

PACARAIMA MISSION

Action Report - 3rd Edition



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3RD ACTION REPORT OF PUBLIC DEFENDERS IN THE "PACARAIMA MISSION"

1 – EXPANSION OF THE DPU AND RESULTS OVERVIEW OF 2019

Throughout 2019, the DPU promoted the constant displacement of 52 Federal Public Defenders, effective members of the career, to act in the municipality of Pacaraima (RR) with the purpose of providing an welcoming migratory legal assistance to children and adolescents in situations of vulnerability due to the migratory flow from Venezuela to Brazil.

In this edition, we decided to highlight an important topic with which the DPU was directly involved in 2019 due to the work carried out at the border: the difference between institutional reception and humanitarian welcoming and the correlation with the protection of children and adolescents.

For the year 2020, in addition to the permanence of the DPU service in Pacaraima, we highlight that we have expanded the legal support provided to the migrant population in Boa Vista (RR) and Manaus (AMAZONAS).

In the capital of Roraima, a Technical Cooperation Agreement was signed with the Legal Studies Center



of Roraima and the University Estácio of Amazonia in order to train law students involved in a voluntary and curricular internship project, for the provision of legal guidance at the Interiorisation and Screening Station of the Acolhida Operation (PI-TRIG) installed in Boa Vista.

In order to comply with this agreement, in December 2019, 60 people participate in training in critical matters promoted by João Freitas de Castro Chaves, member of the Working Group on Migration, Statelessness and Asylum.

The installation of the Interiorisation and Screening Station of the Acolhida Operation in Manaus occurred at the end of 2019 and demanded a diversified strategy of action of the unit of the Federal Public Defenders Office in the



state of Amazonas. The Regional Human Rights Defender and Head of that unit, Luis Felipe Ferreira Cavalcante, through articulation with the Public Defenders' Office of the State of Amazonas, maintains the provision of legal assistance on site, guaranteeing immigrants integrated access to the services provided.

It is necessary to emphasize the importance for the immigrant to be aware of the work carried out by the Federal Public Defenders' Office, but also of the full attention granted by the state units, as an integration strategy. This is because the immigrant who wishes to settle in these locations must have guaranteed their broad access to public services, including the service of the Federal Public Defenders' Office.

The support provided for the care and facilitation of services cannot constitute a strategy for the segregation of immigrants.

A capacitação realmente deu enfoque às peculiaridades próprias de crianças e adolescentes. A sua linguagem e a sua memória têm contornos diferentes das dos adultos, a forma como reagem ao mundo (e ao entrevistador) é diferente, suas necessidades são outras. O processo de escuta deve ser feito respeitando essas diferenças, como enfatizaram as treinadoras. O manual fornecido é bastante completo e ajudará na solidificação dos conhecimentos adquiridos. Foram dois dias de rico aprendizado.

. Luciana Budoia



Also in 2019, the Secretary of Strategic Actions of the DPU, Lígia Prado da Rocha, and the Federal Public Subdefender-General, Jair Soares Junior, undertook a partnership with the MIEUX *Initiative*, linked to the International Centre for Migration Policy Development (ICMPD), with the general objective of supporting the care of migrant children and adolescents, through the exchange of good practices, different knowledge exchange and the training of public defenders to perform the qualified listening.

After a situational analysis phase, training workshops were held to create a guide on qualified listening of migrant children and adolescents in order to train the team of the Federal Public Defenders' Office, Federal Public Defenders and collaborators in São Paulo, Brasília, Manaus and Boa Vista. More than 67 Defenders were trained.

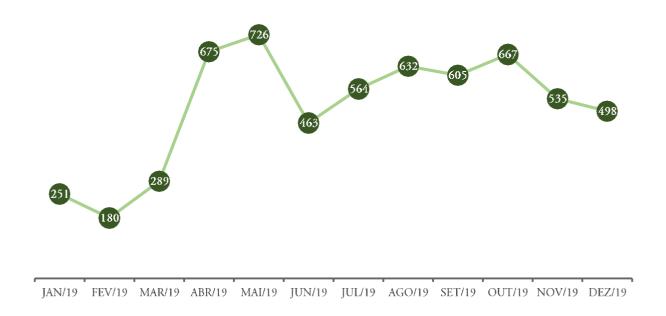
The year 2020 had a good start after new actors have joined the protection of children in Pacaraima: UNICEF, through implementing partners AVSI and Aldeias Infantis, has made a team available of for the integration sensitive cases and inaugurated the Lar de Pacaraima Home, in line with the National Social Assistance Policy.



