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European Commission

SERBIA

2024 Digital Public Administration Factsheet

Supporting document

Main developments in digital public administrations and interoperability

JULY 2024

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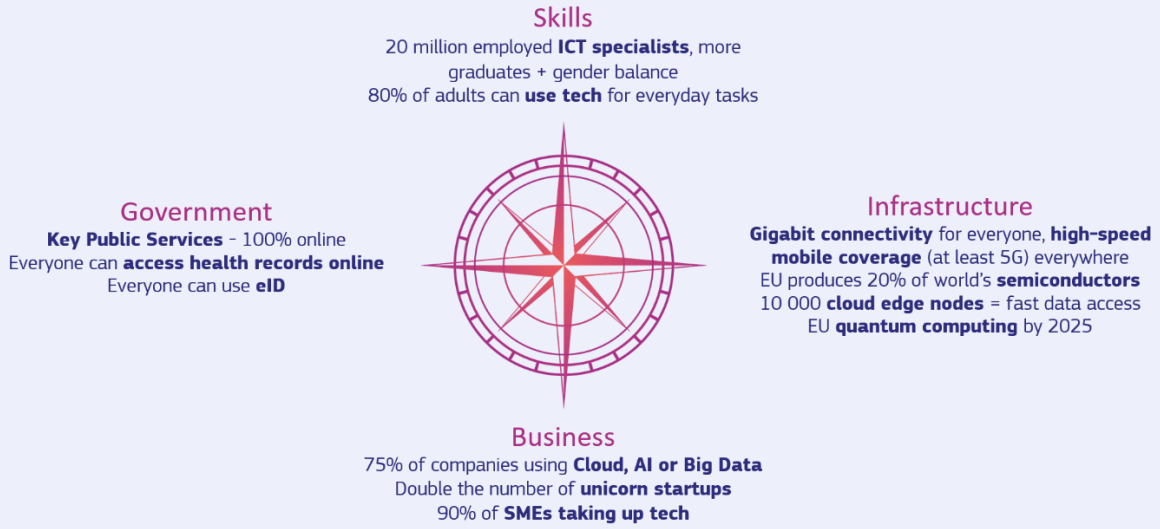
2030 DIGITAL DECADE

The **Digital Decade policy programme 2030** sets out digital ambitions for the next decade in the form of clear, concrete targets. The main goals can be summarised in 4 points:

1) a digitally skilled population and highly skilled digital professionals;
2) secure and sustainable digital infrastructures;
3) digital transformation of businesses;
4) digitalisation of public services.



The production of the **Digital Public Administration factsheets and their supportive documents** support the objectives and targets of the Digital Decade programme. By referencing national initiatives on the digital transformation of public administrations and public services, as well as interoperability, they complement existing data and indicators included in the Digital Decade reports and related resources. They also highlight and promote key initiatives put in place or planned by EU countries to reach the Digital Decade's targets.

1. Interoperability State-of-Play

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

Curious about the state-of-play on digital public administrations in this country?

Please find here some relevant indicators and resources on this topic:

- Eurostat Information Society Indicators
- Digital Economy and Society Index (DESI)
- eGovernment Benchmark

2. Digital Transformation of Public Administrations

Main Digital Strategies, Action Plans and Legislations

Public Administration Reform Strategy of the Republic of Serbia 2021–2030 and Implementation Action Plan 2021–2025

The Public Administration Reform Strategy (PARS) of the Republic of Serbia 2021–2030 is an umbrella document including six thematic areas harmonised with the principles of public administration (five principles of public administration plus local self-government). Three thematic areas (human resources management, service delivery, and accountability and transparency), together with their objectives, are elaborated through the Implementation Action Plan 2021–2025, while the remaining three (public policy planning and coordination, public finance management and local self-government system reform) are covered by three separate programmes (the Public Finance Management Reform Programme 2021–2025, together with its Action Plan; the Programme for the Improvement of Public Policy Management and Regulatory Reform 2021–2025, together with its Action Plan; and the Local Self-Government System Reform Programme 2021–2025, together with its Action Plan 2021–2023 and the new Action Plan 2024–2025).

The objectives of this reform include not only digitalisation and the development of eGovernment, but also other reform processes, such as strengthening the public policy management system reform, improving the local self-government system, strengthening control mechanisms and increasing transparency/openness in the work of the administration as a whole. Since the COVID-19 pandemics, efficiency and digitalisation have been the main priority under PARS. PARS aims, inter alia, at improving public services in an efficient and innovative way, respecting the needs of end users and improving their user experience.

In addition to the above-mentioned documents under PARS, additional planning documents related to the specific areas dealt with under the Strategy are currently in force, such as (i) in the organisation, accountability and oversight area, the Action Plan for the Implementation of the Open Government Partnership (OGP) Initiative in the Republic of Serbia 2023–2027, and the Revised Action Plan for Chapter 23 in the context of accession negotiations with the European Union (EU); (ii) in the service delivery and digitalisation area, the Government Development Programme 2023–2025, together with its Action Plan, and the ePaper Programme 2023–2025, together with its Action Plan; and (iii) in the public finance management area, the Public Procurement Development Programme 2019–2023, together with its Action Plan for 2023, with the drafting of the new programme 2024–2028 currently underway.

In 2022, the Prime Minister presented the Modern, Efficient and Digital Public Administration Action Plan 2023–2026, aimed at implementing priority objective 2.2 of the government programme, namely 'Continuation of the digitalisation of services and transparency of the public administration'.

eGovernment Legal Framework

Various general and special regulations govern the matters of relevance for eGovernment. Due to the accelerated digital transformation of society and public administration, the same matters are often regulated successively by different regulations and the provisions of several regulations apply simultaneously to certain issues related to eGovernment. As a result, the regulatory framework is inconsistent and the provisions of different regulations are in conflict with each other.

With regard to digital transformation, in certain areas of public administration it was necessary to enact acts of *lex specialis* (e.g. for construction procedures, tax procedures, registration procedures at the Business Registers Agency, etc.). In the recent past, many efforts have been made to ensure that essentially identical processes (e.g. electronic identification of parties, submission of requests, eDelivery, etc.) are not regulated differently in different procedures, since this makes their standardisation and optimisation difficult, increases the cost of digitalisation and undermines the user experience.

The following acts form the applicable legal framework in the field of eGovernment:

- Law on Electronic Government (Official Gazette of the Republic of Serbia, No. 27/18) establishing the legal framework for the functioning of eGovernment in the Republic of Serbia and ensuring harmonisation with applicable European regulations in the field of eGovernment;
- Law on the General Administrative Procedure (Official Gazette of the Republic of Serbia, No. 18/16), establishing the administrative procedure as a set of rules applied by State, province and local self-government units bodies and organisations, as well as institutions, public enterprises, special bodies (exercising regulatory functions), and legal and natural persons (entrusted with public powers) when acting in administrative matters, regardless of whether it is a paper or electronic procedure;
- Law on Planning System (LPS – Official Gazette of the Republic of Serbia, No. 30/2018, regulating the planning system of the Republic of Serbia, i.e. the management of the system of public policies and medium-term planning, as well as the types and content of planning documents. The eGovernment Development Programme is the first public policy document prepared according to the methodology prescribed by the LPS and its implementing decrees, following their entry into force, and is fully compliant with their provisions;
- Law on Electronic Documents, Electronic Identification and Trust Services in Electronic Business (Official Gazette of the Republic of Serbia, No. 94/17 and 52/21), regulating electronic documents, electronic identification and trust services in electronic business. This law lays the foundations for security and reliability when it comes to electronic documents, system access and trust services, such as eCertificates, eSignatures, eSeals, time stamps, eDelivery and electronic document storage;
- Law on Information Security (Official Gazette of the Republic of Serbia, No. 6/16, 94/17 and 77/19), establishing protective measures against security risks in information and communication systems, the responsibilities of legal entities when managing and using information and communication systems, and the competent authorities for implementing protective measures, coordinating protection factors and monitoring the correct application of the prescribed protective measures;
- Law on Archival Material and Archival Activities (Official Gazette of the Republic of Serbia, No. 6/20);
- Law on Personal Data Protection (Official Gazette of the Republic of Serbia, No. 87/18), one of the key laws when it comes to eGovernment, greatly contributing to raising the level of legal security of citizens and protecting their rights. The content of that law is largely harmonised with the EU General Data Protection Regulation. The law regulates the right of natural persons to protection in connection with the processing of personal data and the free flow of such data, the principles of its processing, the rights of persons to whom the data refers, the obligations of persons handling and processing personal data, the code of conduct, the transfer of personal data to other countries and international organisations, the supervision of the implementation of the law, the legal remedies, liability and penalties in case of violation of the rights of natural persons in connection with personal data processing, as well as special cases of data processing;
- Decree on Office Management of State Administration Bodies (Official Gazette of the Republic of Serbia, No. 21/20 and 32/21), regulating the office management of State administration bodies through the software solution called eRegistry Office (*Pisarnica*);
- Decree on the Unique Technical and Technological Requirements and Procedures for the Storage and Protection of Archival Material and Documentary Material in Electronic Form (Official Gazette of the Republic of Serbia, No. 107/21 and 94/22);
- Law on the Register of Administrative Procedures (Official Gazette of the Republic of Serbia, No. 44/21);
- Law on the Social Card (Official Gazette of the Republic of Serbia, No. 14/21);
- Law on Amendments to the Law on Agriculture and Rural Development (Official Gazette of the Republic of Serbia, No. 114/21);
- Law on the Seal of State and Other Authorities (Official Gazette of the Republic of Serbia, No. 101/07 and 49/21);
- Rulebook on the Conditions for the Provision of Qualified Electronic Delivery Services, and the Content of the Electronic Receipt and Transmission of Electronic Messages (Official Gazette of the Republic of Serbia, No. 99/20 and 74/21);
- Rulebook on the Detailed Technical Conditions for the Social Card Establishment and Management (Official Gazette of the Republic of Serbia, No. 67/21); and
- Instructions on Office Management of State Administration Bodies (Official Gazette of the Republic of Serbia, No. 20/22).

