

Ageing in digital societies: enablers and barriers to older persons exercising their social rights

Serbia

June 2022

Contractor: Belgrade Centre for Human Rights

Authors: Goran Sandić, MA

DISCLAIMER: This document was commissioned under contract as background material for comparative analysis by the European Union Agency for Fundamental Rights (FRA) for the project ‘Ageing in digital societies’. The information and views contained in the document do not necessarily reflect the views or the official position of the FRA. The document is made publicly available for transparency and information purposes only and does not constitute legal advice or legal opinion.

Contents

1	Legal and policy framework	3
1.1	National legislation on digital public administration	3
1.2	National policy, strategy or action plan on the digitalisation of public services or digital inclusion	4
1.3	National recovery and resilience plans covering the digitalisation of public services.....	6
2	Programmes and practices aimed at ensuring equal access to public services in the digital age..	6
3	Research and data focused on equal access to public services in the digital age	7
4	State of digitalisation of selected public services	9

1 Legal and policy framework

1.1 National legislation on digital public administration

In the Republic of Serbia there is no national legislation on public services that mentions equal access for all or specific groups (such as older persons or persons with disabilities). However, the eGovernment portal is the national web portal of electronic government/administration and acts as a single access point to the electronic government/administration for citizens, businesses and employees in the state administration and it is located at the following web address: www.euprava.gov.rs.¹ The eGovernment portal is governed by the Electronic Government Act (*Zakon o elektronskoj upravi*)² and a set of bylaws. The Electronic Government Act addresses the right to equal access both directly and indirectly. The prohibition of discrimination is explicitly mentioned by stipulating that “everyone has the right to use the e-government service”,³ that “all users of the e-government service have access to electronic data and documents in the same way and under the same conditions and are equal in exercising this right”⁴ and that “the e-government service is provided in a way that provides access and use to persons with disabilities without technical, audio-visual, semantic and linguistic restrictions”.⁵ The Electronic Government Act also provides for an obligation that accessibility standards are to be respected “when designing, developing, maintaining and updating software solutions, so that e-government services are accessible to everyone, especially persons with disabilities”⁶ and that the content of the web presentation is to be “available on mobile devices and accessible to everyone, especially persons with disabilities”.⁷ When public authorities are providing content and services through eGovernment, they are obliged to provide access to the content and services to everyone in accordance with accessibility standards.⁸ The Electronic Government Act lists persons with disabilities as a group to which special emphasis is paid in the Act to ensure that eGovernment services are accessible. No specific measures or safeguards are provided to ensure that people’s rights are respected and equal access enabled for all. Under Section V of the Act (Penal provisions), misdemeanour liability is foreseen for main administrators of the web portals,⁹ and responsible persons in legal entities,¹⁰

¹ All hyperlinks were accessed on 13 May 2022.

² Serbia, Electronic Government Act (*Zakon o elektronskoj upravi*), 6 April 2018.

³ Serbia, Electronic Government Act (*Zakon o elektronskoj upravi*), 6 April 2018, Art. 7(1).

⁴ Serbia, Electronic Government Act (*Zakon o elektronskoj upravi*), 6 April 2018, Art. 7(2).

⁵ Serbia, Electronic Government Act (*Zakon o elektronskoj upravi*), 6 April 2018, Art. 7(3).

⁶ Serbia, Electronic Government Act (*Zakon o elektronskoj upravi*), 6 April 2018, Art. 16(3).

⁷ Serbia, Electronic Government Act (*Zakon o elektronskoj upravi*), 6 April 2018, Art. 28(2).

⁸ Serbia, Electronic Government Act (*Zakon o elektronskoj upravi*), 6 April 2018, Art. 31.

⁹ Serbia, Electronic Government Act (*Zakon o elektronskoj upravi*), 6 April 2018, Arts. 44-45.

¹⁰ Serbia, Electronic Government Act (*Zakon o elektronskoj upravi*), 6 April 2018, Arts. 46-47.

mainly for technical aspects and administrative procedures of the functioning of the eGovernment.

