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Phone : +91 73059 14348 – [info@iledu.in](mailto:info@iledu.in) / [Chairman@iledu.in](mailto:Chairman@iledu.in)



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# THE STRUCTURAL TRANSFORMATION OF THE INDIAN RETAIL ECOSYSTEM: IMPACT OF E-COMMERCE ON TRADITIONAL TRADE AND THE EMERGENCE OF A HYBRID ECONOMY

**AUTHOR – ADITYA YADAV\* & DR. ARVIND KUMAR SINGH\*\***

\* STUDENT AT AMITY LAW SCHOOL LUCKNOW, AMITY UNIVERSITY UTTAR PRADESH LUCKNOW CAMPUS

\*\* PROFESSOR OF LAW AT AMITY LAW SCHOOL LUCKNOW, AMITY UNIVERSITY UTTAR PRADESH LUCKNOW CAMPUS

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THE INDIAN RETAIL SECTOR, a cornerstone of the national economy contributing over 10% to the Gross Domestic Product (GDP) and employing approximately 8% of the workforce, is navigating unprecedented structural recalibration.<sup>1</sup> Historically defined by small, family-owned kirana stores, the market is undergoing a decisive shift toward digital integration. As of 2024, the retail market reached US\$1.06 trillion, with projections reaching US\$1.93 trillion by 2030 at a CAGR of 10%.<sup>4</sup> E-commerce has emerged as the primary catalyst, evolving from a niche urban convenience into a systemic force redefining consumption patterns across all geographical tiers.

## Keywords

Indian Retail Sector, Traditional Retail / Kirana Stores, Quick Commerce (Q-commerce), Digital Transformation, Hybrid Economy, Retail Ecosystem, Consumer Behavior, Organized vs Unorganized Retail, Omnichannel / Unified Commerce

## The Macro-Economic Landscape and Digital Proliferation

India’s retail trajectory is tied to its digital infrastructure. Affordable smartphones and low-cost data have created a digitally fluent consumer base, with online shoppers expected to reach 500 million by 2030.<sup>2</sup> In 2024, retail e-commerce alone was valued at US\$83 billion,

supported by the Unified Payments Interface (UPI), which accounts for 55% of e-commerce transactions.<sup>1</sup> With 65% of the population under 35, Gen Z is expected to account for 43% of total consumption by 2025, shifting behavior from price-sensitivity to experience-led purchasing.<sup>4</sup>

## Retail Market Projections and Channel Shifts (2024–2034)

Market Segment	2024 Value	2030/2034 Projection	Growth Drivers
Total Retail Market	\$1.06 Trillion <sup>4</sup>	\$1.93 Trillion (2030) <sup>4</sup>	Rising incomes, urbanization <sup>7</sup>

E-Commerce (Retail)	\$83 Billion <sup>1</sup>	\$260 Billion (2030) <sup>4</sup>	Mobile commerce, Gen Z <sup>1</sup>
Quick Commerce	\$3.5–5 Billion <sup>8</sup>	\$40 Billion (2030) <sup>10</sup>	10–30 min delivery, Dark stores <sup>6</sup>
Organized Retail Share	~12–15% <sup>1</sup>	45% (Fashion, 2025) <sup>12</sup>	Malls, modern trade formats <sup>3</sup>
Unorganized Retail Share	85–88% <sup>11</sup>	Declining; digital pivot	Hyperlocal trust, credit <sup>14</sup>

### The Disruption of Traditional Trade: The Quick Commerce Phenomenon

The most immediate challenge to kirana stores is Quick Commerce (q-commerce), defined by deliveries under 30 minutes. By 2024, platforms such as Blinkit, Zepto, and Swiggy Instamart accounted for two-thirds of all e-grocery orders.<sup>6</sup> Unlike standard e-commerce, which

replaces planned purchases, q-commerce targets “top-up” and unplanned needs once exclusive to the neighborhood kirana.<sup>18</sup> An estimated 200,000 kirana stores shut down in 2024 as a direct result, with 60% of Mumbai’s traditional grocery stores reporting sales declines due to “dark stores”—small, efficient q-commerce warehouses.<sup>19</sup>

