

E-Commerce in India: Issues & Remedies

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Abstract

E-commerce is the use of electronic communications and digital information processing technology in business. It involves the buying and selling of goods and services over the online portals/ website which has formed virtual and digital marketplace. It involves online transactions, supply chain management, e-marketing, electronic data interchange, automated inventory management systems and automated data collection systems. Companies all over the world are finding e-commerce as the new platform for the business in the years to come. India has the fourth largest Internet users in the world so it is expected to come among the top 10 e-commerce hub by 2015. The Indian e-commerce market has recorded an impressive growth rate of 47% to over Rs.46,000 crore in the 2011 as compared to Rs.31,598 crore in 2010. This change is recorded mainly due to sustained growth of online travel industry. For the faster growth and smooth running of e-commerce it has become very important to have effective laws to cater the need of the time. There have always been threats in the processing of personal information due to phishing, spoofing, identity theft, fraudulent emails and viruses & malware attack. Other prominent issue is related to taxation on e-commerce transactions. E-commerce transaction raises several taxation issues, because it is completed in cyber space and there is an absence of national boundaries, and in some cases non-requirement of physical presence of goods & physical delivery. This makes traditional rules of taxation difficult to apply due to the level of disintermediation and untraceability of the path of transactions, The theme of the paper is the threats & challenges of e-commerce. Motive of this paper is to analyse the effectiveness of law in the present scenario of increasing cyber crime, identifying the shortcomings and find out the corrective means.

Keywords: e-commerce, e-business, digital market, cyber law, taxation

Introduction

E-commerce stands for electronic commerce and having relevance to trading in goods and services through the electronic medium, i.e. the Internet or phone. It has changed the face of retailing from physical market to the digital market. On the Internet, it remains associated with a website, which sells products or services directly from the site using a shopping cart or shopping basket system and with an online payment system. In fact, it is the application communication and information sharing technology among trading partners to the pursuit of business objectives. The term also refers to online stock, bond transactions, buying and downloading software without ever going to a store. This encompasses many kinds of activities and is not restricted only to purchasing goods and services electronically. It can involve electronic transactions, supply chain management, e-marketing, electronic data interchange, automated inventory management systems, and automated data collection systems.

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Advancement of technology has brought the libraries, entertainment venues, post offices, financial institutions etc. to a click of the mouse and in the pocket of customers. Customers can purchase anything from e-market by sitting comfortably in their rooms and gift it to someone sitting miles apart just by click of a mouse.

The tremendous growth of e-commerce in the last decade is seen due to power of the Internet to reach any part of the world holds great potential for enhancing international trade and boosting global economy. But doing business on the Internet also has risks and legal issues associated with it. The rapid pace of e-commerce development has challenged the legal system. Companies doing ecommerce always invent new business procedures and rules, which creates problem for the legal system in trying to adapt existing laws to fit new setting where it is simply unclear how these laws will apply. In the backdrop of these legal complexities, some countries across the globe have enacted e-commerce legislations and India is one of them.

Since ecommerce is related with the fast & free flow of business transactions across the boundaries, it is very important to have effective laws to prevent evasion of taxation and resolve other legal issues. For example, XYZ, a company in London, having its server in USA, may sell its products to customers in India or other countries. In such a situation, if you receive defective goods or if you regret having made the purchase, the question would arise as to which jurisdiction you can sue the company or claim damages or withdrawal respectively. The company, on the other hand, might find itself confronted with foreign laws, which he may not be aware of. Other issues are associated with the technical aspects related to threats created by using personal information on the Internet which may cause phishing, spoofing, identity theft, fraudulent emails and viruses & malware attack.

In the financial sectors as well, the impact of e-commerce has been seen. Most of the banks & financial institutions have gone online for transactions & trade within the norms of RBI and SEBI. For the financial transactions in e-commerce, e-payment gateway has been introduced and well known operators are ICICI, HDFC, Citibank, Amex are providing service by charging a nominal amount from the clients as service charge. Payment is accepted on e-commerce website from credit cards, debit cards I-banking, cash cards, cyber cash etc.

Benefits of E-Commerce

Ecommerce has grown rapidly in the last decade. Due to easy availability of Internet and configuration of mobile applications it has become easy to shop online. Availability of good inventory on the Internet, lots of choices, ease of selection, facility to compare the products and flexible mode of payment are the main reasons behind this drastic growth.