The only bylaw connected to the Electronic Government Act that provides for access to public services on a rights-based approach is the Decree on Detailed Conditions for Creating and Maintaining a Government Body Website (*Uredba o bližim uslovima za izradu i održavanje veb prezentacije organa*),¹¹ which stipulates the obligation to have assistive technologies on web presentations of public administration bodies for people with disabilities.¹²

A 2021 International Telecommunication Union's Study on the Assessment of Digital Accessibility Policies in Serbia concluded that "despite the enactment of the Law on Electronic Administration in 2018 and its implementing Regulation, all public administration bodies (national and local) need to make greater efforts to ensure that their websites meet accessibility requirements".¹³

1.2 National policy, strategy or action plan on the digitalisation of public services or digital inclusion

In the field of digitalisation of public services, the eGovernment Development Programme and accompanying Action Plan 2020-2022 (*Program razvoja elektronske uprave u Republici Srbiji za period od 2020. do 2022. godine sa Akcionim planom za njegovo sprovođenje*)¹⁴ was adopted by the Government of the Republic of Serbia in June 2020, since the Strategy for the Development of the eGovernment in the Republic of Serbia 2015-2018 (*Strategija razvoja elektronske uprave u Republici Srbiji za period 2015-2018 godine i Akcioni plan za sprovođenje Strategije za period 2015-2016. godine*)¹⁵ has expired. It is stated that the Programme has been designed and is to be implemented in line with the, inter alia, principle of equality and non-discrimination where "...information systems, platforms, software and complete infrastructure used by the public administration should enable equal access to all users irrespective of their gender, sex, age, race, religious or political beliefs, sexual orientation, affiliation with a national or ethnic minority, property or any other ground of discrimination,

¹¹ Serbia, Decree on Detailed Conditions for Creating and Maintaining a Government Body Website ([Uredba o bližim uslovima za izradu i održavanje veb prezentacije organa](#)), 28 December 2018.

¹² Serbia, Decree on Detailed Conditions for Creating and Maintaining a Government Body Website ([Uredba o bližim uslovima za izradu i održavanje veb prezentacije organa](#)), 28 December 2018, Art. 5.

¹³ International Telecommunication Union (2021), [ITU study on the assessment of digital accessibility policies in Serbia](#), Geneva, International Telecommunication Union, p. 25.

¹⁴ Serbia, eGovernment Development Programme and accompanying Action Plan 2020-2022 ([Program razvoja elektronske uprave u Republici Srbiji za period od 2020. do 2022. godine sa Akcionim planom za njegovo sprovođenje](#)), 16 June 2020.

¹⁵ Serbia, Strategy for the Development of the eGovernment in the Republic of Serbia 2015-2018 ([Strategija razvoja elektronske uprave u Republici Srbiji za period 2015-2018 godine i Akcioni plan za sprovođenje Strategije za period 2015-2016. godine](#)), 23 December 2015.

provided that the person has a computer and a stable internet connection”.¹⁶ However, no safeguards that ensure equal access to internet connection, IT tools or actual devices are provided. The Digital Skills Development Strategy in the Republic of Serbia for the period from 2020 to 2024 (*Strategija razvoja digitalnih veština u Republici Srbiji za period od 2020. do 2024. godine*),¹⁷ recognizes the need for access to internet and IT tools, but the only way it addresses it is by “Providing adequate ICT infrastructure means equipping schools with computers” in the specific goal “1.1. Providing conditions for learning and acquiring digital competencies in the educational system”. On the other hand, the specific objective No. 3 of the eGovernment Development Programme is defined as “Increase of eGovernment accessibility to citizens and businesses by improving client service” and it is oriented at optimisation and digitalisation of procedures, services, registers and records, improvement functionality and the design of e-Government portals and websites of public administration bodies, and improvement of the implementation of certification, certified electronic delivery, electronic payments and popularisation of eGovernment.¹⁸

In the general field of digitalisation, the main policy instrument is the Digital Skills Development Strategy in the Republic of Serbia for the period from 2020 to 2024 (*Strategija razvoja digitalnih veština u Republici Srbiji za period od 2020. do 2024. godine*).¹⁹ This strategy seeks to improve the digital knowledge and skills of all citizens, especially members of “vulnerable social groups”. The Strategy also states that the digital gap – a socioeconomic risk endangering free and equal access to digital technologies – is widening and that there are significant differences when it comes to persons with disability, the Roma population and the rural population. Hence, the second specific objective (Improving basic and advanced digital skills for all citizens) contains the “expanding of the circle of stakeholders, especially among the elderly”.²⁰ One of the measures foreseen for this objective is “Accreditation of training programs for the development of digital

¹⁶ Serbia, eGovernment Development Programme and accompanying Action Plan 2020-2022 ([Program razvoja elektronske uprave u Republici Srbiji za period od 2020. do 2022. godine sa Akcionim planom za njegovo sprovođenje](#)), 16 June 2020, II Rules and Principles of the Programme.

