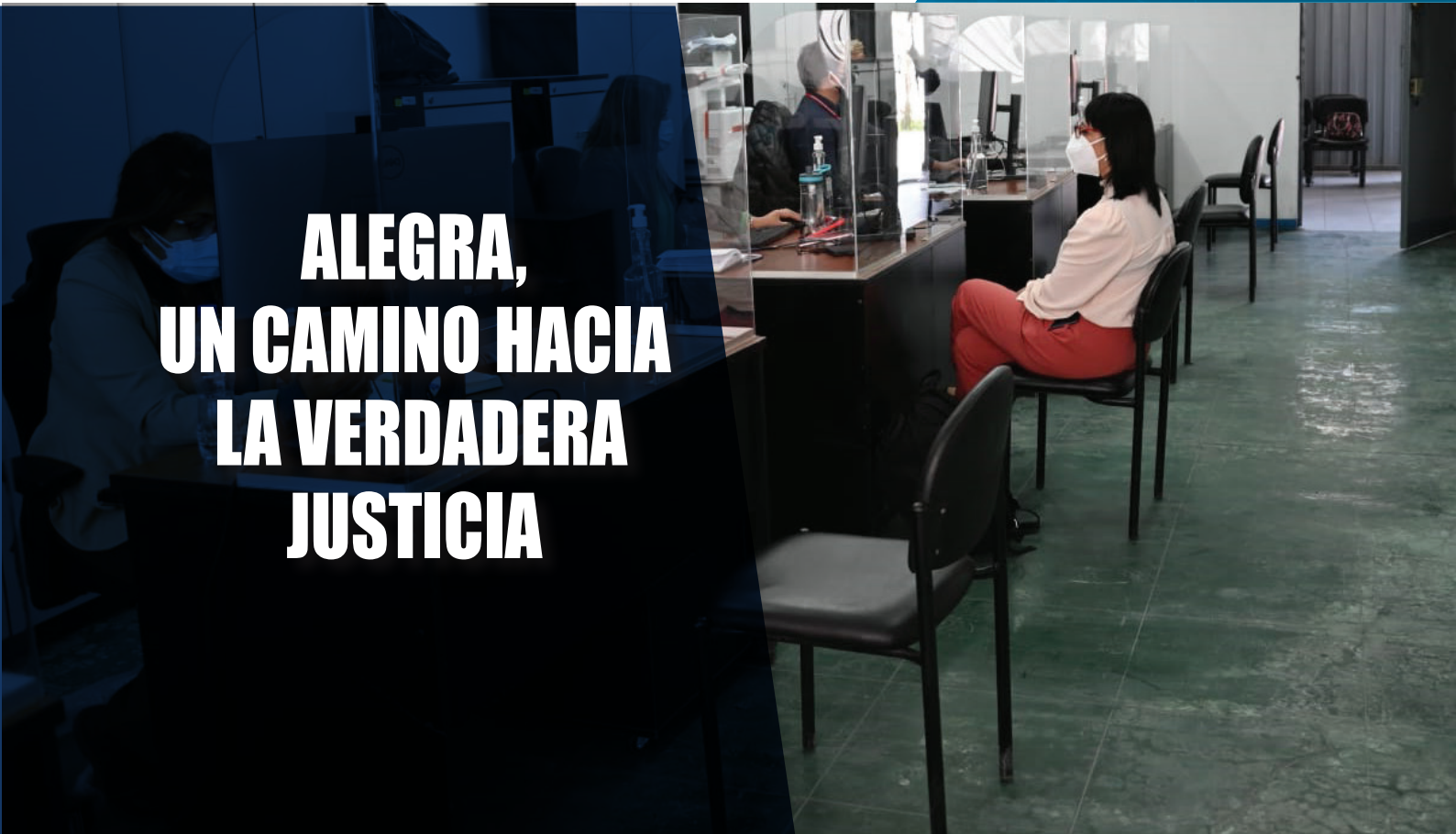


IMPROVEMENT PROGRAM OF THE JUSTICE ADMINISTRATION SYSTEM - EJE NO PENAL

# NEWSLETTER

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## ALEGRA, UN CAMINO HACIA LA VERDADERA JUSTICIA

*The World Bank, through the Program for the Improvement of Administrative Services Non-Criminal Justice- PMSAJ, finances works that will help the most vulnerable in Peru.  
Know one of its main goals.*

The Free Legal Assistance Centers (ALEGRA, for its acronym in Spanish) are spaces of the Ministry of Justice and Human Rights created to guarantee access to justice for all people nationwide who, for some reason, do not have a lawyer.