The four functions of e-commerce are:

- (i) **Communication:** Direct interaction with the clients through email. If something new is introduced in the banking or financial institutions, they communicate the same to clients to make them aware about the new policies. If something special is introduced by an online portal like www.tradus.in, www.homeshop18.com, www.flipcart.com etc, it has been communicated to prospective clients.
- (ii) **Process management:** It is about taking control of processes all the way to the customer. It is the capability to discover, design, deploy, execute, interact with, operate, optimize and analyze processes. And aims to integrate systems, automate routine activities, manage all phases of processes, deploy process seamlessly, and provide end-to-end visibility and control.
- (iii) **Service management:** If financial sector and tourism sector is considered, these are nothing more than services. Customer support system also comes under services

management which includes multi-lingual phone support, live online chat service, social media monitoring, email handling, post query reporting

- (iv) **Transaction capabilities:** This is one of the most important functions of the e-commerce which has made it successful. Transaction capabilities in terms of online payment as well as instant delivery of e-products like music, software, games, e-cards etc made it popular in a very short span of time.

Following are the benefits of e-commerce which are actually the reasons behind the growth of e-commerce:

| To Consumers | To Organisation |
|-----------------------|----------------------------|
| Convenient Shopping | International Marketplace |
| Immediacy of result | Enable Reduced Inventories |
| 24X7 Access | High Turnover |
| More Choices | Operational Cost Saving |
| Price Comparison | Business Efficiency |
| Improved Delivery | No time constraints |
| Competitive Advantage | |

Categories of E-commerce

In e-commerce transactions and communication are processed between different parties, namely, consumer, business and government etc.. In every transaction two or more parties are involved. On the basis of various possible transactions these can be divided in the following categories:

| | Business | Consumer | Government |
|------------|----------|----------|------------|
| Business | B2B | B2C | B2G |
| Consumer | C2B | C2C | C2G |
| Government | G2B | G2C | G2G |

E-commerce in India

India is renowned in the digital world on account of its software exports and its software professionals. In the last couple of years there has been a distinct shift in the Indian IT world—both external and internal—from software towards electronic commerce. E-commerce in India encompasses three areas.

- Software exports: a good share of e-commerce earning comes from information technology business such as earning of Infosys, TCS, Wipro, HCL, IBM and many more organizations working in the same field. These companies get software development contract from organizations working in various fields.
- Web-enabled services: this area mainly includes transcription services to call centers. For any website of any organization there is a need of some literature to tell emphatically about the organization, its vision, mission, goal, objectives, working style and organizational structures. These services are provided by specialized firm in the field. BPO (Business Process Outsourcing) and KPO (Knowledge Process Outsourcing) companies provide many of these kind of services.

- E-business and e-trade: there are many online stores which serve directly to the customers like e-bay.com, www.irctc.co.in, tradus.in, websites of travel agents (makemytrip.com, yatra.com, cleartrip.com, travelguru.com etc.). A study shows that approx 50% of e-commerce transaction comes from online travel agents and Indian railways booking website. Online trading of shares and purchase of goods from online stores also contribute well.

Today E-commerce has become an integral part of our daily life. The Indian E-commerce portals provide facility for purchase of goods and services in different categories, e.g. apparel and accessories for men and women, health and beauty products, books and magazines, computers and peripherals, vehicles, software, consumer electronics, household appliances, jewelry, audio/video, entertainment, goods, gift articles, real estate etc. Following are the basic business and social areas which provide e-commerce facility:

