

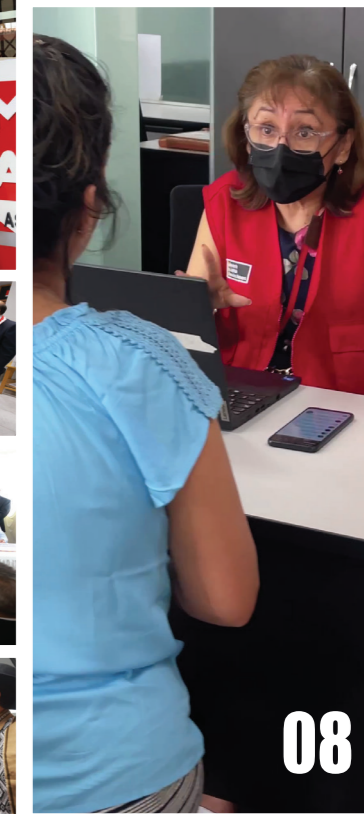
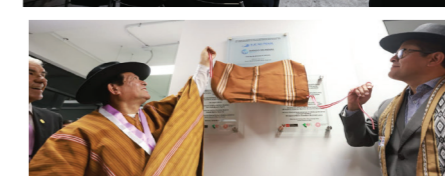
NEWSLETTER

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The Eje No Penal Program has completed the renovation of three free Legal Assistance centers. Ucayali, Abancay and Cusco already have fully renovated Intercultural Mega Alegra centers.

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The Eje No Penal Program has completed the renovation of three free Legal Assistance centers. Ucayali, Abancay and Cusco already have fully renovated Intercultural Mega Alegra centers. The Andahuaylas center is about to be inaugurated, and improvement works continue at the ALEGRA centers of Rioja, Comandante Espinar and Los Olivos.

With the presence of the Minister of Justice, Eduardo Arana Iza, the new Mega ALEGRA centers with an intercultural approach were inaugurated in Abancay and Cusco. These fully upgraded centers have been designed to provide legal advice and representation to those most in need, guaranteeing their right to defense and access to justice in an efficient, timely and quality manner.

Mega ALEGRA centers with an intercultural approach

In his speech, Minister Arana highlighted the importance of cultural and linguistic inclusion in the provision of these services. Users are attended by public defenders whose mother tongues are Quechua and Aymara, guaranteeing comprehensive attention that is respectful of cultural diversity.



The Ministry of Justice, the Eje No Penal Program and the World Bank are joining forces to facilitate access to justice services for a greater number of Peruvians, especially the country’s most vulnerable populations.





“Ninety percent of our public defenders have Quechua as their mother tongue, thus eliminating the need for interpreters and bridging the language gap, respecting cultural diversity.” He declared.

Beneficiary population

With the opening of these modern Mega Alegra cen-

ters in Ucayali, Abancay and Cusco, the aim is that more Peruvians in vulnerable situations begin to have access to free legal advice services in their mother tongue. The intercultural Mega ALEGRA center of Ucayali will benefit 32,000 inhabitants of indigenous or native communities. The recent-

ly inaugurated Intercultural Mega ALEGRA center of Abancay will benefit 142,132 poor and vulnerable Peruvians, and the Intercultural Mega ALEGRA center of Cusco will benefit approximately 460,739 people. The goal is to implement an ALEGRA center in each regional capital, thus expanding the service and benefiting more people.

Facilities and services

These Mega ALEGRA centers have been completely refurbished by the Eje No Penal Program as part of the project “Improvement of Free Legal Advice Services (ALEGRA)” financed by the World Bank. These modern and functional areas are properly signposted in Spanish, Quechua and Shipibo-Conibo, and have areas specially equipped for children, benefiting mothers who come to the center and need to leave their children in a safe environment during their visit. Public defenders specialized in areas such as Legal Assistance, Victim Advocacy, Extrajudicial Conciliation and the Multidisciplinary Team, they guarantee the right to defense and access to justice for all Peruvians in vulnerable situations.

Commitment to justice

The Ministry of Justice, the Eje No Penal Program and the World Bank are joining forces to facilitate access to justice services for a greater number of Peruvians, especially the country’s most vulnerable populations.



The ALEGRA centers are optimizing their services to improve customer care.



The Eje No Penal Program finances the optimization of the processes of attention to users of the ALEGRA and Mega ALEGRA centers of the Public Defense of the Ministry of Justice

Within the framework of the project “Improvement of the Free Legal Advice Services (ALEGRA)”, the Eje No Penal Program formalized the signing of a contract for the execution of the service of characterization, measurement, diagnosis, proposal for improvement and documentation of the user service processes in the ALEGRA and Mega ALEGRA centers of the Public Defense of the Ministry of Justice.

The objective of this contract is to improve the quality of user service at the ALEGRA centers, improving the service process, from the reception of requests to the delivery of the service, identifying, analyzing and optimizing each stage of the process to facilitate management in an efficient manner.

The benefits for the user population will result in sig-



nificant savings in waiting time to be attended by a public defender, as well as in the reduction of travel costs. These improvements have eliminated the need for multiple visits to the ALEGRA center to resolve their cases, thanks to the implementation of standardized formats and other procedures specifically designed to improve the satisfaction and well-being of the user population.

The work of characterization, measurement, diagnosis, proposal for improvement and documentation



The ALEGRA and Mega ALEGRA centers of the Public Defender's Office are a preliminary step to the implementation of the Single Integrated Public Defense Information System.



de information through reports and queries, which will provide the Public Defense Service with updated information for planning, supervising and expanding its services. By operating in a virtual way, this system will allow for the comprehensive execution of the service from the moment the citizen submits their request for legal assistance, either in person or through virtual channels such as e-mails, social media, Fono Alegra (Alegra phone line), direct phone calls to advo-

cates or other ALEGRA officials, or those channeled through other institutions, in addition, it facilitates the digitalization of all the documentation of the citizen that supports the free service. Likewise, taking advantage of the resources of the State Interoperability Platform (PIDE), the system can interoperate with key institutions of the Justice Administration System, such as the Judicial Branch, the Public Ministry, the National Police of Peru, RENIEC, among others.

of the user service processes in the ALEGRA and Mega ALEGRA Centers of the Public Defense is a preliminary step to the implementation of the Single Integrated Information System of the Public Defense.

Implementation of an efficient and interoperable system with greater coordination with SAJ institutions

This is a centralized information system for the services provided by the Public Defense Service, which will use a repository to provi-



This allows the Public Defense Directorate to maintain a constant flow of information, offering a comprehensive and flexible solution that adapts to the needs of the service. In this way, it seeks to facilitate the access of more citizens to legal services in a fast, timely and transparent manner.

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