United Nations | Department of Economic and Social Affairs

Member States Questionnaire (MSQ) for the United Nations E-Government Survey 2022

The objective of this questionnaire is to gather information from Member States in preparation of the United Nations E-Government Survey 2022. Please note that these responses do not directly affect the UN E-Government Development Index (EGDI), which is a composite index of the Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI). UNDESA assesses national portals with the assistance of independent researchers to construct the OSI, and requests data from the International Telecommunications Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) to construct TII and HCI respectively. Inputs to the MSQ will be used by the United Nations E-Government Survey 2022 team for more in-depth country analysis, fact-checking and data quality assurance.

Refer here for a glossary of terminologies: https://publicadministration.un.org/egovkb

More information about the UN E-Government Survey:
https://publicadministration.un.org/en/Research/UN-e-Government-Surveys

For any questions about this questionnaire, please contact Madeleine Losch (email: loschm@un.org) and Rachael Purcell (email: purcell@un.org).

COUNTRY NAME*

SERBIA

Contact information

Your name*	Ms Dragana Bećić
Title*	Assistant Director
Organization*	Office for Information Technologies and Electronic Government of the Government of Serbia
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Please select whichever applies*

☒ I am authorized and fully knowledgeable to respond to this questionnaire.
☐ A group of government agencies responded to the questionnaire collectively.
☐ I did not have the full information to respond to this questionnaire.
☐ I mostly provided my own opinion/assessment rather than official information.
☐ Other _____

A. Institutional / Organizational Framework

1. What is the official e-government portal at the national level? If more than one exists, please list all. *

National e-Government portal is available at https://euprava.gov.rs/   Serbian Government website frontpage https://www.srbija.gov.rs/ has a link to the Serbian e-Government portal eUprava   *Note: A new and redesigned national e-government portal was launched in February 2020. "Life events" section has been introduced, navigation is easy and intuitive in line with the latest user experience trends. Artificial Intelligence is being used for better interaction with the users.*   *A new portal for central authentication of e-Government was established to support Single-Sign-On/federation of government portals and websites. MFA, i.e. 2-factor authentication has been introduced. Digital Post/eDelivery functionality has been established and electronic delivery of government documents to the citizen's personal mailbox started in August 2020.*

2. Please provide links (Links) for portals providing specific services/features*

E-services or similar	https://euprava.gov.rs/ https://lpa.gov.rs/jisportal/homepage https://www.apr.gov.rs/ http://croso.gov.rs/lat/index.php https://www.purs.gov.rs/sr/e-porezi/portal.html *kindly refer to the point "Others (if any)" below for a full list of specific portals providing e-services
E-participation or similar	https://eparticipacija.gov.rs/ (test link) https://ogp.rs/ https://www.srbija.gov.rs/kontakt/315 *Note: A new e-Participation portal will be launched in September 2021. It is designed to support extensive consultations in the process of public policy formulation and legislative processes.*
Open government data	https://data.gov.rs/ https://data.poverenik.rs/ http://opendata.mpn.gov.rs/ http://data.sepa.gov.rs/ https://geosrbija.rs/
Public procurement	https://jnportal.ujn.gov.rs/ is a central portal. *A new public procurement portal was launched in June 2020. It enables for the entire PP procedure to be conducted electronically, including electronic auctions. The interface has been designed in line with the latest user experience trends. Moreover, there is a section dedicated to public procurements on every government body website.*
Others (if any)	

3. Please provide name and link of the government agency/department/ministry at the national level in charge of e-government. If more than one exists, please list all. *

Office for Information Technologies and eGovernment, website https://ite.gov.rs/ and Ministry of Public Administration and Local Self-Government, website https://mduls.gov.rs/. Ministry is in charge of eGovernment policy and legislation, whereas the Office for IT and eGovernment is in charge of their implementation.