- 1) *Auto mobiles*- On these sites we can buy and sell four wheelers and two-wheelers, new as well as used vehicles, online. These websites provide information for car review & research, online evaluation, technical specifications, insurance and finance for vehicle, e.g. www.truevalue.com
- 2) *Stocks and shares* - Most of the stock and share market deals have gone online now. Online buying/selling of stocks and shares, Market analysis and research, Company information, Comparison of companies, Research on Equity and Mutual Funds can be done by surfing on the Internet. Some players are indiainfoline.com, religare.com, motilaloswal.com etc
- 3) *Real estate*- They provide information on new properties as well as properties for resale. Allied services offered: Housing Finance, Insurance companies, Architects & Interior Designers, NRI services, Packers & Movers.
- 4) *Travel & tourism* - India has a rich history and heritage and e-commerce is instrumental, to a large extent, in selling India as a product. In India IRCTC covers 1/3 of total Indian e-commerce market size.
- 5) *Gifts* - In the bygone days, one had to plan what to gift a loved one, trudge across the gift shops, and browse for hours before purchasing a gift. But due to online stores it has become very easy to select and buy the gift, give address where it has to be delivered and the same will reach in time. The online available gifts are: Collectibles like paintings and sculptures, Luxury items like leather goods, perfumes, jewelry boxes, etc, household curios and carpets, etc, Toys & games, Chocolates, Flowers, Woodcraft & metal-craft.
- 6) *Hobbies* - The most popular hobbies from time immemorial are reading, music and films. Almost all the good publications have gone online. By visiting their portal, one can pick and pay for book and get a digital copy instantly.
- 7) *Matrimony* - It is said that marriages are made in heaven, but in the world of E-commerce they are made even on marriage portals. One can search for a suitable match on their websites by region of residence, religion or caste. Allied services for registered members: Astrological services, Information on Customs and Rituals, Legal issues, Health & Beauty, Fashion & Style, Wedding Planners.
- 8) *Employment* - There are many portals like www.Monsterindia.com, www.naukri.com, www.freshers.com, timesjobs.com, which are instrumental in providing job seekers with suitable employment at the click of a mouse. The service for job seekers is free and from employers they charge a nominal fee.

Facilitators of e-commerce in India

A. Information directories: The products and services are listed with appropriate sub-headings to make it easy for a serious information-seeker to find what he wants. Allied services provided by them: Message boards, chat rooms, forums, etc.

B. Banks:

1) *Net banking/phone banking:* This is an online banking facility available for savings account holders as well as current account holders. Some of the special Net banking services are: Demat accounts for sale/purchase of stocks and shares, Foreign Exchange services, Direct/Instant payment of bills on the account-holder's behalf, Financial Planning & advice, Electronic Funds Transfer, Loans to account-holders.

2) *Credit/Debit Cards-* Banks facilitate E-commerce by providing the most vital trade instrument, namely the Credit or Debit Card, without which E-commerce would be impossible.

Web portal Rediff Founder and CEO Ajit Balakrishnan said "e-commerce in India has not yet taken off in as big a way as it expected, but it hopes the government's commitment to creation of "back-hall" broadband infrastructure would give a fillip to online shopping in the country. The reasons for online shopping not catching on in the country are low credit card penetration and the high failure rate (50%) in the case of debit card transactions. Debit card-based e-commerce is possible, though there are challenges. Broadband connectivity between banks is just building in India. Unless the banks' telecom infrastructure is super, it can't be pulled off. There are 120 million Indians with debit-plus-ATM cards. He further mentions, there's also a TRAI plan to spend Rs 35,000 crore, we need to put weight behind it.", (Ref, ET, Sunday, Sep 18, 2011 at 2350 hrs IST).

The Indian e-commerce market will gallop at an impressive growth rate of 47 per cent to over Rs 46,000 crore in the 2011 calendar year, a report said. "This growth is primarily driven by the online travel industry, which contributes 76 per cent to the total Internet commerce industry in India today," a report released by the Internet and Mobile Association of India (IAMAI) said. According to the study, around 7.4 million people in the country bought products over the Internet in 2009 (Ref, ET, Monday, Mar 21, 2011 at 1220 hrs IST).

| Indian E-Commerce Market Size | | |
|--------------------------------------|--------------------------------|-------------|
| Year | Market Size (in Rs., Crore) | Growth Rate |
| 2009 | 19688 | |
| 2010 | 31598 | 60% |
| 2011 | 46520 (expected) | 47% |

| TOP COUNTRIES WITH HIGHEST NUMBER OF INTERNET USERS | | | | | | |
|--|----------------------|-------------------------|-----------------------------|-------------------------------|--------------------------|------------------|
| # | Country or Region | Population, 2011 Est | Internet Users Year 2000 | Internet Users Latest Data | Penetration (% Popln) | World % Users |
| 1 | <u>China</u> | 1,336,718,015 | 22,500,000 | 485,000,000 | 36.30% | 23.00% |
| 2 | <u>United States</u> | 313,232,044 | 95,354,000 | 245,000,000 | 78.20% | 11.60% |
| 3 | <u>India</u> | 1,189,172,906 | 5,000,000 | 100,000,000 | 8.40% | 4.70% |
| 4 | <u>Japan</u> | 126,475,664 | 47,080,000 | 99,182,000 | 78.40% | 4.70% |
| 5 | <u>Brazil</u> | 203,429,773 | 5,000,000 | 75,982,000 | 37.40% | 3.60% |
| | | | | | | |
| Total World Users | - | 6,930,055,154 | 360,985,492 | 2,110,765,810 | 30.50% | 100.00% |

