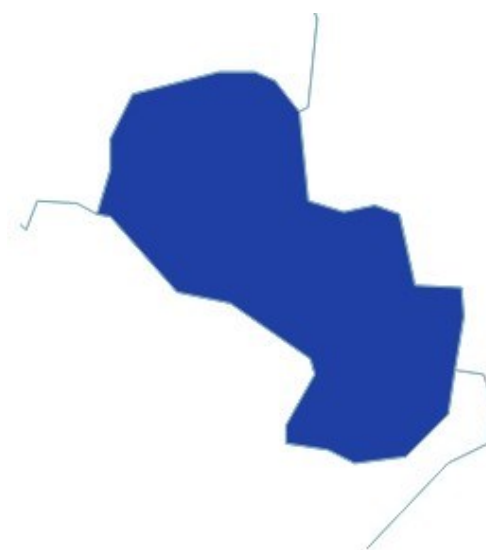


## Working for

### Justice

- Approval and implementation of a protocol to ensure effective access to justice for incarcerated persons.
- Approval and implementation of a protocol to ensure effective access to justice for persons with psycho-social disabilities.
- Implementation of communication strategies through the installation of video conferencing systems in prisons to facilitate communication with advocates.
- Improved internal management of the Public Defender's Office to give it greater transparency and facilitate access to information.
- Evaluation to improve the impact of referral mechanisms established by the Inter-Agency Support Network for incarcerated women.
- Creation and implementation of a National Strategic Plan for the development of ADR mechanisms.
- Creation and approval of the regulation on criminal mediation and procedures manual. Creation of materials and train-the-trainer actions in criminal mediation.
- Creation and implementation of three protocols: investigation of gender-based crimes of violence; assistance to victims of these crimes; and coordination between the relevant institutions to guarantee an effective process in the area of combating gender violence.
- Consolidation of the model for guidance and legal aid services of the Basic Legal Guidance Service (SOL) of the Bañado de Tacumbú of Asunción within the framework of a national strategy of ensuring access to law by vulnerable populations.
- Design and implementation of a strategy to disseminate information on rights to vulnerable populations with regard to guidance and legal aid services provided by the SOL of the Bañado de Tacumbú.
- Design and establishment of a National Houses of Justice Programme.
- Creation of the Nation Council for Access to Justice.



### Employment

- Creation and approval of a catalogue of professional profiles.

### Education

- Support to the Ministry of Education for insertion, in the school information system, of indicators that identify students at risk of early school leaving and for defining strategies for assisting these people.

### Public finance

- Creation of mixed commissions between the Ministry of Planning and the Ministry of Finance for the Plan-Budget link; adoption of a multi-year budgetary framework; implementation of an effective system to monitor and evaluate budgetary performance.
- Support for the Under-Secretariat of State for Taxation (SET) in the definition and implementation of a strategic and operational tax education plan; in the creation of Accounting and Tax Support Centres (NAF) to assist low-income legal persons and individuals at the National University of Asunción; and on taxation and transfer prices in the agricultural sector.
- Paraguay is a member of the Fiscal Education Network.

### Social protection

- The new structure of the Social Action Secretariat (SAS) for improving the management of social programmes; comprehensive reformulation of the Tekoporã Programme (design, management, computer system and exit strategies for beneficiaries of monetary transfers).
- Creation of the single registry for social information (RUIS) in collaboration with the UGTS office for social policies.

## Working with...

### Main participating institutions

- Ministry of Education and Culture
- Ministry of Finance
- Technical Secretariat for Planning of Economic and Social Development
- Office of the Presidency of the Republic
- Ministry of Justice and Labour
- Judiciary
- Ministry of Women
- Public Prosecutor's Office
- Ministry of Public Health and Social Welfare
- Public Defender's office

## Regional

Paraguay is a member of the Latin American Regional Development Network, which is supported by EUROsociAL, ECLAC and the OECD Development Centre.

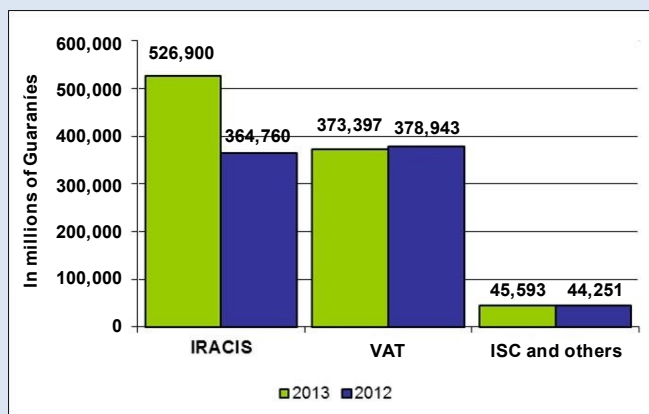
For its part, it should be noted that the Public Defender's Office of Paraguay is assuming the Secretariat of AIDEF (Inter-American Association of Public Defenders).

# In depth

## Increase in tax collection

Despite being one of the countries with the lightest tax burden in Latin America, Paraguay has a low rate of tax compliance. The controls traditionally applied by the tax agency consist mainly of desk audits of selected taxpayers. These are effective procedures, but they are costly in terms of human and material resources and time.

EUROsociAL promoted an experience exchange between the Paraguayan government and the Spanish Tax Agency. As part of this exchange, civil servants from the Division of Large Taxpayers had the opportunity to learn about successful initiatives implemented in Latin American and European countries which involved lower costs and better coverage in terms of control over the taxpayer universe.



The lessons learnt in these experiences led to implementation of a pilot plan for control of the Commercial, Industrial and Service-Related Activities Income Tax, which includes mass taxpayer notification. As a result of improvements introduced in the pilot and the notifications, as well as the increased income, it was possible to identify taxpayers who were unaware of their tax obligations. In this way, implementation of these controls led to payment of the higher rate by delinquent taxpayers, as well as identification of cases that require more thorough tax verification to prevent non-compliance. Lastly, it also served to provide the necessary clarification of the regulation in order to obtain the needed legal force to claim payment.

With few resources and in a short time, it was possible to signal the presence and control of the tax agency, which has been reflected in an increase in collection.

## Publications:

Protocolo acceso a justicia de personas con discapacidad sicosocial [Protocol for access to justice by persons with psycho-social disabilities]  
><http://goo.gl/uxftD2>

Protocolo de Actuaciones de el/la Defensor/a de Ejecución Penal de la República del Paraguay [Protocol of Penal Enforcement Actions in the Public Defenders' Offices of the Republic of Paraguay]  
><http://goo.gl/PgMUjk>

Protocolo de acceso a la justicia para personas adultas privadas de libertad en Paraguay [Protocol for access to justice by adult incarcerated persons in Paraguay]  
><http://goo.gl/tTmNqW>

