SERBIA

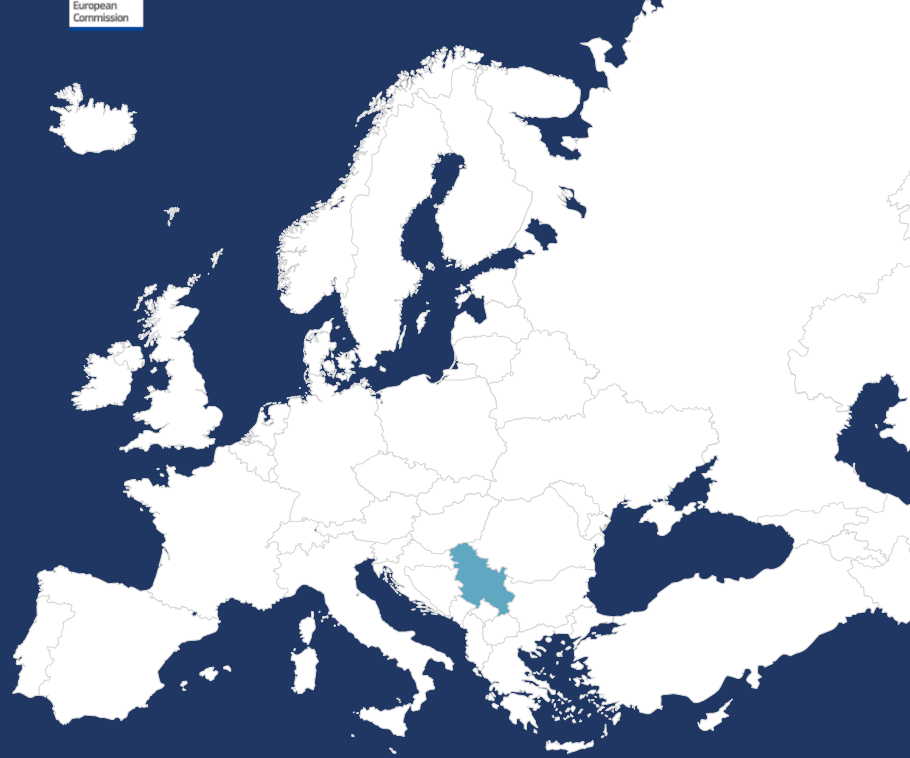## Digital Public Administration Factsheet 2024

Main developments in digital public administrations and interoperability

JULY 2024

HIGHLIGHTS - KEY PROJECTS

- The government of the Republic of Serbia initiated the ePaper Programme 2023-2025, aiming to decrease the administrative burden, optimise and digitalise procedures, inventory administrative requirements, and enhance the digital service infrastructure. The Programme targets further efficiency gains and cost savings, with 3 191 services available on the relevant portal, and significant optimisation and digitalisation achievements already accomplished.

- Structural Reform 2 within the Economic Reform Programme focuses on enhancing the regulatory framework and infrastructure for a knowledge-based economy. It aims to cultivate a competitive global presence by fostering innovation, and supporting projects like the BIO4 Campus, and science and technology parks, as well as initiatives such as Ložionica and GovTech. The reform comprises four measures: developing biosciences, fostering startup ecosystems, nourishing talent and creative industries through Ložionica, and establishing infrastructure for innovative IT solutions.

Key figures

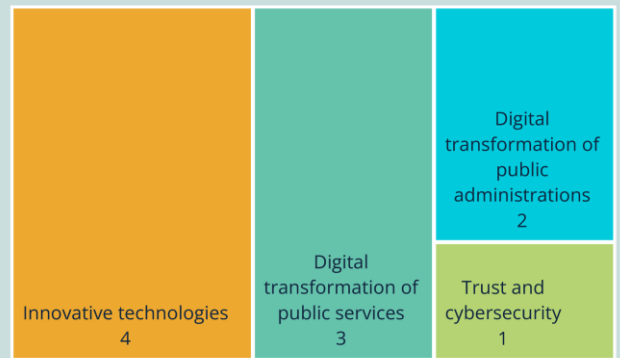**10** new initiatives adopted in 2023–2024

Digital transformation of public administrations
2

Digital transformation of public services
3

Trust and cybersecurity
1

Innovative technologies
4

Figure 1

Number of initiatives per topic adopted in 2023–2024

Towards the Digital Decade targets set for 2030: DIGITAL PUBLIC SERVICES

This country is not under the scope of the Digital Decade data collection.

