



jem toolkit

HOW TO COUNTER THE HATE SPEECH



A toolkit for Justice and Empowerment of Minorities - JEM's
Volunteers, Civil Society Organisations and Rights Activists

We are Right , Others wrong

We are Right , Others wrong

STOP THE HATE SPEECH



(The above images have been downloaded from Google Images for representational purposes only.)

The Hate Speech

The issue of hate speech raises complex legal questions as the laws applicable in each country differ on the subject as well as the context and connotations in each country to hate speech vary.

- ‘Hate speech’ is broadly defined by the United Nations (UN) as ‘any kind of communication in speech, writing or behaviour, that attacks or uses pejorative or discriminatory language with reference to a person or a group on the basis of who they are, in other words, based on their religion, ethnicity, nationality, race, colour, descent, gender or other identity factor.’

Non-legally binding working definition

- Note that incitement to religious and social discrimination is included along with incitement to hostility or violence.
- The general provision of Article 20, of the International Covenant on Civil and Political Rights (ICCPR) 1966 obliges states to prohibit: ‘[A]ny advocacy of national, racial or religious hatred that constitutes incitement to discrimination, hostility or violence.’
- Article 19 of the ICCPR covers freedom of speech but notes in sub-section 3 that ‘The exercise of the rights ... may therefore be subject to certain restrictions, but these shall only be such as are provided by law and are necessary:
 - (a) For respect of the rights or reputations of others;
 - (b) For the protection of national security or of public order (ordre public), or of public health or morals.’

Hate Speech in the Indian Context:

Hate speech is growing day by day in India because of negligence, people misunderstood that freedom of speech does not mean that a person can speak whatever he feels right. India is a highly populated country and it has various religions and caste so people will discriminate against each other and will follow the caste system it is becoming a major problem of spreading hate speech in India. People need to understand that they should not spread hate speech rather they should be united towards each other.

Causes of Hate Speech in India:

Sense of superiority

It is one of the main reasons that give voice to hate speech when there enters a feeling of superiority of oneself over other than at that point the person starts dominating the other person or groups or communities.

Stubborn behaviour towards a particular ideology

When a person or group or community starts showing their stubborn behaviour, do not listen to the other person, opinion thoughts, or perception then at that particular time it leads to the spread of hate speech in India because people are losing their patience and trying to rule over the other person that causes hatred.

Negative stereotypes

The people who are negative stereotypes lead us to think of another individual as inferior and less worthy which creates a sense of hate speech and the reason why negative stereotypes occur is because of the systems of oppression – discriminatory structures, etc.

Hate speech and hate crime have been steadily on the rise during the past decade. Most importantly, hate speech has also appeared at the highest level of the public administration of some Member States, where transformation into policy is just one step away. The liberal stance towards hate speech was built on the presumption that the state and the social majority would uphold democratic standards under all circumstances, and distance themselves from hate preachers. But when state representatives remain silent or openly support hate speech and hate crimes, this assumption holds no longer. The non-organised, individual haters derive authority from the failure of the state to intervene, besides its tacit support to such individuals.

What 'Hate Speech' Might Cover

Why is it so difficult to define 'hate speech'?

A word or a set of words or a speech can be considered as Hate Speech or not depending on the context, the speaker, the speaker's intention and the potential impact of the word. This is part of the reason why settling on a final universally agreed definition has proved difficult, so far.



Context:

Whether or not an expression is intended and/or perceived as hateful heavily depends on the context it takes place in.

Difficulty:

Context can be subjective – was the expression really a joke, as a speaker might claim, or not?



Potential or actual impact:

To be considered 'hate speech', the expression must have a potential real-world impact, either causing actual harm or making it likely that actual harm will occur.

Difficulty:

Did an impact take place at all? How much time needs to pass to be sure? What if steps were taken to mitigate an impact, who is to say if it would have happened or not? If the harm is limited to discrimination and communalism, how do we prove it? And even if impact is apparent, how direct is the link between it and the hateful expression really?



