector and the services sector as a whole.

Since this is one of the new sectors that is being discussed in the Doha Round of WTO negotiations and FTAs, this book will be an invaluable resource for all stakeholders, including express delivery companies, trade analysts, and international organizations. It will also be of interest to students and researchers of economics, business management, and foreign trade.

Arpita Mukherjee is Professor at Indian Council for Research on International Economic Relations (ICRIER), New Delhi.

Parthapratim Pal is Associate Professor of Economics at the Indian Institute of Management Calcutta (IIMC), Kolkata.

Subrata Mitra is Professor of Operations Management at the IIMC, Kolkata.

Ramneet Goswami is a Research Associate at the ICRIER, New Delhi.

Souvik Dutta is a graduate student at the Economics Department at the Pennsylvania State University, USA.