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SOCIAL MEDIA GUIDELINE FOR TONGA'S PUBLIC SERVICE

V01

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SOCIAL MEDIA GUIDELINE FOR TONGA'S PUBLIC SERVICE

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SOCIAL MEDIA GUIDELINE FOR TONGA'S PUBLIC SERVICE

V01

The Public Service Commission, in exercise of the powers conferred by section 4C of the Public Service Act 2002, makes the following Order —

Commencement [1 July 2020]

1. Short Title

This instruction may be cited as the Social Media Guideline for Tonga's Public Service.

2. Preamble

Whereas:

- (a) the social media is used as a platform for communication impacting on the way the Public Service and public servants communicate and share information;
 - (b) the Government is embarking upon digitising its operations, which assists in the communication within Government and with the general public;
 - (c) there is expectation for responsible and appropriate use of the social media by Public Servants while upholding transparency and accountability;
 - (d) Public Servants have rights to free speech, and at the same time there is a need for clear guidelines between official and personal use of social media; and
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(e) Public Servants have an obligation to ensure that the reputation of Government, the Public Service and other public servants is not brought into disrepute

3. Purpose

The purpose of this guideline is to:

- (a) provide guidance to Public Servants on the use of social media for official government communication purposes; including personal use by Public Servants
- (b) ensure that Public Servants use social and other digital media responsibly and appropriately.
- (c) to link Public Servants social media use with the Public Service (Disciplinary and Grievance) Procedures Regulations 2003 and any other Regulations.

4. Guiding Principles

The Social Media Guideline is guided by Clause 7(1) of the *Constitution of Tonga* which states:

7 Freedom of the press

(1) It shall be lawful for all people to speak write and print their opinions and no law shall ever be enacted to restrict this liberty. There shall be freedom of speech and of the press for ever but nothing in this clause shall be held to outweigh the law of defamation, official secrets or the laws for the protection of the King and the Royal Family.

and the Principles of the Public Service stipulated under section 4C of the *Public Service Act* which states

4C Principles of the Public Service

The Public Service shall apply the following principles —

- (a) The Public Service is apolitical, performing its functions in an impartial, professional and competent manner;***
 - (b) Adopts a merit based employment policy;***
 - (c) Shall be ethical and accountable for its actions to the public in providing satisfactory service;***
 - (d) Makes all decisions in a transparent and merit based manner;***
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- (e) Uses all Government resources responsibly and efficiently;*
(f) Is accountable and responsive to the Government in providing honest, comprehensive, accurate and timely advice and in implementing the Government's policies and programs;
(g) Has leadership of the highest quality;
(h) Establishes workplace relations that value communication, consultation and co-operation with employees on matters that affect their workplace;
(i) Provides a fair, flexible, safe and rewarding workplace that is free from discrimination and recognizes the diverse background of employees;
(j) Focuses on achieving results and managing performance;
(k) Provides a fair system of review of decisions taken in respect of employees;
(l) When dealing with members of the public and Government, demonstrate at all times respect, integrity, honesty, diligence, and accountability; and
(m) Perform duties at all times in a manner that meets and promotes effectiveness, efficiency and transparency in a non political and impartial manner.

5. Scope

- (1) This guideline applies to all employees of the Public Service including:
- (a) permanent employees,
 - (b) contractual and casual employees;
 - (c) consultants, advisors and contracted individuals;
- (2) This guideline may apply to employees in other government entities subject to Cabinet Direction and approval.

6. Context

- (1) This guideline should be read and interpreted in conjunction with the:
- (a) Public Service Act 2002;
 - (b) Public Service Code of Ethics and Conduct 2010;
 - (c) Public Service (Disciplinary Procedures) Regulations 2003;
 - (d) Public Service (Grievance and Dispute Procedures)(Amendment) Regulations 2006;
 - (e) Public Service Policy Instructions 2010;
 - (f) Public Service Policy 2010; and

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- (g) any other related legislation or regulation.

7. Interpretation

“Account owner” or **“Account user”** means any person who is registered or is identified to use a particular social media account.

“content” means displayed or uploaded text, images, videos, comments, or any other means that form the subject or purpose of the communication, or the message or information being conveyed by the communication.

“employee” or **“public servant”** means all persons employed by the Public Service.

“employer” means the Public Service or all persons employed in any Ministry listed in Schedule I of the Public Service Act.

“Ministry” means any Ministry, department or office as listed in Schedule I of the Public Service Act.

“non political” or **“apolitical”** means employees performing their duties in an impartial, ethical and professional manner without involving in any political activities including not associating with any association that has a political mandate which is or may be contrary to Government policy.

“posts” means any content displayed publicly or privately by an employee from any social media account/platform linked to the employee.

“sharing” means sharing, retweeting, redistributing the post of another person or any online content.

“Social media” is a technology mediated platform that facilitate and allow the creation, sharing, dissemination and exchange of information, ideas, videos, messages and other contents.

“Social Media platform” under this guideline includes the following, but is not limited to:

- i) Social networking platforms (facebook and linkedin, google+)
 - ii) Microblogging (Twitter, Tumblr).
 - iii) Photo sharing (Instagram, Snapchat, Pinterest).
 - iv) Video sharing (YouTube, Facebook Live, Periscope, Vimeo, Tik Tok)
 - v) Community blogs
 - vi) Discussion sites
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- vii) Others which may emerge from time to time.

