



Member States Questionnaire (MSQ) for the United Nations E-Government Survey 2024

The objective of this questionnaire is to gather information from Member States in preparation of the United Nations E-Government Survey 2024. 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). The United Nations Department of Economic and Social Affairs (UN DESA) 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 2024 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), Saae Kwon (email saae.kwon@un.org) and Enkel Daljani (email daljani@un.org)

COUNTRY NAME*

SERBIA

Contact information

Your name*

Tamara Korsic

Title*

Adviser

Organization*

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Email*

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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.*

Note: E-government and digital government are used interchangeably in this Questionnaire.

National e-Government portal is available at <https://euprava.gov.rs/>
 Serbian Government's 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**, along with a portal for identification and authentication of eGovernment users (**Portal eID** at <https://eid.gov.rs>). **All service delivery stages are supported**, from **issuance of eID means**, to **authentication, online application** for a service - semi-pre-filled **eForms** and ex-officio sharing and reuse of information from registries, **online submission of documents, payment** and digitally available information about payment status (no proofs of payment required), digital **signatures** and **seals**, as well as the digital **delivery** of government-issued documents in personal **digital mailboxes** on national eGovernment portal.
"Life events" section has been introduced, navigation is easy and intuitive in line with the latest user experience trends.

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>
<https://www.e-zdravlje.gov.rs/>
 *kindly refer to the point 3. below for a comprehensive list of specific portals providing e-services

E-participation or similar

<https://ekonsultacije.gov.rs/>
<https://ogp.rs/>
<https://ekonsultacije.gov.rs/ogpPage/1>
<https://rsjp.gov.rs/cir/inicijative-privrede-i-gradjana/>
<https://www.srbija.gov.rs/kontakt/315>

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/> It is the central public procurement 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. There is also a dedicated public procurement section on every public authority website.

Others (if any)

3. Please provide the 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 IT and e-Government www.ite.gov.rs/
- Portal of Local Tax Administrations <https://lpa.gov.rs/jisportal/homepage/>
- National 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 Registers Agency:
<https://apr.gov.rs/%D1%83%D1%81%D0%BB%D1%83%D0%B3%D0%B5/%D0%B5%D1%81%D0%B5%D1%80%D0%B2%D0%B8%D1%81%D0%B8.1668.html>
- Business Registers Portal: <https://ceop.apr.gov.rs/eregistrationportal/Public/Home>
- Electronic Construction Permits:
<https://apr.gov.rs/%D1%83%D1%81%D0%BB%D1%83%D0%B3%D0%B5/%D0%B5%D1%81%D0%B5%D1%80%D0%B2%D0%B8%D1%81%D0%B8/%D0%B5%D0%B3%D1%80%D0%B0%D1%92%D0%B5%D0%B2%D0%B8%D0%BD%D1%81%D0%BA%D0%B5-%D0%B4%D0%BE%D0%B7%D0%B2%D0%BE%D0%BB%D0%B5.1389.html>
- 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: <https://stat.gov.rs/> and <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.nrzigis.sepa.gov.rs/NRIZGIS/index.html>
- Environmental protection data portal <http://data.sepa.gov.rs/> and Pollution Release and Transfer Register <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://yumama.mondo.rs/>
- 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/
- eSchool GradeBook <https://moj.esdnevnik.rs/>
- My eHigh School <https://mojasrednjaskola.gov.rs/>
- eTalents - online application for scholarships of Foundation for Young Talents <https://euprava.gov.rs/usluge/7448>
- 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 competent Inspectorate <https://inspektor.gov.rs/submission>

4. Does your country have a national 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:

Name*

Milan Latinovic

Title*

Director (a.i.)

Organization*

Office for Information Technologies and
Electronic Government

Email*

milan.latinovic@ite.gov.rs

5. Are there sectoral/line-ministry/local CIOs or equivalent positions across Government agencies/departments/ministries/jurisdictions? *

Yes No

If yes, please provide links and details on the above, including coordination/integration among national and sub-national levels on e-government strategies/programmes.

