Moderation, Usage and Response Policy for Social Media and Sharik.ae

Purpose

The purpose of drafting Moderation, Usage and Response Policy for Social Media and Sharik.ae is to provide insight to participants on what can be posted on the public platform and to facilitate a healthy environment for sharing information and enabling meaningful discussion on topics concerning the services of the UAE Digital Government and life in the UAE in general.

Scope

The policy extends to:

- Consultations, forum, blogs, polls and Ideation on Sharik.ae
- Official accounts of the UAE Digital Government on external social networking tools such as: Facebook, Twitter, YouTube and Instagram
- 171 Tawasul, the UAE's centralised portal for queries, complaints and compliments on the UAE Digital Government's services
- Chat
- Any other channel added/adopted by the Digital Government in future.

Moderation Policy

The UAE Digital Government welcomes your comments and posts on the various social media platforms it is using. The engagement of the platforms reflects our keenness to interact with you. We assure you that your voice will be heard and taken into consideration as one of the important references when discussing the improvement and development of our services, portal and the websites of other federal government entities.

Although UAE Digital Government welcomes comments and feedback on the platforms it uses, it reserves the right to disapprove/delete/hide any material that:

- could pose a security or privacy risk
- uses foul language or is abusive
- violates the privacy of others
- violates local laws
- is indecent, obscene, slanderous
- contains spam or promotes a business

- could be interpreted as prejudiced, phobic or hurtful to any section of the society on the basis of race, colour, nationality, ethnicity, religion, status etc.
- involves communal or political discussions.

Usage and etiquette policy

The UAE digital Government uses Facebook, Twitter, YouTube and Instagram to make official announcements, share news and also to trigger discussion. It uses consultations to hear public voice about improving government services. It uses forum and blogs to share views and facilitate discussion. Our polls aim to measure public opinion. The ideation platform engages the public in redesigning the services and policies by presenting innovative ideas that will enhance the quality of life.

During all interactions, kindly stick to the topic. Please remember that everyone is entitled to their opinion and disagreements should be taken in the spirit of gaining an alternate perspective. You are welcome to present your views and counterviews. However, keep them civil. On the forum, you are welcome to post a new forum topic if a similar topic does not already exist. You can verify this by entering the keywords in the search box.

Response Policy

Consultations (https://u.ae/en/participate/consultations)

Responses received through consultations will be analysed by the respective government entity at the end of the survey period. Decisions taken will be published on Sharik.ae.

Forum (https://u.ae/en/participate/forum)

Comments and posts will be moderated to adhere to the policy listed above. The review process takes five working days. If you notice a comment or a post that does not adhere to the policy and has inadvertently been published, let us know at: info@tdra.gov.ae.

Blogs (https://u.ae/en/participate/blogs)

Comments will be moderated to adhere to the policy listed above. If you notice a comment or a post that does not adhere to the policy and has inadvertently been published, let us know at info@tdra.gov.ae.

Polls (https://u.ae/en/participate/polls)

Responses received through polls will be used to improve our services and policies.

Ideation (https://u.ae/en/participate/ideation)

We will filter the ideas received and direct them to the authorities concerned for action. A government officer will contact you, if needed, to discuss your proposal further.

Facebook (https://www.facebook.com/UAEmGov)

YouTube (http://www.youtube.com/user/EmiratesEGovernment)

Instagram (http://instagram.com/uaemgov)

Twitter (https://twitter.com/uaemgov)We answer queries relating to UAE digital Government services within 2-3 working days. We cannot moderate every comment. Comments and replies will be deleted/hidden when brought to our notice. You can write to us at info@tdra.gov.ae.

Chatbot (https://u.ae/en/help)

Queries relating to UAE Digital Government services will be replied to instantly.

Mail (info@tdra.gov.ae)

You are welcome to send your comments, suggestions, feedback and queries relating to the UAE digital Government. You shall receive a reply within 2-3 working days.

For more information, comments and queries on the UAE Digital Government's 'Moderation, Usage and Response Policy for Social Media and Sharik.ae'. Please write to us at info@tdra.gov.ae.

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