### Traditional Retail vs. Quick Commerce: Key Dynamics

Operational Factor	Traditional Kirana Store	Quick Commerce Platforms
Fulfillment Time	Immediate (in-store) / manual	10–30 Minutes <sup>10</sup>
Inventory Management	Manual/Paper-based <sup>11</sup>	ERP/AI-driven, real-time <sup>11</sup>
Sourcing Model	Wholesalers/Middlemen <sup>11</sup>	Direct from FMCG brands <sup>10</sup>
Customer Loyalty	Relational, credit-based <sup>6</sup>	Discount-based, transactional <sup>10</sup>
Operational Costs	Low rent, family labour <sup>11</sup>	High tech, logistics, dark stores <sup>6</sup>
Pricing	Fixed/MRP-based	Dynamic pricing, deep discounts <sup>10</sup>

Q-commerce is projected to expand at over 40% annually through 2030, fueled by foreign capital.<sup>6</sup> This has triggered allegations of predatory pricing, with trade bodies such as FRAI petitioning the CCI to investigate “below-cost” pricing that threatens millions of small retailers.<sup>10</sup>

### The Resilience and Digital Metamorphosis of Kirana Stores

Evidence suggests a more nuanced reality than pure displacement: the “digital metamorphosis” of traditional trade. Kirana stores are integrating with the digital economy through several key strategies<sup>11</sup>:

- **Payment Digitization:** Near-universal UPI adoption among urban and semi-urban kiranas creates digital records enabling access to formal credit and fintech services.<sup>22</sup>
- **Hyperlocal Delivery:** Many stores now provide home delivery via WhatsApp or platforms like Dunzo and JioMart, expanding reach beyond walk-in customers.<sup>21</sup>
- **B2B E-Commerce Integration:** Platforms like JioMart Partner and Udaan eliminate traditional middlemen, helping kiranas match organized-player pricing.<sup>22</sup>
- **Operational Optimization:** Digital PoS and inventory tools have reduced stock-outs by up to 40%, significantly improving retention.<sup>21</sup>

The Government's Digital India initiative provides subsidies for digital adoption, while the Open Network for Digital Commerce (ONDC) "unbundles" e-commerce, allowing small sellers to be discovered by any buyer application without relying on high-commission platforms.<sup>23</sup>

### Sectoral Transformations: Fashion and Electronics

#### Fashion Retail: From Sourcing Hub to Consumption Powerhouse

The Indian fashion market, valued at ~US\$70.29 billion in FY24, is shifting toward "ultra-fast fashion" driven by Gen Z preferences.<sup>12</sup> Organized retail in fashion is projected to reach 45% share by 2025. Traditional retailers like Shoppers Stop and ABFRL are reimagining physical stores as "experience hubs" using "phygital" strategies such as click-and-collect and ship-from-store, blending online convenience with in-person brand engagement.<sup>12</sup>

#### Consumer Electronics: The Premiumization Trend

In electronics, 2024–2025 marked a transition from value-seeking to aspirational consumption. Consumers are upgrading to

premium laptops, large-screen TVs, and AI-enabled appliances.<sup>34</sup> Growth is seen across ultra-thin computing (2x growth), home entertainment (>55-inch TVs), smartphones (5G upgrades), and smart appliances, fueled by urban professionals seeking convenience and cinematic home experiences.

### Policy Frameworks and Foreign Direct Investment (FDI)

India's FDI policy, governed by Press Note 2 (2018) and the Consolidated FDI Policy of 2020, balances protecting 13 million kirana stores with encouraging structured foreign capital<sup>35</sup>:

- **Marketplace Model:** 100% FDI allowed under the automatic route, where the entity acts as facilitator.<sup>35</sup>
- **Inventory Prohibition:** FDI prohibited in inventory-based models, preventing foreign-funded platforms from acting as traditional retailers.<sup>35</sup>
- **Vendor Concentration:** No single vendor may exceed 25% of sales on any marketplace platform.<sup>35</sup>
- **Pricing Influence:** Marketplace entities are legally barred from influencing sale prices—a key point of contention given prevalent deep discounting on platforms like Amazon and Flipkart.<sup>35</sup>

Despite these rules, trade bodies contend that e-commerce giants bypass the spirit of the law through complex corporate structures, driving calls for a dedicated National E-Commerce Policy.<sup>19</sup>

### The Rural Dimension: E-Commerce as a Catalyst for Inclusion

Nearly 60% of new online shoppers since 2020 hail from rural India and Tier-3 towns, democratizing access to brands previously unavailable in "brand-starved" rural markets.<sup>6</sup> Beyond consumption, e-commerce is a platform for rural entrepreneurship, enabling local artisans, farmers, and producers to reach national and international audiences.

