

# Moderation Guide & Policies

📌 **Moderation Tip:** Always look for reasons to approve, not reasons to remove!

## Before you start

Welcome to r/CBSE Moderation! We hope you will help make r/CBSE a better place! Please go through this document to get started with moderation.

Feel free to take help from Server Lords!

- Value your users. Value your good users. You are not supposed to make people frustrated with your moderation. There should always be a valid reason behind every moderator action taken.
- There is no fixed definition for good user. If a user is highly active and contributing to the engagement of a server, or if a user is an old user who has been associated with r/CBSE for a prolonged period of time, or if a user is helpful and/or polite towards others, they are a good user. Sometimes, exceptions can be made for good users.
- On the other hand, a problematic user would be someone who frequently breaks Rule 1, such as by repeatedly sharing racist or violent jokes.

r/CBSE role hierarchy (Amar, Crystals, Divine and Nashvar, explained later) depends upon multiple factors, including the activity, age, and contribution to the server.

Even moderation is different depending upon the roles. Nashvars can be temporarily banned on first or second offence. Divine are given 5-6 chances. Crystals may be given 10 or more chances within a given time period. Amar may not be banned unless absolutely necessary. But these numbers aren't absolute.

📌 Tip: Someone who has spammed gifs in chat 10 times will not be as harmful as someone who gave rape threats 1 time. Hence, moderator actions should be taken as per the harm caused by the comments.

## Mission, Vision and Values

The goal of r/CBSE is to create a friendly space where CBSE students (and students from other boards, or CBSE passouts) can interact.

Remember to always keep a balance between freedom of speech and safe space!

# Rules

r/CBSE rules can be found here: <https://cbse.tiiny.site/>. Please read the entire document and the appropriate sections before punishing anyone. *Note: Rules are ordered depending on their intensity*

## High Intensity

- Rule 1.4: Harassment or Bullying
- Rule 1.1:
  - Violence (threatening, encouraging or glorifying: intensity is in the same order) or
  - Suicide or Self-Harm (encouraging or glorifying: intensity is in the same order) or
  - Serious Crimes (Rape, Death, Assault) / Inappropriate Comments on Minors
- Rule 4.1: Personal Information/Doxxing, Intimate Media (Personal Pictures of anyone, without consent), Illegal Transactions
- Rule 2.4: IRL Disruption
- Rule 1.2: Hate Speech / Discriminatory Speech / Prejudice and Negative Stereotyping / Dog Whistling
- Rule 1.3: Politeness / Abuse / Dehumanisation / Namecalling
- Rule 2.2: Ban evasion / Impersonation / Brigading / AutoMod Circumvention; Rule 2.3: Spamming / trolling / Malicious Links
- Rule 4.2: Porn / Extreme Gore [Does not include Casual NSFW Discussion]

## Importance of Rule: Medium (Mix of Guideline and Rule)

- Rule 4.5: Politics rule [THIS RULE HAS BEEN CANCELLED. PLEASE READ THE DOCUMENT.]
- Rule 8: Misinformation / No Source

## Importance of Rule: Minor (Mix of Guideline and Rule)

No need to take moderation action everytime for these rules, just if user repeatedly refuses to listen. These rules may be forgiven for Amar/Crystal role (casual warn but no strict action)

- Rule 3.1: Channel and Message Relevance
- Rule 4.3: Self Promotion
- Rule 4.4: Fundraisers or Surveys
- Rule 7.1: Server feedback only in modmail channel.
- Rule 6.2: Use correct role.