¹⁷ Serbia, Digital Skills Development Strategy in the Republic of Serbia for the period from 2020 to 2024 ([Strategija razvoja digitalnih veština u Republici Srbiji za period od 2020. do 2024. godine](#)), 6 March 2020.

¹⁸ Serbia, eGovernment Development Programme and accompanying Action Plan 2020-2022 ([Program razvoja elektronske uprave u Republici Srbiji za period od 2020. do 2022. godine sa Akcionim planom za njegovo sprovođenje](#)), 16 June 2020, VIII Programme Objectives, B. Specific Programme Objectives.

¹⁹ Serbia, Digital Skills Development Strategy in the Republic of Serbia for the period from 2020 to 2024 ([Strategija razvoja digitalnih veština u Republici Srbiji za period od 2020. do 2024. godine](#)), 6 March 2020.

²⁰ Serbia, Digital Skills Development Strategy in the Republic of Serbia for the period from 2020 to 2024 ([Strategija razvoja digitalnih veština u Republici Srbiji za period od 2020. do 2024. godine](#)), 6 March 2020, 4.2. Specific Objectives of the Strategy.

skills of citizens with the development of models of increased access to citizens belonging to vulnerable categories, such as the elderly, people with disabilities and poor citizens or persons from rural areas, as well as reducing gender disparities and inequalities in digital skills development”.²¹

However, in her 2021 Special Report on Discrimination Against Older Persons, the Commissioner for the Protection of Equality recommended that the relevant Ministry start drafting an Action Plan for the implementation of the Digital Skills Development Strategy in the Republic of Serbia for the period from 2020 to 2024, which would elaborate in detail how to train older persons to use modern information and communication technologies, with special emphasis on internet security.²²

1.3 National recovery and resilience plans covering the digitalisation of public services

There is no Recovery and Resilience national plan in the sense of the EU Recovery and Resilience Facility.

2 Programmes and practices aimed at ensuring equal access to public services in the digital age

Data regarding programmes and projects aimed at increasing digital inclusion is available for the period 2014-2018,²³ while for 2019, 2020 and 2021 there are no publicly available data. Available data shows that from 2015 to 2019 there were 69 supported projects under the framework of information society support programmes implemented by the Ministry of Trade, Tourism and Telecommunications with a total value of RSD 60,084,498.²⁴ Calls for bids were

²¹ Serbia, Digital Skills Development Strategy in the Republic of Serbia for the period from 2020 to 2024 ([Strategija razvoja digitalnih veština u Republici Srbiji za period od 2020. do 2024. godine](#)), 6 March 2020, Specific Objective 2. Improving basic and advanced digital skills for all citizens, Measure 2.2.

²² Serbia, Commissioner for the Protection of Equality (*Poverenik za zaštitu ravnopravnosti*) (2021), [Special Report on Discrimination Against Older Persons](#), Belgrade, Commissioner for the Protection of Equality, pp. 29-30.

²³ Ožegović, J. (2019), [Report on digital inclusion in the Republic of Serbia for the period 2014-2018](#), Belgrade, Social Inclusion and Poverty Reduction Unit Government of Serbia.

²⁴ Ožegović, J. (2019), [Report on digital inclusion in the Republic of Serbia for the period 2014-2018](#), Belgrade, Social Inclusion and Poverty Reduction Unit Government of Serbia, p. 51.

addressed to civil society organisations (associations, endowments and foundations). Within the second public call for projects in 2017, a total of 17 projects were approved focusing on information and telecommunication technologies, digital competencies, digital literacy and digital skills of older persons, allocating a total amount of RSD 10,262,892.00.²⁵ Other vulnerable categories addressed by approved projects were, i.e., persons with disabilities,²⁶ women,²⁷ women in rural areas,²⁸ and children.²⁹

In 2019 the Government adopted a Programme for Women's Empowerment in the Field of ICT for the period 2019-2020 (*Program za osnaživanje žena u oblasti informaciono-komunikacionih tehnologija za period 2019-2020. godine*),³⁰ which was the first public policy programme in this area. It contained a set of programme measures and activities aimed at affirming the digital skills of women of all ages from primary school age, to students and unemployed women, to old women (specific objective 3 - Encouraging the use of ICT among the older generation women and raising the digital competencies of women to bridge the digital divide).³¹

