

Serbia's Social Card — A World Bank-Backed Welfare Algorithm That Excluded a Third of Recipients

AI in the Public Sector · Good practice · Serbia

Quality score: 40/100

Evidence strength: Moderate

Summary

Serbia's algorithmic 'Social Card', built with World Bank support since 2022 to score welfare eligibility, has disproportionately excluded Roma people and people with disabilities; by 2025 nearly a third of previously eligible recipients had lost benefits, Amnesty found.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	3/3
Transparency, fairness & accountability	0/3
Transferability / demonstrated replication	1/3
Scalability beyond pilot	2/3
Governance, capability & sustainability	0/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-25

[Ministry of Labour, Employment, Veteran and Social Affairs \(Serbia\) / World Bank](#) — accessed 2026-08-25

[Amnesty International — Trapped by Automation \(2023\)](#) — accessed 2026-08-25

[RFE/RL — Amnesty Faults Serbia, World Bank For 'Stripping' Vulnerable Of Social Assistance](#) — accessed 2026-08-25

Cite this — Evidoria. *Serbia's Social Card — A World Bank-Backed Welfare Algorithm That Excluded a Third of Recipients*.
Persistent ID: ce0fe76d-767a-460a-9be7-728b88aa3c5c.