eGovernment Development Programme and Action Plan 2023–2025

The Action Plan 2023–2025 of the eGovernment Development Programme was adopted in April 2023, with the objective of improving the quality of public services by ensuring interoperability, efficient coordination, project management and legal certainty over eGovernment use, as well as fostering the use of open data. Both the eGovernment Development Programme and its Action Plan envisage public policy measures with a significant impact on the functioning of the entire public administration, in accordance with the Law on Electronic Government (Official Gazette of the Republic of Serbia, No. 27/18).

In light of the findings of an evaluation highlighting the previous programme's relevance and the need for a new action plan for 2023–2025, the Government Development Programme 2023–2025 is a continuation of the eGovernment Development Programme 2020–2022. The Ministry of Public Administration and Local Self-Government (MPALSG) carried out performance evaluations and introduced amendments to the Programme based on the ex-post analysis. Care was taken to ensure continuity in pursuing the objectives and implementing the measures which were previously set out in the Action Plan for 2020-2022 of the eGovernment Development Programme.

The Programme aims to improve the eGovernment infrastructure, legal certainty, accessibility and data openness. It emphasises principles such as gender equality, non discrimination, emerging technologies and environmental protection, and aligns with the UN Sustainable Development Goals and EU regulations. The Programme's objectives and measures remain consistent, focusing on efficiency, transparency and accountability in public administration. The Programme involves various stakeholders and partners, with responsibilities shared among the relevant institutions. The Programme also includes parts and sections which are built in accordance with the Decree on the Public Policy Management Methodology, the Public Policy and Regulatory Impact Assessment, and the Content of Individual Public Policy Documents (Official Gazette of the Republic of Serbia, No. 8/19).

Information Society and Information Security Development Strategy 2021–2026

The Information Society and Information Security Development Strategy 2021–2026 (Official Gazette of the Republic of Serbia, No. 86/21) is a cross-sectoral strategy setting out the objectives and measures for the development of the information society and information security. With regard to information security, the Strategy is harmonised with the Network and Information Security Directive (NIS Directive), which provides for the adoption of a national information security strategy setting out the strategic objectives and priorities with regard to network and information security.

The overarching objectives of the Information Society and Information Security Development Strategy are a developed information society, and a citizen- and business-oriented eGovernment, with improved information security for citizens, public administration and businesses. More in detail, the Strategy sets three specific objectives:

- Specific Objective 1: improvement of citizens' digital knowledge and skills, strengthening the capacities of public and private sector employees to use new technologies, and improvement of the digital infrastructure in education institutions;
- Specific Objective 2: digitalisation of services and business operations in the public and private sectors; and
- Specific Objective 3: improved information security for citizens, public administration and businesses.

Strategy for the Development of Artificial Intelligence in the Republic of Serbia 2020–2025

The Strategy for the Development of Artificial Intelligence in the Republic of Serbia 2020–2025 (Official Gazette of the Republic of Serbia, No. 96/19) sets out objectives and measures for the development of artificial intelligence (AI). Their implementation should result in economic growth, improvement of public services, improvement of scientific staff and the development of the skills for the jobs of the future. In addition, the implementation of the measures of the Strategy should ensure that in the Republic of Serbia AI is developed and applied safely and in accordance with internationally recognised ethical principles. The aim is to use the potential of this technology to improve the quality of life of each individual and society as a whole, as well as to achieve the UN Sustainable Development Goals.

In addition to the national strategic framework, the Republic of Serbia has a significant strategic orientation in global initiatives, such as in context of the OGP with the Action Plan for the

Implementation of the OGP Initiative in the Republic of Serbia 2020–2022. The OGP is an international initiative aimed at providing support and greater engagement of governments across the world to improve the integrity, transparency, efficiency and accountability of public authorities. This is achieved through building public trust, cooperating with civil society organisations, empowering citizens' participation in governance, fighting corruption, ensuring access to information and using new technologies. As such, the OGP is a platform for cooperation of the administration with citizens and civil society organisations, as well as a powerful instrument for increasing the transparency, responsibility and efficiency of the administration, but also for fulfilling certain criteria in the process of the EU accession, which is the main strategic priority of the Republic of Serbia. The OGP action plans envisaged the adoption of the Law on Free Access to Information of Public Importance, which was actually passed in 2021 (Official Gazette of Republic of Serbia, No. 105/21). All the intended entities are required to fill in the data electronically and to publish them in a machine-readable (open) format. Some of the OGP contributions in the domain of open data promotion and use are reflected in the role of the OGP in initiating the creation of the Open Data Portal, as well as the development of a by-law called Guidelines for Evaluating Web Presentations.

Juridicial Development Strategy 2019–2024

The Judicial Development Strategy 2019–2024 (Official Gazette of the Republic of Serbia, No. 101/20 and 18/22) establishes key principles for the further development of the judicial system of the Republic of Serbia. A special part is dedicated to eJustice, which is seen as an instrument contributing to the achievement of the set objectives.

The connection between eGovernment and eJustice, and their mutual compatibility is crucial when it comes to protecting citizens' rights in the digital age. The issue of interoperability was resolved by adopting the following documents: the National Interoperability Framework, which is harmonised with the European Interoperability Framework 2.0, and the List of Interoperability Standards 2.1, which refers to technical interoperability and was published by the Institute of Standardisation of Serbia (ITE). By adopting the aforementioned documents, the Republic of Serbia laid the foundations for interoperability both at the national level and with EU Member States. This is particularly important for the process of accessing the Schengen area, in particular the Schengen Information System (SIS).

Programme for the Improvement of Public Policy Management and Regulatory Reform and Action plan 2021–2025

The Programme for the Improvement of Public Policy Management and Regulatory Reform and its Action Plan 2021–2025 (Official Gazette of the Republic of Serbia, No. 113/21) do not directly deal with the field of eGovernment in a technical or organisational sense. However, they focus on regulatory reform and public policy management, which are essential parts of a public administration reform aiming at establishing a legal and institutional framework for citizens and businesses to efficiently exercise their rights and fulfil their obligations.

The reforms which are envisaged aim at implementing the principle of transparency in the work of the public administration by involving stakeholders in the processes of managing the legislative process and public policies. The Programme points out that it is vital for public policy documents to be based on evidence and facts, as well as on transparency when planning, drafting, adopting and implementing those documents, and monitoring and assessing the impact of their implementation and reporting on the achieved results. The development of eGovernment, through the collection of a large amount of data and their availability, has allowed for a completely new level of transparency in the work of the public administration and laid the foundation for the 'evidence-based decision-making' approach. This synergy ensures that the system of public policies and the legal system of a country are expedient, and allow for the rights and legal interests of all members of society to be realised quickly, economically and effectively.

