

DHARMA
AI- BASED CITIZEN CASE MANAGEMENT SYSTEM
User Consent Form and Terms & Conditions

Office of the Superintendent of Police, Eluru, Andhra Pradesh, India

February 2026

Effective Date: February 2026

Jurisdiction: India (Andhra Pradesh – Eluru Region)

1. INTRODUCTION AND PURPOSE

This User Consent Form and Terms & Conditions (“Agreement”) governs the use of the Dharma – Citizen Case Management System (“Application” or “System”), a digital platform initiated by the Office of the Superintendent of Police (SP), Eluru, Andhra Pradesh.

The purpose of this Agreement is to:

- Obtain your informed and explicit consent to collect, store, and process your personal data
- Establish the terms under which you may use the Application
- Define your responsibilities and rights as a citizen user
- Ensure transparent and secure communication between citizens and the police administration
- Protect the privacy and security of your information

By accessing and using the Dharma Application, you acknowledge that you have read, understood, and agree to be bound by all the terms and conditions contained in this Agreement.

2. DEFINITION OF A CITIZEN USER

For the purposes of this Agreement, a “Citizen User” is defined as:

- Any individual resident of India, aged 18 years or above

- Who registers with the Dharma Application using valid identification
- Who submits complaints, files, or engages with the system through legitimate channels
- Who agrees to comply with all applicable laws, regulations, and the terms of this Agreement
- Who uses the Application solely for lawful purposes related to complaint registration and case tracking

If you are under 18 years of age, parental or legal guardian consent is required for your registration and use of the Application.

3. USER CONSENT TO COLLECT, STORE, AND PROCESS PERSONAL DATA

By registering and using the Dharma Application, you explicitly and voluntarily consent to:

- a) Collection of Personal Data:** The collection of your personal information for the purpose of account creation, complaint registration, and case management.
 - b) Storage of Personal Data:** The secure storage of your information on cloud-based systems and databases operated by the police administration.
 - c) Processing of Personal Data:** The processing and analysis of your data to verify your identity, register and manage complaints, update you on case status, improve the Application's functionality, and comply with legal obligations.
 - d) Retention of Data:** Your personal data will be retained for the duration of your case proceedings and as per legal requirements applicable under Indian law.
 - e) Withdrawal of Consent:** You may withdraw your consent at any time by submitting a written request to the support team.
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4. TYPES OF DATA COLLECTED

The Dharma Application collects the following categories of personal data:

A. Identity and Contact Information

- Full name, Date of birth, Mobile phone number
- Email address, Residential address
- Photo identification document (Aadhaar, PAN, Passport, Driver's License, etc.)

B. Complaint-Related Information

- Complaint description and narrative
- Complaint category and type
- Location and jurisdiction details
- Incident date and time
- Names and details of complainant and respondent(s)
- Case reference number and status updates

C. Supporting Files and Media

- Documents (PDF, Word, spreadsheets)
- Photographs and images
- Video recordings (if applicable)
- Audio files or voice notes

D. Device and Technical Information

- Device type and model
- Operating system and version
- IP address and geolocation data
- Browser information
- Device identifier and unique identifiers
- Timestamp of login and activity logs

E. Authentication and Login Information

- Firebase authentication credentials
- Login history and access patterns
- Session information
- Password recovery details
- Authentication tokens and security markers

F. Communication Data

- Messages sent through the Application
- In-app notifications received and read status
- Communication records with the police administration
- Timestamps of all communications

G. Usage Analytics

- Features accessed and frequency of use
- Time spent on the Application
- Actions performed within the system
- Error logs and technical issues encountered

All data collected is treated as personal data under Indian data protection laws and is handled with appropriate confidentiality and security measures.

5. PURPOSE OF DATA USAGE

Your personal data collected through the Dharma Application will be used for the following purposes:

- a) **Account Management and Authentication** – Creating and maintaining your user account, verifying your identity, and enabling secure login.
- b) **Complaint Registration and Processing** – Registering your complaint in the police system, assigning a case reference number, and documenting complaint information.
- c) **Case Status Updates and Tracking** – Updating you on the progress of your case and providing real-time tracking.
- d) **Communication and Support** – Responding to your queries and providing customer support.
- e) **Legal and Regulatory Compliance** – Complying with court orders, fulfilling obligations under Indian law, and maintaining audit records.
- f) **System Improvement and Analytics** – Analyzing usage patterns to improve the Application and user experience.
- g) **Security and Fraud Prevention** – Detecting unauthorized access and preventing abuse.

- h) Grievance Redressal** – Processing complaints about the Application and resolving user grievances.

Data will not be used for any purpose not listed above without obtaining your prior written consent.

6. CONSENT FOR REAL-TIME NOTIFICATIONS AND IN-APP COMMUNICATION

You explicitly consent to receive real-time notifications and in-app communications from the Dharma Application, including:

- a) Case Status Notifications** – Updates when your case status changes and reminders about case-related deadlines.
- b) System Notifications** – Application updates, maintenance alerts, and security warnings.
- c) In-App Messages** – Direct messages from the police administration and support team responses.
- d) SMS and Email Notifications (Optional)** – You may opt-in to receive SMS or email updates and opt-out of non-essential notifications at any time through your account settings.

Security and case-related critical notifications cannot be disabled as they are essential to the proper functioning of the system.

7. DATA STORAGE AND SECURITY

A. Data Storage Infrastructure

The Dharma Application uses cloud-based storage services including Google Firebase services, Government of Andhra Pradesh approved cloud infrastructure, and secure data centers. Data may be stored in multiple geographic locations but will be maintained within Indian jurisdiction.

B. Security Measures

The Application implements the following security measures:

- a) Encryption** – HTTPS/TLS protocols for data transmission and industry-standard encryption for data at rest.

- b) **Authentication** – Firebase authentication with multi-factor authentication options and session management.
- c) **Access Control** – Role-based access control restricting data access to authorized personnel.
- d) **Audit Logging** – All data access and modifications are logged and monitored.
- e) **Firewall and Intrusion Detection** – Network firewalls and intrusion detection systems protect against attacks.
- f) **Regular Security Updates** – System patches and security updates are applied regularly.

C. Data Breach Notification

In the event of a data breach, the Application administrators will notify affected users without unreasonable delay and comply with all notification requirements under applicable Indian law.

D. Limitations on Security

While the Application implements robust security measures, no system is completely secure. You are responsible for maintaining the confidentiality of your login credentials and must immediately report any suspected security breaches.

8. USER RESPONSIBILITIES AND ACCEPTABLE USE

As a Citizen User of the Dharma Application, you agree to:

- a) **Provide Accurate Information** – Provide truthful, accurate, and complete information during registration.
 - b) **Account Security** – Protect your login credentials and immediately notify the support team if your account is compromised.
 - c) **Lawful Use** – Use the Application only for lawful purposes in compliance with all applicable laws.
 - d) **Legitimate Complaints** – Submit only genuine, legitimate complaints with accurate descriptions.
 - e) **Respect for Others** – Respect the privacy and dignity of other individuals.
 - f) **Data Accuracy** – Ensure that all information you provide is accurate and up-to-date.
 - g) **Acceptable Communication** – Communicate respectfully without abusive or offensive language.
 - h) **Support System Resources** – Use the Application efficiently without overloading system resources.
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9. PROHIBITED ACTIVITIES AND MISUSE

The following activities are strictly prohibited:

- a) **Illegal Activities** – Submitting false complaints or using the Application to facilitate illegal activities.
 - b) **Unauthorized Access** – Attempting to gain unauthorized access or using hacking techniques.
 - c) **Data Breach and Manipulation** – Attempting to modify, delete, or corrupt data.
 - d) **Abusive Behavior** – Submitting threatening, abusive, or defamatory content.
 - e) **Spam and Flooding** – Submitting repetitive or spam complaints.
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- f) **Misrepresentation** – Creating accounts under false identities or impersonating officials.
 - g) **Commercial Exploitation** – Using the Application for commercial purposes without authorization.
 - h) **System Disruption** – Attempting to disrupt the normal functioning of the Application.
 - i) **Misuse of Complaint Mechanism** – Filing complaints known to be false or fabricated.
 - j) **Intellectual Property Violation** – Reproducing or distributing Application content without authorization.
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10. ACCOUNT AND LOGIN SECURITY RESPONSIBILITY

You acknowledge and agree that:

- a) **Your Responsibility** – You are solely responsible for all activities conducted through your account.
 - b) **Password Management** – Create a strong, unique password and change it regularly.
 - c) **Unauthorized Access** – Immediately report any unauthorized access or suspected breach.
 - d) **Logout and Session Management** – Always log out when finished and avoid using shared devices.
 - e) **Liability for Unauthorized Access** – You are responsible for all actions taken through your account.
 - f) **Recovery and Account Restoration** – Keep recovery contact information updated for account restoration.
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11. RESPONSIBILITY FOR ACCURACY AND LEGALITY OF SUBMITTED COMPLAINTS

You acknowledge and agree that:

- a) **Complaint Accuracy** – All information you submit must be truthful and accurate.
 - b) **Legal Responsibility** – You are solely responsible for ensuring your complaint is legally sound.
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- c) **Content Verification** – You must personally verify all information before submission.
 - d) **Complaint Legitimacy** – Complaints must relate to genuine incidents.
 - e) **Copyright and Rights** – Content must not violate intellectual property rights.
 - f) **Defamatory Content** – You must not submit defamatory or libelous content.
 - g) **Acknowledgment** – Submitting false information to police is a serious matter with legal consequences.
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12. SUSPENSION OR TERMINATION OF USER ACCOUNTS

The Application reserves the right to suspend or terminate your account in case of:

- a) Breach of terms and conditions
- b) Illegal activities
- c) Abusive behavior
- d) Security threats
- e) Extended inactivity
- f) Investigation of alleged violations

You may appeal a suspension or termination by submitting a written request within 30 days to the support team.

13. LIMITATION OF LIABILITY

To the maximum extent permitted by Indian law, the Application and the Office of the Superintendent of Police Eluru are not liable for:

- Indirect damages (loss of profit, data, goodwill, etc.)
- Technical issues and system downtime
- Third-party actions and unauthorized access
- Consequences of your submitted complaints
- Police investigation outcomes and case decisions

- Non-performance or delays in case processing

IMPORTANT NOTE: *This Application is a technological platform and NOT a substitute for formal legal processes, court procedures, or official police channels. The Application is intended to facilitate communication and complaint registration but does not guarantee investigation outcomes, legal remedies, or judicial relief. For serious legal matters, consult qualified legal counsel.*

14. INTELLECTUAL PROPERTY

- Application Ownership** – All intellectual property rights in the Dharma Application belong to the Office of the Superintendent of Police, Eluru.
 - User Content License** – By submitting content, you grant the police administration a non-exclusive, royalty-free license for case management and investigation purposes.
 - Restrictions on Use** – You may not reproduce, distribute, or reverse-engineer the Application.
 - Feedback and Suggestions** – Any feedback may be used by the Application without compensation.
 - Third-Party Intellectual Property** – You must respect all third-party intellectual property rights.
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15. CHANGES TO THE TERMS AND CONSENT

The Application may modify this Agreement at any time. Changes will be:

- Posted on the Application with an updated effective date
- Communicated via email or in-app notification for significant changes
- Given at least 30 days' notice before material changes take effect
- Subject to renewed explicit consent for material changes affecting privacy

Continued use constitutes acceptance of new terms. Previous versions are archived upon request.

