Chapter IV

THE METHODOLOGY FOR MONITORING

Monitoring of Informational Resources
(Official Web-pages) of Public Authorities in Georgia
RESEARCH (MONITORING) METHODOLOGY

The presented research is based upon methodology of monitoring of official web-pages of state organizations developed by a non-governmental, non-commercial organization “Institute for Information Freedom Development” based in the Russian Federation (www.svobodainfo.org).

The Institute has a longstanding practice and experience in monitoring official web-pages of state organizations and assessment of their transparency. The Institute, together with the National Security Archive, George Washington University, Washington DC. (http://www.gwu.edu/~nsarchiv/), is one of the first partners of our organization.

The methodology approved by the “Institute for Development of Freedom of Information” has been improved and adjusted to the Georgian reality. New approaches have been developed taking into consideration the competencies and specific nature of work of the Executive Authorities of Georgia. We have also defined the quantitative and qualitative characteristics of transparency of current activities of the Executive Authorities of Georgia.

ASSESSMENT CRITERIA

Each parameter was attached a social importance coefficient during the research (K-value). According to the research methodology this coefficient defines the value of specific information and the level of social interest towards it. It is necessary to define the mentioned coefficient because all parameters can not be qualitatively equal from the point of view of social importance. For example, the exact postal address of location of a state agency is much more important that instruction about how to reach this address by municipality transport. Social importance coefficient is defined by one qualitative index from three (1, 2 or 3).

For the purpose of final assessment the circumstances have been analyzed which define the limits of competence, functions and tasks of each state agency. Those parameters have been also defined by which we should not have assessed websites. Finally, the obtained index/coefficient is defined as necessity of placement of particular information on the official website of the state agency ($K_{necessity}$).
As the parameter assessment criteria quantitative and qualitative characteristics of information have been selected:

- **Existence/Inexistence of information**;
- **Completeness of information**;
- **Availability of information**;
- **Up-to-dateness of information**.

Placement or non-placement of information on the official website is defined by existence coefficient \((K_{\text{existence}})\). The coefficient reflects the quantitative characteristics of information and it may have one index from two (1 - information is shown on the website or 0 - no information is found on the website).

The information completeness coefficient \((K_{\text{completeness}})\) defines how fully this or that information is reflected in the data published on website. The coefficient may have one of the three indices according to information completeness:

- High level of completeness (70-100%) - \(K_{\text{completeness}} = 1\) (data on the parameter are provided in detail and information is presented in full);
- Average level of completeness (30-70%) - \(K_{\text{completeness}} = 0.5\) (data on the parameter are presented in a required amount, but information is not placed in complete amount or the required amount of data is presented but information is not placed in complete amount);
- Low level of completeness (5-30%) - \(K_{\text{completeness}} = 0.2\) (information on the parameter is scarce and superficial).

Up-to-dateness of information implies the quality of the value of information by the moment of its obtaining. The coefficient depends on changeability of dynamics of its characteristics and the interval of time passed after the event. Up-to-dateness is determined by coefficient \((K_{\text{up-to-dateness}})\) and may have one of three indexes based on the quality of the information up-to-dateness:

- High level of up-to-dateness - \(K_{\text{up-to-dateness}} = 1\) (texts of official speeches and statements, data about official events, official visits and working meetings are current (no later than during 7 days). Information about activities of state authorities, plans of activities, reports, descriptions of development programs, information about regional target programs development and budget, reviews of applications from citizens, tenders and trading operations carried out are presented on a real-time basis);
- Average level of up-to-dateness - \(K_{\text{up-to-dateness}} = 0.85\) (texts of official speeches and statements, data about official events, official visits and working meetings placed are late for 14 days. The information about activities - plans of activities, reports, descriptions of development programs, information about programs development and budget, reviews of applications from citizens, tenders and trading operations carried out reflects the situation of the last year);
- Low level of up-to-dateness - \(K_{\text{up-to-dateness}} = 0.7\) (texts of official speeches and statements, data about official events, official visits and working meetings are older than 14 days. The information about activities - plans of activities, reports, descriptions of development programs, information about program
development and budget, reviews of applications from citizens, tenders and trading operations carried out reflects the situation of more than one year).