Source: <http://www.Internetworldstats.com/top20.htm> on 2nd Nov, 2011, Latest Data refers to data available till 30 June, 2011, (Est – Estimated, Popln – Population)

eBay India Head (Partnerships and Pop Culture) Deepa Thomas said. "India definitely will be among the Top 10 e-commerce hubs of the world by 2015 as it is the fourth largest Internet users in the world. Beyond metros, it needs to be better. Though India is witnessing many changes in 3G and broadband, there are issues with connectivity. India is still not as connected as it should be. Connectivity, broadband penetration in countries like the Philippines and Malaysia is good. Hence there is scope for e-commerce or online transactions", (Ref, ET, Tuesday, Oct 04, 2011 at 1517 hrs IST).

Issues Related to E-Commerce:

Everything which has advantages also has some disadvantages if not regulated properly. Same case is there with e-commerce as well. Issues related to e-commerce can be divided into two parts, first one is technical issues and second is issues related to taxation.

Technical Issues: Since e-commerce is related to computer, Internet and personal information, following technical issues generally occurs:

1. **Active Contents:** Active content refers to programs that are embedded transparently in web pages that cause action to occur. The best known active content forms are Java applets, ActiveX controls, JavaScript, and VBScript.
2. **Malicious Codes:** Computer viruses, worms and Trojan horses are examples of malicious code.
3. **Communication Channel Threats:** The Internet serves as the electronic chain linking a consumer to an e-commerce website.
4. **Confidentiality threats:** Breaching confidentiality on the Internet is not difficult. When one fills personal information and clicks the submit button, the information is sent to the web-server for processing.
5. **Password hacking:** Now a day, many software and hardware are available which can easily write and store the password in the system. The other way is to guess passwords.
6. **Identity Theft:** This is a crime that affects consumers at home, at work, in the shopping mall or online. FTC (the Federal Trade Commission) defines identity theft as the stealing of personal information to illegally obtain credit or medical care or to hide from the law.
7. **Fraudulent activities:** This is done by using personal information of an Internet user. Many people receives award winning emails in which sender asks for some money to process the amount.
8. **Phishing & Spoofing:** phishing is an attempt by scammers to troll the sea of online consumers in hopes of netting unsuspecting victims. Identity thieves send massive numbers of e-mails to Internet users that ask them to update the account information for their banks, credit cards or online payment service or popular shopping sites. The e-mail may assert that the recipient's account information has expired, been compromised or lost and that the account holder needs to immediately resend it to the company. Sometimes this fraudulent e-mail appears to have been sent from the domain of a legitimate bank, insurance agency, retailer or credit card company. In fact, the fraudster's identity has been hidden behind these credible sources, in a practice called "spoofing," which goes hand in hand with phishing.

Another technical issue which requires to be mentioned separately is associated with the intellectual property right (IPR). Some words are trademark of some business organization which can not be used by anyone for any purpose. WIPO (World Intellectual Property Right Organization) was created to take care of these kinds of issues. ICANN (Internet Corporation for Assigned Names and Numbers) is the organization which parently registers all the domain names. This organization should have list of all the trademarks and copyrighted words to avoid conflict. Two years ago this

kind of conflict arose when Tata & Sons filed a case against online travel portal www.makemytrip.com for using trade mark TATA in www.oktatabyebye.com. About one year ago MakeMyTriip.Com filed a case against MakeMyHoliday.Com for using some part of its trade mark makemytrip.

Taxation Related Issues: E-commerce is challenging the adequacy and fundamental validity of the principles of international taxation, such as physical presence, place of establishment, and valuation. Realising the potential of earning tax revenue from such sources, committees were formed to sort out the taxation issues. In India the High Powered Committee (HPC) was constituted by the Central Board of Direct Taxes.

