



e-Democracy and Governance: The Indian Involvement in a Global Algorithmic Age

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ABSTRACT

The rapid adoption of ICT (Information and Communication Technology) in governance has profoundly changed the progress of democracy internationally, with India serving as a crucial case study due to its vast electronic footprint. This paper looks at the twin nature of e-democracy: its potential to improve transparency, service delivery and public engagement, and the real-time risks it poses through algorithmic opacity, electronic fragmentation and information disorders. Drawing on the theoretical frameworks of deliberative and participatory democracy, this paper analyses the shift from classical “one-to-many” communication to “many-to-many” models of people-meeting. It concludes with policy recommendations for the resilience of human agency and democracy in an increasingly robotic world.

1. Introduction: Democracy at the Digital Crossroads

AI and digital platforms are not just emerging trends; they have become operational forces in governance (Democracy in the Digital Age: Reclaiming Governance in an Algorithmic World | Toda Peace Institute). We are witnessing a final shift in the distribution of power, from a model in which constitutions and elections were the sole arbiter of power to one increasingly shaped by code, data, and commercial incentives (Democracy in the Digital Age: Reclaiming Governance in an Algorithmic World | Toda Peace Institute).

Historically, mass communication operated in a “one-to-many” model, where powerful entities controlled the narrative. Digital media have flipped this script to a “many-to-many” model,



democratizing the flow of information and reducing the coordination costs required for collective action (Global and Indian Perspectives on the Role of Digital Media in Democracy -University of Journalism). While global events such as the Arab Spring served as early “proofs of concept” for digital resistance (Global and Indian Perspectives on the Role of Digital Media in Democracy - Journalism University), India offers a unique lens through which to view the institutionalization of digital governance. With over 800 million internet users, India today stands as a vast testing ground where digital transformation intersects with socio-economic diversity as a country where digital transformation is deeply rooted (<https://ijsdr.org/papers/IJSDR1912052.pdf>).

2. Good Governance Infrastructure

Digital transformation is driven by the state’s mission to create an digitally empowered society and knowledge economy in India (<https://www.jetir.org/papers/JETIR2405B23.pdf>).

2.1 Service Delivery and Efficiency

The backbone of this transformation is the Digital India Mission and the Aadhaar biometric identification system. (Action in e-Democracy: Transforming Citizen-Government Engagement in India - GRAAM). These infrastructures have streamlined public service delivery:

- **Reducing bureaucracy:** Platforms like DigiLocker and Umang are enabling citizens to access identity services and welfare schemes without physical intermediaries. This can reduce corruption (Action in e-Democracy: Transforming Citizen-Government Engagement in India - GRAAM) (<https://www.jetir.org/papers/JETIR2405B23.pdf>).
- **Direct Benefit Transfer (DBT):** Aadhaar-enabled systems ensure direct transfer of subsidies to the intended beneficiaries, thereby increasing efficiency in government spending. (<https://www.jetir.org/papers/JETIR2405B23.pdf>).
- **Transparency:** Initiatives such as Government e-Marketplace (GeM) and online Right to Information (RTI) portals have been instrumental in enhancing state accountability by creating audit trails (<https://www.jetir.org/papers/JETIR2405B23.pdf>).

2.2 Participation in Governance

Electronic platforms have opened up new avenues for citizen participation beyond service delivery. As an example, the MyGov platform suggests participatory governance, allowing citizens to



interact with government officials, provide feedback, and discuss policy, which shifts governance from a top-down approach to a more responsive model (e-Democracy in Action: Transforming Citizen-Government Engagement in India - GRAAM) (<https://ijsdr.org/papers/IJSDR1912052.pdf>). This is consistent with the theory of participatory democracy, where technology reduces barriers to political debate (<https://ijsdr.org/papers/IJSDR1912052.pdf>).

3. Reshaping Citizen Political Participation:

The interaction between politics and electronic media in India has evolved from protest movements to sophisticated electoral management.

3.1 From activism to elections

The first major social media-driven movement in India to demonstrate that electronic tools can set national agendas was India Against Corruption (IAC) in 2011. It used “missed call” campaigns to bridge the digital divide and mobilized millions of people, (Global and Indian Perspectives on the Role of Electronic Media in Democracy • Journalism University). The Bharatiya Janata Party (BJP), led by Prime Minister Narendra Modi, has used data analytics and social media to craft personalized narratives and bypass traditional media gatekeepers (<https://www.ijfmr.com/papers/2024/4/26741.pdf>). By the 2014 and 2019 general elections, this dynamic had shifted towards electoral dominance. This strategy used micro-targeting to fundamentally change the dynamics of the campaign, where messages were tailored to specific demographics based on data analysis (<https://www.ijfmr.com/papers/2024/4/26741.pdf>).