8. Official Social Media Use

- (1) A Ministry may use social media as a means of communication with the public and other relevant stakeholders to disseminate information and promote its services.
 - (2) A Ministry must ensure that it understands and abides by the terms of reference of the social media platform it signs up to and are in line with the values and principles of the Public Service.
 - (3) An employee who is responsible for the administration or management of the Ministry's social medial platforms must be authorised in writing by the Chief Executive Officer.
 - (4) Any employee who is authorised to administer or manage the Ministry's social media platforms, or any other employee, must ensure that the following are maintained:
 - (a) **confidentiality**

All information, including comments or contributions on behalf of the Ministry, that are to be posted on any social media platform must be made with the appropriate prior approvals from the Chief Executive Officer.

An employee must not share content relating to confidential information unless express approval is obtained from the Chief Executive Officer.
 - (b) **impartiality, political neutrality**

All posted contents must be factual, non-partisan and apolitical.
 - (c) **respect**

All posted contents must be expressed in a clear, concise, professional, polite and respectful manner.
 - (d) **accuracy**

All posted contents must be accurate and relevant and all reasonable efforts must be made to publish only facts and statements that can be verified rather than opinions or speculations. Sources of information must be acknowledged and cited.
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- (e) **mindfulness of intellectual property rights**
All posted contents must comply with any existing requirements for legal copyrights, trademarks and other patents.
 - (f) **privacy**
All posted contents must comply with any existing privacy laws especially if sharing any content that may include other employees.
- (5) A Ministry must ensure that all engagements on its social media platform are of a high professional standard.
 - (6) An employee must not, by any means, support the promotion of principles that are not in line with the Public Service Principles through social media platforms.

9. Personal Social Media Use

- (1) An employee must not use a government computer, or government issued electronic device or equipment, to access their personal social media platforms during official working hours. This is deemed to be a violation of the Code of Conduct, Sections 3-7 as applicable, and such employee is subject to censure for a breach of discipline under the Regulations.
 - (2) Exceptions to (1) above are for social media administrators required to log onto personal accounts to manage the Ministry's social media platforms, for any employee informing the public about any initiatives, projects, events, or important work being carried out by the Ministry, or for any employee needing to communicate (messaging or video calls) as necessary.
 - (3) For the avoidance of doubt, subject to (2) above, an employee using their own personal computer or electronic device to post or comment on social media, while they are signed in at work, is deemed to be conducting personal non-approved activities outside their Job Description. This is deemed to be a violation of the Code of Conduct, Sections 3-7 as applicable, and such employee is subject to censure for a breach of discipline under the Regulations.
 - (4) As a representative of the Public Service, and an employee of the Government, all employees must exercise caution and common sense when posting on their personal social media platforms at all times. An employee must not post or comment on social media, bringing the public service into disrepute, by virtue of the readers perceiving the comments and posts as being made by a public
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servant. This is deemed to be a violation of the Code of Conduct, Sections 3-7 as applicable, and such employee is subject to censure for a breach of discipline under the Regulations.

- (5) For the avoidance of doubt, (4) applies where an employee makes at any time posts or comments that are bullying, disrespectful, taunting, racist, sexist, obscene, defamatory, threatening, aggressive, harassing, discriminatory, derogatory or hateful about their work in general, or about their colleagues, peers or their employers. This is deemed to be a violation of the Code of Conduct, Sections 3-7 as applicable, and such employee is subject to censure for a breach of discipline under the Regulations.
 - (6) For the avoidance of doubt, (4) applies where an employee makes at any time posts or comments that supports, criticises or adds information to any political side whether it is a previous or current Government or whether it is a previous or current opposition, or any political side, or seeks to politicise any issue. This is deemed to be a violation of the Code of Conduct, Sections 3-7 as applicable, and such employee is subject to censure for a breach of discipline under the Regulations.
 - (7) An employee must not use their work assigned or official email to sign up for a personal social media platform.
 - (8) An employee must not use personal social media platforms to post any confidential or proprietary information of their Ministry, the Public Service or of the Government.
 - (9) An employee must not use government logos or government branding symbols on their personal social media posts without express permission from their Chief Executive Officer.
 - (10) An employee may raise any concerns regarding any Ministry or employee through the proper internal channels of their Ministry or the Public Service Commission.
 - (11) An employee must not use their personal social media platforms to post information that is in breach of any law of the Kingdom of Tonga. This includes the distribution of any pornographic material, child pornography or child abuse content.
 - (12) An employee may be held accountable under the Public Service Disciplinary Procedures for non-compliance with any part of this guideline.
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10. Reporting inappropriate social media use

- (1) All employees have a responsibility and must report the inappropriate use of social media by either other employee or by a Ministry.
- (2) Members of the public may make a report on the inappropriate use of social media by an employee or Chief Executive Officer of any Ministry to the Public Service Commission.
- (3) An employee may report a breach of this guideline to the Chief Executive Officer, if in relation to another employee, or to the Public Service Commission, if the report relates to the Chief Executive Officer or a matter that would be inappropriate to report to the relevant Chief Executive Officer.
- (4) Reports shall be accompanied with actual visual evidence (e.g. screen shot capturing the offending item) and may provide it to the Ministry confidentially.
- (5) All received reports must be treated confidentially.
- (6) Any person making a complaint may choose to remain anonymous and anonymity will be guaranteed in any public disclosures.
- (7) Any person may make their complaint in person or by any other means available to the Ministry concerned or to the Public Service Commission.