Availability of information implies the quality of simplicity of searching information on the website. Availability is defined by coefficient ($K_{availability}$) which may have one of three indexes based on the quality of information availability:

- High quality of availability - $K_{availability} = 1$ (information is placed comfortably for users, in the logical part of the website, in thematic blocks, it is easily searchable);
- Average quality of availability - $K_{availability} = 0.95$ (search is complicated, information is placed in the logical part, but it is badly structured and it is difficult to search in the entire amount of information or it is spread all over the website and it not conveniently grouped at a corresponding page);
- Low level of availability - $K_{availability} = 0.9$ (search is very complicated, information is placed in the illogical part, information can be found only from the text of other documents or information can be searched by using search function or a website map).

Information amount coefficient ($K_{amount}$) represents the existence of direct information on website and does not depend on qualitative characteristics of information. $K_{amount}$ is calculated by the following formula:

$$K_{amount} = K_{completeness} \times K_{existence}$$

Information quality coefficient ($K_{quality}$) reflects all qualitative indexes of information and is calculated by the formula:

$$K_{quality} = K_{completeness} \times (K_{up-to-dateness} + K_{availability} - 1)$$

Total coefficient of social value of information ($K_{total}$) is calculated by the formula:

$$K_{total} = K_{value} \times K_{amount} \times K_{quality}$$

Total coefficient of information reflects all characteristics of parameters selected by experts.

Transparency coefficient of official website of each state authority ($K_{transparency}$) is calculated by the formula:

$$K_{transparency} = \frac{\Sigma_{total}}{\Sigma (K_{value} \times K_{necessity})}.$$  

Information transparency quality reflects the arithmetic mean of total coefficients of information transparency of state authorities.
Methods for Monitoring

As noted above, the IDFI working group has selected official websites of the Ministries of Georgia and those of Legal Entities of Public Law (LEPL), existing, according to internal regulations of the mentioned Ministries within their frameworks, as their monitoring object.

A monitoring process went for five months; it started in the August of 2010 and finished in the December of 2010. Official websites of 15 Ministries and 33 LEPLs of Georgia could be observed in the Internet at that time. Due to some independent reasons, it was impossible to evaluate websites of the following Public Authorities (hereinafter referred to as PA) within the given period: the Ministry of Sport and Youth Affairs of Georgia (www.msy.gov.ge). No separate official website of the Ministry existed at that time. Instead, it existed in the form of a separate department under the Ministry of Culture, Monument Protection and Sport of Georgia, presently named as the Ministry of Culture and Monument Protection of Georgia; LEPL Basic Sapling Forestry (www.sanerge.com) under the Ministry of Environment Protection and Natural Resources of Georgia (the website of the LEPL was under construction at that time); LEPL Eurasian Transport Corridor Investment Centre (www.trrc.ge) under the Ministry of Regional Development and Infrastructure of Georgia (the website of the LEPL was under construction at that time); LEPL National Investment Agency (www.investingeorgia.org) under the Ministry of Economic Development of Georgia (the former website of the LEPL gave more an impression of a website for commercial purposes rather than a website of a PA as a structural governmental body; LEPL National Accreditation Centre (www.gac.gov.ge) under the Ministry of Economic Development of Georgia (the website of the LEPL was under construction at that time); LEPL The School of Administration after Zurab Zhvania (www.zspa.ge) under the Ministry of Education and Science of Georgia (the website of the LEPL was under construction at that time).

We should note again that the IDFI working group has selected those LEPLs directly pointed out in the internal regulations describing the systems of their respective Ministries and therefore did not envisage those having only indirect implication in the texts of the internal regulations and/or without any implication therein being under a state control of a respective Ministry. In order to acquire a more complete picture and given the official websites be existent, those LEPLs, which have not been monitored this time, can be monitored on a transparency of their respective web-sites in the future.

