



DUBAI E-PARTICIPATION GUIDELINES FOR PUBLIC

Developing Dubai's Digital Dialogue: Harnessing the Power of Digital Tools for Collaborative Decision-Making



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The purpose of the Dubai E-Participation Guidelines:

The guidelines developed serve as a guide for the stakeholders of Dubai to effectively engage with various e-participation modules provided by Dubai Government.

The purpose of these guidelines is to ensure that users are well-informed and prepared to contribute meaningfully to discussions on topics that matter to them. By adhering to these guidelines, users can foster a sense of collective ownership, contribute to in the decision-making process, and strengthen communication and collaboration between citizens, residents, businesses, and government entities.

Ultimately, these guidelines seek to empower users to contribute to shaping policies and projects that affect their communities and to ensure that the overall user experience in e-participation platforms is positive and user-friendly.



The audience of the Dubai E-Participation Guidelines:

The audience for these guidelines is the public of Dubai; including citizens, residents, visitors, and businesses in Dubai who wish to engage with the Dubai Government's e-participation modules. These individuals may have varying levels of experience with e-participation or with engaging with government entities in general. The guidelines provide a comprehensive guide for users to engage effectively and meaningfully with online polls, citizen proposals, online forums, public consultations, and social media. They are particularly useful for those who may be new to e-participation or who want to better understand the steps required to participate in government decision-making processes.



Introduction

The following guidelines serve as a guide for the stakeholders of Dubai to effectively engage with various e-participation modules provided by the Dubai Government.

These modules include online polls, citizen proposals, online forums, public consultations, and social media. Adhering to these guidelines enables users to contribute to meaningful conversations, foster a sense of collective ownership, and help shape the decision-making process in a manner that reflects the diverse needs and aspirations of the community.

It is recommended that all users familiarize themselves with these guidelines and embrace the opportunities for active digital civic engagement in Dubai.

The Dubai E-Participation Guidelines aim to:

- Clarify the necessary steps and requirements for engaging with e-participation modules.
- Ensure users are well-informed and prepared to contribute meaningfully.
- Encourage respectful and constructive dialogue among participants.
- Facilitate a more comprehensive and diverse conversation that reflects the needs and aspirations of the community.
- Encourage active civic engagement and participation in Dubai.
- Strengthen communication and collaboration between citizens, residents, and government entities.
- Empower users to contribute to shaping policies and projects that affect their communities.
- Ensure the overall user experience in e-participation platforms is positive and user-friendly.

The guidelines include six areas:

1. Online polls
2. Citizen proposals
3. Public consultations
4. Online forums
5. Social media
6. Participatory budgeting



01 Engaging with Online Polls

1.1

Familiarize yourself with the poll topic: Review the background information provided and any accompanying resources to ensure an informed decision-making process.

1.2

Understand the polling platform: Learn the necessary steps and requirements to participate in the online poll, such as registering an account or verifying your identity.

1.3

Weigh the Options: Before casting your vote, reflect on the different viewpoints and potential implications of each option.

1.4

View the results: You may return to the polling platform after the poll has concluded to review the results and analyze the collective preferences of the community.

1.5

Share the poll: Encourage friends, family, and colleagues to participate in the poll to foster a wider public engagement.

02 Submitting Citizen Proposals

2.1

Verify your eligibility: Confirm that you are a Dubai resident and UAE citizen before submitting a proposal, as this may be a requirement on certain platforms. Check the platform's guidelines to ensure you meet all the necessary criteria for participation.

2.2

Know your subject matter: Thoroughly investigate the problem or opportunity you wish to address, gathering relevant data and information from reliable sources. Consider the current situation, explore potential solutions, and evaluate their feasibility and potential impact.

2.3

Use the appropriate platform: Find the designated digital platform or portal for submitting citizen proposals and familiarize yourself with its features and requirements. Complete any necessary registration or verification processes before submitting your proposal.

2.4

Specify the location: If your proposal pertains to a specific neighborhood or area, use the provided platform tools to accurately geolocate the relevant location. This will help decision-makers better understand the context and potential impact of your proposal.

2.5

Estimate the budget: Develop a budget estimate for implementing your proposal, detailing the expected costs for various stages and components. Consider potential sources of funding, such as government grants, crowdfunding, or public-private partnerships.

2.6

Identify stakeholders and benefits: List the key stakeholders who would be impacted by your proposal, including residents, businesses, or government agencies. Clearly outline the expected benefits for each group, demonstrating how your proposal addresses their needs and interests.

2.7

Be concise and clear: Provide a well-structured description of your proposal, outlining the goals, objectives, and expected outcomes. Ensure your proposal is easy to understand, using clear language and avoiding jargon or overly technical terms.

2.8

Track the progress: Regularly follow up on the status of your proposal using the digital platform's tracking tools. Be prepared to provide additional information or clarifications if requested by decision-makers or other users.

2.9

Engage with feedback: Actively collaborate with other users by responding to feedback, addressing concerns, and incorporating suggestions to refine your proposal. Encourage a sense of collective ownership by fostering a constructive dialogue with other stakeholders.

03 Contributing to Public Consultations

3.1

Stay informed: Regularly monitor government websites, social media accounts, or other communication channels to stay updated on upcoming public consultations. Subscribe to newsletters or notifications, if available, to ensure you don't miss important announcements.

3.2

Register your participation: Follow the required steps to register for the public consultation, providing any necessary information or documentation. This may include verifying your identity or confirming your eligibility as a resident or citizen.

3.3

Prepare your input: Review the background information and guidelines provided, paying close attention to the scope and objectives of the consultation. Formulate your feedback or suggestions based on a thorough understanding of the issue at hand and the desired outcomes.