There are heads of IT in every ministry/government body, but Office for IT and eGovernment and its director (~national CIO) leads all big eGovernment/IT introduction and development projects and ensure necessary support, coordination and integration in eGovernment policy implementation. This role of the Office for IT and eGovernment stems from the [Law on Ministries \(https://www.pravno-informacioni-sistem.rs/SlGlasnikPortal/eli/rep/sgrs/skupstina/zakon/2020/128/1/reg\)](https://www.pravno-informacioni-sistem.rs/SlGlasnikPortal/eli/rep/sgrs/skupstina/zakon/2020/128/1/reg) and the [Law on Electronic Government \(https://www.pravno-informacioni-sistem.rs/SlGlasnikPortal/eli/rep/sgrs/skupstina/zakon/2018/27/4/reg\)](https://www.pravno-informacioni-sistem.rs/SlGlasnikPortal/eli/rep/sgrs/skupstina/zakon/2018/27/4/reg).

Coordination and integration with local level have been ensured by the aforementioned laws, as well as 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> : *“In preparing planning documents of a local government unit, attention shall be given to their conformity with planning documents adopted on the national level and on the level of the Autonomous Province on whose territory they reside, taking care of source competences of the local government unit and the Autonomous Province in the field of planning, prescribed by the Constitution and law.”*

Sectoral agencies/departments/ministries

6. Please provide names and portals (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 since October 2022 when the Amendments to the Law on Ministries have come into force, Office for IT and eGovernment changed its status and as the special organization in our government administration setup has also obtained the status of official proposer (right of initiative). Kindly refer to the Law on Ministries at https://www.paragraf.rs/propisi/zakon_o_ministarstvima.html. However, it is important to note that even before as the government service and without the right of initiative officially, Office was very involved in the policy and legislation formulation process and was regularly consulted on all digitalization-related questions.

Education

- Ministry of Education (<https://prosveta.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/>)
- Republic Fund of Health Insurance (<http://www.eng.rfzo.rs/>)
- National Institute of Public Health “Milan Jovanovic Batut” (<http://www.batut.org.rs/>)

Social Welfare
(inclusion, social protection, etc.)

- Drugs and Medical Devices Agency
(<https://www.alims.gov.rs/>)

Employment and Labour

- Ministry of Labour, Employment, Veteran and Social Affairs (www.minrzs.gov.rs/)
- Pension and Disability Insurance Fund
(<https://www.pio.rs/en>)
- Central Registry of Compulsory Social Insurance
(<http://www.croso.gov.rs/>)
- Republic institute for Social Protection
(<http://www.zavodsz.gov.rs/>)

Environment

- Ministry of Labour, 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/>)

Energy/Water

- Ministry of Environmental Protection
(<http://www.ekologija.gov.rs/>)
- National Environmental Protection Agency
(<http://www.sepa.gov.rs/>)

- 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.carina.rs/>)
- Business Registers Agency (<https://www.apr.gov.rs/>)

Industry/trade

- Ministry of Economy (<http://privreda.gov.rs/>)
- Ministry of Trade (<https://must.gov.rs/>)
- Development Agency of Serbia (<https://ras.gov.rs/>)
- Chamber of commerce (<https://pks.rs/>)

Sustainable Development Goals (SDGs) [NEW]

Climate Change [NEW]

Others (Please specify)

National data and SDG indicators are available at <https://sdg.indikatori.rs/>

A platform for social dialog on the topic of SDGs is available at <https://sdgs4all.rs/ciljevi/>

SDGs-related information on UN Serbia website: <https://serbia.un.org/sr/sdgs>

Website dedicated to climate change developed by Ministry of Environmental Protection and UNDP is available at: <https://www.klimatskepromene.rs/>

Non-governmental platform dedicated to information on climate change is available at <https://klima101.rs/>

B. Crisis/Emergency Response and Recovery [NEW]

7. Is there a dedicated specific digital strategy for crisis/emergency response and recovery (e.g. through digital transformation and digital inclusion)? Please provide links and details.[NEW]

Yes No

Yes, there are guidelines for the formulation of service provision continuity plans in crisis and emergency situations, including pandemics, earthquakes, fire disasters, etc. Guidelines are developed in cooperation with SIGMA/OECD and are available at <https://epapir.rsjp.gov.rs/dokumenti/>.