Intention:

Many people consider that speech must be intended to cause harm to the target. If someone says something entirely innocent which is widely interpreted to convey hate, and it is clear that this is an honest mistake or misunderstanding, that is not hate speech even if it directly leads to harm.

Difficulty:

How do you prove that someone intended their controversial damaging speech to cause harm? What should the threshold for such proof be?



Use and Misuse of the term 'hate speech'

Be careful not to use the term 'hate speech' too widely. This might deligitimise the seriousness of hate speech as a phenomenon in the perception of your audience, which would make your work less effective. Down the line, the term 'hate speech' can then lose some of its original meaning. That can help the government use the fight against supposed 'hate speech' as a pretext for passing legislation restricting legitimate forms of expression.

How You Can Counter Hate Speech

How to create a list of hateful terms



How to gather data to conduct research, verification and collation to inform the public, policy makers, advocacy work and reform process



How to challenge and respond to Hate Speech On Social Media

ESTABLISH A TEAM
to keep a close eye on developing stories. Often you can spot stories with the potential to generate and propagate hate. Make sure the team knows how to flag and report hateful content breaching content policies

BE AWARE OF PERSONAL
Don't respond online if state officials or public office bearers are involved directly or indirectly or engage with people who know you in person But still report it!

TAG AND MISTER
support from prominent progressive personalities, including politicians and celebrities. Try to neutralize the hate narrative with calm, rational or good-humoured speech from people the public trust and respect

AVOID THE USE
of hate messages to counter hatred. It is wrong, counter-productive and escalates the argument and frustration levels, which may increase the risk of violence in the real world

TRACK YOUR COMPLAINTS
to record outcomes, where possible, and keep a close eye on the actions taken and their impacts



BE AWARE OF
past trends, in case you might need to have a response, e.g. linked to religious occasions or news

USE THE DIGITAL
or manual monitoring tips shared on here to follow closely the hashtags and trends related to an incident and predict its consequences on the community

ALWAYS ANONYMISE YOUR
identity and leave no digital footprints on the internet, in cases where you feel making a response to inflammatory speech is essential.

REPORT PROVOCATIVE, DANGEROUS
and inflammatory online content silently, using relevant reporting mechanisms. Try not to disclose your identity, especially if you represent a vulnerable group

LOOK AFTER THE
people who are monitoring, responding, and thus, getting exposed to hate. Offer them opportunities to share how it makes them feel

How to Produce positive media content

RESEARCH THE TOPIC
or issue in advance, without prior knowledge of the context, you make yourself vulnerable to many challenges which may later result in problems that are difficult to manage

ADOPT OBJECTIVE
and inclusive reporting. Media coverage should boost the exposure of underprivileged communities through both more and higher quality coverage

HIGHLIGHT POSITIVE DEVELOPMENTS
and success stories of groups at risk of exclusion to balance the flood of negative content published about them

USE DIGITAL MEDIA
to raise awareness among young people and encourage them to exchange views on a variety of subjects; short stories to introduce religions can also be published on social media

FORM A TRIPLE COALITION
between the media, authorities, and civil society organisations to confront hate-driven narratives where it is safe to do so



DEPLOY A DIVERSE
and politically unbiased team. With a diverse team, you win the hearts of local communities; with an unbiased team, you bring all different views to the table

FOCUS ON BUILDING YOUR
audience and reaching as many people as possible. Also, build relationships with journalists, editors and keep reminding them about your positive content

START COUNTERING FAKE
news by correcting the imbalance in the media through well-researched and facts-based journalistic articles and verified information

BUILD INCLUSIVE SPACE
for open dialogue concerning the commonalities that all communities share; focus on what unites them as well as the benefits of diversity in society to feed into an anti-hate discourse

INFLUENCE GOVERNMENTS
to look beyond religious freedom laws and to focus instead on implementation

