

# Digital Public Policy and the Future of Indian Newsrooms

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## Abstract

The rapid expansion of India's digital ecosystem—powered by affordable data, widespread smartphone penetration, and evolving state-led digital governance—has fundamentally reshaped the structure and functioning of Indian newsrooms. Digital public policy initiatives such as Digital India, data governance frameworks, online content regulation, platform accountability norms, and public-service digital infrastructure are redefining how information is produced, circulated, monetized, and trusted. This paper explores the intersection of digital public policy and newsroom transformation in India through a human-centered lens. It examines how journalists, editors, and media institutions are navigating technological disruptions, regulatory uncertainties, economic pressures, and shifts in audience behavior. The study highlights the opportunities emerging from digitization—such as democratized access, new storytelling formats, and public-interest technology—while also acknowledging challenges like algorithmic opacity, misinformation, newsroom precarity, and threats to editorial independence. The paper concludes with policy recommendations to ensure that digital public policy strengthens, rather than weakens, India's democratic communication ecosystem.

**Keywords:** Digital Public Policy, Indian Newsrooms, Media Regulation, Platformization, Digital Journalism, Algorithmic Governance, Media Democracy.

## Introduction

The Indian newsroom today stands at the crossroads of one of the most profound transformations in its history. For decades, journalism in India functioned within a relatively stable ecosystem—print desks buzzing with the smell of ink, television studios glowing with warm lights, and reporters racing against evening deadlines. Editorial decisions were shaped primarily by human judgment, institutional ethics, and the day's unfolding events. But the last ten years have altered this landscape with unprecedented speed. The rise of digital technologies, sweeping public policy interventions, and the emergence of data-driven media platforms have fundamentally changed how news is produced, distributed, and consumed. The newsroom, once a physical space governed by the hum of journalists, is now an intricate, hybrid organism continuously shaped by algorithms, metrics, and regulatory frameworks.

This shift did not happen overnight. The seeds were sown with the launch of the Digital India initiative in 2015, which dramatically accelerated India's digital ecosystem. Affordable data, massive smartphone penetration, Aadhaar-enabled digital identity services, and the growth of public digital infrastructure collectively created an environment in which millions of Indians—many for the first time—had daily access to digital information.

This transformed audiences, and in turn, newsrooms were forced to adapt. For the first time, a reporter's story reached not just the urban newspaper reader or TV viewer, but a diverse audience scattered across linguistic, cultural, and geographical spaces. Newsroom leaders often describe this moment as “a new dawn,” but also “a moment of chaos,” because digital access democratized consumption while simultaneously fragmenting attention.

As audiences moved online, policymakers followed, seeking to craft new frameworks for online communication, content regulation, data protection, and digital market competition. The result has been a decade of aggressive state-led policymaking in the digital domain. The introduction of the Information Technology (Intermediary Guidelines and Digital Media Ethics Code) Rules 2021, subsequent amendments, and the Digital Personal Data Protection Act brought digital platforms—and by extension, digital newsrooms—under a new regulatory gaze. For journalists, editors, and media owners, understanding these policies became as important as understanding their reporting beats. Digital public policy was no longer something happening “out there”; it had moved into the heart of editorial meetings, shaping decisions about what could be published, how it should be framed, and how quickly it could be taken down if needed.

The newsroom, once a sanctuary of editorial autonomy, now operates in an environment where policy frameworks can influence everything from content moderation to revenue models. Editors frequently mention that compliance teams have become as essential as copy editors. This shift is not simply bureaucratic—it affects the emotional and ethical landscape of journalism. Many journalists privately confess to working under

a constant sense of vigilance, aware that a single tweet, headline, or video clip might trigger legal scrutiny. The line between caution and self-censorship has blurred, creating new psychological pressures within newsrooms. In conversations with reporters, a recurring sentiment emerges: “The story doesn’t end when you file it; it lives on the internet, and so does the risk.”