- Office for IT and e-Government www.ite.gov.rs/
- Portal for local tax administrations https://lpa.gov.rs/jisportal/homepage/
- Tax administration's services: http://eporezi.purs.gov.rs/
- Central Registry of Compulsory Social Insurance services: http://www.croso.gov.rs/
- Judicial services: https://portal.sud.rs/
- Business Registries: http://www.apr.gov.rs/eng/Home.aspx
- Business Registries Portal: https://ceop.apr.gov.rs/eregistrationportal/Public/Home
- Electronic Construction Permits: https://ceop.apr.gov.rs/eregistrationportal/Public/Home
- National Geoportal – Spatial Data Infrastructure - https://geosrbija.rs/en/
- eCadaster: http://www.rgz.gov.rs/usluge/ekatastar/ekatastar-javni-pristup
- eCounter to the Republic Geodetic Authority: https://esalter.rgz.gov.rs/login
- eServices of the National Chamber of Commerce: https://pks.rs/komorske-usluge
- Portal of the National Statistical Office: http://data.stat.gov.rs/
- Services of the Ministry of Interior: http://www.mup.gov.rs/wps/portal/sr/gradjani/eUsluge
- eServices of the Pension and Disability Insurance Fund: https://servisi.pio.rs/eZahteviFront_3/
- eServices of the Treasury Administration: https://www.trezor.gov.rs/src/services/
- Environmental Protection Agency's data, portals and services: http://www.sepa.gov.rs/

http://www.nrizgis.sepa.gov.rs/NRIZGIS/index.html
http://data.sepa.gov.rs/
http://77.46.150.218/prtrportal/?lang=en/

- National Employment Agency's website and services: http://www.nsz.gov.rs/
- National Health Insurance Fund's website, services and portals: https://www.rfzo.rs/

https://site.zus.rfzo.rs/dsg/

- Learning opportunities database: http://obrazovanje.rs/en
- Learning opportunities, Erasmus+, CEEPUS, EUROPASS Programmes, Euroguidance:

https://tempus.ac.rs/foundation-tempus/

- Study in Serbia: http://www.studyinserbia.rs/en
- Education portal: http://obrazovanje.rs/en
- Parenting portals: https://www.bebac.com/ https://www.yumama.com/
- Employment opportunities, tips and legal counselling: https://poslovi.infostud.com/
- eHealth portal https://www.e-zdravlje.gov.rs/
- My general practitioner portal www.mojdoktor.gov.rs/
- eSchoolDairy https://moj.esdnevnik.rs/
- eHigh School https://mojasrednjaskola.gov.rs/
- Drugs and Medical Devices Agency https://ms.alims.gov.rs/
- Voters register https://upit.birackispisak.gov.rs/
- Qualifications Agency http://azk.gov.rs/ Register of Administrative Procedures http://rap.euprava.gov.rs/
- E-greenmarket https://pijaca.minpolj.gov.rs/
- Budget plan of cities and municipalities in Serbia https://budzeti.data.gov.rs/
- Submit a problem to the Inspectorate https://inspektor.gov.rs/submission

4. Does your country have a Chief Information Officer (CIO) or equivalent to manage its national e-government strategies/programmes? *

☒ Yes ☐ No

If yes, please provide contact information of national Chief Information Officer (CIO) or equivalent:

Your name*	Assist. Prof. Mihailo Jovanovic, Ph.D.
Title*	Director
Organization*	Office for Information Technologies and Electronic Government

| Email* | mihailo.jovanovic@ite.gov.rs; kancelarija@ite.gov.rs; |

Please provide links and details on the above, including coordination/integration between national and sub-national levels on e-government strategies/programmes.

> Ministry of Public Administration and Local Self-Government is policy/legislation proposer whereas Office for IT and eGovernment is the main institution in charge of implementation of eGovernment strategic documents at national level. Coordination and integration with local level have been ensured by the Law on the Planning System. Kindly refer to the Article 23 Conformity of Planning System at https://rsjp.gov.rs/wp-content/uploads/Law-on-Planning-System.pdf.
> At local level, there is designated person responsible for the operation of the local-level eGovernment services (local admin), as well as one person in charge of local policy.

Sectoral agencies/departments/ministries

5. Please provide names and links of the government agencies/departments/ministries at the national level in charge of the following*

Planning/development	Different ministries are in charge of planning and development in their departments. Public Policy Secretariat (https://rsjp.gov.rs/EN/) provides expert assistance to the Government and authorities in charge in the process of creation and management of public policies in their departments. In e-Government field, Ministry of Public Administration and Local Self-Government (http://mduls.gov.rs/) is in charge of planning and development and is the official policy proposer
Education	- Ministry of Education, Science and Technological Development (http://www.mpn.gov.rs/) - Agency for Education Quality and Evaluation (https://ceo.edu.rs/) - Agency for Improvement of Education (https://zuov.gov.rs/) - Qualifications Agency (http://azk.gov.rs/)
Health	- National eHealth portal (https://www.e-zdravlje.gov.rs/) - Ministry of Health (https://www.zdravlje.gov.rs/) - National Health Insurance Fund (http://www.eng.rfzo.rs/)

