**ARGENTINA (Country Case Study)**

[Argentina]

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### A. Background

#### 1. Which UNCT members have collaborated on this case study?

- UNDP
- UNICEF
- PAHO / WHO

#### 2. Which national partners (governmental and non-governmental) were involved in developing this case study and how? Please provide contact details for at least one civil society partner, whether they were involved in drafting or not, that could be contacted for additional information.

- Maria Fernanda Rodriguez, Under-Secretary of Access to Justice, Ministry of Justice and Human Rights / mfrRodriguez@jus.gov.ar
- Karina Carpintero, Advisor - Ministry of Justice and Human Rights,
- Eugenio Cozzi - Executive Director - National Agency for Controlled Materials.
- Fernando Sotile – Strategic Planning Director - National Agency for Controlled Materials.
- Mariela Budiño Under Secretary of Criminal Statistics – Ministry of security

#### 3. Does the case study illustrate one or several phases or levels?

- Adapting SDG 16
- Implementing SDG 16
- Monitoring & Reporting on SDG 16
- National level
- Regional level
- Local level

### B. Case Study

**OPTION 1 (pre-structured)**

#### 4. Country context for the achievement of SDG 16

In 2015, Argentina adopted the 2030 Agenda and, since the beginning of 2016, the country has undertaken institutional efforts aimed at ensuring the adaptation and implementation process nation-wide.

One of the major challenges consists in achieving results in a country with a federal structure, which implies the existence of diverse jurisdictions with different levels of relative development in the interior of the country. Several factors – such as the level of institutional capacity, the geographic extension of the territory, the substantial economic differences, a fragmented health system, the disparity in urban and rural contexts, and the asymmetries among diverse social groups – impact the design of strategies aiming at ensuring access to quality basic services and the full exercise of rights throughout the national territory.

The strategy of the national Government is focused on federalizing the agenda and developing alliances with key actors. In this sense, it is worthwhile noticing the engagement of the provinces that, in Argentina, have an autonomous capacity. The priority areas within the framework of SDG 16 encompass: institutional strengthening; recovery of public statistics; enhancement of justice; thrust of the fight against drug trafficking; promotion of open government and citizen engagement; strengthening of firearms control; implementation of gender policies and policies related to disability; and enhancement of the promotion and protection of human rights.
5. **Efforts to achieve SDG 16**

So as to facilitate the understanding of this document, efforts are presented according to the dimensions of fair, peaceful and inclusive societies of the SDG 16.

**Fair societies:**

a. **Community legal empowerment**

The two lines of action to promote the rule of law (SDG 16.3) were the institutional strengthening and the dimension of access to justice, which included the start-up of a network of ninety Centers for Access to Justice *(Centros de Acceso a Justicia, CAJs)* throughout the territory of the country, oriented to the legal empowerment of the community.

These Centers – which are decentralized offices of the Ministry of Justice and Human Rights of the Nation (MJyDDHH) – provide pro bono legal advice on family-related issues, gender violence, access to documentation, disability, social security, consumer relations, health, criminal justice and education, among others.

With UNDP support, the Government of Argentina carries out a project to expand the provision of legal services – through the CAJ’s Network – to populations affected by situations of social and economic vulnerability. The Centers for Access to Justice complement the actions of other government areas to ensure the universalization of the birth registration and the granting of a robust legal identity (SDG 16.9). Along with these services, the national campaign “My first document: the access to my rights” aimed at reaching those people who – having no birth certificate – could not access to their identity document.

b. **More justice for women**

In order to facilitate the effective exercise of rights, the **Federal Network for Pro Bono Legal Counsel (Red Federal de Patrocinio Jurídico Gratuito)** was created and implemented as a result of a public-private strategic alliance between the Faculties of Law, the Bar Associations and NGOs, which provide services and cooperate with the ninety operational Centers for Access to Justice country-wide. This initiative was strengthened by means of the implementation of Law 27,210 that created the Body of Lawyers for Victims of Gender Violence *(Cuerpo de Abogados y Abogadas para Víctimas de Violencia de Género)* (SDG 16.3, 10.2 and 5.7), with the mission of ensuring access to justice through a legal counsel specialized in the eradication of violence against women (National Institute for Women, Ministry of Health and Social Development).