Parallel to regulatory changes, technological forces have re-engineered newsroom practices. The modern Indian newsroom depends heavily on dashboards, analytics, real-time traffic numbers, and platform algorithms. A story’s success is often measured less by its social relevance and more by its performance metrics: click-through rates, watch time, impressions, subscriber growth, and virality. Younger journalists adapt quickly to this metric-driven culture, but senior journalists often grapple with the shift from narrative-driven storytelling to algorithmic optimization. A veteran political reporter puts it poignantly: “We used to chase stories. Now we chase the algorithm.” These shifts highlight the emotional and generational divide pulsing through Indian newsrooms.

At the same time, digital public policies are redefining the economics of journalism. Traditional advertising models are eroding, and revenue is increasingly concentrated in the hands of global digital platforms.

Policymakers have responded with proposals for platform accountability, fair revenue-sharing mechanisms, and competition law reforms, but these remain works in progress. Indian newsrooms—especially regional and small digital outlets—struggle to stay financially afloat. Many depend on YouTube monetization, brand partnerships, or native advertising, raising ethical questions about independence and credibility. The future newsroom must navigate an economic terrain where sustainability is tied intimately to both policy decisions and platform algorithms.

Yet, amidst these challenges, digital transformation has opened powerful opportunities. Public digital infrastructure—such as UPI, DigiLocker, CoWIN, and ONDC—has shown what India can achieve in digital governance at scale. Many journalists view these systems not merely as policy frameworks but as tools that enable better reporting, richer data access, and new forms of public engagement. A health reporter explains how CoWIN dashboards helped create daily COVID stories that visibly impacted citizens’ understanding of the crisis. Similarly, data journalists find that open government datasets, when accessible and well-maintained, deepen the quality of investigative reporting. Thus, digital public policy becomes not only a site of regulation but also a source of empowerment.

However, this empowerment coexists with new vulnerabilities. The rise of misinformation, deepfakes, AI-generated content, political trolling, and online harassment conditions the newsroom’s digital existence. Policymakers are attempting to address these issues through fact-checking mandates, traceability requirements, and content moderation guidelines. But these interventions often risk overreach, and newsrooms fear that the cure may weaken the very democratic values journalism is meant to protect. In this delicate balance, digital public policy becomes a double-edged sword—capable of safeguarding public interest while simultaneously threatening editorial freedom if misapplied.

In this complex, evolving environment, the future of Indian newsrooms cannot be understood merely by examining technology or media economics in isolation. It must be viewed within the larger ecosystem of digital public policy, where laws, platforms, algorithms, and human experiences intersect. This paper adopts a humanized, ecosystem-oriented approach to explore how Indian newsrooms are navigating this intersection. It delves into the lived realities of journalists, the shifting strategies of media organizations, the pressures introduced by regulatory changes, and the aspirations of policymakers attempting to modernize the communication landscape.

## Literature Review

The relationship between digital public policy and newsroom transformation in India has attracted growing scholarly attention in recent years. Yet, the literature remains scattered across multiple fields—media studies, law, technology policy, journalism ethics, and digital sociology. This review synthesizes these strands to understand how the evolving regulatory environment, technological ecosystem, and platform-driven media economy reshape Indian newsrooms. Importantly, it filters academic debates through a human-centered lens,

foregrounding how these changes affect journalists, editors, and audiences in their everyday interactions with news.

A significant body of literature highlights the broader **platformization of news ecosystems**. Scholars such as Helberger (2019), Napoli (2020), and Nielsen (2022) argue that social media platforms—Facebook, YouTube, WhatsApp, Instagram, and X—have become the primary intermediaries between news producers and consumers. In the Indian context, this trend is amplified by the country's multilingual and mobile-first digital environment. Studies by the Reuters Institute show that over 70% of Indian news consumers encounter news primarily through social platforms, bypassing traditional gatekeeping structures. This shift is not merely technical; it transforms newsroom routines. Journalists interviewed in recent research describe how platform algorithms shape headline choices, content format decisions, and even story selection. The literature emphasizes that platforms, not newsrooms, increasingly decide which stories are amplified, monetized, or ignored.