Moreover, it is important to note that digital transformation has been one of the top priorities of our government since June 2017 and all policy documents, from keynote addresses and governments' action plans, to public administration reform strategy and sectorial strategies clearly highlight the necessity of digitalization and include comprehensive measures and activities aimed at further digitalization.

When covid pandemic hit Serbia and during the 2020 and 2021 lockdowns all previous investments in digitalization proved to be investments in agility and resilience of our public administration. Thanks to digital infrastructure, we managed to ensure service delivery continuity and rapidly roll out necessary services and portals.

Serbia's response to covid crisis was internationally recognised as timely and successful. Kindly refer to: <https://www.forbes.com/sites/markminevich/2021/02/05/serbia-and-key-international-sovereigns-lead-with-data-and-ai-to-become-vaccination-champions/>, <https://www.ite.gov.rs/vest/5392/kancelariji-za-it-i-eupravu-cetiri-nagrade-za-efikasnost-i-prilagodljivost-javne-uprave-tokom-pandemije-covid-19.php>,

<https://www.srbija.gov.rs/vest/en/156741/serbia-among-top-five-countries-of-oecd-initiative-for-reporting-innovative-responses-during-coronavirus-pandemic.php>

8. Is there a specific national portal addressing crisis/emergency*? [NEW]

Yes No

If yes, please provide a link and more information about the specific national portal or dedicated section addressing crisis/emergency?

The Government of Serbia's website available at <https://www.srbija.gov.rs/> is the central place where all crisis and emergency related information is either published directly or available from via link.

For example, all covid-related information is available from Government's website - a link to <https://covid19.rs/homepage-english/> is available at www.srbija.gov.rs front page, and until recently there was an entire section dedicated to covid-19 on the front page.

At <https://srbija.gov.rs> there is also a section dedicated to digital services on national e-Government portal (<https://euprava.gov.rs>), including crisis and emergency-related digital services.

Aside from Government's website as the central place, there are many specific portals rolled out as part of Serbia's response to ongoing covid crisis and its consequences.

To ensure availability of reliable information, **several platforms, a network of contact centers and an AI-driven chatbot on Viber have been rolled out** (<https://covid19.rs/homepage-english/>)

Several platforms have been established to help mitigate negative impact of covid crisis and strengthen and coordinate social solidarity efforts.

To mitigate the negative impact of the pandemic on employment, in 2020 our government launched the programme "My First Salary", and created a digital platform

(<https://www.srbija.gov.rs/vest/en/159931/decreed-on-my-first-salary-programme-adopted.php>). **My First Salary portal** is available at <https://mojapravlata.gov.rs/> Up to now three rounds of calls have been launched and over 20.000 young people participated in this programme.

Be a Volunteer portal at <https://budivolonter.gov.rs/> remains relevant, as well as **Be a Donor - Donate Plasma** at <https://www.donirajplazmu.gov.rs/>.

The Government enabled different **means of financial support** to all citizens and additional amounts to pensioners, the unemployed, businesses, and the youth. Application is very simple and available fully online at <https://idp.trezor.gov.rs/>. The Government also provided financial incentives to all vaccinated citizens. The application was performed in the same way, online.

The Ministry of Agriculture initiated the first **e-Greenmarket portal** 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, and is available at

<https://pijaca.minpolj.gov.rs/>.

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. the government website at <https://www.srbija.gov.rs/>, national eGovernment portal at <https://euprava.gov.rs/%C5%BEivotna-oblast/17/%C5%BEivotna-situacija/182>; dedicated sub-domain 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 **EU digital green certificates** is available at <https://euprava.gov.rs/usluge/6962>

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, available at <https://www.pravno-informacioni-sistem.rs/SlGlasnikPortal/eli/rep/sgrs/skupstina/zakon/2004/120/7/reg> ;

Law on Electronic Government (and open data, digital government as a right - EU PSI Directive aligned), available at <https://www.pravno-informacioni-sistem.rs/SlGlasnikPortal/eli/rep/sgrs/skupstina/zakon/2018/27/4/reg> .

