

PROPOSED ENGAGEMENT SCHEDULE AND AUDIT SUMMARY MATRIX

Accessibility, Usability and Gender Equity Audit for MDAs Gender and Disability Development Centre (GDDC)

1. Introduction

The Gender and Disability Development Centre (GDDC) proposes the following engagement schedule for the conduct of the Accessibility, Usability and Gender Equity Audit across all Public Institutions offering services to the Citizens.

The audit engagements will be undertaken over a nine-week period, from 9th February to 10th April 2026, and will inform the GEDI Awards 2026 nominations review and verification process.

2. Engagement Period

Audit Window:

9th February 2026 – 10th April 2026

The schedule is structured to ensure:

- Adequate preparation by MDAs/Public Institutions;
- Efficient coordination and minimal service disruption;
- Consistent and fair assessment across institutions.

3. Proposed Phased Engagement Schedule

Phase	Period	Key Activities	Institutional Involvement
Phase I: Notification & Confirmation	9 – 13 Feb 2026	Issuance of engagement letters, confirmation of participation, nomination of institutional focal persons	All MDAs, PUBLIC INSTITUTIONS, AND NGOS
Phase II: Desk Review & Pre-Audit Preparation	16 – 27 Feb 2026	Submission of documents, policies, service charters, ICT and HR information; preliminary digital review	Designated MDA focal persons
Phase III: On-Site / Virtual Audit Assessments	2 – 27 Mar 2026	Physical accessibility assessments, service usability reviews, interviews, verification of systems and practices	MDAs/PUBLIC INSTITUTIONS (as scheduled)
Phase IV: Validation & Clarifications	30 Mar – 3 Apr 2026	Clarification meetings, validation of preliminary findings, data verification	Selected MDAs/PUBLIC AND NGOS
Phase V: Analysis & Reporting	6 – 10 Apr 2026	Final scoring, report writing, internal quality assurance, GEDI Awards verification input	GDDC Audit Team

4. Engagement Modality

Audit engagements shall be conducted through:

- On-site assessments at MDA headquarters and key service points;
- Virtual engagements, where appropriate, for desk reviews and validations;
- Hybrid arrangements depend on institutional size and complexity.

Specific engagement dates for each MDA will be confirmed directly with the designated institutional focal person.

5. Institutional Coordination Requirements

Each MDA will be requested to:

- Appoint a primary audit focal person;
- Facilitate access to relevant facilities, documents, and staff;
- Coordinate internal schedules to support smooth engagement;
- Participate in validation discussions where required.

ACCESSIBILITY, USABILITY AND GENDER EQUITY AUDIT MATRIX SUMMARY **GENDER AND DISABILITY DEVELOPMENT CENTRE (GDDC)**

Audit Domain	Key Focus Areas	Assessment Methodology	Outputs / Evidence
Physical Accessibility	Entrances, ramps, lifts, washrooms, signage, emergency exits, service counters etc..	On-site inspection using standardized accessibility checklists	Accessibility compliance score, photos, observations
Digital Accessibility	Websites, portals, e-services, mobile apps, assistive technology compatibility	Desk review and functional testing	Digital accessibility score, compliance gaps
Communication & Information Accessibility	Signage, public notices, alternative formats, inclusive language	Observation, document review	Communication accessibility findings
Service Usability & Customer Experience	Service flow, waiting areas, staff responsiveness, feedback mechanisms	Observation, user experience review	Usability score and service improvement actions
Gender Equity & Equality	Policies, leadership representation, gender-responsive services	Policy review, interviews, data analysis	Gender equity score and analysis
Disability Inclusion & Reasonable Accommodation	Employment inclusion, accommodations, staff awareness	Interviews, document review, observation	Disability inclusion score and gaps
Governance, Policy & Compliance	Policies, compliance frameworks, monitoring systems	Desk review, management interviews	Governance & compliance score

Methodology Summary

- Desk review of policies, plans, and digital platforms
- On-site physical and service assessments
- Key informant interviews and staff consultations
- User experience feedback and validation
- Scoring, analysis, and internal verification

Key Matrix Outputs

- Institutional audit scorecard
- Findings and gap analysis
- Actionable recommendations
- Verification input for **GEDI Awards 2026**

6. Conclusion

This proposed schedule is designed to ensure a transparent, structured, and efficient audit process, while allowing MDAs sufficient time for preparation and engagement. GDDC looks forward to the cooperation and partnership of all MDAs in advancing accessibility, usability, gender equality, and disability inclusion in public service delivery.

Issued by:
Gender and Disability Development Centre (GDDC)