2 – UPDATE OF THE ACTION GLOBAL DATA ON THE TARGET AUDIENCE: CHILDREN AND ADOLESCENTS IN SERIOUS MIGRATORY DIFFICULTY.

The dynamism of the activities carried out by the Federal Public Defenders' Office in the service at the border of Pacaraima led us, in this edition, to make a change in the method of presenting the observed variables with the aim of improving the information provided, in addition to trying to improve the comparative analysis.

Evolução do número de atendimentos da DPU em Pacaraima/RR - 2019



First, we will present the general data of assistance provided in 2019, which helped a total of 6,085 children and adolescents in serious migratory difficulty.

At the beginning of 2019, service was reduced, especially after the closure of the border with Venezuela on February 21, 2019. Political tensions in the international scenario at the beginning of the year, between Brazil and Venezuela, also contributed to the general reduction of the migratory flow in this period.

It is observed that, although the border on the part of Venezuela was officially opened on May 10, 2019, by April, it was already evident the reestablishment of the migratory flow and, consequently, the increase in service, which is why we believe that the reopening of the border was the reason for such a burst in the month of May.

We will present the service data for the second half of 2019, considering that the analytical data for the first half of 2019 are in the previous edition of this Action Report. I also emphasize that this is a quantitative analysis of the work carried out by the DPU.





Cutting out the data for the **second half of 2019, we have a total of 3,501** children and adolescents for whom legal assistance was provided in migration matters. Of these, **1,998** were **separated**, **423** unaccompanied and **1,080** undocumented.

However, for the purpose of understanding the work carried out, it is important to highlight that not every unaccompanied child and adolescent needs the adoption of a protective measure aimed at institutional shelter.

It is necessary to understand the context of mobility of children and adolescents with which the DPU and other agents at the border have daily come across.

At this point, we stress that there is a set of actors working in a coordinated way for the promotion of child protection in Pacaraima. At the Reception and Identification Post, the first place where migration control is carried out, we have the presence of the DPU, UNICEF, IOM, UNHCR, AVSI (implementing partner of UNICEF), the Ministry of Citizenship, the International Red Cross, UNFPA and the Federal Police. They all act together so that every child and adolescent has their right to migrate guaranteed.

In addition to these immediate agents, the Judiciary Branch, the State Prosecution Service, the State Public Defenders' Office, the Municipal Child Protective Service, the Municipal Secretariat of Social Services and Aldeias Infantis have added efforts so that the child protection network is cohesive and able to meet the demand.

Well, it is necessary to consider that, of the 423 children and adolescents considered unaccompanied in the migration flow, between July and December 2019, about 37 were referred for institutional shelter and the rest were referred to the protection network, but with other indications of measures.

Consider that a 17-year-old teenager who has a valid travel document can enter Brazil as a temporary residence applicant and is wishing to travel to Manaus to meet their relatives there. In this

¹ Data collected based on the referrals to the protection network made by the Federal Public Defenders who worked in the Pacaraima Mission during the sample period.



case, there is no need to request institutional shelter, but it is necessary to verify if the family of this adolescent is really in Manaus, if they have conditions to shelter him, if his parents are aware of the displacement (the parents may or may not be in Brazil). This work is carried out by the DPU with the help of all partners who are in the Acolhida Operation.

On the other hand, consider the situation of a child accompanied by the uncle, but without travel authorization with the parents, in which, after contacting the relatives in Venezuela, it is verified that the uncle did not request authorization to travel with the child, so that, even being his relative, a request for institutionalization is made until the parents are able to come and pick him up at the border and that his safe and protected return is guaranteed, since the child did not even intend to migrate.