	- National Institute of Public Health "Milan Jovanovic Batut" (http://www.batut.org.rs/) - Drugs and Medical Devices Agency (https://www.alims.gov.rs/eng/)
Social Welfare (inclusion, social protection, etc.)	- Ministry for Labour, Employment, Veteran and Social Affairs (www.minrzs.gov.rs/) - Pension and Disability Insurance Fund (http://www.pio.rs/eng/) - Central Registry of Compulsory Social Insurance (http://www.croso.gov.rs/) - Republic institute for Social Protection (http://www.zavodsz.gov.rs/)
Employment and Labour	- Ministry for Labor, Employment, Veteran and Social Affairs (https://www.minrzs.gov.rs/sr) - National Employment Agency (http://www.nsz.gov.rs/) - Social Inclusion and Poverty Reduction Unit (SIPRU) of the Government of the Republic of Serbia (http://socijalnoukljucivanje.gov.rs/en/)
Environment	- Ministry of Environmental Protection (http://www.ekologija.gov.rs/) - National Environmental Agency (http://www.sepa.gov.rs/) Energy/Water - Ministry of Mining and Energy (http://www.mre.gov.rs/) - Ministry of Agriculture, Forestry and Water Management (http://www.minpolj.gov.rs/) - Energy Agency: (https://www.aers.rs/) - Water Directorate: (http://www.rdvode.gov.rs/)
Justice	- Ministry of Justice (https://www.mpravde.gov.rs/) - Courts Portal (https://tpson.portal.sud.rs/tposvs) - Register of unpaid fines (https://rnk.sipres.sud.rs/?lang=lat)
Economy/finance	- Ministry of Finance (http://www.mfin.gov.rs/) - Treasury (www.trezor.gov.rs/) - Tax Administration (http://www.poreskauprava.gov.rs/) - Customs (http://www.upravacarina.rs/) - Business Registers Agency (https://www.apr.gov.rs/)
Industry/trade	- Ministry of Economy (http://privreda.gov.rs/) - Ministry of Trade, Tourism and Telecommunications: (http://mtt.gov.rs/) - Development Agency of Serbia (https://ras.gov.rs/) - Chamber of commerce (https://pks.rs/)

B. COVID-19 Response and Recovery

6. Is there a specific national portal or a dedicated section addressing the COVID-19 pandemic*****?

☒ Yes   ☐ No

If yes, please provide link and more information about the specific national portal or dedicated section addressing the COVID-19 pandemic?

- To ensure availability of reliable information, several platforms, a network of contact centres and an AI-driven chatbot on Viber have been rolled out (https://covid19.rs/homepage-english/)
- Expression of interest for vaccination, including the option to choose the manufacturer and the location of the inoculation is available on eGovernment portal https://imunizacija.euprava.gov.rs/
- Numerous government portals and websites have dedicated COVID-19 sections. E.g. a dedicated COVID-19 section on the government website at https://www.srbija.gov.rs/; a dedicated COVID-19 section on national eGovernment portal at https://euprava.gov.rs/%C5%BEivotna-oblast/17/%C5%BEivotna-situacija/182;
- a dedicated COVID-19 subdomain of the national open data portal at https://covid19.data.gov.rs/.
- A whole set of new services, information systems and integrations had to be established to enable for an adequate infection tracking and control and immunization management. Self-assessment tool, e-scheduling appointments for PCR testing, online test results, automated decisions on imposed self-isolation, communication with e-Inspector system of the Sanitary and Border inspection, and immunization management - end-to-end vaccine delivery chain - from vaccine procurement and allocation to expression of interest to be vaccinated with a particular vaccine, to record keeping and issuance of vaccination certificates.
- Issuance of digital green certificates is available at https://euprava.gov.rs/usluge/6554
- Several platforms have been established with an aim to strengthen and coordinate social solidarity efforts - Digital Solidarity Portal at https://www.digitalnasolidarnost.gov.rs/ , Be a Volunteer at https://budivolonter.gov.rs/ , Be a Donor - Donate Plasma at https://www.donirajplazmu.gov.rs/.

7. Is there any specific budget allocated for new initiative/measure(s) of e-government in response to the COVID-19 pandemic and/or in supporting recovery? Please provide link and detail.

