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| **17 September 2024** |
| **English only** |
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| Contribution by Republic of Serbia | |
| MINISTRY OF INFORMATION AND TELECOMMUNICATION | |
| **Purpose**  Participation on 21st meeting of the Working Group of the Council for the safety of children on the Internet.  **Action required**  This report is transmitted to the Council Working Group on child online protection **for information**.  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **References**  <https://pametnoibezbedno.gov.rs/>  <https://pametnoibezbedno.gov.rs/prijavi-problem/245> | |

The National Contact Center for Children Safety on the Internet is an institutional mechanism dedicated to the prevention and response to child endangerment in the digital environment. The center was established in 2017 by the Ministry of Information and Telecommunications.

The citizens can contact the Centre via the free helpline or online platform Smart and Safe. The possibility of anonymous and free reports encourages citizens, especially children, to ask for help.

The primary function is to provide advice to all citizens about safe ways of using digital technologies and receive reports about harmful, inappropriate, and illegal content and behavior on the Internet that violate the rights and interests of children. Based on each report, a case is solved within the Center or forwarded to relevant institutions through a special application.

Special attention is given to preventive measures, such as seminars, conferences, and presentations on the topic of "Children's Online Safety" in schools and sports camps, for both children and parents. Our educators have visited 273 primary and secondary schools across Serbia, conducting a total of 702 presentations attended by 31.740 students and 8.500 parents.

Since 2016, our ongoing collaboration with the Public Media Service RTS has focused on promoting children’s education and digital security and raising awareness about this topic.

The Center continuously cooperates with the NGO sector to exchange information, knowledge, and resources in the field of digital safety of children.

Through the BIK portal, the Centers actively cooperate and exchange experiences and best practices. Every year, the Center organizes and celebrates Safer Internet Day based on the BIK initiative.

On the national level, citizens can also report digital abuse of children via the online platform "Čuvam te", which is created for the prevention and reduce all forms of violence involving children.

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