



# DIGITAL AGORA

# E-Government. E-Participation.

# Done Smart.

The screenshot shows the Digital Agora mobile application interface. At the top left is the logo, followed by a search bar with the placeholder "Search...". On the far right is a small circular icon with a dot. The main menu is on the left, titled "MENU" at the top. It includes the following items:

- Home** (selected)
- E-Citizen Area
- Services Provided
- Data Center
- Life in Belgrade
- My Interests
- Calendar
- Consultations
- Initiatives
- Activities

Below the menu is a "HELP" section with links to "Ask the Bot!" (which has a red notification bubble with the number 3), "FAQ", and "Settings".

The main content area is divided into several sections:

- E-Government**: Request documents online, manage your personal data and send official requests.
- New Request >**: Request a document or a service online.
- E-Citizen Area >**: Check your ongoing requests and manage your documents.
- Living in Belgrade, RS**: Data Center and Life in Belgrade, RS.
- Data Center >**: Real-time, regularly updated data on the life in Belgrade.
- Life in Belgrade, RS >**: Find out more about daily life in Belgrade, Serbia.
- My I...**: Partially visible, showing "Get re..." and "are m...".

At the bottom of the screen is a footer bar with the text "Shape your City & Neighbourhood".

# What is Digital Agora?

A TOOL FOR SMART COUNTRIES.

DA is conceived as a complete ecosystem for smart governance, enabling citizens to access **e-government services**, make informed decisions **based on real-time data**, and have their voices heard through **participatory functionalities**.

# 01 E-GOVERNMENT

A wide range of administrative services is accessible through the DA Dashboard.

In line with the development of digital sovereignty, users themselves decide on when, where and to whom are their data being sent.

ID verification is done through a Remote Verification mobile app (to be designed).

The DA Dashboard displays a grid of administrative services. On the left, a sidebar lists various services and links. The main area shows a grid of service cards, each with a title, a brief description, and a 'Request' or 'Start Procedure' button.

**Services Provided:**

- Data Center
- Life in Belgrade
- My Interests
- Calendar
- Consultations
- Initiatives
- Activities
- HELP
  - Ask the Bot! (3)
  - FAQ
  - Settings
  - Call Support

**455 items found**

**Service Cards (Grid View):**

Type	Validity	Price
Birth Certificate	Permanent	450 RSD
Cadastral Extract	Permanent	450 RSD
Register a birth	Permanent	450 RSD
Get a Social Security card	Permanent	450 RSD
Apply for a kindergarten spot	N/A	Free
ID Card	Permanent	450 RSD
Birth Certificate	Permanent	450 RSD
Birth Certificate	Permanent	450 RSD
Birth Certificate	Permanent	450 RSD

**Details for Birth Certificate:**

An extract from the registrar's office in your town, specifying your personal data as well as the information about your parents.

Type	Validity	Price
ID	Permanent	450 RSD

Usability: 250 Procedures

**Details for Cadastral Extract:**

A cadastral extract specifies the basic information about a property, including ownership, area and registration date.

Type	Validity	Price
ID	Permanent	450 RSD

Usability: 250 Procedures

**Details for Register a birth:**

Register your kid's birth online and save precious time for you and your family.

Type	Validity	Price
ID	Permanent	450 RSD

Usability: 250 Procedures

**Details for Get a Social Security card:**

The social security number is the key to accessing the public health & social insurance system in Serbia.

Type	Validity	Price
ID	Permanent	450 RSD

Usability: 250 Procedures

**Details for Apply for a kindergarten spot:**

If your kid is between 1 and 5, you can apply for a kindergarten in your vicinity. The procedure is entirely done online.

Type	Validity	Price
Kids	N/A	Free

Usability: 1182 Kindergartens

**Details for ID Card:**

This is a brief description of what this document actually is, containing all the main information for the user to see.

Type	Validity	Price
ID	Permanent	450 RSD

Usability: 250 Procedures

**Details for Birth Certificate (Bottom Row):**

An extract from the registrar's office in your town, specifying your personal data as well as the information about your parents.

Type	Validity	Price
ID	Permanent	450 RSD

An extract from the registrar's office in your town, specifying your personal data as well as the information about your parents.

