American Journal of Political Science and Leadership Studies, Vol.3, No.7 (Jul, 2026),

E-ISSN: 2997-9420

American Journal of Political Science and Leadership Studies

https://semantjournals.org/index.php/AJPSLS

| Research Article

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An analysis of the Application and Implementation of Digital Democracy and E-Governance in India

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Abstract: Digital democracy is relatively new term in so far as the concept is concern in the globe. It is the blending of two terms like- electronic and democracy. It uses information and communication technology (ICT) in political affairs and governance process in a country. The 21st century ICT includes different type of civic technology and e-governance in different fields of a nation. It tries to make the state works easy and transparent. People get governmental facilities at home and can perform official functions from their home by clicking some button and by going through directions as provided for. It offers facilities to the citizens of all kinds of information and to express their concerns, interests and perspectives on various issues. Digital democracy has become popular means of public participation and decision-making process. Similarly, E- governance facilitates people to achieve their basic needs from home. Both the term bolsters political activities of mass people by providing means to collect socio-economic and political information through internet and other sources of communication digitally. Thus the concept has become popular in all over the world and that is why, the discussion on the topic 'Digital Democracy and E-Governance in India' bears special importance to this context.

Keywords: Digital Democracy, E-Governance, Perspectives, Civic, Communication Technology

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1. Introduction

The term 'Digital Democracy' has come to the forefront of discussion recently. It uses digital technologies in the form of internet, mobile, mass media and so on to enhance political participation, transparency, and dutifulness, allowing citizens to associate more directly in governmental and administrative activities through online forums, e-petitions, social media, and digital tools for accessing services or taking benefits of administrative policies, aiming to make democracy more inclusive and responsive[1][2][3].

Although 'Digital Democracy' is a much popular topic of discussion in contemporary political thought, but it is an ambiguous concept that lacks a clear definition. The concept of 'Digital Democracy' has both analytical and normative dimension. From the analytical lens, it investigates how the use of digital technologies can influence the conditions, institutions and practices of political engagement and governance. From the normative concept of the term, we can say that 'Digital Democracy' indicates the term 'democracy' as an open and dynamic form of Government which pay

utmost attention for the well being of people[4][5].

On the other hand, E-governance is known as electronic governance, which is basically based on 'Information and Communication Technologies' (ICT's). The ICT's like internet and mobile computing is used to improve how governments provide services, share information and interact with citizens, businesses, and other Government agencies and institutions, aiming for more efficient, transparent, and accountable administration by simplifying work processes and delivering public services through digital platforms. It is more responsive and accessible process of functioning towards 'smart' governance[6][7].

2. Methods

This study adopts a qualitative and descriptive-analytical research methodology to examine the application and implementation of digital democracy and e-governance in India. The study is primarily based on secondary sources of data, including government reports, official policy documents, institutional publications, academic literature, and relevant online sources related to digital governance and democratic participation. The analysis focuses on major initiatives and platforms associated with India's digital transformation, including the Digital India Programme, DigiLocker, UMANG, Common Services Centres (CSCs), MyGov, and other e-governance mechanisms[8][9].

The study follows a qualitative document analysis approach, which involves the systematic review, interpretation, and synthesis of information obtained from official government publications, institutional reports, policy documents, books, peer-reviewed journal articles, and other credible academic sources. Document analysis is particularly suitable for examining public policies and governance initiatives because it allows the researcher to analyse official records, legislative frameworks, policy interventions, and scholarly interpretations in a comprehensive manner.

The analysis emphasizes understanding the conceptual relationship between digital democracy and e-governance and evaluating how major digital initiatives have contributed to improving governance, citizen participation, transparency, accountability, and service delivery in India.

The study is entirely based on secondary data collected from authentic and reliable sources. The principal sources include official publications of the Government of India, reports of the Ministry of Electronics and Information Technology (MeitY), Department of Administrative Reforms and Public Grievances (DARPG), National Informatics Centre (NIC), Digital India Programme documents, Common Service Centres (CSC), DigiLocker, UMANG, Mission Karmayogi, MyGov, and other government portals.