The Public Service Commission will also accept complaints made through complaints@psc.gov.to

11. Complaint Procedure

- (1) Upon receipt of a complaint under Part III the Chief Executive Officer of the Ministry concerned or the Public Service Commission shall:
 - (a) investigate it; or
 - (b) appoint another person to investigate it.
 - (2) The Chief Executive Officer or the Public Service Commission shall ensure that the findings of an investigation are dealt with as soon as practicable.
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- (3) The relevant Chief Executive Officer or supervisor will then open a complaint file regarding the subject of complaint;
- (4) The relevant Chief Executive Officer or supervisor shall inquire into this complaint in a fair, confidential and timely manner and document his findings in the complaint file he opened regarding the subject of complaint;
- (5) At the completion of the inquiry, if it is considered a serious breach, a complete report of the complaint against the subject of complaint should be forwarded to the Chief Executive Officer of the Commission.
- (6) At the completion of the inquiry, if it is a minor breach, it shall be dealt with according to the Disciplinary Regulations 2003.
- (7) If the alleged breach by the subject of complaint is of a criminal offence nature, the Chief Executive Officer of that Ministry should report the breach to the Police. If the Chief Executive Officer is involved, the matter can be brought to the attention of the Attorney General.

12. Breach of Guideline

- (1) Any breach of this guideline will be dealt with under the Public Service (Disciplinary Procedures) Regulations 2003.

13. Guideline Implementation

- (1) This guideline may be reviewed as needed after approval for implementation by the Commission and endorsed by the Prime Minister.
 - (2) Any modification, addition, deletion or changes to this guideline will not affect the other provisions of the guideline unless otherwise stated.
 - (3) The Ministry Chief Executive Officer has overall responsibility for the administration of this Guideline.
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REFERENCES

<https://www.apsc.gov.au/making-public-comment-social-media-guide-employees>

[https://www.gcis.gov.za/sites/default/files/docs/resourcecentre/guidelines/social media guidelines final 20 april2011.pdf](https://www.gcis.gov.za/sites/default/files/docs/resourcecentre/guidelines/social%20media%20guidelines%20final%2020%20april2011.pdf)



KASETE PULE“ ANGA „O TONGA

TU“UAKI „E HE MA“U MAFAI

No.86

WEDNESDAY 22 ND JULY

2020

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**NGAAHI TU“UTU“UNI KI HE
NGAUE“AKI „O E MITIA
FAKASOSIALE MA“A E NGAUE
FAKAPULE“ANGA „A TONGA**

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Tuku haketu"u „o e Ngaahi
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NGAAHI TU"UTU"UNI KI HE NGAUE"AKI „O E MITIA FAKASOSIALE MA"A E NGAUE FAKAPULE"ANGA „A TONGA

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NGAAHI TU"UTU"UNI KI HE NGAUE"AKI „O E MITIA FAKASOSIALE MA"A E NGAUE FAKAPULE"ANGA „A TONGA

V01

Ko e Komisoni Ngaue Fakapule'anga, 'i he ngaue'aki 'o e ngaahi mafai kuo foaki 'e he kupu 4C 'o e Lao ki he Ngaue Fakapule'anga 2002, 'oku ne fakahoko ai 'a e ngaahi Tu'utu'uni ko 'eni —

Kamata"anga[1 Siulai 2020]

1. Hingoa Nounou

„E ui „a e tu"utu"uni ko „eni ko e Tu"utu"uni ki he Ngaue"aki „o e Mitia Fakasosiale ma"a e Ngaue Fakapule"anga „a Tonga.

2. Talateu

Koe"uhi:

(a) „oku ngaue"aki „a e mitia fakasosiale ko ha taha ia „o e ngaahi founga fetu"utaki „oku ne uesia „a e founga „oku fetu"utaki ai „a e Ngaue Fakapule"anga mo e kau ngaue fakapule"anga pea mo fevahevahe"aki fakamatala;

(b) kuo kamata ke fakakomipiuta „e he Pule"anga „ene ngaahi fakahoko ngaue, „a ia „oku tokoni ia ki he fetu"utaki fakaloto"i Pule"anga mo e kakai fakalukufua;

(c) „oku „i ai „a e „amanaki „e ngaue taau „aki mo fakapotopoto „a e mitia fakasosiale „e he Kau Ngaue Fakapule"anga lolotonga „oku ho"ata kitu"a mo taliui „enau fakahoko fatongia;

(d) „oku „i ai „a e totonu „a e Kau Ngaue Fakapule"anga ke lea, ka „i he taimi tatau „oku „i ai „a e fiema"u vivili ke „i ai ha takiekina mahino „i he vaha"a „o e ngaue"aki

(e) faka"ofisiale mo fakataautaha „a e mitia fakasosiale; pea

(f) „oku „i ai „a e fatongia „o e Kau Ngaue Fakapule"anga ke fakapapau"i, „oku „ikai ongoongo kovi „a e Pule"anga, Ngaue Fakapule"anga mo e kau ngaue fakapule"anga kehe.

3. Taumu'a

Ko e taumu"a „o e tu"utu"uni ko"eni ke:

(a) ne takiekina „a e Kau Ngaue Fakapule"anga fekau"aki mo e ngaue"aki „o e mitia fakasosiale ki he ngaahi taumu"a faka"ofisiale fakapule"anga, kau ai „a e ngaue"aki fakataautaha „e he Kau Ngaue Fakapule"anga

(b) fakapapau"i ko e Kau Ngaue Fakapule"anga „oku nau ngaue taau „aki mo fakapotopoto „a e „a e mitia fakasosiale mo e ngaahi mitia „i he ope kehe.