Type	Validity	Price
ID	Permanent	450 RSD

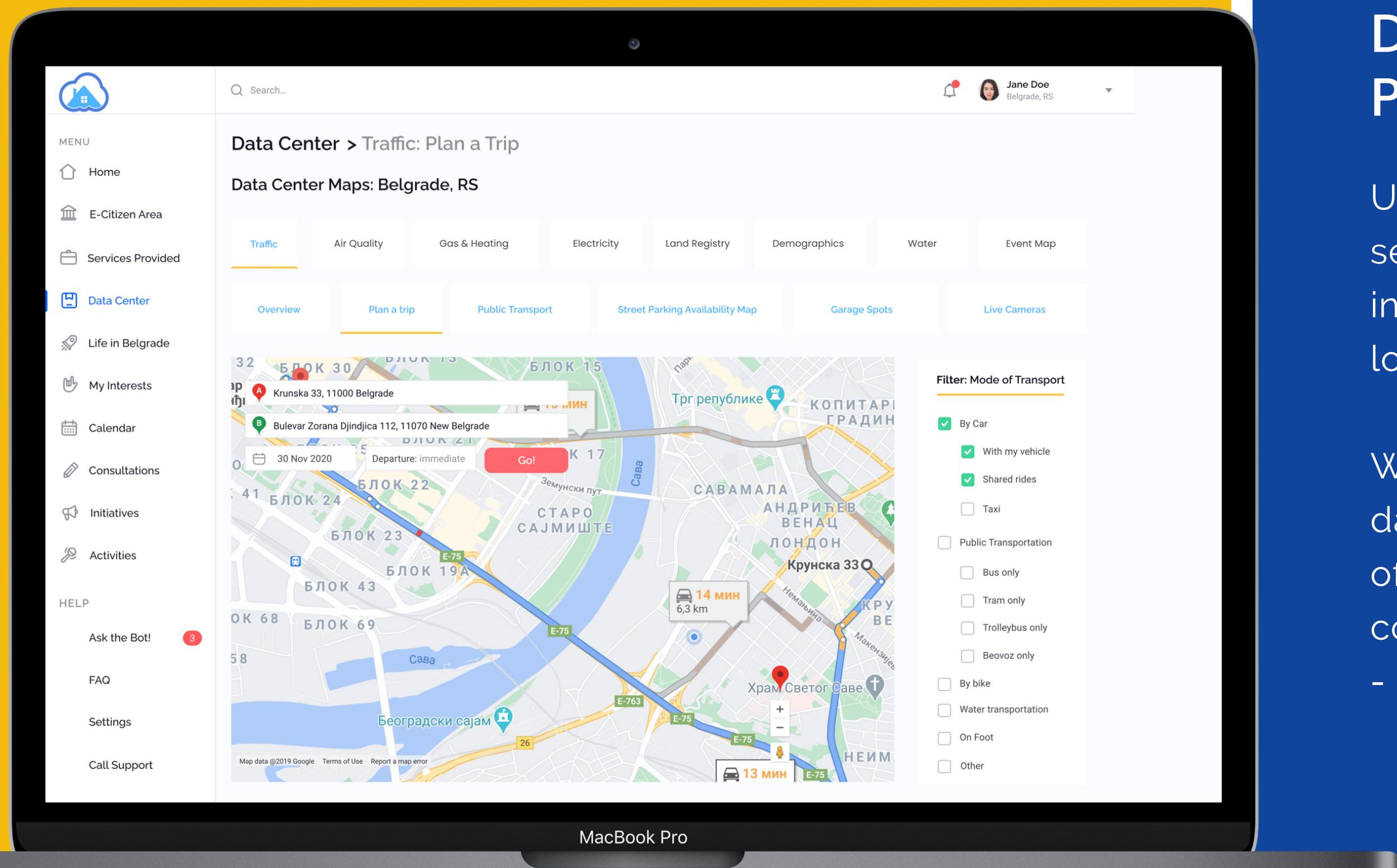
An extract from the registrar's office in your town, specifying your personal data as well as the information about your parents.

Type	Validity	Price
ID	Permanent	450 RSD

## 02 REAL-TIME DATA FOR AN INFORMED DECISION-MAKING PROCESS

Users can access a variety of live maps, select the layers of information they are interested in and plan their daily and long-term activities accordingly.

While navigating the maps or databases, Digital Agora reminds users of related procedures and steps, thus connecting the two parts of the website - Data Center and E-Government.



## 03 YOUR NEIGHBOURHOOD AT A GLANCE

Content is designed to match users' needs and expectations - whether it's about quickly finding the street cleaning schedule or the nearest emergency ward - or diving deeply into local guides and policies.