There are other examples of situations that occur daily with children and adolescents that do not imply referral to institutional shelter. In addition, the dialogue with the local protection network is constant so that we have alignment in relation to the diversity situations that involve the context of cross-border child mobility.

We also recall that not all children and adolescents have the desire to migrate to Brazil, many enter the country with the intention of visiting their relatives or moving to other countries in Latin America, however, because they do not have access to adequate documentation in their country of origin, they end up having migratory difficulty, even if they are accompanied by their parents. It is for this reason that, although it is not expressly provided for in CONANDA CONARE CNIG DPU Joint Resolution No. 1, of August 9, 2017, we carry out the service of those called 'undocumented': those who, despite being accompanied by their parents, do not have an identification document capable of proving the parental bond or have only a copy of the original document.

The 1,080 cases assisted of undocumented children and adolescents reveal only part of the problem, since this cutout considers only those who are accompanied by their parents.

We chose to analyze the migratory documentary issue in another table in order to verify the global situation of all children and adolescents assisted:

For migratory purposes, it is important to understand what is considered a travel document, since this document is what will allow the regular entry of the immigrant or visitor into national territory.

The Migration Law (Law No. 13,445/2017) considers both the passport and the civil identity (if admitted in a treaty) travel^{documents2}. Brazil has an agreement on travel and return documents of the Mercosur and Associated States, according to which the Bolivarian Republic of Venezuela considers as its travel documents the Identity Card and the Passport. In addition, the Decree No. 9,199/2017 provides that the visa to enter the national territory will be affixed to the valid travel document.

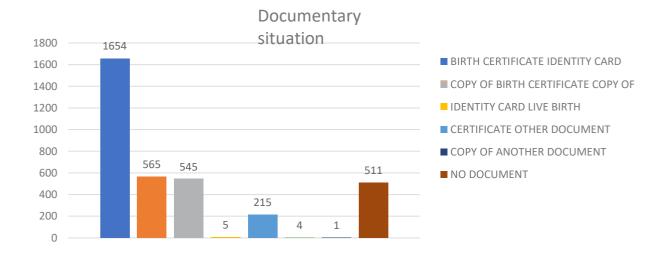
Understanding the concept of a travel document is important, as migration regularization often depends on the presentation of such document. When the immigrant does not have a valid travel document, their options for regular entry into the national territory are more restricted.

When it comes to children and adolescents, the data collected demonstrate that, out of 3,501 assisted by the Public Defender's Office, only 565 had an identity card.



² Article 5, items I and VII

^{3 &}lt;u>http://www.in.gov.br/materia/-/asset_publisher/Kujrw0TZC2Mb/content/id/10487129/do1-2018-04-16-acordo-so-_bre-documentos-de-viagem-e-de-retorno-dos-estados-partes-do-mercosul-e-estados-associados-10487125</u>



This data shows the difficulty of access of children and adolescents to a valid travel document, which materialises the need to adopt measures to facilitate their regular entry into the national territory, as well as evidences the need to adopt exceptional measures to facilitate their transit in the national territory.

| | | UNTRANSLATED_CONTENT_START | | | Neste aspecto, é de se enaltecer tanto a edição da Portaria nº 197, de 6 de março de 2019, do Ministério da Justiça e Segurança Pública, a qual "estabelece procedimentos para a tramitação de requerimentos de autorização de residência, registro e emissão da Carteira de Registro Nacional Migratório para a criança ou o adolescente nacional de outro país ou apátrida, desacompanhado ou separado, que se encontre em ponto de controle migratório nas fronteiras brasileiras ou no território nacional", quanto a edição da Portaria Interministerial nº 2, de 15 de maio de 2019, que altera a Portaria Interministerial nº 9, de 14 de março de 2018, permitindo à criança de até nove anos de idade e em situação de vulnerabilidade a dispensa da apresentação da cédula de identidade ou passaporte, podendo substituí-los pela apre- sentação da certidão de nascimento, para fins de requerimento da autorização de residência instituída por esta Portaria. | | | UNTRANSLATED_CONTENT_END | | |

However, both regulations dealt with situations of entry into the national territory for permanence, but did not provide anything about those who have transit or visit interests.