(c) fakafehokotaki „a e ngaue"aki „e he Kau Ngaue Fakapule"anga „a e mitia fakasosiale mo e Ngaahi Tu"utu"uni (Ngaahi Tautea mo e Loto Mamahi) ki he Ngaue Fakapule"anga 2003 mo ha Ngaahi Tu"utu"uni kehe.

4. Ngaahi Tefito'i Taumu'a Tataki Mahu'inga

Ko e Ngaahi Tu"utu"uni ki he Ngaue"aki „o e Mitia Fakasosiale „oku tataki ia „e he Kupu 7(1) „o e Konisitutone „o Tonga „a ia „oku pehe:

7 'E 'ata 'a e nusipepa

(1) 'Oku ngofua ki he kakai kotoa pe ke lea 'aki mo tohi mo pulusi 'a e anga 'o honau loto mo 'enau fakakaukau pea 'e 'ikai tuku hake ha lao ke tapu ia 'o lauikuonga. 'E 'atā 'o ta'engata 'a e lea mo e nusipepa ka 'oku 'ikai ta'ofi 'i he tohi ni 'a e ngaahi lao 'oku kau ki he lau'ikovi, ngaahi fakapulipuli fakapule'anga mo e ngaahi lao 'oku malu'i 'a 'Ene 'Afio mo hono Fale 'Alo

Mo e Ngaahi Tefito'i Taumu'a „a e Ngaue Fakapule"anga „a ia kuo tu"utu;uni „he kupu 4C „o e Lao ki he Ngaue Fakapule'anga „a ia „oku pehe

4C Ngaahi Tefito 'i Taumu'a 'a e Ngaue Fakapule'anga

Kuo pau ke ngaue'aki 'e he Ngaue Fakapule'anga 'a e ngaahi tefito 'i taumu'a ko eni —

- a) ***Ko e Ngaue Fakapule'anga 'oku tau'ataina mei ha fa'ahi fakapolitikale, 'i hono fakahoko hono ngaahi fatongia 'i ha founa ta'efilifilimanako, fakapalofesinale mo lelei;***
- b) *Ngaue'aki ha tu'utu'uni ngaue 'o e ngaue 'oku makatu'unga 'i he lelei taha;*
- c) *Kuo pau ke totonu mo tali ui ki he'ene ngaahi ngaue ki he kakai 'i he'ene tuku atu 'a e ngaue 'oku fakafiemalie;*
- d) *Fakahoko kotoa 'a e ngaahi tu'utu'uni 'i ha founa 'oku ha mahino pea makatu'unga 'i he lelei taha;*

- (e) *Ngaue'aki fakapotopoto mo totonu 'a e ngaahi koloa 'a e Pule'anga;*
- (f) *'Oku taliui mo taliangi ki he Pule'anga 'i hono tuku atu ha fale 'i totonu, kakato, tonu mo taimi totonu pea mo hono fakahoko 'a e ngaahi tu'utu'uni ngaue mo e ngaahi tuku haketu'u 'a e Pule'anga;*
- (g) *'Oku ne ma'u 'a e founa taki 'oku tu'unga ma'olunga taha;*
- (h) *Tuku hake 'a e ngaahi va 'i he ngaue'anga 'a ia 'oku mahu'inga ai 'a e fetu'utaki, femahino'aki mo e fengaue'aki mo e kau ngaue 'i he ngaahi me'a 'oku ne uesia 'a honau ngaue'anga;*
- (i) *'Oatu ha ngaue'anga 'oku totonu, ala liliu ngofua, malu mo fakafiemalie 'a ia 'oku 'atā mei he filifilimanako pea 'oku ne tokangaekina 'a e ngaahi natula kehekehe 'o e taha ngaue kotoa pe;*
- (j) *Fakatefito 'i he taumu'a ke ma'u ha ola mo hono pule 'i 'o e fakahoko ngaue;*
- (k) *Tuku atu ha founa ngaue totonu 'i hono toe vakai 'i 'o e ngaahi tu'utu'uni kuo fakahoko felave 'i mo e kau ngaue;*
- (l) ***'I he fengaue'aki mo e kau memipa 'o e kakai mo e pule'anga, fakahoko 'i he taimi kotoa 'a e faka'apa'apa, ngaue tonunga, faitotonu, ngaue totoivi mo taliui; mo***
- (m) ***'I he taimi kotoa, fakahoko 'a e ngaahi fatongia 'i ha founa 'oku hoko mo tu'uaki ai 'a e lelei, lava me'a mo e ha mahino 'i ha founa 'oku 'ikai fakapolitikale mo ta'efilifilimanako.***

5. Ngaue'aki

- (1) „Oku ngaue'aki „a e tu'utu'uni ko „eni ki he kotoa „o e kau ngaue „a e Ngaue Fakapule'anga kau ki ai:
 - (a) kau ngaue tu'uma'u;
 - (b) kau ngaue aleapau mo e lau „aho;
 - (c) kau fale'i makehe, kau fale'i mo e ni'ih i kuo aleapau;
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- (2) „E ngofua ke ngaue“aki „a e tu“utu“uni ko „eni ki he kau ngaue „i ha ngaahi sino fakapule“anga kehe ka „e fakatatau pe ki ha Tu“utu“uni mo hono fakangofua „e he Kapineti