The image shows a smartphone displaying a mobile application interface. The top half of the screen features a light blue header with the text "Life in Belgrade". Below this is a search bar containing the placeholder "Example: Narodnih heroja 40" and a red "Go!" button. The bottom half of the screen is divided into several sections: a sidebar on the left with a "MENU" section containing links like Home, E-Citizen Area, Services Provided, Data Center, Life in Belgrade (which is highlighted in blue), My Interests, Calendar, Consultations, Initiatives, and Activities; a "Guides & In-Depth Articles" section with four cards showing thumbnails, titles, and details; a "Meet the people who run the city" section with a "Featured" subsection showing profiles of four individuals; and a "Call Support" section at the bottom right.

**Life in Belgrade**

Type in your address and check out the complete guide to the public services, city representatives and important events nearby.

Example: Narodnih heroja 40 **Go!**

**Guides & In-Depth Articles**

**Food Safety: How do I know what I buy in Belgrade is safe?**  
Department for Food and Sanitation  
20.01.19 | Reading time: 45 min

**The Urban Development Plan 2030: What's new?**  
Urban Development Office  
20.01.19 | Reading time: 45 min

**Sports for Everyone: How Belgrade plans to upgrade PE**  
Mayor's Office  
20.01.19 | Reading time: 45 min

**Shine Bright: Street Lighting Upgrades in 2021-2022**  
Urban Development Office  
20.01.19 | Reading time: 45 min

**Meet the people who run the city**

**Featured**

Petar Nikolic  
Head of Urban Dev Department  
[www.belgrade.gov.rs/acymyk/liv](http://www.belgrade.gov.rs/acymyk/liv) **Contact**

Dragana Petrovic  
Pre-School Department  
[www.belgrade.gov.rs/acymyk/liv](http://www.belgrade.gov.rs/acymyk/liv) **Contact**

Divna Lepovic  
PR Manager, Mayor's Office  
[www.belgrade.gov.rs/acymyk/liv](http://www.belgrade.gov.rs/acymyk/liv) **Contact**

Nemanja Zarkovic  
Head of BG Tech21 Project  
[www.belgrade.gov.rs/acymyk/liv](http://www.belgrade.gov.rs/acymyk/liv) **Contact**

**Call Support**

## 04 DIGITAL PARTICIPATION FOR THE 21ST CENTURY

The third pillar of Digital Agora is aimed at increasing citizens' engagement in local decision-making.

This is done either through top-down (Consultations, which are set up by the relevant institutions) or bottom-up activities (Initiatives, which can be started by users).

Shape your City and Neighbourhood > Consultations > Trolley Network in Banjica

**Trolley Network in Banjica** Deadline: May 30, 2021

Public Consultation • Started by: Transport Bureau of the City of Belgrade

14 E-Citizens have participated so far

**Overview**

"Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur."

**Main Points**

- Collect feedback on main alternative routes for lines 40, 41
- Optimize public spaces around the Banjica Terminus
- Ways to enhance speed in the yellow lane in the X, Y, Z
- First and Last Departures - Public opinion
- Attracting more people to use public transportation in Banjica
- Noise reduction measures

**Key Facts & Figures**

271	Submissions received
226 (83,39%)	Submissions read by TBCB

**Top Contributors**

Ivan Rakovic	45 Submissions / 21 Marked as Constructive
Bogdan Ivic	39 Submissions / 11 Marked as Constructive
Haris Savic	19 Submissions / 11 Marked as Constructive