The present research based on the previous IDFI research of 2009 had the following goals:

- To improve an information transparency evaluation spreadsheet;
- To evaluate information available on the official websites of the Ministries and those of the LEPLs under the Ministries;
- To determine efficiency of the contents of information available on the websites;
- To prepare and submit recommendations on deficiencies identified during the monitoring process.
The present IDFI research can be divided into two stages shown below:

**RESEARCH STAGES**

- **Improvement of the evaluation spreadsheet of PA web-site transparency**
- **Preparation and submission of recommendation papers to PAs**
- **DETERMINATION OF PA OFFICIAL WEBSITES INFORMATION TRANSPARENCY RATE AND IDENTIFICATION OF PA WEB-SITES INFORMATION DEFICIENCIES**
- **PROVISION OF ASSISTANCE BY SUBMITTING ADDITIONAL RECOMMENDATIONS TO INTERESTED PAs**

**DETERMINATION OF PA OFFICIAL WEBSITES INFORMATION TRANSPARENCY RATE (STAGE 1.1.).** The methods used by IDFI in 2009 were again used this time to determine information transparency rate that is information transparency quality of Public Authorities. Like the previous year, the valuation criteria were the same this year too, namely: Information Availability/Unavailability, Information Completeness, Information Accessibility, Information Topicality. Total coefficients have been determined for the information available on the web-sites.

**IDENTIFICATION OF PA WEB-SITES INFORMATION DEFICIENCIES (STAGE 1.2.).** The mentioned stage pursued two goals: firstly, detailing the identified deficiencies in writing and their further analysis will contribute to the identification of either positive or negative trends as for PA web sites information transparency and secondly, the identified deficiencies in writing will serve as a good precondition for the preparation of corresponding recommendations.

**PREPARATION AND SUBMISSION OF RECOMMENDATION PAPERS TO PAs (STAGE 2.1.).** Preparation of a recommendation list to be submitted to PAs is based upon the arrangement of the identified deficiencies in order of thematic blocks. Recommendations have been submitted to each of the corresponding PAs in the form of a document using an IDFI letterhead.

**PROVISION OF ASSISTANCE BY SUBMITTING ADDITIONAL RECOMMENDATIONS TO INTERESTED PAs (STAGE 2.2.).** PAs, which showed interest in the submitted recommendations and received additional assistance for the aim of increasing transparency of their websites, were as follows:

1. LEPL National Centre for Diseases Control and Public Healthcare after L. Sakhvarelidze under the Ministry of Labour, Health and Social Affairs of Georgia;
2. LEPL National Environmental Agency under the Ministry of Environment Protection and Natural Resources of Georgia;
3. LEPL National Bureau of Enforcement under the Ministry of Justice of Georgia;
4. LEPL Security Police Department under the Ministry of Internal Affairs of Georgia;
5. LEPL Enterprise Management Agency under the Ministry of Economic Development of Georgia.

The working group also made a detailed presentation of recommendations to LEPL State Procurement Agency, which is an independent organ permanently accountable to and acting for the Government of Georgia. The assistance consisted in a presentation made according to a list of recommendations prepared for the above-mentioned LEPLs and if it came to an optimization of the Agency’s website, the working group would see to an adjustment process according to introduced standards.

The criteria used in the evaluation spreadsheet to determine the transparency rate of the Ministries and their LEPLs have been harmonized with information standards applied by the PAs for their websites. Evaluation standards/parameters are listed in order of thematic blocks as follows:

Evaluation parameters according to Thematic Blocks:
I. General Information about PAs;
II. PA Structure/System;
III. PA Information Resources;
IV. PA Scope of Activities;
V. PA Legal Acts and Rule-Making Activities;
VI. PA Operation Rules for the Aim of Ensuring Rights, Freedom and Legal Interests of Natural and Legal Persons;
VII. PA State Procurement, State Property Privatization and Contracting Processes;
VIII. PA Personnel Recruitment;
IX. PA Financing and Expenses;
X. PA Information Perception Simplicity Criteria;
XI. Additional Parameters of Importance;
XII. PA Web-Sites Negative Contents and Functions.
List of Abbreviations

