

# **The National Contact Center for Child Safety on the Internet**

## **Smart and Safe Platform**



**Republic of Serbia**

**Ministry of Information and Telecommunications**



# The National Contact Center for Child Safety on the Internet

- Founded on February 27, 2017
- The first institutional mechanism in the region that deals with the prevention and response to child endangerment in the digital environment
- Offering citizens to contact the **helpline 19833** or through **the online platform Smart and safe**



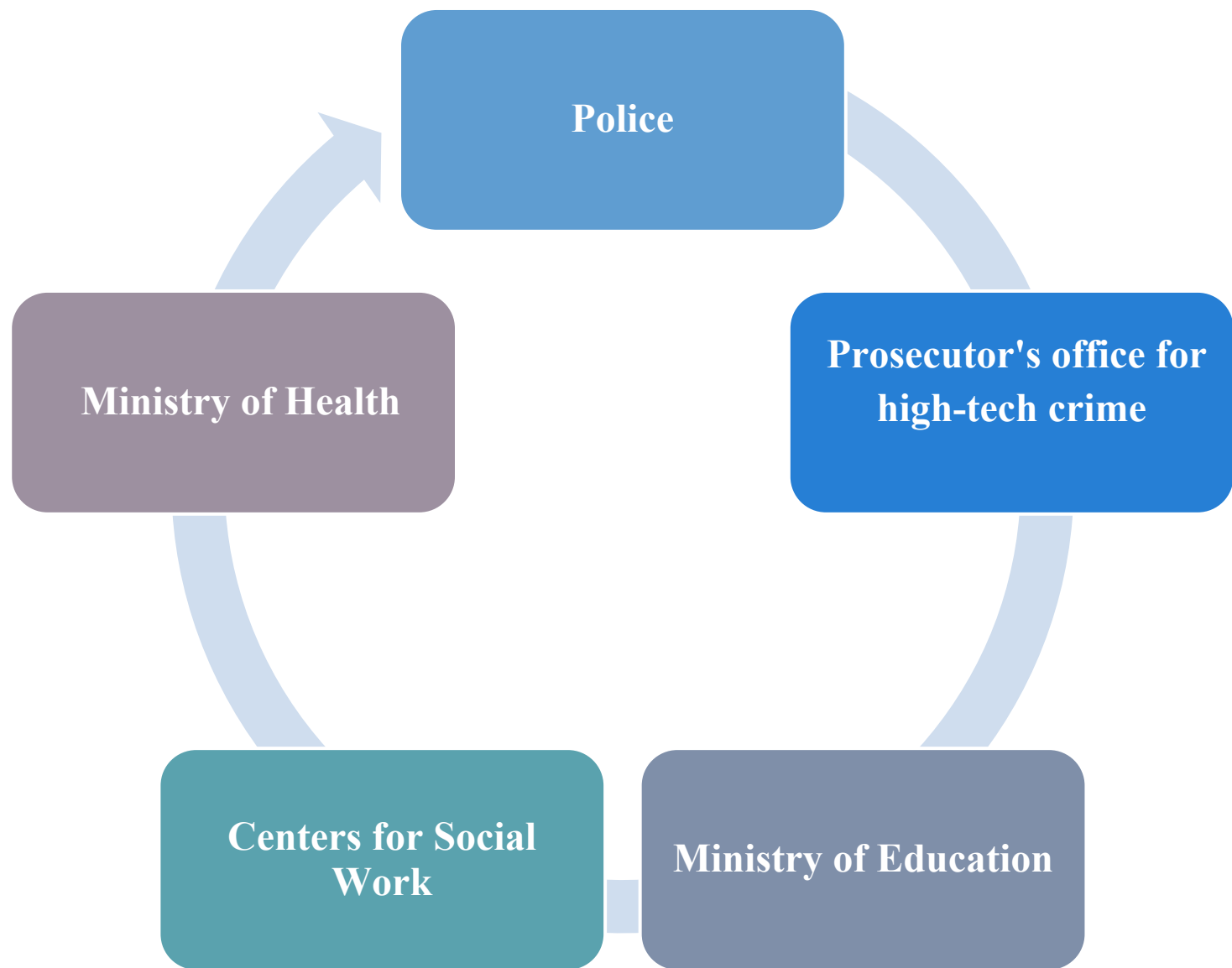
**ADVISORY  
SERVICES TO THE  
CITIZENS**



**FORWARD CASES  
TO INSTITUTIONS**



**PREVENTION  
MEASURES**



**Cooperation of the  
Center with all  
relevant institutions**

# Reporting digital abuse or Searching for advice



19833



bit@mit.gov.rs



Pametno & Bezbedno



@pametnpibezbedno



[https://twitter.com/  
pametnobezbedno](https://twitter.com/pametnobezbedno)