6. Ngaue“aki fakataha

- (1) „Oku totonu ke lau pea faka“uhinga“i fakataha „a e tu“utu“uni ko „eni mo e:
- (a) Lao ki he Ngaue Fakapule“anga 2002;
 - (b) Tu“utu“uni Faka“ulungaanga ki he Ngaue Fakapule“anga 2010;
 - (c) Ngaahi Tu“utu“uni ki he (Founga Tautea) Ngaue Fakapule“anga 2003;
 - (d) Ngaahi Tu“utu“uni ki he (Founga Ngaue ki he Mamahi mo e Va Tamaki)(Fakatonutonu) Ngaue Fakapule“anga 2006;
 - (e) Fakahinohino ki he Tu“utu“uni Ngaue „a e Ngaue Fakapule“anga 2010;
 - (f) Tu“utu“uni Ngaue „a e Ngaue Fakapule“anga 2010: mo
 - (g) ha toe lao pe tu“utu“uni kehe.

7. ‘UHINGA’I LEA

“**taha „o“ona e „akauni**” pe “**taha ngaue“aki e „akauni**” „oku „uhinga ki ha taha kuo lesisita pe kuo lava ke tala „oku ne ngaue“aki ha „akauni mitia fakasosiale pau.

“**kakano**” „oku „uhinga ki ha tohi, ngaahi „imisi, vitio, fakakaukau pe ha ngaahi founga kehe kuo tuku hake „oku ne fa“u ha kaveinga pe fetu“utaki, pe fekau pe fakamatala kuo fakahoko atu „e he fetu“utaki.

“**taha ngaue**” pe “**taha ngaue fakapule“anga**” „oku „uhinga ki he ni“ihi kotoa kuo fakangaue“i „i he Ngaue Fakapule“anga.

“**taha pule ngaue**” „oku „uhinga ki he Ngaue Fakapule“anga pe ni“ihi kotoa kuo fakangaue“i „i ha Potungaue kuo ha „i he Tepile I „o e Lao ki he Ngaue Fakapule“anga.

“**Potungaue**” „oku „uhinga ki ha potungaue (ministry), potungaue (department) pe „ofisi „oku lisi „i he Tepile I „o e Lao ki he Ngaue Fakapule“anga.

““**„Ikai ke fakapolitikale (Non political)**” pe “**tau„ataina mei ha fa„ahi fakapolitikale (Apolitical)**” „oku „uhinga ki hono fakahoko „e he kau ngaue honau ngaahi fatongia „i ha founga ta„efilifilimanako, faitotonu (ethical) mo fakapalofesinale (professional) „o „ikai kau ai ha ngaahi ngaue fakapolitikale kau ki ai „a e „ikai fengaue„aki mo ha kautaha „oku „i ai ha„anau ngaahi taumu„a fakapolitikale „a ia „oku pe ala fepaki mo e tu„utu„uni ngaue „a e Pule„anga.

“ngaahi tohi” „oku „uhinga ki ha tohi kuo tuku hake „o mamata ki ai e kakai pe fakataautaha „e he taha ngaue mei he „akauni mitia fakasosiale „oku kaunga ki ai ha taha ngaue.

“vahevahe” „oku „uhinga ki hono toe tuku hake, toe tufaki atu ha tohi „a ha taha kehe pe ha tohi „i he ope.

“Mitia fakasosiale” ko ha founa fakatekinolosia „oku ne fakafaingofua mo faka“ataa „a hono fa“u. vahevahe, tufaki mo fakafetongi „o e fakamatala, ngaahi fakakaukau, ngaahi vitio, ngaahi fekau mo e ngaahi tohi kehe.

“Founa fetu“utaki mitia fakasosiale” „i he tu“utu“uni ko „eni „oku kau ki ai kae „ikai fakangatangata ki he ngaahi me“a ni:

- i) Ngaahi founa fetu“utaki mitia fakasosiale (facebook mo e linkedin, google+)
- ii) Tohi noa ngaue“aki „a e „ata (Twitter, Tumblr).
- iii) Vahevahe „o e „ata (Instagram, Snapchat, Pinterest).
- iv) Vahevahe „o e vitio (YouTube, Facebook Live, Periscope, Vimeo, Tik Tok)
- v) Ngaahi tohi noa „a e komiuniti
- vi) Ngaahi uepisaiti talanga
- vii) Mo ha ni“ihi kehe pe „a ia „e ala hoko mei he taimi ki he taimi.

8. Ngaue‘aki faka‘ofisiale ‘a e mitia fakasosiale

- (1) „E ngofua ke ngaue“aki „e ha Potungaue „a e mitia fakasosiale ko ha founa fetu“utaki mo e kakai mo e kinautolu fekau“aki kehe ke tufaki atu ai „a e fakamatala mo tu“uaki atu ai „ene ngaahi ngaue.
- (2) Kuo pau ke fakapapau“i „e ha Potungaue „oku mahino pea faipau ki he ngaahi tala fatongia „a e founa fetu“utaki mitia fakasosiale „oku ne kau atu ki ai pea „oku faitatau mo e ngaahi tefito“i taumu“a mahu“inga „a e Ngaue Fakapule“anga.
- (3) Kuo pau ko ha taha ngaue „a ia „oku ne tokangaekina „a hono fakahoko pe pule“i „a e ngaahi founa fetu“utaki mitia fakasosiale „a e Potungaue kuo pau ke fakamafai ia „i he tohi „e he „Ofisa Pule Ngaue.
- (4) Kuo pau ki ha taha ngaue kuo fakamafai“i kene fakahoko pe pule“i „a e ngaahi founa fetu“utaki mitia fakasosiale „a e Potungaue, pe ha taha ngaue kehe, kene fakapapau“i „oku tauhi ma“upe „a e ngaahi me“a ni:

(a) fakapulipuli

Ko e kotoa „o e fakamatala, kau ai „a e ngaahi lea pe ngaahi tuku hake

fakakaukau ma'a e Potungaue, „a ia kuo tuku hake „i ha founga fetu'utaki mitia fakasosiale kuo pau ke fakahoko ia „i ha tomu'a ma'u ha ngofua mei he

„Ofisa Pule Ngaue.