**Most Voted Ideas**

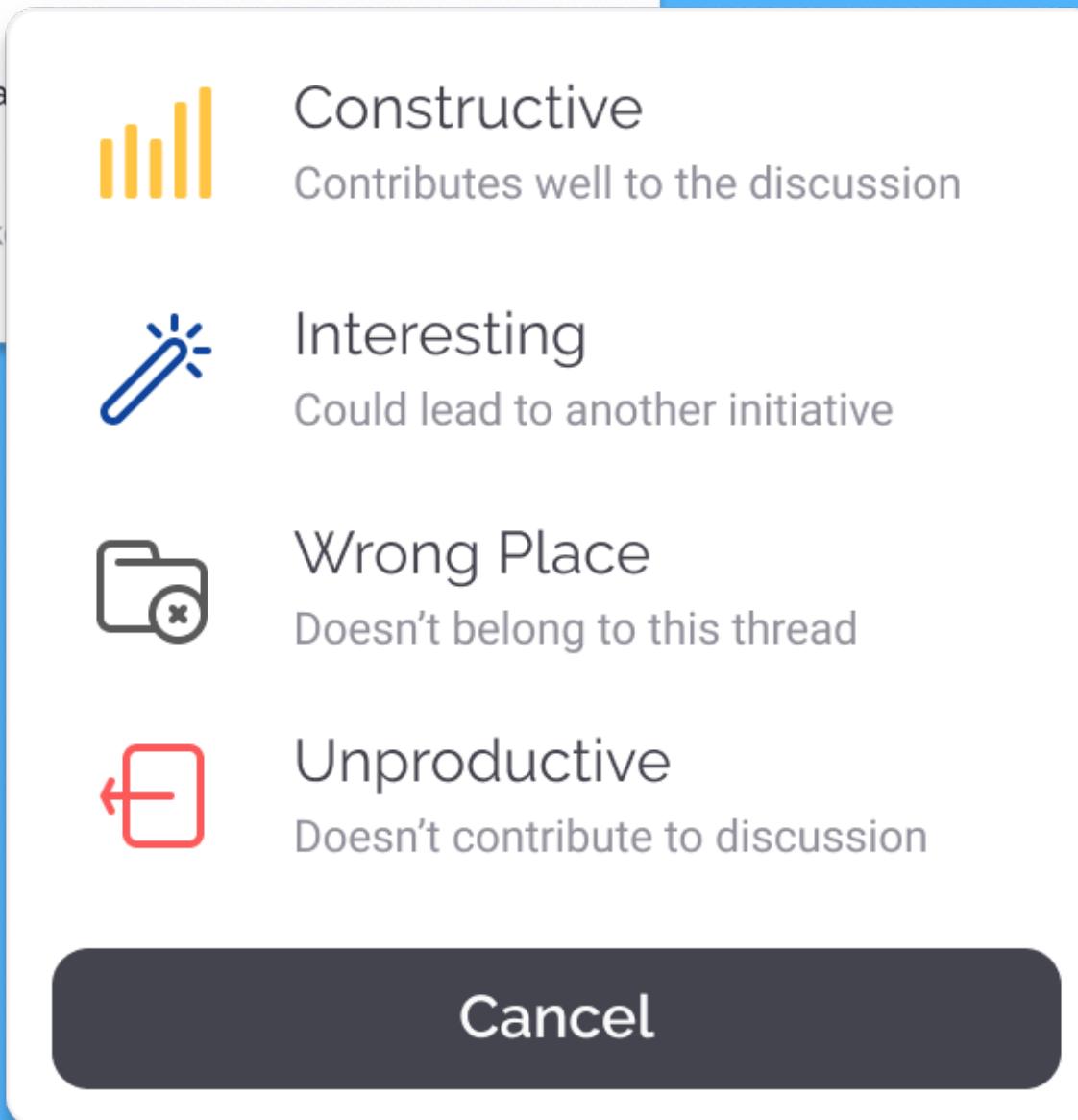
Construction of a pedestrian tunnel in Paunova Street Aleksa Tomic 221 11 times marked as Constructive
Moving the first morning departure to 04:20 Ivana Ivic 198 10 times marked as Constructive
Reconstruction of the traffic barrier next to the Elementary School Robert Bojanovic

**Most Voted Ideas**

 Construction of a pedestrian tunnel in Paunova Street  
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 Reconstruction of the traffic ba...  
Robert Popovic  
 187    10 times mark