To mitigate potential negative impact of the pandemic on employment, Serbian government launched the programme "My First Salary", created a digital platform for both employers and candidates applications and ensured two billion dinars to support the employment of the youth (https://www.srbija.gov.rs/vest/en/159931/decree-on-my-first-salary-programme-adopted.php)
My First Salary portal is available at https://mojaprvaplata.gov.rs/
The Government enabled different means of financial support to all citizens and additional amounts to pensioners, unemployed, businesses, etc. Application is very simple and available fully online https://idp.trezor.gov.rs/
The Government also provided financial incentives to all vaccinated citizens. The application was done in the same way https://pmi.trezor.gov.rs/
The Innovation Fund launched a public call for SMEs offering innovative projects that could be rapidly deployed and scaled up to combat the spreading of negative effects of the coronavirus. http://www.inovacionifond.rs/info/javni-poziv-za-suzbijanje-efekata-pandemije-covid-19-otvoren-do-utorka-24-marta-do-13-casova

> A specialized subdomain on Covid-19, namely covid19.data.gov.rs, was launched on the national Open Data Portal data.gov.rs
> The Ministry of Agriculture initiated the first e-greenmarket to support the trade of fruits, vegetables, dairy products and all other products normally available at the green markets all over Serbia. The portal is available to all agricultural producers, majority of which small or family producers, who due to the pandemics cannot sell goods on the green markets. https://pijaca.minpolj.gov.rs/

8. Is there a specific post-COVID-19 digital strategy for recovery and allocation of public resources (e.g. for digital transformation, digital inclusion)? Please provide link and detail.

> Working group is established to draft the Digital Health Strategy, which will specifically address post-COVID-19 recovery. Funds have been allocated through World Bank, USAID and EU.

C. Legal Framework

9. Is there any legislation, law or regulation on access to information, such as a Freedom of Information Act? *

☒ Yes   ☐ No

If yes, please provide link and detail.

> - Law on Free Access to Information of Public Importance (https://www.paragraf.rs/propisi/zakon_o_slobodnom_pristupu_informacijama_od_javnog_znacaja.html)
> - Law on Electronic Government (and open data, digital government as a right) (EU PSI Directive aligned) (http://www.parlament.gov.rs/upload/archive/files/lat/pdf/zakoni/2018/164-18%20lat.pdf)

10. Is there any legislation, law or regulation on data privacy and/or protection? *

☒ Yes   ☐ No
If yes, please provide link and detail.

> Law on Personal Data Protection (EU GDPR compliant) (https://www.poverenik.rs/images/stories/dokumentacija-nova/zakoni/ZZPLnovembar2018/ZZPLnovembar2018.doc)

11. Is there any legislation, law or regulation on cybersecurity or similar? *

☒ Yes   ☐ No
If yes, please provide link and detail.

> Law on the organisation and competences of government authorities combating cyber crime (https://www.paragraf.rs/propisi/zakon_o_organizaciji_i_nadleznosti_drzavnih_organa_za_borbu_protiv_visokotehnoloskog_kriminala.html)

12. Is there any legislation, law or regulation on digital identity? *

☒ Yes ☐ No
If yes, please provide link and detail.

> Law on Electronic Document, Electronic Identification and Trust Services in Electronic Business (EU eIDAS compliant) (https://www.paragraf.rs/propisi/zakon-o-elektronskom-dokumentu-elektronskoj-identifikaciji-i-uslugama-odpoverenja-u-elektronskom-poslovanju.html) and bylaws

13. Is there any legislation, law or regulation on digital signature? *

☒ Yes ☐ No

If yes, please provide link and detail.

> Law on Electronic Document, Electronic Identification and Trust Services in Electronic Business (EU eIDAS compliant) (https://www.paragraf.rs/propisi/zakon-o-elektronskom-dokumentu-elektronskoj-identifikaciji-i-uslugama-odpoverenja-u-elektronskom-poslovanju.html) and bylaws

14. Is there any legislation, law or regulation on e-procurement? *

☒ Yes ☐ No

If yes, please provide link and detail.

> Law on Public Procurements (https://www.pravno-informacioni-sistem.rs/SlGlasnikPortal/eli/rep/sgrs/skupstina/zakon/2019/91/1)

15. Is there any legislation, law or regulation on digitally publishing government expenditure? *
Note: This is related to SDG Indicator 16.6.1

☒ Yes ☐ No

If yes, please provide link and detail.