How to produce positive messages for online campaigns

CREATE A WEBSITE

or a social media account for the campaign. Make sure the website URL or the account name is simple and easy to remember with common spellings. Keep it simple and attractive. If you have limited experience, try to involve a communications expert

ENSURE IT IS EASY

for people to take action. Create a simplified form. Keep the form extremely short and to the point

PREPARE A STRONG SERIES

of messages in advance to use online and offline. You need diversity and new materials to avoid monotony

WRITE SEPARATE POSTS

for every platform. They have different dimensions for posts

GET SUPPORTERS GEARED

up for the launch day. Be careful your site is not suspended due to 'inauthentic' behaviour. Create a big splash for the long run

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CREATE A STRONG

and clear message about the campaign. A strong message is one which is simple to understand, touches people and motivates your target group to get involved

REACH OUT TO OTHER

organizations or individual influencers to back your campaign. They will help spread the message

SET UP ACCOUNTS

on all social media platforms to reach every type of audience

ENCOURAGE PEOPLE

to create their own messages, but monitor this content carefully. Cross-posting is highly effective if used in a wise way. It helps to keep all platforms up to date and saves time

ENSURE EVERY CAMPAIGN

contributor feels valued. Thank them. Tell them about the next steps. Publish a report at the end and share it with relevant stakeholders

NOVELTY

Provide novel Information it will be more interesting and memorable

SIMPLICITY

Use simple and jargon free text. Avoid overly complex sentence structure, wording or video design

TOPICALITY

Users are more likely to engage with posts that are relevant to current events or public debate. Engage topics relevant to you and also popular on social media

EMOTION

Try to aim for a specific emotion (e.g. anger, humour, etc.)
Don't overdo it! A post that uses too much emotional language might appear less trustworthy and make users less likely to share it

CALL TO ACTION

Encourage people to interact more with your post, such as, liking, sharing, or watching a video to increase chances of user engagement

MORAL/EMOTION













Words and emojis have both an emotional and a moral component, depending on language, cultural and political contexts.