3 Research and data focused on equal access to public services in the digital age

The number of complaints registered in 2021 by the Ombuds institutions related to discrimination on the ground of old age in the context of access to public services is not desegregated by the Ombudsperson in Serbia (Protector of Citizens / *Zaštitnik građana*) but encompasses both rights of persons with disabilities and rights of older people. Regarding these groups, Ombudsperson stated in his Regular Annual Report of the Protector of Citizens for 2021 that his institution

²⁵ Ožegović, J. (2019), [Report on digital inclusion in the Republic of Serbia for the period 2014-2018](#), Belgrade, Social Inclusion and Poverty Reduction Unit Government of Serbia, pp. 53-54.

²⁶ Ožegović, J. (2019), [Report on digital inclusion in the Republic of Serbia for the period 2014-2018](#), Belgrade, Social Inclusion and Poverty Reduction Unit Government of Serbia, p. 51.

²⁷ Ožegović, J. (2019), [Report on digital inclusion in the Republic of Serbia for the period 2014-2018](#), Belgrade, Social Inclusion and Poverty Reduction Unit Government of Serbia, p. 53.

²⁸ Ožegović, J. (2019), [Report on digital inclusion in the Republic of Serbia for the period 2014-2018](#), Belgrade, Social Inclusion and Poverty Reduction Unit Government of Serbia, p. 54.

²⁹ Ožegović, J. (2019), [Report on digital inclusion in the Republic of Serbia for the period 2014-2018](#), Belgrade, Social Inclusion and Poverty Reduction Unit Government of Serbia, p. 55.

³⁰ Serbia, Programme for Women's Empowerment in the Field of ICT for the period 2019-2020 ([Program za osnaživanje žena u oblasti informaciono-komunikacionih tehnologija za period 2019-2020. godine](#)), 15 March 2019.

³¹ Serbia, Programme for Women's Empowerment in the Field of ICT for the period 2019-2020 ([Program za osnaživanje žena u oblasti informaciono-komunikacionih tehnologija za period 2019-2020. godine](#)), 15 March 2019, 5. Overall objective and specific objectives.

considered 151 cases in 2021,³² and found 164 violations of rights, most of which relate to the right to a disability pension, the right to equal access to services and the right to financial compensation for assistance and care of another person; violations of the rights of the elderly in social and health care institutions.³³ However, there are no specially desegregated data regarding discrimination on the ground of old age in the context of access to public services.

On the other hand, the Commissioner for Protection of Equality stated in her Regular Annual Report of the Commissioner for Protection of Equality for 2021, that during 2021 a total of 98 complaints were filed regarding age discrimination out of which 36 were filed by people 65 years old or older people.³⁴ When it comes to old people, most of the complaints related to the actions of public authorities, the provision of services or the use of facilities and areas, and the area of social and health care.³⁵ Here too there is a lack of desegregated data when it comes to the number of cases regarding discrimination in the context of access to public services.

The Commissioner for Protection of Equality pointed out that the method of immunization against SARS-CoV-2 by an electronic notification through the eGovernment was especially inaccessible to older persons.³⁶

Finally, the ICT study on the Assessment of Digital Accessibility Policies in Serbia encouraged the Government of the Republic of Serbia to "take action to develop and implement policies for ICT accessibility and digital inclusion that will prevent mass exclusion of and discrimination against vulnerable populations, including persons with disabilities and older persons, in future emergency situations".³⁷

³² Serbia, Protector of Citizens (Zaštitnik građana) (2022), [Redovan godišnji izveštaj Zaštitnika građana za 2021. godinu](#), Protector of Citizens, p. 53.

³³ Serbia, Protector of Citizens (Zaštitnik građana) (2022), [Redovan godišnji izveštaj Zaštitnika građana za 2021. godinu](#), Belgrade, Protector of Citizens, p. 54.

³⁴ Serbia, Commissioner for Protection of Equality (Poverenik za zaštitu ravnopravnosti) (2022), [Redovan godišnji izveštaj Poverenika za zaštitu ravnopravnosti za 2021. godinu](#), Belgrade, Commissioner for Protection of Equality, p. 178.

