

NEWSLETTER

March 2022 / Year 2- No. 3

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HIGH-PERFORMANCE TRAINING IN PUBLIC DEFENSE

As the long-awaited digital transformation of the justice sector progresses, there is a growing need for better skilled and trained officials to respond to the new demands.

The extremes of a reality serve to measure the weight of a decision made within a public institution administering justice. If it were as simple as digitizing everything or purely and simply thinking about the electronic court file, we would forget that any technological revolution needs people who can manage this change. A litigant who pends for years for a sentence or who is ill-treated when it comes, for

example, to the Prosecutor's Office or the Judiciary, a Peruvian citizen who, per se, is being prevented from exercising their right of access to justice. In this edition of the Newspaper of the Improvement Program of the Justice Services - EJE NO PENAL, we publish trainings and workshops that, through the Program, more than 440 officials from the General Directorate of Public Defense are receiving for being in charge of accompanying and guiding litigants free of charge. In addition, we addressed the urgent interoperating need that justice institutions have in an interview with the executive coordinator of the Program, Oscar Zapata Alcázar.

Participant institutions:

Cooperating Source:



Workshop on Modeling of Indicators for Public Defense officials

SEEKING TO IMPROVE THE PROVISION OF THE FREE LEGAL ADVICE SERVICE - ALEGRA



In 2015, thanks to the support of the World Bank, the first MEGA ALEGRA was inaugurated in Peru. In the words of the district director of the Public Defense of Lima Centro, this was considered a milestone because it is a unique model in Latin America.



In order to increase the value of professionals working in the free legal advice centers ALEGRA of the Ministry of Justice, and to improve the provision of the service that they offer, 17 courses and 13 workshops have been held to date for officials of the General Directorate of Public Defense.

The Improvement Program of the Justice Administration Services EJE NO PENAL, made it possible by acting as a facilitator between the beneficiary institutions to which it provides technical and financial advice under a loan agreement signed between the Peruvian Government and the World Bank.

“The aim is to improve the provision of the free legal advice service. For this, it is necessary that those related people to these services can perform an efficient and quality work.

Participant institutions:

Cooperating Source:

From the EJE NO PENAL program, we seek to improve human capital through trainings. ", said Eng. Jorge Lizonde, supervisor of the MINJUSDH project.

The Public Defender (free lawyer) is a key element of the service provided because they interact directly with the population attending the ALEGRA centers. The population we are talking about, which is especially vulnerable and has limited economic resources, comes to ALEGRA and MEGA ALEGRA with highly sensitive problems such as violence, sexual abuse, children who do not receive child support, filiation processes, among others. It is therefore essential to train the public defender to strengthen their soft skills and professional capacities.

"In Alegra and Mega Alegra, we provide free legal advice, free legal sponsorship to this segment of the population that often does not have access to a private defender. In this circumstance, the Government, through the Ministry of Justice and Human Rights, provides a team of lawyers and a multidisciplinary team composed of criminal experts, forensic doctors, forensic psychologists, extrajudicial conciliators, and people responsible for developing the social work that are the ones who will determine if the citizen who comes to our facilities really does not have the economic resources", explained Dr. Carlos Gallegos, district director of the Public Defense of Lima Center.

[See video](#) 

"In 2015, thanks to the support of the World Bank, the first MEGA ALEGRA was inaugurated in Peru. In the words of the district director of the Public Defense of Lima Centro, this was considered a milestone because it is a unique model in Latin America." The intervention of a cooperating source has allowed Alegra centers to replicate in the regions



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Of the country. Currently, there are 49 ALEGRAS in the country and through the financial support of the Bank, it is planned that the Improvement Program EJE NO PENAL implement more free legal advice centers at the request of the MINJUSDH. For this reason, it is important to empower Public Defenders with updating courses.

[See video](#) 

The topics of the trainings have been strategically arranged in the equivalent document. By virtue of the sub component 4.1, "The increase in the staff training of the ALEGRA centers" which is part of component 04 "Improvement of staff capacities and information to the user", the execution of the investment project seeks to meet the objectives drawn up by the Improvement Program EJE NO PENAL.