## Strike Intensity

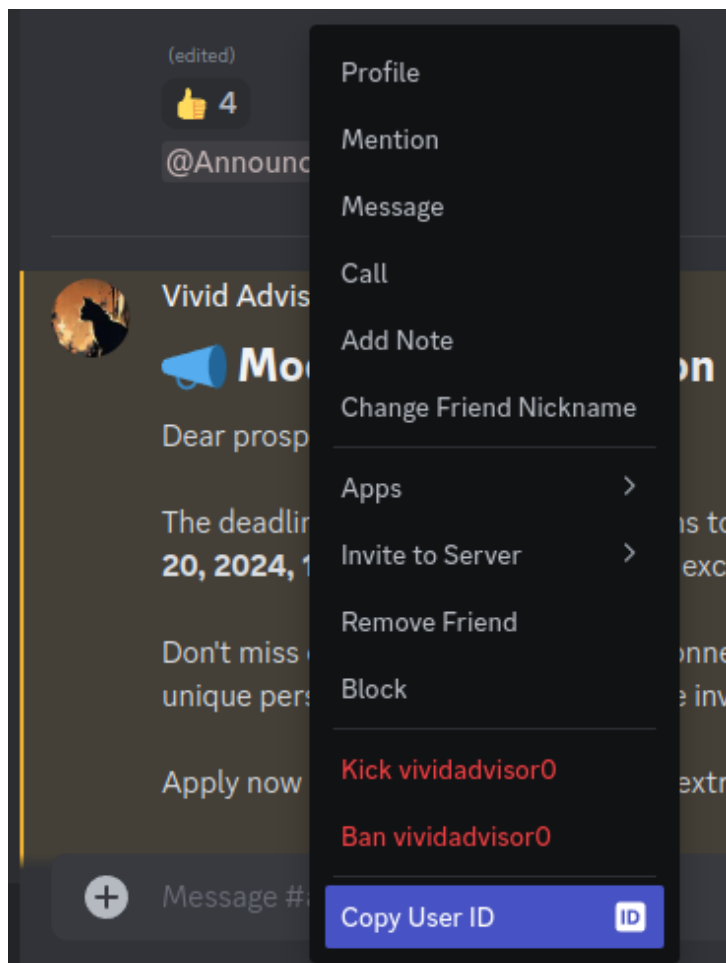
- Intensity 1: Harmless
- Intensity 2: Almost harmless
- Intensity 3: Somewhat harmful
- Intensity 4: Decently harmful
- Intensity 5: Extremely harmful

# Mod Notes

- First make sure the user is added in page.

In 'Nickname' field, you can set any nickname for the user. You are advised to keep the user's initial Discord nickname. This field is basically used to set a moderator nickname (since users change their Discord nicknames too frequently).

In **Discord User ID** column, enter the value that comes after 'Copy User ID' option.



If you cannot see this option, please check this out: <https://beebom.com/how-enable-disable-developer-mode-discord/>

In the **Reddit Username** column, you can fill their Reddit username. In the **Verification** column, enter the user's verification screenshot message link. This is explained later.

In the **Role** column, select the user's role. This is explained later.

In the **Date of Join** column, select the user's initial joining date. Do not modify this column if the user leaves and rejoins.

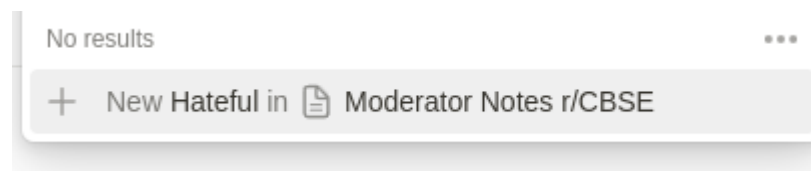
Using the **Notes** column, you can make Mod Notes.

To create a note

- Select the Notes column in the user. Type a very **short title** for the note. Refer screenshot for example titles.

➤ Mod Notes		+
	<div>📄 Helpful</div> <div>📄 Spamming</div> <div>📄 Hate speech</div>	
123	<div>📄 He's nice</div>	

- Click on Create New. The note will get added.