Kuo pau he'ikai vahevahe atu „e ha taha ngaue ha tohi fekau'aki mo ha fakamatala fakapulipuli tukukehe kapau kuo ne ma'u ha ngofua mei he „Ofisa Pule Ngaue.

(b) ta'efilifilimanako, „ikai kau ki he fa'ahi fakapolitikale

Kuo pau ko e kotoa „o e ngaahi tohi kuo tuku hake ke mo'oni, „ikai ko ha fokotu'u fakakaukau pea tau'ataina mei ha fa'ahi fakapolitikale.

(c) faka'apa'apa

Ko e kotoa „o e ngaahi tohi kuo tuku hake kuo pau ke fakahoko ia „i ha founga „oku mahino, pau, fakapalofesinale, fakamatapule mo faka'apa'apa.

(d) tonu

Ko e kotoa „o e kakano „o e ngaahi tohi kuo tuku hake kuo pau ke tonu pea felalave'i pea kuo pau ke fakahoko „a e ngaahi ngaue fakapotopoto kotoa ke pulusi pe „a e ngaahi mo'oni'i me'a mo e fakamatala „e lava ke fakapapau'i „o „ikai ko ha ngaahi fakakaukau pe fakamahamahlo. Kuo pau ke fakatokanga'i pea fakaha „a e ngaahi ma'u'anga fakamatala.

(e) fakakaukau'i e ngaahi totonu „o e ngaahi koloa fakae'atamai

Kuo pau ki he kotoa „o e ngaahi tohi kuo tuku hake ke faipau mo e ngaahi tu'utu'uni „o e totonu ki he hikitatau fakalao, faka'ilonga hikitatau mo e ngaahi totonu hikitatau kehe.

(f) fakataautaha

Kuo pau ki he kotoa „o e ngaahi tohi kuo tuku hake ke faipau mo e ngaahi lao fekau'aki mo e fakataautaha lolotonga tautautefito kapau ko ha vahevahe „o ha tohi „e ala kau ai ha kau ngaue kehe.

(5) Kuo pau ke fakapapau'i „e ha Potungaue ko hono ngaue'aki „ene founga fetu'utaki mitia fakasosiale „oku fakahoko ia „i he tu'unga fakapalofesinale ma'olunga taha.

(6) Kuo pau he'ikai poupou'i „a hono tu'uaki „e ha taha ngaue, „i ha fa'ahinga founga pe, ha ngaahi tefito'i taumu'a „a ia „oku „ikai faitatau mo e Ngaahi Tefito'i Taumu'a Mahu'nga „a e Ngaue Fakapule'anga „o fakafou „i he ngaahi founga fetu'utaki mitia fakasosiale.

