



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



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Purpose

The purpose of drafting a 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 UAE eGovernment and life in the UAE in general.

Scope

The Moderation, Usage and Response Policy extends to:

- Forums, blogs, chat and surveys on Sharik.ae
- Official accounts of the UAE federal government on external social networking tools such as Facebook, Twitter, YouTube and Instagram
- any other channel added/adopted by the UAE eGovernment in future

Moderation Policy

The UAE eGovernment welcomes your comments and postings in 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 our services, portal and the websites of other federal government entities. Although UAE eGovernment welcomes any comment or 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



Repeated non-compliance to maintain decorum could result in the unfortunate blocking of the participant.

Usage and etiquette policy

The UAE eGovernment uses Facebook, Twitter, YouTube and Instagram to make official announcements, share news and also to trigger discussion.

The UAE eGovernment uses forums and blogs to share views and facilitate discussion.

During all interactions, kindly stick to the topic. Please remember that everyone is entitled to his or her 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.

Forums (<http://government.ae/forums>)

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

Facebook (<https://www.facebook.com/Emirates.eGov>)

We cannot moderate every comment. Comments will be deleted/hidden and user may be blocked if needed when brought to our notice. You can write to us at egov@tra.gov.ae.

We answer questions and queries received via direct messages relating to UAE eGovernment services within 2-3 working days.

Twitter (<https://twitter.com/uaemgov>)

We answer questions and queries received via direct messages and mentions relating to UAE eGovernment services within 2-3 working days.



YouTube <http://www.youtube.com/user/EmiratesEGovernment>

We cannot moderate every comment. Comments will be deleted/hidden and user may be blocked if needed when brought to our notice. You can write to us at egov@tra.gov.ae.

Kindly do not raise questions through YouTube. We recommend you use [Facebook](#), [Twitter](#) or [eMail](#) to reach us.

Instagram <http://instagram.com/uaemgov>

We cannot moderate every comment. Comments will be deleted/hidden and user may be blocked if needed when brought to our notice. You can write to us at egov@tra.gov.ae.

Kindly do not raise questions through Instagram. We recommend you use [Facebook](#), [Twitter](#) or [eMail](#) to reach us.

Forums <http://government.ae/forums>

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

Blogs <http://government.ae/blogs>

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

Chat <http://www.government.ae/mibew/client.php>

Live response is offered from Sunday to Thursday between 7.30 am and 2.30 pm UAE time (GMT +4).

eMail eGov@tra.gov.ae

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

Development Department, Information and eGovernment Sector,
Telecommunications Regulatory Authority, UAE
www.tra.gov.ae



For more information, comments and queries on the UAE eGovernment's 'Moderation, Usage and Response Policy for Social Media and Sharik.ae' please write to us at eGov@tra.gov.ae.