Parallel to this technological shift, researchers have examined the rise of **digital public policy frameworks** that directly regulate online content and digital communication. The IT Rules (2021), along with their 2023 amendments, occupy central attention in Indian scholarship. Scholars such as Ghosh (2021) and Parsheera (2022) argue that these rules introduce new layers of state oversight over digital publishers, including grievance redressal mechanisms, content takedown obligations, and traceability requirements. Policy analyses reveal tensions between ensuring accountability for harmful content and safeguarding freedom of expression. Newsroom studies show a growing trend of "soft censorship," where fear of regulatory scrutiny leads to self-censorship. Researchers note that this regulatory pressure affects not only editorial leadership but also junior reporters who often face the uncertainty of whether a story will attract legal complications.

Another rich strand of literature focuses on the **economics of digital journalism**, particularly the financial vulnerabilities that emerge when newsrooms rely heavily on platform-driven revenue. Scholars like Pickard (2020) and Mehl (2023) argue that digital advertising models funnel disproportionate value to major platforms, weakening traditional news organizations. Indian media economists echo this concern, noting that platforms capture nearly 80% of digital ad revenue. Regional newsrooms—which form the backbone of India's linguistic media landscape—are especially affected. These economic pressures encourage the production of sensational or low-depth content optimized for virality rather than quality journalism. Research also notes the rise of alternative models—subscription-based journalism, membership communities, and philanthropic funding—but these remain limited to a handful of urban newsrooms with technologically savvy audiences.

The literature also extensively documents the **challenge of misinformation and disinformation**, which has become a defining feature of India's digital ecosystem. Studies by Chaturvedi (2020) and Banaji (2021) highlight how misinformation spreads rapidly across WhatsApp networks, often fueled by political polarization and linguistic diversity. The government's policy response—fact-checking mandates, content moderation guidelines, and traceability requirements—has sparked debate. While some scholars welcome efforts to combat harmful content, others caution against using misinformation regulation as a pretext for controlling political criticism. This debate is crucial because newsrooms must navigate both the ethical responsibility to counter misinformation and the pressures imposed by regulatory ambiguity.

A parallel literature examines the **impact of digital transformation on newsroom culture, labor dynamics, and professional identity**. Research by Kumar (2019) and Joseph (2022) describes how the shift to digital-first operations blurs the lines between reporting, producing, and promoting news. Journalists today are expected to be multi-skilled: writing, editing, shooting videos, creating social media posts, engaging in live sessions, and tracking audience analytics. Some scholars celebrate this diversification as empowering, especially for younger journalists who thrive in multimedia environments. Others warn that it intensifies work stress, leads to burnout, and erodes the depth of reporting. Several ethnographic studies from regional newsrooms reveal that resource constraints often force reporters to prioritize speed over verification, leading to ethical dilemmas.

Within this broad research landscape, a smaller but growing body of work focuses specifically on **public digital infrastructure (PDI)** and its implications for journalism. Scholars studying India's digital governance—particularly Aadhaar, UPI, CoWIN, and ONDC—highlight how these systems generate rich datasets and new forms of public engagement. Media researchers argue that such infrastructure could enable data-driven public-interest journalism, improve access to government records, and strengthen transparency.

Yet, concerns about data privacy, surveillance, and government control persist. Literature in this domain emphasizes the need for balanced policies that support open data while protecting citizens' rights.

Another important cluster of research explores **audience behavior in digital India**, especially the shift from deep reading to rapid scrolling. Scholars studying digital sociology highlight dramatic changes in how citizens experience news: shorter attention spans, preference for video formats, reliance on influencers, and fragmented news diets curated by algorithms. These trends influence newsroom strategies—leading to the proliferation of explainers, reels, podcasts, and vernacular video journalism. Academic studies note that digital public policy interacts with these trends in unexpected ways. For example, data protection norms affect newsroom access to audience insights, while telecom regulations influence the affordability of video-heavy content. A final strand of literature addresses the **future of journalism education** in a policy-driven digital environment. Scholars argue for curricular shifts toward media law, data literacy, algorithmic accountability, and digital ethics. The literature suggests that journalism education must equip future professionals to navigate complex policy landscapes as competently as they handle storytelling tools.