Furthermore, with an innovative character and in order to respond to women's needs in justice (SDG 16.3, 16.b, 5.c, and 5.7), during 2016-2017, a proposal for a Model Law was developed, which envisaged the creation of a Judicial Team specialized in intra-family, sexual and institutional violence, aiming at ensuring access to justice for women, girls, boys, adolescents, LGBTI+ people, older adults, and people with disabilities. This model – unprecedented in Argentina – aims at transforming the organizational paradigm in providing legal solutions to victims of violence who suffer a situation of vulnerability.

UNICEF, together with SENNAF¹, created and strengthened Centers for Admission and Referral *(Centros de Admisión y Derivación, CAD)* in 10 provinces, specialized in the attention of children in conflict with the law. Training and strategic planning meetings were held, reaching 1,027 professionals; besides, two protocols were developed in order to strengthen the procedures and services for children in conflict with the law in accordance with international standards (in the provinces of Mendoza and Jujuy). As a preliminary result of the program, the provincial authorities of Córdoba reported a decrease in the number of adolescents deprived of their liberty (28% during 2017), due to the capacity building initiatives boosted by UNICEF. Likewise, UNICEF contributed with the Government in the preparation of two projects with the purpose of strengthening the current system of juvenile justice in accordance with the guidelines of the Convention on the Rights of the Child.

c. **Organized crime and corruption**

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¹ National Secretariat for Children, Adolescents and the Family (SENNAF)
The legal reforms introduced since 2016 have allowed the implementation of several international standards set forth in the United Nations Convention against Corruption (Merida, Mexico) and the United Nations Convention against Transnational Organized Crime (Palermo, Italy). In this sense, the Optional Protocol to the Palermo Convention against the illicit manufacturing of and trafficking in firearms was approved; in addition, several specific investigation techniques were implemented, such as those concerning the collaborative partner in cases of organized crime and corruption. The adoption of international standards enhanced the institutional strengthening in several areas of the national Government and boosted the creation of management tools.

In the field of corruption, money laundering, financing of terrorism and illicit funds flow (SDG 16.4, 16.5, 16.6, 10.5, 10.6, and 17.10), the Ministry of Justice and Human Rights of the Nation (MiJDDHH) created the National Coordination to Combat Money Laundering and the Financing of Terrorism (Coordinación Nacional para el Combate al Lavado de Activos y la Financiación del Terrorismo) (Decree N° 360/2016). The primary responsibility of this national agency is to coordinate and strengthen the National System against Money Laundering and the Financing of Terrorism. The Argentine Government, with the support of UNDP, has made progress in its National Assessment of the Risk of Financing of Terrorism and the Proliferation of Weapons of Mass Destruction, a key tool for diagnosis and prevention in this field.

d. **National strategy against human trafficking (one of the most heinous type of organized crime).**

In addition to the national implementation of the international standards set forth in the aforementioned conventions, the institutional strengthening in this area includes the launch in 2016 of the Federal Council on the Fight Against Human Trafficking and Exploitation and for the Protection and Assistance of Victims (Consejo Federal para la Lucha contra la Trata y la Explotación de Personas y para la Protección y Asistencia a las Víctimas). Created a Trust Fund for direct assistance for victims parliamentary discussions ongoing to approve

This Council is composed of all the Branches of the State and has the representation of three NGOs to coordinate a Federal Plan of Assistance to the Victims of Human Trafficking and Crime Prevention. In this framework, the first Two-Yearly National Plan to Combat Human Trafficking and Exploitation and for the Protection and Assistance of Victims (2018-2020) was formulated and approved, organized in four dimensions: prevention; assistance; prosecution; and strengthening and institutional articulation.

The United Nations System also contributed to achieving substantive progress in the **generation of evidence on child labor in Argentina**, which resulted in the country’s availability of reliable data on urban and rural child labor. With the technical assistance of UNICEF and ILO, the new Survey of Activities of Children and Adolescents (EANNA 2017) was implemented, which includes both the urban and rural dimensions. Currently, progress is being achieved in the publication of the foundations and analysis documents on determining factors of child labor, as well as prevention and care. The challenges persist concerning the availability of statistical information on forced labor and human trafficking for labor exploitation.