LEPL  Legal Entity of Public Law
PA    Public Authority
SO    Superior (Controlling) Organ
PAEC  Public Authority of Equal Competence
SU    Structural Unit (of Public Authority)
TU    Territorial Unit (of Public Authority)
CAB   Coordinating and Advisory Body (of Public Authority)
FM    Foreign Mission (of Public Authority)
SSA   State Sub-Agency

PA Official Web-Sites

Information Evaluation Parameters

Thematic Block 1

General Information Concerning PAs

1.1. Information Concerning PA Directorship
   1.1.1. PA Director’s full name, a photo and a complete biography (CV);
   1.1.2. PA Director’s competences (rights and obligations) description; A Higher Official authorized to appoint and/or dismiss a PA Director;
   1.1.3. PA Director’s contact details: working e-mail, Reception Office (or Assistant Director’s) telephone and fax numbers;
   1.1.4. PA Deputy Directors’ (Acting Director’s) full names, photos and complete biographies;
   1.1.5. PA Deputy Directors’ (Acting Director’s) competences (rights and obligations) description; Description of scopes of responsibility and fields of supervision of PA Deputy Directors; In case of the Ministries, information about PA Deputy Director acting as a Parliamentary Secretary; A Higher Official authorized to appoint and/or dismiss a PA Director;
   1.1.6. PA Deputy Directors’ contact details: working e-mails, Reception Offices (or Assistant Deputy Directors) telephone and fax numbers.

1.2. PA General Contact Information
   1.2.1. PA full and brief (abbreviations) names;
   1.2.2. PA official website marking;
   1.2.3. PA name, legal successor of which is the given PA;
   1.2.4. PA postal address (including a postal index);
   1.2.5. PA Reception Office location (premises location map);
   1.2.6. PA Public Relations Office telephone numbers or a hotline numbers (if available);
   1.2.7. PA system complete contact directory (PA structural and territorial units telephone, fax, e-mail and addresses directories);
1.2.8. PA fax number;
1.2.9. PA e-mail;
1.2.10. PA natural and legal persons reception and work schedule.

1.3. Information Concerning Superior (Controlling) Organs (SO)
1.3.1. SO full and brief (abbreviations) names available on a PA website;
1.3.2. SO web link available on a PA website.

1.4. Information Concerning State Sub-Agency (SSA) (in case of the Ministries)
1.4.1. SSAs full and brief (abbreviations) name list available on a Ministry website;
1.4.2. SSAs web links available on a Ministry website.

1.5. Information about LEPLs (in case of the Ministries)
1.5.1. LEPLs full and brief (abbreviations) name list available on a Ministry website;
1.5.2. LEPLs web links available on a Ministry website.

1.6. Information Concerning Public Authorities of Equal Competence (PAEC)
1.6.1. PAECs full and/or brief (abbreviations) name list;
1.6.2. PAECs web links available on PA websites.

1.7. Information Concerning PA Affairs
1.7.1. PA operating history from the date of formation;
1.7.2. PA competences, scopes of operation, functions, goals and tasks description.
2.1. General Information Concerning PA Structure/System
2.1.1. PA system structure (structural tree) and description.

2.2. Information Concerning PA Structural Units (SU)
2.2.1. SUs’ list;
2.2.2. SU competences, functions and goals description;
2.2.3. SU Director’s full name, a photo, a complete biography;
2.2.4. SU Director’s competences (rights and obligations) description;
   A Higher Official authorized to appoint and/or dismiss a SU Director;
2.2.5. SU Director’s contact details: working e-mail, Reception Office (or Assistant Director’s) telephone and fax numbers;
2.2.6. SU e-mail;
2.2.7. SU telephone number.

2.3. Information Concerning PA Territorial Units (TU)
2.3.1. TUs’ list;
2.3.2. TU competences, functions and goals description;
2.3.3. TU Director’s full name, a photo, a complete biography;
2.3.4. TU Director’s competences (rights and obligations) description;
   A Higher Official authorized to appoint and/or dismiss a TU Director;
2.3.5. TU Director’s contact details: working e-mail, Reception Office (or Assistant Director’s) telephone and fax numbers;
2.3.6. TU web link available on a PA website;
2.3.7. TU postal address (including postal index);
2.3.8. TU Reception Office location (premises location map);
2.3.9. TU e-mail;
2.3.10. TU telephone number;
2.3.11. TU fax number.

