



Strengthening Governance: Policy Innovations And Outcomes In India

Dr. Meenakshi Yadav
Rajasthan Foundation

Abstract

This paper explores the dynamic evolution of governance in India, tracing its trajectory from traditional administrative frameworks to contemporary models shaped by globalization, democratization, and technological advancement. It highlights transformative policy innovations across sectors such as economic liberalization, digital governance, social welfare, and institutional reforms, while critically evaluating their design, implementation, and measurable outcomes. The study underscores achievements in areas like poverty alleviation, financial inclusion, infrastructure development, and citizen-centric service delivery, alongside persistent challenges including bureaucratic inertia, regional disparities, and issues of accountability. By analyzing key reforms introduced in recent decades—ranging from the Right to Information Act and Aadhaar-based digital identity systems to decentralized governance initiatives—the paper assesses their impact on socio-economic indicators such as literacy, health, employment, and equity. Furthermore, it situates India's governance experience within a comparative global framework, drawing parallels and contrasts with other emerging and established governance models. The discussion not only identifies lessons learned and best practices but also emphasizes the need for adaptive, inclusive, and transparent governance mechanisms to sustain India's developmental momentum in the face of evolving domestic and international challenges.

Keywords- governance, transparency, digital, innovation, schemes and programmes

Introduction

The concept of good governance in India is rooted in its historical and cultural heritage. Ancient principles like Raj Dharma emphasize the moral duty of rulers to govern with fairness and integrity. Texts such as the Jataka stories, Mahabharata's Shanti Parva, Shukracharya's Nitisar, and Kautilya's Arthashastra highlight this ethos. Ajit Debnath, The concept of good governance in Kautilya's Arthashastra which was published in International Journal of Research and Analytical Reviews, has also highlighted Kautilya, in particular, stressed that a king's happiness lies in the well-being of his people. (1)

In modern times, the World Bank defined governance in its 1992 report as the way power is exercised for economic and social development. This involves professional bureaucracies, accountable governments, active civil society, and adherence to the rule of law. (2, 3) Good governance in democracies is marked by transparency, accountability, participation, and responsiveness.

While the Indian Constitution does not directly reference good governance, it embodies its principles through Fundamental Rights (Part III), Directive Principles of State Policy (Part IV), Fundamental Duties (Part IV A), checks and balances, an independent judiciary (Article 50), and the Rule of Law (Article 13). These collectively form the backbone of India's approach to governance. (4)

Beyond constitutional provisions, India's governance framework has evolved through landmark reforms and institutional innovations. The establishment of the Planning Commission in 1950 and its successor, the NITI Aayog, reflects the country's commitment to participatory and adaptive policy-making. Electoral reforms, the strengthening of the Election Commission, and the introduction of the Right to Information Act have further reinforced transparency and accountability. Similarly, decentralization through the 73rd and 74th Constitutional Amendments empowered local self-governments, ensuring citizen participation at the grassroots level.

The rise of digital governance initiatives such as Digital India, Aadhaar-based service delivery, and e-governance platforms has transformed the relationship between the state and citizens, making governance more accessible and efficient. These efforts align with global benchmarks of good governance while retaining India's unique socio-political context. At the same time, challenges such as corruption, bureaucratic delays, regional disparities, and gaps in policy implementation continue to test the resilience of governance structures.

Thus, the Indian experience of governance is a blend of ancient wisdom, constitutional ideals, and modern innovations. It reflects a continuous journey towards achieving inclusive development, social justice, and institutional integrity, while adapting to the complexities of a diverse and rapidly changing society.

Literature Review

Apart from e-journals and articles from magazines, newspapers, websites of different ministries, and reports of the World Bank, several scholarly contributions have been examined to understand the multidimensional aspects of governance in India. Writings such as Ajit Debnath's *The Concept of Good Governance in Kautilya's Arthashastra* provide a historical-philosophical foundation, emphasizing ethical leadership and welfare-centric administration. Sharon S. Dawes, in *The Evolution and Continuing Challenges of E-Governance*, highlights the global trajectory of digital governance and the persistent challenges of institutional adaptation. R.K. Sapru's *Good Governance Through E-Governance with Special Reference to India* contextualizes these ideas within the Indian framework, focusing on technology-driven reforms.