In accordance with the needs of the staff of the General Directorate of Public Defense (DGDPAJ), the context, guidelines, methodology and tools for the preparation of reports were disclosed, as well as specific practical cases of the matter being addressed.

Participant institutions:

Cooperating Source:



**TABLE OF TRAININGS FOR THE GENERAL DIRECTORATE OF PUBLIC DEFENSE
 AND ACCESS TO JUSTICE**

COURSE	START	END	STATUS
Legal Argument - DP VICTIMS (CAP)	09/07/2021	10/23/2021	FINISHED
Stages of the conciliation process and drafting of conciliation settlement.	09/15/2021	10/29/2021	FINISHED
Communication techniques, negotiation techniques and emotion management during the conciliation process	09/22/2021	11/05/2021	FINISHED
Defense in trial and management of non-verbal language for forensic psychologist experts	09/22/2021	10/26/2021	FINISHED
Expertise techniques for forensic psychologist experts	11/19/2021	02/01/2022	FINISHED
Social expert appraisal techniques for the social work person in charge	11/09/2021	01/22/2022	FINISHED
Oral litigation techniques and strategies in criminal procedures	10/27/2021	12/24/2021	FINISHED
Oral litigation techniques and strategies in criminal procedures	10/30/2021	12/09/2021	FINISHED
Intercultural approach	02/19/2022	04/06/2022	IN PROCESS
Social skills	02/24/2022	04/09/2022	IN PROCESS
General aspects of specialized family conciliation	02/05/2022	03/18/2022	FINISHED
Administrative law and general administrative procedure	07/31/2021	09/13/2021	IN PROCESS

FUENTE: Proyecto MINJUSDH - Programa de Mejoramiento de los Servicios de Administración Justicia EJE NO PENAL

It is worth mentioning that two types of training are being provided: courses on specialized subject areas and courses on cross-sectional subject areas. In the first case, it is aimed at the specific knowledge acquisition for all professionals of the ALEGRA and MEGA ALEGRA centers, and in the second case, at the basic knowledge acquisition and interpersonal skills, such as the management of emotions during the conciliation process or social skills.

The courses and workshops that have been given to date include the following thematic areas:

- Law of the citizens and general administrative procedure
- Legal argument
- Stages of the conciliation process and drafting of conciliation settlement
- Communication techniques, negotiation techniques and emotion management during the conciliation process
- Defense in trial and use of non-verbal language for forensic psychologist experts

- Defense in trial and use of non-verbal language for those responsible for social work
- Expert appraisal techniques for forensic psychologist experts
- Social expert appraisal techniques for the social work person in charge
- Oral litigation techniques and strategies in criminal procedures
- Oral litigation techniques and strategies in civil procedures
- Intercultural approach
- Social skills
- General aspects of specialized family conciliation

It is sought to close cultural, socio-economic and other gaps. As long as the low-income users access to the free and comprehensive service provided by the ALEGRAs, the right to justice will be guaranteed. More than 440 Public Defense officials have been trained, including District Directors (26), Public Defenders of Legal Support (92), Public Defenders of Victims (156) and Conciliators (37) to date.

It is clear that the higher the level of training and preparation in an institution, the higher the productivity, qualitative and quantitative level will be.

Participant institutions:

Cooperating Source:



Dr. Oscar Zapata, Executive Coordinator of the Improvement Program of the Justice Administration Services - EJE NO PENAL

AN INTEROPERABLE JUSTICE

INTERVIEW WITH:

DR. OSCAR ZAPATA ALCÁZAR

Executive Coordinator of the Improvement Program of Justice Administration Services - EJE NO PENAL

Nowadays, if the Constitutional Court requires information from the Judiciary, a formal request in writing should be sent and wait as long as necessary for a response.

Today, if the National Board of Justice, which, by the way, is developing a process of evaluation, appointment, and ratification of all judges and prosecutors at the national level, requires information on the studies of a judge who seeks to be ratified, they shall send an official letter to the Magistrates Academy and wait as long as necessary for a response.