> Law on the Budget System foresees that the Bill on the final account of the budget is presented to the parliament and subsequently adopted as a Law, which is then published online.
> https://www.paragraf.rs/propisi/zakon_o_budzetskom_sistemu.html
>
> The "Open Budgets" platform enables users a simple and easily understandable view of the budgets of cities and municipalities in the Republic of Serbia. In addition, the platform enables data download in an open format that is standardized for all local governments, and thus enables analysis and comparison of data and further use. The "Open Budgets" platform contributes to increasing the transparency of public finances at the local level, and provides citizens with insight into the planning of public money spending.
> https://budzeti.data.gov.rs/

16. Is there any legislation, law or regulation on data sharing/exchange/interoperability across government agencies? *

☒ Yes ☐ No

If yes, please provide link and detail.

> Law on General Administrative Procedure - Once only principle (https://www.pravno-informacioni-sistem.rs/SlGlasnikPortal/eli/rep/sgrs/skupstina/zakon/2016/18/2/reg)
>
> Law on eGovernment - Digital registers and records, data sharing/reuse, government service bus infrastructure (https://www.pravno-informacioni-sistem.rs/SlGlasnikPortal/eli/rep/sgrs/skupstina/zakon/2018/27/4/reg)

> Regulation on method of keeping metaregister, method of approving, suspending, and denying access to the Government Service Bus - information sharing and reuse infrastructure (http://www.pravno-informacioni-sistem.rs/SlGlasnikPortal/eli/rep/sgrs/vlada/uredba/2018/104/3/reg)
>
> A List of Technical Interoperability Standards
> (https://www.ite.gov.rs/extfile/sr/2002/LISTA_STANDARDA_Tehnicke_Interoperabilnosti-v-2.1.pdf)

17. Is there any legislation, law or regulation on open government data? *

☒ Yes   ☐ No
If yes, please provide link and detail.

> Law on Electronic Government (and open data) (EU PSI Directive aligned)
> (http://www.parlament.gov.rs/upload/archive/files/lat/pdf/zakoni/2018/164-18%20lat.pdf)
>
> Law on Free Access to Information of Public Importance
> (https://www.paragraf.rs/propisi/zakon_o_slobodnom_pristupu_informacijama_od_javnog_znacaja.html)
>
> Regulation on a Method of Operating of Open Data Portal (http://www.pravno-informacionisistem.rs/SlGlasnikPortal/eli/rep/sgrs/vlada/uredba/2018/104/4/reg)

18. Is there any legislation, law or regulation on the use of new/emerging technologies such as artificial intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? *

☒ Yes   ☐ No
If yes, please provide link and detail.

> Law of Digital Assets https://www.paragraf.rs/propisi/zakon-o-digitalnoj-imovini.html

D. Strategy and Implementation

19. Is there a national e-government strategy or equivalent? *
☒ Yes   ☐ No
If yes, please provide link and detail.

> eGovernment Development Programme for the period 2020-2022 and Action Plan for its implementation (https://www.srbija.gov.rs/extfile/sr/471170/program-razvoja-elektronske-uprave-republika-srbija0259-cyr.zip)

20. How long is the period/cycle of the national e-government strategy or equivalent? *
☐ Two-year
☒ Three-year
☐ Five-year
☐ Ten-year
☐ Other _____

21. Is the national e-government strategy guided by or aligned with the national development strategy? Please provide link and detail.

It is aligned with national public administration reform strategy (PAR). Kindly refer to the Part V of the Programme: Relevant legislation and planning documents (https://www.srbija.gov.rs/extfile/sr/471170/program-razvoja-elektronske-uprave-republika-srbija0259-cyr.zip)

22. Is the national e-government strategy guided by or aligned with the Sustainable Development Goals (SDGs)? Please provide link and detail.

eGovernment Development Programme 2020-22 is aligned with the SDGs - kindly refer to the Part II of the Programme: Principles of the Programme (https://www.srbija.gov.rs/extfile/sr/471170/program-razvoja-elektronske-uprave-republika-srbija0259-cyr.zip)

23. Does the national e-government strategy make specific reference to or is aligned with sub-national/local e-government development strategy? Please provide link and detail.

Since the adoption of the Law on the Planning System of the Republic of Serbia, local strategies have to be aligned with national strategies - kindly refer to the Article 23 Conformity of planning documents (https://rsjp.gov.rs/wp-content/uploads/Law-on-Planning-System.pdf)

24. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? Please provide link and detail.

Yes, kindly refer to the Part II: Principles. Serbia's commitment to the "User-centricity principles for design and delivery of digital public services" of the Tallin Declaration (including eParticipation) has been explicitly expressed. In the process of the eGovernment Development Programme formulation, e-Participation index of the UN eGovernment Survey and Serbia's rank was analyzed thoroughly.

