	Indicator type	Observations or details
Security and protection of personal data		
Policy/notice for the use of personal data	(0, 1)	It should be visible on the first page (usually in the footer)
Use of cookies (warning)	(0, 1)	Log in from an Incognito or Private tab to see if there is a cookie warning
The site is secure and has valid certificates (https)	(0, 4)	If the website name has https in front and has a valid certificate. I have also attached to the email examples of what secure, partially secure or non-secure connections look like in chrome and firefox. The page gets 4 points if it is completely secure.
ergonomics		
Page design	(0, 1, 2, 3, 4)	You like it? You do not like it? Is it easy to read or find information? 0 is the weakest grade, 4 the best.
Navigation scheme	(0, 1, 2, 3, 4)	Usually, the rules of ergonomics say that the navigation buttons should be at the top of the page or at the top and left.
Fonts and colors	(0, 1, 2, 3, 4)	Does the site use too many types of fonts? Letters too big? Too small? Too many colors? Unreadable color combinations? Or is it all very well thought out?
Recent and visible updates	(0, 1)	Can you tell from the first page if the site has been updated recently? Does it write the date somewhere? Is the date of the articles visible (at least one new piece of information in the last month)?
Search/Search	(0, 1)	Is there a search button? Does it work? Try it with something you need to find anyway, like your org chart or asset statements.
Site Map		(0, 1)	Does the website have it? Does it work?
Category in the menu dedicated to online/digital services	(0, 4)	Can you reach the online services in one click? Either from the menu or from a separate button on the front page.
Accessible site	(0, 4)	Are there tools to give people with disabilities a better experience using the site?
Adapted for mobile (responsive design)	(0, 4)	Use this site: https://search.google.com/test/mobile-friendly?utm_source=mft&utm_medium=redirect&utm_campaign=mft-redirect It will tell you if the town hall website is mobile friendly.
Content		
Information about the city hall location and public working hours	(0, 1)	Can you find this information?
Contact information for main departments	(0, 1)	Is there contact information for city hall departments?
Minutes or minutes of local council meetings	(0, 1)	Can you find this information (up-to-date)?

Budget information	(0, 1)	Is the town hall budget published (for the current year)?
Organizational Chart	(0, 1)	Can you find this information?
Information about staff and department heads	(0, 1)	At least information about who runs the departments.
Information about local councilors (who they are, cv, contact information, activity)	(0, 1, 2, 3, 4)	Information about the local councilors (0 if they are not there, 1 if it is only their name, 2 if we also have a CV, 3 if they also have contact details, 4 if we also have information about their activity)
Building permits	(0, 1)	Can the list of issued building permits be consulted?
City development strategies or plan	(0, 1)	Is there a current city development strategy present on the website?
Strategy or chapter related to digitization (e-gov, smart city)	(0, 1)	Is there a strategy or a chapter related to e-government, smart city, digitization?
Site in multiple languages	(0, 1)	The site is translated into several languages (there is no need to translate the entire site: for example, if the English version is aimed at tourists, it may contain less information).
Downloadable forms	(0, 1, 2, 3, 4)	Do they have them? How many? Can they be found in one place or are they spread across the pages of the site.
Online forms	(0, 1, 2, 3, 4)	Tdo they have them? How many (Cluj-Napoca City Hall, for example, has more than 140)?
Open datasets	(0, 1, 2, 3, 4)	Do they have them? How many Cluj City Hall has 7, for example.
Wealth statements	(0, 1)	Can you find this information?
Information on public procurement	(0, 1)	Can you find this information?
Online presentation of draft local council decisions	(0, 1)	Can you find this information?
Online services		
Payment of duties and taxes	(0, 4)	Can taxes and fees be paid online? Through their own platform or through giseul.ro, it doesn't matter.
Payment of fines	(0, 4)	Can fines be paid online? Through their own platform or through giseul.ro, it doesn't matter.
Notifications and complaints (on the website or through dedicated applications)	(0, 1)	Can notifications or complaints be sent? Either directly through a form on the site, or through a separate site or application (like MyCluj, for example).
Online document tracking	(0, 4)	Can the route of submitted documents be tracked?
Other services offered online	(0, 1)	Are there other online services?
Other payments offered online	(0, 1)	Other payments can be made online (for example, parking passes, passes, etc.)
Information of public interest (law 544/2001) online	(0, 1)	Can requests for public interest information be submitted online?

Mobile applications	(0, 1)	Do they have their own smartphone apps?
Percentage of employees in the IT department		Calculate the percentage of employees in the IT department (however it is called: computerization, digitization, information technology, etc.) in relation to the total number of employees of the town hall in the organizational chart (without adjacent institutions such as the Local Police, Libraries, hospitals, etc.)
Citizen participation and involvement		
Scheduling or conducting online hearings	(0, 1)	Is it possible?
Comments or messages	(0, 1)	Can citizens add comments or send messages to the town hall or departments?
Newsletter	(0, 1)	Do they have it?
Participatory budgeting	(0, 4)	Is there a Participatory Budgeting platform? Is it active (an edition has been organized in the last 12 months)?
Online chat	(0, 1)	Do they have it?
Surveys and questionnaires	(0, 1)	Do they have them?
Active social media accounts	(0, 4)	Do they exist and are they updated (within the last 2 months)?
Audio or video recordings	(0, 1)	Do they have them?
Online debates or comments on draft decisions	(0, 1)	Can comments be posted on draft CL decisions? That is, is there real public consultation before adoption?