How to engage positively with wider audiences

What You Can Do and How

How to respond and report Hate Speech on Social Media Platforms

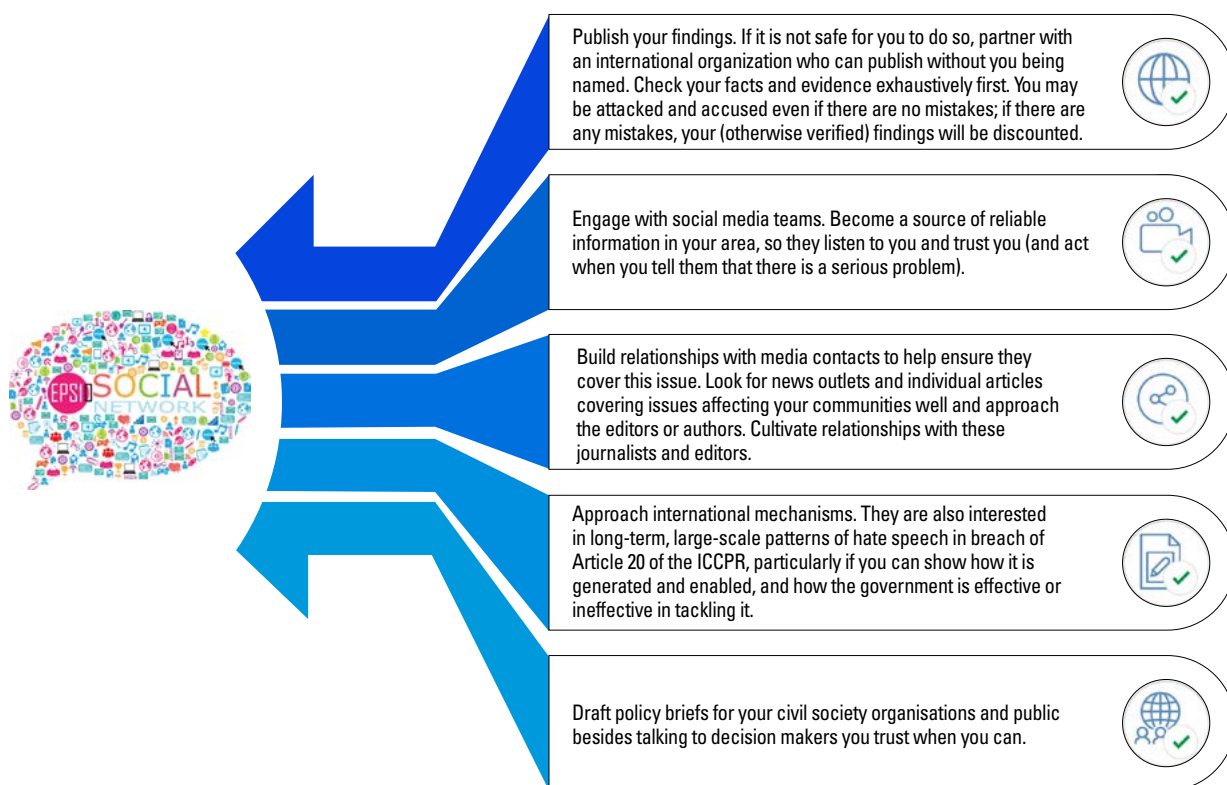
If you want to report something on social media, then it must be something which goes against their content policies. All social media companies have established rules, norms of conduct and policies which provide guidance on what is and what is not allowed on their platforms which helps you in analysing the results and also informs you to what extent you could complain to the compaies about such acts, and what actions should be expected:

Policy	Report	The level of detail	Visual cues	Forms/emails
	Tweets, comments, profiles	You cannot select sub-options after having selected a main category		Selection of topics
	Posts, comments, profiles	You can select categories and sub-categories		Harassment and threats
	Profiles, comments posts, events, ads	You cannot select suboptions after having selected a main category		Generic: access instructions Identity theft form
	Profiles, videos, thumbnails, comments, ads, playlists, links	You can select from a number of options with their own drop-down menu or 'none of these apply' to explain the problem in 80 characters		Legal complaints 'Give Feedback' – menu band on the left on the YT page
	Posts, comments, profiles	You cannot select suboptions after having selected a main category		For people with no account
	Videos, messages, comments, sounds, hashtags, profiles	You cannot select suboptions after having selected a main category		General form: feedback@tiktok.com Legal complaints: legal@tiktok.com

Courtesy: MRG

Publicise Your Work Both Nationally and Internationally

One important advantage that you have over social media platforms is that you can understand the entire picture of hate-based expression in your community. Social media companies are rivals, they don't easily share data. But you can show how a story jumped back and forth across platforms over time.



Courtesy: MRG

How to Influence the Lawmakers

What you need to know

For a small organisation, proposing hate speech-related legislation might not be the best way to counter prohibited and restrictable hate speech. Why?



Legislation is highly technical and legally complex



Even following legislation through the discussion and adoption process is extremely time consuming



Governments have another motive to bring in new legislation (e.g. to silence legitimate criticism)



Even the best legislation can be misused against minorities and not for them

Approach



The Office of the UN Special Rapporteur for freedom of opinion and expression might agree to review any legislation passing in your country, especially if you have serious concerns.