In addition to government publications, the study utilizes reports published by international organizations such as the United Nations, the World Bank, the Organisation for Economic Co-operation and Development (OECD), and the International Telecommunication Union (ITU). Scholarly books, peer-reviewed journal articles, conference papers, policy reports, and other academic publications relating to digital democracy, digital governance, public administration, and information and communication technologies have also been consulted to provide theoretical and empirical support for the analysis.

How Digital Democracy and E-Governance are linked to each other?

Indian government has approved '*National e-Governance Plan (NeGP) in 2006'*, aiming to deliver administrative services through electronic technology and easy access of data. But the process of this e-Governance was introduced in '*1970 with the establishment of the department of electronics.'* This was the initial stage of the growth of digital India. *The establishment of the National Informatics Centre (NIC) in 1976 laid the foundation of India's digitization journey*[10][11][12]. The journey once started, is running and running and including one after another digital plan in its purview. *In 1987, government of India launched NICNET (National Informatics Centre Network*. Besides, the government has also established 'National Task Force on Information Technology and Software Development in 1998, created the

Ministry of Information Technology at the Centre in 1999, set up National Institute for Smart Government (NISG) in 2002 and approved 'National Policy on Information Technology' (NPIT) in 2012. All these steps from the union government of India have boosted the e-Governance schemes with practical approaches. *In order to promote e-Governance in a holistic manner, various policy initiatives and projects have been undertaken to develop core and support infrastructure. The major core infrastructure components are State Data Centres (SDCs), Statewide Area Networks (S.W.A.N), Common Services Centres (CSCs) and middleware gateways i.e National e-Governance Service Delivery Gateway (NSDG), State e-Governance Service Delivery Gateway (SSDG), and Mobile e-Governance Service Delivery Gateway (MSDG).* These are the mechanism that enables Digital Democracy in the form of citizen participation and empowerment. It creates transparency, efficient platforms for access of data and information from different Digital India portals and platforms. It also facilitates citizens to redress their grievance and to reduce corruption from administration. The digital India schemes allow citizen to engage in policy making as well as in implementation of such policies through decentralization of power. Public opinion plays significant role in Digital India Plan and Programmes, thus deepening democracy by making government more accountable and responsive to people's needs[13].

These services and mechanism help people to avail administrative and government services at their doorstep. It rightly proves the accuracy of the definition of democracy provided by Abraham Lincoln. According to him, democracy is of the people, by the people and for the people. India has accommodated its citizens within the purview of Digital Democracy and e-Governance system. By providing easy and simple way of access to information and digital facilities for engagement, e-Governance empowers citizens to comprehend issues, voice opinions, and participate in shaping public policy, strengthening democratic norms and culture.

Digital Democracy and E-Governance in India

While discussing 'Digital Democracy' in India and e-governance, we must acknowledge that both are interconnected initiatives aimed at transforming India into a digitally advanced nation and comprehensive economy. The government of India has adopted Digital India program with the broader vision of providing digital access of data and information, inclusion, and empowerment, at door step of every citizen of the country. On the other hand e-governance specifically focuses on using those data and information as well as communication technologies to make government services more efficient, transparent, and accessible to all. It is a well known fact that Digital India is a flagship programme of the Government of India with a vision to transform India into a digitally empowered society and knowledge economy. It is one step forward towards people friendly administrative initiatives. *The programme was launched on July 1, 2015 by Hon' Prime Minister Shri Narendra Modi*[14][15].

In the earlier version of administration in India, there was lack of transparency. It was not people friendly. It was full with red tapism and non-accountable. *Opaque procedures and limited access to information made it difficult for citizens to understand government processes and hold officials accountable.*

The Indian administration was performed manually. This administrative process was mainly based on record-keeping, file management, and service delivery led to significant delays and bottlenecks in various government departments[16].

The lack of transparency and the complexity of manual systems often facilitated corruption and bribery at various levels. People were harassed repeatedly on same work due to lack of time bindings and status tracking of applications concerned.

Bureaucratic resistance to adopting new technologies and processes from government officials, and a lack of awareness and training among the public also posed challenges in the earlier version of Indian administration. There was no other way but to get official's sympathy towards applicants during those days.