2.4. Information Concerning PA Coordinating and Advisory Body (CAB)
2.4.1. CABs’ list;
2.4.2. CAB competences, functions and goals description;
2.4.3. CAB structure and staff;
2.4.4. CAB minutes of meetings;
2.4.5. CAB meeting decisions.

2.5. PA Foreign Missions (FM)
2.5.1. FMs’ list;
2.5.2. Information about FMs formation and description of their main activities;
2.5.3. FM Director’s full name, a photo, a complete biography;
2.5.4. FM Director’s contact details: working e-mail, Reception Office (or Assistant Director’s) telephone and fax numbers;
2.5.5. FM postal address (including postal index);
2.5.6. FM telephone number;
2.5.7. FM fax number;
2.5.8. FM e-mail;
2.5.9. FM Reception Office location (premises location map);
2.5.10. FM web link available on a PA website.

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**Thematic Block 3**

**PA Information Resources**

3.1. List of PA-controlled information systems for public use (databases, databanks, cadastres, registers etc.);

3.2. Description and application rules of PA-controlled information for public use;

3.3. Possibility to apply PA-controlled information systems for public use;

3.4. List of PA-controlled information systems for limited use;

3.5. Description and application rules of PA-controlled information systems for limited use;

3.6. PA Register for incoming and outgoing correspondence;

3.7. Description of procedures for registering, reception, forwarding and reviewing of requests from natural and legal persons to access PA information resources;

3.8. Description of services and acceptance procedures with regard to PA-offered information.
4.1. Information about PA Director’s Current Activities
4.1.1. PA Director’s speeches, addresses, statements and briefings texts;
4.1.2. PA Deputy Directors’ speeches, addresses, statements and briefings texts;
4.1.3. PA Director’s duty calls;
4.1.4. PA Deputy Directors’ (Acting Director’s) duty calls;
4.1.5. PA Director’s participations in events;
4.1.6. PA Deputy Directors’ participations in events.

4.2. Information about PA Activities
4.2.1. Annual statements/reports about PA activities;
4.2.2. Information reviews about PA activities;
4.2.3. Information about major indicators reflecting current situations with regard to main PA activities and their development dynamics;
4.2.4. Description of development plans pertaining to specific PA-ruled fields;
4.2.5. PA forecasts;
4.2.6. Official statistical information collected and processed by PA;
4.2.7. Data concerning interaction of PA with other PAs (state and local government bodies, LEPLs), political and professional unions and other organizations;
4.2.8. Data concerning interaction of PA with international organizations;
4.2.9. Data concerning PA probation, attestation, training, qualification, educational courses or seminars.

4.3. Information about State Programs
4.3.1. List of state, goal-oriented etc. programs of which PA is a customer, an implementer or a party in whatever way participating in execution thereof;
4.3.2. Data concerning events taking place within state, goal-oriented etc. programs of which PA is a customer, an implementer or a party in whatever way participating in execution thereof;
4.3.3. Yearly reports about execution of state, goal-oriented etc. programs of which PA is a customer, an implementer or a party in whatever way participating in the execution thereof.

4.4. Information about Participation in Project Implementation
4.4.1. A project list of which PA is an implementer;
4.4.2. Data concerning events taking place within the frameworks of projects of which PA is an implementer;
4.4.3. Yearly reports about projects of which PA is an implementer.

4.5. Information about Audits
4.5.1. Information about PA-performed audits;
4.5.2. Information on audits performed in PA.
4.6. Information Concerning PA Notifications about Emergencies and Responses Thereto
4.6.1. List of PA notifications about emergencies and responses thereto;
4.6.2. Recommendations for PA with regard to notifications to be made about emergencies and responses thereto.