Digital Agenda for the Western Balkans

The Digital Agenda for the Western Balkans is a joint effort of the six Western Balkans partners and the European Commission. It was presented on 6 February 2018 as one of the six flagship initiatives launched in the context of the objectives set in the Communication on a credible enlargement perspective for and enhanced EU engagement with the Western Balkans. The

Commission and the Ministers from the six Western Balkan partners - Albania, Bosnia and Herzegovina, Kosovo*, Montenegro, North Macedonia and Serbia – commit to:

- Investing in broadband connectivity: under the Western Balkan Investment Framework (WBIF), EU grants will be made available to deploy broadband infrastructure in the region to mobilise strategic investments and foster socio-economic growth. A first package of technical assistance, in the grant amount of EUR 1 465 000 under the WBIF which was approved for Serbia, was signed in December 2020 for the project Rural Broadband Rollout. The second investment package in the total grant amount of EUR 33 million (EUR 30 million as investment and EUR 3 million as technical assistance) for the project has been approved, but the agreement has not been signed yet. Serbia has submitted an application for the next investment package in the total grant amount of EUR 17 300 000 (EUR 14 100 000 as investment and EUR 3 200 000 as technical assistance), in accordance with the call for submission of project proposals for the allocation of grants under the WBIF. The overall objective of the project is to finance the mid-mile networks which will enable the acceleration of high-speed broadband rollout across rural Serbia, concentrating on priority rural broadband users (i.e. schools/public objects). Following the mid-mile intervention in white area schools/public objects, telecommunications operators are expected to connect the objects with all surrounding households in rural white areas (1 256 settlements with about 730 public objects and schools connected to a broadband network that will be used by over 350 000 inhabitants). The estimated value of the project is EUR 223 million. The preliminary assessment of the duration of this capital project (including preparation and implementation) is eight-nine years;
- Increasing cybersecurity, trust and digitalisation of the industry: the Digital Agenda for the Western Balkans will support capacity building in trust and security, and digitalisation of the industry in the Western Balkans to ensure that all sectors benefit from digital innovations. Serbia is actively included within the regional assistance project 'EU Support to Cybersecurity Capacity Building in the Western Balkans' implemented by the eGovernance Academy under the Instrument for Pre-Accession Assistance (IPA) III. The overall objective of the project is to enhance the cyberresilience of the Western Balkans IPA III beneficiaries in compliance with the EU acquis and best practices. The specific objectives are improved cybersecurity prevention, preparedness and response of the relevant public and private stakeholders in the Western Balkans IPA III beneficiaries;
- Strengthening the digital economy and society: the Digital Agenda will support the deployment of eGovernment, eProcurement and eHealth tools, and help increase digital skills among citizens; and
- Boosting research and innovation: the Digital Agenda will help set up national research facilities and develop state-of-art eInfrastructures in the Western Balkans, and will integrate them in an emerging digital European Research Area.

Digital Europe Programme Association Agreement

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.

Common Regional Market Action Plan 2021–2024

In November 2020, Albania, Bosnia and Herzegovina, Kosovo*, Montenegro, North Macedonia and Serbia endorsed the Common Regional Market (CRM) Action Plan 2021–2024. It was adopted to set the framework for the digital transformation of the region. The aim is to unlock access to a digital economy in the Western Balkans, bring the region a step closer to the pan-European digital market, as well as strengthen ties and cooperation within the region. The Action Plan consists of targeted actions in four key areas:

- Regional trade area: free movement of goods, services, capital and people, including crosscutting measures such as the Green Lanes, to align with EU rules and standards, and provide opportunities for companies and citizens;

* This designation is without prejudice to positions on status, and is in line with UNSC 1244 and the ICJ Opinion on the Kosovo declaration of independence

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- Regional investment area: to align investment policies with the EU standards and best international practices, and promote the region to foreign investors;
- Regional digital area: to integrate the Western Balkans into the pan-European digital market; and
- Regional industrial and innovation area: to transform the industrial sectors, shape the value chains they belong to, and prepare them for the realities of today and challenges of tomorrow.

Digitalisation of Internal Processes

Governement Service Bus

Launched in mid-2012, the Government Service Bus is a service-oriented information system linking major databases, thereby allowing for a simplified connection among the various data files within Serbian public administrations. The number of databases connected to the Government Service Bus has been increasing over time. In mid-2017 the information system of the Government Service Bus was introduced to support the application of the Once-Only principle. The Government Service Bus is part of the eGovernment portal eUprava.

Digitalisation Supporting the EU Green Deal

Renewable Energy Sources Project

The Public Policy Secretariat is carrying out a project for the digitalisation of the administrative procedures in the renewable energy sources area for the purpose of stimulating investment into renewable energy sources. The project started in the third quarter of 2022 and is planned to last 24 months.

The aim of the project is to create quality, transparent and user-oriented services for businesses and citizens in the area of renewable energy sources, decreasing the administrative burden for businesses. In total, 32 services will be digitalised, of which 27 in the competence of the Ministry of Mining and Energy (from the renewable energy sources, oil and gas, and electricity sectors) and five in the competence of the Ministry of Ecology. All digitalised services will be available from June 2024 and accessible on the Portal of the Register of Administrative Procedures.

3. Interoperability and Data

Interoperability Framework

Serbia National Interoperability Framework

In January 2014, the government adopted the National Interoperability Framework, setting the guidelines for establishing and implementing interoperability in public administration in the Republic of Serbia. The National Interoperability Framework ensures the compliance of business processes within and among public administration bodies. It was established in accordance with European practices in public services provision, while respecting the security and privacy policies governing the management and archiving of public services and electronic records. A list of technical interoperability standards (version 2.1) was published in 2020.

Data Access, Management and Reuse

Open Data

Open Data Policy

Serbia has an open data policy in place, accompanied by an action plan containing measures to support the publication and reuse of open data based on (i) the Decree on the Manner of Operation of the Open Data Portal (Official Gazette of the Republic of Serbia, No. 18/22); (ii) the Law on eGovernment; and (iii) the By-law on the Operation of the Open Data Portal (Regulation on the Open Data Portal Functioning; Official Gazette of the Republic of Serbia, No. 104/2108), which sets the legal framework and obligation of opening public administration data for reuse.

Open data is a public asset and according to the Law on eGovernment is defined as "data available for reuse, along with metadata, in a machine-readable and open form". Open data is being published selectively, with various levels of quality and scope of datasets. The institutional framework for opening data was implemented through the establishment of the ITE Office, though no explicitly defined mandate or duty related to open data exists within the ITE Office.

Open Data Portal

The Open Data Portal has been created to enable the use and sharing of public data in machine-readable formats. The eGovernment Development Programme, together with its Action Plan 2023–2025, established significant measures to achieve a modern administration: improvement of the creation, update and publication of open data, improvement of the Open Data Portal, support in the use of open data and introduction of the 'smart city' concept. Although large funds and efforts have been invested in the area of open data, the process should be continued through a systemic approach. The modern eGovernment and sophisticated eServices the Republic of Serbia strives for require continuous cooperation and data exchange within the public administration, as well as with civil society, including the business sector. Institutional, political and legal support is necessary to actively support the strategy of public administration data opening, and clearly create and promote benefits at all levels of society from the use of open data.

Law on Free Access to Information of Public Importance

The Law on Free Access to Information of Public Importance regulates the right to access information of public importance held by public authority bodies, with the purpose of fulfilling and protecting the public interest to know, and attain a free democratic order and an open society.

Additions and amendments to the Law on Free Access to Information of Public Importance (Official Gazette of the Republic of Serbia, No. 120/04, 54/07, 104/09, 36/10 and 105/21) were adopted. The latest Draft Law on Amendments and Additions to the Law on Free Access to Information of Public Importance was prepared by a Special Working Group composed of representatives of government bodies, the Commissioner for Information of Public Importance and Personal Data Protection, and other bodies and organisations, with the participation of two civil society

representatives on behalf of the National Convention on European Union. After the public debate had been conducted, and the draft text subsequently harmonised with comments from SIGMA and opinions from the competent government bodies, the MPALSG finalised the draft text. At the proposal of the Ministry, the government adopted the draft, putting forward the Bill on Amendments and Additions to the Law on Free Access to Information of Public Importance for adoption by the National Assembly at the session held on 3 November 2021. The adopted amendments and additions established the obligation for authorities to proactively publish information on their websites, improving transparency in the work of authorities. In addition, the scope of information authorities must publish in their activity reports, the publication of which is mandatory, was expanded and fines were prescribed in case of non-compliance with this obligation. The circle of persons who are appointed as authorities obliged to act under the law was also expanded, and both the legal and functional independence of the Commissioner for Information of Public Importance were improved. Also, a procedure was introduced to prevent abuse of the right of people requesting information to initiate misdemeanour proceedings due to violations of the Law, without previously submitting complaints to the Commissioner. Finally, in the event that the authorised person or the manager of a body (if no authorised person has been designated) fails to respond to a request for access to information within the time limits prescribed for processing the request, a fine, in a fixed amount, was prescribed.