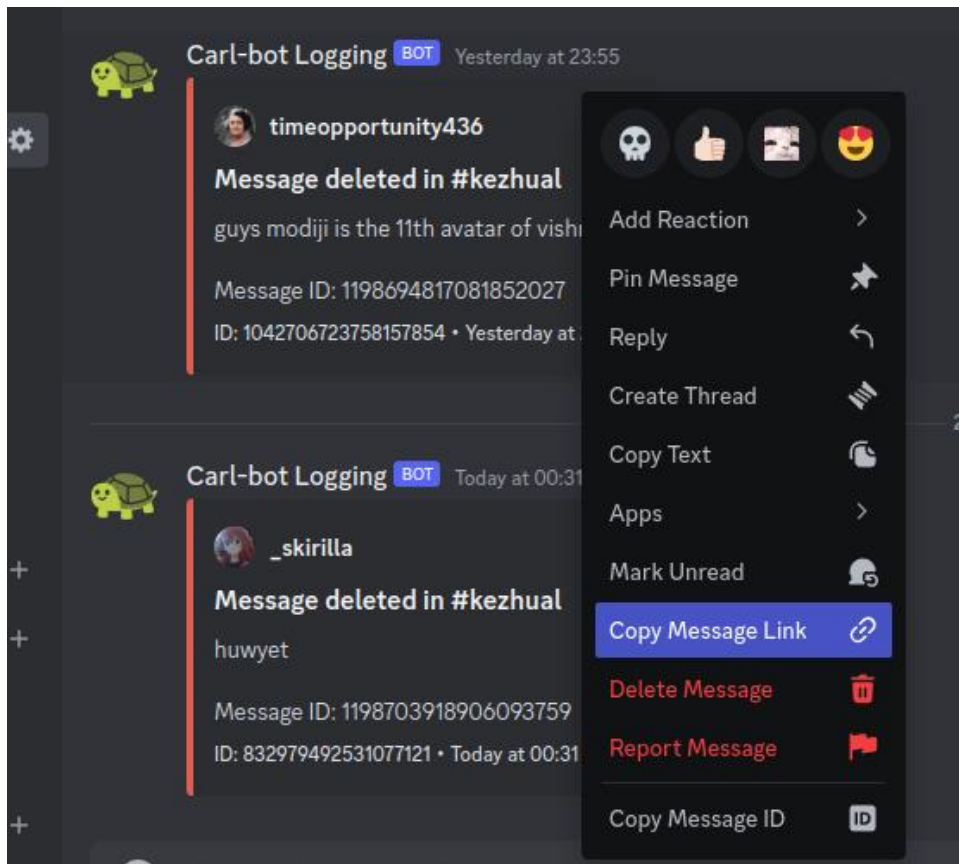
- Click on the note. You may now fill up the details.

**Note Type:** Good Contributor, Rule Violation (Minor), Rule Violation (Major), Potential Spam Watch, Potential Troll / Hate Watch

**Strike Number:** [Only applies in Rule Violation notes] The number of offences committed by the user

**Intensity:** Explained above

**Log link:** A link to the log of the message in #message-log channel. If there is no log and the message is still present, you can paste the message link as well.



☑ You must make a mod note with each mod action, whether informing in chat, warning, timing out, kicking, banning, etc.

## Mod Actions

- For every Minor or major rule violation, or if you think User is potential slammer / abusive, make a note.

Following actions can be taken

1. Casually inform OP in chat, that their behaviour is not permitted.
2. Use warn command.
3. Timeout or Hardmute
4. Kick/Ban

This is an example pattern. Please keep above sections in mind before taking action.

First Violation: Inform User, Casually Warn OR Warn using Command Second Violation: | Action - [Warn, Temp Hard Mute, Timeout, Temp Ban] Third Violation | Action - [Warn, Timeout, Temp/Long Hardmute , Temp Ban, Long Ban]

**Minimum three strikes for ban [exceptions always apply]**

Do not ban at first site. Do not ban because you don't like the user.

**No permanent bans at all - use 999day ban as equivalent.**

On an average, 7-8 strikes should be a good time to ban. But it is not compulsory

It's fine if you want to forgive the user and not take mute/kick/ban actions. But always **create mod notes in Notion**.

## Commands

Tip: You can choose to use #mod-bots channel for warns, timeouts and hardmutes; or do in public (to instil fear). However, you are **required** to make a moderator note with every moderator action, and that must be done only in the #mod-bots channel. Each moderator note must mention the **Rule number** (refer homepage for the rule link) as well as the **Strike** number

## Settings

# MODERATION COMMANDS: CARL BOT

### WARN

*Warning* +warn <@437808476106784770> <REASON>

*Viewing warns* +warns <@437808476106784770>

*Remove Warning* +removewarn (warnid) +removewarn 103

[**Note:** Warn ID can be found through warns command]

*Delete all warnings* +clearwarn @Arcane#7800

### TIMEOUT

*Give Timeout* +timeout @Arcane#7800 15m Shitposting [**Note:** Members remain in the server, but cannot message until the specified time]

*Remove Timeout* +removetimeout @Arcane#7800

### DETENTION

*Punish user to Detention* +hardmute @Arcane#7800 15m Shitposting

*Remove user from Detention* +unmute @Arcane#7800 15m Shitposting

[**Note:** Members remain in the server, but cannot view any channels except the detention channel. DO NOT FORGET TO SPECIFY A DURATION WHILE RUNNING THIS COMMAND!]