Domestic Tax Issues: The HPC is of the view that domestic e-commerce does not raise new issues for direct taxation. If Indian taxation rules are out of sync with those followed internationally, it may encourage the evasion of tax by small players and migration of big business out of India. The Group is of the view that in order to reduce evasion, India should form rules, which are consistent with globally accepted norms. Also, when rules have been relaxed and liberalization allowed taking its own form, it has led to a constructive response from foreign parties. Creating a trust-based environment is better than creating a draconian legislation, since it will encourage multinationals to continue outsourcing work to India. An important illustration of the above fact is the liberalization of exchange controls. It is seen that the Indian as well as foreign investors have responded well to the liberalisation and there has been a higher foreign exchange inflow, which has been reflected in the current foreign exchange reserves. From nearly bankruptcy levels in 1989-90, India today boasts of US\$ 57 billion reserves.

International Tax Issues: In the era of globalization, liberalization and e-commerce, companies are having different functionalities from different countries which create tax related issues. In order to address the issue on determination of residential status, the HPC has considered the concept of 'place of effective management'. The Report states that this concept has no real alternative and has to be used. The Group is of the view that the concept of 'place of effective management' is not used in the Indian tax laws and has a limited role to play in determining residential status while applying the tie-breaker rule. For example, a company is treated as a resident of India for Indian tax purposes and taxed in India in respect of its worldwide income only if it is either incorporated under the laws of India or wholly managed from India. But in this case issue of double taxation arises. To solve this Double Taxation Avoidance Agreement ("DTAA") was introduced, according to this the residential status of a person would have to be determined in accordance with the domestic laws of respective countries. Thus, for the purposes of the said DTAA's, in order for a company to be resident in India, it would have to be either incorporated in India or controlled and managed wholly from India. Therefore, if only a fraction of the control and management lies in India, a company would not be regarded as an Indian resident company. Further, in the event that, a company is regarded as a resident under the domestic laws of both the member nations to a DTAA, then the residential status would be determined by its place of effective management. Thus, 'place of effective management' is a tie-breaker concept and comes into play only where dual residency exists. The issue of determination of the residential status is important, since, enterprises today are globally integrated and decision makers are located in different jurisdictions. The advancement of technology has enabled the key decision makers sitting in different jurisdictions to participate in the decision making process through video conferencing and other like facilities. Thus, it may so happen that a decision maker sitting in India could participate in control and management of a non-resident company. The HPC further states that where the 'place of effective management' concept cannot be applied the source rule of taxation should be applied. The Group feels that rather than

discarding the concept of 'place of effective management', the countries should endeavour to formulate effective rules for applying this test in the context of ecommerce.

As recognised by the HPC, in the case of cross border commerce, income derived by a person may be taxed in the source country "having connection with generation of income".

Reasons of the Formulation of Cyber Law in India

1. The arrival of Internet signaled the beginning of the rise of new and complex legal issues. All the existing laws in place in India were enacted way back keeping in mind the relevant political, social, economic, and cultural scenario of that relevant time ('50s). Nobody then could really visualize about the Internet. The coming of the Internet led to the emergence of numerous ticklish legal issues and problems which necessitated the enactment of Cyber laws.

2. The existing laws of India, even with the most benevolent and liberal interpretation, could not be interpreted in the light of the emerging cyberspace, to include all aspects relating to different activities in cyberspace.

3. None of the existing laws gave any legal validity or sanction to the activities in Cyberspace. Courts and judiciary in our country have been reluctant to grant judicial recognition to the legality of email in the absence of any specific law having been enacted by the Parliament. As such the need had arisen for Cyber-law.

4. Internet requires an enabling and supportive legal infrastructure in tune with the times. This legal infrastructure can only be given by the enactment of the relevant Cyber-law as the traditional laws have failed to grant the same. E-commerce, the biggest future of Internet business, can only be possible if necessary legal infrastructure compliments the same to enable its vibrant growth.

(Ref: <http://cyberlaws.net/cyberindia/why cyberlaw.htm>)

IT Act 2000 Vs IT (Amendment) Act 2008

The Information Technology Act was enacted in 2000 with a view to provide legal recognition to e-commerce and e-transactions, to facilitate e-governance and prevent computer-based crimes. The rapid increase in the use of Internet has led to a rise in the crimes like child pornography, cyber terrorism, publishing sexually explicit content in electronic form and video voyeurism. So, penal provisions were required to be included in the Information Technology Act, 2000.