Base registries

The following table lists the Serbian base registers:

National	
Business and Tax	Serbian Business Registers Agency (SBRA)
Transportation / vehicles	
Land	The Republic Geodetic Authority (RGA) is responsible for the establishment, renewal and maintenance of the Real Estate Cadastre. The RGA has been providing an overview of the Real Estate Cadastre dataset via a sophisticated tool for electronic exchange between all public administration bodies (eZUP) since 9 March 2018. Since September of the same year, three services are available: (i) search per property folio number; (ii) search per personal identification number; and (iii) search per parcel number. By 31 January 2021, a total of 300 resolutions assigning access rights had been issued for institutions wanting to access the RGA's services. These institutions have made 726 390 queries via the above-mentioned RGA's services. Noteworthy, this provides access to the textual data of the Real Estate Cadastre only, while the graphic data is not available. Currently, graphic data is available through the national geoportal Geosrbija, where graphic data of the Real Estate Cadastre can be viewed and printed, noting that the documents are not public and cannot be used as evidence in proceedings in front of competent authorities. The project 'Improvement of Land Administration in Serbia' is currently being implemented with the support of the World Bank, with the aim of establishing a Central Information System for the Real Estate Cadastre which will create the conditions and services for access to and use of graphic data of the Real Estate Cadastre.
Population	The Central Population Register draws data from 13 original official records: (i) citizens' personal registration numbers, i.e. the unique personal identification number of citizens; (ii) citizenship records; (iii) civil records: personal name, gender, date, place, municipality/city and country (if abroad) of birth, personal name of the parent, national affiliation, date, place, municipality/city and country (if abroad) of marriage, personal name of the spouse, marital status (single, divorced, widowed), date, place, municipality/city and country (if abroad) of death, and life status; (iv)

	residence records: stay and temporary residence abroad (city, municipality, settlement, street, house number, floor and apartment number at the address of residence and stay) , i.e. which was the state at the time of temporary residence abroad; (v) ID cards records: whether the citizen has a valid ID card, together with its registration number and expiration date; (vi) travel documents/passports records: whether the citizen has a valid travel document, together with its registration number and expiration date; (vii) Central Register of Compulsory Social Insurance: data from single applications for compulsory social insurance (basic insurance, start date of the insurance and date of change of the insurance); (viii) property taxpayer records: property status (owns/does not own real estate) and assessment of real estate value; (ix) records on foreigners: foreigners who have been granted temporary or permanent residence, issuance of (temporary) ID cards for foreigners and issuance of travel documents for foreigners; (x) records on asylum seekers: foreigners who have been granted asylum, subsidiary protection or temporary protection and issuance of travel documents for foreigners who have been granted asylum; (xi) records on foreigners who do not have a permanent or temporary residence permit in the Republic of Serbia, and have acquired property or rights and obligations based on the pension and disability insurance or a tax number; (xii) records on refugees from the former Yugoslav Republics: personal name, name of the parent, day, month and year of birth, municipality and Republic of birth, place and address that the person fled from, date of application in the Republic of Serbia, place and address where the person resides in the Republic of Serbia, and unique identification number; and (xiii) Address Register: identification number and name of the municipality, identification number and name of the settlement, identification number and name of the street, and house number. The MPALSG will start to allow access to the Register to governmental/public bodies. So far, one service is available for citizens to check personal data from Register.
Other	/
Sub-national	
/	/

Interconnection of Base Registers

The interconnection of base registers is provided for and regulated by the Law on Electronic Government (Official Gazette of the Republic of Serbia, No. 27/18) establishing the legal framework for the functioning of eGovernment in the Republic of Serbia and harmonisation with applicable European regulations in the field of eGovernment. The following relevant by-laws have enabled its practical application:

- Decree on the Organisational and Technical Standards for the Maintenance and Improvement of single eGovernment Information and Communications Network and the Connection of Authorities to that Network;
- Decree on the Detailed Conditions for the Creation and Maintenance of Web Presentations of Authorities;
- Decree on the Detailed Conditions for the Establishment of eGovernment;
- Decree on the Method of Keeping the Meta-register, the Method of Approving, Suspending and Cancelling Access to the Government Service Bus and the Manner of Operation of the eGovernment Portal;
- Decree on the Manner of Operation of the Open Data Portal;
- Decree on the Maintenance and Improvement of the State Data Management and Storage Centre; and
- Rulebook on the Manner in which Authorities Inspect, Obtain, Process and Transfer, or Submit, Data on the Facts Kept in Official Records from Registers in Electronic Form and Which Is Necessary for Decision-making in Administrative Proceedings (Official Gazette of the Republic of Serbia, No. 57/19).

The MPALSG is responsible for the implementation of this law and the related by-laws.

Data Platforms and Portals

The following table lists the Serbian data platforms and portals infrastructures:

National eGovernment Portal eUprava	The national eGovernment portal eUprava and its infrastructure, comprising, among others, the Government Service Bus, support G2C, G2B and G2G information sharing and data exchange.

Cross-border Infrastructures

The following table lists the European cross-border infrastructures of which Serbia is part of:

EU Digital Wallet	In February 2024, Serbia became member of the eIDAS group for collaboration on the development of the European Digital Identity Framework. Its task is to cooperate on the development of a toolbox to ensure coherence between the national electronic identity systems which are currently being developed and to support the future implementation of the European Digital Identity framework.

4. Digital Transformation of Public Services

Digital Public Services for Citizens

ePaper Programme – Action Plan for the Simplification of Administrative Procedures

As part of the regulatory reform of the government of the Republic of Serbia, aimed at improving the conditions of business operations and reducing the administrative burden on the economy, the multi-year programme 'ePaper' was launched with the goal of listing, optimising, making publicly available and digitalising all administrative procedures and other business formalities. The ePaper Programme 2023–2025 was adopted by the government of the Republic of Serbia at its 51st session on 4 May 2023. To overcome the challenges and critical factors that stand in the way of achieving the objective of the ePaper Programme, the following activities, among others, are planned in the period from 2023 to 2025:

- Reducing the administrative burden from 2.95% of the gross domestic product (GDP) (2021) to 2.75% of the GDP (2025);
- Optimising more than 500 administrative procedures for businesses and citizens;
- Digitalising more than 200 administrative procedures for businesses and citizens;
- Preparing an inventory of more than 4 000 administrative requirements; and
- Improving the infrastructure for the provision of digital services for businesses and citizens.

The planned activities are an upgrade of the results achieved in the implementation of the ePaper Programme 2019–2022. As an illustration of the results achieved in the previous period, the level of administrative burden was reduced from 3.26% of the GDP (2016) to 2.91% of the GDP (2022). In addition, pursuant to the Law on the Register of Administrative Procedures (Official Gazette of the Republic of Serbia, No. 44/21), the Portal of the Register of Administrative Procedures became publicly available in June 2021 as a unique, centralised and electronically managed record of procedures conducted in the Republic of Serbia and administrative requirements for businesses. 3 191 public administration services for businesses and citizens are available on the Portal of the Register of Administrative Procedures. They are under the jurisdiction of 126 public administration bodies, which are responsible for ensuring that information about public administration services is clear, up-to-date and accurate. Finally, a total of 438 administrative procedures were optimised (of which 21 abolished) and 100 public administration services were digitalised, resulting in savings of over EUR 32 million on an annual basis.

Law on Electronic Communications

The Law on Electronic Communications, aiming to align with the European Electronic Communications Code, was adopted in February 2023. The aim is to provide the conditions for the harmonised development of electronic communications throughout the territory of Serbia, and to encourage connectivity, access, wide availability and use with regard to new generation networks, especially those with very high capacity, including fixed, mobile and wireless networks. Two of the novelties introduced by the law are the mandatory introduction of bills for services in electronic form and the development of enabling conditions for operators to more fairly and efficiently share the existing infrastructure, both aiming at providing even better and more diverse services. Other novelties introduced by the law are the strengthening of the independence of the National Regulatory Authority (NRA), the introduction of the geographical survey of network deployments, a more efficient management and use of limited public goods, and an additional protection of end users while enabling maximum benefits in terms of choice, price and quality of services.

Law on the General Administrative Procedure

The Law on the General Administrative Procedure (Official Gazette of the Republic of Serbia, No. 18/16), known in Serbia as ZOUP, is considered crucial for providing more efficient and quality services to citizens, and improving legal security and the national economic

environment. It establishes the administrative procedure as a set of rules applied by State, province and local self-governement units bodies and organisations, as well as institutions, public enterprises, special bodies (exercising regulatory functions), and legal and natural persons (entrusted with public powers) when acting in administrative matters, regardless of whether it is a paper or electronic procedure.