Source: Digital Economy and Society Index (DESI)

DIGITAL TRANSFORMATION OF PUBLIC ADMINISTRATIONS

- The Action Plan 2023-2025 of the eGovernment Development Programme, adopted in April 2023, aims to enhance public service quality through interoperability, efficient coordination and legal certainty. It emphasizes open data usage and aligns with the Law on eGovernment. As a continuation of the 2020-2022 Programme, initiated by the Ministry of Public Administration and Local Self-Government (MPALSG), it focuses on infrastructure improvement, accessibility and data openness, while adhering to gender equality, nondiscrimination, and environmental protection principles.

- Serbia participated in the 2nd Ministerial EU-Western Balkans Regulatory Dialogue held in June 2023, signing the Digital Europe Programme Association Agreement. That way, Serbia has joined the Digital Europe Programme and candidates from Serbia are allowed to participate in the related calls.

DIGITAL TRANSFORMATION OF PUBLIC SERVICES

- The Rulebook on Amendments to the Rulebook on Electronic Invoicing was adopted and published in the Official Gazette No. 116/23 on 26 December 2023. It entered into force on 1 January 2024, except for the provisions of Article 6, which refer to the data contained in the list of users of the Electronic Invoice System and entered into force on 1 March 2024.

- In February 2023, Serbia adopted the Law on Electronic Communications, aligning with the European Electronic Communications Code. The law aims to harmonise electronic communications development, encourage connectivity and facilitate access to new generation networks. Key provisions include mandatory electronic billing, fair infrastructure sharing conditions for operators and bolstered independence of the National Regulatory Authority (NRA).

TRUST AND CYBERSECURITY

- In June 2023, Serbia took part in a High-Level Cybersecurity Conference organised by the Regional Cooperation Council as part of an EU regional project for cybercapacity building in the Western Balkans.

INTEROPERABILITY AND DATA

- No new initiatives have been reported up to date.

Key figures from European Interoperability Framework Monitoring Mechanism results (Score 1 to 4)

This country is not yet part of the EIF data collection.

Find out more about the EIF here.

INNOVATIVE TECHNOLOGIES

- Based on UNESCO's recommendation on the ethics of artificial intelligence, in April 2023 Serbia adopted the Ethical Guidelines for the Development, Implementation and Use of Reliable and Responsible artificial intelligence, which aim to align with the EU guidelines on the ethical use of artificial intelligence.

- In December 2023, CERN and Serbia formalised an important agreement by signing a Memorandum of Understanding (MoU) at the Serbian State Data Centre. The agreement signifies Serbia's new status as a Tier 1 member of the Worldwide Large Hadron Collider (LHC) Computing Grid (WLCG), representing the highest level of participation in the network. The WLCG is an extensive global network comprising computing centres from over 40 countries. It is dedicated to managing the data produced by the LHC, including its storage, distribution and analysis.

- In December 2023, the Innovation Fund, in collaboration with the Cabinet of the Prime Minister and the Ministry of Science, Technological Development and Innovation, launched a public call for innovative solutions addressing 24 challenges identified in the public sector.

  The initiative, part of the GovTech Programme's initial phase, aims to drive digital transformation in Serbia's public sector. More in general, the GovTech Programme targets key sectors like health, education, transport and others, aiming to enhance public service delivery, increase efficiency and reduce costs through innovative solutions provided by startups, research organisations and other entities.