

 Early Warning System

WB-P514497

Serbia Ecosystem for Resilient, Verifiable and Inclusive Services



Quick Facts

Countries	Serbia
Financial Institutions	World Bank (WB)
Status	Proposed
Bank Risk Rating	C
Voting Date	2027-01-28
Borrower	Government of Serbia - Office for Information Technologies and Electronic Government
Sectors	Communications, Law and Government
Investment Type(s)	Loan
Investment Amount (USD)	\$ 59.00 million
Project Cost (USD)	\$ 59.00 million



Project Description

According to the Bank's website, the objective of this project is to increase the inclusive use and quality of selected digital services.

The project will have five components:

- (i) Digital Ready Infrastructure;
- (ii) Next Generation Digital Public Infrastructure;
- (iii) AI and Digital Services;
- (iv) Project Management;
- (v) Digital Contingency Emergency Response (Cyber CERC)

The project will provide the appropriate resources and vehicle for Serbia to deliver on key EU Reform Agenda commitments such as the Digital Wallet rollout, integrating it with key use cases, continue and expand the improvements in cyber-readiness achieved by the country under the previous investment operation (EDGE), implement high-impact targeted investments on AI and public services. Transversally, the project will further strengthen the capacity and centrality of the Office for IT and eGovernment (OITEG) in timely delivering high-quality digital services to Serbia's public institutions and citizens.



Early Warning System Project Analysis

The Project is assessed as **Low** environmental risk, reflecting its digital and institutional nature and the absence of civil works, construction, rehabilitation, land acquisition, or investments in physical infrastructure. Environmental impacts are expected to be minimal and limited to small-scale procurement of IT equipment, which will be subject to energy efficiency requirements, with any resulting e-waste managed in accordance with national regulations and ESS3.

The project is rated as **low** social risk. SERVIS is expected to generate positive social impacts by improving access to citizen-facing digital public services and enhancing efficiency, transparency, and convenience for citizens, businesses, and civil servants. The project is digital and institutional in nature, with no land acquisition, involuntary resettlement, civil works, or labor influx anticipated. Civil servants will benefit from AI and cybersecurity training and streamlined administrative processes.



Investment Description

- World Bank (WB)

Total Project Cost: US\$ 59.00 million

IBRD Commitment: US\$ 59.00 million



Contact Information

CONTACT POINT - World Bank

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ACCESS TO INFORMATION

To submit an information request for project information, you will have to create an account to access the Access to Information request form. You can learn more about this process at: <https://www.worldbank.org/en/access-to-information/request-submission>

ACCOUNTABILITY MECHANISM OF THE WORLD BANK

The World Bank Inspection Panel is the independent complaint mechanism and fact-finding body for people who believe they are likely to be, or have been, adversely affected by a World Bank-financed project. If you submit a complaint to the Inspection Panel, they may investigate to assess whether the World Bank is following its own policies and procedures for preventing harm to people or the environment. You can contact the Inspection Panel or submit a complaint by emailing ipanel@worldbank.org. Information on how to file a complaint and a complaint request form are available at: <https://www.inspectionpanel.org/how-to-file-complaint>



Bank Documents

- [Appraisal Environmental and Social Review Summary \(ESRS\) - Serbia Ecosystem for Resilient Verifiable](#)
- [Appraisal Project Information Document \(PID\)](#)
- [Concept Environmental and Social Review Summary \(ESRS\) - Serbia Ecosystem for Resilient Verifiable a](#)
- [Concept Project Information Document \(PID\)](#)
- [Environmental and Social Commitment Plan \(ESCP\) - Serbia Ecosystem for Resilient Verifiable and Incl](#)
- [Stakeholder Engagement Plan \(SEP\) - Serbia Ecosystem for Resilient Verifiable and Inclusive Services](#)
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