



Digital Communications Team
Press Office
Public and Corporate Affairs

SOCIAL MEDIA POLICY

Kampala Capital City Authority (KCCA) is the Central Government body mandated to run the Kampala City. The institution has been in existence since 2011. In addition to the key functions performed by KCCA, Public Relations is among.

We are committed to engage effectively with Citizens in a meaningful, accountable, responsive and equitable way.

Thank you for visiting KCCA's digital hub today. Please take a couple of minutes to study our Social Media Guidelines. These are formulated in line with the Government of Uganda Social Media Guide.

We may at any time, without notice to you, revise this policy and any other information contained herein.

OUR APPROACH TO SOCIAL MEDIA

Kampala Capital City Authority runs on several social media platforms which are maintained by KCCA digital – our digital communications team under Public and Corporate Affairs' Press Office. We don't use any automation to post content.

Our official digital channels include;

Twitter; @KCCAUG, @KCCAED, @PeterKaujuu, @JenniferMusisi, @KCCAFC and @KCCAESB

Facebook; @KCCAUG, @JenniferSMusisi, @KCCAFC and @KCCAESB

Instagram; @KCCAUG and @KCCAFC

YouTube; KCCAUG

Flickr; KCCAUG

Sound Cloud; KCCAUG, KCCAFC

@REPLIES AND MESSAGES

We value feedback from the public and many ideas have been picked and implemented. We endeavour to read all messages and ensure that any emerging suggestions are passed on for discussion and consideration.

We engage in constructive debate that yields impactful results. We strongly reject use of offensive language and such users will be blocked from accessing our sites.

We look forward to receiving your comments and participation in the discussions on all our sites. However, we do ask that our followers adhere to certain good practices and conventions of polite and constructive discourse.

Public comments on our Facebook and Instagram posts are views of individuals and don't represent the views of the Authority.

Our site administrators have the discretion to or not to respond to issues of party politics.

We will not publish and will delete comments/content that;

- Contain abusive, obscene, indecent or offensive language or contain links to such material.
- Contain swear words or any other sorts of profanity
- Contain abusive language towards an individual involved in the thread, other organisations or our account administrators.

For serious and/or persistent breaches of our policy, we reserve the right to prevent users from posting further comments.

WHAT TO EXPECT FROM US

If you follow/sign up to our Social Media channels, you can expect regular content covering the following aspects:

- Who we are as KCCA
- Places and spots in Kampala
- Information on public events organised by the Authority
- News and press releases about the Authority and the City
- Official Executive engagements
- Institutional projects across sectors
- Alerts about new content on our other digital channels
- Invitations to provide feedback, including surveys and formal consultations
- Retweets of notable information by some organisations or persons
- Other practical information on services available.

FOLLOWING

Following our sites does not guarantee you automatic follow back. If we follow an account or retweet, it doesn't imply any kind of endorsement and similarly not being followed does not imply criticism.

AVAILABILITY

We regularly update and monitor our social media accounts. Social media sites may occasionally be unavailable and we accept no responsibility for lack of service due to down time in case it happens.

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