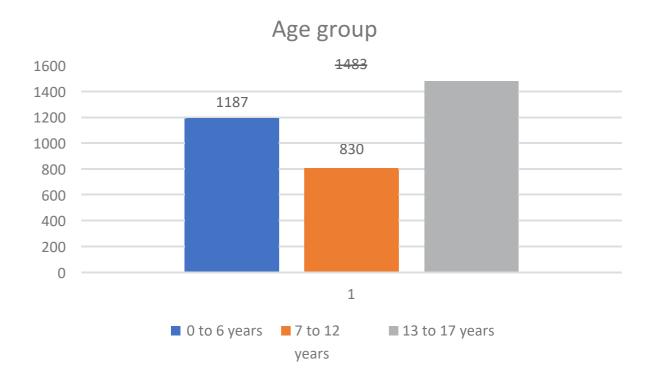
These changes, however, meant a substantial improvement in the refferal for migratory regularization, so that the rate of referral for migratory regularisation via temporary residence jumped from 19% in the first half of 2019 to 42% in the second half.

In absolute numbers, 1,483 visits were reffered for migratory regularization via temporary residence; and another 2,018 were referred as asylum seekers.

We emphasize that the choice for the type of migration regularization considers the interest of those assisted and always tries to provide them with the necessary clarifications regarding the request for asylum and temporary residence. For this reason, even if the immigrant has the documentation to apply for temporary residence, it is possible that thei will be indicated as a refugee if thei demonstrate sufficient understanding of the alternative that best fits their situation.



Another relevant data to be presented this semester is the survey of the public assisted according to the separation of age group:





The data show that, for the most part, the assistance by the DPU is provided to adolescents, who constitute almost half of the public assistance of the Public Defenders' Office.

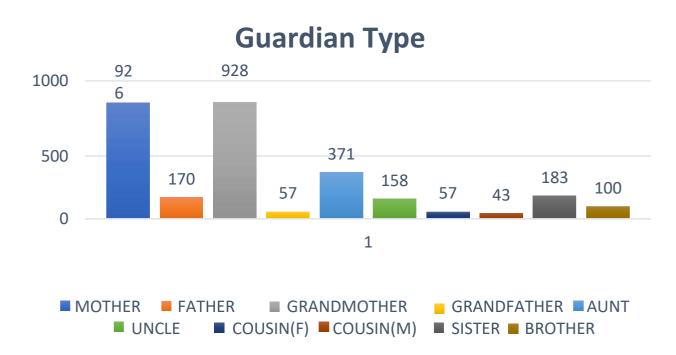
By cross-referencing the data on unaccompanied people with the information on the age bracket, it is possible to clarify that among the 423 consultations classified as providing legal assistance to unaccompanied people, 392 were adolescents and only 31 were identified as being of children accompanied by people who were not their relatives or were completely unaccompanied.

The data cross checking also confirms the perception of this Public Defenders' Office that most children in early childhood travel accompanied by their parents: about 625 children were counted in this situation and were assisted by Defenders due to the difficulty of access to documents they face in their country of origin.

The vast majority of those separated, arround 544, are aged between 7 and 12 years and travel with their grandparents (351), which demonstrates that the family reunion of children and adolescents is mostly carried out by grandmothers.

In this regard, the next graph demonstrates the types of guardians (rarely there is legal custody granted) who accompany children and adolescents in the migratory flow.

As can be seen, the number of children and adolescents who migrate accompanied by their relatives is much greater than the number of those who do not have an adult responsible for them, or who are in the company of people who are not their relatives. For all these cases, the care provided by the Public Defenders' Office seeks to prioritize the principles of integral protection and the best interest of the child and adolescent. And it must be acknowledged that the commitment of many bodies, entities, agencies, international organisations and, above all, the local child protection network, is what allows migratory procedures to be carried out in an orderly and safe manner for so many children and adolescents.