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), available at <https://www.pravno-informacioni-sistem.rs/SlGlasnikPortal/eli/rep/sgrs/skupstina/zakon/2018/87/13/reg>.

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

Yes No

If yes, please provide link and detail.

Law on Information Security, available at <https://www.pravno-informacioni-sistem.rs/SlGlasnikPortal/eli/rep/sgrs/skupstina/zakon/2016/6/5/reg>), and bylaws;

Law on the Organisation and Competences of Government Authorities Combating Cyber Crime, available at <https://www.pravno-informacioni-sistem.rs/SlGlasnikPortal/eli/rep/sgrs/skupstina/zakon/2005/61/7/reg>

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), available at <https://www.pravno-informacioni-sistem.rs/SlGlasnikPortal/eli/rep/sgrs/skupstina/zakon/2017/94/4/reg>, and a comprehensive set of 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), available at <https://www.pravno-informacioni-sistem.rs/SlGlasnikPortal/eli/rep/sgrs/skupstina/zakon/2017/94/4/reg>, 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 regulating e-procurements is available at <https://www.pravno-informacioni-sistem.rs/SlGlasnikPortal/eli/rep/sgrs/skupstina/zakon/2019/91/1/reg/>. Public procurement portal is available at <https://jnportal.ujn.gov.rs/>.

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 (<https://budzeti.data.gov.rs/>) enables users a simple and easily understandable view of the budgets of cities and municipalities in the Republic of Serbia. Moreover, the platform enables the download of data in an open format that is standardized for all local governments, and thus enables analysis, reuse and comparison of data. 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.

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

Yes No

If yes, please provide link and detail.

Law on General Administrative Procedure prescribes mandatory ex-officio sharing and reuse of information from registers and electronic records (application of Once only principle). The Law on

General Administrative procedure is available at <https://www.pravno-informacioni-sistem.rs/SlGlasnikPortal/eli/rep/sgrs/skupstina/zakon/2016/18/2/reg>.

Law on eGovernment regulates digital registers and records, technical data sharing and reuse, and government service bus infrastructure. The Law on eGovernment is available at <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 as the information sharing and reuse infrastructure is available at <http://www.pravno-informacioni-sistem.rs/SlGlasnikPortal/eli/rep/sgrs/vlada/uredba/2018/104/3/reg>.

A List of Technical Interoperability Standards is available at https://www.ite.gov.rs/extfile/sr/2002/LISTA_STANDARDA_Tehnicke_Interoperabilnosti-v-2.1.pdf.

National Interoperability Framework is available at <https://arhiva.mtt.gov.rs/download/2/18/NOI%20Srbija2013.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), is available at <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 is available at https://www.paragraf.rs/propisi/zakon_o_slobodnom_pristupu_informacijama_od_javnog_znacaja.html.

Regulation on a Method of Operating of Open Data Portal is available at <https://www.pravno-informacioni-sistem.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, available at <https://www.paragraf.rs/propisi/zakon-o-digitalnoj-imovini.html>

19. Is there any legislation, law or regulation on the ethical/responsible use of AI in public administration? [NEW]

Yes No

If yes, please provide link and detail.

Law on Personal Data protection regulates automated data processing, profiling, and automated decision-making. It is available at <https://www.pravno-informacioni-sistem.rs/SlGlasnikPortal/eli/rep/sgrs/skupstina/zakon/2018/87/13/reg>

There are also Ethical guidelines - <https://www.ai.gov.rs/tekst/sr/441/nacrt-etickih-smernica.php>

D. Strategy and Implementation

20. Is there a national e-government strategy or equivalent? *

Yes No

If yes, please provide link and detail.

eGovernment Development Programme for the period 2023-2025 and Action Plan for its implementation (https://www.srbija.gov.rs/extfile/sr/700236/program_razvoja_e-uprave_RS_2023-2025_sa_akcionim_planom_48_cyr.zip)