The ALEGRA District Directorate of Lima Este is one of the largest, the residents of Santa Anita, La Molina, Ate Vitarte, Huaycán and Chosica arrive here seeking legal guidance. What they find is a group of defense lawyers provided with conviction and will to file

Participant institutions:

Cooperating Source:

demands for alimony, recognition of children, cases of labor law or family violence.

“The highest rate of consultations attended is for food. Monthly the statistics have almost tripled”. Mario Baylón is the administrative assistant of the Alegra Santa Anita headquarters, he says that only in this place there are 48 Public Defenders distributed in different shifts who work in the three areas of attention: legal, criminal and victim assistance.

In the month of September alone, the Public Defender Flor Meléndez carried out 220 sponsorships, that is, she was the free lawyer for 220 people. A very necessary service in a city where the cost of living increases every day. And, if it is difficult for a mother to pay for food for her children, where would she get the money to pay for a lawyer to help her file, for example, a claim for food? In this scenario, the right to defense would become a privilege, if it were not for the work carried out by the Public Defenders of ALEGRA.

“The greatest burden of cases in the Alegra is in women who report violence. They are victims who have been suffering physical and psychological abuse on several occasions. Our service is not only for lawyers but also for psychologists”. Katherine Salas is another Public Defender of the National Specialized System of Violence against Women and the Members of the Alegra Santa Anita Family Group. She is very clear in pointing out that her job is also to avoid re-victimization, since the response that the justice system gives to the victim is very important to prevent the traumatic experience from reliving.

“Many times they have filed the corresponding complaint at the police station, but time has passed and they do not know what happened, they have the false belief that the case has been closed. Other times it is the Prosecutor’s Office that informs us of a criminal process since they require our free service to provide someone with a lawyer”.



Centro de Asesoría Legal Gratuita-ALEGRA, ubicado en calle San Pedro N° 162, Santa Anita

Instituciones participantes:

Fuente cooperante:





Doctora Katherine Salas, Defensora Pública del Sistema Nacional Especializado de Violencia contra las Mujeres y los Integrantes del Grupo Familiar de la Alegra Santa Anita.

Next to Katherine Salas' desk sits Dr. Melchorita Merino, a public lawyer since 2015. One of the oldest in this ALEGRA, who excitedly shows us the messages of gratitude that come to her cell phone. She is convinced that each case is an opportunity to restore dignity to a mother, a child or an old man who found in this place the necessary help to continue fighting.

"Here in East Lima we get food pensions fixed, we support people from the lawsuit, we accompany them the hearings that are now virtual, we request that the sentences be confirmed so that they are not appealed (...) And we also go for the criminal procedure where the lawyer who sees the omission of family assistance takes over," concludes Melchorita Merino.

The work carried out by ALEGRA in the national territory is essential to guarantee an homogeneous

access to justice, without discrimination and with an emphasis on vulnerable populations. For this reason, the World Bank and the Government of Peru signed a loan contract to modernize and speed up initiatives like this, through the Program for the Improvement of Non-criminal Justice Services (PMSAJ).

The work plan includes optimizing the services of the free legal advice provided at ALEGRA. Through the development of four technical components that it foresees: permanent training for personnel, modernization of the operating and service model, the acquisition of equipment and furniture for the ALEGRA centers; and the implementation of an optimal technology and communications system. Without a doubt the effort and investment will be great. The execution period is five years, a time that begins to be discounted from now on, in favor of those who have the least possibilities.

Instituciones participantes:

Fuente cooperante:

## “WE ARE LEADING THE DIGITAL TRANSFORMATION OF JUSTICE SERVICES IN THE COUNTRY”

*Rodolfo Albán, Executive Director of the Program for the Improvement of Non-criminal Justice Administration Services (PMSAJ), spoke at length for this edition of the Newsletter, all: er successfully completing the mission developed by the World Bank within the framework of its policy of accountability.*

### 1. How has this second mission been carried out in the year led by the World Bank to learn about the different dimensions of program execution?

