

**Department Letter Head**

To,

Date:

Executive Director,  
C-DAC Gulmohar Cross Road No. 9.  
Juhu, Mumbai 400049.

**Sub: Hosting of Application onto Mobile Seva App store**

- 1) Department Name:
- 2) Developer Details
  1. Name:
  2. Postal Address:
  3. Email-ID
- 3) Contact Person Details :
  1. Name:
  2. Phone:
  3. Email-Id:
- 4) App-Details:
  - I. Name:
  - II. Platform:
  - III. Description:
  - IV. Version:
  - V. Application Category (Social/ Transport/ Health/Agricultural/ Electoral/ Payments)
  - VI. Application Icon : (Pl. provide image)
  - VII. APK File: (Name of the apk file)
  - VIII. VAPT Audit Certificate:
  - IX. Linked to any Third Party Application(s) (Payment Gateway/UIDAI/PAN)

**(Department Name)**, hereby declare that above mentioned mobile application which has been submitted for hosting on Mobile Seva AppStore has been developed for public services.

**(Department Name)** affirm that there is no plagiarism or copying, either partially or entirely, from someone else's designs and works.

**(Department Name)** provides Consent to C-DAC Mumbai for hosting the above application on Mobile Seva App Store.

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(Department Name) declares and agrees with all conditions specified below:

1. In case of any modification related to application/contact details (Department Name) is responsible to report it to Mobile Seva.
2. C-DAC has all the rights to remove our application from the App store if,
  - a) the Developer in not good standing (Breaching security policy/ doing Malicious activity),
  - b) a person or entity that is barred from using software under the constitution laws of India or any other country,
  - c) the application is found or develops to have security or privacy threat of any kind.

### 3. Privacy Policy

(Department Name) is responsible for informing Customers about the privacy policy regarding the app.

The privacy policy must -

- a) comply with applicable laws and regulations,
- b) contain information about user information accessed, collected or transmitted through App,
- c) how that information is used, stored, secured and disclosed,
- d) describe the controls that users have over the use and sharing of their information,
- e) how user may access his/her information.

### 4. Third Party Rights

App will not be infringed or misappropriate any intellectual property or personal right of any third party. (Department Name) takes the responsibilities for securing, reporting, and maintaining all necessary rights and clearances.

(Department Name) provides the assurance that in AppStore the submitted App will not harm, disrupts, damages, or accesses in an unauthorized manner with the devices, servers, networks, data, or services. This includes third party but not limited to, App Store users.

### 5. Indemnity

(Department Name) will not indemnify, defend or held Mobile Seva AppStore team for any loss, claim, liability, damage, action or cause of action (including reasonable attorneys' fees) that arises from any claim relating to any Content, or from any breach of law. Mobile Seva AppStore team will not enter into any consent of a judgment or settle a Claim.

## 6. Malicious Activities

(Department Name) undertakes that we will not allow content that harms, interferes with the operation of, or accesses in an unauthorized manner, networks, servers, or other infrastructure through the Application. (Department Name) confirms that

- The App doesn't transmit or link to viruses, worms, defects, Trojan horses, malware, or any other items that may introduce security vulnerabilities to or harm user devices, AppStore, apps, or personal data.
- The App does not collect information (such as the user's location or behavior) without the user's knowledge (spyware).
- This App is secure from malicious scripts and password phishing scams.
- The App after download from Mobile Seva AppStore cannot modify, replace or update its own APK binary code using any method other than Mobile Seva AppStore's update mechanism.
- After Downloading the App (or its components or derivative elements) cannot make changes to the user's device outside of the app without the user's knowledge and consent.
- App does not encourage, incentivize, or mislead users into removing or disabling third-party apps except as part of a security service provided by the app.

## 7. Other Security and Backup

(Department Name) is responsible for properly configuring and using the Service Offerings and taking own steps to maintain appropriate security, protection and backup of the application/content, which may include the use of encryption technology to protect, content from unauthorized access and routine archiving.

Log-in credentials are for internal usage only and (Department Name) will not sell, transfer or sub-license them to any other entity or person. App does not display (via text, images, video, or other media) or links to:

- I) illegal content,
- II) Invasions of personal privacy or violations of the right of publicity,
- III) Content that interferes with the functioning of any servers, networks, or services of other parties,
- IV) Promotions of hate or incitement of violence.

## 8. Hate Speech

The App doesn't contain contents advocating against groups of people based on their race or ethnic origin, religion, disability, gender, age, veteran status, or sexual orientation/gender identity.

## 9. Personal and Confidential Information

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There is no unauthorized publishing or disclosure of people's private and confidential information, such as credit card numbers, government identification numbers etc.. against Indian Law.

### **10. Gambling**

No content or services that facilitate online gambling, casinos, sports betting and lotteries, or games of skill that offer prizes of cash or other value.

### **11. Network Usage and Terms**

App does not create unpredictable network usage that has an adverse impact on a user's service charges or an Authorized Carrier's network.

### **12. Support**

**\_\_(Department Name)\_\_** will provide reasonable technical and product support for the App as requested by end users or AppStore team. The technical support will include levels of availability, response times and technical skills that are at least equivalent to those for the support. Responses will be provided within 24 hours to any support request which is identified as critical, and in all other cases within five business days of request.

Date:

Name:

Signature: