



The Country of Return Information Project functions as a network of NGO's for the collection and transfer of specific information on reintegration possibilities for potential returnees and their counsellors. All questions you may have on reintegration possibilities and on which you don't find the answer in this country sheet, can be directed to the helpdesk "Country of Return Information and Vulnerable Groups".  
E-mail: [helpdesk@cri-project.eu](mailto:helpdesk@cri-project.eu)

# COUNTRY SHEET BOLIVIA

May 2009

*The Country of Return Information Project and Vulnerable Groups runs until June 2009 and is funded by the European Community.*

*The European Commission is not responsible for any use that may be made of the information provided. Sole responsibility for its content lies with the author.*



#### DISCLAIMER

This Country Sheet is for informational purposes only and no rights can be derived from its contents.

The CRI-partners will do their utmost to include accurate, corroborated, transparent and up-to-date information, but make no warrants as to its accuracy or completeness. Consequently, the CRI-partners do not accept responsibility in any way for the information in this Country Sheet and accept no liability for damages of any kind arising from using the information in this Country Sheet.

The information in this Country Sheet has been retrieved in collaboration with local partners.

This Country Sheet contains links to websites that are created and maintained by other organizations. The CRI-project does not take any responsibility for the content of these websites.

The CRI-partners are the partners who participate fully in the CRI-project: Vluchtelingenwerk Vlaanderen, Asociación Comisión Católica Española de Migración, Caritas International Belgium, Consiglio Italiano Per I Rifugiati, Coordination et Initiatives pour les Réfugiés et Étrangers and Dansk Flygtningehjælp.

Further information can be obtained at [info@cri-project.eu](mailto:info@cri-project.eu)

The Country Sheet **Bolivia** is a product of the CRI project.

CRI-country sheets are prepared mainly on the basis of publicly available information, completed with data gathered by local partners in the specific countries, and will be updated periodically.

Our local partners in **BOLIVIA** are:

- **National Union of Institutions for the Social Action Work (UNITAS)**, national development network, constituted by 29 associated institutions that has direct contact with social organizations in urban and rural areas from all over the country and a proved experience in the development of formation processes, social change and effect on public policies.
- **The Challenge for Investigation, Training and Citizen Participation NGO (Desafío NGO)** is a non profit institution that works in the periphery of urban areas in Santa Cruz de la Sierra. Its intervention areas are: Popular education, Educational Communication and Participative Action Research. The transverse that are developed with the target people are: Human Rights, Genre and Urban and Rural Articulation

## **ABBREVIATIONS**

<b>ADRA</b>	Adventist Agency for the Development and Welfare Resources
<b>AFP</b>	Pension Fund Administrators
<b>BOB</b>	Bolivianos (Bolivian currency)
<b>CCF</b>	Christian Children´s Fund
<b>CEASS</b>	Supply Centre
<b>CECASEM</b>	Training and Services for Women Integration Centre
<b>CEDLA</b>	Work and Agrarian Development Study Centre
<b>CEUB</b>	Bolivian University Executive Committee
<b>CI</b>	Identity Card
<b>CIES</b>	Services, Education and Investigation Centre
<b>COA</b>	Custom Operative Control
<b>CPC</b>	Cerebral Palsy Centre
<b>CRECER</b>	Credit with Rural Education
<b>CSRA</b>	Andean Rural Health Council
<b>DNIP</b>	Personal Identification National Management
<b>EUR</b>	Euros
<b>FELCC</b>	Special Force against Crime
<b>FELCN</b>	Special Force against Drug Trafficking
<b>FULF</b>	Operation License Only Form
<b>FUSINDO</b>	Down Syndrome Foundation
<b>HPHB</b>	Bolivian Habitat for Humanity Network
<b>IME</b>	Essential Medical Supplies
<b>INFOCAL</b>	National Foundation for the Working Formation and Training
<b>IRA</b>	Acute Respiratory Infections
<b>N/A</b>	No Applicable
<b>NIT</b>	Tax Identification Number
<b>NUR</b>	Knowledge light
<b>PASOC</b>	Cáritas Social Pastoral
<b>PDA</b>	Area Development Project
<b>PMH</b>	Human Mobility Pastoral
<b>PREFA</b>	Faith and Joy Educational Project
<b>PRODEME</b>	Essential Medicines National Programme
<b>PROSALUD</b>	Health Protection

<b>PSV</b>	Social and Solidarity House Programme
<b>RUA</b>	Freelancer Only Registry
<b>RUN</b>	National Identification Number
<b>SEDES</b>	Health Departmental Service
<b>SEDUCA</b>	Education and Training Service. Juan XXIII Hospital.
<b>SLI</b>	Integrated Legal Services
<b>SSPAM</b>	Health Insurance for the Older Adult
<b>SUMI</b>	Mother and Child Universal Insurance
<b>SuSalud</b>	Universal Health Insurance
<b>TB</b>	Tuberculosis
<b>UPE´s</b>	Employment Promotion Units
<b>WVI</b>	World Vision International

<b>1. Access to territory (from country of asylum to return area)</b> .....	8
<b>1.1. Documentation</b> .....	8
1.1.1. Travel documents needed for returnees .....	8
1.1.2. Documents needed in the country of return (e.g. residence permit, obligatory ID) .....	9
1.1.3. How to obtain necessary documents (conditions, processing time) .....	10
1.1.4. Price of necessary documents.....	12
<b>1.2. Travel to country of origin (means, approximate prices, duration, luggage limits, contacts, etc.)</b> .....	12
1.2.1 By air .....	12
1.2.2. By land.....	13
1.2.3. By sea.....	13
<b>1.3. Entry procedure (proceeding authority, interrogation, control, detention, bribes, etc.)</b> .....	13
1.3.1. By air.....	14
1.3.2. By land (if relevant) .....	14
1.3.3. By sea (if relevant).....	14
<b>1.4. Impacts of former acts and statuses upon entry</b> .....	14
1.4.1. Impacts of former refugee or subsidiary protection status .....	15
1.4.2. Impacts of former unsuccessful asylum claim.....	15
1.4.3. Impacts of former illegal exit from country of origin.....	15
1.4.4. Impacts of crime committed outside the country of origin (risk of double jeopardy) .....	16
<b>1.5. Customs regulation (how the relevant regulation be obtained)</b> .....	16
<b>1.6. Access to return area</b> .....	17
<b>1.6.1. Limitations on internal travel</b> .....	17
1.6.1.1. Administrative restrictions .....	17
1.6.1.2. Practical obstacles .....	17
<b>1.6.2. Territories impossible or dangerous to approach (landmines, natural degradation, etc.)</b> .....	18
<b>1.6.3. Means of internal travel (contact and practical information, price list, etc.)</b> .....	18
<b>2. Physical Security (in return area)</b> .....	20
2.1. On-going armed conflicts.....	20
2.2. Regions with high security risks (political, inter-ethnic or inter-religious tension, etc.) .....	20
2.3. Crime.....	21
2.3.1. Regions with an extremely high level of crime (threatening physical security) .....	21
Special means of support available for women going through a vulnerable situation.....	24
2.3.2. Risk of becoming a victim of human beings trafficking .....	24
2.3.3. Risk of becoming a victim of forced prostitution.....	29
2.3.4. Effectiveness of protection (capacities, proficiency, corruption, etc.) .....	30
2.3.4.1. Police Forces.....	30