Law on Electronic Government

The Law on Electronic Government (Official Gazette of the Republic of Serbia, No. 27/18) established the legal framework for the functioning of eGovernment in the Republic of Serbia and harmonisation with applicable European regulations in the field of eGovernment. The following relevant by-laws have enabled its practical application:

- Decree on the Organisational and Technical Standards for the Maintenance and Improvement of single eGovernment Information and Communications Network and the Connection of Authorities to that Network;
- Decree on the Detailed Conditions for the Creation and Maintenance of Web Presentations of Authorities;
- Decree on the Detailed Conditions for the Establishment of eGovernment;
- Decree on the Method of Keeping the Meta-register, the Method of Approving, Suspending and Cancelling Access to the Government Service Bus and the Manner of Operation of the eGovernment Portal;
- Decree on the Manner of Operation of the Open Data Portal;
- Decree on the Maintenance and Improvement of the State Data Management and Storage Centre; and
- Rulebook on the Manner in which Authorities Inspect, Obtain, Process and Transfer, or Submit, Data on the Facts Kept in Official Records from Registers in Electronic Form and Which Is Necessary for Decision-making in Administrative Proceedings (Official Gazette of the Republic of Serbia, No. 57/19).

National eGovernment Portal

eUprava, the national eGovernment portal, is based on the Decree on the Manner of Operation of the Open Data Portal (Official Gazette of Republic of Serbia, No. 18/22). According to the Law on Electronic Government, it serves as a one-stop shop for eGovernment services and a central point of access for businesses and citizens. eUprava offers G2G, G2C and G2B services, and integrates all eGovernment building blocks and key enablers for all service delivery stages to be conducted online. It is continuously upgraded with new services. As of 2023, the portal featured approximately 340 services and experienced an uptake in terms of number of eCitizens reaching approximately two millions.

Via the national eGovernment portal, the relevant bodies can (i) publish eGovernment services. According to the Regulation on the Conditions for the Establishment and Maintenance of a Website of Public Administration Bodies, the authorities provide services within their competence on the national eGovernment portal in accordance with the Law on Electronic Government. After posting the service on the eGovernment portal, the body introduces a link to the eService in the section of the web presentation called 'Services'; (ii) manage access of authorised officials to eGovernment services; (iii) instruct users of eGovernment services on how to exercise their rights; (iv) receive electronic forms/submissions for exercising rights or other administrative proceedings; (v) inform users about the procedure/legal act/status; (vi) enable online payment of fees, taxes and other costs; (vii) obtain and deliver data via the Government Service Bus; (viii) compile legal statistics on the use of eGovernment services; (ix) establish a one-stop shop; and (x) report any irregularity in the work on the eGovernment Portal.

More information about the way of functioning of the Portal are available in the Decree on the Method of Keeping the Meta-register, the Method of Approving, Suspending and Cancelling Access to the Government Service Bus and the Manner of Operation of the eGovernment Portal.

eTaxes Portal

The eTaxes Portal is a collection of eServices of the Tax Administration of the Republic of Serbia. It enables all taxpayers to submit online tax application forms with digital signatures, follow the status of sent applications and have insight into the tax card of a taxpayer. The aim is to ensure faster and simpler fulfilment of obligations towards the Tax Administration. The system meets high security standards enabling safe and uncompromised electronic data transfer.

Register of Administrative Procedures

The ePaper Programme also led to the establishment of a single public register of administrative procedures in 2021. The Register of Administrative Procedures is a single electronic database of all administrative procedures carried out by State administration bodies. It is designed to be an easy-to-access and uncomplicated source of all information that businessmen and citizens need to obtain a permit, exercise a right or meet an obligation. The launch of the Portal of the Register of Administrative Procedures ensured that all information about all administrative procedures can be found in one place, and anyone can find out what documents to submit, and what payment to make to what account, in just a few mouse clicks and without having to queue before counters. Currently, 3 191 procedures are available on the Portal.
The Register is managed by the Public Policy Secretariat of the Republic of Serbia, an institution providing its expertise in modernisation, digitalisation and transformation of public administration to the government and the State administration. The technical support is provided by the Office for Information Technologies and eGovernment.
The Portal of the Register of Administrative Procedures has been internationally recognised as a reform with great impact on businesses and citizens, winning the second prize at the OGP Impact Award. Also, it has been selected among the three best projects in the Innovation category of the European Public Sector Award (EPSA) by the European Institute for Public Administration (EIPA).

eInvoicing

Law on eInvoicing

eInvoicing has become mandatory in the Republic of Serbia. The Law on eInvoicing regulates the issuing, sending, receiving, processing and storing of eInvoices, as well as their content and elements, in transactions between public sector entities, private sector entities, and public and private sector entities. It also regulates the electronic recording of the value added tax and other issues which are important for eInvoicing and electronic recording of the value added tax.
The law prescribes the use of the Electronic Invoice System (eFaktura), which must be used by both public and private sector entities, as well as by persons to whom the provisions of the law relating to public and private sector entities apply. Public sector entities access and use the Electronic Invoice System for issuing, sending, receiving, processing and storing eInvoices, as well as for electronically recording the value added tax. Similarly, private sector entities also use the Electronic Invoice System, which can be accessed directly or through software provided by an information intermediary and linked to the Electronic Invoice System.

Rulebook on Amendments to the Rulebook on Electronic Invoicing

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.

Central eInvoice Portal

The Serbian government created a national platform called eFaktura to manage the exchange of eInvoices.

eHealth and Social Security

Digital Health Programme

The digitalisation of the health system contributes to its efficiency, as well as to higher quality of diagnostics and treatment, and enables authorised access to information crucial for making clinical decisions. The establishment of central eHealth services will greatly increase the efficiency of the system, eliminate unnecessary patient involvement, and contribute to the quality of diagnostics and treatment. The unified electronic medical record establishes a mechanism of digital authorised access to patient information, enabling patients to electronically access their own health information, and actively participate in the process of diagnosis and treatment. Also, the introduction of digital technologies for radiological imaging and central storage of radiological

imaging has opened the door for projects that will improve the quality of diagnostics and the efficiency of the entire system.
. The law introduces the Republic Integrated Health Information System (RIHIS), managed by the Ministry of Health. The RIHIS integrates all healthcare information systems, enhancing data accessibility and coordination among healthcare stakeholders. Key innovations include the establishment of eRecord, and the Register of Genetic and Biomedical Data. eRecord unifies the patients' medical history from various health institutions, providing authorised healthcare professionals with comprehensive information for efficient treatment. The Register of Genetic and Biomedical Data facilitates modern diagnostics and personalised medicine by securely storing genetic information, and enabling data exchange between research institutes and the healthcare system. When regulating access for scientific and research purposes, the law ensures a high level of security and data protection.
The implementation of the RIHIS, including eRecord, is scheduled for 1 January 2025, with detailed regulations to be drafted within six months of the law's enactment. An action plan for implementing the digitalisation programme in the Serbian health system will accompany the process.

Other Key Initiatives

eConsultation Portal

Launched in December 2021, the eConsultation Portal ensures full transparency in the participation of citizens, civil society organizations and business entities in the drafting of regulations and public policy documents. On the eConsultation Portal, citizens, as well as all other interested parties, can send their comments on regulations and public policy documents that can potentially have an impact on them, before they are adopted. The platform enables the application of the most ambitious standards in public debates by providing detailed statistics of all governmental institutions and measuring the effects of citizens' involvement in the law-making process.

Digital Public Services for Businesses

Serbian Business Registers Agency

The SBRA was established in 2005. That year, the Republic of Serbia began implementing a reform in the field of business registration to facilitate the opening and closing of companies, reduce administrative obstacles to doing business, prepare the environment for greater foreign investment and create the conditions for a higher number of new jobs. The SBRA took over the implementation of the reform and for the first time established a system for the registration of financial leasing and liens on movable property and rights.

Public Procurement

Law on Public Procurement

The Law on Public Procurement (Official Gazette of the Republic of Serbia, No. 91 of 24 December 2019) regulates the procedures of public procurement conducted by contracting authorities/entities or other entities for the purpose of concluding supply, service or works contracts, and framework agreements, as well as conducting design contests.
The law, which has been in force since 1 July 2020, as well as the bylaws adopted to implement it, are harmonised with:

- Directive 2014/24/EU of the European Parliament and of the Council of 26 February 2014 on public procurement and repealing Directive 2004/18/EC;
- Directive 2014/25/EU of the European Parliament and of the Council of 26 February 2014 on procurement by entities operating in the water, energy, transport and postal services sectors and repealing Directive 2004/17/EC;
- Directive 2007/66/EC of the European Parliament and of the Council of 11 December 2007 amending Council Directives 89/665/ EEC and 92/13/EEC with regard to improving the effectiveness of review procedures concerning the award of public contracts; and

- Directive 2009/81/EC of the European Parliament and of the Council of 13 July 2009 on the coordination of procedures for the award of certain works contracts, supply contracts and service contracts by contracting authorities or entities in the fields of defence and security, and amending Directives 2004/17/EC and 2004/18/EC.