Write to them at: ohchr-freedex@un.org



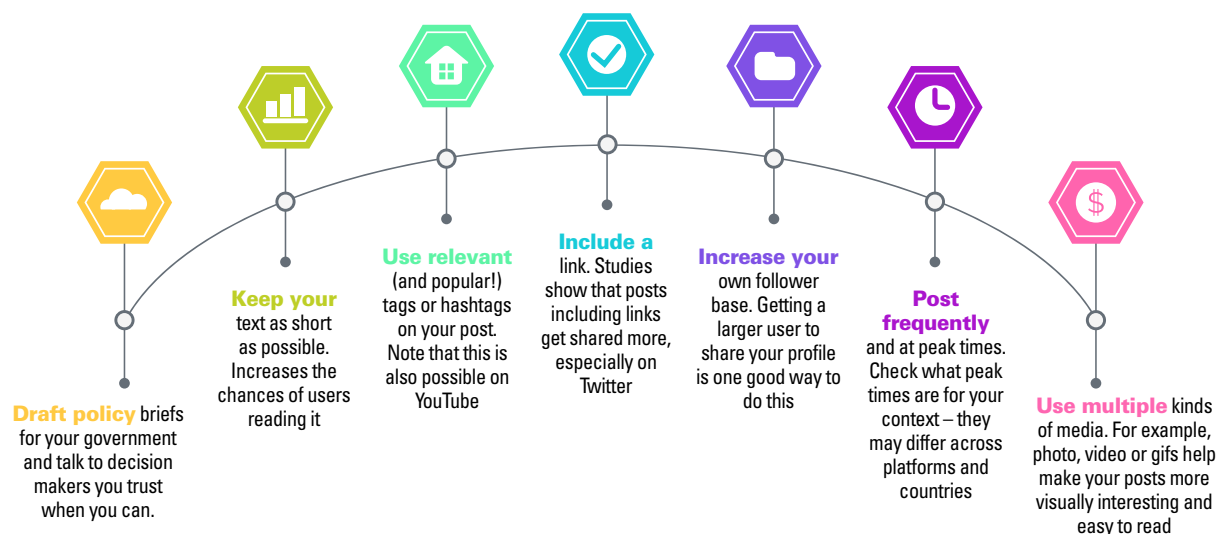
You can approach the National Human Rights Commission in your respective countries, like NHRC of India. Write to: complaints-nhrc@nic.in



Join a consortium to oppose new legislation that is not in line with Article 20 of the ICCPR. Many other organisations should already be involved. You should only need to feed in the minority or countering prohibited hate speech perspective.

Reaching more people with your content

The main thing is that your post will need to stand out in the ‘attention economy’ of social media and grab people’s attention in the milliseconds it will take them to scroll past it. That will then encourage the algorithm to show it to more people. Below, you will find some ways to increase the chances that your posts will be successful.



Courtesy: MRG

Conclusion

Look after your Team

Every Team member is important, so be connected to them, acknowledge their work and be understanding about their needs and maintain a good worklife balance.



Regardless whether they are minority or majority...

- May well be disturbed by what they are seeing and hearing when discussing the impact of hateful messages on people.
- May well be disturbed by the content that they are reviewing when monitoring hate or collecting material for lexicons

OFFER THEM opportunities to talk about their feelings. For volunteers, this should be built into training or briefings. For staff, this can be as a team, or it can be one-to-one with a trusted, skilled and qualified person.

PERSEVERE IN looking for the right person. It may be hard to find this person in your area, particularly if your issues are very sensitive.

REMEMBER TO include the cost for supporting your staff in your project budget. Defend the budget, when people want to spend it on something else, which they consider is more important. Keeping your people safe and ensuring their wellbeing has to be a priority.

MAKE SURE staff are trained on maintaining security online and offline. The highest security systems are only as strong as the weakest person operating or implementing them.

BEAR IN MIND that volunteers may have a lower level of knowledge about security and wellbeing and may be more reluctant to ask for help. They may also be more likely to take risks that put them in danger.

HAVE A CONTINGENCY plan in place to deal with a major security crisis or incident in the most security sensitive settings, e.g. a threat to your staff, a raid on your office, a major hack of your IT systems.