Similarly, N.V. Grigalashvili's *Conceptual Dimensions of Electronic Government and Electronic Governance in the Domain of Digital Democracy* expands the discourse by linking governance with democratic participation in the digital age. R.S. Dalal's *The Conceptual Dimensions of Good Governance* provides theoretical clarity on governance principles, while N. Robinson's *Expanding Judiciaries: India and the Rise of the Good Governance Court* underscores the judiciary's evolving role in enforcing governance standards. Together, these works reflect a diverse spectrum of perspectives—historical, theoretical, technological, and institutional—that enrich the understanding of governance innovations and outcomes in India.

This body of literature collectively demonstrates that governance in India is not only shaped by constitutional and administrative frameworks but also by the interplay of technology, judicial activism, and global best practices. It highlights both achievements and gaps, offering a comprehensive backdrop against which contemporary reforms can be critically assessed.

Hypothesis

Primary Hypothesis:

Policy innovations in governance, characterized by decentralization, transparency, and increased citizen participation, significantly enhance governance outcomes in India, particularly in terms of service delivery, accountability, and public satisfaction.

Secondary Hypotheses:

- H1 - Decentralization of decision-making processes improves the efficiency and responsiveness of governance systems at the local level by empowering grassroots institutions and enabling context-specific solutions.
- H2 – The adoption of digital and technology-driven innovations increases transparency, minimizes bureaucratic delays, and reduces corruption in governance by streamlining processes and ensuring real-time monitoring.
- H3 – Governance outcomes are positively influenced by the presence of strong political will, institutional capacity, and public awareness, which together create an enabling environment for sustainable reforms and citizen trust.

Innovation and Governance

Technology is pivotal in modern governance, promoting transparency, streamlining bureaucracy, and enabling evidence-based decisions. Tools like grievance redressal systems and mobile services enhance public administration, reduce corruption, and foster connections between citizens and policymakers. Advanced technologies, including AI, big data analytics, and blockchain, offer predictive insights, secure records, and efficient resource management. E-governance, driven by ICT, improves service delivery and stakeholder collaboration, building a responsive and transparent governance model.

Sharon S. Dawes, in his write-up *The Evolution and Continuing Challenges of E-Governance in Public Administration Review*, defines e-governance as “the use of information and communication technologies (ICTs) to support public services, government administration, democratic processes, and relationships among citizens, civil society, the private sector, and the state.” (5) Similarly, R.K. Sapru, in his article *Good Governance Through E-Governance with Special Reference to India* in *Indian Journal of Public Administration*, the Council of Europe highlights its transformational role in enhancing service quality and fostering a more accountable and inclusive democracy. (6)

In the Indian context, initiatives such as Digital India, Aadhaar-enabled service delivery, and Unified Payments Interface (UPI) have revolutionized citizen–state interactions by making services accessible, efficient, and inclusive. These innovations not only reduce administrative bottlenecks but also empower citizens through participatory platforms like MyGov and real-time grievance portals. Moreover, the integration of emerging technologies such as blockchain in land records and AI-driven analytics in welfare schemes demonstrates how governance is increasingly shifting towards predictive, preventive, and citizen-centric models.

At the same time, challenges remain in bridging the digital divide, ensuring cybersecurity, and maintaining inclusivity for marginalized communities. Addressing these concerns is crucial to fully realize the potential

of technological innovations in governance. Thus, India's journey reflects a dual narrative—one of remarkable progress in leveraging ICT for governance, and another of ongoing efforts to ensure equitable access, accountability, and sustainability in the digital era.

India and Initiative for e-Governance

The Government of India (GOI) initiated e-governance reforms in the 1990s to modernize governance. Significant advancements in information and communication technology laid the groundwork for administrative transformations. A landmark moment was the approval of the National e-Governance Plan (NeGP) on May 18, 2006, which began with 27 Mission Mode Projects (MMPs) and later expanded to 31 MMPs and 8 key components. The collaborative efforts of the Department of Administrative Reforms and Public Grievances (DAR&PG) and the Department of Electronics and Information Technology (DeitY) were instrumental in the NeGP's development. This plan has driven major governance reforms and prioritized the implementation of key e-governance initiatives nationwide. (8)

India has significantly strengthened its e-Government framework with robust infrastructure, including State Data Centres (SDCs), State Wide Area Networks (SWAN), Common Services Centres (CSCs), and service delivery gateways like SSDG, NSDG, and MSDG. These initiatives, supported by policies on security, human resource management, citizen engagement, and interoperability, have enhanced e-Government functionality. Seamless system integration has improved service delivery, ensuring that citizens across rural and urban areas can access services more efficiently.