The existing normative solutions included in the Law on Public Procurement and its by-laws have greatly contributed to the development of the public procurement system in the Republic of Serbia. However, to achieve complete modernisation of the area, the implementation of new solutions increasing the efficiency of the entire public procurement system was necessary. The provisions of the recent Law on Amendments to the Law on Public Procurement (Official Gazette of the Republic of Serbia, No. 92/23) have improved certain aspects of the public procurement system compared to the past. Some of the key changes are (i) the introduction of environmental protection principles; (ii) the introduction of a public procurement officer, that is a person who has obtained a certificate for a public procurement officer and is a mandatory member of the Public Procurement Commission in public procurement procedures whose estimated value is greater than RSD 3 000 000; (iii) the application of criteria for awarding contracts that are not based only on price, but also on quality, for precisely defined categories of services; (iv) the establishment of the basis for the adoption of a sub-legal act of the Public Procurement Office (PPO) which will prescribe the types of goods, services and works for which the contracting authorities are obliged to apply ecological criteria when determining the technical specifications, the criteria for the selection of an economic operator, the criteria for the awarding of contracts or the conditions for the execution of public procurement contracts; (v) the creation of a database that, in addition to information on all contracts concluded following the public procurement procedure and their amendments, also contains data on contracts/purchase orders concluded or issued in accordance with Article 27 of the Law on Public Procurement, setting the thresholds up to which the provisions of the law do not apply; and vi) the establishment of the basis for the adoption of a by-law of the Ministry of Financial Affairs which regulates the supervision of the execution of the contract, etc.

Public Procurement Portal

Launched on 1 July 2020, the Serbian Public Procurement Portal has lowered the use of paper in public procurements for both buyers and suppliers. It was created by the Public Procurement Office and the consortium led by GIZ International Services, with the financial support of the EU.

One of the key novelties introduced by the new Law on Public Procurement from 2019 is the use of an electronic platform. More specifically, the law introduced the obligation of electronic communication and electronic exchange of data in public procurement procedures. In this context, the new Portal has been a significant step forward in the process of digitisation of public procurement procedures. Differently from the previous portal, whose main purpose was advertising, the new Portal is a unique information system enabling advertising and communication between different economic operators in public procurement procedures. It enables contracting authorities to compile and publish plans and notices on the Portal, publish tender documentations and decisions in public procurement procedures, and use many other functionalities, like eSubmission of bids, eAuctions, the dynamic purchasing system, ePlanning, eComplaints, eCatalogue, etc. Since its launch, the Portal has been upgraded several times with new options and functionalities. It is available also in English (https://jnportal.ujn.gov.rs/).

Digital Inclusion and Digital Skills

Strategy for Digital Skills Development 2020–2024

On 27 February 2020, the government of the Republic of Serbia adopted the Strategy for Digital Skills Development in the Republic of Serbia for the period from 2020 to 2024. The overall objective of the Strategy is to improve the digital knowledge and skills of all citizens, including members of vulnerable social groups, to enable the monitoring of the development of information and communication technologies (ICT) in all fields, and to meet the needs of the economy and the labour market.

Digital Skills in Education

The digital transformation of the education system is one of Serbia's key preoccupations, including in terms of developing the infrastructure and teachers' digital competencies. In higher education, Serbia has developed new ICT programmes, which are now offered in 51 institutions. The pre-university level curricula include as a mandatory subject the development of digital skills

and competencies, including computer science. However, while the development of the education management information system has progressed, it requires further consolidation, including capacity-building of staff to use data for policymaking and monitoring purposes.

Education Strategy 2030

As stated in the Education Strategy 2030, the digital transformation of the education system is one of Serbia's reform initiatives, mainly focusing on the development of the ICT infrastructure, as well as teachers and students' digital competences.

The requirements for the development of digital literacy among students are outlined in the Law on the Foundations of the Education System. The digital competencies of students are listed among the key and general interdisciplinary competences. They are supposed to be developed through teaching and learning processes within all subjects. The emphasis is on reducing mere factual knowledge, and prioritising the development of practical skills and attitudes enabling effective navigation of intricate social scenarios. This approach underscores the regulatory intent to enhance the transferability of knowledge across diverse domains, facilitating the conversion of acquired competencies into actionable capabilities, personal accomplishments, and a commitment to lifelong learning.

ICT skills, computational thinking and information literacy in pre-university education are also developed through two school subjects: digital world (involving pupils aged 7-10) and computer science (involving pupils aged 11-14). In addition, project-based learning involving (basic) ICT skills, computational thinking and information literacy development is promoted through methodological instructions for teachers, which are an integral part of each school subject curriculum. Serbia has also developed new ICT programmes in higher education, which are now offered in 51 institutions.

Computer science is a mandatory subject in secondary education, i.e. among students aged 15-19, with a variety of approaches regarding the number of years (1-4) and teaching hours per week (1-3) in accordance with the area of education – general or vocational. The curriculum is defined with the aim to deepen the knowledge developed in primary education.

Amidst the global pursuit of educational excellence, Serbia is actively engaged in the International Computer and Information Literacy Study 2023 (ICILS). Notably, this initiative encompasses the participation of over 3 400 eighth-grade students from 155 selected schools in Serbia.

5. Trust and Cybersecurity

eID and Trust Services

Law on Electronic Documents, Electronic Identification and Trust Services in Electronic Business

The main Serbian law governing eSignatures, i.e. the Law on Electronic Documents, Electronic Identification and Trust Services in Electronic Business or Relevant Local Law (Official Gazette of the Republic of Serbia, No. 94/2017 and 52/2021), was adopted with the objective of aligning the relevant Serbian legislation with Regulation (EU) No. 910/2014 of the European Parliament and of the Council of 23 July 2014 on electronic identification and trust services for electronic transactions in the internal market (eIDAS Regulation). The Relevant Local Law entered into force on 27 October 2017. In addition to the Relevant Local Law, a set of subordinate pieces od legislation/regulations govern in further detail particular issues envisaged by the Relevant Local Law (e.g. regulations governing the requirements which providers of so-called qualified trust services, also including providers of qualified eSignature services, have to fulfil).

Portal for Electronic Identification

Launched in February 2020, the Portal for electronic identification allows any citizen of the Republic of Serbia who has a valid biometric document (ID card or passport) and is over 16 years of age, as well as any foreign national who has a temporary or permanent residence in the Republic of Serbia, to become an eCitizen. Based on a single account on the eID Portal, an eCitizen can access all related portals (eGovernment, Land Administration System (LTA), eHealth, My eGradebook, eInvoice, My First Salary, etc.). An eCitizen who has activated the ConsentID mobile application and a qualified electronic certificate in the cloud can sign documents electronically without readers and cards. The eCitizen identity is not tied to a computer, but enables access to eGovernment services from any mobile device.

Cybersecurity

Information Society and Information Security Development Strategy 2021–2026

The Information Society and Information Security Development Strategy 2021–2026 is a cross-sectoral strategy setting out the objectives and measures for the development of the information society and information security. With regard to information security, the Strategy is harmonised with the NIS Directive, which provides for the adoption of a national information security strategy setting out the strategic objectives and priorities with regard to network and information security.
The specific objective of the Strategy is an improved information security for citizens, the public administration and businesses. This is achieved through the following measures:

- Awareness raising and improvement of the knowledge of information security for citizens, public servants and businesses;
- Strengthening of the capacities of ICT systems of particular importance for the application of safeguards;
- Strengthening of the capacities of the national computer emergency response team (CERT), govCERT and the CERT of independent ICT system operators;
- Strengthening of the capacities of the Information Security Inspectorate;
- Promotion of public-private partnerships in the field of information security; and
- Improvement of regional and international cooperation.

High-Level Cybersecurity Conference

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.

Participation in IPA-III

Serbia is actively included within the IPA-III regional assistance project 'EU Support to Cybersecurity Capacity Building in the Western Balkans' implemented by the eGovernance Academy. The overall objective of the project is to enhance the cyber-resilience of the Western Balkans IPA III beneficiaries in compliance with the EU acquis and best practices. The specific objective are improved cybersecurity prevention, preparedness, and response of the relevant public and private stakeholders in the Western Balkans IPA III beneficiaries.

Law on Information Security

Serbia's legislative framework on cybersecurity is structured upon the Law on Information Security of 2016 (as amended in 2017 and 2019) and its bylaws. The law lays down protection measures against security risks in information and communication systems, the responsibilities of legal persons when managing and using information and communication systems, and the competent authorities for implementing protection measures, coordinating protection factors and monitoring the proper application of the prescribed protection measures. Furthermore, the law identifies the operators of ICT systems of special importance in the public and private sector, which are obliged to apply protection measures in accordance with the applicable regulations, and national and international standards, as well as to adopt security procedures and report significant incidents to competent bodies.

