

seen **problem in this crowd**. **Blocking people** out of view is used as the **default way** to wade through this chaos. But a more **constructive way** needs to be found.

a) Ways to **deal with online abuse**:

1. **Engage**: It is always preferable to engage. **Information is best tool for breaking stereotypes**. Although it may not work always and **can lead to frustration** as highlighted in the given case.
2. **Disengage**: **Avoid** contact with **abusive individuals**. Over time, such a tactic can limit the delinquents to their own circle. This **disincentivizes trolling** behavior which thrives on attention.
3. **Block**: This should be avoided on difference in opinion as it prevents discourse and evades conversations. But it is **useful** when someone is targeted with **digital hounding**, or targeting someone's group identity such as race, religion, nationality etc.
4. **Complain**: In **egregious cases** and unlawful offenses such as threats to life and safety, doxing etc. one must file an **official complaint**. Such a complaint can be filed with the **grievance officer** of the **social media platform, the local police, or cyber police**. Having an officer for grievance redressal has recently been mandated for large social media platforms in India under the new **IT Rules 2021**.
5. **Avoid technological dependence**: **Treat digital platforms** as **options** which can be used among many. **Choose alternatives** when an online platform fails to provide safe and conducive environment e.g., in the given case an alternate online platform for playing chess can also be used.

b) **Values for online behavior**:

**Current** social media behavior is marked by the **values of egocentrism, irresponsible anonymity and shallowness**. Social media need to add following **positive values** to transform their character for pleasant experience:

1. **Cosmopolitanism**: People must see each other as part of a **global digital community**, beyond their racial and national identities. Such an outlook **promotes openness and liberal values**. It is especially important for social media platforms which serve to link people across nations.
2. **Kindness and Empathy**: Avoid conduct motivated by desire to hurt. Wide adoption of these values can **limit online abuse** to a large extent.
3. **Privacy**: Privacy in the online world aids **protection from targeting**. **Anonymity** is an important aspect of it. **Doxing** is its antithesis.
4. **Responsibility**: Users must practice an **internal locus of control** in online behavior. It is likely to be **more effective** in changing the nature of discourse on social media than any externally imposed regulation.

Values of online and offline world are **not completely different**, but they **interact in interesting ways, for example**:

1. **Anonymity** is a part of value of **privacy** in online world. It **expands free speech** specially against authority. It is also valued in offline world as can be seen in the **Whistleblowers Protection Act 2014** in India and similar legislation in other countries.
2. **Responsibility is linked with freedoms** in India through reasonable restrictions as per constitutional statute. But the online world is **spread across sovereign limits** with varying standards of freedoms and liabilities. The **notion of responsibility thus changes in online world**.
3. **Cosmopolitanism outlook** overlooks sovereign boundaries as it sees people as part of a world community. This can lead the **social media** platforms to **seeing themselves as super-national entities**. As a consequence, the **values** of owners of **social media platform** become