### KICKING

*Kick* +kick @Arcane#7800 <Reason> [**Note:** Kicking removes the user from server, they can join again through link]

## BANNING

*Ban* +ban @Arcane#7800 365d <Reason> [**Note:** Ban completely stops them from rejoining the server again. Always specify time for banning: m for minutes, h for hours and d for days]

*Unban* +unban @Arcane#7800 good

*Softban* +softban (user) (reason) +softban @Arcane#7800 IDIOT [**Note:** Similar to kick. It bans a user, and immediately unbans them, but user think they are banned]

## Slow Mode Channel: Dyno Bot

*Slowmode Channel* ?slowmode channel #bakchodi 5s

[**Note:** Common Slowmode for everyone- if one person messages, no one will be able to message again until the specified time]

*Slowmode Discord* ?slowmode discord #bakchodi 5s

[**Note:** Individual for each user - If one person messages, they need to wait again until the specified time]

## Voice Channel Moderation

5. **DEFEAN (VC)** defean (user) ?defean @Arcane#7800 ?undefean @Arcane#7800

## Bots Information

*Carl* [PREFIX: +]

- Auto role *Rules Not Accepted*
- Manage Nashvar reaction role
- Send welcome message, welcome DM and leave message.
- Starboard
- Moderation: Warn, Timeout, Ban
- Chat Purge
- Logs, Modlogs

*Dyno*

[PREFIX: ?]

- Slowmode
- Av command
- ~~AFK~~: Discontinued

*MEE6*

[PREFIX: !]

- Automatic Reminder in cant-access-server
- Levelling

*JOCKIE MUSIC*

[PREFIX: .]

## Roles

Roles is a ladder.

A user is first needed to choose channel access roles upon joining the r/CBSE server.

Once they cross a minimum activity level and their social media is verified, they become Divine.

After becoming highly active, they become Crystals.

Last, if they make exceptional contribution to the server, they become Amar.

📌 Tip: Users must not have multiple of these together.

### **Amar**

*Powers:*

- Cannot be banned by moderators (unless extreme, with the consent of admins/Dictator)
- Can only be banned after two Server Lords collectively decide (or one server lord, with the consent of admin/Dictator)
- Include all powers given to Divine/Crystals.

*Eligibility* This role has to be given to very few selective, trusted people. It is a badge of honour and shouldn't be given randomly. User should have contributed something special to the server.

- Not be a toxic user.

*Granting Amar*

Amar can be granted by server lords, but only after consent of an admin.

Monitors can propose Amar to server lords.

*Removing Amar*

Amar can be removed after the consent of two server lords or one admin. Amar can be removed if the user has minimum 2 strikes or is extremely toxic.



### **Crystals Powers:**

- An intermediate between Amar and Divine. It can be used for both recognition and activity. Two Server Lords' consent is needed for crystals, better to inform admin or Dictator.
- Include powers given to Divine.

### *Eligibility*

- Must be level 30.
- Must not

**Divine** These are verified as well as active people. Their social media info must be collected in **eligibility-confirmation** channel and stored in the **user notes**.

### *Granting divine*

All active users, who have verified their social media can be granted Divine. Minimum level in Mee6 should be 20. All Moderators can grant divine without needing further approval

### *Removing Divine*

All moderators are allowed to remove Divine, if user turns inactive.

Channel access roles are the most basic roles. Automatically accessible in **Channels & Roles**.

## Special Roles

OG 100 club - first 100 users of server

User of the Month

Booster (automatically managed)

### **Competition Winners**

Meme Lord

Nerd

### **Other**

Eligibility Testing: Role to be granted before giving them Divine.