With the support of UNICEF and ILO, the **National Database Registry of Human Trafficking Victims** has been launched in 2018 within the framework of the Federal Council on the Fight against Human Trafficking and Exploitation and for the Protection and Assistance of Victims Federal Trafficking Council. In the framework of this cooperation, the Office of the Prosecutor of Human Trafficking and Exploitation (Procuraduría de Trata y Explotación de Personas, PROTEX) within the Office of the Attorney General of the Nation has an updated Guide to procedures and criteria to detect human trafficking for the purpose of labor exploitation (August 2017), in the light of the Protocol of 2014 to the Forced Labor Convention. Likewise, IOM and ILO contributed to the **strengthening of the Executive Committee for the Fight against Human Trafficking and Exploitation** and for the Protection and Assistance to Victims (Comité Ejecutivo para la Lucha contra la Trata y Explotación de Personas y para la Protección y Asistencia a las Víctimas) and the Federal Council, through technical assistance to the Labor Commissions on prevention, assistance to victims and seized and forfeited assets. The strengthening of this field increases the possibilities of designing a federal strategy for the prevention and eradication of forced labor and human trafficking as well as the elaboration of a plan to combat trafficking currently in progress.

**Peaceful societies:**

e. **Protection of victims of crimes**

Until 2017, victims had no legal standing in the criminal proceedings in Argentina. This situation changed with the enactment of Law 27,372 of the National Congress, which provides for the protection of the rights and guarantees for
victims of crime, and sets forth an active role for victims in criminal proceedings (SDG 5.c, and 16.b). The regulation of the law involved several areas of the National Executive Power with the aim of establishing competencies and responsibilities that ensure the victims' rights throughout the country.

This regulation resulted in two new institutional structures (SDG 16.1, 16.2, 5.2, and 4.7): (i) the National Center for the Assistance of Victims of crimes (Centro Nacional de Asistencia a las Víctimas de Delito, CENAVID) – which operates in coordination with the CAJs and the toll-free number 149 – that provides specialized counsel 24/7 (SDG 16.3); and (ii) the Observatory on Victims of crimes (Observatorio de Víctimas de Delitos) aiming that the victims supervise the effective law enforcement and that good practices in this field may be collected (SDG 10.4, 16.3, and 16.b).

f. Control of firearms

Argentina allows and regulates the possession and use of firearms, while it promotes a national plan for the voluntary surrender of firearms. In this sense, the National Agency for Controlled Materials (Agencia Nacional de Materiales Controlados) has introduced stricter controls to the legitimate users of firearms and encourages – particularly among young people – the voluntary surrender of firearms, which are received and destroyed in procedures that have obtained institutional quality certification.

Inclusive societies:

g. Reduction of all forms of violence

As a contribution to the reduction of all forms of violence and related death rates (SDG 16.1), efforts were made to strengthen the capacities of the provincial Primary Health Care network with regard to access to sexual and reproductive rights, management of obstetric emergencies triage and birth attendance for indigenous women.

In coordination with the Ministry of Public Health of the Province of Salta, PAHO/WHO proposed to qualitatively validate a tool for promotion of a culturally safe birth for indigenous women, which allowed evidencing the reduction of inequalities in the access to health care and the quality improvement of the services provided to women.

The dialogue and the integration of culturally accepted knowledge and practices from a gender and rights perspective were possible thanks to the incorporation of the intercultural approach in the management of safe birth of indigenous women in the Chaco area of the province of Salta.

Furthermore, the National Campaign against the Sexual Abuse of Children was launched, with the support of UNICEF, together with the Ministry of Justice and Human Rights. The toll-free number (# 0-800-222-1717) was also made effective to provide counsel and assistance to children who are victims of sexual abuse. Besides, the services of the 144 line providing assistance to victims of violence were strengthened through technical assistance for the prevention of burnout. The booklet number 6 of the series Violence against Girls, Boys and Adolescents has been published, with the compilation and analysis of the data related to calls and attention of cases of the Program “The victims against the violence” in 2017/2018, in coordination with the Ministry of Justice and Human Rights of the Nation.

UNICEF is contributing to the elaboration of a national inter-institutional protocol to respond to and ensure access to justice for victims of sexual abuse, in coordination with the SENNAF, the Ministry of Health, the Ministry of Education, and the Ministry of Justice and Human Rights.

In support of the National Council for Women (Consejo Nacional de las Mujeres) and the Program “The victims against the violence”, UNICEF produced publications that analyze the data compiled through the national toll-free lines reporting cases of violence and sexual abuse against children.