<b>3. Social Security and Reintegration</b> .....	33
<b>3.1. Region with no reintegration and return opportunities (e.g. natural disasters, famine, etc.)</b> .....	33
<b>3.2. Housing, accommodation</b> .....	33
<b>3.2.1. Property restitution and/or compensation (in former zones of conflict or disaster)</b> .....	33
<b>3.2.2. Housing programmes by return areas (if relevant)</b> .....	33
<b>3.2.3. Opportunities of building a house</b> .....	37
<b>3.2.3.1. Conditions of obtaining land property</b> .....	37
Santa Cruz de la Sierra .....	37
<b>3.2.3.2. Relevant approximate prices (land, building material, etc.)</b> .....	38
<b>3.2.3.3. Available credits, subsidies and other forms of help</b> .....	38
<b>3.2.4. Opportunities of buying real estate</b> .....	40
<b>3.2.4.1. Legal conditions</b> .....	40
<b>3.2.4.2. Eventual obstacles for certain groups (e.g. single women, minorities, etc.)</b> .....	41
<b>3.2.4.3. Relevant approximate prices</b> .....	41
<b>3.2.4.4. Available credits and subsidies</b> .....	42
<b>3.2.5. Opportunities of renting a house or a flat</b> .....	45
<b>3.2.5.1. Obstacles for certain groups (e.g. single women, minorities, etc.)</b> .....	45
<b>3.2.5.2. Relevant approximate prices</b> .....	45
<b>3.2.5.3. Available subsidies</b> .....	46
<b>3.2.6. Other middle-term accommodation possibilities (shelters, NGOs, church, etc.)</b> .....	47
<b>3.2.7. Temporary shelters available until being able to ensure long-term accommodation</b> .....	48
<b>3.3. Livelihood – basic “survival”</b> .....	48
<b>3.3.1. Employment</b> .....	48
<b>3.3.1.1. Unemployment (formal and informal, in specific sectors and social groups)</b> .....	51
<b>3.3.1.2. Labour market programmes (and access to them)</b> .....	53
<b>3.3.1.3. Labour conditions (minimum/average salary, working hours, security, etc.)</b> .....	55
<b>3.3.1.4. Accessibility of short-term and occasional jobs</b> .....	56
<b>3.3.1.5. Lack (high demand) in specific professions</b> .....	56
<b>3.3.1.6. Practical and contact information (employment agencies, newspapers, etc.)</b> .....	59
<b>3.3.2. Contact information relevant to the issue of recognition of degrees obtained elsewhere</b> .....	59
<b>3.3.3. Education and retraining programmes (access to them, costs)</b> .....	61
<b>3.3.3.1. By government</b> .....	61
<b>3.3.3.2. By private firms</b> .....	61
<b>3.3.3.3. By international organizations or NGOs</b> .....	61
<b>Specialized institutions and State responsibilities (legal and practical regulations)</b> .....	62

3.3.4. Starting a new business .....	63
3.3.4.1. Legal conditions (registration, corporate forms, minimum capital, etc.) .....	63
3.3.4.2. Credits and subsidies and access to them (interest rates, creditors, etc.) .....	66
3.3.5.1. Unemployment benefit and access to it.....	71
3.3.5.2. Sickness benefits and access to them .....	71
3.3.5.3. Family allowances and access to them .....	71
3.3.5.4. Other benefits in the social welfare system.....	72
Home and support mechanism for old people .....	73
3.3.5.5. Special benefits for returnees .....	74
3.3.6. Charity organizations with a general scope (services, contact information).....	75
3.3.7. Useful data to calculate the cost of living (price of petrol, basic food, etc.) .....	76
3.4. Health .....	77
3.4.1. General health situation by regions (epidemics, etc.) .....	77
3.4.2. Drinking water and sanitation by regions; heating systems (if relevant) .....	80
3.4.3. Health care system (including psychological care) .....	81
3.4.3.1. Health care infrastructure by regions (hospitals, equipment, etc.) .....	82
3.4.3.2. Eligibility criteria and access to health care services ....	84
3.4.3.3. Costs of healthcare (costs of treatment, medicaments, bribes for doctors) .....	85
3.4.3.4. Discrimination in health care system (ethnic, religious, social, etc.) .....	86
3.4.3.5. Services of non-state agents in health care (international, NGO, church) .....	87
3.4.3.6. Diseases which cannot be effectively treated in the country.....	92
3.4.3.7. Supply with standard medicines.....	92

## 1. Access to territory (from country of asylum to return area)<sup>1</sup>

### 1.1. Documentation

#### 1.1.1. Travel documents needed for returnees<sup>2</sup>

Bolivian people, who make the decision to return to the country voluntarily, will need to present the same documents as any other Bolivian citizen abroad and they will be freed from the obligatory visa as long as they certify their Bolivian nationality with any of the following valid or expired documents: identity card, birth certificate, family record booklet, military service booklet, Bolivian passport, Registro Único Nacional (RUN, Spanish abbreviation for National Identification Number), consular register card. The valid travel document is **the passport**. This is a document issued by the Bolivian competent authority that allows the Bolivian citizen to travel outside the national territory. If you misplace your passport while being abroad, you will need to present your CI at the nearest Bolivian consulate<sup>3</sup> to your residency to obtain a new passport<sup>4</sup>.

**Citizenship or Identity Card (CI, in its initials in Spanish)** - this is the citizen's main identification document when being in the country.

**Safe Conduct<sup>5</sup>** – The Safe Conduct is a travel document to Bolivia that is only issued in special cases in which the person does not have documents or if these documents have expired and the person must leave the country to return to Bolivia. It is destined to people who are deported from a country, illegal immigrants, going through an indigence situation or any other case considered as an emergency. In case the citizen

---

<sup>1</sup> Interview with Dr. Dionisio Rivas, director of Migration at Santa Cruz department, on July 3<sup>rd</sup> 2008

<sup>2</sup> Supreme Decree N° 24423 of Migration Legal Regulations, November 29<sup>th</sup> 1996, Chapter I of the different travel documents, articles 80 and 81

<sup>3</sup> On the Ministry of Foreign Affairs and Worship website, [www.rree.gov.bo](http://www.rree.gov.bo), the Bolivian representations abroad are listed, access November 18<sup>th</sup> 2008. The Bolivian consulates addresses in Spain can be found on the Bolivian Embassy website, [www.embajadadebolivia.es/index/consulado/consulado.html](http://www.embajadadebolivia.es/index/consulado/consulado.html), NGO. Last consultation on November 11<sup>th</sup> 2008.

<sup>4</sup> Bolivian Secretary of State, transactions for passports, [www.migracion.gov.bo/#](http://www.migracion.gov.bo/#), access November 9<sup>th</sup> 2008.

<sup>5</sup> The Bolivian Consulate in Italy provides information about the services it offers, [www.consbolivia.com/](http://www.consbolivia.com/), last consultation on November 17<sup>th</sup> 2008.

does not have a passport and it urges him to leave the country where he is staying, he can ask for a safe conduct at the nearest Bolivian Consulate.

**Passport<sup>6</sup>** - The current international passport in a booklet for adults and minors constitutes the legal document that the Bolivian State provides to its citizens to travel abroad. At the same time, it represents a request to foreign states to allow its bearer to travel or to remain in their jurisdiction and that he can be granted help and legal protection. It certifies the identity and the nationality of its holder and gives him the right to ask for protection of diplomatic and consular representatives of the country accredited abroad.

Children with Bolivian parents who were born outside the country, by virtue of the article 36 of the State Political Constitution, are considered Bolivian if they reside in the national territory or if they enroll at the Consulates. For this purpose, parents of minors up to 12 years old will necessarily need to appear in person at a Consular Office to proceed with the minor's birth enrollment, attaching a legalized photocopy of the place of birth certificate.

The corresponding national authorities will be able to issue those with Bolivian nationality and citizenship rights the following travel documents:

- a) Passport in a Booklet;
- a) Passport in a Sheet of Paper;
- c) Consular Safe Conduct;
- d) Other travel documents that were established through agreements.

### **1.1.2. Documents needed in the country of return (e.g. residence permit, obligatory ID)**

"To have access to the Republic territory, any Bolivian person will necessarily need to bear the corresponding valid passport or travel document that apart from

---

<sup>6</sup> Bolivian Secretary of State, transactions for passports, [www.migracion.gov.bo/#](http://www.migracion.gov.bo/#), last consultation November 9<sup>th</sup> 2008.

accrediting his identity, should have the corresponding authorization to enter the country”<sup>7</sup>.

There are several cases in which they will need specific permits and/or different procedures;

- Travelling permit for **Bolivian minors** who live **abroad**:<sup>8</sup>

According to the Bolivian normative, minors under 18 years old will need to have a travel permit that should be given by both parents at a Bolivian consulate. This is a personal transaction and the procedure requires the presentation of:

- Written petition
- Documentation proving the identity of both parents and the child.

- In case the **Bolivian people should be deported**, the procedure to be followed by the migration authorities is first to provide a reception act to the agents of the country from which the Bolivian citizen is being deported and then an interview will be carried out to know the reasons of the deportation; besides the control of the Bolivian passport and its retention to find out if the passport is the original one or a forgery. This passport would be dispatched to the migration offices for the corresponding verification.

These actions are taken not only at Bolivian Airports but also at the Bolivian land borders.

### **1.1.3. How to obtain necessary documents (conditions, processing time)**

If the person does not have their documents in order in the country where he/she lives and is interested in obtaining the document will need to appear in person at the nearest Bolivian Consulate offices<sup>9</sup>, that will issue the document in a week.

---

<sup>7</sup> Supreme Decree N° 24423 of Migration Legal Regulations, November 29<sup>th</sup> 1996, Chapter I of the different travel documents, articles 80 and 81

<sup>8</sup> Resource Guide for Migrating people, State Commissioner and the Human Mobility Pastoral, April 2008, second edition, La Paz- Bolivia, Page 47.

<sup>9</sup> The list of civil registry offices in Bolivia is available at [www.cne.org.bo/RegistroCivil/](http://www.cne.org.bo/RegistroCivil/), access November 9<sup>th</sup> 2008.

- **Identity Card**<sup>10</sup>: We recommend the Bolivian Consulate website for essential requirements when obtaining the identity card abroad ([www.bolivia-usa.org/embajada/embajada\\_policial.htm](http://www.bolivia-usa.org/embajada/embajada_policial.htm)), the documentation to fill in and the steps to follow are specified for: People who were born in Bolivia, Bolivian people's children who were born in other countries and the renewal of the identity card.

- **Safe Conduct**: To obtain a Safe Conduct people must fill in the information from a specific application form for this kind of document at their nearest Bolivian Consulate. The transaction is fast, it takes one day. This document is valid once and only to return to the country of origin.

- **Passport**<sup>11</sup>: A Bolivian passport is valid for six years. In case it expires, gets lost, stolen or damaged, a new passport should be required.

The following requirements should be met: a letter should be sent to the consular section of the Bolivian embassy or honorarium consulate asking for a new passport and explaining the reason for the renewal. The address and the telephone number of the petitioner should be included. A photocopy of the identity card of the petitioner.

In case of *renewal*, a photocopy of the main page of the current passport.

In case of being *lost* or *stolen*, the document of the statement made to the corresponding police authorities should be attached.

It is recommended to send the renewal application two months before the document expiration date because the transaction may have delays depending on the country to which it is applying.

---

<sup>10</sup> Information obtained from the Bolivian Consulate in the United States website and it is valid for all the countries, [www.bolivia-usa.org/embajada/embajada\\_policial.htm](http://www.bolivia-usa.org/embajada/embajada_policial.htm), Last consultation on July 17<sup>th</sup> 2008.

<sup>11</sup> Resource Guide for Migrating people, State Commissioner and the Human Mobility Pastoral, April 2008, second edition, La Paz- Bolivia, Page 43.

#### 1.1.4. Price of necessary documents

- **Identity Card:** 17.00 Bs (EUR 1.84)
- **Safe Conduct:** As this an emergency document, the safe conduct is free of charge.
- **Passport:** 555.00 BOB (EUR 58.00)

Other travel documents that could be asked by returnee candidates:

- **Birth Certificate,**<sup>12</sup> if the applicant was enrolled when he was born at his place of origin, he can ask for a duplicate and the price will be US\$ 4 (EUR 1.54). In case the interested person does not have the enrollment in the country, the consulate can enroll him and provide a birth certificate and the price will be US\$ 2 (3,07 EUR).
- To legalize **travel authorizations for minors**, the price would be 63 BOB (EUR 7.00)

#### 1.2. Travel to country of origin (means, approximate prices, duration, luggage limits, contacts, etc.)

##### 1.2.1 By air

The companies offering more frequent flights form Europe are Aerosur, American Airlines and Iberia airlines (the last through connection with Buenos Aires, Argentina). These prices may vary according to the availability of seatings, possible variations of rates, taxes, and others.<sup>13</sup>

##### Flight prices to European cities<sup>14</sup>

European cities	Price	
	Bolivianos	Euros
London (TAM – Mercosur)	8.186,80	875,76
Paris (TAM – Mercosur)	6.653,41	711,73
Frankfurt (TAM – Mercosur)	7.929,72	848,26
Madrid (Aerosur)	5.608,93	600,00

<sup>12</sup> Resource Guide for people Migrating, State Commissioner and the Human Mobility Pastoral, April 2008, second edition, La Paz- Bolivia, Page 38.

<sup>13</sup> Rates were consulted with the travel agency "Boltravel" - La Paz - on October 5<sup>th</sup> 2008, Telephone Number: (+591) 2 - 2424885

<sup>14</sup> Source: Desafío NGO based on information provided by travel agency "Balas" of Santa Cruz de la Sierra, Telephone number (591) 3 - 333-3933, October 2008.

**TAM MERCOSUR**<sup>15</sup>: [www.tam.com.br](http://www.tam.com.br)

**AEROSUR**<sup>16</sup>: [www.aerosur.com](http://www.aerosur.com)

**AMERICAN AIRLINES**: [www.aa.com](http://www.aa.com)

**IBERIA**: [www.iberia.com](http://www.iberia.com)

The traveler should previously consult with the air company the concrete limitations in the pieces of luggage, maximum measures and weight that apply to the checked in and hand luggage.

### **1.2.2. By land**

N/A

### **1.2.3. By sea**

N/A

## **1.3. Entry procedure (proceeding authority, interrogation, control, detention, bribes, etc.)<sup>17</sup>**

At the international arrival area in every airport or in the border stations, there are SENAMIG (Spanish abbreviation for Migration National Services) employees that will carry on the process to verify and authorize the entrance to the country. This institution is in charge of administrating the control and regulating people's entrance and departure to and from the national territory, as well as the conditions of permanence on national territory for foreign people.

Bolivian people that left the country as tourists, to study or to make business abroad and that go back to the country will not have any inconvenience on their return to their country. This applies to any way of entrance, being by airplane, railroad or road.

---

<sup>15</sup> TAM MERCOSUR: [www.tam.com.br](http://www.tam.com.br), On the corner of Velasco Street and La Riva Street, N.º 700, telephone number: 00 - 591 - 3 - 337 - 1999, access January 28th 2008.

<sup>16</sup> AEROSUR: [www.aerosur.com](http://www.aerosur.com), on the corner of Irala Avenue and Colón Street, telephone number 00 - 591 - 3 - 363 - 1000, access January 28<sup>th</sup>, 2009.

<sup>17</sup> Interview on November 19<sup>th</sup>, 2008 with Dr. Iván Altamirano, former Migration director in Santa Cruz (2007), he's currently a lawyer in the Centre of Legal, Technical and Environmental Consultancy, 21 de mayo Street N.º 45, 2<sup>nd</sup> floor, office 4, telephone (+591) 3 - 330 - 3021.

If by the time a Bolivian citizen returns to the country, he has a **court order** against him, due to any act committed before leaving the country or due to any migratory crime, for example documentation forgery, he will be subjected to detention and then to judicial prosecution.

For more information, you can view the Migration National Service website at <http://www.migracion.gov.bo>.

### **1.3.1. By air**

N/A

### **1.3.2. By land (if relevant)**

N/A

### **1.3.3. By sea (if relevant)**

N/A

## **1.4. Impacts of former acts and statuses upon entry**

Every person that returns to Bolivia, should take into consideration that their records have an important role at the time of taking the decision of returning and/or that there are actions that are considered as crimes or the infringement of law or standard regulations, and that can result in their detention and its corresponding legal process.

There are obstacles to return to the Bolivian territory that are verified by the time of entrance<sup>18</sup>. For example:

- a. Those who present fake or falsified documents
  
- b. Those who have been convicted or that are pursued for public common crimes, terrorist syndicates, white slavers, money forgers or drug dealers, and those whose previous behaviour foresees situations contrary to the national security, the public order or the authorities.

---

<sup>18</sup> Supreme Decree 24423 Migration Legal Regulations, November 29<sup>th</sup> 1996, Chapter V of the obstacles for the entrance of foreign people to the country, article 46

- c. Those who have been expelled by any reason from Bolivia, according to the article 48 of this Supreme Decree number 24423.
- d. Those who have infectious diseases, psychopaths, alcoholics, dangerous maniacs or drug addicts.
- e. People under 21 that are not accompanied by their parents or legal representative, or that do not have a written authorization endorsed by a competent authority and legalized by a Bolivian Consulate.

#### **1.4.1. Impacts of former refugee or subsidiary protection status**

N/A

#### **1.4.2. Impacts of former unsuccessful asylum claim**

N/A

"In the asylum subject there is a principle of no return, this means that if the citizen of the country A moves to country B where he asks for asylum and country B rejects the request for any reason, it cannot return him to the country of origin, in this case to country A, what it has to do is to allow him to go to a third country. This principle rules for any country, within the framework of human rights."<sup>19</sup>

#### **1.4.3. Impacts of former illegal exit from country of origin<sup>20</sup>**

If a Bolivian citizen left the country in an irregular way and he wants to return to Bolivia, at the time he comes back, the authorities will submit him to interrogation. The purpose of this is to know the details of the irregular exit, under which circumstances it was carried out and the people that were involved, among other questionings. If the irregular exit was because of migratory matters such as an expired passport or because of other matters limited to identity documents, the documents will be retained

---

<sup>19</sup> Interview on December 15<sup>th</sup> 2008 with Jorge Evangelista from Bolivia International Amnesty.

<sup>20</sup> Interview on November 19<sup>th</sup>, 2008 with Dr. Iván Altamirano, who was previously mentioned.

and a sworn statement on address will be obtained, leaving the person free of any other legal treatment.

#### **1.4.4. Impacts of crime committed outside the country of origin (risk of double jeopardy)**

In case the emigrant that returns committed any crime in the expelling country and has length of residence on the immigration country, his data should be controlled by INTERPOL. In this case, if the expelling country claims him back, the Bolivian State will evaluate, according to agreements, to send him back to be judged or to serve a sentence in the claiming country.

“In case that someone commits a crime outside the national territory, he should be deported and punished where he committed the crime, with a previous legal process and according to established international agreements.”<sup>21</sup>

“People will assume a double sentence, in case the crime affects people in the origin and arrival countries and that a lawsuit proceeds in both places”.<sup>22</sup>

#### **1.5. Customs regulation (how the relevant regulation be obtained)**

According to the Custom General Law<sup>23</sup> and its regulations<sup>24</sup>, those who are not residents in the country and Bolivian citizens that return to establish their residence in Bolivia, will be able to introduce their domestic items free of entry taxes valued on BOB 246,372.57 (EUR 26,355.02) after reliably demonstrating his permanence abroad for at least two years immediately before the returning date.

#### **Central Office**

Custom Building, 20 de Octubre Street, N° 2038, La Paz (Bolivia).

[www.aduana.gov.bo/subindexnorma.htm](http://www.aduana.gov.bo/subindexnorma.htm)

---

<sup>21</sup> Interview on December 15<sup>th</sup> 2008 with Jorge Evangelista from Bolivia International Amnesty.

<sup>22</sup> Interview on October 23<sup>rd</sup>, 2008 with Elizabeth Zabala, Human Mobility Pastoral employee, La Paz - Bolivia, Mariscal Santa Cruz Avenue N.º 2150, Esperanza building 9<sup>th</sup> floor (591) (2)2313098

<sup>23</sup> Custom General Law N°1990 from July 28<sup>th</sup>, 1999, [www.derechoteca.com/gacetabolivia/ley-1990-del-28-julio-1999.htm](http://www.derechoteca.com/gacetabolivia/ley-1990-del-28-julio-1999.htm). Last consultation November 12<sup>th</sup>, 2008.

<sup>24</sup> Regulation of the Custom General Law, DS N° 25,870 from August 11<sup>th</sup>, 2000, [www.aduana.gov.bo/normas/newreq.htm](http://www.aduana.gov.bo/normas/newreq.htm). Last consultation: November 12<sup>th</sup>, 2008.

The custom rules that can be found on the Bolivia National Custom web site are the following: custom general law, regulations of the custom general law, bolivian tax code, regulation of the tax code, custom procedures, valuation, used vehicles valuation, international agreements and customs duties.

## **1.6. Access to return area**

### **1.6.1. Limitations on internal travel**

N/A

#### **1.6.1.1. Administrative restrictions**

N/A

#### **1.6.1.2. Practical obstacles**

##### **- Environmental and/or meteorological obstacles<sup>25</sup>**

It is recommended that during the rain season precaution be taken when travelling to the North of La Paz and Cochabamba department, El Sillar area, new road Cochabamba - Santa Cruz.

##### **- Political and social obstacles<sup>26</sup>**

Currently in Santa Cruz there is an exacerbated environment of confrontation, stained with racism against those people who have the characteristics of being "collas"<sup>27</sup>. It is supposed that if the emigrants return to Santa Cruz, it is because they have lived here before. In that case, every person should consider carefully his situation upon return and evaluate how to protect his own security.

The way of social protest more commonly used among Bolivian people is the "blocking of roads". This way of protest is used for mass social movements and is now also used by the business elite. Upon return, the emigrant, may encounter a "block" and may have to remain some days somewhere before arriving at his final destination.

---

<sup>25</sup> UNITAS NGO, La Paz (Bolivia) knowledge of reality

<sup>26</sup> DESAFÍO NGO, Santa Cruz (Bolivia) own analysis based on the work experience and knowledge of the reality.

<sup>27</sup> Colla: this is how Andean migrants are denominated, they are mostly from Quechua or Aymara cultures. Source: Desafío NGO (Santa Cruz). Date: October, 2008

**1.6.2. Territories impossible or dangerous to approach  
(landmines, natural degradation, etc.)**

N/A

**1.6.3. Means of internal travel (contact and practical information,  
price list, etc.)**

**Domestic aerial rates including airport taxes**

Route		Maximum Rate (BOB)	Maximum Rate (EUR)	Route		Maximum Rate (BOB)	Maximum Rate (EUR)
Cochabamba	La Paz	386	42.42	La Paz	Sucre	554	60.88
Cochabamba	Santa Cruz	504	55.39	La Paz	Trinidad	536	58.90
Cochabamba	Puerto Suarez	882	96.93	La Paz	Tarija	863	94.84
Cochabamba	Sucre	369	40.55	Santa Cruz	Puerto Suarez	815	89.56
Cochabamba	Trinidad	454	49.89	Santa Cruz	Sucre	402	44.18
Cochabamba	Tarija	612	67.26	Santa Cruz	Trinidad	536	58.90
La Paz	Santa Cruz	856	94.07	Santa Cruz	Tarija	662	72.75
La Paz	Puerto Suarez	1373	15.88	Sucre	Tarija	425	46.70

Exchange rate 1 Bs = 0.109894 EUR° 1 EUR = 9.09967 Bs, to February 3rd 2009

**Reference rates for land transportation between departments**

Origin	Destiny	Minimum rate		Maximum Rate in Regular Bus		Maximum Rate in Semi bed Bus (36 seats)		Maximum Rate in Bed Bus (24 seats)	
		BOB	EUR	BOB	EUR	BOB	EUR	BOB	EUR
Cochabamba	Potosí	40	4	52	6	80	9	120	13
Cochabamba	Oruro	15	2	25	3	30	3		0
Cochabamba	Santa Cruz	35	4	54	6	70	8	110	12
Cochabamba	Tarija	75	8	115	13	140	15	210	23
Cochabamba	Sucre	30	3	52	6	60	7	100	11
La Paz	Oruro	10	1	23	3	30	3	60	7
La Paz	Potosí	40	4	52	6	80	9	110	12
La Paz	Cochabamba	25	3	43	5	60	7	90	10
La Paz	Sucre	45	5	69	8	90	10	135	15
La Paz	Santa Cruz	55	6	85	9	130	14	170	19
La Paz	Tarija	75	8	115	13	140	15	215	24

La Paz	Villazón	75	8	115	13	140	15	200	22
Oruro	Potosí	20	2	31	3	45	5	65	7
Oruro	Sucre	30	3	50	5	60	7	95	10
Oruro	Tarija	65	7	88	10		0		0
Oruro	Uyuni	27	3	43	5		0		0
Oruro	Villazón	60	7	86	9		0		0
Potosí	Sucre	10	1	17	2	25	3	35	4
Potosí	Tarija	30	3	60	7	70	8	95	10
Potosí	Uyuni	22	2	34	4		0		0
Santa Cruz	Yacuiba	40	4	51	6	80	9	110	12
Santa Cruz	Trinidad	40	4	53	6	80	9	125	14
Santa Cruz	Sucre	35	4	80	9	90	10	110	12
Santa Cruz	Tarija	75	8	106	12		0		0
Tarija	Yacuiba	27	3	43	5		0		0
Tarija	Sucre	60	7	83	9		0		0

Exchange rate 1 Bs = 0.109894 EUR ° 1 EUR = 9.09967 Bs, to February 3rd 2009

Average prices at national level of urban transportation between departments and between provinces: <sup>28</sup>

#### Urban transportation rates

Description	Quantity	Unit	Average prices up to May, 2008 (1)	
			BOB	EUR
Transportation by Truffi	1	TICKET	2.52	0.28
Transportation by Minibus	1	TICKET	1.54	0.17
Transportation by Minibus	1	UNIT(S)	1.5	0.16
Transportation by Microbus/Bus	1	TICKET	1.13	0.12
Transportation by Taxi	1	TICKET	8.04	0.88
Transportation by Radio Taxi	1	TICKET	8.02	0.88
Transportation between provinces	1	TICKET	13.36	1.47
Transportation between departments	1	TICKET	66.52	7.31
Transportation to school (gondola)	1	MONTH(S)	113	12.42
Transportation between departments by air	1	TICKET	650	71.43

Source: INE, according to the family budget 2008,

Note: (1) AVERAGE PRICES FOR CONSUMER, MAY 2008

Exchange rate 1 Bs = 0.109894 EUR ° 1 EUR = 9.09967 Bs, to February 3rd 2009

The cheapest and mostly used transportation is the autobus, in Bolivia called "flota". The price for this land travel varies according to the distance and the quality of service required. Those who manage this kind of travelling are private transportation enterprises.