4.7. Information about Procedures for Appeals against Activities Performed (and/or Abstinence from Activities to be Performed) and Decisions (Legal Administrative Acts) Taken by PA or Directors thereof
4.7.1. Description of administrative procedures for appeals against activities performed (and/or abstinence from activities to be performed) and decisions (legal administrative acts) taken by PA or Directors thereof;
4.7.2. Description of administrative procedures for filing a lawsuit against activities performed (and/or abstinence from activities to be performed) and decisions (legal administrative acts) taken by PA or Directors thereof;
4.7.3. Reviews of court cases (texts of court decisions, decrees, resolutions, orders and information pertaining to entering into force thereof etc.) of which PA or a Director thereof is a party;
4.7.4. Texts of court decisions not in favour of PA.

4.8. Information Concerning PA Expertise
4.8.1. Description of PA expertises;
4.8.2. Outcomes of PA expertises.
5.1. Legal Acts Defining Competence, Tasks, Functions and Principles of PA Activities (Legislative and Sub-Legislative Acts, Internal Routine, Government Resolutions and Legal Acts Issued by the President of Georgia, Individual Administrative Acts/Orders Issued by a Minister)
5.1.1. Texts of legal acts in force governing PA activities (internal regulations, internal routine and other legal acts).

5.2. Legal Acts Governing Activities of Organs Superior to PA and Those of PA Structural Units
5.2.1. Texts of legal acts in force governing activities of Organs superior to PA and those of PA Structural Units (internal regulations, internal routine and other legal acts).

5.3. Legal Acts Governing Activities of PA CABs
5.3.1. Texts of legal acts governing CAB activities (number of members, description of procedures for member appointment and dismissal, frequency of meetings, description of organ’s functions, decision-taking procedures, procedures for electing a director, term of office, description of functions etc.).

5.4. Legal Acts Governing PA System (Organizational Structure)
5.4.1. Texts of legal acts in force governing SU’s main tasks, competences and activities;
5.4.2. Texts of legal acts in force governing TU’s main tasks, competences and activities;
5.4.3. Texts of legal acts in force governing SSA’s main tasks, competences and activities;
5.4.4. Texts of legal acts in force governing LEPL’s main tasks, competences and activities.

5.5. PA Legal Acts, Legal Successor of which is the PA in Question
5.5.1. Texts of corresponding legal acts.

5.6. Legal Acts Governing the Rules of Creation and Use of PA Information Resources as well as General Issues of e-Governance
5.6.1. Corresponding legal acts in force.

5.7. Legal Acts’ Projects Pertaining to PA Scope of Activities and/or Competences
5.7.1. Texts of corresponding legal acts’ projects;
5.7.2. Explanation cards enclosed to legal acts’ projects.

5.8. Sub-Legislative Acts’ Projects Pertaining to Issues Related to PA
Scope of Activities and/or Competences
5.8.1. Texts of corresponding sub-legislative acts’ projects;
5.8.2. Explanation cards enclosed to sub-legislative acts’ projects.

5.9. Legal Acts Pertaining to PA Scope of Activities (Governance)
5.9.1. Texts of corresponding legal acts;
5.9.2. Text of the Constitution of Georgia.

5.10. Legal Acts of the President of Georgia Pertaining to PA Scope of Activities (Governance)
5.10.1. Texts of corresponding legal acts.

5.11. Legal Acts of the Government of Georgia Pertaining to PA Scope of Activities (Governance)
5.11.1. Texts of corresponding legal acts.

5.12. Administrative Acts of a Minister and a PA Director Pertaining to PA Scope of Activities (Governance)
5.12.1. Texts of corresponding legal acts.

5.13. Legal Acts Pertaining to Approvals of Programs of which PA is a Customer, an Implementer or a Party in Any Respect Participating in Execution Thereof

5.14. Legal Acts Governing the Rules of Applications to a PA and Rules of Requesting Information

5.15. Legal Acts Governing the Rules for Awarding by PA the Rights of Usage, Rights Pertaining to Licensing, Accounting and Registering, Authorizing and Accrediting, Declaring and Legalizing or Other Forms of Public Activities and Governance to Ensure Rights, Freedom and Legal Interests of Natural and Legal Persons by Taking Due Account of State and Society Interests
5.15.1. Texts of corresponding legal acts.