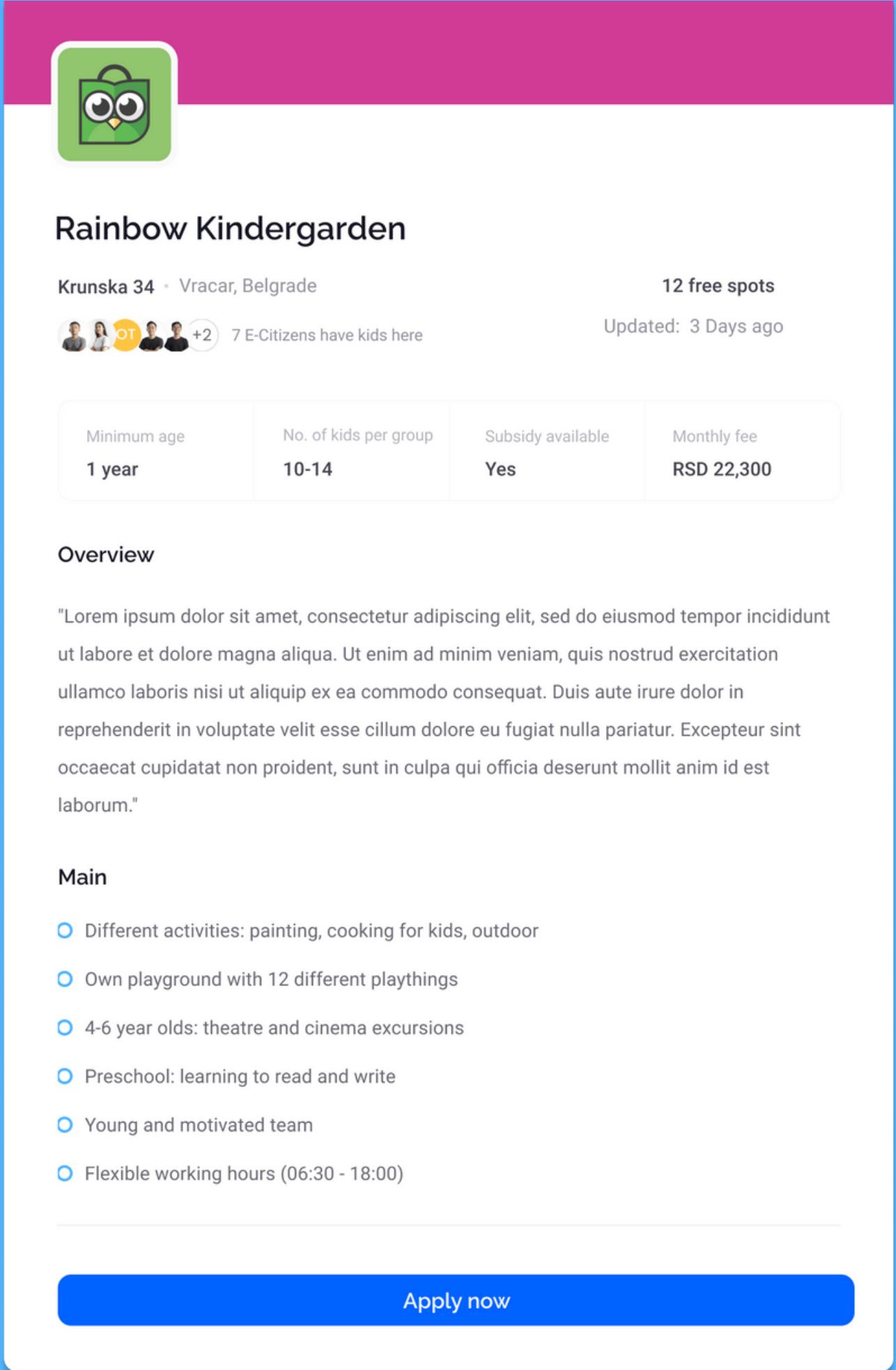


## NOT ANOTHER SOCIAL NETWORK

The government-citizens interaction is done through an interface that bears similarities to a social network, but discourages spamming, rating based solely on likes and trolling discussions.

## PLEASANT & USABLE

Avoiding the monotone and hard-to-navigate style of many government or official websites, Digital Agora offers a pleasant browsing experience, allowing the users to quickly find what they are looking for – and not get lost in a sea of cluttered information.



The screenshot shows a digital platform interface for a kindergarten listing. At the top, there's a green icon of a child's face with large eyes. Below it, the name "Rainbow Kindergarten" is displayed in bold black text. Underneath the name, the address "Krunска 34 • Vracar, Belgrade" is shown, along with a "12 free spots" badge. To the right, there's a timestamp "Updated: 3 Days ago". Below this section, there's a row of small profile pictures followed by the text "7 E-Citizens have kids here". A table provides key details: Minimum age (1 year), No. of kids per group (10-14), Subsidy available (Yes), and Monthly fee (RSD 22,300). The "Overview" section contains a block of placeholder text in Latin. The "Main" section lists several bullet points about the kindergarten's offerings. At the bottom, a prominent blue button with the text "Apply now" is visible.

Rainbow Kindergarten

Krunска 34 • Vracar, Belgrade **12 free spots**

7 E-Citizens have kids here Updated: 3 Days ago

Minimum age 1 year	No. of kids per group 10-14	Subsidy available Yes	Monthly fee RSD 22,300
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**Overview**

"Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum."

**Main**

- Different activities: painting, cooking for kids, outdoor
- Own playground with 12 different playthings
- 4-6 year olds: theatre and cinema excursions
- Preschool: learning to read and write
- Young and motivated team
- Flexible working hours (06:30 - 18:00)

**Apply now**

# See for yourself!

[Digital Agora Prototype \(Figma\)](#)

**About me:**