The cost of implementing administrative programmes and maintaining administration was difficult. To minimize those constraints and difficulties, Government of India has initiated digital democracy and e governance facilities to the people who deserve it.

E-governance in India indicates to the application of Information and Communication Technology (ICT) to develop governance by reformation processes, enhancing transparency, and involving citizen to make them more familiar with administration. It aims to provide efficient, convenient, and transparent government services to all citizens and other people who come to its jurisdiction.

E-governance utilizes ICT to carry out governmental functions and achieve governance objectives. *It focuses on leveraging technology to improve the efficiency, effectiveness, transparency, and accountability of government processes.* This includes interactions between government and citizens, government and businesses and among different government agencies and organisations.

Examples of e-governance initiatives in India: There are some glaring examples of e-governance initiatives in India. These include the followings-

a. Digital India Mission: The 'Digital India Mission' is a flagship programme of the Government of India. The vision of this mission is to transform India into a digitally empowered society and knowledge economy. *India's digital infrastructure has been a key driver of its third-place ranking. With a clear focus on realising the vision of a "Viksit Bharat" i.e. Developed India by 2047, the government has laid out a comprehensive plan aimed at empowering citizens through social welfare programs, skill development and education*[17].

b. DigiLocker: It is a platform for storing and sharing digital documents, reducing the requirement of physical paperwork. *The issued documents in DigiLocker system are deemed to be at par with original physical documents as per Rule 9A of the Information Technology (Preservation and Retention of Information by Intermediaries providing Digital Locker facilities) Rules, 2016 notified on February 8, 2017 vide G.S.R. 711(E)*[18].

c. UMANG: UMANG is for 'Unified Mobile Application for New-age Governance'. It is a platform of providing access to various government services through a single mobile application. *Since its launch on November 23, 2017, UMANG has grown to host 1745 services from about 80 central departments, ministries & autonomous bodies and 30 States; the User base has grown to 5.58 crore increasing daily. Cumulative transactions through UMANG are 383 crores*[19].

d. CSC: CSC is a term for 'Common Services Centers'. Physical locations in rural areas providing digital services to citizens. *The CSC is a strategic cornerstone of the National e-Governance Plan (NeGP), approved by the Government in September, 2006, with an aim to cover all 6 lakhs census villages by one lakh CSCs, as per 1:6 ratio equitably spread across rural India, as part of its commitment in the National Common Minimum Programme to introduce e-governance on a massive scale.* It is a kind of digital access points in rural areas providing e-governance, business, social, and private sector services. It has also been acting as crucial delivery points for government schemes under the Digital India initiative to reduce the gaps of digital divide and offer services like banking, education, health, and utility payments to all section of people[20].

e. Mission Karmayogi: The Government of India has thought that administrative officials are important to deliver a wide range of public services. They are the core officials to perform governance related functions. Continuous challenges are coming to them to discharge their duties properly. They have to face day to day difficulties and problems from different sides. To address this, '*Mission Karmayogi was launched by the Union Cabinet in 2020'.* The Mission aims to create an Atmanirbhar Bharat (self reliant India) by preparing them Karmayogi (dutiful)[21].

Pillars of the Growth of Digital India

Digital India programme is an umbrella programme to make India a knowledge hub for the citizens. This programme aims to provide much needed driving force to the nine pillars of growth. These are- broadband highways; universal access to mobile connectivity; public internet access programme; eGovernance: reforming government through technology; eKranti – electronic delivery of services; information for all; electronics manufacturing; information technology for jobs; early harvest programmes[22]. Let us discuss these pillars-

a. Broadband Highways: Broadband Highways cover both rural and urban areas for connectivity and communication. *Broadband for all (Rural) covers 250 thousand village Panchayats will be covered by December 2016.* On the other hand, Broadband for all (Urban) Virtual Network Operators would be leveraged for service delivery and communication infrastructure. All new urban development and buildings would be mandated by it. To integrate both rural and urban Broadband networks, National Information Infrastructure (NII) like SWAN, NKN and NOFN along with cloud-enabled National and State Data Centre's have been set up. It will also have provision for horizontal connectivity to government offices or service outlets at the state, district, block and Panchayat levels, respectively.