In the provinces of Buenos Aires, Entre Ríos, Misiones, Salta, and Santiago del Estero, UNICEF, together with the Latin American Team for Justice and Gender (Equipo Latinoamericano de Justicia y Género, ELA), and with Forum for Parents (Encuentro Entre Padres, EEP), implemented a program to prevent violence and promote gender equity in parenting daughters and sons. The province of Buenos Aires institutionalized the previous model as a public policy to prevent violence and promote gender equity; likewise, the provinces of Entre Ríos and Salta will continue with the implementation of this project together with UNICEF and ELA during the 2018/2019 biennium. As part of the #Endviolence global initiative, a national campaign was launched to prevent and raise awareness of violence against children; besides, a guide was published to strengthen parents' abilities to raise children without violence.

h. Prevention of exclusion
The extension and geographical diversity of Argentina are a clear challenge in terms of access to justice and, therefore, of the exercise of rights. In order to overcome the challenge, the MjyDDHH, in partnership with UNDP Argentina, designed a multidimensional strategy aimed at bringing legal services closer to the most vulnerable populations. One of the dimensions of this strategy, called the North Andean Legal and Health Corridor, evidences a clear institutional innovation, and presents a model of coordinated care among the Ministry of Justice and Human Rights, the Ministry of Health, and the provincial governments (SDG 16.3, and 10.2) aimed at providing services to indigenous and rural communities. This program consists of mobile offices that provide services delivered by lawyers, social workers and medical doctors. With the support of a driver, the mobile office travels through isolated rural territories and spots; thus, it allows access to services, and provides answers to legal and medical needs without requiring people to go to urban centers for assistance.

Another dimension was the creation of the First Hospital for Rights of Argentina, which aims at diagnosing and solving legal problems of people in one single place. Diverse legal assistance services are provided there, such as information, guidance, advice, assistance, support, mediation and legal counsel. This institutional design was agreed between seventeen national and local public administration bodies, universities and legal service providers of the local and national judiciary. The Hospital for Rights is located in a strategic place in the Autonomous City of Buenos Aires, an area of arrival and transfer of passengers, whose daily work place is the capital city of the nation.

In order to improve the quality and coverage of the social protection system, UNICEF conducted a study, together with the Ministry of Social Development, ANSES3, the University of Buenos Aires and the Center for Distributive, Labor and Social Studies (Centro de Estudios Distributivos, Laborales y Sociales, CEDLAS). The research allowed detecting that nearly 1.6 million eligible children and adolescents were not receiving the Universal Child Allowance (Asignación Universal por Hijo, AUH). The study identified barriers and bottlenecks related to compliance with the conditionality, the characteristics of families, the eligibility criteria, and the conditions of access for migrant children, among others. The evidence shed light on the need to review the health and education conditions, to analyze the eligibility criteria to access the different benefits, and to increase the amount of the AUH to ensure income above the poverty levels. Additionally, UNICEF supported ANSES in the co-organization of an International Seminar to discuss and analyze the role of conditionality; in that framework, it presented a policy brief that gathers evidence and offers recommendations to improve the design of the Universal Child Allowance. Likewise, an analysis was conducted on the effects of the current economic and fiscal situation on the living conditions of girls, boys, and adolescents.

i. Open Government, Open Justice
The commitment of an open government with the capacity to respond to the citizens was a cross-cutting element in the design of Argentina's public policies (SDG 16.6, 16.8, 1.b, 10.4, and 17.1). Since 2016, the Ministry of Justice and Human Rights has implemented the Open Justice paradigm, guided by the principles of active transparency, access to information, citizen participation and accountability. In this sense, the Program for Open Justice promotes the adoption of said principles in all institutions at the justice sector. The purpose of this program is to enrich the dialogue and enhance the collaboration between the society and the judiciary. To do this, Open Justice works in partnership with more than fifty national and subnational justice institutions, in order to share common standards for the collection and publication of data.

As a result, the Open Data Portal of the Argentine Justice has been created (www.datos.jus.gob.ar), which publishes information and statistics on the system of access to justice, the Judicial Branch, the Penitentiary Service, and mediations, among many others topics.

j. Improve the quality of statistical production
As part of the national effort to recover the public statistics, the Undersecretariat for Criminal Statistics (Subsecretaría de Estadística Criminal), with technical support from the United Nations Office on Drugs and Crime (UNODC), conducted an analysis of the quality of the statistical production process, following strict international standards. These efforts led to the Certification of Statistical Processes of the National Criminal Information System, before the United Nations Office on Drugs and Crime in 2017.