In this mission, the Bank has evaluated how we are doing, in what stage we are, what our projection is like at the end of the year and what is to come for the next. What are the preparatory acts to program the operating plan, which is like the master line that allows us to identify the milestones and executions throughout 2022, also if we have already made the arrangements with the Ministry of Economy and Finance to ensure the

national counterpart, which are the funds that the Peruvian state also provides so that the loan contract is fully fulfilled. The other point that has been evaluated in this mission is governance: how we are interacting with other institutions that are part of the Program. The balance, in general terms, is very positive, since in all dimensions we are applying the Bank's policies correctly and adequately, the level of execution is going quite well. To date we already have about four disbursements executed, made and managed with the Bank and this is very important because it shows that we are moving the loan contract.



Rodolfo Albán, Director Ejecutivo del Programa de Mejoramiento de los Servicios de Administración de Justicia No penales (PMSAJ)

Participant institutions:

Cooperating Source:



**2. This Program has a co-management model. How is coordination between institutions advancing**

This Program is executed under a co-management model, this means that we as the executing unit PMSAJ and from the Ministry of Justice attend to three projects or three institutions that the Bank calls components, the first is MINJUSDH itself. through the Alegras, the other is to the Constitutional Court and the third is the National Board of Justice. The other executing unit is from the Judicial Branch and serves the Judicial Branch itself and the Academy of the Magistracy. There is also what is called the Program Steering Committee, where the heads, presidents or presidents of the five institutions participate and which is a space for coordinating high politics of the justice system.

**3. ¿What are the short- or medium-term objectives that the World Bank has set for itself through the development of the Improvement Program?**

The Bank is clear on three very important points to contribute to a justice that has fundamental characteristics: transparency, timeliness and predictability. These are three elements to which the Bank has correctly pointed out, and it also observes with great importance the issue of special protection groups, vulnerable populations. A better and greater non-criminal justice service is being sought for women, for indigenous populations, for special protection groups, vulnerable populations. A better and greater non-criminal justice service is being sought for women, for indigenous populations, for special protection groups.

**And how does the Bank want to invest to meet these three objectives, which are transparency, timeliness and predictability.**

It is committed to very innovative approaches in the sense that they are aligned to improve the

provision of quality services, for that we have to generate the capacities to judicial and legal operators to develop a new service provision model, which is what we are going to work on within the framework of this loan contract. The other approach is technology: we have to make heavy use of new technologies, artificial intelligence and cloud services. And the third approach is physical infrastructure, we have a huge gap in physical infrastructure basically in the Alegras.

**And in light of all this improvement plan, what should justice be like in our country after the Bank's intervention?**

Fast, predictable, timely and transparent. There are very few initiatives that allow us to know how a judge thinks, how he solves and how he has done it before, in order to establish a line of thought over time.



*To date, we already have about four disbursements executed, made and managed with the Bank and this is very important because it shows that we are moving the loan contract*



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Rodolfo Albán, Director Ejecutivo del Programa de Mejoramiento de los Servicios de Administración de Justicia No penales (PMSAJ)

That will generate predictability and opportunity. With the intensive use of new technologies we will be able to know how long justice takes in the country, we will be able to do business intelligence and on that, promote some legal reforms that I am sure are necessary, unblock processes, do justice more celere to benefit citizens who resort daily and with many problems to a justice service that takes time and is not transparent or predictable.

**We can conclude then that international cooperation, in this specific case through the intervention of the World Bank, is essential to develop modernization strategies in any field in which we want to work.**

Yes, and because through the Bank you can bring successful experiences from other countries, you open the possibility of incorporating internatio-

nal experts, development experiences that have been successful in countries like Spain, for example, with the Digital File. And also because of the regulations that are applied since it is quite fast in relation to national regulations. Both elements combined guarantee the success and achievement of the objectives of the Program. This has been verified in previous Programs. I had the honor of directing ACCEDE with the Inter-American Development Bank that ended 2018. At that time, with the Ministry of Justice, we were able to design better infrastructures where defense services are provided until today. public.

As you can see, this is the main contribution of the Bank, technical and financial support, because it is a Program that is financed with a loan at a very low interest rate that is practically 1%, which is very beneficial for the country.

Instituciones participantes:

Fuente cooperante:

[www.ejenopenal.pe](http://www.ejenopenal.pe)