5.16. Legal Acts Governing the Procedures of PA Services and Issues Related to Prices for Offered Services
5.16.1. Texts of corresponding legal acts.

5.17. Legal Acts Governing PA Procedures for Review of Law Violation Notifications
5.17.1. Texts of corresponding legal acts.

5.18. Legal Acts Governing PA Procedures for Holding Tenders, Contests and Other State Procurement Operations
5.18.1. Texts of corresponding legal acts.

5.20. Legal Acts Governing PA Officials’ Rules of Conduct (Code of Behaviour)
5.20.1. Texts of corresponding legal acts.

5.21. Legal Acts Governing PA Procedures for Appointments to and Contests for Public Positions

5.22. Legal Acts Governing PA Procedures for Conducting Probation, Attestation, Training, Qualification, Educational Courses or Seminars
5.22.1. Texts of corresponding legal acts.

5.23. Legal Acts Governing Issues Pertaining to PA Notifications about Emergencies and Responses Thereto
5.23.1. Texts of corresponding legal acts.
6.1. General Information
6.1.1. Materials pertaining to explanations for natural and legal persons with regard to PA scope of competence (consultations, explanations, notifications etc.);
6.1.2. PA reviews of natural and legal persons’ appeals.

6.2. Reviews of Natural and Legal Persons’ Appeals Pertaining to General Issues
6.2.1. Description of PA procedures for review of natural and legal persons’ appeals pertaining to general issues;
6.2.2. Description of PA procedures for and terms of reviews of natural and legal persons’ appeals pertaining to general issues;
6.2.3. Availability of an option enabling to send an appeal from a PA website.

6.3. PA Activities Pertaining to Information Freedom / Public Information Disclosure
6.3.1. Full name and position of a PA officer responsible for ensuring a free access to public information;
6.3.2. Contact details (working e-mail, telephone and fax numbers) of a PA officer responsible for ensuring a free access to public information;
6.3.3. Legal acts pertaining to request for, access to, provision of, refusal for the provision of, classification of information and other freedom-of-information-related issues;
6.3.4. Availability of administrative complaints and information request forms/samples for downloading on a PA website;
6.3.5. Data concerning appeals against PA refusals to provide public information (texts of decisions, decrees, acts, court orders, information about enforcement thereof etc.);
6.3.6. Data concerning a number of PA permissions to provide or to refuse to provide public information;
6.3.7. Data concerning a number of General Administrative Code requirements violations by public officers and a number of disciplinary measures taken against them;
6.3.8. Availability on a PA website of complete annual reports submitted to the President and the Parliament of Georgia in accordance with Clause 49 of the General Administrative Code of Georgia.

6.4. Awarding Natural and Legal Persons Rights to Use, Rights Pertaining to Licensing, Accounting and Registering, Authorizing and Accrediting, Declaring and Legalizing or Other Forms of Public Activities and Governance to Ensure Rights, Freedom and Legal Interests of Natural and Legal Persons
6.4.1. Data concerning licensing and other activities related to the Government;
6.4.2. Description of entities according to categories authorized to appeal to a PA to perform licensing and other activities related to the Government;
6.4.3. Description of terms of validity for licensing and other activities related to the Government;
6.4.4. Information concerning prices to be paid for attaining rights to perform licensing and other activities related to the Government;
6.4.5. Description of a procedure for refusal to perform licensing and other activities related to the Government or suspension of the rights thereof;
6.4.6. Description of procedures for application (including contact information) by natural and legal persons for rights to perform licensing and other activities related to the Government;
6.4.7. Application forms approved by the Laws of Georgia and necessary to perform licensing and other activities related to the Government;
6.4.8. Application forms’ fill-in manuals;
6.4.9. List of necessary documents to be provided for each manual;
6.4.10. List of requirements pertaining to documents to be submitted;
6.4.11. Payment details fees and other charges;
6.4.12. Full names of PA officers responsible for performing licensing and other activities related to the Government;
6.4.13. Contact details (telephone numbers, e-mails) of PA officers responsible for performing licensing and other activities related to the Government;
6.4.14. PA natural and legal persons’ reception and work schedule pertaining to licensing and other activities related to the Government.