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3 National Social Security Administration (Administración Nacional de la Seguridad Social).
k. National data on safety
With regard to security data, it should be noted that before 2016, the sources of the criminal information were the administrative records, just limited to reported facts. In order to have more accurate and precise data, new estimates were calculated to account for the unreported crimes (“dark figure”). Likewise, it was decided to conduct citizen perception surveys on security matters. In 2016, as a result of a Collaboration Agreement between the Ministry of Security of the Nation and the National Statistics and Censuses Institute (INDEC), the first National Victimization Survey was launched.

l. Ensure access to public information
Some provincial jurisdictions had legislation and institutions that already implemented local regulations on access to public information. However, it was not until September 2017 that the National Law on Access to Public Information (SDG 16.10) came into force, and created the Access to Public Information Agency (Agencia de Acceso a la Información Pública, AAIP) as the enforcement agency within the scope of the National Executive Power, its decentralized agencies and other pertinent subjects. This Agency aims to ensure the effective exercise of the right of access to public information, and promote measures of active transparency and protection of personal data. This law follows international standards and, to date, a website has been implemented, through which it is possible to carry out simplified procedures for requesting public information or, otherwise, submit a claim for non-compliance.

m. Reduction of legal poverty
The recovery of public statistics and the generation of data are essential to measure the progress towards the 2030 Agenda in general and SDG 16 in particular. The aforementioned actions are complemented by two tools that allow the generation of data in real time, such as the services provided by the Centers for Access to Justice (CAJs) and the Survey of Unmet Legal Needs, with information on the prevalence of legal problems and the experience of people when faced with habitual legal problems and events in their daily lives.

The data and evidence generated are considered as public assets, available to the citizens, the academic community and other agencies. To this end, an online case management software was designed for the CAJs – called Information Systems of the centers for Access to Justice (Sistemas de Información de los Centros de Acceso a Justicia, SICAJ) – which produces socio-demographic data of the people requesting the services, as well as the nature of the cases, the type of intervention, and its results, among other information.

The SICAJ gathers the data of the consultations in real time and processes it simultaneously; besides, for the first time, it is available to the public in the open government site of the Ministry of Justice and Human Rights. The data and information from the SICAJ and the Survey of Unmet Legal Needs are complementary sources and key inputs to reduce obstacles for access to justice and to facilitate the effective exercise of rights; indeed, they allow analyzing the actual requirements and the services provided, and moving forward with the pending legal needs. Additionally, as an example of co-creation of standards between the public sector and the civil society, a digital platform was implemented: Justice 2020 on the MJIyDDHH website. It is a space for dialogue in which people can analyze proposals for legal and institutional reform, make recommendations and share ideas to improve the justice service. The lines of action are presented in seven dimensions: Institutional, Criminal, Civil, Access to Justice, Management, Human Rights, and Justice and Community.

Finally, and in order to substantiate the institutional improvement of the Ministry of Justice and Human Rights and its related and decentralized agencies, the Ministry promoted a Quality Program, which implies the adoption of a methodology to implement a quality management system and organizational performance with ISO standards accreditation.
6. Results so far and Way Forward

Fair societies:
Among the results of the public policies on access to justice aimed at reducing obstacles between citizens and legal services, the following stand out: (i) a 149% increase in the number of queries received at the CAJs, over a period of two years; (ii) a 65% of consultations made by women, out of which the access to personal documentation and certifications represent 28%, followed by social security (22%), and family (13.5%) matters. As a result of the services of access to personal documentation and the efforts to raise awareness about the importance of holding a national identity document – through the national campaign “My first document: the access to my rights” –, 1,980 people without identification started the process to obtain their birth certificate and national identity document.

With the decentralization of the Centers for Access to Justice (CAJs), equity in access to justice throughout the national territory has been promoted. The ninety centers are distributed in the twenty-four provinces, thus ensuring legal services in all jurisdictions.

The coordination of the work carried out at national and subnational levels has been essential to extend the legal services to the most relegated areas in the Argentine territory, achieving thus the principle of “leaving no one behind”. To this end, agreements were signed between the national Government and provincial governments to implement the Legal and Health Corridor in the northern provinces of the country: Catamarca, Formosa, Jujuy, La Rioja, Salta, Santiago del Estero, and Tucumán. Currently, there are four aid stations (postas) in operation: Posta de Susques (Jujuy), Posta de Campo Gallo (Santiago del Estero), Posta de Cachi (Salta), and Posta de Amaicha (Tucumán).