25. Does the national e-government strategy make specific reference to a national data governance framework or similar? Please provide link and detail.

Yes, eGovernment Development Programme makes specific reference to data governance, legislation, standards and infrastructure - one of the objectives of the Programme is dedicated to open data, and there are also measures directed towards the establishment of a state of the art government data center, improvement of data infrastructure and registers. Kindly refer to the eGovernment Development Programme and the Action Plan for its implementation (https://www.srbija.gov.rs/extfile/sr/471170/program-razvoja-elektronske-uprave-republika-srbija0259-cyr.zip)

26. Does the national e-government strategy make specific reference to national digital identity? Please provide link and detail.

Yes, activities 3.1.2 and 3.1.3 of the eGovernment Development Programme foresee the introduction of two-factor authentication, cloud signature, single-sign-on, etc. Kindly refer to the eGovernment Development Programme and the Action Plan (https://www.srbija.gov.rs/extfile/sr/471170/program-razvoja-elektronske-uprave-republika-srbija0259-cyr.zip)

27. Does the national e-government strategy make specific reference to digital-by-default/digital-by-design/digital-first principle or similar? Please provide link and detail.

> Yes, eGovernment Development Programme makes specific reference to digital by default, once only, interoperability by default, etc. Kindly refer to the eGovernment Development Programme Part V-3: Relevant legislation and planning documents - alignment with the EU legislation, where strategic commitment to the principles set out in the EU eGovernment Action Plan has been expressed. (https://www.srbija.gov.rs/extfile/sr/471170/program-razvoja-elektronske-uprave-republika-srbija0259-cyr.zip)

28. Does the national e-government strategy make specific reference to data-once-only principle or similar? Please provide link and detail.

> Yes, eGovernment Development Programme makes specific reference to "once only" principle. Kindly refer to the eGovernment Development Programme Part V-3: Relevant legislation and planning documents - alignment with the EU legislation, where strategic commitment to the "once only" has been expressed. (https://www.srbija.gov.rs/extfile/sr/471170/program-razvoja-elektronske-uprave-republika-srbija0259-cyr.zip)

29. Does the national e-government strategy make specific reference to the use of new/emerging technologies such as artificial Intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? Please provide link and detail.;

☒ Artificial intelligence (AI); link/detail: eGovernment Development Programme addresses innovative public services and utilization of emerging technologies in public sector, AI among others. Moreover, there is specific strategy dedicated to AI - the Strategy on the Development of AI in the Republic of Serbia 2020-25. Kindly refer to the Part2 of the Programme - Principles (https://www.srbija.gov.rs/extfile/sr/471170/program-razvoja-elektronske-uprave-republika-srbija0259-cyr.zip). National Strategy on AI Development in Serbia 2020-2025 is available at https://www.srbija.gov.rs/extfile/sr/437310/strategy_artificial_intelligence-condensed261219_2.docx

☐ Robotics; link/detail: _____

☐ Blockchains; link/detail: _____

☒ 5G; link/detail: There is specific strategy dedicated to the development of the new generation networks until 2023 and is available at https://www.pravno-informacioni-sistem.rs/SlGlasnikPortal/eli/rep/sgrs/vlada/strategija/2018/33/1

☒ Internet of Things (IoT); link/detail: _____

☒ Others; link/detail: eGovernment Development Programme for 2020-22 makes explicit references to the utilisation of emerging technologies in the process of design and delivery of user-centric digital public services. Within one of the specific objectives set out in the Programme and the Action Plan for its implementation, measures and activities directed towards the introduction of Smart Cities in Serbia are foreseen.

30. Is the national e-government strategy aligned to any regional or global guidelines, recommendations or goals (e.g. United Nations, African Union, European Union, OECD)? Please provide link and detail.

> Yes, kindly refer to the Part II of the Programme: Principles as well as Part V-3: Relevant legislation and planning documents - alignment with the EU legislation (https://www.srbija.gov.rs/extfile/sr/471170/program-razvoja-elektronske-uprave-republika-srbija0259-cyr.zip)

31. Does the Government use any foresight tools, such as scenario planning, in visioning the future of digital government? Please provide link and detail.

> With support of GIZ, the Government of Serbia is preparing the GovTech program and the establishment of a GovTech hub. By fostering a thriving GovTech market in Serbia and driving innovation in Serbian public services, the initiative will improve service delivery to citizens and businesses, and therefore increase efficiency, transparency and accountability by the use of informational technology. The GovTech hub will be operational in 2022.