b. Universal Access to Mobile Connectivity: The Ministry of Information Technology and Communications has spearheaded the Universal Connectivity and Digital India initiatives. *By April 2024, the initiatives had driven significant growth in digital access and usage, bridging the digital divide and fostering widespread connectivity. This transformation has made high-speed internet accessible to a vast majority of the population, laying a robust foundation for India's digital future. The initiatives have not only enhanced connectivity but also catalyzed innovation, e-governance, and digital entrepreneurship across the nation.*

c. PIAP: 'PIAP' stands for 'Public Internet Access Programme'. This Programme aims to provide affordable, widespread internet, notably India's PM-WANI scheme, which creates public Wi-Fi hotspots via local shops (Public Data Offices) without licenses. It encouraging local entrepreneurship and digital inclusion, supported by infrastructure projects like Bharat Net, and leveraging centers like Common Service Centres (CSC's) and Post Offices for the delivery of digital services. It also help to promote economic growth and digital empowerment across India.

d. e-Governance: E-governance, means 'electronic governance' is using information and communication technologies (ICTs), such as Wide Area Networks (WAN), Internet, and Mobile Computing at various levels of the administration. It enhances governance system of country. The application of ICT transforms efficiency, transparency and accountability in the administration.

e. e-Kranti - Electronic Delivery of Services: e-Kranti focuses on transforming government service delivery by making it electronic, efficient, and citizen-centric through digital platforms like mobile and clouding. It integrates various services like- health, education, finance, justice, etc. for better transparency, accessibility and easy process for citizens to access the allied government services.

f. Information for All: The term "Information for All" indicates the principle of universal access of knowledge and information. It is associated with laws like India's Right to Information (RTI) Act, 2005. This act empowers citizens to avail government data on various fields. The Right to Information Act, 2005 mandates public authorities to provide citizens with requested information, promoting transparency and accountability.

The United Nations Convention on the Rights of the Child, Global Health efforts and India's Integrated Health Information Platform (IHIP), India's Aadhaar system facilitates the citizens to access various digital and government services, at their door steps. *The Universal Declaration of Human Rights (UDHR) includes rights to life, liberty, and recognition before the law for everyone, underpinning access to information as a fundamental right.* 'Information for All' is a broad concept facilitating fair access to vital data and information, administrative services and opportunities to all which is crucial for empowering citizens and promoting inclusive ideas in the governance.

g. Electronics Manufacturing: It involves designing, producing, testing, and assembling electronic products from simple components to complex one, often handled by specialized Electronics Manufacturing Services (EMS). *Electronics manufacturing services (EMS) is a term used for companies that design, manufacture, test, distribute, and provide return/repair services for electronic components and assemblies for original equipment manufacturers (OEMs). The concept is also referred to as electronics*

contract manufacturing (ECM). The Companies such as- Flex, Wistron, Dixon Technologies, and Bharat Electronics are prominent electronic manufacturer and distributors in the Indian market.

h. IT for Jobs: The term 'Information Technology for Jobs' refers to government initiatives like Digital India campaign, focusing on training of rural youths for technology education Data Science, Cloud, Cyber security, etc. through skill based learning and service agent training, alongside high-demand IT roles such as Software Developer, Data Analyst, Cloud Architect, etc. for career growth in the digital economy.

i. Early Harvest Programmes: Early Harvest Programmes (EHP) are short-term initiatives. The programmes include rapid digital rollout, including IT platforms for messaging, biometric attendance, Wi-Fi in universities, e-Greetings, and secure government email.

These pillars create a synergistic ecosystem for digital transformation, moving to better citizen services, social, political and economic empowerment, and inclusive character of development.

