

PSDA Service Lab — Co-Designing Georgia's 112 Emergency Service with Deaf Citizens

Digital Inclusion · Good practice · Georgia

Quality score: 76/100

Evidence strength: Strong

Summary

Georgia's public-service innovation lab ran a design-thinking process with the Union of Deaf of Georgia to rebuild the national 112 emergency line, producing a free 24/7 SMS/video-relay service that won a 2016 EENA award for disability inclusion.

Key dimensions

Dimension	Score
Innovation level	4/5
Sustainability (ongoing)	1/1
Evaluation evidence	0/1
Demonstrated reach	1/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-09-08

[Public Service Development Agency \(PSDA\) Service Lab, with UNDP Georgia and the Union of Deaf of Georgia](#) — accessed 2026-09-08

[UNDP Georgia — Loud and clear: Rethinking service design in Georgia](#) — accessed 2026-09-08

[Agenda.ge — Georgia's Emergency Service 112 wins global prize for innovative services](#) — accessed 2026-09-08

[Georgia Today — EENA Awards 112 Georgia for Best Innovative Efforts in Disability Support](#) — accessed 2026-09-08

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