So as to provide legal advice with a gender approach and to ensure a quality legal counsel at a national level, the Body of Lawyers for Victims of Gender Violence created a Registry of Lawyers for Victims of Gender Violence. Through 76 Bar Associations distributed throughout the country, 1,672 lawyers have already registered. The successful call to integrate the registry led to the creation of the Training on Attitudinal Transformation in gender (TAg), which is a methodology proposal based on an innovative pedagogical experience. Additionally, 1,600 cases have been referred to the Federal Network for Pro bono Legal Counsel.

In the fight against organized crime and corruption, through Presidential Decree 62/2019 on civil forfeiture for illicit assets recovery. This decree sets forth the Office of the Prosecutor for Expired Ownership (Procuraduría de Extinción de Dominio), empowered to carry out investigations ex officio and to cooperate with the identification and tracking of assets resulting from crimes of corruption, against the public administration, drug trafficking, human trafficking and terrorism.

On the other hand, Law 26,364 sets forth that assets confiscated in lawsuits related to the crime of human trafficking and exploitation have the specific allocation to a fund for direct assistance of victims of such crimes, administered by the Federal Council for the Fight against the Human Trafficking (Consejo Federal para la Lucha contra la Trata).

As part of the fight against corruption, the National Congress passed the Law 27,401 on Corporate Criminal Liability (SDG 16.4, 16.5), which determines for the first time the criminal liability of legal persons. The objectives of the legal framework consist of the prevention and fight against acts of corporate corruption, such as the crimes of bribery, trafficking of national or transnational influences, illicit enrichment of public officials and employees, and fraud related to of balance sheets, among others. The text of the law defines that the liability for the commission of a crime will fall both on the company and on the employee who perpetrated it. In order to prevent such illicit acts, this law sets forth that companies have an integrity program for the prevention of illegal activities in order to be eligible for entering into contracts with the State.

Peaceful societies:
As a result of the efforts to protect victims of crime, a total of 71,508 victims have been assisted through different means and programs between 2016 and 2018. Specifically, in the case of victims of the crime of human trafficking, 3,361 victims have been assisted in the same period.

3 Comparison of values of the 2nd semester, 2016 and the 2nd semester, 2018
4 627 victims of crime assisted by CENAVID, from its creation until 31/12/2018.
   3,397 victims assisted/rescued from the National Program of Rescue and Support of Victims of the Crime of Human Trafficking, between 01/01/2016 and 31/12/2018.
With respect to the prevention of violence, more than 14,800 firearms were received through the national plan for the voluntary surrender of firearms. Besides, within the framework of the optimization of destruction of controlled materials, 32,300 firearms were destroyed, and the situation of 9,200 holders and users of firearms was regularized. Likewise, more than 557 trainings and workshops were implemented to promote the voluntary disarmament in three provinces and 20 municipalities.

In the field of preventing the financing of terrorism and the proliferation of weapons of mass destruction, in the coming months, the country will present its National Assessment of the Risk of Financing of Terrorism, while the National Assessment of the Risk of Asset Laundering will be pending. These tools are envisaged within the framework of the International Financial Action Task Force, in which Argentina participates.

Some results of the implementation of prevention and institutional strengthening policies worth mentioning are: the decrease (from 6.6 to 5.7) in the rate of victims of intentional homicide per 100,000 inhabitants in the period 2015/2017 (SDG 16.1); in terms of organized crime, a significant increase in the amount of drugs and substances seized by the security forces and the federal police: e.g. the increase in seizure of kilos of cocaine was 282% in the period 2015/2017 while there was a 281% increase in the seizure of LSD in the same period (SDG 16.4).

**Inclusive societies:**

Since 2016, Argentina has achieved a better position in the international ranking of the Open Data Index, climbing from the 54th to 17th position among ninety-four countries.

Currently, there are 53 datasets published in the portal datos.jus.gob.ar; besides, within the Justice 2020 platform there are 56,764 registered people, with some 7,000 online contributions. In addition, 220 face-to-face meetings were held with 6,000 attendees. These digital open data platforms have reached 384,969 visits.

In addition, 171 judicial bodies were incorporated into the quality management program to ensure further and better legal assistance services; and 166 processes of the Ministry of Justice and Human Rights obtained the quality certification.