<sup>28</sup> Information asked to the Statistic National Institute (INE as its Spanish abbreviation) - Bolivia, September 25th, 2008

There are also "truffis" that travel to provinces. They are cars that can be taken between one or several people and every passenger pays a fixed price, in this way the car driver will obtain a specific sum. "Truffis" drivers are self-employee, unionized to carry out the work in a determined route. It is very difficult to provide the prices for "flotas" or "truffis" since they cover many routes and each of them has a different price. Generally, the price for transportation by "truffis" is higher than that by "flotas" considering that the "flotas" can carry more passengers and that "truffis" are more comfortable.

## **2. Physical Security (in return area)**

### **2.1. On-going armed conflicts**

Nowadays, there are no armed conflicts in Bolivia.

### **2.2. Regions with high security risks (political, inter-ethnic or inter-religious tension, etc.)**

Circumstantially, there have been recorded some confrontations between citizens of different social status due to political matters, but they cannot be considered permanent and do not reflect a risk situation affecting people who return to the country.

#### **Santa Cruz**

In Santa Cruz there is currently a lot of racism against internal migrants, from the western regions of the country known as "collas"<sup>29</sup>. There have been cases of physical abuse and there is constant psychological abuse, even through the mass media.<sup>30</sup>

---

<sup>29</sup> Colla: it is said of the individual of mixed racial background of the Diaguita, Omaguaca, Atacama, Quechua or Aimara people established or proceeding from the Puna region. RAE definition, [http://buscon.rae.es/draef/SrvltConsulta?TIPO\\_BUS=3&LEMA=colla](http://buscon.rae.es/draef/SrvltConsulta?TIPO_BUS=3&LEMA=colla), consulted on December 2008.

<sup>30</sup> DESAFÍO NGO (Santa Cruz - Bolivia) own analysis based on the work experience and knowledge of the reality. 2008

The native and country people movements in the eastern side of the country experience different aggressions and violations to their rights from young people, on behalf of autonomy. These youngsters physically attack these urban rural movements whose purpose is to be included and accepted within the different political spaces.<sup>31</sup>

### **La Paz and Cochabamba**

La Paz and Cochabamba departments do not present interethnic tensions in their violent form.

## **2.3. Crime**

### **2.3.1. Regions with an extremely high level of crime (threatening physical security)**

In 2007, 40 people for each 10,000 inhabitants reported to have experienced some kind of crime in Bolivia. The departments presenting more crime cases are La Paz, Cochabamba and Santa Cruz respectively. These are cities that concentrate most of the Bolivian population.

The most frequent crimes reported are those:

- Against the property,
- Against Life and Physical Well-Being,
- Against freedom and sexual freedom, amongst them are individual freedom and violation, rape and indecent assault; all these crimes are acknowledged by the penal processing code.

#### **Amount of crimes reported according to the penal processing code classification - 2007**

DESCRIPTION	Bolivia	La Paz	Cochabamba	Santa Cruz
<b>Amount of Crimes Reported</b>	<b>39,817</b>	<b>12,959</b>	<b>5,652</b>	<b>9,406</b>
<b>Rate of the Reported Crime (each 10,000 Inhabitants)</b>	<b>40.52</b>	<b>47.73</b>	<b>32.34</b>	<b>356.93</b>

<sup>31</sup> Interview on October 2<sup>nd</sup>, 2008 with Marco Llanos, Pachaqamasa Radio Journalist (La Paz - Bolivia)

<b>Against State Security</b>	<b>246</b>	<b>15</b>	<b>22</b>	<b>189</b>
<b>Against Public Function</b>	<b>483</b>	<b>133</b>	<b>120</b>	<b>289</b>
<b>Against Judicial Function</b>	<b>206</b>	<b>49</b>	<b>77</b>	<b>33</b>
<b>Against Full Faith and Credit</b>	<b>2,142</b>	<b>595</b>	<b>415</b>	<b>673</b>
<b>Against Common Security</b>	<b>210</b>	<b>74</b>	<b>50</b>	<b>20</b>
Fire and other ravages	124	49	18	12
Against transport medium and mass media security	50	14	22	3
Against public health	36	11	10	5
<b>Against National Economy, Industry and Commerce</b>	<b>191</b>	<b>25</b>	<b>119</b>	<b>7</b>
<b>Against Family</b>	<b>1,008</b>	<b>431</b>	<b>57</b>	<b>88</b>
Against marriage and marital status	268	116	31	37
Against family assistance rights	740	315	26	51
<b>Against Life and Physical Well-Being</b>	<b>8,537</b>	<b>3,251</b>	<b>1,224</b>	<b>1,251</b>
Homicide	1,013	579	139	86
Abortion	58	16	16	6
Against physical well-being and health	7,453	2,652	1,067	1,159
Children and disabled people abandonment	13	4	2	0
<b>Against Honor</b>	<b>610</b>	<b>272</b>	<b>6</b>	<b>0</b>
Defamation, calumny and slander	610	272	6	0
<b>Against Freedom</b>	<b>3,796</b>	<b>1,260</b>	<b>531</b>	<b>962</b>
Against individual freedom	2,735	822	370	774
Against address inviolability	1,004	434	133	178
Against secret inviolability	6	1	4	1
Against labor freedom	51	3	24	9
<b>Against Sexual Freedom</b>	<b>2,564</b>	<b>908</b>	<b>467</b>	<b>586</b>
Violation, rape and indecent assault	1,982	658	414	433
Abduction	350	156	33	88
People trade	84	37	9	15
Against Sexual Moral	28	5	1	2
Outrage to public decency	120	52	10	44
<b>Against Property</b>	<b>19,824</b>	<b>5,946</b>	<b>2,564</b>	<b>5,546</b>
Theft	4,566	1,396	428	1,181
Robbery	9,079	3,059	915	2,481
Aggravated robbery (Hold up)	1,791	400	284	567
Kidnapping	160	84	29	40
Extortion	161	49	31	70
Fraud and other deceits	3,421	793	791	1,042
Misappropriation	43	3	6	2
Rustling	184	36	6	30
Usurpation	91	0	1	88
Damages	266	120	57	16
Usury	8	2	4	1
Crime against copyright	54	4	12	28
Data processing manipulation	0	0	0	0

Source: National Police, INE<sup>32</sup>

(p) Preliminary: Data are subjected to modifications, since they are at a verification and consolidation stage.

The following tables show crime data in Bolivia and they are specified for the departments of: La Paz, Cochabamba and Santa Cruz in the different working areas of the National Police.

<sup>32</sup> National Statistics Institute (INE, for its Spanish abbreviation), [www.ine.gov/indice/indice.aspx?d1=04098d2=6](http://www.ine.gov/indice/indice.aspx?d1=04098d2=6), consulted on December 2008.

**Cases of physical and sexual violence,  
assisted at health establishments, according to sex - 2007**

DESCRIPTION	Bolivia	La Paz	Cochabamba	Santa Cruz
Female V.I.	4,582	2,037	1,112	308
Under 14 years old	407	197	83	40
Over 14 years old	4,175	1,840	1,029	268
Masculine V.I.	1,028	379	278	97
Under 14 years old	313	173	46	34
Over 14 years old	715	206	232	63

Source: National Health Information System, INE,<sup>33</sup>

**Amount of cases of domestic  
and/or intrafamilial violence reported - 2007**

DESCRIPTION	Bolivia	La Paz	Cochabamba	Santa Cruz
Physical Aggression	947	0	0	2,116
Psychological Aggression	1,353	395	767	9,059
Sexual Aggression	24,669	3,714	8,196	94
Physical, Sexual and Psychological Aggression	97	35	33	
Other cases (child and elder abuse, family and pregnant woman abandonment, child assistance, etc)	5,748	2,766	1,569	10

Source: National Police, National Statistics Institute (INE)<sup>34</sup>

The Law N° 1674 against family or domestic violence<sup>35</sup> allows and binds the State to anticipate, protect and discipline the members of the families who fall into these violent acts to this group. Physical, psychological or sexual aggression is considered **family violence** and it is committed by:

- 1) The spouse or cohabitant;
- 2) Ancestors, descendants, siblings, relatives in-law or kindred in a direct or collateral line;
- 3) Guardians, trustees or people in charge of custody.

By means of this Law, it is intended to protect women from discrimination and exclusion, which are the main causes of violence against women and are inevitably linked to child abuse.

<sup>33</sup> National Health Information System, INE, [www.ine.gov/indice/indice.aspx?d1=04098d2=6](http://www.ine.gov/indice/indice.aspx?d1=04098d2=6), access October 15th 2008.

(p): Preliminary, this means the data is subjected to further revision, as a consequence it should be considered as provisional and not definitive.

<sup>34</sup> National Police, National Statistics Institute (INE) [www.ine.gov/indice/indice.aspx?d1=04098d2=6](http://www.ine.gov/indice/indice.aspx?d1=04098d2=6), access October 10th 2008. (p): Preliminary

<sup>35</sup> Legal Information Network, ANDEAN LEGISLATION-Bolivia. Criminal Law: **LAW AGAINST FAMILY OR DOMESTIC VIOLENCE**. Republic Law N° 1,674. December 1995. <http://www.cajpe.org.pe/RIJ/bases/legisla/bolivia/>

Matters regarding Women are dealt, in the Bolivian State, at the Gender Direction of the Vice Ministry of Gender and Generation which depends on the Ministry of Justice.

### **Special means of support available for women going through a vulnerable situation**

Municipal Law of Bolivia demands that all country Municipalities should destine resources to provide Integrated Legal Services (SLI, for its Spanish abbreviation) to women who need legal assistance. Most of the times, next to the SLI offices are the Childhood Defense offices that also provide obligatory assistance at the Municipalities.

#### **House of Woman Shelter**<sup>36</sup>

The House of Woman is a NGO mainly oriented to assist women in the urban and rural areas of Santa Cruz department. It has a social, legal and psychological department that assists cases of women experiencing intrafamiliar violence, by providing legal assistance. It also provides legal advice on work-related and landholding issues. Another program of the House of Woman deals with sexual abuse of girls and adolescents.

The House of Woman Shelter is a welcoming space to women who have left their homes as a consequence of violence. This centre welcomes women in extreme need of protection and their children, for a limited time. It is a quite small space.

### **2.3.2. Risk of becoming a victim of human beings trafficking**

The children and adolescents trafficking is a problem that exists in all Bolivian departments; however, migrants are more at risk of becoming a victim of this crime due to economic migration<sup>37</sup>

Unemployment, lack of opportunities and low incomes drive a lot of people to desperate situations and they become potential victims of trafficking<sup>38</sup>.

---

<sup>36</sup> House of Woman, Santa Cruz (Bolivia). Director: Miriam Suárez, e-mail: [casa\\_de\\_la\\_mujer@cotas.com.bo](mailto:casa_de_la_mujer@cotas.com.bo), Telephone number: +591 3 3521803 / Fax: +591 3 3521451.

<sup>37</sup> Interview on October 23<sup>rd</sup>, 2008 with Elizabeth Zabala, Human Mobility Pastoral employee, La Paz - Bolivia, Mariscal Santa Cruz Avenue N.º 2150, Esperanza Building 9<sup>th</sup> floor (591) (2)2313098

<sup>38</sup> Interview on November 27<sup>th</sup>, 2008 with Laura Torrez Cano, Responsible for the Human and Family Rights Area at CECASEM, La Paz - Bolivia.

The **objectives** of the children, adolescents and women trafficking and smuggling are work exploitation, commercial sexual violence, purchase and sale of organs and irregularities in international adoption procedures.

The **recruitment strategies** include employment companies (occupational agencies), deceit, high income promises, misleadingly attractive employment sources that are not accomplished; social and family influence (parents pressure and/or consent); economic coercion, extortion and indebtedness.<sup>39</sup>

The trafficking victims **profile** is adolescent, young and adult women with low levels of education and unsatisfied basic needs.

The **consequences** for the victims are many and severe, among them are: schooling interruption, unwanted pregnancies, exposure to sexually transmitted diseases, negative impact on self-esteem, guilt feelings, self confinement, cognitive dissonances, dependence and beginning to use legal and illegal drugs.<sup>40</sup>

It is disturbing that within this criminal activity, Bolivia begins to be a transit and origin country where those deeds take place.<sup>41</sup>

Most of the times trafficking and smuggling persons cannot be detected because the traveller, when leaving the country, declares he/she is a tourist.

#### **Actions against this problem:**

Some of the actions and strategies followed by the Bolivian State against this problem are the following ones<sup>42</sup>:

- the enactment of the Law 3325 against human beings trafficking and other related crimes;

---

<sup>39</sup>Article published on October 30th 2005 by the Bolivian news agency Bolpress <http://www.bolpress.com/art.php?Cod=2005004122>

<sup>40</sup> Article published on July 14<sup>th</sup> 2005 on <http://www.mujereshoy.com/secciones/3218.shtml>

<sup>41</sup>Article published on October 30th 2005 by the news agency Bolpress <http://www.bolpress.com/art.php?Cod=2005004122>

<sup>42</sup> Based on interview with Elizabeth Zabala, Human Mobility Pastoral employee and Laura Torrez CECASEM employee.

- the creation of the Human Beings Trafficking and Smuggling Division of the Special Force against Crime (FELCC for its Spanish abbreviation) in the National Police; and
- the creation of the National Council for the Fight against human beings Trafficking and Traffic.

In Bolivia in 2006 the **Law 3325**<sup>43</sup> about **People Trafficking and Smuggling of Persons** was approved and it was promulgated to categorize the crime of human beings trafficking and smuggling and related crimes. This is an instrument that allows the sanction and judgment of nets and criminals that profit from human rights violation of boys, girls, adolescents, women and men.<sup>44</sup>

Both human rights defenders and the institutions in charge of watching over minors welfare agree that Bolivia counts on a modern law (N° 3325) but on the other hand it does not count on the logistical tools and on enough human material in order to seriously fight against the authors.<sup>45</sup>

The Congress approved the **Law 3933**<sup>46</sup>, that will allow the Government Ministry, through the Migration National Service and the National Police, **to strengthen the control mechanism** in airports, land, lake and river terminals as well as border stations to prevent unauthorized children from travelling around or outside the country. The aim is to lessen the trafficking and smuggling of boys and girls who leave the country with fake documents, especially on the borders.<sup>47</sup>

**NATIONWIDE TRAFFICKING.** The following people trafficking and smuggling categories (generally) do not occur with emigrants that return from Europe:

---

<sup>43</sup> Law N°3325 about People Trade and Traffic, January 18<sup>th</sup> 2006 (last consultation on November 18<sup>th</sup>, 2008).

<sup>44</sup> General Report about the Situation of Human Beings Trade and Traffic in Bolivia, CECASEM, La Paz - Bolivia, Publication of the Bolivian Chapter of Human Rights, Democracy and Development (CBDHDD, for its Spanish abbreviation, Edition 2007, page 137.

<sup>45</sup> Navia Roberto, "There is a Law, but there aren't means to fight against people trade" El Deber Newspaper, October 21<sup>st</sup>, 2007. [www.eldeber.com.bo/2007/2007-10-21](http://www.eldeber.com.bo/2007/2007-10-21) (last consultation November 18<sup>th</sup>, 2008).

<sup>46</sup> Law N° 3933, September 18<sup>th</sup>, 2008 Law, Missing Children and Adolescents Search, Registration, Information and Broadcast. [www.derechoteca.com/gacetabolivia/ley-3933-del-18-septiembre-2008.htm](http://www.derechoteca.com/gacetabolivia/ley-3933-del-18-septiembre-2008.htm) (last consultation on December 2008).

<sup>47</sup> Article published on October 7<sup>th</sup> 2008 on La Razón Newspaper website, [http://www.la-razon.com/versiones/20081007\\_006718/nota\\_250\\_685028.htm](http://www.la-razon.com/versiones/20081007_006718/nota_250_685028.htm)

- Some **natives and country people** from the **west regions of the country**, especially from Potosí department, are brought to Santa Cruz and forced to beg in order to pay a percentage to the person that brings them ("contractor") from their communities. They come for one season, generally to save some money to survive in their communities, then returning to them while the "contractor" comes back to Santa Cruz de la Sierra with people from other communities. The highest season for this migration is after the "Todos Santos" (All Saints) festivity (November 2<sup>nd</sup>) until the end of the Carnival.<sup>48</sup>

- In the Chaco Boliviano area, an **arid zone on the south of the country** that covers great extensions of Tarija, Chuquisaca and Santa Cruz departments there are **Guarani natives** as servants, they are slaves under the modern concept of slavery. The Guarani natives have their own language and represent the third most numerous ethnic group or native nation in Bolivia. There are also Guarani natives in Paraguay, Brazil and Argentina. The Chaco Boliviano area is the richest area in Bolivia in hydrocarbon production. Here great landowners that are stockbreeders live together with Guarani natives whose communities in many cases are enclosed within their properties<sup>49</sup>.