The law also ushered in several institutional developments, including the creation of a national CERT in the Regulatory Agency for Electronic Communications and Postal Services (RATEL). The national CERT monitors the status of incidents at national level, provides early warnings, alerts and announcements, and reacts to incidents by providing information on the affected entities and persons. It also holds seminars and technical trainings for operators of special importance (critical infrastructure). The national CERT is also engaged in international cooperation and a member of the global Forum of Incident Response and Security Teams (FIRST).

6. Innovative Technologies

Artificial Intelligence

Strategy for the Development of Artificial Intelligence in the Republic of Serbia 2020–2025

Published in December 2019, the Strategy for the Development of Artificial Intelligence in the Republic of Serbia 2020-2025 defines objectives and measures for the development of AI. Their implementation should result in economic growth, improvement of public services, advancement of scientific staff, and the development of the skills for the jobs of the future. In addition, the implementation of the measures of the Strategy should ensure that in the Republic of Serbia AI is developed and implemented in a safe manner and in accordance with internationally recognised ethical principles. The aim is to exploit the potential of this technology to improve the quality of life of each individual and the society as a whole, as well as to achieve the Sustainable Development Goals.

The preparation of the Strategy encompassed a wide consultative process as well as the analysis of the areas and services of the public sector where the implementation of solutions based on AI would be most effective. The consultative process showed that the public administration does not sufficiently exploit the potential of AI. In this context, the Strategy aims to establish a user-oriented eGovernment encompassing the adequate legal framework, infrastructure and interoperability, as well as the optimisation and digitalisation of administrative procedures and services. More specifically, measure 6.4.5 of the Strategy envisages the improvement of public sector services using AI.

With the aim of developing and applying AI in the public administration, in research within the academic community and its institutions, and in the entire industry of the Republic of Serbia, as well as helping start-up companies in developing their products, the government of the Republic of Serbia has provided the National Platform for Artificial Intelligence (AI Platform). The AI Platform, i.e. a supercomputer, is located at the State Data Centre in Kragujevac. The development of the AI Platform is defined by the goals and measures set by the Strategy for the Development of Artificial Intelligence in the Republic of Serbia 2020–2025. At the moment, 34 institutions (faculties and institutes), and 33 start-ups and innovation companies are using the AI Platform free of charge (see https://ai.gov.rs/tekst/en/95/national-ai-platform.php).

The Innovation Fund is in charge of managing the Register of Subjects of the National Innovation System in accordance with the new Law on Innovation Activity (December 2021). The Register's objectives include maintaining records of entities as well as facilitating access to financing of innovation activities, and incentive procedures and actions. With the support of the Office for Information Technologies and eGovernment, and the Ministry of Science, Technological Development and Innovation (NITRA), in 2023 the Innovation Fund established an information system for managing the Register, called eInnovations. Innovative subjects, subjects related to innovation infrastructure and investors in innovative activities can be registered in the Register. Registration is voluntary. The process is simple and carried out through an online application. Also, all the necessary data for submitting an application for registration is automatically extracted from the relevant official registers, which significantly speeds up the application process.

Ethical Guidelines for the Development, Implementation and Use of Reliable and Responsible AI

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 AI, which aim to align with the EU guidelines on the ethical use of AI.

Distributed Ledger Technologies

Law on Digital Assets

In 2021, Serbia's Law on Digital Assets became effective. The law legalises cryptocurrency trading and mining. Additionally, it encourages cryptocurrency service providers to obtain licenses and authorisation from Serbian authorities to operate within the country. Although acquiring a

proper license is encouraged, it is not always required to provide advisory services relating to cryptocurrency in Serbia.

Big Data

No particular initiatives in this field have been reported to date.

Cloud & Edge Computing

Government Cloud

The Office for Information Technologies and eGovernment provides cloud services to government bodies, namely infrastructure as a service (IaaS), container as a service (CaaS), backup as a service (BaaS), collaboration services and Oracle Cloud services.

Internet-of-Things

No particular initiatives in this field have been reported to date.

Quantum Computing

Participation to the Worldwide LHC Computing Grid

In December 2023, CERN and Serbia formalised an important agreement by signing a Memorandum of Understanding (MoU) at the Serbian State Data Centre. This 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.

Gigabit and Wireless High-speed Networks

Rural Broadband Rollout Plan

In 2022, Serbia launched the second phase of its Rural Broadband Rollout Plan. This project builds on the first phase launched in 2020. It aims at enabling Serbia to connect the existing fibre backbone to an additional 815 settlements, 305 schools and at least 128 000 households in rural areas without access to a broadband network. The tender for construction for phase 1 of the Plan was announced in June 2022, and the contract was signed in September 2022. The contract for phase 2 was signed in March 2023.

The investments will create new economic opportunities and skills for local populations in less-developed regions through increased access to connectivity and training. They will also advance a competitiveness-focused policy engagement in the telecommunications sector. This project is co-funded by the EU under Flagship 8 (digital infrastructure) of the Economic and Investment Plan for the Western Balkans through the WBIF.

Law on Electronic Communications

Regarding 5G, the radio frequency bands of interest for the development of next generation mobile communications networks are released and available. In line with the Law on Electronic Communications, the Ministry of Electronic Communications will conduct public consultations and adopt on rulebook on minimal conditions for issuing individual permits for spectrum use upon the completion of a public bidding procedure. Further on, upon adoption of the rulebook on minimal conditions, also in line with the Law on Electronic Communications, RATEL will conduct a public bidding procedure for issuing permits for spectrum use.

GovTech

Startup Ecosystem Development Strategy of the Republic of Serbia 2021–2025

The Startup Ecosystem Development Strategy of the Republic of Serbia (2021–2025) sets up the goals and measures for the development of the startup ecosystem, encouraging innovation in the economy of the Republic of Serbia, as well as economic growth based on the knowledge economy. Measure 4.5 of the Strategy envisages the establishment and implementation of the GovTech Programme of the State, as the first user of the innovative solutions.

GovTech Programme

In December 2023, the Innovation Fund, supported by the Cabinet of the Prime Minister and NITRA, announced a public call for innovative solutions targeting 24 challenges identified within the public sector. Designed for innovative entities, the Fund's public call, part of the initial phase of the GovTech Programme, aims to facilitate the digital transformation of the Serbian public sector.

More in general, the GovTech Programme aims to support the application of new technologies in key public sectors, such as health, education, transport and mobility, smart cities, energy, agriculture, water management, environmental protection, finance, social protection, justice and security, tourism, culture, improvement of background processes in public administration, inclusion and accessibility. It is designed to improve the delivery of public services by increasing efficiency and reducing costs by leveraging disruptive technologies and with solutions that will be offered by startups and other innovative entities, as well as scientific research organisations. This initiative seeks to benefit citizens through collaborative efforts between the public sector, the private sector and scientific research entities.

Economic Reform Programme 2024–2026

The Economic Reform Programme (ERP) 2024–2026 contains Structural Reform 2, aiming at the improvement of the regulatory framework and infrastructure for the development of the knowledge-based economy. More in general, the goal of the structural reform is to create an efficient knowledge-based economy, capable of developing and marketing top innovative products and services that are competitive on the global market. The structural reform consists of four measures:

- Measure 1 – Creating the conditions for the development of biosciences and the bioeconomy through the construction of the BIO4 Campus;
- Measure 2 – Developing the startup ecosystem;
- Measure 3 – Supporting the development of talents and creative industries by establishing the multifunctional innovative-creative centre Ložionica;
- Measure 4 – Setting up the infrastructure and environment for the creation and application of innovative IT solutions.

With regard to the achievement of the set goal, work is ongoing on the construction of the BIO4 Campus, the construction of new science and technology parks and the expansion of existing ones, the provision of support for the projects of the Ložionica Innovation District and Smart City, including the GovTech Programme of the Innovation Fund, as well as the improvement of regulations for autonomous driving in the Republic of Serbia. The described activities are significant from the point of view of improving the functioning of the market economy, making it resource-efficient and competitive, especially in the field of providing support for the development of start-ups.

7. Digital Public Administration Governance

For more details on Serbia's responsible bodies for digital policy and interoperability, its main actors, as well as relevant digital initiatives, please visit the NIFO collection on Joinup.

