



Public Comment Appendix for

2023-39-FB-UA

Case number

Case description

In August 2023, a Facebook user posted a video showing armed men in Sudan detaining a person in the back of a military vehicle. The man, who is speaking Arabic in the video and is not the user who posted the content, identifies himself as a member of the Rapid Support Forces (RSF). He goes on to claim that the detained person is a drone signaller from another country who was assisting the Sudanese Armed Forces (SAF). The caption below the video, also in Arabic, accuses the RSF's opponents of collaborating with foreigners.

The man in the video claims they are pursuing the SAF leadership and their foreign associates in Sudan. The man states they remain loyal to their leader, Mohamed Hamdan Dagalo. The video includes derogatory remarks about foreign nationals and the leaders of other nations that are supporting the SAF.

In April 2023, fighting broke out in Sudan between the SAF and the RSF, a paramilitary group. Other groups have since joined the armed conflict, which has left [thousands dead and forced more than four million people to flee](#). The [UN has condemned](#) the violence and warned about the devastating impact on civilians and the humanitarian situation in the country. Meta designated the RSF as a Tier 1 terrorist organization on August 11, 2023, under its Dangerous Organizations and Individuals policy. The U.S. Treasury Department [sanctioned](#) Abdelrahim Hamdan Dagalo, an RSF figurehead, on September 6, 2023. According to Meta, he is the brother of Mohamed Hamdan Dagalo, who leads the RSF.

Shortly after it was posted, several Facebook users reported the content for terrorism, hate speech and violence. Due to a low severity and a low virality score, these reports were not prioritized for human review and the content was kept up on the platform. After the Board brought the case to Meta's attention, the company reviewed the post under its [Dangerous Organizations and Individuals](#) policy, removing it from Facebook.

The Board selected this case to assess the scope and enforcement of Meta's Dangerous Organizations and Individuals policy in an ongoing conflict in a

country where civic space is significantly restricted. This case falls within the Board's [strategic priorities](#), specifically Crisis and Conflict Situations.

The Board would appreciate public comments that address:

- Information on the RSF's treatment of hostages or prisoners of war, and how the use of social media that identifies them impacts their safety and exposes them to degrading and humiliating treatment and public curiosity.
- How the RSF and SAF are using social media to shape the narratives around the conflict, and whether Meta's designation of the RSF as a dangerous organization has impacted access to information and the safety of people in Sudan.
- How international humanitarian law (also known as the law of armed conflict) applies to Meta's moderation of posts showing identifiable prisoners of war and hostages.
- Meta's enforcement of its content policies for Arabic-language content about the conflict in Sudan, in particular video posts.
- Meta's prioritization of content for automated and human review in conflict situations, and the principles and factors that should guide the design of operations to ensure the most harmful content is reviewed and actioned.

As part of its decisions, the Board can issue policy recommendations to Meta. While recommendations are not binding, Meta must respond to them within 60 days. As such, the Board welcomes public comments proposing recommendations that are relevant to this case.



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The Oversight Board is committed to bringing diverse perspectives from third parties into the case review process. To that end, the Oversight Board has established a public comment process.

Public comments respond to case descriptions based on the information provided to the Board by users and Facebook as part of the appeals process. These case descriptions are posted before panels begin deliberation to provide time for public comment. As such, case descriptions reflect neither the Board's assessment of the case, nor the full array of policy issues that a panel might consider to be implicated by each case.

To protect the privacy and security of commenters, comments are only viewed by the Oversight Board and as detailed in the [Operational Privacy Notice](#). All commenters included in this appendix gave consent to the Oversight Board to publish their comments. For commenters who did not consent to attribute their comments publicly, names have been redacted. To withdraw your comment, please email contact@osbadmin.com.

To reflect the wide range of views on cases, the Oversight Board has included all comments received except those clearly irrelevant, abusive or disrespectful of the human and fundamental rights of any person or group of persons and therefore violating the [Terms for Public Comment](#). Inclusion of a comment in this appendix is not an endorsement by the Oversight Board of the views expressed in the comment. The Oversight Board is committed to transparency and this appendix is meant to accurately reflect the input we received.