## Resources

**Human Mobility Pastoral (PMH**, for its Spanish abbreviation)<sup>50</sup>, which is in charge of working with internal and external migrants and refugees that are vulnerable on their human Rights.

To support those people that may have gone through this experience, the PMH counts on the collaboration of specialized personnel (psychologists, lawyers, social workers among others) that support those who need it.

---

<sup>48</sup> Interview on November 10<sup>th</sup> 2008 with Néstor Sainz, Director of the Social Assistance of the Church Office (OASI, for its Spanish abbreviation), telephone number (591) 3 - 346 - 7977, Santa Cruz de la Sierra, Bolivia.

<sup>49</sup> DESAFÍO NOG, [desafiovecinal@gmail.com](mailto:desafiovecinal@gmail.com), telephone number 00 - 591 - 3 - 355 - 9673.

<sup>50</sup> Interview on November 17<sup>th</sup>, 2008 with Sister Aidete Vicensi, mses, archbishops coordinator of the PHM in Santa Cruz, Seminario Street N° 2005, between Beni Avenue and Alemania Avenue, telephone number (591) 3 - 341 - 2986.

To prevent the people trafficking and smuggling crime, the PMH has lawyers in their offices in key places such as Puerto Suárez and Guayaramerín (in the border with Brazil) and Villazón (in the border with Argentina) who are in contact with the office in Santa Cruz and the national office in La Paz.

**PMH - National Office in La Paz**

Mariscal Santa Cruz Avenue N° 2150  
Esperanza Building Floor 9  
La Paz (Bolivia)  
Telephone number: (+591) (2) 2313098

**PMH – Santa Cruz Office.**

Seminario St N° 2005, between Beni Avenue and Alemania Avenue.  
Santa Cruz (Bolivia)  
Telephone number: (+591) (3) -341 -2986

Because of the work they have been doing, people in this office created a **National Committee of Trafficking and Smuggling Persons (CNTTP**, for its Spanish abbreviation), which is responsible, among other things, for;

- raising migrants consciousness -migrants with or without documents- about their rights to: a decent and respectful treatment, to receive medical assistance in case of emergency, to have contact with their family and lawyers upon detention, to a legal process before being deported or imprisoned.
- alerting people about the danger of being object to people trafficking. They inform how trafficking act, how they smuggling or recruit people promising travel and work abroad, how they transfer people and take away their documents, making people, by means of physical violence or threats, prostitute or work without payment or time, under slavery.

**CECASEM (for its Spanish abbreviation: Centre for Training and Services for Women Integration)**

Guerrilleros Lanza Street No.1536, Miraflores Area. Post Office 5173  
Telephone number: (+591) 2 2226672  
Fax: (+591) 2 2129881  
[www.cecasm.org](http://www.cecasm.org)

### **2.3.3. Risk of becoming a victim of forced prostitution**

People trafficking victims to work as slaves are taken mainly, to other countries, while in case of forced prostitution they are taken to different locations within Bolivia.

Even though it is common knowledge that there is forced prostitution, there is no information available about the way procurers operate and about how many people are under this situation.<sup>51</sup>

It was partially diagnosed that in cities like La Paz, El Alto, Cochabamba and Santa Cruz there are around 1,453 girls, boys and adolescents (from 11 to 17 years old) who are victims of commercial sexual violence in procuring other public places like bars and even at private homes.<sup>52</sup>

The areas where this problem is shown are the sexual prostitution and the house work. These victims are mainly young women and adolescents from very poor background, from very poor families willing to travel abroad and find better life conditions.<sup>53</sup>

There is an increase in commercial sexual violence in Bolivia. The distribution and production of child pornography and children and adolescents trafficking for commercial sexual exploitation have been increasing continuously.<sup>54</sup>

---

<sup>51</sup> DESAFÍO NGO, [desafiovecinal@gmail.com](mailto:desafiovecinal@gmail.com). Telephone number: (+591)3-3559673. Santa Cruz de la Sierra, Bolivia

<sup>52</sup> According to interview with Freddy Huaraz, Chief of the Generational Matters Unit depending on the Ministry of Justice, on December 4<sup>th</sup>, 2008. Contact information, (591) (2) 2141725 extension 3109.

<sup>53</sup> According to interview with Victor Vacaflor, representative of the Bolivian Chapter of Human Rights, Democracy and Development on December 15<sup>th</sup>, 2008.

<sup>54</sup> The Genre and Generation Matters Vice-Minister analyzed the problem of commercial sexual violence in a forum. Article published on November 13<sup>th</sup>, 2008 by the Bolivian Agency of Information, [http://abi.bo/index.php?i=noticias\\_texto\\_paleta&j=20081113183725&k](http://abi.bo/index.php?i=noticias_texto_paleta&j=20081113183725&k)

## **2.3.4. Effectiveness of protection (capacities, proficiency, corruption, etc.)**

### **2.3.4.1. Police Forces**

The **national police** as a public force is specifically meant to defend the society and to keep the public order and to assure the compliance with the law within the national territory, so that the inhabitants can develop to their fullest in a peaceful and quiet environment. The National Police has different specialized units, order and security units.

#### **Specialized Units**

- Personal Identification National Management (D.N.I.P., for its Spanish abbreviation) Special Force against Crime (F.E.L.C.C, for its Spanish abbreviation), that is in charge of fighting against robbery, theft, breaking and entering, serious and mild injuries occurred in these contexts.
- Special Force against Drug Trafficking (F.E.L.C.N, for its Spanish abbreviation)
- Custom Operative Control (C.O.A, for its Spanish abbreviation)
- National Management of Vehicle Robbery Prevention and Investigation (DIPORVE, for its Spanish abbreviation)
- Family Protection Squad
- Citizen Conciliation Offices
- Forest and Environmental Police (POFOMA, for its Spanish abbreviation)
- Security Squad – The Pumas
- Dignitary Protection Unit (USEDI, for its Spanish abbreviation)
- Special Group (DELTA)

#### **Order and Security Units**

- Foot Patrolling Police District
- Radio Patrol 110
- Citizen Cooperation and Help Patrol
- Multipurpose Citizen Security Unit
- Traffic Operative Organism
- Antofagasta Firefighter Operative Unit
- Chain Training Central Unit

- Police Operations Tactical Unit
- Rural and Border Police
- Mounted Police
- Runner Patrol

Some units of the National Police work as mobile units that move all over the national territory, according to requirement, and some specific units that work from the Government Office, for example, the Dignitary Protection Unit, Identification Departmental Direction and others that depend on National Directions of the Centralized Police in La Paz.

**At Departmental Level** there are the Citizen Security Councils<sup>55</sup>, where there is a participation of the civil society, the National Police represented by the Police Departmental Major, the Departmental Prefecture represented by the Department Prefect, the President of the Departmental Parliamentary Brigade represented by the President of it, President of the Departmental Supreme Court, District Prosecutor, the Department Capital Mayors. This council is presided by the Department Prefect, and there are defined the politics and general actions to be taken to assure the Citizen Security.<sup>56</sup>

The general interpretation is that the fight against organized crime finds its biggest obstacle within the high levels of corruption that have characterized those who are in charge of applying the law. However, there are no statistics that confirm these perceptions that are generalized among the citizens. There is also a lack of communication towards the people about the role and performance of the security organizations.

---

<sup>55</sup> According to Law 2494, National System of Public Security Law, article 9

<sup>56</sup> Interview with Percy Paredez Coimbra, former Vice-minister of Citizen Security (2006 - 2007). October 26<sup>th</sup> 2008. Mobile telephone number (+591) 710 66916.

### 2.3.4.2. Judiciary<sup>57</sup>

Different sectors of the civil society agree that the main problem of the Bolivian justice is that it is not available for every citizen. Native people and rural communities, specially if they are women and children, do not find the mechanisms that guarantee, protect and promote their rights. They also do not count on the effective possibility of having access to justice and of bringing a lawsuit or defending themselves when they are the defendant. On the other hand, they do not frequently know the current rules and laws as well as their rights and access ways. And when the barriers to have access to justice are overcome, it is not always possible to obtain judicial answers to solve the conflicts and in general to fulfill the society needs.