The IT (Amendment) Act 2008 was passed by on December 23, 2008. The amendment rules pertaining to various sections such as procedure and safeguards for interception, monitoring and decryption of Information, blocking access of information by public and monitoring and collecting traffic data have also been notified. Besides monitoring and interception, the amended Act also deals with the appointment of Indian Computer Emergency Response Team (CERT), which deals with computer security and situations arising from cyber attacks. The amendments to fight the cyber terrorism was made in so hurry that it might be proved a white elephant. Internet censorship cause blocking of public access to any information source which may causes losses in other terms. An example in this regard can be seen the blocking of more than 300 websites/ web-pages after the riots in Assam, Mumbai and Uttar Pradesh. Whereas other intellectuals argued that government should have used the same media to counter terrorism, hate speech.

From a corporate perspective, the most critical area expected to be addressed is that of confidential information, particularly in cross-border communications. Another problem in the Act lies in the differentiation between individuals and corporations, nationals and trans-nationals, and the distinct sphere of cyber terrorism, as all these cannot be clubbed under one umbrella. India is increasingly facing the problem of electronic, confidential information being pirated by employees.

According to Pavan Duggal, a practicing advocate in Supreme Court of India (Specialising in Cyberlaw) mentions that this amendment legislation goes extremely soft on cyber criminals. A legislation that chooses to encourage cyber criminals by lessening the quantum of punishment accorded to them under the existing law. Currently, the IT Act, 2000, has provided for punishment for various cyber offences ranging from three years to ten years. These are non-bailable offences where the accused is not entitled to bail as a matter of right. But the amendments to the IT Act have gone ahead and reduced the quantum of punishment. The offences of hacking, as defined under Section 66 of the existing Information Technology Act, 2000, have been completely deleted from the law book.

Conclusion & Suggestions

The e-commerce has taken the business world by a storm which has become the backbone for new economy, having huge potential and has changed the way business. It has advantages for both buyers as well as sellers and this positive situation is the main reason for its rise. As a coin has two faces, it also has some issues which can be sorted out with the improvement in technology and better legal frame work.

Based on the study, the following are the main findings and recommendations:

- E-commerce is associated with not only the technology but also with strategy and management.
- For e-commerce promotion of right information is required more than the hardware and physical infrastructure.
- A dynamic approach is required at the place of static approach for the digital economy. If it is about the modernization of transaction or communication process one would have to think accordingly and approach must be different from the traditional process.
- Creation of a policy and regulatory environment is essential for the smooth running and development of e-commerce.
- E-commerce in India includes broadly three areas, software exports, web-enabled services, & e-trade.
- Parallel to IT Act, Certifying and authentication authorities have to be fully operational to sort out the issues of security and payments. Banking laws and regulations thus need to be adjusted to the new formats and requirements so that electronic fund transfers and plastic money can work without any hassle and fraudulent activities.
- Future tax policy on e-commerce needs to ensure that it is consistent with the principles of international taxation; minimizes compliance costs; and is transparent, predictable, and with simple rules to follow.
- The development of education and training policies is required to produce effective manpower to meet with the needs of industry.
- Regulating the e-commerce and IT teaching shops needs to be addressed in order to ensure standards and coordination between government and private agencies.
- Developing countries need to prepare themselves for the future multilateral trade agenda which will necessarily include e-commerce.
- India has the potential to be the most prominent place of e-commerce due to being a 3rd largest place in terms of Internet usage.
- As India is the hub of KPO and BPO and popular for body shopping, India's main interest and focus area should be on the one hand to provide effective market access to its professionals and skilled labour force and on the other to bring about an agreed uniformity in the movement of capital and labour.
- India should continue to support the IPR regime while demanding representation on standard setting bodies such as ICANN. India should also ask for an easier and more affordable access to the arbitration mechanism at WIPO in the matter of disputes over domain names.
- India needs to prepare strategies to access the production and supply chains at various stages in the evolving paradigm of e-trade.

- It is required to formulate an effective law which can terrify the people indulged in cyber crime.
- Instead of giving due advantage to cyber criminals by liberalizing the law and drafting a criminal friendly law, it should be formulated for the safeguard of public and making their transactions hassle free by preventing the chances of data theft.
- Most important, if something related to cyber crime occurs, our cyber police should be capable enough to go to the root and find the culprits and get them punished and finally giving a breath of relaxation to the person who suffered.

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