2023-39-FB-UA

Case number

PC-24001

Public comment number

Europe

Region

Hussein

Commenter's first name

ادم

Commenter's last name

Arabic

Commenter's preferred language

DID NOT
PROVIDE

Organization

No

Response on behalf of
organization

Full Comment

عمل ممتاز للحد من اعلام قوات مليشيا الدعم السريع العنصريه

Link to Attachment

No Attachment

2023-39-FB-UA

PC-24004

Middle East &
North Africa

Case number

Public comment number

Region

Mishal

Amiri

English

Commenter's first name

Commenter's last name

Commenter's preferred language

DID NOT
PROVIDE

No

Organization

Response on behalf of
organization

Full Comment

The RSF has been illegally detaining, torturing and executing innocent civilians and using platforms as Facebook to stain those innocent victims as terrorists and wash their own image.

I strongly agree with your decision to restrict their access to your platform.

Link to Attachment

No Attachment

2023-39-FB-UA

PC-24005

Middle East &
North Africa

Case number

Public comment number

Region

Mozafar

Hamza

Arabic

Commenter's first name

Commenter's last name

Commenter's preferred language

DID NOT
PROVIDE

No

Organization

Response on behalf of
organization

Full Comment

I support you in blocking all RSF pages

Link to Attachment

No Attachment

2023-39-FB-UA

PC-24007

Middle East &
North Africa

Case number

Public comment number

Region

Eltayeb

Eltoum

English

Commenter's first name

Commenter's last name

Commenter's preferred language

DID NOT
PROVIDE

No

Organization

Response on behalf of
organization

Full Comment

Meta designation of the RSF was the right call it helped to stop misinformation carried by the RSF and their incitement of violence in sudan however other accounts are still active and political and field leaders are also creating new accounts or in some cases buying accounts and changing their names

Link to Attachment

No Attachment

2023-39-FB-UA

PC-24009

Middle East &
North Africa

Case number

Public comment number

Region

Asma

Mohammed

English

Commenter's first name

Commenter's last name

Commenter's preferred language

DID NOT
PROVIDE

No

Organization

Response on behalf of
organization

Full Comment

Since the war started on 15 of April 2023 in Khartoum because the RFS militia refused to merge in the Sudan army forces, since that RFS militia keep on doing horrific crimes against civilians and humanity, starting from rapes over 10,000 women's, killing innocent people, looting on everyone houses, stealing everything, destroying facilities, burning and destroying manufactures, companies, hospitals, even the civil organizations for children with cancer and disabilities get looted and destroyed by them. RFS militia committed a horrible genocide based on ethnic and race in darfur and Khartoum and they keep promising in their videos and media that's will be the faith of everyone one who stand against them.

More than 10,000,000 Sudanese citizens become refugees and when the citizens of Khartoum run to another state (Algazira state) searching for their safety the RFS militia followed them there even tho there is no army there and kept doing the same thing from killing, rapping, stealing and looting everything, that's why we believe RFS militia is fighting the citizens him/herself not the army and defiantly they will not bring us democracy as they claim.

There is a lot of documentations and reports for human rights watch and lot of organizations and officials news websites approved all the above.

Please note I attached a small video describe one from the many of this militia's crime's, thank you for giving us a chance to share our experience and for our voice to heard.

Link to Attachment

No Attachment

2023-39-FB-UA

PC-24010

Europe

Case number

Public comment number

Region

abobakr

Mohammed

Arabic

Commenter's first name

Commenter's last name

Commenter's preferred language

DID NOT
PROVIDE

No

Organization

Response on behalf of
organization

Full Comment

الدعم السريع مليشيا ارهابية تسرق و تقتل و تغتصب في شعبنا السوداني على مسمع و مرئي العالم .

