

Digital Service Design Hub — Serbia

Institutionalises Citizen Co-Design for Accessible E-Government

Digital Inclusion · Good practice · Serbia

Quality score: 32/100

Evidence strength: Cautionary / limited

Summary

Serbia's Office for IT and eGovernment launched a three-year, EUR 3.25m Digital Service Design Hub in October 2024, backed by the UN Joint SDG Fund, the EU and 16 governments, to co-design public digital services with citizens — naming people with disabilities among its priority

Key dimensions

Dimension	Score
Innovation level	3/5
Sustainability (ongoing)	1/1
Evaluation evidence	0/1
Demonstrated reach	0/1
Documented learning	0/1

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-09-10

Government of Serbia — Office for IT and eGovernment (with UNDP, FAO and UNICEF) — accessed 2026-09-10

UN Serbia: "Clicking Together with Citizens" — Technology Serving Community — accessed 2026-09-10

Joint SDG Fund: Digital Service Design Hub — Clicking Together with Citizens — accessed 2026-09-10

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