



Република Србија  
Министарство унутрашњих послова

## Design of an efficient support system 112 for the Republic of Serbia

July, Beograd 2019

**An EU project aiming to assist Serbia to design an efficient 112 system officially started working with its beneficiaries at the Ministry of Interior of the Republic of Serbia.**

The 112 is the European emergency number, available free of charge, 24/7, anywhere in the European Union. Citizens can dial 112 to reach the emergency services, including the police, emergency medical services and the fire brigade. The Republic of Serbia is planning to develop the 112 system in near future.

The EU supports Serbia in meeting relevant standards in the field of safety and security through the implementation of the Action plan on accession negotiation Chapters 23 and 24. This technical assistance project should create the necessary preconditions for the functional establishment of an emergency system “1-1-2 “on the territory of Serbia.

*Ambassador Sem Fabrizi, Head of EU Delegation to Serbia said: Based on experience from within the European Union we know that the 112 emergency call system that Serbia is now preparing to introduce with the assistance of the EU, has the potential to save many lives in Serbia. It will make the response to emergency calls faster and more efficient*

Florin Hoinarescu, project Team Leader – statement proposal *“The assignment aims to provide the most effective recommendations for the introduction of an emergency system 112 in Serbia. As international consultants, we will combine the experience of other European countries together with the specifics of the Serbian emergency services in order to create and propose the best solution for the future 112 system.”*

The project: “Design of an efficient support system 112 for the Republic of Serbia” aims to provide the most effective recommendations for the introduction of the “1-1-2” emergency system in Serbia during the next two years.

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