3 – FEDERAL PUBLIC DEFENDERS WHO TOOK PART IN THE ACTION FROM JULY TO DECEMBER 2019

- I. 1706 to 07.01.2019 Roberta Pires Alvim Working Group on Migration, Statelessness and Asylum;
- II. 26.06 to 05.07.2019 Camila Dal Lago Working Group on Migration, Statelessness and Asylum;
- III. 02.07 to 09.07.2019 Luis Felipe Ferreira Cavalcante Regional Human Rights Defender of Amazonas and Roraima;
- IV. 07.06 to 15.07.2019 Luana de Lima Saraiva Working Group on Migration, Statelessness and Asylum;
- V. 09.07 to 23.07.2019 Ronaldo de Almeida Neto Working Group on Migration, Statelessness and Asylum;
- VI. 16.07 to 25.07.2019 Ana Lucia Castro Working Group for the Assistance of Indigenous Populations;
- VII. 23.07 to 06.08.2019 Lígia Prado da Rocha Secretary of Human Rights;
- VIII. 26.07 to 04.08.2019 Rogena Ximenes Viana DPU/Teresina/PI;
- IX. 05.08. to 14.08.2019 Adriano Cristian Souza Carneiro DPU/1st Category/DF;
- X. 06.08 to 20.08.2019 Francisco de Assis do Nascimento Nóbrega Working Group for the Assistance of Indigenous Populations;
- XI. 15.08 to 24.08.2019 Thais Gonçalves Oliveira Working Group on Migration, Statelessness and Asylum;
- XII. 20.08 to 03.09.2019 Sabrina Nunes Vieira Working Group on Migration, Statelessness and Asylum;
- XIII. 25.08 to 03.09.2019 Alessandra Lucena Wolff DPU/Manaus/AM;
- XIV. 03.09 to 17.09.2019 Ingrid Soares Leda Noronha Working Group for the Assistance and Protection of Human Trafficking Victims;
- XV. 04.09 to 13.09.2019 Estevão Ferreira Couto DPU/Belo Horizonte/MG;
- XVI. 14.09 to 24.09.2019 Fernando de Souza Carvalho DPU/São Paulo/SP;
- XVII. 16.09 to 30.09.2019 Luis Felipe Ferreira Cavalcante Regional Human Rights Defender of Amazonas and Roraima;
- XVIII. 25.09 to 04.10.2019 Michelle Valéria Macedo Silva DPU/1st Category/RJ;
- XIX. 29.09 to 12.10.2019 Matheus Alves do Nascimento Working Group on Migration, Statelessness and Asylum;
- XX. 05.10 to 14.10.2019 Gustavo Henrique Armbrust Virginelli DPU/São Paulo/SP;
- XXI. 10.11 to 25.10.2019 Roberta Pires Alvim Working Group on Migration, Statelessness and Asylum;
- XXII. 17.10 to 19.10.2019 Thiago Moreira Parry Working Group on Migration, Statelessness and Asylum;
- XXIII. 20.10 to 24.10.2019 Gustavo Zortea da Silva Working Group on Migration, Statelessness and Asylum;
- XXIV. 24.10 to 08.11.2019 Ivan de Oliveira Santos Ferreira Working Group for the Assistance and Protection of Human Trafficking Victims
- XXV. 25.10 to 03.11.2019 Rafaela Ferreira de Oliveira DPU/São Paulo/SP;
- XXVI. 04.11 to 13.11.2019 Luciana Budoia Monte DPU/São Paulo/SP;



- XXVII. 07.11 to 21.11.2019 Murillo Ribeiro Martins DPU/Guarulhos/SP;
- XXVIII.14.11 to 23.11.2019 Thiago Moreira Parry Working Group on Migration, Statelessness and Asylum;
- XXIX. 20.11 to 03.12.2019 Camila Dal Lago Working Group on Migration, Statelessness and Asylum;
- XXX. 24.11 to 03.12.2019 Juliana Campos Maranhão DPU/Altamira/PA;
- XXXI. 02.12 to 16.12.2019 Natália Von Rondow Working Group for the Assistance and Protection of Human Trafficking Victims;
- XXXII. 04.12 to 13.12.2019 Danielle Reis da Matta Celano DPU/Guarulhos/SP;
- XXXIII. 14.12 to 23.12.2019 Adriano Cristian Souza Carneiro DPU/1st Category/DF;
- XXXIV. 15.12 to 22.12.2019 Renan Vinicius Sotto Mayor de Oliveira Secretary-General of Institutional Articulation;
- XXXV. 22.12 to 27.12.2019 Lígia Prado da Rocha Secretary of Strategic Actions;
- XXXVI 24.12 to 02.01.2020 Athanasio Darcy Lucero Junior Regional Human Rights Defender of Rio Grande do Sul;
- XXXVII. 27.12 to 04.01.2020 Deraldino Alves de Araujo Filho DPU/Vitória da Conquista/BA.