اجتياح مدينة ود مدني في السودان من قبل الدعم السريع في الشهر الماضي اوضح دليل على اجرامهم

نرجو اغلاق جميع صفحات الدعم السريع و ادانت كل جرائمهم و من يتعاون معهم

Link to Attachment

No Attachment

2023-39-FB-UA

PC-24011

Middle East &
North Africa

Case number

Public comment number

Region

Ayman

Suliman

English

Commenter's first name

Commenter's last name

Commenter's preferred language

DID NOT
PROVIDE

No

Organization

Response on behalf of
organization

Full Comment

RSF The Rapid Support Forces are a terrorist militia that kills, robs, and terrorizes people

Link to Attachment

No Attachment

2023-39-FB-UA

PC-24012

Middle East &
North Africa

Case number

Public comment number

Region

Tariq

Mo

Arabic

Commenter's first name

Commenter's last name

Commenter's preferred language

DID NOT
PROVIDE

No

Organization

Response on behalf of
organization

Full Comment

قوات الدعم السريع هي قوات مليشيا ارهابية ترزع المواطنين الامنين وتحتل منازلهم وتجبرهم على اخلاءها تحت تهديد السلاح
...

اسرتي الان مشردة من ولاية لأخرى لأن الدعم السريع قام بترويعنا وطردها من المنزل

Link to Attachment

No Attachment

2023-39-FB-UA

PC-24013

Sub-Saharan
Africa

Case number

Public comment number

Region

Seedahmed

Ahmed

English

Commenter's first name

Commenter's last name

Commenter's preferred language

DID NOT
PROVIDE

No

Organization

Response on behalf of
organization

Full Comment

The RSF's treatment of hostages and prisoners of war, documented on social media, is alarming. The exposure of identifiable individuals on these platforms not only jeopardizes their safety but also subjects them to degrading treatment and public scrutiny. The RSF's use of social media to shape narratives around the conflict raises questions about the impact of Meta's designation of the RSF as a dangerous organization on the safety of people in Sudan.

Furthermore, it is distressing to note that despite Meta's efforts to restrict violent content, posts depicting RSF's unlawful activities, including kidnappings, looting, rape, and destruction of property, continue to circulate widely. The international community's failure to designate the RSF as a terrorist organization is perplexing, given the extensive evidence available on platforms like Facebook.

I commend Meta's current policies on RSF-related content, understanding the potential risk of recruitment and further violence. However, I urge Meta to enhance its efforts in restricting content related to RSF militiamen, considering the severe consequences on

the ground. Additionally, a faster response to content reported by Sudanese users would greatly contribute to the mitigation of harm.

Considering the urgency of the situation, I propose the creation of a specific hashtag that can be used by Sudanese users to flag violent content related to the RSF. This would streamline the reporting process and aid Meta in its content moderation efforts.

Lastly, the presence of fake accounts supporting the RSF on Facebook is deeply troubling. I implore Meta to intensify its measures to identify and remove such accounts promptly.

I appreciate your attention to these matters and look forward to seeing Meta take proactive steps to address the challenges posed by the RSF's activities on your platforms.

Link to Attachment

No Attachment

2023-39-FB-UA

PC-24014

United States &
Canada

Case number

Public comment number

Region

Mo

Hassan

English

Commenter's first name

Commenter's last name

Commenter's preferred language

DID NOT
PROVIDE

No

Organization

Response on behalf of
organization

Full Comment

The RSF militia has been rampaging Sudan throughout the past month. They've done multiple atrocities and crimes that could be classified as war crimes. Everything from terrorizing, looting , raping and straight genocides against the people of Sudan. They are the worst thing that happened in the history of the Sudan. Attached is a view of RSF fighters executing unarmed civilians. Viewers advise

Link to Attachment

No Attachment

2023-39-FB-UA

PC-24015

Middle East &
North Africa

Case number

Public comment number

Region

Withheld

Withheld

English

Commenter's first name

Commenter's last name

Commenter's preferred language

Withheld

No

Organization

Response on behalf of
organization

Full Comment

I am a Sudanese & British National. RSF is a paramilitary terrorist organisation that does not respect the dignity of humans. Their own testimonials & videos on various social media platforms provides evidence of their crimes. They continue to incite violence & threat other ethnicities with genocide. Our homes have been occupied by RSF soldiers and their families. Our own families have been displaced & those who are left behind are living under constant threats of murder, arrest, kidnapping, rape & theft. They have no access to essential life-saving medication or healthcare as RSF forces has looted and destroyed healthcare facilities. It continues to target doctors & other healthcare professionals. Children in RSF occupied areas have no access to clean running water, education, vaccination or healthcare. Many are struggling both physically & mentally. I hope Meta and various other social media platforms takes a firm stance against RSF & banns their propaganda videos and posts. Many of their senior personnel still post on FB. Please help Sudanese people against this barbaric gang of mercenaries.