³⁵ Serbia, Commissioner for Protection of Equality (Poverenik za zaštitu ravnopravnosti) (2022), [Redovan godišnji izveštaj Poverenika za zaštitu ravnopravnosti za 2021. godinu](#), Belgrade, Commissioner for Protection of Equality, p. 179.

³⁶ Serbia, Commissioner for Protection of Equality (Poverenik za zaštitu ravnopravnosti) (2021), [Special Report on Discrimination Against Older Persons](#), Belgrade, Commissioner for the Protection of Equality, p. 347.

³⁷ International Telecommunication Union (2021), [ITU study on the assessment of digital accessibility policies in Serbia](#), Geneva, International Telecommunication Union, p. 25.



4 State of digitalisation of selected public services

		Selected public services relevant for older persons			
		Access to health records	Public statutory pensions	Social benefits	Personal documents
Stage of digitalisation	Not digitalised (Y/N)	<p>NO</p> <p>Online access to health records is available on eHealth (e-zdravlje.gov.rs). To access them a person has three choices for registration on the eHealth portal: 1. Using credentials through the eid.gov.rs portal (unique state system for citizen authentication in all eGovernment systems);</p> <p>2. Using credentials from the health insurance card;</p> <p>3. Using the credentials of the registered user on the eHealth portal. Registering through eid.gov.rs or the eHealth portal should allow full access to the portal. Registering by using credentials from the health insurance cards gives limited access only to COVID-19 functions. People can access their COVID-19 test results and</p>	<p>NO/ Limited</p> <p>Only the eCounter electronic service is available with the Republic Fund for Pension and Disability Insurance (RFPIO). Through the eCounter web portal, it is possible to submit requests for the use of rights from pension and disability insurance, requests for issuance of certificates, and submit evidence attached to the request.</p>	<p>YES</p>	<p>NO/ Limited</p> <p>The eGovernment portal offers the possibility to schedule time slots to physically go and submit requests for issuing biometric ID, biometric passport or vehicle registration with competent authorities. Some cities and municipalities have enabled citizens to supplement the data in the registers of births, marriages and deaths through eGovernment. The list of cities/municipalities can be found on eGovernment. Not all local governments have enabled this yet.</p>

		COVID-10 immunisation records.			
	Information is available online (Y/N)	<p>YES</p> <p>A person can register for eHealth through the unique state system for citizen authentication (eid.gov.rs) in one of the following three ways: 1. Username and Password – which offers limited information online and no access to digital health records; 2. Qualified Electronic Certificate; and 3. With Two-Factor Authentication via Mobile App. Options Nos. 2 and 3 offer full access to eHealth which includes access to medical data from the health system of the Republic of Serbia.</p> <p>If a person registers on eHealth using option No. 1, in order to gain access to medical records they must obtain eID at eligible counters of the municipality or post office that offer the service of registering citizens on the</p>	<p>YES</p> <p>A person can submit a request and see the status of their request on the website. When submitting the request, a person first has to select the relevant branch office of the Republic Fund for Pension and Disability Insurance (RFPIO) and then they can choose the type of their request: 1. Pension; 2. Disability pension; 3. Survivor's pension; 4. Reimbursement of funeral expenses; 5. Help and care, bodily harm; 6. Recognition of length of service during pregnancy; 7. Recognition of length of service based on the birth of the third child; 8. Determination of pension length of service abroad; 9. Change of name/surname in the case; 10. Recognition of length of service on the</p>	NO	<p>YES</p> <p>Information about these services is available on the eGovernment Portal and every registered user can access the services.</p>

		<p>Electronic Identification Portal (eID Portal).</p> <p>This information is available in the User manual inter alia under Profile Settings on the eHealth portal. However, the impression is that it might be too confusing for many people, including older people and people with disabilities.</p>	<p>basis of participation in the war; 11. Life certificate; 12. Certificate of use of pension rights.</p> <p>A person cannot register on the eCounter portal, but it is necessary to have a working email because it is used to receive the code. The code is necessary to submit the previously downloaded and filled pdf document and to see the status of their request.</p> <p>The technical information is available in the User manual.</p>		
	<p>Transactions are possible online (Y/N)</p>	<p>YES</p> <p>Transactions available online on the eHealth portal are: Direct scheduling of an examination by a selected general practitioner; Insight into the list of prescribed recipes. Registered users can search for medicines for which the Agency has issued a license</p>	<p>YES</p> <p>A prerequisite for using the e-Counter web portal is that the person has internet access and Adobe Acrobat Reader software installed on their computer or mobile phone. A qualified electronic certificate is required, as the</p>	<p>NO</p>	<p>YES</p> <p>Only the option to schedule time slots for appointments where a person has to physically present on the premises of the competent authorities is available</p>