21. How long is the period/cycle of the national e-government strategy or equivalent? *

Two-year

Three-year

Five-year

Ten-year

Other _____

22. Is there a dedicated budget for digital government development? Please explain by informing on the percentage compared to national government expenditure. [NEW]

Yes No

Great investments are being made, both from the budget as well as loans. The entire budget of the Office for IT and eGovernment (10 billion Serbian dinars, equivalent to close to 95 million US dollar), is intended for digital government development, but other government bodies and local-self government units also have their eGovernment development budgets for specific projects.

23. Is the national e-government strategy guided by or aligned with the national development strategy? Please provide link and detail, including specific reference to an implementation roadmap.

Yes No

eGovernment Development Programme 2023-2025 is aligned with national public administration reform strategy (PAR) 2021-2030 and action plan for its implementation 2021-2025, as well as Strategy on the development of information society and information security 2021-2026, and several other sectorial strategies. Kindly refer to the Part III A. of the Programme for a comprehensive list and explanation: https://www.srbija.gov.rs/extfile/sr/700236/program_razvoja_e-uprave_RS_2023-2025_sa_akcionim_planom_48_cyr.zip

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

Yes No

eGovernment Development Programme 2020-22 is explicitly aligned with the SDGs - kindly refer to the Part II of the Programme: https://www.srbija.gov.rs/extfile/sr/700236/program_razvoja_e-uprave_RS_2023-2025_sa_akcionim_planom_48_cyr.zip

25. 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.

Yes No

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>)

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

Yes No

Yes, kindly refer to the Part II and Part III of the Programme where principles and relevant legal and strategic framework are listed. Serbia's commitment to the Sustainable Development Goals of the UN, and "User-centricity principles for design and delivery of digital public services" of the Tallin Declaration (including eParticipation) is explicitly expressed. In the process of the eGovernment Development Programme formulation, e-Participation index of the UN eGovernment Survey and Serbia's rank were analysed thoroughly.

https://www.srbija.gov.rs/extfile/sr/700236/program_razvoja_e-uprave_RS_2023-2025_sa_akcionim_planom_48_cyr.zip

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

Yes No

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 measures aimed at the improvement of data infrastructure and registers as well as the construction of additional facility of the Government Data Center in the City of Kragujevac. Kindly refer to the eGovernment Development Programme and the Action Plan for its implementation

https://www.srbija.gov.rs/extfile/sr/700236/program_razvoja_e-uprave_RS_2023-2025_sa_akcionim_planom_48_cyr.zip

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

Yes No

Yes. Activity 1.3.1.3 of the Programme is aimed at connecting the remaining national portals to a Single-Sign-On of the National eID portal, and activities 1.1.5.1 and 1.1.5.2 are aimed at the public servants and general public digital identity awareness and competence raising. Kindly refer to: https://www.srbija.gov.rs/extfile/sr/700236/program_razvoja_e-uprave_RS_2023-2025_sa_akcionim_planom_48_cyr.zip Comprehensive national digital identity ecosystem is in place - national eID portal has been operating since February 2020, as well as the EU eIDAS compliant legislation, Conformity Assessment Authority within the Ministry of Information and Telecommunications, a network of certification authorities and registration authorities has been established, sophisticated means such as 2FA using mobile devices and cloud signature are available to citizens and businesses, as well as foreign nationals having a residence or registered temporary stay in the Republic of Serbia. eID means of a high level of assurance and qualified cloud signature are offered to citizens and foreign nationals with a registered temporary stay or residence free of charge.

29. Does the national e-government strategy make specific reference to digital-by-design/digital-first¹ principle or similar? Please provide link and detail.