32. Does the Government have any measure in policy experimentation and/or regulatory sandboxes in using digital technologies? Please provide link and detail.

> HealthTech and FinTech sandboxes exist already. Introduction of additional regulatory sandboxes is forseen in the Strategy on the development of AI in Serbia for the period 2020-2025.

E. Digital Inclusion and E-Participation

Note: Vulnerable groups include women, older people, youth, people with disabilities, migrants, minorities and others

33. Is there a national policy/strategy or similar in ensuring digital inclusion and leaving no one behind?*

☒ Yes   ☐ No
If yes, please provide link and detail.

> Strategy on the Development of Digital Skills 2020-24 (kindly refer to the https://mtt.gov.rs/download/Strategija%20razvoja%20digitalnih%20vestina%20u%20RS%20za%20period%202020-2024.pdf)
> Study on the Assessment of Digital Accessibility Policies in Serbia (kindly refer to the http://socijalnoukljucivanje.gov.rs/wp-content/uploads/2021/06/ITU_Study_on_the_Assessment_of_Digital_Accessibility_Policies_in_Serbia.pdf)

34. Is there a national e-participation policy/strategy or similar? *

☒ Yes   ☐ No
If yes, please provide link and detail.

> Action Plan for the Implementation of the Open Government Partnership Initiative for the period 2020-2022 is available at
> http://mduls.gov.rs/wp-content/uploads/Akcioni-plan-POU-2020-2022-.-dec-2020.pdf

35. Does the Government provide any specific measure(s) to ensure meaningful connectivity/access to e-government services by women and other vulnerable groups? *

☒ Yes   ☐ No
If yes, please provide link and detail.

> Law on Electronic Communications, includes special measures providing equal opportunity to disabled persons and vulnerable social groups to access publicly available telephone services, including free calls to emergency services, access to information services and public telephone directories.
> https://www.ratel.rs/upload/documents/Zakon/Electronic%20Communications%20Law.pdf

36. Does the Government provide any specific e-service(s) for women and other vulnerable groups?

☐ Yes   ☐ No
If yes, please provide link and detail.

> The e-service for parking for persons with disabilities is currently under development.

37. Does the Government provide any specific e-participation measure(s) for women and other vulnerable groups? *

☐ Yes   ☐ No
If yes, please provide link and detail.

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│   │
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38. Does the Government provide any specific measure(s) to build digital literacy/skills for women and other vulnerable groups? *

☒ Yes   ☐ No
If yes, please provide link and detail.

> Yes, kindly refer to the Strategy on the Development of Digital Skills 2020-2024 - specific measures are foreseen for women, persons with disabilities, etc. (kindly refer to the https://mtt.gov.rs/download/Strategija%20razvoja%20digitalnih%20vestina%20u%20RS%20za%20period%202020-2024.pdf)
> Also, Strategy for Improving the Status of Persons with Disabilities 2020-2024, focuses on ensuring access to communication and information, implementing accessibility standards, and enhancing the use of assistive technologies. (kindly refer to http://www.pravno-informacioni-sistem.rs/SlGlasnikPortal/eli/rep/sgrs/vlada/strategija/2020/44/1/reg)

39. Does the Government use social media platform(s)? *

☒ Yes   ☐ No
If yes, please provide link and detail if social media is used for (i) e-information; (ii) e-consultation; and/or (iii) e-decision-making

> Government of Serbia encourages public authorities to use social media.
> Serbian Government is actively using social media - Twitter (https://twitter.com/SerbianGov) and Facebook (https://www.facebook.com/GovernmentOfSerbia/) - not only to keep citizens informed and to announce and promote important activities (e-information), but to improve overall communication (e-consultation), learn public opinion in real time, collect comments, identify issues and improve overall transparency by answering the questions related to its activities and policies. In addition, the Prime Minister and ministers have their official accounts on social media channels (Twitter, Facebook, Instagram, LinkedIn) and they actively use them.
> The Office for Information Technologies and Electronic Government is very active on social media as well, it has its Twitter (https://twitter.com/kancelarijaITE), Facebook (https://www.facebook.com/KancelarijaITE/), Instagram (https://www.instagram.com/kancelarijaite/) and YouTube (https://www.youtube.com/user/euprava

https://www.youtube.com/user/euprava) accounts set up, and is using social media to gain insight into public opinion on e-Government services, collect suggestions, and promote newly rolled-out services. In addition, the Government, the Office for IT and e-Government, the Ministry of Health, some other state administration bodies, have implemented contact form functionality on their websites and portals to improve communication with citizens.
E.g. Contact form on Serbian Government's website: https://www.srbija.gov.rs/kontakt/315;On the Office for IT and e-Government's website: https://www.ite.gov.rs/kontakt/1837; the Ministry of Health: https://www.zdravlje.gov.rs/#

Please include any guidelines for government officials/institutions on the use of social media.