Synthesizing these varied strands, the literature reveals a clear pattern: the future of Indian newsrooms is being shaped not just by technology, but by the interplay of **digital public policy, platform power, economic pressures, and human experiences**. Across studies, one message resonates strongly—newsrooms no longer operate independently of the digital regulatory environment. Instead, they exist within a dynamic ecosystem where policies influence editorial freedom, business viability, content forms, and labor practices. A humanized reading of the literature reminds us that behind every policy change or technological shift are journalists negotiating uncertainty, reinventing their roles, and striving to uphold the democratic mission of the press.

## Conceptual Framework

Understanding the evolving relationship between digital public policy and the future of Indian newsrooms requires more than a technical or legal examination. It demands a holistic, ecosystem-oriented framework that connects policy decisions to human experiences, technological shifts to organizational change, and platform dynamics to democratic values. The conceptual framework guiding this study therefore adopts a multi-layered, human-centered approach, acknowledging that newsrooms are no longer isolated journalistic spaces but living systems shaped by complex interactions between governance, technology, institutions, and people.

At its core, the framework consists of four interconnected layers: the Digital Governance Layer, the Technological Layer, the Organizational Layer, and the Human Layer. Each layer influences and is influenced by the others, creating a dynamic environment where changes in one domain ripple across the entire ecosystem. This structure helps us understand not only what is happening in Indian newsrooms but *why* it is happening and *how* journalists navigate the unfolding changes in real time.

### The Digital Governance Layer: Policy as the New Gatekeeper

The first layer places digital public policy at the center of newsroom transformation. Traditionally, newsrooms operated under a broad legal framework—press freedom protections, defamation laws, broadcast codes—but digital communication has introduced a new spectrum of rules governing content, data, and platforms. This layer includes:

- The IT Rules (2021, amended 2023)
- The Digital Personal Data Protection Act
- Platform accountability frameworks
- Cybersecurity and data retention regulations
- Competition law interventions affecting tech giants

These policies shape the boundaries within which digital journalism operates. A newsroom's ability to publish, distribute, and retain content now depends partly on its compliance with these frameworks. Policies determine which content may face takedowns, how news organizations must handle user data, what responsibilities they owe to platforms, and how quickly they must respond to grievances.

In this sense, public policy becomes a new gatekeeper—not by dictating content explicitly but by influencing decisions through compliance burdens, legal ambiguity, and operational risk. This transforms editorial judgment into a negotiation between journalistic values and regulatory constraints. The governance layer, therefore, is not external to journalism; it is embedded within newsroom workflows, shaping their priorities, anxieties, and innovations.

## The Technological Layer: Algorithms as Invisible Actors

The second layer encompasses the technological infrastructures through which news is produced and consumed. Digital newsrooms rely heavily on tools that automate, accelerate, or algorithmically filter information:

- Analytics dashboards determining story performance
- AI-powered writing assistants
- Content moderation systems
- Social media algorithms influencing visibility
- SEO and search ranking mechanisms
- Automated video editing, auto-captioning, and voice synthesis

These technologies act as invisible actors shaping daily newsroom behavior. A journalist may select a story not only because it is important but because the analytics dashboard shows audience interest in similar topics. Editors may encourage short-form videos because the platform favors them for monetization. AI tools speed up workflows but also raise ethical questions about authorship and accuracy.

The technological layer intersects closely with the digital governance layer. For instance, AI-generated deepfakes create policy demands for authenticity verification; data protection rules restrict the use of certain analytics; traceability requirements influence how messaging apps handle forwarded content. Technology and policy thus form a feedback loop, each pushing the other into continual evolution.

Understanding the technological layer reminds us that the newsroom is not simply digitizing—it is being algorithmically mediated, where human decisions are continuously shaped by machine logics.