3.4

Respect UAE's social and religious norms: When providing feedback or participating in discussions during the public consultation, adhere to the UAE's social and religious norms. Follow any content guidelines outlined by the hosting entity to maintain a respectful and constructive dialogue.

3.5

Attend the consultation where applicable: Depending on the format of the consultation, participate by attending in-person events, joining online webinars, or engaging through digital platforms. Share your views and insights during the consultation, respecting the guidelines for discussion and engaging constructively with other participants.

3.6

Learn from your community: Listen actively to the opinions and concerns of other participants, seeking to understand different perspectives and find common ground when disagreements arise. Use this opportunity to broaden your understanding of the issue and consider alternative solutions.

3.7

Provide detailed and actionable feedback: When offering suggestions or comments, aim to be specific, concise, and actionable. Support your statements with relevant data or examples, and clearly explain the potential benefits or drawbacks of your proposed solution.

3.8

Follow up on outcomes: After the public consultation has concluded, monitor the outcomes and stay informed about how the feedback was incorporated into the decision-making process. Check for updates on the government website, social media accounts, or other communication channels.

04 Participating in Online Forums

4.1

Choose relevant topics: Carefully select discussion threads that align with your interests, expertise, or concerns, focusing on areas where you believe you can add value to the conversation. This will help create a more meaningful and productive dialogue.

4.2

Be respectful and constructive: Engage with others in a respectful and courteous manner, focusing on the topic at hand and avoiding personal attacks, offensive language, or derogatory comments. Encourage a positive atmosphere that fosters open communication and collaboration.

4.3

Provide evidence and context: When presenting facts, arguments, or opinions, support your statements with reliable sources, data, or examples. Offer context to help other participants understand your perspective and to facilitate a more informed discussion.

4.4

Contribute consistently and thoughtfully: Regularly participate in discussions, offering your insights, experiences, or suggestions. Aim to be concise, clear, and focused on the topic to ensure the conversation remains productive and engaging.

4.5

Adhere to forum guidelines: Familiarize yourself with the forum's rules, policies, and moderation guidelines. Ensure your participation adheres to these guidelines to maintain a respectful and constructive environment.

4.6

Encourage and appreciate meaningful contributions: Acknowledge and appreciate the efforts of other participants who provide valuable insights, constructive criticism, or helpful suggestions. Encourage a positive atmosphere by expressing gratitude and promoting thoughtful dialogue.

4.7

Report inappropriate content: Notify forum moderators or administrators of any content that violates the forum's guidelines or disrupts the conversation. This helps maintain a respectful and constructive environment for all participants.

4.8

Reflect on your engagement: Periodically assess your contributions to the online forum, considering the quality and relevance of your input. Strive for continuous improvement by learning from your experiences and the feedback of other participants.



05 Engaging On Social Media

5.1

Be respectful and constructive: When engaging with government entities and fellow citizens on social media, maintain a respectful and constructive tone, avoiding personal attacks, offensive language, or derogatory remarks. Promote a positive atmosphere that fosters open communication and collaboration.

5.2

Adhere to UAE and Dubai's social media laws: Familiarize yourself with the social media laws and regulations in the UAE and Dubai. Ensure your online activities, including posts, comments, and shares, comply with these laws to avoid potential legal consequences.

5.3

Share accurate and verified information: Before sharing news, announcements, or opinions on social media, ensure the information is accurate and comes from a reliable source. Help prevent the spread of misinformation by verifying facts and cross-checking sources.

5.4

Provide feedback and suggestions: Use social media as a channel to communicate your feedback, concerns, or suggestions to government entities. Engage in a respectful and constructive manner, and be prepared to receive responses or engage in further discussion.

5.5

Report inappropriate content: Notify the relevant social media platform or government entity of any content that violates the platform's guidelines, UAE and Dubai's social media laws, or disrupts the conversation. This helps maintain a respectful and constructive environment for all users.

5.6

Encourage and appreciate meaningful contributions: Acknowledge and appreciate the efforts of other participants who provide valuable insights, constructive criticism, or helpful suggestions. Encourage a positive atmosphere by expressing gratitude and promoting thoughtful dialogue.

5.7

Reflect on your engagement: Periodically assess your social media interactions with government entities, considering the quality and relevance of your input. Strive for continuous improvement by learning from your experiences and the feedback of other users.

06 Participatory Budgeting

6.1

Register: Register on the participatory budgeting platform by providing required basic personal information.

6.2

Review information: Review the relevant information provided on the proposed allocation of resources provided on the participatory budgeting platform, including expenditures and potential areas for reallocation. This may involve reviewing documents, videos, or other media provided by the entity.

6.3

Develop ideas: Develop proposals that align with the entity's overall goals and objectives and meet the established guidelines and criteria on the participatory budgeting platform. This may involve collaborating with others in the community to develop proposals that reflect community needs and priorities. Proposals should include a clear description of the project or initiative, estimated resources, expected outcomes, and how the proposal aligns with the entity's goals and objectives.

6.4

Submit proposals: Submit proposals on the participatory budgeting platform by the established deadline. Make sure that proposals are complete and provide all relevant information. This may involve uploading documents or filling out an online form.

6.5

Provide feedback: Provide feedback on proposals developed by others in the community on the participatory budgeting platform. This may involve commenting on proposals and suggesting improvements. Feedback should be constructive and based on the established criteria.

6.6

Selecting Proposals and Initiatives: Vote on approved proposals during the public voting phase of the participatory budgeting process on the participatory budgeting platform. The online voting should be based on the established criteria and in alignment with the entity's overall goals and objectives.