4 – INSTITUTIONAL RECEPTION AND HUMANITARIAN WELCOMING IN BRAZILIAN LEGISLATION⁴

Without the pretension of exhausting the subject, especially due to the informative character of this publication, we will try to trace some initial considerations about the national legal framework regarding the concepts of humanitarian welcoming and institutional shelter.

Let us take as an initial parameter the Organic Law of Social Assistance (LOAS) (Law No. 8.742/1993), according to which social protection aims to guarantee life, reduce damage and prevent the incidence of risks (article 2, item I), especially the protection of the family, maternity, childhood, adolescence and old age (article 2nd. I, a).

Furthermore, it separates social protection into two types: i) basic social protection: a set of social assistance services, programmes, projects and benefits aimed at preventing situations of vulnerability and social risk through the development of potentialities and acquisitions and the strengthening of family and community ties (article 6-A, I); and, ii) special social protection: a set of services, programmes and projects that aim to contribute to the reconstruction of family and community ties, the defense of rights, the strengthening of potentialities and acquisitions and the protection of families and individuals to face situations of violation of rights (article 6-A, II).

By understanding the content of these legal articles, Social Protection within the scope of the Unified Social Assistance System is a set of institutionalized provisions aimed at the preventive or corrective care of situations of vulnerability and social risk, through incidence in social life.

The guidelines for action of the National Social Assistance System (SUAS) are inserted in the National Social Assistance Policy, according to which social protection should guarantee the following securities: security of survival (of income and autonomy); of shelter; of coexistence or family coexistence⁵. It also defines the services that integrate the special social protection of high complexity as those that guarantee integral protection to individuals who are without reference and/or in situation of threat⁶.

It is within the scope of this National Policy that the integral institutional care is defined as a special social protection equipment. There are, therefore, several national established norms that should be observed when one intends to discuss the theme of sheltering, understanding that every type of sheltering aims to meet the need of social protection to individuals in serious situation of vulnerability.

When special protection is intended for children and adolescents, we must also be guided by the provisions of the Statute of Children and Adolescents (ECA) (Law No. 8,069/1990), according to which institutional shelter is a protection measure among the 9 (nine) measures provided for in its article 101.

The Statute of Children and Adolescents and the National Plan for the Promotion, Protection and Defense of the Rights of Children and Adolescents to Family and Community Coexistence⁷ are the structuring norms of the theme of special social protection and, consequently, **institutional shelter for children and adolescents in Brazil**.

⁷ Approved by Joint Resolution CNAS/CONANDA No. 1 (December 13, 2006), available at http://www.crianca.mppr.mp.br/arquivos/File/publi/conanda/pncfc2.pdf - accessed on 28/01/2020



This article is authored by Lígia Prado da Rocha - Secretary of Strategic Actions of the DPU; Written on 28/01/2020 for this edition.

⁵ National Social Assistance Policy (PNAS)/2004 – Basic Operational Standard (NOBSUAS), page 31 – available at http://www.mds.gov.br/webarquivos/publicacao/assistencia social/Normativas/PNAS2004.pdf - accessed on 28/01/2020.

⁶ Same as item 4, page 38

Humanitarian welcoming, in turn, was recently introduced into Brazilian law, when the Migration Law began to provide for the possibility of granting a humanitarian welcoming visa, which may be granted to the stateless person or the national of any country in a situation of serious or imminent institutional instability, armed conflict, major calamity, environmental disaster or serious violation of human rights or international humanitarian law, or in other cases (article 14, item I, point c, paragraph 3).