Courtesy: MRG

घृणा अपराधों (हेट क्राइम) की रिपोर्ट कैसे करें

पुलिस से

चरण 1: अपने निकटतम थाना से संपर्क साधें और मौखिक या लिखित रूप से मामले को दर्ज कराएं।

चरण 2: यदि आप मौखिक रूप से रिपोर्ट करते हैं, तो ड्यूटी अधिकारी इसे सामान्यतः या दैनिक डायरी में अवश्य दर्ज करेगा।

चरण 3: आप अपने साथ लिखित शिकायत की दो प्रतियां जरूर लाएं। इनमें से एक ड्यूटी ऑफिसर को दी जाएगी, जबकि दूसरी कॉपी आपको प्राप्ति सूचना के साथ वापस कर दी जाएगी।

चरण 4: पुलिस द्वारा मामला दर्ज करने के बाद आप प्राथमिकी पर हस्ताक्षर जरूर करें।

चरण 5: दर्ज की गई सभी सूचनाओं की पुनः जांच करने के बाद ही रिपोर्ट पर हस्ताक्षर करें।

चरण 6: आपको एफआईआर नंबर, तिथि और पुलिस थाने के नाम के साथ प्राथमिकी की एक प्रति दी जानी चाहिए।

जेईएम टीम के साथ

- जेईएम के हेल्पलाइन नंबर पर संपर्क करें: 9868952786, 7874012584, 9868926562, 9555711373, 9557639878
- जेईएम की वेबसाइट www.jem.org.in पर जाएं और वहां पर घटना का विवरण दर्ज करें
- अपने क्षेत्र के वकीलों/मानवाधिकार कार्यकर्ताओं से संपर्क करने का प्रयास करें

अगर पुलिस प्राथमिकी दर्ज करने से मना करे तो क्या करें?

यदि पुलिस प्राथमिकी दर्ज करने से मना करती है तो आप संबंधित पुलिस अधीक्षक को लिखित शिकायत भेज सकते हैं। इसके बाद यह सूचना तदनुसार दर्ज की जाएगी और उसकी जांच-पड़ताल की जाएगी।

प्राथमिकी कहां दर्ज कराई जा सकती है?

कोई भी व्यक्ति किसी भी थाने में प्राथमिकी दर्ज करा सकता है। यह आवश्यक नहीं है कि शिकायत उसी क्षेत्र में दर्ज की जाए जहां अपराध घटित हुआ है। निकटतम थाने में शिकायत दर्ज करने से आपके समय की बचत होगी और विलंब से भी बचा जा सकता है।

प्राथमिकी कौन दर्ज करा सकता है?

प्राथमिकी किसी भी व्यक्ति द्वारा घटित अपराध का विवरण देकर दर्ज कराई जा सकती है। शिकायतकर्ता केवल पीड़ित ही नहीं हो सकता है। यहां तक कि पुलिस भी किसी अपराध के खिलाफ स्वतः संज्ञान लेते हुए प्राथमिकी दर्ज कर सकती है।

जिन धाराओं के तहत घृणा अपराध की घटनाओं की शिकायत दर्ज कराई जा सकती है, वह भारतीय दंड संहिता (आईपीसी) की धारा 153ए, 153बी, 295ए, 298, 505(1) और 505(2) है।

नफ़्त انگिज़ ज़रम की اطلاع कैसे दी-

पुलिस के साथ

مرحله 1: قریبی پولیس اسٹیشن سے رجوع کریں اور کہیں کی زبانی یا تحریری طور پر رپورٹ کریں۔

مرحله 2: اگر آپ زبانی طور پر رپورٹ کرتے ہیں تو ڈیوٹی آفیسر کو اسے لکھ کر جنرل یا ڈپٹی ڈائری میں ریکارڈ کرنا چاہیے۔

مرحله 3: آپ کو تحریری شکایت کی دو کاپیاں ساتھ لانی ہوں گی۔ ایک ڈیوٹی آفیسر کو دیا جائے گا، جب کہ دوسرا آپ کو تسلیم کے ساتھ واپس کر دیا جائے گا۔