Model Type	Examples	Strategic Impact
Social Commerce	Meesho	Empowers 9 million women micro-entrepreneurs <sup>17</sup>
Assisted E-Commerce	Amazon Easy	Kiranas act as digital kiosks to build trust <sup>28</sup>
Agricultural E-Commerce	DeHaat	Direct market linkage for farmers, bypassing middlemen <sup>28</sup>
Direct-to-Retail (D2R)	Project Shikhar (HUL)	Rural kiranas source multi-brand catalogs <sup>23</sup>

### The Rise of the D2C Ecosystem

The post-COVID era has witnessed explosive growth of Direct-to-Consumer (D2C) brands, with the Indian D2C market crossing US\$100 billion by 2025.<sup>4</sup> Online marketplaces and reviews now influence 73% of purchase decisions in the lifestyle segment.<sup>4</sup> D2C brands offer hyper-personalized products, sustainable packaging, and clean-label transparency, resonating with Gen Z and millennial conscious consumerism. Some brands launch within a week of concept—impossible in the traditional distribution model.<sup>9</sup> To reach true scale, many are now adopting omnichannel approaches: establishing pop-up stores or partnering with organized retailers like Shoppers Stop for physical visibility and consumer trust.<sup>9</sup>

### Technological Frontiers: AI, Agentic Commerce, and Sustainability

The sector is moving from “omnichannel” to “Unified Commerce”—a single integrated platform managing sales, fulfillment, and service across all touchpoints.<sup>3</sup> Key trends for 2026 and beyond include:

- **Agentic Commerce:** Autonomous AI agents expected by 2026 to manage purchasing, auto-apply discounts, and handle recurring purchases.<sup>40</sup>
- **Digital Product Passports:** Verifiable data on product origin, manufacturing, and recyclability—critical for fashion and electronics.<sup>31</sup>

- **AR/VR Shopping:** Augmented Reality “virtual try-ons” reduce return rates by improving consumer confidence, already successful at Lenskart and Nykaa.<sup>31</sup>
- **In-Store Automation:** Cashier-less checkouts and automated inventory tracking bringing e-commerce speed to offline environments.<sup>40</sup>

Sustainability is also a non-negotiable differentiator: over 60% of Gen Z consumers prefer brands with ethical sourcing and eco-friendly practices, driving growth in “circular retail”—fashion resale, repair credits, and electronics buy-back programs.<sup>4</sup>

### Future Outlook 2030: The Convergence of Markets

The future of Indian retail is not displacement but total convergence. By 2030, nearly US\$1 in every US\$10 spent will be online, yet physical stores will remain the primary hub for sensory experience and immediate fulfillment.<sup>6</sup> The market is projected to reach US\$2.2 trillion by 2030 at a CAGR of 10%, with over 24 billion annual online searches conducted to research products before offline purchase.<sup>9</sup>

### Strategic Imperatives for 2030

- **Kirana Retailers:** Mandatory digital upskilling and integration with ONDC to maintain independence from capital-heavy platforms.<sup>16</sup>

- **Organized Brands:** True omnichannel architecture with consistent pricing, loyalty programs, and experiences across mobile, desktop, and physical stores.<sup>12</sup>
- **E-Commerce Platforms:** Shift from discount-driven to profitability through value-added services, logistics efficiency, and sustainable “circular” practices.<sup>6</sup>
- **Government:** Strengthen regulatory frameworks for q-commerce and e-commerce to prevent predatory practices while fostering digital public infrastructure.<sup>10</sup>

In conclusion, the impact of e-commerce on Indian retail is a transformative force dismantling historical barriers of geography and income. The coming decade will be defined by those who successfully blend the traditional trust of the neighborhood bazaar with the boundless possibilities of the digital screen.<sup>4</sup>