Yes No

Yes, eGovernment Development Programme makes specific reference to the digital by default, once only, interoperability by default, and other principles. Kindly refer to the eGovernment Development Programme Part III V.: Relevant legislation and planning documents - alignment with the EU legislation, where strategic commitment to the principles set out in the EU eGovernment Action Plan and Tallin Declaration is expressed. Please see the Programme at https://www.srbija.gov.rs/extfile/sr/700236/program_razvoja_e-uprave_RS_2023-2025_sa_akcionim_planom_48_cyr.zip

30. Does the national e-government strategy make specific reference to data-once-only principle, **single-source-of-truth (SSoT)**, or similar? Please provide link and detail.

Yes No

Yes, eGovernment Development Programme makes specific reference to the digital by default, once only, interoperability by default, and other principles. Kindly refer to the eGovernment Development Programme Part III V.: Relevant legislation and planning documents - alignment with the EU legislation, where strategic commitment to the principles set out in the EU eGovernment Action Plan and Tallin Declaration on eGovernment is expressed. https://www.srbija.gov.rs/extfile/sr/700236/program_razvoja_e-uprave_RS_2023-2025_sa_akcionim_planom_48_cyr.zip

31. Does the national e-government strategy make specific reference to a life-cycle approach? Please provide link and detail. [NEW]

Yes No

National Guidelines for Service Design and Delivery provide guidelines for the implementation of the life-cycle approach. Aforementioned document is an internal document mandatory for public servants involved in public service design and development in Serbia. It is aligned with agile service management methodologies and latest service standards trends.

32. Does the national e-government strategy make specific reference to inclusion-by-default, inclusion-by-design² or similar? Please provide link and detail. [NEW]

Yes No

Yes, eGovernment Development Programme makes specific reference to the principles of inclusiveness and accessibility. Kindly refer to the eGovernment Development Programme Part III: Relevant legislation and planning documents - alignment with the EU legislation, where strategic commitment to the principles set out in the EU eGovernment Action Plan and Tallin Declaration is expressed. https://www.srbija.gov.rs/extfile/sr/700236/program_razvoja_e-uprave_RS_2023-2025_sa_akcionim_planom_48_cyr.zip

33. Does the national e-government strategy make specific reference to digitalizing a specific percentage of public services? [NEW]

Yes No

¹ To provide link or description

² To provide link or description

If yes, please provide link and detail.

eGovernment Development Programme is aimed at digitalization of all public services. “Digital-by-default” principle sets out digital service delivery channel as the default channel, which means that the goal is to enable for the online provision of every public service.

https://www.srbija.gov.rs/extfile/sr/700236/program_razvoja_e-uprave_RS_2023-2025_sa_akcionim_planom_48_cyr.zip

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

Artificial intelligence (AI); link/detail: Artificial intelligence (AI); link/detail: eGovernment Development Programme addresses innovative public services and utilization of emerging technologies in public sector, AI among others. Kindly refer to the part V A. of the Programme (“Vision”), at

https://www.srbija.gov.rs/extfile/sr/700236/program_razvoja_e-uprave_RS_2023-2025_sa_akcionim_planom_48_cyr.zip

Moreover, there is specific strategy dedicated to AI - the Strategy on the Development of Artificial Intelligence in the Republic of Serbia 2020-25. 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: eGovernment Development Programme addresses innovative public services and utilization of emerging technologies in public sector, robotics among others. Kindly refer to the part V A. of the Programme (“Vision”), at https://www.srbija.gov.rs/extfile/sr/700236/program_razvoja_e-uprave_RS_2023-2025_sa_akcionim_planom_48_cyr.zip

Blockchains; link/detail: eGovernment Development Programme addresses innovative public services and utilization of emerging technologies in public sector, blockchain among others. Kindly refer to the part V A. of the Programme (“Vision”), at

https://www.srbija.gov.rs/extfile/sr/700236/program_razvoja_e-uprave_RS_2023-2025_sa_akcionim_planom_48_cyr.zip

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> A new strategy for 2024 and beyond is being drafted.