India's internet penetration surged from under 4% in 2007 to 48.7% by 2022 (9), making it the second-largest country in active internet users globally, highlighting the transformative power of digital inclusion. Over the last decade, the digitization of government services has addressed governance challenges through innovation and connectivity. Initiatives such as Digital India, Aadhaar-enabled Direct Benefit Transfers (DBT), and Unified Payments Interface (UPI) have redefined service delivery, reduced leakages, and promoted financial inclusion.

These efforts align with the World Bank's four pillars of good governance—transparency, accountability, inclusivity, and responsiveness—underpinning India's e-governance transformation. (10) Moreover, the emphasis on citizen-centric platforms like MyGov, online grievance redressal systems, and mobile-based service delivery reflects India's commitment to participatory governance. At the same time, challenges such as bridging the digital divide, ensuring cybersecurity, and maintaining interoperability across states remain critical areas for future reform.

Public Sector Management

India has made notable progress in public sector administration through e-governance initiatives. The launch of the National Portal of India in 2005 marked a key milestone, offering a centralized platform for efficient access to government services and information. (11) This initiative symbolized the government's commitment to transparency and accessibility, ensuring that citizens could interact with multiple departments through a single digital window.

The introduction of Aadhaar in 2009, managed by the Unique Identification Authority of India (UIDAI), revolutionized digital identification and service delivery. By providing a unique biometric-based identity, Aadhaar became the backbone of welfare distribution and financial inclusion. The JAM Trinity (Jan Dhan–Aadhaar–Mobile) interconnected financial systems, reduced intermediaries, curbed leakages, and promoted inclusion, particularly in rural and underserved areas.

In 2013, the Direct Benefit Transfer (DBT) Scheme was launched to streamline subsidies and welfare program delivery. Over 450 schemes have been implemented under DBT, benefiting more than 900 million people.

Nearly 65% of the government's welfare expenditure since 2016 has been directly transferred to beneficiaries' accounts. (12) As of June 2023, cumulative DBT transfers had reached ₹29,84,412 crore, showcasing its transformative impact. (13) Key schemes under DBT include MGNREGA, Indira Gandhi Matritva Sahyog Yojana, PAHAL (Pratyaksh Hanstantrit Labh), and others, which have strengthened social security and reduced inefficiencies in welfare delivery.

The Goods and Services Tax Network (GSTN) unified tax collection processes, enhancing transparency, compliance, and revenue mobilization. Monthly GST collections have risen significantly, reflecting improved efficiency in tax administration. Alongside this, India's digital payment ecosystem has witnessed remarkable growth through platforms like BHIM-UPI, Immediate Payment Service (IMPS), and National Electronic Toll Collection (NETC), exemplifying the country's commitment to integrating technology into governance. (14)

Collectively, these initiatives highlight India's transition towards a more citizen-centric, transparent, and technology-driven public administration. They demonstrate how digital innovations have not only modernized service delivery but also reshaped the relationship between the state and its citizens. At the same time, challenges such as bridging the digital divide, ensuring cybersecurity, and maintaining inclusivity for marginalized groups remain critical for sustaining the momentum of reforms.

Accountability

India's e-governance initiatives have significantly enhanced accountability and transparency by embedding technology into administrative processes. CPGRAMS (2007) enables efficient grievance filing by connecting Ministries and States, ensuring that citizen complaints are addressed in a structured and timely manner. PRAGATI (2015), a multi-purpose platform for Pro-Active Governance and Timely Implementation, addresses citizen concerns and monitors key programs for responsive governance, as emphasized by Prime Minister Modi. (15) Together, these platforms demonstrate how digital tools can bridge the gap between citizens and policymakers, fostering trust and responsiveness.

Aadhaar has further strengthened accountability by providing reliable digital identification, reducing fraud, and ensuring transparency in public services. Its integration into welfare schemes and financial systems has minimized duplication and leakages, ensuring that benefits reach the intended recipients.

The Public Financial Management System (PFMS) and Goods and Services Tax Network (GSTN) have transformed financial management by expediting transactions, curbing corruption, and enhancing accountability in tax and expenditure monitoring. These systems, with detailed audit trails, enable quick detection of irregularities, thereby building trust between the government and citizens. PFMS, in particular, has streamlined fund flows and improved efficiency in welfare program disbursement, while GSTN has unified tax processes, reducing scope for evasion and enhancing compliance.