		<p>for the medicine via the eGovernment portal.</p> <p>On the MyDoctor (<i>MojDoktor</i>) mobile phone app (www.mojdoktor.gov.rs) it is possible to see the work schedule of their chosen medical doctor, the time slots offered, and to choose the one that suits them and thus schedule an appointment directly in the application.</p>	<p>documentation must be electronically signed. If a person does not have it, at the request of the Republic Fund for Pension and Disability Insurance, they must subsequently submit a signed request in paper format, so that the case can be considered at all. The Republic Fund for Pension and Disability Insurance official may request that the documentation that cannot be obtained ex officio, be submitted in writing, in addition to the fact that someone submitted it electronically.</p>		<p>for IDs, passports and vehicle registrations.</p> <p>Some city and municipal administrations have enabled citizens to submit requests for the issuance of birth certificates and citizenship certificates through the eGovernment Portal. After filling in the request, the user will receive the parameters for the payment of the necessary fees. Payment of fees is available through eGovernment with debit/credit cards, as well as through electronic banking channels or a general payment slip. Information on the posted payment immediately appears on eGovernment.</p>
Recognition of groups at risk of digital exclusion	Service specific regulation recognises barriers to digital inclusion / vulnerable and disadvantaged groups (Y/N).	NO	NO	NO	NO

	If yes , please list the barriers and groups that are mentioned.				
Multichannel access options	Telephone service (Y/N) If yes , please describe what kind of personalised services it provides.	A person can schedule a medical appointment at the health centre in the place of their residence by a phone call to their local health centre. A person cannot access their health records via telephone service.	Local branch offices of the Republic Fund for Pension and Disability Insurance have phone numbers that serve as information centres for citizens' inquiries.	Local centres for social welfare have contact forms and phone numbers available for citizens' inquiries.	Competences for issuing different personal documents are divided among different national or local authorities. For some of them, it is possible to schedule via phone.
	Physical administrative access points (Y/N). If yes , please specify the level of availability (local, regional, national), the opening days and hours.	No unified public service exists offline. A person can access health center in the place of residence at local level, Monday-Friday. Opening hours are set by decisions of individual health centres, but are usually 07:00-17:00.	Branch offices of the Republic Fund for Pension and Disability Insurance (RFPIO) are available at local level following the administrative division for cities and municipalities. Opening hours are usually 08:00-15:00.	No unified public service exists offline. A person can access centres for social welfare at local level, Monday-Friday. Opening hours are set by decisions of individual centres, but are usually 07:30-14:30.	No unified public service exists offline. A person can submit requests for IDs, passports and vehicle registration in the place of residence at a local level, Monday-Friday. Opening hours are set by decisions of individual competent authorities, but are usually 07:30-15:30.
	Specific locations that facilitate offline access to the service (Y/N) If yes , indicate the location(s). Please describe what kind of support is provided.	NO	NO	NO	NO

	<p>Specific locations that facilitate online access to the service (Y/N).</p> <p>If yes, indicate the location(s).</p> <p>Please describe what kind of support is provided.</p>	NO	NO	NO	NO
	<p>Other – please indicate any other access channels to the service.</p>				
<p>Other forms of support for online use</p>	<p>Please indicate any other form of support to facilitate the use of the online service for older persons such as easy-to-read versions, different language versions, etc.</p>	<p>The eHealth website (e-zdravlje.gov.rs) does not offer an easy-to-read version. It is accessible in Serbian Cyrillic and Serbian Latin website. On the landing page the option to choose the English language is also available, however only the landing page is available in English, while the Portal itself after logging in remains in Serbian. No text-to-speech option is available at this time.</p>	<p>The Republic Fund for Pension and Disability Insurance (www.pio.rs) is available both in Serbian Cyrillic/Latin and English. English version of the website is more scarce in information.</p> <p>The Republic Fund for Pension and Disability Insurance offers both easy-to-read version and text-to-speech option.</p>	NO	<p>The eGovernment portal is accessible in Serbian Cyrillic and Serbian Latin. The eGovernment offers an easy-to-read version with letter display style and size and black and white and inverse themes. No text-to-speech option is available at this time.</p>