Internet of Things (IoT); link/detail: eGovernment Development Programme addresses innovative public services and utilization of emerging technologies in public sector, IoT among others. Kindly refer to the part V A. of the Programme (“Vision”), at

https://www.srbija.gov.rs/extfile/sr/700236/program_razvoja_e-uprave_RS_2023-2025_sa_akcionim_planom_48_cyr.zip

Invisible/anticipatory/proactive/seamless services³ [NEW]: There is a reference to proactive and personalized services, kindly refer to the Part III of the Programme at

https://www.srbija.gov.rs/extfile/sr/700236/program_razvoja_e-uprave_RS_2023-2025_sa_akcionim_planom_48_cyr.zip

³ To explain

Others; link/detail: Within one of the specific objectives set out in the Programme and the Action Plan for its implementation, eGovernment Development Programme sets out measures and activities directed towards the development of Smart Cities in Serbia.

35. 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 No

Yes, especially with the Sustainable Developments Goals of the UN and the European Union's eGovernment policy, kindly refer to the Part II and Part III of the Programme:

https://www.srbija.gov.rs/extfile/sr/700236/program_razvoja_e-uprave_RS_2023-2025_sa_akcionim_planom_48_cyr.zip

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

Yes No

Yes, Government recognizes the importance of strategic foresight and public servants involved in the formulation of public policies undergo trainings in the use of the foresight tools.

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

Yes No

Introduction of regulatory sandboxes has been planned by the Strategy on the development of AI in Serbia for the period 2020-2025. At the moment several sandboxes are in draft.

38. Does the Government have any official tool/mechanism to monitor the progress of the implementation of its e-government strategies? Please provide link and/or details [NEW]

Yes No

Yes, comprehensive methodology and a mechanism for monitoring performance and the extent of implementation of public policy documents is in place. Kindly refer to the Law on Planning System:

<https://rsjp.gov.rs/wp-content/uploads/Law-on-Planning-System.pdf>

Mandatory use of Integrated Public Policy Information System enables for easy monitoring and progress tracking, greater efficiency and increase the quality of public policies. Kindly refer to this manual for more information: <https://rsjp.gov.rs/wp-content/uploads/Prirucnik-za-rukovodioce.pdf>

E. Digital Inclusion and E-Participation

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

39. 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 <https://www.pravno-informacioni-sistem.rs/SlGlasnikPortal/eli/rep/sgrs/vlada/strategija/2020/21/2/reg/>.

For Study on the Assessment of Digital Accessibility Policies in Serbia, kindly refer to http://sociojalnoukljucivanje.gov.rs/wp-content/uploads/2021/06/ITU_Study_on_the_Assessment_of_Digital_Accessibility_Policies_in_Serbia.pdf.

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

Yes No

If yes, please provide link and detail.

Measures aimed at increasing eParticipation are included in many sectorial documents, including the Programme for Improving Public Policy Management and Regulatory Reform for the period 2021-2025 (https://rsjp.gov.rs/wp-content/uploads/AP_PPM_RR_Programme_final.pdf), and the Action Plan for the Implementation of the Open Government Partnership (OGP) Initiative for the period 2020-2022 (available at <https://www.pravno-informacioni-sistem.rs/SlGlasnikPortal/eli/rep/sgrs/vlada/zakljucak/2020/157/1> - a new OGP Action Plan is in draft, it will also include measures related to eParticipation).
It is important to note that eParticipation has been ensured in Serbia by our legislation, which makes it mandatory for public entities to publish online all information related to the formulation of policy and legal documents on their website as well on eConsultations portal as well as to enable online participation.

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

Yes No

If yes, please provide link and detail.

According to the provisions of our new Law on Electronic Communications adopted in April 2023 fast broadband internet is to become universal service available in 99,9% households in Serbia. The Law is available at http://www.parlament.gov.rs/upload/archive/files/cir/pdf/zakoni/13_saziv/302-23.pdf.

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

Yes No

If yes, please provide link and detail.

Yes, e.g. online application for a parking tickets for persons with disabilities - <https://euprava.gov.rs/usluge/7075>, digital platform "I protect you" for online reporting and countering peer violence - <https://cuvamte.gov.rs/>, etc.

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

Yes No

If yes, please provide link and detail.