Outcomes of the Digital India Initiatives: The Outcomes of the Digital India Initiatives may be discussed under the following heads-

a. Enhanced Transparency: 'Digital Democracy' and 'E-governance' make information more accessible and reduce opportunities for corruption. It enhances the transparency in administration. People get all possible helps from the government to redress their grievences.

b. Improved Citizen Engagement: Both 'Digital Democracy' and 'E-governance' work through the Platforms like "myGov.in" allowing citizens to participate in policy-making as well as policy implementation domain. They can also provide feedback and to get more useful services in future.

c. Reduction of Expenditure and Saves Time: Automation processes in administration can reduce expenditure in administration. It also helps people to perform their works and to take benefits of Government schemes and policies from anywhere and at any time without any labour or at a minimum cost.

d. Wider Reach: Both 'Digital Democracy' and 'E-governance' can provide fruitful results to the people of rural and urban areas of the country. It includes all section of people without any discrimination. ICT can bridge the gaps of digital divide.

Challenges confronting by Digital India Programme:

Digital India faces challenges like the persistent digital divide in the form of urban-rural, literacy, poor infrastructure like- slow internet, inadequate data providers, lack of adequate coordination between administrative and government departments, high implementation costs, lack of cyber security, and a gap between academic skills and industry needs. All these elements are preventing digital access and empowerment.

The Challenges confronting by Digital India Programme are as follows-

a. Digital Divide: There is a significant gap in access and skill fields between urban and rural areas, and between literate and illiterate populations causing limited out reach of the digital India benefits. It is the gap between those who have access to technology, the internet and digital literacy and those who do not possess it. It affects all sections of people of both rural and urban areas, and a wide variety of industries and segments. *As of 2025, 7 in 10 Indians are now online, with 70% internet penetration.* Digital divide has also weakened the democratic values and principles of India. The illiterate people and their ignorance is not healthy for fruitful functioning of democracy[23].

b. Infrastructure Gaps: Inadequate high-speed broadband facility, lack of sufficient wifi connection and data centers in rural and remote areas have prevented digital India mission to reach in its zenith.

c. Lack of Digital Literacy & Skills: There is lack of sufficient digital literacy and skilled manpower

to maintain and utilize new technologies effectively. It is found that *'only 12% of individuals above the age of 15 possess basic ICT skills. At the same time, India remains one of the largest digital economies globally, ranked as the third-largest economy yet placed 28th in digital user spending, reflecting a starling gap that needs redressal'*[24].

d. Coordination & Implementation: There is lack of proper coordination among variousifferent government departments and institutional restricted access of data and information. This has led to slow down of large-scale projects like the National Optical Fibre Network (NOFN) and so on.

e. Poor Cyber security & Privacy: Increasing digital transactions in India has made risks of cyber crime and privacy, leading to non-interest of the people to the mission of Digital India. *India Cyber Threat Report 2025 highlights the widespread impact of Cyber attacks, with no region or industry immune. It has revealed that "over 369 million detections, averaging 702 detections per minute, highlighting the severe risk currently facing India's cyber landscape". The findings are truly eye-opening: nearly 73% of organizations are unaware if they have ever been attacked, and 57% lack cyber hygiene practices.* This report shows a high risk in cyber security in India leading to poise heavy challenges infront of 'Digital India Campaign'.

f. Industry-Academia Disconnect: Indian higher education curriculum often fails to keep pace with industry demands, leaving graduates unprepared for the digital trained up and economy. "*Slackness in connecting industries with academia and research has kept us on the backfoot in industrialisation when compared with other foreign countries," said R. Ambalavanan, Director, Entrepreneurship Development and Innovation Institute (EDII).*

g. Cost & Investment: There are high implementation costs and hindrances in attracting private sector participation due to tough regulatory procedures. 'Digital India' faces significant cost and investment challenges like high implementation costs and regulatory hurdles causing low level of private investment.

h. Barriers in Technology Adaptation: The challenges for small and medium enterprises (SME's) to acclimatize to new technology and inadequacy of necessary smart phones hindering digital India programmes at the source level of its implementation.

The above discussion on challenges of digital India programme and digital democracy indicates that both the field needs to be scrutinized tightly and to adopt more rigorous measures to address those elements which are creating difficulties in the concerned fields.

Solutions regarding the challenges of Digital Democracy' and 'E-governance':

The challenge of Digital Democracy' and 'E-governance' in India is enormous. But the government in all fronts has been trying their best to address those problems and challenges with utmost care. Different experts in this field have provided some ways of solution to those problems and challenges. Let us discuss the measures to be taken to face such challenges and to access the benefits of 'Digital Democracy' and 'e-Governance in India.'