9. Ngaue"aki fakatautaha „o e mitia fakasosiale

- (1) Kuo pau he"ikai ngaue"aki „e he taha ngaue ha komipiuta „a e pule"anga pe naunau pe me"angaue faka"ilekitulonika kuo „oatu „e he pule"anga ke hu ai ki ha „ane founa fetu"utaki mitia fakasosiale lolotonga „a e ngaahi houa ngaue faka"ofisiale. „E lau „eni ko ha maumau"i „o e Tu"utu"ni Faka"ulungaanga
 - (2) kupu 3-7 „i hono ngaue"aki, pea ko e taha ngaue ko ia tautea"i ia koe"uhi ko e maumau tu"utu"uni „o fakatatau mo e Ngaahi Tu"utu"uni (Regulations).
 - (3) Ko e ngaahi faka"ataa pe ki he (1) „oku ha „i „olunga ko kinautolu „oku nau pule"i „a e mitia fakasosiale „a ia „oku fiema"u kenau hu atu ki he „enau „akauni taautaha ke leva"i „a e ngaahi founa fetu"utaki mitia fakasosiale „a e Potungaue ma"a ha taha ngaue „oku ne fakahoko atu ki he kakai „o e fonua fekau"aki mo ha ngaahi langa ngaue, ngaahi polokalama ngaue (projects), ngaahi me"a „oku fakahoko, pe ngaue mahu"inga „oku fakahoko „e he Potungaue, pe ha taha ngaue „oku fiema"u ke fetu"utaki (fekau pe talanoa „ata) „i hono fiema"u.
 - (4) Koe"uhi ke „oua na"a „i ai ha tatala"a, fakatatau ki he (2) „oku ha „i „olunga, ko ha taha ngaue „oku ne ngaue"aki „ene komipiuta taautaha pe naunau faka"ilekitulonika ke tuku hake pe tohi „i he mitia fakasosiale, lolotonga ia „oku nau kei fakahoko fatongia „i he ngaue, „e lau pe ia „oku ne fakahoko ha ngaahi ngaue fakatautaha „oku „ikai fakangofua „i tu"a „i he ngaahi fakangatangata „a hono Tala Fatongia. „E lau „eni ko ha maumau"i „o e Tu"utu"ni Faka"ulungaanga kupu 3-7 „i hono ngaue"aki, pea ko e taha ngaue ko ia tautea"i ia koe"uhi ko e maumau tu"utu"uni „o fakatatau mo e Ngaahi Tu"utu"uni (Regulations).
 - (5) Koe"uhi ko e fakafofonga ia „o e Ngaue Fakapule"anga, pea ko e taha ngaue „a e Pule"anga, kuo pau ki he kotoa „o e kau ngaue kenau ngaue"aki „a e tokanga mo e fakapotopoto „i he taimi kotoa „oku nau tuku hake ai pe tohi „i he „enau ngaahi founa fetu"utaki mitia fakasosiale. Kuo pau he"ikai ke tuku hake pe tohi ha taha ngaue „i he mitia fakasosiale, ke ngalikovi ai „a e ngaue fakapule"anga, „i ha fakakaukau „a e taha „oku ne lau ko e fakahoko ia „e ha taha ngaue fakapule"anga. „E lau „eni ko ha maumau"i „o e Tu"utu"ni Faka"ulungaanga kupu 3-7 „i hono ngaue"aki, pea ko e taha ngaue ko ia tautea"i ia koe"uhi ko e maumau tu"utu"uni „o fakatatau mo e Ngaahi Tu"utu"uni (Regulations).
 - (6) Koe"uhi ke „oua na"a „i ai ha tala"a, „oku ngaue"aki „a e (4) „oku ha „i „olunga ki ha taha ngaue „oku ha fakahoko „i ha fa"ahinga taimi ha ngaahi tuku hake pe tohi „oku fakamamahi, ta"efaka"apa"apa, fakamatalili, laulanu, filifilimanako, lau
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- (7) kovi, fakaongoongo kovi, fakamanamana, hoha"ā, tukupi pe taufehi"ā fekau"āki mo „enau ngaue fakalukufua, pe fekau"āki mo honau kaunga ngaue, kaunga fononga pe ko „enau kau pule ngaue. „E lau „eni ko ha maumau"i „o e Tu"utu"ni Faka"ulungaanga kupu 3-7 „i hono ngaue"āki, pea ko e taha ngaue ko ia tautea"i ia koe"uhi ko e maumau tu"utu"uni „o fakatatau mo e Ngaahi Tu"utu"uni (Regulations).
- (8) Koe"uhi ke „oua na"ā „i ai ha tala"ā, „oku ngaue"āki „a e (4) ki ha taha ngaue kuo ne tuku hake pe tohi „i ha taimi pe ha poupou, fakaanga pe tanaki atu ha fakamatala ki he fa"ahi fakapolitikale pe ko e Pule"anga kuo „osi pe lolotonga pe ko e tafa"aki fakaanga kimu"ā pe lolotonga, pe ha tafa"aki fakapolitikale pe „oku ne feinga ke fakapolitikale"i ha kaveinga. „E lau „eni ko ha maumau"i „o e Tu"utu"ni Faka"ulungaanga kupu 3-7 „i hono ngaue"āki, pea ko e taha ngaue ko ia tautea"i ia koe"uhi ko e maumau tu"utu"uni „o fakatatau mo e Ngaahi Tu"utu"uni (Regulations).
- (9) Kuo pau he"ikai ngaue"āki „e ha taha ngaue „enau ngaue kuo vahe"i atu pe „imeili faka"ofisiale ke fa"u"aki ha founa fetu"utaki mitia fakasosiale.
- (10) Kuo pau he"ikai ke ngaue"āki „e ha taha ngaue „ene founa fetu"utaki mitia fakasosiale ke tuku hake ai ha fakamatala fakapulipuli pe fakamatala fekau"āki mo e Potungaue, Ngaue Fakapule"anga pe Pule"anga.
- (11) Kuo pau he"ikai ke ngaue"āki „e ha taha ngaue „a e ngaahi sila mo e faka"ilonga fakapule"anga „a e pule"anga „i he „enau ngaahi tohi mitia fakasosiale te"eki ke ma"u ha ngofua mei he „Ofisa Pule Ngaue.
- (12) „E ngofua ki ha taha ngaue ke „ohake ha ngaahi kaveinga „oku hoha"ā ki ai fekau"āki mo ha Potungaue pe taha ngaue „o fakafou „i he ngaahi fetu"utaki fakaloto"i potungaue „o „enau Potungaue pe Komisoni Ngaue Fakapule"anga.
- (13) Kuo pau he"ikai ke ngaue"āki „e ha taha ngaue „ene founa fetu"utaki mitia fakasosiale ke tuku hake ai ha fakamatala „a ia „oku maumau"i ha lao „o ePule"anga Tonga. „oku kau ki heni hono tufaki atu ha ngaahi naunau ponokalafi, pomokalafi „o e longa"i fanau pe naunau pa"usi"i „o e longa"i fanau.
- (14) „E ala taliui ha taha ngaue ki he Ngaahi Founa Tautea „a e Ngaue Fakapule"anga koe"uhi ko e „ikai faipau ki ha kongā „o e tu"utu"uni ko „eni.
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10. Lipooti „o e ngaue“aki ta“efakapotopoto „o e mitia fakasosiale

