



الهيئة العليا للاتصال السمعي البصري  
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## **HACA Launches a New Website to Better Inform the Citizens and Receive their Complaints**

10 Jan 2018

What is the High Authority for Audiovisual Communication? What are its missions and obligations? What is its position compared to that of the government and the parliament? What role does it play towards citizens? How can citizens complain to the HACA as media users? and what are the procedures they should follow to do so ?

To answer all these questions, HACA adopted all the new necessary regulatory and communication means, as it started by publishing, last March, a decision by the High Council of Audiovisual Communication that clarifies the required procedures to help receive and treat citizens' complaints.

This new website launched by the HACA on January the first has been witnessing an elaboration and a redesigning process for two years, in order to provide citizens interested in being updated about the institution or lodging a complaint, with an online access. Moreover, this new website, that underwent a two year conjunction of tests and design with the operators, offers them an extended online ability to exchange information and official correspondence, in addition to saving a special place, in this data bank, for a content of analysis and monitoring, per sector (radio & television) and per operator, statistics, economic data, press reactions, users tendencies, new technologies, and professional national and international meetings etc.

This platform - that allows media operators to receive instant technical alerts making the HACA intervene rapidly for help, in case of a broadcasting cutting off for instance, a radio frequency disturbance, or failures to meet current legal provisions - happens to be the facility bridging the HACA and the national audiovisual world, which helps advance our national regulation sphere - reaching today more than 10 years of experience - and a co-regulation which is a democratic choice distinguishing the audiovisual landscape among modern democracies with long experiences, sometimes of half a century in some countries, on regulation, media democratic development, and its freedom i.e. freedom of expression, and its basic key principle: an independent editorial line, responsible towards all institutions and peers, able to meet the audience's high expectations of a quality media, professionally and ethically, a goal that the HACA is determined to achieve constantly.

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## Links

[1] <https://www.haca.ma/en/javascript%3A%3B>