Firstly, To address the gap of Digital Divide: One of the major challenges in digital India, digital democracy and e-Governance is the gap of Digital Divide. So, to abolish this gap there should be Investment of digital facility in everywhere at per needs of the people. For this purpose, a proper broad base survey is to be conducted in all parts of the nation. Digital facilities should be omnipresent, affordable with high-speed digital infrastructure, including broadband and reliable power supply. If the Government takes step to establish public internet access points, like Common Service Centers and Tele-centers, and ensure multi-channel service delivery options to reach vulnerable populations such as elderly, disabled, marginalized communities, etc., the digital divide problem will be addressed and the objectives of digitalization mission may be achieved.

Secondly, Increase Digital Literacy: Implementation of widespread digital literacy and skill-building programs at different levels for all citizens and government employees free of cost will lead to the success of the digital plan and programmes. Data and information should be accessible in local languages and user-friendly interfaces to be applied to minimize the hurdles at entry points.

Thirdly, security & Privacy: Government should develop more rigorous Cyber security and privacy security including data protection at all levels with tight vigil. To provide Cyber security and protection of privacy, comprehensive laws to be enacted and executed with continuous observation[25]. This laws and observation should include measures like- data encryption, regular security audits, and privacy-enhancing technologies to build and maintain public confidence upon the digital system. The creation and appointment of an independent data protection authority may be helpful to this regard.

Fourthly, Teaching, Trust and Accountability: The application of Teaching, Trust and Accountability may bring fruitful results to popularize and universalize digital mission. Therefore, government should increase open data initiatives and online platforms where actions, expenditures, and outcomes can be tracked and accountability is ensured.

Fifthly, Provide easy and simple way of data exchange Facility: Government should take necessary steps to use easy and simple way of seamless data exchange between different government departments. It is the need of the hour to re-engineering of government processes by using technology to make them simpler, efficient, and at the same time user-friendly.

Besides the above points, the synthesis of diverse public opinion, use of deliberative democracy by creating online forums or "platform councils" where diverse groups of citizens and experts can deliberate on complex issues and find the areas of consensus on difficult issues may be helpful to make ‘Digital Democracy’ and ‘e-Governance’ in India successful one. For this purpose, political backings, financial support and proper strategy is necessary.

3. Results and Discussion

The analysis reveals that digital democracy and e-governance have significantly transformed the relationship between citizens and the government in India. The implementation of digital platforms and ICT-based administrative systems has increased the accessibility of government information and public services. Initiatives such as Digital India, DigiLocker, UMANG, Common Services Centres, and MyGov have created new channels through which citizens can access government services, communicate with public institutions, participate in policy discussions, and obtain information. These developments demonstrate that digital technologies can contribute to a more citizen-centred, transparent, and responsive system of governance.

The present study aimed to analyse the application and implementation of digital democracy and e-governance in India by examining the role of Information and Communication Technologies (ICTs) in improving governance, enhancing citizen participation, increasing transparency, and strengthening democratic institutions. Based on the qualitative analysis of government reports, policy documents, and scholarly literature, the findings indicate that India has made remarkable progress in integrating digital technologies into governance through the Digital India Programme and several citizen-centric digital initiatives. These initiatives have fundamentally transformed the relationship between the government and citizens by making public services more accessible, transparent, efficient, and accountable. The findings suggest that digital democracy and e-governance are no longer independent concepts but complementary components of modern governance that collectively promote participatory democracy and effective public administration.

One of the most significant findings of the study is that the Digital India Programme has considerably improved citizens' access to government services through digital platforms such as DigiLocker, UMANG, Common Service Centres (CSCs), MyGov, Aadhaar-enabled services, and online grievance redressal mechanisms. These initiatives have reduced citizens' dependence on traditional paper-based administrative procedures and minimized unnecessary physical visits to government offices. The availability of online service delivery has improved administrative efficiency by reducing delays, increasing transparency, and ensuring greater accountability among government institutions. Citizens are now able to access certificates, identity documents, welfare schemes, financial services, educational facilities, and various public services through integrated digital platforms. This demonstrates that the adoption of ICT has significantly contributed to

simplifying governance processes while improving the overall quality of public service delivery.