The possibility to interact then becomes almost like basic necessities in the justice system. How is information shared between institutions if each of them works in isolation? Everything would be faster and easier if public institutions had their documents digitized, to exchange information automatically without human intervention. This is known as interoperability. A concept that is developed in the following lines by the executive coordinator of the Program, Dr. Oscar Zapata Alcázar.

Participant institutions:

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1. How would you define the word interoperability?

It is the ability of the organizations to exchange useful information for both of them; this also presupposes sharing knowledge and as long as knowledge and information are shared for the benefit of both are interoperating.

2. How can an institution interoperate with another?

Transferring the information. Remember that each organization is the owner of its database, and what happens is that, in this matter of administration of justice, it is not only given by an institution that could be as the Judiciary, but all the others contribute to provide justice. This is why it is a system and some institutions use information from others; consequently, this scheme of delivering information and knowledge has to be more automatic and is within an interoperability environment.

3. Should Justice institutions be digitized?

They should be, and to respond to this information delivery, speed, and security scheme, all institutions should be digitized and have sufficient technological capacity to respond to each other's demands.

4. How is the exchange of information developed today?

Nowadays, it is very complex. Organizations requiring information from other have to wait in opportunities for a long time to receive information; however, this is an immediate need. In the matter of justice, it must be quick; remember that for justice to be justice, it must be quick and effective. So, it should not take long, it should be the case that the questions of one institution regarding the other, which has to do with the passing of a sentence, which has to do with the appointment of a judge, a member, or whatever, should be very quick, and currently, it is not so quick.

[See video](#) 



The National Board of Justice should know the jurisdictional history of the judge: how judgment has been rendered by them, how they have passed sentences in similar cases through their performance over time, and know exactly what have been the behavior and productivity of a court or a judge at a given time.



5. How should the National Board of Justice interoperate now that the ratification and appointment process is being executed?

The National Board of Justice should know the jurisdictional history of the judge: how judgment has been rendered by them, how they have passed sentences in similar cases through their performance over time, and know exactly what have been the behavior and productivity of a court or a judge at a given time. This need to interoperate and to ensure that the Board receives quicker responses is fundamental and there will be no mistake in the appointment or ratification of judges when they know the career path that each of them has had in the Judiciary.

6. What is the purpose of building unique databases?

If we had a single database, the answer would be forceful. The problem, nowadays, is that there are institutions that receive information from others that have a hundred or more databases, so, imagine, in order to respond the questions, they would have to consolidate the information at the national level from dozens of databases. So, what is being proposed is to build unique databases which allow to quickly and dynamically respond, and even that some and others can en-

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Cooperating Source:



Econ. Rodolfo Albán Guevara, Executive Director and Dr. Oscar Zapata, Coordinator of the Improvement Program of the Justice Administration Services - EJE NO PENAL.

ter the databases with the security features of the case and limited access that can be generated depending on the availability of information and the need for each

7. Which countries have an interoperable system?

All countries. I consider that the only ones that do not have interoperability in Latin America are nations a little more backward than we are, but in general, they all have it. The weird thing is not to have them. It cannot be that they do not have them.

8. What is the World Bank’s interest in developing digital transformation projects like this?

The fact of interoperating brings security and stability to justice. Citizens deserve quick justice. Currently, the term justice is very long. Citizens have become accustomed to wait years for sentences



The legal stability is absolutely necessary and fundamental in a modern state since its justice system must be modern, fast, and efficient.



for processes that require a quick response. And I’m not mentioning the issue of investors, they come to this country to entering contracts that normally create or that could create controversies, and if there is a controversy involved, it must have a Justice scheme guaranteeing that it shall be resolved within an appropriate time limits. This is called legal stability and said legal stability is absolutely necessary and fundamental in a modern state because its justice system must be modern, fast, and efficient.

[See video](#)

Participant institutions:

Cooperating Source:



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