مرحله 4: پولیس کی طرف سے معلومات درج کرنے کے بعد آپ کو ایف آئی آر پر دستخط کرنا ہوں گے۔

مرحله 5: تمام معلومات کو دوبارہ چیک کرنے کے بعد، رپورٹ پر دستخط کریں۔

مرحله 6: آپ کو FIR نمبر، تاریخ اور پولیس اسٹیشن کے نام کے ساتھ FIR کی ایک کاپی دی جانی چاہیے۔

جے ای ایم ٹیم کے ساتھ

1. جے ای ایم کے ہیلپ لائن نمبر: 9868952786, 7874012584, 9868926562, 9555711373, 9557639878 پر کال کریں۔

2. JEM ٹی ویب سائٹ: www.jem.org.in پر جائیں اور واقعہ کی تفصیلات درج کریں۔

3. اپنے علاقے میں وکلاء/انسانی حقوق کے کارکنوں سے رابطہ کرنے کی کوشش کریں۔

اگر پولیس ایف آئی آر درج کرنے سے انکار کرے تو کیا کرنا چاہیے؟

اگر پولیس ایف آئی آر درج کرنے سے انکار کرتی ہے، تو آپ متعلقہ سپرنٹنڈنٹ آف پولیس کو تحریری شکایت بھیج سکتے ہیں۔ اس کے بعد اس معلومات کو ریکارڈ کیا جائے گا اور اس کی چھان بین کی جائے گی۔

میں ایف آئی آر کہاں درج کروا سکتا ہوں؟

کسی بھی پولیس اسٹیشن میں ایف آئی آر درج کروائی جاسکتی ہے۔ یہ ضروری نہیں کہ شکایت اسی علاقے میں درج کی جائے جہاں جرم ہوا ہو۔ قریبی پولیس اسٹیشن میں شکایت درج کروانے سے آپ کو وقت بچانے اور تاخیر سے بچنے میں مدد مل سکتی ہے۔

ایف آئی آر کون درج کر سکتا ہے؟

ایف آئی آر کوئی بھی ارتکاب جرم کی تفصیلات بتا کر درج کر سکتا ہے۔ شکایت کا اختیار صرف متاثرہ تک محدود نہیں ہے۔ یہاں تک کہ پولیس بھی کسی جرم کے خلاف ایف آئی آر درج کر سکتی ہے۔ جن سیشنز کے تحت نفرت انگیز جرائم کے واقعات رپورٹ کیے جاسکتے ہیں وہ ہیں IPC کی 153A،

Justice and Empowerment of Minorities (JEM) is an initiative of Jamiat Ulama-i-Hind, the country's oldest and largest socio-cultural organisation of Indian Muslims.

JEM's mission is to safeguard the human rights of country's minorities while countering hate speech targeted against them. It endeavours to collect, collate and present cases of harassment, in any form, perpetrated against the minorities by right-wing elements. It's aim is to promote Rule of Law and access to justice, equal rights, citizen's security and human rights, in addition to defending and empowering religious minorities, marginalised and persecuted individuals, groups and communities through Advocacy.

JEM's aim is to empower and provide justice and judicial assistance to the victims of such crimes, which could be categorised under 'Hate Crimes'. It further aims to strengthen the constitutional edifice of the country, which guarantees the rights and dignity of minority groups, apart from helping to build a vibrant, thriving and affluent India.

JEM publishes four Quarterly Reviews and an Annual Review every year, highlighting the hate crimes against minorities, and additionally responding to marginalisation and persecution of minorities, in addition to ensuring implementation of equal rights, justice and peace, religious tolerance and coexistence in the country.



JUSTICE AND EMPOWERMENT OF MINORITIES
(A Jamiat Ulama-i-Hind Initiative)

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