

Poreska Uprava Big Data CRM — Serbia's AI Compliance Risk Management Platform

AI in the Public Sector · Good practice · Serbia

Quality score: 60/100

Evidence strength: Observational / pre–post

Summary

Since 2018 Serbia's Tax Administration has run an AI/big data compliance risk management system with University of Novi Sad; salary-tax revenue grew ~70% nominally (2018–2022), attributed jointly to the CRM platform and broader administrative reforms.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	2/3
Transparency, fairness & accountability	1/3
Transferability / demonstrated replication	2/3
Scalability beyond pilot	2/3
Governance, capability & sustainability	2/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-06-25

[Poreska uprava \(Tax Administration of Serbia\) / University of Novi Sad](#) — accessed 2026-06-25

[World Bank blog — Tackling Tax Evasion in Serbia with Big Data \(Jan 2024\)](#) — accessed 2026-06-25

[University of Novi Sad paper on big data tax collection \(ResearchGate\)](#) — accessed 2026-06-25

[arXiv — Tax Evasion Risk Management: hybrid outlier detection \(Serbia data\)](#) — accessed 2026-06-25

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