National

Ministry of Public Administration and Local Self-Government

The Ministry of Public Administration and Local Self-Government (MPALSG) performs government administration tasks related to (i) the government administration system, and the organisation and work of Ministries, (ii) special organisations, public agencies and public services; (iii) the Protector of Citizens; (iv) inspection; (v) administrative procedures; (vi) the development of eGovernment; (vii) the preparation of laws and other regulations, as well as standards and measures in the field of eGovernment; (viii) elections for the bodies of the Republic of Serbia; (ix) labour relations and wages in State bodies; (x) labour relations and wages in public agencies and public services; (xi) State professional exams; (xii) capacity building and professional training of employees in State bodies; (xiii) registers; (xiv) the Register of Citizens; (xv) stamps; (xvi) the political organisation; (xvii) the Register of Political Parties; (xviii) the direct declaration of citizens; and (xix) the single voter list.

Moreover, the MPALSG performs State administration tasks related to (i) the system of local self-government and territorial autonomy; (ii) guidance and support to local self-government units in ensuring the legality and efficiency of work; (iii) capacity building and professional training of employees in the bodies of local self-government units; (iv) labour relations and wages in local self-government units and autonomous provinces; and (v) the territorial organisation of the Republic of Serbia.

Finally, the MPALSG performs State administration tasks related to the creation of the conditions for access to and implementation of projects within the scope of that Ministry that are financed from the funds of the EU pre-accession funds, donations and other forms of development assistance, as well as other tasks specified by law.

Ministry of Information and Telecommunications

The Ministry of Information and Telecommunications of the Republic of Serbia is responsible for telecommunications and information society matters.
Within its telecommunication competencies, the Ministry is responsible for (i) regulation and security in the field of electronic communications and postal traffic; (ii) inspection supervision; (iii) the definition of the strategy and policy for the development of electronic communications and postal traffic; (iv) international affairs in the field of electronic communications and postal traffic; (v) measures to encourage research and development in the field of electronic communications and postal traffic; (vi) the determination of the proposed plan for the use of radio frequency bands and the adoption of the radio frequency allocation plan; (vii) the decision on the conditions for issuing individual licenses for the use of radio frequencies; and (viii) the determination of the list of basic electronic communications services (universal service) that should be provided by operators.
In the information society area, the Ministry is responsible for (i) the proposal of policies and strategies for the development of the information society; (ii) the preparation of laws and other regulations, as well as standards and measures in the field of electronic business; (iii) measures to encourage research and development in the field of the information society; (iv) the development and functioning of the information and communication infrastructure; (v) the development and improvement of the academic, i.e. educational and scientific research, computer network; (vi) data protection and information security; (vii) international affairs in the field of the information society; (viii) the creation of the conditions for access to and implementation of projects financed from the EU pre-accession funds, donations and other forms of development

assistance under the jurisdiction of the Ministry. The Ministry also performs other tasks specified by law.

Office for Information Technologies and eGovernment

The Office for Information Technologies and eGovernment carries out expert tasks related to:

- Designing, harmonising, developing and ensuring the functioning of eGovernment and information systems;
- Developing and implementing standards and measures when introducing ICTs in State administration bodies and government services;
- Designing, constructing, connecting, developing and maintaining ICT resources and infrastructure required for the provision of eGovernment services, as well as supporting in the application of the aforementioned technologies;
- Meeting the needs of the Centre for Security of Information and Communication Systems of the bodies of the Republic of Serbia;
- Providing services for designing, developing and ensuring the functioning of internet access, internet services and other centralised eServices;
- Participating in the establishment and management of information systems in which State administration bodies and holders of public authority maintain data in registers of importance for the provision of eGovernment services and for scientific research;
- Connecting data from registers under the jurisdiction of other State authorities;
- Using ICT data and resources to improve the efficiency of the State administration, territorial autonomy and local self-government units through the development of smart cities and smart Serbia;
- Preparing data for the development of AI systems and their processing by State authorities and organisations, scientific research organisations and the economy, with the implementation of personal data protection measures, especially pseudonymisation and anonymisation; and
- Planning development and procurement of computer and communication equipment for the needs of State administration bodies and government services.

The Office also performs other tasks determined by special regulations.

Government Data Centre

The Office for Information Technologies and eGovernment has established two Government Data Centres. As an example, the Government Data Centre in the city of Kragujevac, one of the most modern in the region in terms of technical and security standards, stores the key information and communication infrastructure of the Republic of Serbia. The Data Centre meets the Tier 4 standard and its services are provided in accordance with the ISO 27001 security standard, ISO 9001 quality standard, as well as the ISO 20000 quality of service provision standard. Resources in the Data Centre are offered to State authorities according to the IaaS model, i.e. virtual server resources are issued in accordance with the user's request. This model implies that all infrastructure, i.e. hardware components, is hosted in the Government Data Centre. Data and equipment of various State institutions are stored in the Government Data Centre. The Government Data Centre, in addition to collocation services and IaaS, also provides CaaS, BaaS, collaboration services, Oracle Cloud services, as well as web hosting, network and other ICT services.

Commissioner for Information of Public Importance and Protection of Personal Data

The Serbian data protection authority is the Commissioner for Information of Public Importance and Protection of Personal Data (*Poverenik za informacije od javnog značaja i zaštitu podataka o ličnosti*).

Public Policy Secretariat

The Public Policy Secretariat of the Republic of Serbia is an institution at the centre of the government in charge of coordinating horizontal issues. It has special importance in the field of public services, and coordinated simplification, digitisation and standardisation of services.
In particular, the Public Policy Secretariat is in charge of standardising the provision of information on public administration services and managing a single window for all public administration services. The single window provides access to 3 191 public administration services within the competencies of 126 public institutions at the second level of digital sophistication. In addition to

information, the Portal provides access to more than 400 digital services, which are available to users with one click.

Subnational (Federal, Regional and Local)

In Serbia, digitalisation matters are dealt with at the national level.

8. Cross border Digital Public Administration Services for Citizens and Businesses

Further to the information on national digital public services provided in the previous chapters, this final chapter presents an overview of the basic cross-border public services provided to citizens and businesses in other European countries. Your Europe is taken as reference, as it is the EU one-stop shop which aims to simplify the life of both citizens and businesses by avoiding unnecessary inconvenience and red tape in regard to 'life and travel', as well as 'doing business' abroad. In order to do so, Your Europe offers information on basic rights under EU law, but also on how these rights are implemented in each individual country (where information has been provided by the national authorities). Free email or telephone contact with EU assistance services, to get more personalised or detailed help and advice is also available.
Please note that, in most cases, the EU rights described in Your Europe apply to all EU member countries plus Iceland, Liechtenstein and Norway, and sometimes to Switzerland. Information on Your Europe is provided by the relevant departments of the European Commission and complemented by content provided by the authorities of every country it covers. As the website consists of two sections - one for citizens and one for businesses, both managed by DG Internal Market, Industry, Entrepreneurship and SMEs (DG GROW) - below the main groups of services for each section are listed.

Life and Travel

For citizens, the following groups of services can be found on the website:

- Travel (e.g. Documents needed for travelling in Europe);
- Work and retirement (e.g. Unemployment and Benefits);
- Vehicles (e.g. Registration);
- Residence formalities (e.g. Elections abroad);
- Education and youth (e.g. Researchers);
- Health (e.g. Medical Treatment abroad);
- Family (e.g. Couples);
- Consumers (e.g. Shopping).

Doing Business

Regarding businesses, the groups of services on the website concern:

- Running a business (e.g. Developing a business);
- Taxation (e.g. Business tax);
- Selling in the EU (e.g. Public contracts);
- Human Resources (e.g. Employment contracts);
- Product requirements (e.g. Standards);
- Financing and Funding (e.g. Accounting);
- Dealing with Customers (e.g. Data protection).

Last update: July 2024

The Digital Public Administration Factsheets

The factsheets present an overview of the state and progress of Digital Public Administration and Interoperability within European countries.

The factsheets are published on the Joinup platform, which is a joint initiative by the Directorate General for Digital Services (DG DIGIT) and the Directorate General for Communications Networks, Content & Technology (DG CONNECT). This factsheet received valuable contribution from the Ministry of Public administration and Local Self Government of the Republic of Serbia and Ministry of Information and Telecommunications of the Republic of Serbia.

The Digital Public Administration Factsheets are prepared for the European Commission by Wavestone.

An action supported by Interoperable Europe

The ISA² Programme has evolved into Interoperable Europe - the initiative of the European Commission for a reinforced interoperability policy.

The work of the European Commission and its partners in public administrations across Europe to enhance interoperability continues at full speed despite the end of the ISA² programme. Indeed, enhanced interoperability will be necessary to unlock the potential of data use and reuse for improved public services, to enable cross-border collaboration, and to support the sector-specific policy goals set by the Commission for the future.

Interoperable Europe will lead the process of achieving these goals and creating a reinforced interoperability policy that will work for everyone. The initiative is supported by the *Digital Europe Programme*.

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