6.5. Law Violation Notifications (Cases on Rights Violation etc.)
6.5.1. PA law violation notifications’ reception procedures (cases on rights violation etc.).
Thematic Block 7
Information Concerning PA State Procurement, State Property Privatization and Contracting Processes

7.1. Information Pertaining to Bids
7.1.1. A data list pertaining to announced bids;
7.1.2. A web link to a page containing data on bids;
7.1.3. PA and SU bid plans.

7.2. Information Concerning Signed Contracts
7.2.1. List of administrative (legal) contracts concluded between a PA and natural/legal persons and/or the PA and other PAs;
7.2.2. Terms and condition of the administrative (legal) contracts concluded between a PA and natural/legal persons and/or the PA and other PAs.

Thematic Block 8
PA Personnel Recruitment

8.1. List of available PA vacancies;

8.2. List of qualification requirements of candidates for PA vacancies (theoretical and practical experience, necessary skills);

8.3. Procedures for appointing to PA vacancies;

8.4. Procedures for conducting contests for PA vacancies;

8.5. Procedures for applying for PA vacancies by candidates;

8.6. Contest outcomes for PA vacancies (pointing out reasons for (in case of approval) posting candidates’ personal data on a PA website) (legal act terms and conditions, other forms of approval etc.);

8.7. Description of procedures for submitting claims against the rules and outcomes of the contests for PA vacancies.
Thematic Block 9  
PE Financing and Expenses

9.1. Information concerning PA allocations from a state budget;

9.2. Information concerning PA revenues and expenses, budget performance and budget allocations (in case of a budget authority).

Thematic Block 10  
Evaluation Criteria for Information Perception  
Simplicity

10.1. Availability of a sitemap on a PA website;

10.2. Alphabetical directory of sections and articles on a PA website;

10.3. Availability of a quick-search function on a PA website;

10.4. Availability of an enhanced-search function (parameter filter, search by date, search by titles and text words etc.);

10.5. Availability of a legal-acts search function referring to a legal acts database on a PA website;

10.6. Indications to downloadable text, audio, video etc. file formats on a PA website;

10.7. Indications to downloadable text, audio, video etc. file sizes on a PA website;

10.8. Availability of a “print-version” function on a PA website.
11.1. Availability of a PA website in browser registers (Google; Yahoo);

11.2. Availability of a newsreel section for PA activities;

11.3. Availability of interactive receipt forms for fees and other charges (possibility to fill in and print out forms from a PA web-site);

11.4. Possibility to download a user fee and other payment receipts including all relevant banking details from a PA website;

11.5. Possibility to fill in and print application forms pertaining to licensing and other activities related to the Government from a PA website;

11.6. Possibility to save copies of application forms pertaining to licensing and other activities related to the Government onto a user’s technical device in a file format allowing him/her to fill in and/or print those forms independently;

11.7. Availability of an interactive application form (possibility to fill in and send an application form from a PA website);

11.8. Availability of download options for programs allowing users to open the application forms;

11.9. Possibility to observe information updates;

11.10. Possibility to download news;

11.11. Availability of a forum;

11.12. Availability of a “Questions asked” and “Questions answered” or “Frequently Asked Questions” heading;

11.13. Availability of a public opinion heading;

11.14. Availability of foreign language options for website’s major sections;

11.15. Division of a PA website according to target group interests;

11.16. Availability of PA terms dictionary;

11.17. Availability of an e-mail of a web-administrator or a person/
division responsible for proper functioning and information update tracking on a PA website;

11.18. Possibility to establish online contacts with users (via Skype, Facebook etc.).

Thematic Block 12
PA Web-Sites’ Negative Contents and Functions

12.1. Availability of services’, goods’ etc. commercials (either direct or indirect) for natural and legal persons.