The findings further reveal that digital democracy has strengthened citizen participation in governance by providing interactive platforms through which people can express opinions, submit suggestions, participate in consultations, and engage with public policy discussions. Platforms such as MyGov have enabled greater public involvement in policy formulation and governance, thereby reducing the communication gap between citizens and government institutions. Unlike conventional democratic practices that often limited citizen participation to periodic elections, digital platforms facilitate continuous interaction between the government and the public. This transformation reflects an important shift from representative governance towards more participatory and collaborative governance, where citizens increasingly become active stakeholders in policy implementation and public decision-making. Consequently, digital democracy has enhanced transparency, responsiveness, and public trust by creating new channels of communication between government institutions and society.

The study also demonstrates that digital governance has significantly improved administrative transparency and institutional accountability. Digital documentation, online monitoring systems, electronic procurement, Direct Benefit Transfer (DBT), online payment mechanisms, and real-time service tracking have reduced opportunities for bureaucratic delays and discretionary decision-making. These technological interventions have contributed to minimizing corruption by reducing human intervention in routine administrative procedures. Citizens are now able to monitor the status of applications, receive services within defined timelines, and access government information more efficiently than under conventional administrative systems. These developments indicate that e-governance is not merely a technological innovation but an administrative reform that strengthens good governance through openness, accountability, and procedural efficiency.

The analysis further indicates that India's digital governance initiatives have played an important role in promoting social inclusion and reducing geographical barriers to public service delivery. Programmes such as Common Service Centres have expanded digital services to rural and remote regions, thereby improving access for populations that previously experienced administrative exclusion. Similarly, mobile-based governance through UMANG has enabled citizens to obtain multiple government services using a single digital platform, increasing convenience and reducing transaction costs. These initiatives support the broader objective of inclusive governance by extending public services beyond urban centres and making government programmes more accessible to marginalized communities. However, the effectiveness of these initiatives largely depends upon the availability of reliable internet connectivity, adequate digital infrastructure, and sufficient digital literacy among citizens.

4. Conclusion

The discussion on 'Digital democracy' and 'e-Governance' in India has primarily come out from the Digital India program. It aims to transform governance and administration people centric by using Information & Communication Technologies (ICTs) for transparent, efficient, and continuous services to the people. The mission of 'Digital democracy' and 'e-Governance' in India is to foster public participation through platforms like MyGov.in, enabling paperless access of administrative and official works via DigiLocker, and other platforms in online mode. This mission wishes to ensure universal digital access for an empowered society and knowledge economy in the country. The establishment and use of 'Unique Identification (Aadhaar)', mobile-based services (UMANG, Mobile Seva), integrated payment gateways like- UPI, PayGov, and digital empowerment at grassroots levels such as 'e-Panchayat', etc. etc. All these online applications have been designed for user friendly, focusing on ease of use and accessibility. Moreover, the Government of India is conscious about people's participation in administration to make India self reliant and as such has launched various schemes like- '*myScheme, and JanSamarth, covering health (Ayushman Bharat), housing (PM Awas), finance (PMJDY, Mudra), education (PM-YASASVI), skills (PM-DAKSH), and social security (NSAP, DBT), accessible through unified platforms for applications, tracking, and benefits, focusing on digital*

empowerment and Direct Benefit Transfers (DBT)'. In present India, Government in both national and state level have introduced online services in all sectors like-Agriculture, Education and Learning, Health and Insurance, Financial matters, Housing and Local Services, Job, Infrastructure and Industries, Citizenship, Visa , Passport, Business and self employment, Driving and Transport, etc. etc. These services have been boosting the 'Digital Democracy' and 'E-Governance' in India. But India's mission and journey towards 'Digital Democracy' and 'E-Governance' has just started. We must remember the famous and popular sayings of Robert Frost's poem "Miles to go before I sleep". The Union and State Governments of India should keep it in mind to this regard.

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