

Serbia's eUprava AI Assistant — Over 357,000 Conversations and a Fifth Assistant, 'Radoslav', for Social Benefits

AI in the Public Sector · Good practice · Serbia

Quality score: 53/100

Evidence strength: Observational / pre–post

Summary

Serbia's eGovernment Office reports 357,000+ conversations and 77% satisfaction on its eUprava AI assistant, and in July 2026 launched 'Radoslav', a fifth assistant guiding citizens through five welfare programmes.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-09

[Office for Information Technologies and eGovernment, Republic of Serbia](#) — accessed 2026-08-09

[Tanjug: AI assistant on eUprava portal, 357,000+ conversations](#) — accessed 2026-08-09

[Office for IT and eGovernment: launch of 'Radoslav' social-protection assistant](#) — accessed 2026-08-09

[Rasa customer case study: Serbia eUprava conversational AI](#) — accessed 2026-08-09

Cite this — Evidoria. *Serbia's eUprava AI Assistant — Over 357,000 Conversations and a Fifth Assistant, 'Radoslav', for Social Benefits*. Persistent ID: 90c82e43-1c19-4d9d-a100-4eae80e979b3.