16. GOVERNING LAW AND JURISDICTION

- a) **Governing Law** – This Agreement is governed by the laws of India.
 - b) **Jurisdiction** – You consent to the exclusive jurisdiction of courts located in Eluru, Andhra Pradesh, India.
 - c) **Dispute Resolution** – Disputes will be resolved through informal discussion, then formal legal proceedings or mediation.
 - d) **Compliance with Law** – The Application complies with the Digital Personal Data Protection Act 2023 (DPDP Act) and applicable Indian privacy laws.
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17. CONTACT AND SUPPORT INFORMATION

Primary Support Channel

- **Email:** [support@dharma-eluru.ap.gov.in]
- **Phone:** +91-XXXXXX-XXXXX (Eluru Police Helpline)
- **Portal:** www.dharma-eluru.ap.gov.in

Support Team

- **Support Hours:** Monday to Saturday, 9:00 AM to 6:00 PM IST
- **Response Time:** 24-48 hours for standard queries
- **Emergency Support:** Available for security and urgent matters

Grievance Redressal

- **Grievance Officer:** Police Administration Office, Eluru
- **Address:** Office of Superintendent of Police, Eluru, Andhra Pradesh, India
- **Email:** grievance@dharma-eluru.ap.gov.in
- **Appeal Process:** File appeal within 30 days through the grievance portal

Data Subject Rights

For data access, correction, deletion, or DPDP Act requests:

- Submit a written request to Data Protection Officer at [dpo@dharma-eluru.ap.gov.in]
- Include your user ID, full name, and specific request details
- Requests processed within 30 days as per statutory requirements

18. EXPLICIT CONSENT AND ACCEPTANCE STATEMENT

IMPORTANT – PLEASE READ CAREFULLY

By using the Dharma application as a citizen user, you agree to the above Consent Form and Terms & Conditions.

By clicking “I Agree” or “Accept” during registration, or by accessing and using the Dharma Application, you explicitly and voluntarily:

1. Acknowledge that you have read, understood, and reviewed this entire Consent Form and Terms & Conditions
2. Consent to the collection, storage, processing, and use of your personal data
3. Authorize the Application to collect data types specified in Section 4
4. Accept the purposes of data usage as outlined in Section 5
5. Consent to receive real-time notifications and in-app communications
6. Understand the data storage and security measures implemented
7. Confirm that you have read and understand your responsibilities
8. Agree to comply with all prohibited activities restrictions
9. Accept that you are responsible for account security and accuracy of information
10. Understand that submitting false information is a serious matter with legal consequences
11. Acknowledge the limitations of liability and that this is not a substitute for formal legal processes
12. Accept that the Application may be modified and you will comply with updated terms
13. Submit to the governing law and jurisdiction of Indian courts in Eluru, Andhra Pradesh

DECLARATION

I, _____ (User Name), declare that:

- I am a resident of India aged 18 years or above
- I have read and understood this entire Consent Form and Terms & Conditions
- I understand the types of data that will be collected and how it will be used
- I understand the security measures and limitations
- I voluntarily and explicitly consent to the terms outlined herein
- I understand that I am responsible for the accuracy and legality of my submitted complaints
- I understand that false information may result in criminal and civil liability
- I accept that this Application is not a substitute for formal legal processes or court proceedings

SIGNATURE / DIGITAL ACCEPTANCE

Your explicit acceptance of this Consent Form and Terms & Conditions is required to register and use the Dharma Application. Acceptance is recorded with:

- Timestamp of acceptance
- Your user ID and email address
- IP address and device information
- Consent version accepted

Acceptance records are maintained for compliance and dispute resolution purposes.

EFFECTIVE DATE AND APPLICABILITY

- **Effective Date:** February 2026
- **Last Updated:** February 3, 2026
- **Version:** 1.0

This Agreement applies to all users of the Dharma – Citizen Case Management System from the effective date forward. Any updates or modifications will be communicated through the Application and other official channels.

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