Decentralized governance, exemplified by the Panchayati Raj system, remains essential for effective administration. The eGramSwaraj platform, launched on April 24, 2020, promotes transparency, real-time progress tracking, and task-based accounting for Panchayati Raj Institutions (PRIs). By empowering local bodies with digital tools, it fosters equitable development and grassroots accountability, ensuring that governance outcomes are not only top-down but also community-driven.

Collectively, these initiatives highlight India's commitment to embedding accountability into governance structures. They demonstrate how digital innovations, financial reforms, and decentralized systems converge to create a more transparent, responsive, and citizen-centric administration.

Transparency and Information

The Right to Information (RTI) Act, 2005 is a transformative law empowering citizens to access public information, thereby bolstering transparency and good governance. Rajbir S. Dalal called it one of the most revolutionary post-independence legislations, restoring citizens' role in democracy. (16) The government's rtionline.gov.in portal has further enhanced accessibility, processing over 1.59 lakh applications from April 22, 2013, to November 12, 2021. (17) This digital interface has simplified the process of seeking information, reducing bureaucratic hurdles and strengthening citizen engagement.

The RTI Act has reinforced democratic values by linking transparency to accountability, influencing governance reforms globally. Government websites and platforms like MyGov have expanded citizen-state interaction, while social media enables real-time grievance reporting and updates, fostering an inclusive governance model. These tools collectively ensure that governance is not only top-down but also participatory, reflecting the voices of citizens in decision-making.

Under the Digital India Mission (2015) and its Pillar 6, Information for All, the government has digitized resources to ensure seamless access to information and services. In the education sector, initiatives such as DIKSHA (2017) provide curriculum-based resources in over 18 languages, empowering students, teachers, and parents. (18) PM eVIDYA (2020) has benefited 3.7 crore higher education students by easing regulations for open and online education, while SWAYAM (2017) has expanded access to MOOCs, with around 1.5 crore school students benefiting from courses by NIOS and NCERT. (19)

Other efforts include E-Pathshala (2015) with interactive resources, SWAYAM PRABHA (2017) offering 24x7 educational content, and NISHTHA Phase 2 (2021), which trained 6 million teachers. These platforms ensured education continuity during the COVID-19 pandemic and were widely appreciated by educators and students for sustaining learning during the crisis. (20)

Collectively, these initiatives highlight India's commitment to embedding transparency and information accessibility into governance. By combining legislative measures like RTI with digital innovations under Digital India, the country has created a robust framework that strengthens democratic participation, enhances accountability, and ensures equitable access to knowledge and services.

Legal Framework for Development

Justice is a cornerstone of good governance, safeguarding individuals' rights as enshrined in the Indian Constitution. Nick Robinson identifies the Supreme Court as a "court of good governance", emphasizing its role in shaping accountability and ensuring constitutional values are upheld. (21) Modernizing the judiciary, the e-Committee established in 2005 introduced the e-Courts project, which launched its national portal in 2013. This initiative has transformed over 2,852 District and Taluka Court Complexes, offering online case details and integrating with the National Judicial Data Grid (NJDG) to access crores of case records. (22) By digitizing judicial processes, the e-Courts project has improved efficiency, reduced delays, and enhanced transparency in the justice delivery system.

As Ander highlighted, dysfunctional bureaucracies can evolve into efficient, accountable institutions through good governance practices. (23) This principle is reflected in India's health sector reforms, where digital governance has become a key driver of accessibility and accountability. The Ayushman Bharat Digital Mission (ABDM), launched in 2020, promotes universal health coverage by creating health IDs and digital records, thereby enhancing transparency and enabling seamless access to healthcare services across the country.

India's National Telemedicine Service, e-Sanjeevani, has revolutionized healthcare delivery by providing audio-video consultations and digital prescriptions via smartphones, bridging the gap between rural populations and medical specialists. The CoWIN platform, introduced in January 2021, successfully managed one of the world's largest vaccination drives, ensuring real-time vaccine tracking, equitable distribution, and

efficient execution. The United Nations recognized India's electronic procurement system for reducing bid times for COVID-19 supplies from two weeks to just three days, underscoring the effectiveness of digital governance in crisis management.

Additionally, the e-RaktKosh initiative, led by the National eHealth Authority, has streamlined blood bank operations, improving both efficiency and accessibility. (24) By digitizing donor records, inventory management, and distribution systems, e-RaktKosh has strengthened transparency and accountability in critical healthcare services.