In terms of quality in the generation of reliable and robust data, a relevant result is the acknowledgement of the Grade “C” in Quality Certification in 2017. This plan encompassed: standardizing and formalizing the data management and validation processes for documents; creating technical and conceptual documents; 13 training for police staff; 9 technical visits; reconstructing the historical series, and liaison with external actors to use the information produced.

In relation to the first National Victimization Survey, the results obtained allowed to know, at a national level, the crimes committed in 2016 against the home and against people, as well as the reporting rates, the security measures adopted, the perception of citizen security, and the performance of the public security system in the view of the citizens. These data were a relevant reporting input for the indicators SDG 16.1.2; 16.1.3; and 16.3.4.

In relation to the access to information, in 2018 there were 4,421 requests for access to public information in the entities having the electronic document management system (GDE) of the National Executive Branch (including all national ministries and some decentralized agencies).

The statistical report allows filtering the applications and proceedings by entity, reason for the request, file number, quantity of monthly requests, type of reply provided to the applicant, status of the requests, number of claims presented, time evolution of the claims and type of resolution.

The National Law on Access to Public Information led to two important achievements: based on the principle of **active transparency** and in collaboration with the Ministry of Modernization, the centralized agencies of the National Executive Power must facilitate the search and access to public information through their official website, in a clear, structured and understandable manner for the interested people, while trying to remove any barrier that may obstacle or hinder its reuse by third parties.

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2,907 victims assisted from the National Assistance Program for Persons with Disabilities in their Relations with the Administration of Justice, between 01/01/2016 and 31/12/2018.

54,515 victims of sexual/family violence registered in the telephone calls of the program “The victims against the violence”, between 01/01/2016 and 31/12/2018.

2,580 administrative actions involving 10,062 people assisted by the National Program of fight against impunity from 01/01/2016 to 31/12/2018.
Likewise, the Federal Council for Transparency (Consejo Federal para la Transparencia) was created, formed by a representative from each province and a representative from the Autonomous City of Buenos Aires, with the purpose of standardizing the principles of access to information and transparency, and surveying the provincial regulations and practices related to the access to public information. Since 2017, the province of Salta, with the support of PAHO/WHO, has been able to strengthen its capacities in terms of access to health for indigenous women, investing in intercultural health competencies for health workers, overcoming cultural and communication gaps, adapting public spaces with cultural references and original languages, and incorporating elements and practices of indigenous peoples, such as the choice of the position of childbirth or the umbilical cord management according to the guidelines of each community. As a result, 3,200 women at childbearing age from indigenous peoples benefit from inclusive health services allowing access to sexual and reproductive rights throughout their life.

7. Lessons Learned

The decentralization through the Centers for Access to Justice (CAJs) and the Mobile Offices of the North Andean Legal and Health Corridor offering free legal services to people affected by situations of social vulnerability have proved to be effective tools to enhance the access to justice. Thus, it was possible to overcome the obstacles to the access to justice derived from geographical reasons, the absence of social capital, the subjective knowledge gaps, and the capacity for action and effective availability of institutional resources to solve legal conflicts. In this sense, the following results have been noted: a reduction in the risks of corruption and distrust in the judicial system; education on the existence and exercise of rights; and a decrease in the economic costs for citizens, among other benefits.

The focus on people and their needs has been decisive in the supply of services, while the achievements also reflect the result of the alliances throughout the different levels of government, the public-private partnerships as well as the alliances with international cooperation agencies, such as UNDP, UNICEF, and PAHO/WHO. Notwithstanding, the criminal bias of the overall SDG16.3 indicators limits the possibility of showing progress in terms of access to and exercise of rights. At the First International Congress on how to measure the progress of SDG 16, Argentina has proposed to include additional indicators.

Regarding the fight against organized crime and corruption, the adoption and the implementation of the legal frameworks mentioned above between 2016 and 2019 have encompassed a significant progress. However, there remain institutional adjustments and information analysis in order to identify obstacles to accelerate results within the framework of the 2030 Agenda. Examples of this include the validation by the National Congress of the presidential decree on civil forfeiture for illicit assets, the progress in the National Assessment of the Risk of Asset Laundering that complements the National Assessment of the Risk of Financing of Terrorism and the Proliferation of Weapons of Mass Destruction, among others.

Finally, the Judiciary should take ownership of the 2030 Agenda, including the notion of Open Justice, key to the achievement of agile, effective and transparent institutions. A public policy oriented to the Open Justice will also allow improving the confidence indexes between the Judiciary and the citizenship.