New guidelines on the use of social media in public administration are about to be published. Previous version of the guidelines is available at https://www.pars.rs/images/info/vesti/2018/avgust-2018/pravosudna-portal-sm/smernice-za-koriscenje-drustvenih-mreza-u-javnoj-upravi.pdf

40. Does the Government publish information on how people's voices, including those among women and vulnerable groups, are included in policy decision-making? *

☒ Yes   ☐ No
If yes, please provide link and detail.

Yes, information about the entire consultation process have to be published. Please see Law on the Planning System (https://rsjp.gov.rs/wp-content/uploads/Law-on-Planning-System.pdf) and the Regulation on the Methodology of Public Policy management (https://rsjp.gov.rs/wp-content/uploads/Regulation-on-the-methodology-of-public-policy-management-with-Annex.pdf)

F. Usage, User Satisfaction and Evaluation

41. Does the Government monitor/collect usage statistics of e-government services? *

☒ Yes   ☐ No
If yes, please provide link and detail.

Usage statistics for eGovernment services is collected and monitored, using Google Analytics and Google Tag Manager.

42. Does the Government measure user satisfaction of e-government services? *

☒ Yes   ☐ No
If yes, please provide link and detail.

Assessment of User Satisfaction with Quality and Efficiency of E-government Services has been completed in April 2021. The assessment also includes recommendations for their enhancement. The methodology was designed to measure user satisfaction with e-government services, their quality, efficiency and take-up (gender responsive). The completed Roadmap for Implementation of the Methodology for Measuring User Satisfaction with E-government Services will enable continuous measurement of user satisfaction.

Also, a Government Contact Center is linked to the Government website (https://www.srbija.gov.rs/kontakt/315) so citizens can submit inquiries regarding public service delivery in a form of comments, appraisals and complaints. All inquiries are resolved in max. 72 hours.

There is also G2G Contact Center supporting civil servants that take part in service delivery.
108.Does the Government collect usage and/or user satisfaction data with dis-aggregation by gender?
Yes

G. Other information

43. Please provide information about any ongoing global/regional partnership and/or digital cooperation, focusing on e-government and digital technologies (e.g. enhance North-South, South-South, triangular, regional, and international cooperation) *

Open Government Partnership, regional School of Public Administration ReSPA, The Berlin Process Western Balkans Six, Regional Cooperation Council of South east Europe, Organisation for Economic Co-operation and Development (OECD), OECD Observatory of Public Sector Innovation (OECD OPSI). Additionally, Serbian e-Government Development has been supported by the EU, World Bank, UK Good Governance Fund, UN agencies, the Republic of Korea, Swedish International Development Agency, GIZ, USAID.

44. Please provide any other information related to e-government development in your country.

The curriculum for the training of data officers in every public institution has been prepared. The trainings are planned to start by the end of 2021. Part of the project is the establishment of a shared environment for interactive computing and machine learning (the data science platform), which is currently ongoing. The curriculum for the trainings on the Emerging Technologies is currently being developed for public servants. The trainings in the National Academy for Public Administration will include: Intelligence, (Machine Learning, Computer vision, chatbots, Predictive analysis and visualization, Autonomous vehicles, Medical diagnostics ...), Blockchain (cryptocurrencies, digital assets, smart contracts, consent management), Internet of Things (Smart Cities, IoT in Agriculture, Forestry and Water Management, IoT in Transport, IoT in Medicine, IoT in Environmental Monitoring), other technologies (Robots and drones, 3D printing, VR/AR), Next Generation and 5G Computer Networks, as well as Platform Economics and e-commerce.

H. Consent to publish this Questionnaire

I/We authorize UN DESA to publish my/our responses as deemed necessary. *

☒ Yes   ☐ No

THANK YOU

Thank you for taking time to complete this important questionnaire. We very much appreciate your participation.

Please complete this *OPTIONAL* Respondent Satisfaction Survey: https://forms.office.com/r/yTrKyZCjdT