Together, these initiatives demonstrate how India's legal and institutional frameworks for development are increasingly intertwined with digital innovations. They highlight the judiciary's evolving role in governance, the modernization of bureaucratic structures, and the integration of technology into healthcare and procurement systems. This synergy between law, governance, and technology reflects India's broader commitment to building accountable, transparent, and citizen-centric institutions.

Conclusion

Good governance has become central to democracies, shaping both domestic and foreign policies by ensuring that institutions remain accountable, transparent, and responsive to citizens' needs. Information and Communication Technology (ICT) has emerged as a powerful enabler, enhancing governance through efficiency, effectiveness, and citizen participation. India's Digital India program has played a pivotal role in bridging gaps between citizens and the government, extending its reach to rural and marginalized communities, and fostering inclusive development.

With affordable internet access, platforms such as CPGRAMS and PRAGATI empower citizens to address grievances digitally, while tools like the online RTI portal and social media have strengthened transparency and accountability. These innovations have not only improved service delivery but also deepened democratic engagement by making governance more participatory and accessible.

E-governance has further stimulated economic growth by attracting Foreign Direct Investment (FDI), reducing corruption, and transforming critical sectors such as education, healthcare, and legal frameworks. Initiatives like Aadhaar, DBT, GSTN, and e-Courts exemplify how technology-driven reforms can reshape governance outcomes, ensuring efficiency and equity.

As e-governance continues to evolve with emerging technologies such as artificial intelligence, blockchain, and big data analytics, inclusivity and innovation remain essential to sustaining progress. Addressing challenges like the digital divide, cybersecurity, and regional disparities will be crucial to ensuring that governance reforms benefit all citizens equally. Ultimately, India's journey demonstrates that good governance, when combined with technological innovation and citizen-centric policies, can serve as a cornerstone for sustainable development and democratic resilience.

Research Gap / Limitation

Despite notable progress in governance reforms and the adoption of digital innovations, several gaps and limitations remain in the existing body of research:

- **Evaluation of Policy Effectiveness:** Limited studies comprehensively assess the long-term impact of specific policy innovations on governance outcomes such as transparency, accountability, and service delivery. Most evaluations remain short-term or program-specific, leaving a gap in understanding sustainability and scalability.
- **Regional Disparities:** There is a lack of comparative analysis of governance reforms across different states and regions in India, particularly in light of their diverse socio-economic and political contexts. This restricts insights into why certain reforms succeed in some regions while facing challenges in others.
- **Technology Integration:** The effectiveness of digital governance tools—including e-governance platforms, artificial intelligence applications, and blockchain systems—in improving administrative efficiency and reducing corruption remains underexplored. Current literature often highlights adoption but rarely measures outcomes in terms of citizen trust, efficiency, or equity.
- **Intersectoral Collaboration:** The role of collaboration between government, private sector, and civil society in driving governance innovations is not well-documented. While partnerships are increasingly recognized as essential for inclusive governance, empirical studies on their impact, sustainability, and challenges are limited.

These gaps highlight the need for deeper, interdisciplinary research that not only evaluates policy outcomes but also considers regional diversity, technological integration, and collaborative governance models. Addressing these limitations would provide a more holistic understanding of India's governance trajectory and inform future reforms.

References

1. Debnath, A., & WB, P. B. D. B. (2019). The concept of good governance in Kautilya's Arthashastra. *IJRAR-International Journal of Research and Analytical Reviews (IJRAR)*, 6(2), 745-750.
2. World Bank. (1992a). *Governance and development*. The World Bank.
3. World Bank. (1994a). *Governance: the World Bank's experience*. The World Bank. <https://doi.org/10.1596/0-8213-2804-2>
4. Kashyap, S. C. (1994). *Our constitution: An introduction to India's constitution and constitutional law*. NBT India.
5. Dawes, S. S. (2008). The Evolution and Continuing Challenges of E-Governance. *Public Administration Review*, 68, S86–S102. <https://doi.org/10.1111/j.1540-6210.2008.00981.x>
6. Grigalashvili, N. V. (2022). CONCEPTUAL DIMENSIONS OF ELECTRONIC GOVERNMENT AND ELECTRONIC GOVERNANCE IN THE DOMAIN OF DIGITAL DEMOCRACY. *International Journal of Innovative Technologies in Economy*, 1(37). https://doi.org/10.31435/rsglobal_ijite/30032022/7753
7. Sapru, R., & Sapru, Y. (2014a). Good Governance Through E-Governance with Special Reference to India. *Indian Journal of Public Administration*, 60(2), 313–331. <https://doi.org/10.1177/0019556120140208>