Link to Attachment

No Attachment

2023-39-FB-UA

PC-24016

Middle East &
North Africa

Case number

Public comment number

Region

Saniya

Ali

English

Commenter's first name

Commenter's last name

Commenter's preferred language

DID NOT
PROVIDE

No

Organization

Response on behalf of
organization

Full Comment

RSF treatment of hostages has been inhumane and derogatory they can definitely be called a terrorist organization, They shouldn't be allowed a platform on Meta

Link to Attachment

No Attachment

2023-39-FB-UA

PC-24017

Middle East &
North Africa

Case number

Public comment number

Region

Mohammed

Salah

English

Commenter's first name

Commenter's last name

Commenter's preferred language

DID NOT
PROVIDE

No

Organization

Response on behalf of
organization

Full Comment

The is more much worse videos showing the RSF militia violations for human rights (I'm a witness for several cases) including but not limited to rape, shooting at point blank a civilians, looting homes and making homes a military bases, and I have'ed seen a several videos on META Facebook platform.

Please don't allow such

Violence content on Facebook and others meta platform if you prohibited this content ant the RSF, it will be a great help for the humanity and the safety of the platform users.

Thank you taking the right actions to contribute to the human rights.

Link to Attachment

No Attachment

2023-39-FB-UA

PC-24020

Latin America &
Caribbean

Case number

Public comment number

Region

Giovana

Fleck

English

Commenter's first name

Commenter's last name

Commenter's preferred language

Civic Media
Observatory

Yes

Organization

Response on behalf of
organization

Full Comment

In the ongoing war in Sudan, social media has become a space for military deception. The Rapid Support Forces and the Sudanese Armed Forces compete with each other to shape public opinion about the war through targeted campaigns on social media sites, including Facebook, raising concerns about information control and user safety. This commentary aims to highlight these practices and Meta's recent classification of the RSF as a "dangerous organization."

We consider Meta's removal of the official accounts of the RSF and other accounts associated with it, and describing it as a dangerous organization, to be a positive development, if we look at it from a purely legal and humanitarian perspective. However, in terms of impacts on the ground, we find that Meta has contributed indirectly in support of the SAF to control information and the narrative of the war, as Facebook is the most popular platform in Sudan.

This step caused a lack of diversity in information sources and also reinforced the presence of one single source of military information on Facebook, namely accounts

associated with or advocating for the SAF.

When examining the negative impact of this decision, we find that, for example, the citizens of Wad Madani needed to be made aware of the movement of the RSF towards the city, as the SAF's propaganda depicted that the army was in control of the area. However, after two days, the RSF took control of the city where more than 85,000 citizens displaced from the hell of war in Khartoum took refuge. These citizens put their lives in danger and made the displacement process difficult.

It is worth noting that the Rapid Support Forces were part of the Sudanese Armed Forces, and there have been numerous reports attesting that together they violated human rights and committed war crimes.

We judge that deciding to remove RSF's accounts, without considering the local context and consequences of the decision, will implicate harm against civilians. At the same time, maintaining such content online without any measures that identify it as harmful or as disinformation also implies violence. We recommend that pages, authors, and posts are properly identified for the risks they may generate and that they cannot be driven by influence campaigns. This will require increased monitoring of the region and investments in context-based moderation.

Sudan's social media landscape reflects the complexities of the ongoing conflict. As the online battle for control rages on, addressing the issues of narrative manipulation, information access, and user safety remains important.

[Link to Attachment](#)

No Attachment