- (1) „Oku „i ai „a e fatongia „o e kotoa „o e kau ngaue pea kuo pau ke lipooti ha ngaue“aki ta“efakapotopoto „o e mitia fakasosiale „e ha taha ngaue pe ha Potungaue.
- (2) „E ngofua ki he kakai „o e fonua kenau lipooti ha ngaue“aki ta“efakapotopoto „o e mitia fakasosiale „e ha taha ngaue pe „Ofisa Pule Ngaue „o ha Potungaue ki he Komisoni Ngaue Fakapule“anga.
- (3) „E ngofua ki ha taha ngaue kene lipooti ha maumau“i „o e tu“utu“uni ko „eni kēhe „Ofisa Pule Ngaue, kapau „oku fekau“aki ia mo ha taha ngaue „e taha, pe ki he Komisoni Ngaue Fakapule“anga, kapau ko e lipooti „oku fekau“aki ia mo e „Ofisa Pule Ngaue pe ha me“a „e „ikai fakapotopoto ia ke lipooti ki he „Ofisa Pule Ngaue fekau“aki.
- (4) Kuo pau ko e ngaahi lipooti ke „oatu fakataha ia mo ha fakamo“oni „ata (faitaa“i „o e „aitema ko ia „oku ta“etaau) pea „e ngofua ke „oatu fak+apulipuli ia ki he Potungaue.
- (5) Kuo pau ko e kotoa „o e ngaahi lipooti kuo ma“u ke tauhi ia ke fakapulipuli.
- (6) „E ngofua ki ha taha „oku ne fakahoko ha launga ke fili ke „oua é fakaha hono hingoa, pea ko e fakapulipuli ko ia „e tatau aipe „i ha fakahoko atu ki he kakai.
- (7) „E ngofua ki ha taha ke fakahoko hangatonu „enau launga pe „i ha ngaahi founga pe ki he Potungaue fekau“aki pe Komisoni Ngaue Fakapule“anga.

„E toe tali pe foki „e he Komisoni Ngaue Fakapule“anga ha ngaahi launga kuo fakahoko „o fakafou „i he complaints@psc.gov.to

11. Founga ngaue ki he launga

- (1) „I hono ma“u ha launga „i he Konga III kuo pau ki he „Ofisa Pule Ngaue „o e Potungaue fekau“aki pe Komisoni Ngaue Fakapule“anga ke:
 - (a) fakatotolo“i ia; pe
 - (b) tuku hake ha taha kehe kene fakatotolo“i ia.
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- (c) Kuo pau ke fakapapau“i „e he „Ofisa Pule Ngaue pe Komisoni Ngaue
 (d) Fakapule“anga „oku fakahoko ha ngaue fekau“aki mo ha ola „o ha fakatotolo „i he vave taha „e ala lava.
- (2) „E fa“u leva „e he „Ofisa Pule Ngaue pe supavaisa ha faile launga fekau“aki mo e kaveinga „oku fakahoko ai „a e launga;
- (3) Kuo pau ki he „Ofisa Pule Ngaue pe supavaisa fekau“aki kene fakahoko ha faka“eke fekau“aki mo e launga ko „eni „i ha founa „oku fakapotopoto, fakapulipuli pea taimi lelei pea ke fakahu atu ki he faile „a ia na“a ne fa“u „a engaahi ola „o „ene ngaue fekau“aki mo e kaveinga „o e launga;
- (4) „I he kakato ko ia „a e faka“eke, kapau leva „oku fakakaukau“i ko ha maumau tu“utu“uni mamafa, „oku totonu ke fakahoko atu leva ha lipooti kakato „o e launga fekau“aki mo e kaveinga „o e launga ki he „Ofisa Pule Ngaue „o e Komisoni.
- (5) „I he kakato „o e faka“eke, kapau ko ha maumau tu“utu“uni ma“ama“a , kuo pau le fakahoko „a e ngaue ki ai „o fakatatau ki he Ngaahi Tu“utu“uni (Founa Tautea) ki he Ngaue Fakapule“anga 2003.
- (6) Kapau ko e maumau tu“utu“uni kuo tukuaki“i „oku natula hia, „oku totonu ke lipooti „e he „Ofisa Pule Ngaue „o e Potungaue ko ia „a e launga ki he Polisi. Kapau „oku „i ai ha kaunga ki ai „a e „Ofisa Pule Ngaue, pea „oku totonu ke fakahoko „a e me“a ki he „Ateni Seniale.

12. Maumau‘i ‘o e Tu‘utu‘uni

- (1) Ko ha maumau“i „o e tu“utu“uni e ngaue“aki leva „a e Ngaahi Tu“utu“uni (Ngaahi Founa Tautea) ki he Ngaue Fakapule“anga 2003.

13. Fakahoko ‘o e Tu‘utu‘uni

- (1) „E ngofua ke toe vakai“i „a e tu“utu“uni ko „eni „i hono fiema“u hili ha fakangofua „a hono fakahoko „e he Komisoni pea fakamo“oni“i „e he Palemia.
- (2) Ko ha liliu, tanaki atu, tamate“i pe ngaahi liliu ki he tu“utu“uni ko „eni he“ikai kene uesia „a e ngaahi kupu kehe „o e tu“utu“uni ko „eni tukukehe ka fakahoko kehe mai.
- (3) „Oku „i he „Ofisa Pule Ngaue „o e Potungaue „a e fatongia fakakatoa ki hono fakahoko „o e Tu“utu“uni ko „eni.
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**NGAAHI
MA'U'ANGA
FAKAMATALA**

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