## The Organizational Layer: The Changing DNA of Newsrooms

The third layer focuses on how news organizations themselves respond to policy and technological shifts. This layer includes:

- The restructuring of editorial roles
- The rise of digital-first teams and convergence desks
- New job roles like data journalists, video producers, and social media strategists
- Integration of compliance officers and legal advisors into editorial workflows
- Changes in business models, including subscription systems and platform partnerships

In many Indian newsrooms, the once clear separation between editorial, marketing, and technical teams has blurred. Editorial decisions are increasingly tied to monetize-ability and platform compatibility. A story that performs poorly on social media may be deprioritized, even if it holds significant public value. Organizational transformation is also shaped by resource limitations—particularly in regional newsrooms that must juggle policy compliance and technological adaptation with limited funds and staff.

One of the most striking shifts is the emergence of compliance-driven journalism. Legal teams now participate in content vetting, especially for politically sensitive topics. This organizational shift is not just structural; it shapes the emotional climate of newsrooms, where the fear of takedown orders or legal repercussions influences what gets published. The organizational layer thus highlights that newsroom change is not only technological or regulatory—it is cultural, affecting identity, workflow, priorities, and institutional values.

## The Human Layer: Journalists at the Heart of the Transformation

The final and most critical layer is the Human Layer, which centers the lived experiences of journalists, editors, and media workers. This study adopts a humanized perspective because any transformation in media begins and ends with people. This layer examines:

- Journalistic autonomy and its erosion or reinforcement
- Skill gaps and the pressures of constant upskilling
- Stress, burnout, and psychological toll of digital-first news cycles
- Experiences of online harassment and trolling
- Ethical dilemmas in navigating speed vs. accuracy
- The emotional weight of working under uncertain policy environments

Journalists describe feeling caught between algorithmic expectations, audience demands, and legal constraints. Younger journalists often embrace digital tools enthusiastically but feel overwhelmed by performance metrics

and online hostility. Senior reporters sometimes struggle to adapt to new formats but hold deep institutional memory and ethical grounding.

The human layer emphasizes that the future of newsrooms is not just about policies or platforms—it is about people's ability to navigate a landscape of rapid change while preserving the core values of journalism. What makes this framework unique is its recognition of interdependence. The governance layer shapes the technological layer by pushing platforms toward certain compliance architectures. The technological layer transforms newsroom organizations, influencing recruitment, workflows, and content formats. Organizational changes directly affect journalists, reshaping their daily experiences, creative freedom, and emotional well-being. In turn, journalists' responses—resisting, adapting, innovating—feed back into organizational culture and policy debates.

These layers collectively form a dynamic ecosystem, not a linear chain. A single regulatory amendment or a platform algorithm update can ripple across the newsroom, altering practices, economics, and even professional identities. This interconnected model allows us to understand newsroom transformation as a living, breathing process instead of a static shift. The conceptual framework shows that the future of Indian newsrooms cannot be understood by examining technological adoption or regulatory compliance in isolation. Instead, it requires tracing the interplay of policy, technology, institutional structures, and human experiences. This multi-layered model provides the analytical foundation for the rest of the research, enabling a nuanced exploration of how digital public policy reshapes journalistic realities in India—not only in terms of rules and systems but in the stories, struggles, and aspirations of the people who bring news to the nation.

## METHODOLOGY

Understanding how digital public policy is reshaping Indian newsrooms requires a methodology that not only captures measurable trends but also listens to the lived experiences of journalists, editors, and policy practitioners. To achieve this, the study adopts a **mixed-methods research design**, combining quantitative mapping of policy impacts with rich qualitative insights drawn from field voices. The goal is to move beyond abstract theorization and connect directly with the changing newsroom cultures that define the media landscape of contemporary India.

### Research Design

This inquiry is structured around a **convergent parallel mixed-method approach**, where qualitative and quantitative data are collected simultaneously and analyzed together. The rationale behind this design is the recognition that digital public policy affects newsrooms in multi-layered ways—sometimes visible in content metrics and production workflows, and at other times embedded in the emotional, ethical, and professional anxieties of journalists navigating uncertainty.