## Self Roles

- Announcement Pings
- VC Ping

- *Identity Roles*
  - Class (passepartout, class 12, class 11, class 10, class 9)
  - Subjects (humanities, pcm, pcb, commerce)
  - Gender (he/him, she/her, they/them)

*Chat Reviver: When chat dead & Chat Killer*

- Memer
- VC Singer

*Study Helper roles:*

Science Helpers – Class 11 & 12

Commerce Helpers – Class 11 & 12

Humanities Helpers – Class 11 & 12

General Helpers – Class 11 & 12

Class 10 Helpers

Class 9 Helpers

Class 8 Helpers

## Mod Roles

- Dictator: Server Owner
- Admin: Admins of this server, mainly Reddit mods. They have ultimate power.

No new moderator can be appointed without the approval of Dictator or two senior admins.

- Reddit CBSE Moderators: No permissions, just symbolic role for reddit mods
- Server Lords: Server Lords: Head mods, they have permission to view mod logs as well assign the Amar/Crystals/Divine role and other special roles. They manage young mods. All mod applications must go to the Server Lords first. They people who they shortlist should finally reach the admins/dictator for final approval.
- Server Monitor: **Role is given to all moderators who are moderating**
- Grievance Committee (explained later)
- Trial Mod: new and young mods
- VC ki Mummy / Papa: VC moderator (mute, defean and move permissions only), cannot access mod chats but can access mod vc.

## Punishment Roles

- In Detention
- No Nickname Permissions

# Grievances

Introducing r/CBSE Grievance Committee, new step taken to ensure fairness and accountability in this server.

This committee will be a neutral one, independent from the moderators and any public pressure. They will act as buffer between moderators and members, to avoid conflicts.

You are not supposed to disturb them for small things, only if you are not able to sort out in modmail . If you waste their time don't complain if they don't revert.

Work of grievance committee is to see the rules, and then listen to both sides (mod and user). Finally come to conclusion if the action taken was appropriate or not. Grievance committee is not supposed to interfere in everyday modding work, only in case of major fights.

When creating a post in grievances please try to be as descriptive as possible - mention your problem clearly like what issues are you facing, which user(s) & mod(s) are responsible for it & how is it impacting you and this server.

Please do note that issues reported in grievances will be deeply investigated and actions will be taken based on the conclusion and the final decision.

Misusing this channel will result in action against the user who has misused the channel.

# Modmails

New modmail system is set-up for Monitors and Lords to check the concerns of normal members. It is recommended to check these mails regularly to ensure that members so feel suppressed.

# New Moderators Hierarchy

As the Dictator/Owner of the server have retired from the server a new mods hierarchy is being set-up:

Server Admin – Currently there are 2 admins. They are the current heads of the server in absence of the owner and have jurisdiction over everything in the server.

Server Lords – Currently there are 2 lords. They are below the admins in terms of jurisdiction and final decisions but still have a major say in final mod actions.

Server Monitors – Currently there is 1 permanent monitor and 1 trial monitor. They are below lords and are suggested to take major actions only after consulting lords or admins.

# Policy for Content Outside CBSE server

- r/CBSE does not entertain or bother about private servers or group chats spun off from it.
- Moderators are free to join any such servers. However, they must **not discuss private moderation topics** there, and they **must not get influenced by the content in those chats**, to take action in r/CBSE.
- For mods discussion, moderators are encouraged to use the #mods-chat and #mods-discussion channels within r/CBSE itself, and not any private DMs.
- If the private server is a CBSE-hate server, especially one which may be used to raid r/CBSE, then all of its members automatically get disqualified from the Amar or any mod roles in r/CBSE. Apart from them causing any harm to r/CBSE in any ways, r/CBSE moderators may not care about such private groups or get worried.
- If a person reports about being harassed or bullied about another member from r/CBSE member in their private DM, it is upto moderator discretion whether to take action or not.

## Underage Policy

Special protections apply to those who are aged 13 or 14 years old. Stricter moderation will be done for those who trouble them.

## Leave Policy

📅 Moderators are recommended to occasionally take some time off!

Monitors are requested to inform Server Lords **in the server** (not DM) when taking off.

Server Lords are recommended to report to Dictator every few days.