8. Sapru, R., & Sapru, Y. (2014b). Good Governance Through E-Governance with Special Reference to India. *Indian Journal of Public Administration*, 60(2), 313–331. <https://doi.org/10.1177/0019556120140208>
9. Kemp, S. (2023). Digital 2023: India — DataReportal – Global Digital Insights. DataReportal – Global Digital Insights. <https://datareportal.com/reports/digital-2023-india>
10. World Bank. (1994b). Governance: the World Bank's experience. The World Bank. <https://doi.org/10.1596/0-8213-2804-2>
11. About us| National Portal of India. (n.d.). <https://www.india.gov.in/about-portal>
12. Ahmad, S. (2022). Direct Benefit Transfer: The Great Technological Move of India. *JOURNAL OF DIGITAL LEARNING AND DISTANCE EDUCATION*, 1(1), 37-41. <https://doi.org/10.56778/jdlde.v1i1.4>
13. Director, D. M. (n.d.). Homepage | (DBT) Direct Benefit Transfer. DBT | Direct Benefit Transfer. <https://dbtbharat.gov.in/>
14. PTI. (2023, June 29). 6 years of GST: Rs 1.5 trillion monthly tax revenues becomes “new normal”, focus on curbing tax evasion. *The Telegraph Online*. <https://www.telegraphindia.com/business/6-years-of-gst-rs-1-5-trillion-monthly-tax-revenues-becomes-new-normal-focus-on-curbing-tax-evasion/cid/1948558>
15. PMINDIA. (2015, March 25). PM launches PRAGATI: A multi-purpose, multi-modal platform for Pro-Active governance and timely implementation. https://www.pmindia.gov.in/en/news_updates/pm-launches-pragati-a-multi-purpose-multi-modal-platform-for-pro-active-governance-and-timely-implementation/
16. Dalal, R. S. (2011b). The Conceptual Dimensions of Good Governance. *Indian Journal of Public Administration*, 57(1), 91–99. <https://doi.org/10.1177/0019556120110108>
17. PTI. (2021, November 18). Over 1.59 lakh RTI applications filed online in 8 years, 11,376 by women: Personnel ministry. *The Times of India*. <https://timesofindia.indiatimes.com/india/over-1-59-lakh-rti-applications-filed-online-in-8-years-11376-by-women-personnel-ministry/articleshow/87774104.cms>
18. hindustantimes.com, Edited by Nandini. (2020, May 17). PM eVidya Programme for digital education India: Everything you need to know. *Hindustan Times*. <https://www.hindustantimes.com/education/pm-evidya-programme-for-digital-education-in-india-everything-you-need-to-know/story-15SmSAyTEckgx6gcYIJNYO.html>
19. PM e-Vidya - SWAYAM Portal. (n.d.). <https://pmevidya.education.gov.in/swayam-portal.html>
20. Singh, M., Adebayo, S. B., Saini, M., & Singh, J. (2021). Indian government E-learning initiatives in response to COVID-19 crisis: A case study on online learning in Indian higher education system. *Education and Information Technologies*, 26(6), 7569–7607. <https://doi.org/10.1007/s10639-021-10585-1>
21. Robinson, N. (2009). Expanding Judiciaries: India and the Rise of the Good Governance Court. *Washington University Global Studies Law Review*, 1–69. https://openscholarship.wustl.edu/cgi/viewcontent.cgi?article=1067&context=law_globalstudies 8(1),
22. E-Courts Mission Mode Project | Official Website of e-Committee, Supreme Court of India | India. (n.d.). <https://ecommitteesci.gov.in/project/brief-overview-of-e-courts-project/>
23. Anders, G. (2005). Good governance as technology: towards an ethnography of the Bretton Woods institutions. *The aid effect: Giving and governing in international development*, 37-60. <https://handoutset.com/wp-content/uploads/2022/06/THE-AID-EFFECT.pdf#page=42>
24. The Indian Express Private Limited. (2023). India’s healthtech market projected to reach US\$25bn by 2025: Report. *Express Healthcare*. <https://www.expresshealthcare.in/news/indias-healthtech-market-projected-to-reach-us25bn-by-2025-report/439720/>