One of specific objectives of the Strategy for the Improvement of the Position of Persons with Disabilities 2020-2024 foresees a comprehensive set of measures aimed at systematic inclusion of disability persons and their perspective in the process of formulation, implementation and measuring

performance of all public policies. Kindly refer to the Strategy at <https://www.pravno-informacioni-sistem.rs/SlGlasnikPortal/eli/rep/sgrs/vlada/strategija/2020/44/1/reg>

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

Yes No

If yes, please provide link and detail.

Yes, kindly refer to the Strategy on the Development of Digital Skills 2020-24 - specific measures are foreseen for women, elderly, minorities, persons with disabilities, etc. (kindly refer to <https://www.pravno-informacioni-sistem.rs/SlGlasnikPortal/eli/rep/sgrs/vlada/strategija/2020/21/2/reg/>)

45. 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/VladaRSrbije/>) - 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/kancelarijalTE>), Facebook (<https://www.facebook.com/KancelarijalTE/>), Instagram (<https://www.instagram.com/kancelarijaite/>) and Youtube (<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, as well as many other government bodies have implemented the 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>; Office for IT and e-Government's website: <https://www.ite.gov.rs/kontakt/1837> , National eGovernment portal: <https://euprava.gov.rs/kontakt>

If yes, please include any guidelines for government officials/institutions on the use of social media.

Official guidelines on the use of social media in public administration bodies and institutions are available at <https://rju.gov.rs/wp-content/uploads/2022/02/smernice-za-koriscenje-drustvenih-mreza.pdf>

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

Yes No

If yes, please provide link and detail.

Yes, information about the entire consultation process has to be published at <https://ekonsultacije.gov.rs/> as to enable availability of information and participation. Kindly refer to 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>) and the Law on the Planning System (<https://rsjp.gov.rs/wp-content/uploads/Law-on-Planning-System.pdf>) for more details on mandatory measures and analyses that have to be conducted in the process of policy formulation as to ensure additional protection of interests of vulnerable groups.

F. Usage, User Satisfaction and Evaluation

47. 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.

48. Does the Government measure usage data with dis-aggregation by gender?*

Yes, anonymized data are collected and wherever relevant, disaggregated by gender and age groups, as to gain insight into service users, problems they encounter, as well as the take-up, performance and ease of use of services government offers.

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

Yes No

If yes, please provide link and detail.

Yes, user satisfaction information is collected; several mechanisms are in place to gather feedback. Aside from collecting user satisfaction information and analyses conducted by the government and Office for IT and eGovernment, periodically there are independent surveys. Results of the latest independent user satisfaction survey conducted by IPSOS agency will be published in early June 2023 on the website of the Office for IT and eGovernment within the "News" section at <https://www.ite.gov.rs/sekcija/209/sve-vesti.php>

Does the Government collect user satisfaction data with dis-aggregation by gender?*

Yes.

G. Partnership and International Cooperation

50. Please provide information about any ongoing global/regional partnership and/or digital cooperation, with United Nations (such as UNDESA, Regional commissions, UNDP, UNICEF ...) focusing on e-government and digital technologies (e.g. enhance North-South, South-South, triangular, regional, and international cooperation) * [NEW]

Cooperation and support provided by United Nations and its agencies, and especially support from UNDP and ITU is very important to us.

51. Please provide information about any other ongoing global/regional partnership and/or digital cooperation, with other non UN-bodies. [NEW]

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, the Republic of Korea, Swedish International Development Agency, GIZ, USAID.

THANK YOU

Please provide any other information that will help us in understanding e-government development in your country.

2017 was an important milestone for eGovernment development in Serbia because our then appointed Prime Minister set out digitalization as the top priority of her government. Comprehensive reforms as well as great investments were necessary, and a total transformation of the entire public administration into a user-centred and modern service. Developed eGovernment was necessary precondition. After 5 years of great efforts and investments, in 2022 Serbia was 4th in Europe and 11th in the world according to the World Bank GovTech Maturity Index, as well as one of the top ten countries with the highest progress in eGovernment according to UN eGovernment Survey.

Consent to publish this Questionnaire

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

Yes No

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