3.2 Citizen Journalism and Cross-Communication

Social media has empowered citizens to act as journalists. Real-time and live-streaming documentation creates an “accountability loop” where officials know they are being watched by the public more than traditional media (Global and Indian Perspectives on the Role of Electronic Media in Democracy - Journalism University). This was evident in the safety campaigns following the Nirbhaya case and student movements like Hawk Kollorobe, where digital platforms organised on-ground protests (<https://www.amity.edu/jaipur/amr/pdf/jul-dec-2016-vol5/4.pdf>) (<https://www.amity.edu/jaipur/amr/pdf/jul-dec-2016-vol5/4.pdf>).

4. Dangers of Algorithmic Democracy

Despite the benefits, the digitalisation of democracy presents structural risks that threaten to erode democratic values.



4.1 Digital Divide and Exclusion

Democracy promises “one person, one vote”, but the internet does not promise “one person, one connection” (Global and Indian Perspectives on the Role of Digital Media in Democracy - University of Journalism). There are significant gaps along gender lines and between rural and urban India (<https://ijsdr.org/papers/IJSDR1912052.pdf>). When governance moves exclusively online, the unconnected masses – often the most vulnerable – are effectively disenfranchised (Global and Indian Perspectives on the Role of Electronic Media in Democracy - University of Journalism). For example, algorithmic credit scoring or welfare systems can inadvertently exclude eligible recipients due to data errors or lack of access (Democracy in the Digital Age: Reclaiming Governance in an Algorithmic World | Toda Peace Institute).

4.2 Information Disorders and Polarization

The speed of electronic media is indeed a “bug”; false information travels six times faster than the truth on platforms like Twitter (now X) (Global and Indian Perspectives on the Role of Electronic Media in Democracy - Journalism University).

- **Echo spaces:** Algorithms are designed to maximize engagement by showing users content that reinforces their existing beliefs. This creates “filter bubbles” that deepen ideological divides and make democratic compromise difficult (<https://www.ijfmr.com/papers/2024/4/26741.pdf>).
- **Weaponization:** WhatsApp Platforms have been used to spread rumors that incite real-world violence and lynchings mob, electronic devices turning into weapons against social cohesion (Global and Indian Perspectives on the Role of Electronic Media in Democracy - Journalism University) (<https://ijsdr.org/papers/IJSDR1912052.pdf>).

4.3 Agency and Surveillance

Concerns about “digital dictatorship” are growing. Widespread biometrics, data collection, and Internet use raise questions about state surveillance and privacy (<https://ijsdr.org/papers/IJSDR1912052.pdf>). Furthermore, as decision-making or law enforcement related to welfare is delegated to opaque algorithms, decisions are often made without clear avenues for public debate or redress, human participation is reduced. This creates a “democratic deficit” (Democracy in the Digital Age: Reclaiming Governance in an Algorithmic World | Toda Peace Institute) (Democracy in the Digital Age: Reclaiming Governance in an Algorithmic World | Toda Peace Institute).



5. Pathways to Democratic Resilience

To ensure that digital transformation strengthens democracy rather than weakens it, governance must evolve beyond technological solutions.

1. Establish an independent oversight system: Independent institutions with enforcement powers are needed to oversee algorithmic systems. These institutions should be independent of government and industry influence and subject to audit (Democracy in the Digital Age: Reclaiming Governance in an Algorithmic World | Toda Peace Institute).

2. Prioritize digital literacy: Education should move beyond technical skills to foster “critical digital literacy” that enables people to evaluate information, understand algorithmic implications, and engage in ethical reasoning (Democracy in the Digital Age: Reclaiming Governance in an Algorithmic World | Toda Peace Institute).

3. Civic Participation: Policy design for digital governance should include public consultation and community-led oversight. Policy design cannot be left to experts alone; it must ensure participation (Democracy in the Digital Age: Reclaiming Governance in an Algorithmic World | Toda Peace Institute).

4. Protect Citizens’ Rights and Organizations: Governance frameworks that prioritize human agency should ensure that final decisions on critical life aspects are subject to appeal and human oversight (Democracy in the Digital Age: Reclaiming Governance in an Algorithmic World | Toda Peace Institute).

6. Conclusion

India is at a fork in the road where e-governance will either rule or be ruled by code (Democracy in the Digital Age: Reclaiming Governance in an Algorithmic World | Toda Peace Institute). Electronic service delivery tools have revolutionized and expanded political participation, but they have also introduced risks of polarization and surveillance, alienating human beings from participation. The future of democracy depends on implementing robust regulatory frameworks that address the digital divide and check algorithmic power (<https://www.ijfmr.com/papers/2024/4/26741.pdf>). As the 2025 Human Development Report suggests, technology should not be framed as a mere tool for efficiency, but as a competitive space for human rights and legitimacy (Democracy in the Digital Age: Reclaiming Governance in an Algorithmic World | Toda Peace Institute).



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