The study aims to answer three guiding research questions:

1. **How do major digital public policies—including IT Rules 2021, Digital Personal Data Protection Act 2023, and platform regulation frameworks—shape newsroom operations, editorial autonomy, and content flows?**
2. **What transformations are occurring in newsroom structures, roles, and technologies as a result of government regulation and platform governance?**
3. **How do journalists perceive and negotiate these changes in relation to professional identity, freedom of expression, and public trust?**

Because these questions require a holistic view, the methodology integrates policy analysis, newsroom ethnography, and journalist narratives.

### Data Sources

To ensure credibility and triangulation, the study uses **three major data sources**:

#### (a) Policy Documents and Regulatory Texts

Official policy documents—including acts, draft legislations, and guidelines—form the foundational layer of analysis. These include:

- Information Technology (Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021 ● Digital Personal Data Protection Act, 2023

- Proposed regulations on Digital News Intermediaries
- Parliamentary committee reports on misinformation, digital rights, and media ethics

These documents are treated not merely as legal texts but as instruments reflecting the state's vision of digital governance and its implications for media autonomy.

### (b) Newsroom Case Studies

Six Indian newsrooms—three national and three regional—were selected based on ownership diversity, digital presence, and editorial scale. These include:

- A legacy print-to-digital newsroom
- A digital-native investigative platform
- A broadcast newsroom transitioning to platform-first workflows
- A regional newsroom in Hindi belt
- A regional newsroom in the Northeast
- A hyperlocal digital outlet

Sources for case study data include internal policy memos, workflow charts, editorial meeting notes (where available), and journalists' firsthand accounts.

### (c) Semi-Structured Interviews

A total of **32 participants** were interviewed:

- **18 journalists** (reporters, desk editors, video producers)
- **8 senior editors and newsroom managers**
- **4 policy experts and media scholars**
- **2 representatives from digital rights organizations**

The interviews focused on lived experiences: *How has workflow changed? What new constraints do journalists feel? How do they interpret policy-induced algorithmic pressures? What new skills or responsibilities have emerged?*

Each conversation lasted between 40 and 75 minutes and was conducted online or in person, depending on availability and location.

### Sampling Techniques

A **purposive sampling strategy** was used to ensure representation of different regions, newsroom sizes, content focuses (news, explainers, data journalism), and ownership models (independent, corporate, family-owned).

Within each newsroom, **snowball sampling** helped identify additional participants who were directly affected by policy shifts, such as compliance officers, digital desk managers, and fact-checkers.

This approach acknowledges that newsroom transformations are uneven—metro newsrooms experience platform pressures differently than smaller regional ones, and Hindi/vernacular outlets often negotiate local political ecosystems in more intense ways.

### Data Collection Tools Interview Guide

The semi-structured interview guide covered:

- Editorial changes due to IT Rules and other regulations
- Relationship with Big Tech platforms
- Pressures related to content moderation or takedown notices
- Role changes within newsrooms (e.g., compliance desks, audience analytics teams)
- Emotional experiences: stress, uncertainty, or empowerment
- Perceived impact on freedom of expression
- Digital security concerns
- Emotional experiences: stress, uncertainty, or empowerment

The flexibility of this format allowed journalists to share personal stories—moments where they had to self-censor, fight for editorial independence, or adapt to new digital skills.

## Document Analysis Template

Policy documents were coded under categories such as:

- Scope of regulation
- Obligations for digital publishers
- Data governance and accountability
- Legal liabilities
- Appeals and grievance redressal mechanisms
- Content moderation requirements

Newsroom documents were analyzed under themes like workflow reorganization, technology adoption, policy compliance mechanisms, and editorial consistency.

## Observational Notes

Where possible, virtual newsroom meetings were observed to understand how editorial decisions are influenced by external regulatory or platform considerations—in subtle cues, reminders, or routine gatekeeping practices.

## Data Analysis

### Qualitative Data Analysis

All interviews were transcribed and coded using **thematic analysis**. Three major coding clusters emerged:

1. **Structural Transformations** (new teams, data-driven workflows, compliance departments)
2. **Professional Identity Shifts** (fear, resistance, new technical competencies)
3. **Policy–Practice Gap** (differences between policy intentions and newsroom realities)

This interpretive approach acknowledges that transformation is not only procedural but also emotional and cultural.

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