The granting of the humanitarian welcoming visa, however, serves as a solution only for the migratory regularization for people in this situation of vulnerability, not bringing the necessary response with regard to emergency social assistance policies. Therefore, on June 21, 2018, Law No. 13,684/2018 was published, which provides for emergency assistance measures to welcome people in situations of vulnerability resulting from migration caused by a humanitarian crisis.

In order to meet the specific and emergency purposes of this Law, the following definitions were inserted in its article 3rd:

"I – **situation of vulnerability**: emergency and urgent condition that shows the fragility of the person in the field of social protection, resulting from a disorderly migratory flow caused by humanitarian crisis;

II – **social protection**: a set of public policies structured to prevent and remedy situations of social vulnerability and personal risk involving human rights violations; and

III – humanitarian crisis: situation of serious or imminent institutional instability, armed conflict, calamity of great proportion, environmental disaster or serious and generalized violation of human rights or international humanitarian law that causes disordered migratory flow towards a region of the national territory".

Therefore, a normative instrument capable of subsidizing the specific allocation of resources necessary for the adoption of emergency measures to expand health, education and social assistance services arises. Its purpose is to provide care aimed at guaranteeing the existential minimum to people in situations of vulnerability due to migration caused by humanitarian crisis.

While it is salutary the existence of this mechanism, which in practice has effectively guaranteed dignity to thousands of immigrants in the State of Roraima, it is to be considered that the guarantee of minimum social protection is not sufficient to meet the needs of populations with specific vulnerabilities.

It is worth noting that, in order to meet the demand for humanitarian shelter, 12 shelters and one transit facility have been set up in the State of Roraima, each of them focused for different audiences, but none with the specific capacity to care for children and adolescents in need of institutional shelter.

Children and adolescents are developing people, whose peculiar condition should always be considered in the adoption of any protective measure.

Due to the existence of a specific policy for the protection of children and adolescents and to the supremacy of the Child and Adolescent Statute and the principles of integral protection and the best interest of children and adolescents, it is understood that the institutional shelter is the most adequate protective measure for cases of migrant children and adolescents who require special protection for not having any social or family ties at

Institutional Articulation

the time of their entry into the country or for being in a risky situation, ensuring them the maximum protection provided by Brazilian law.

It is our understanding, therefore, that it is inappropriate and imprudent for children and adolescents to be received in humanitarian shelters, as these shelters aim at meeting emergency demands and do not have any structure designed to comply with the norms referring to institutional shelters foreseen in the Statute of the Child and Adolescent and in the National Plan for the Promotion, Protection and Defence of the Rights of Children and Adolescents to Family and Community Coexistance.

Another factor that should be considered when it comes to welcoming this public is the psychological stress to which children and adolescents are subjected during their migratory journey. Often, they enter the national territory in need of basic food and health care, so that any analysis of the need for special protection can only be effective after they are granted basic care.

These factors demonstrate that it is indeed necessary the presence of a protection equipment in the Municipality of Pacaraima, currently supplied by the installation of the Casa Lar, a partnership between UNICEF and the implementing partner Aldeias Infantis, whose facilities aim to comply with the guidelines of the National Plan.

In conclusion, it should be noted that the Institutional Reception Policy is not the only measure of protection provided for in the Statute of Children and Adolescents, but it has been the easiest measure to be implemented in an emergency situation. In addition, the special protective equipment of the State of Roraima continues to provide services to immigrants, even if there is a judicial decision to prohibit the institutional shelter of girls and boys.

It is therefore necessary to emphasize that children and adolescents in institutional shelter are not deprived of their liberty. However, if they are placed in mega-structures intended for other publics, the chance of being exposed to other social risks inside and outside the shelters will certainly be multiplied.

We understand that special attention and full protection can only be guaranteed with the use of the equipment provided for in the national legislation and the expansion of protection measures so that they are able to meet the increased flow.





(UNICEF Ambassador, actor Liam Neeson, visiting the DPU room in Pacaraima, on January 16, 2020)



The Federal Public Defenders' Office promotes free access to justice, defends the rights of citizens and provides legal guidance to all those who need help





