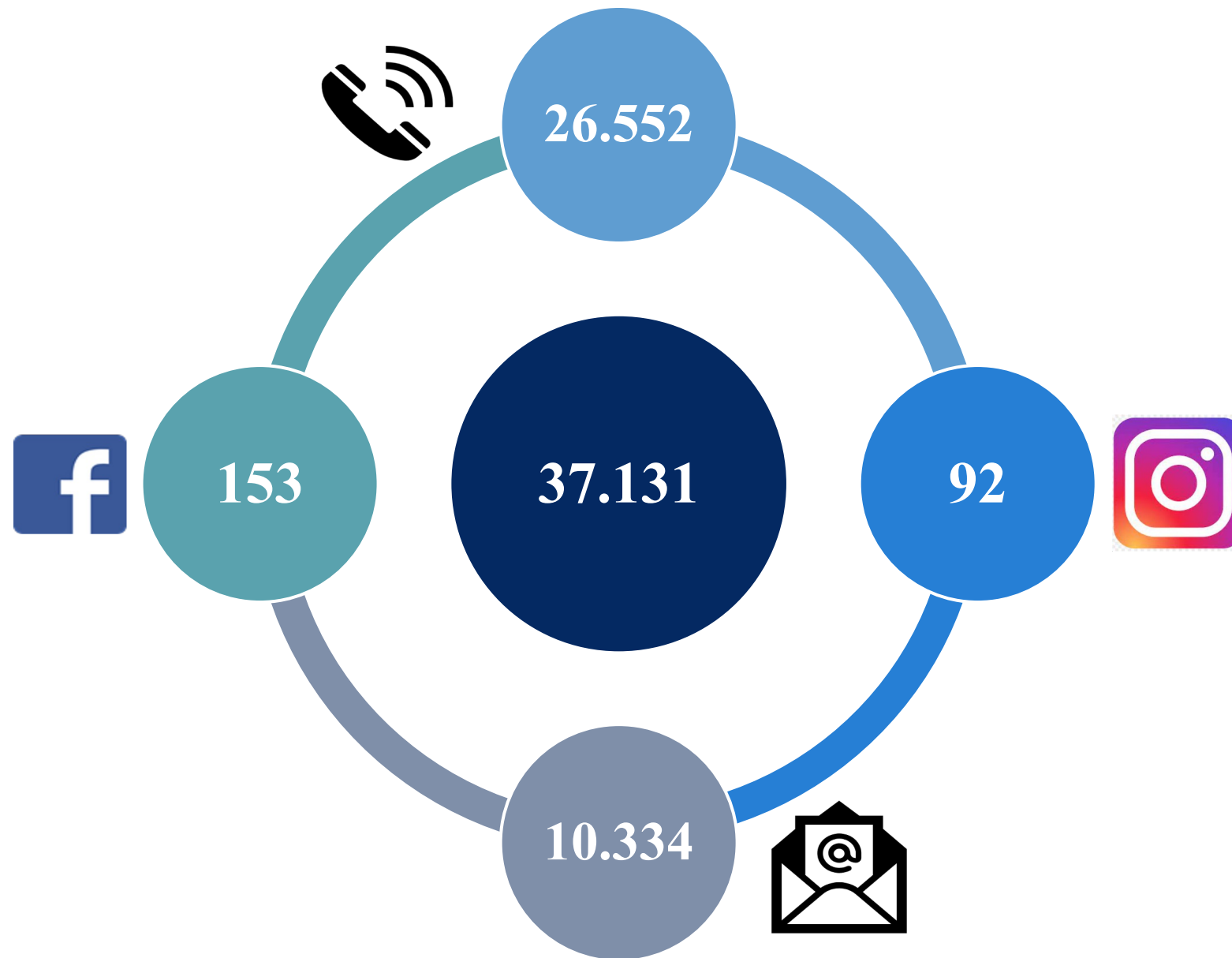
@pametnoi  
bezbedno48  
66



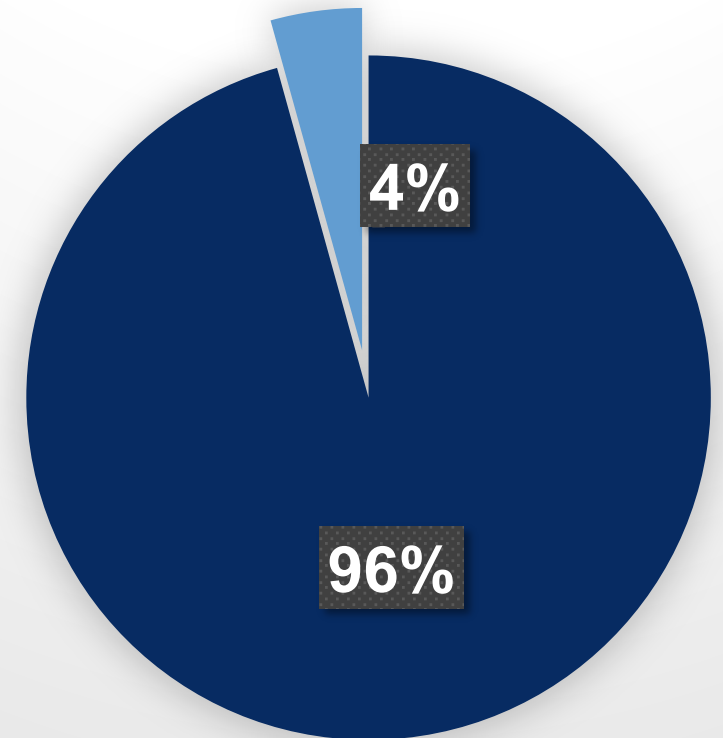
@pametno  
ibezbedno

WEB page:  
[pametnoibezbedno.gov](http://pametnoibezbedno.gov.rs)  
.rs





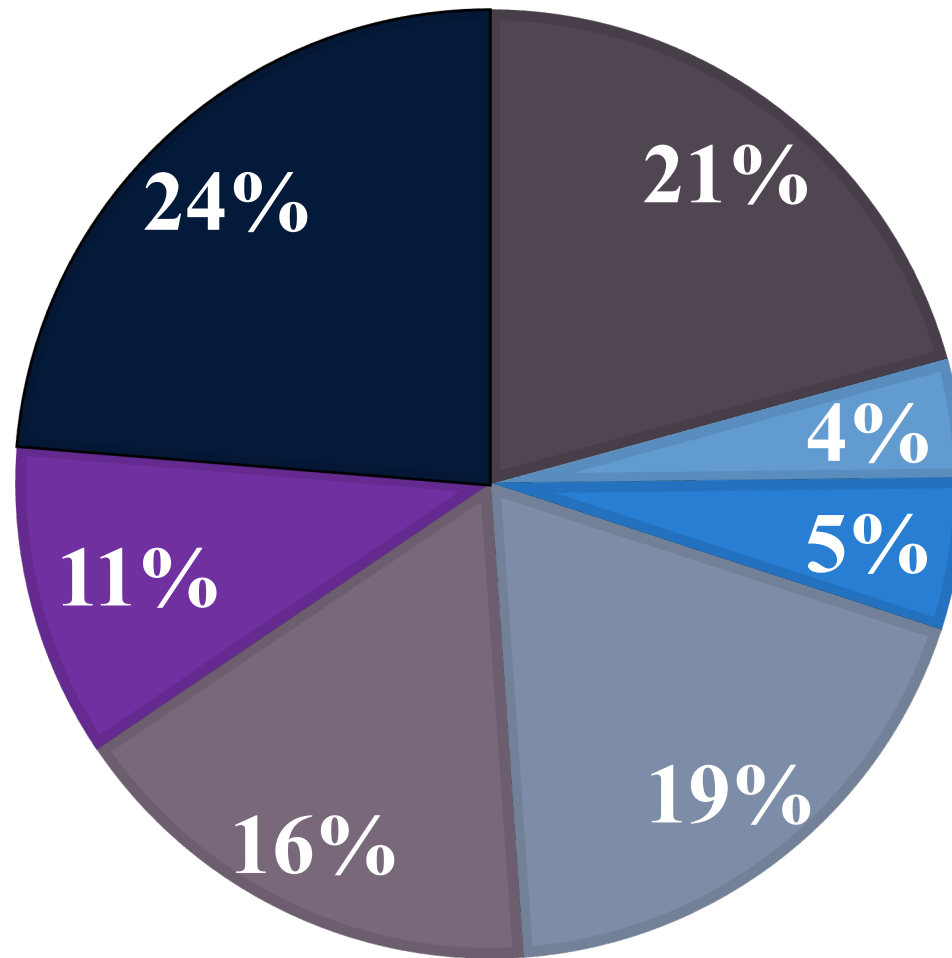
Total number of reports via web platform, emails , helpline and social media



■ Informing and advicesing

■ Referred cases

# NUMBER OF REFERRED CASES BY CATEGORY



- Profile abuse
- Internet addiction
- Dangereous and fake games/challenges
- Predators lurking/recruiting
- Threats and Blackmailing
- Child pornography
- Internet peer violence (cyberbullying)



198  
Primary  
schools

31  
Secondary  
school



## Prevention measures in Serbia

In total  
**601 presentations**  
attended by  
**25.770 pupils**  
and **7.048 parents**

# Digitalisation

## Benefits

- better efficiency of institutions
- physical presence in institutions is not required

## Challenges

- lack of necessary information and evidence when reporting abuse

# Thank you for your attention

**The National Contact Center  
for Child Safety on the Internet**



**Republic of Serbia**

**Ministry of Information and Telecommunications**