The lack of agreement in Parliament has resulted in not designating new tribunes to replace those who already ended their term or resigned, etc. For this reason, at this moment, they do not have quorum on the Constitutional Court. Consequently, this Court is not working and there are many decisions that are interrupted.<sup>58</sup>

The Justice Administration in Bolivia continues to go through a structural institutional crisis: 180 out of the 327 municipalities of the country do not have a Court, the excessive procedural ritualism, the legal costs, the predominant use of Spanish, the spoils system and the politicization of charges and corruption.

The cover of justice services in Bolivia is poor, being this the main obstacle to have access to justice.

Another aspect that in consideration of the civil society hinders the obtaining of effective court answers, is the already reported corruption of Bolivian judges. The only way to obtain results from them is by means of political interference or the spoils system.

---

<sup>57</sup> According to interview with Freddy Huaraz, Chief of the Generational Matters Unit depending on the Ministry of Justice, on December 4<sup>th</sup>, 2008. Contact information, (591) (2) 2141725 extension 3109.

<sup>58</sup> DESAFÍO NGO

### **3. Social Security and Reintegration**

#### **3.1. Region with no reintegration and return opportunities (e.g. natural disasters, famine, etc.)**

N/A

#### **3.2. Housing, accommodation**

##### **3.2.1. Property restitution and/or compensation (in former zones of conflict or disaster)**

N/A

##### **3.2.2. Housing programmes by return areas (if relevant)**

#### **State**

NOTE: The following information is from July to December 2008. Currently, the Social and Solidary Housing Plan (PVSS, for its Spanish abbreviation) is being reprogrammed and restructured by the vice-ministry of Housing on the Public Works Ministry. The new restructuration of the State Housing Program is still pending which is a priority of the current Government. For this particular case, the Housing Ministry Directions at the departmental level are not operative at this time.

#### **Social and Solidary Housing Programme<sup>59</sup> – PVS (for its Spanish abbreviation)**

The National Government has currently started a Social and Solidary Housing Plan (PVSS, for its Spanish abbreviation) that, through a housing financing plan coming from the Vice Ministry of Housing and Urban Development, offers housing to low income people, with a down payment at a 0% interest and a 3% annual interest and up to 20 years deadline.<sup>60</sup>

---

<sup>59</sup> Social and Solidary Housing Program (PVS) website [www.vivienda.gov.bo](http://www.vivienda.gov.bo), consulted on October 2008.

<sup>60</sup> Interview on July 30<sup>th</sup>, 2008 with Mr. Mario Pérez, responsible for projects qualification, National Presidential Representation Office in Santa Cruz, Mendiola Street N° 315, Villa Rosita, Santa Cruz de la Sierra, Bolivia.

The requirements to access to PVS are the following:

- Affidavit of the beneficiary and his/her spouse stating they do not have a house of their own in the country.
- Not having received any kind of subsidy from the Bolivian State for housing in the past.
- Not being disqualified for any reason by the competent authority to perform financial transactions (document issued by the Risk Central).
- The beneficiary must be of legal age and of Bolivian nationality.
- To prove a familiar income that can fulfill the loan liabilities (income certificates, payment receipts and/or affidavit of income).

The credits are granted by the national cooperative system and the houses are built by local construction companies

The Social and Solidary Housing Program<sup>61</sup> has two **Sub-programmes**, one of them is qualitative and the other one quantitative:

**I.** The **qualitative** deficit needs will be attended by the following sub-programmes:

- a) Healthy Housing, that will help with the vectors removal to avoid the transmission of endemic diseases by means of the physical habitability conditions improvement;
- b) Productive Social Housing, that will carry out a productive space to improve the economic conditions taking advantage of the beneficiaries' abilities.
- c) Housing Improvement and Enlargement, that will improve the underexploited spaces of the house and will enlarge it to counteract overcrowding.

**II.** Among the **quantitative** group there are:

- a) Sub-programme 1.0, whose objective is to assist the needs of the group that lives under the poverty level in rural areas;
- b) Sub-programme 2.0, to assist the needs of the group that lives under a moderate level of poverty in the periphery of urban areas and intermediate areas;
- b) Sub-programme 3.0, to assist the needs of the group that lives under poverty threshold in the periphery of urban areas and in urban areas;
- b) Sub-programme 4.0, to assist the needs of the group that lives in urban

---

<sup>61</sup> Analysis Document of the Social and Solidary Housing Programme, Studies Centre for Employment and Agricultural Development (CEDLA, for its Spanish abbreviation), La Paz, October 2007.

areas;

The resources that belong to the Quantitative Sub-programme<sup>62</sup>, will be used for the construction financing (improvement and/or enlargement) and housing purchase (more information specified in the sub-sections 3.2.3. y 3.2.4 respectively).

**Social and Solidary Housing Programme (PVS) contact information:**

- [informespvs@vivienda.gov.bo](mailto:informespvs@vivienda.gov.bo)
- [www.vivienda.gov.bo](http://www.vivienda.gov.bo)

**Non-Governmental Organizations**<sup>63</sup>

**“Hábitat para la Humanidad Network” (Habitat for Humanity)**

It is an opportunity for the construction of houses, it is basically to provide people with a credit to buy a piece of land, to construct or enlarge a house, issuing the credit with training, guidance, materials and labor for the construction of worthy, cheap and safe houses, to families that, because of their economic situation, cannot receive credits from financial companies, making it impossible in many cases to solve their housing problem.

The National Program of Habitat for Humanity Bolivia (HPHB, for its Spanish abbreviation), has associated with families with housing needs to build almost 7,000 new houses in five cities: Tarija, Cochabamba, Oruro, Santa Cruz, El Alto as urban subsidiaries, and as rural subsidiaries: Ichilo, Chimoré, Alto Beni and San Julián.

The National Program is involved in the housing solution for people with low incomes who need a house. The program provides credits with no interests to those homes and people with less advantages or negotiation and positioning possibilities in the society in which they live.

**Habitat for Humanity Contacts:**

Cochabamba		La Paz	Santa Cruz
National Direction	Executive	Del arquitecto Avenue N° 30	On the corner of Roca Peirano Street and Justo
		On the corner of Ismael	

<sup>62</sup> Operative Regulations of Sub-programmes 2, 3 and 4, Vice-Minister of Housing and Urbanism - PVS

<sup>63</sup> Habitat Network website [www.habitatbolivia.org](http://www.habitatbolivia.org), consulted on October 23<sup>rd</sup>, 2008.

Vásquez Street and Papa Ferropetrol area - El Alto Bazán, without number.  
Paulo Avenue

Pilot Station (+591) (4) Telephone numbers (+591) Santa Cruz de la Sierra,  
420030 4539940 (2) 2845878 – 25271752 Bolivia.

Post Office Box 1391 Telephone number: (+591)  
(3) - 335 - 2309

[habibol@habitatbolivia.org](mailto:habibol@habitatbolivia.org)

[www.habitatbolivia.org](http://www.habitatbolivia.org)

## **Santa Cruz Department**

### **Traditional Forms**<sup>64</sup>:

In the **Santa Cruz** department there are traditional forms of access to housing credits: mortgages given by banks, credit and housing cooperatives and friendly societies. In these cases, the interest rates fluctuate from 6% to 11% annually. In fact, these credits are directed to people with a permanent or informal job and whose incomes are more than 451.80 EUR (4,223.53 BOB) per month.

### **Other**<sup>65</sup>

According to the National Presidential Representation officer in **Santa Cruz**, there is a possibility to give credits to those people or families that return to the country and do not have a house. For this purpose, it would be necessary to organize a group with such families, locate a place where a piece of land can be purchased and perform the required transactions. A compulsory requirement would be that a family member has a remunerated job or some way of proved economic support that allows them to return the money of the credit. This would be a plan in perspective to support emigrants returning to the country but, for the time being, it is uncertain due to the lack of initiative and organization on the part of the claimants and/or due to the lack of state propaganda carrying out a plan or specific programme by which claimants would know about their possibilities and would ask for credit.

---

<sup>64</sup> DESAFÍO NGo, [desafiovecinal@gmail.com](mailto:desafiovecinal@gmail.com) , telephone number 00 - 591 - 3 - 355 - 9673, Santa Cruz de la Sierra, Bolivia.

<sup>65</sup> Interview on July 30<sup>th</sup>, 2008 with Mr. Mario Pérez, responsible for projects qualification, National Presidential Representation Office in Santa Cruz, Mendiola Street N° 315, Villa Rosita, Santa Cruz de la Sierra, Bolivia.

There are no commercial banks that give housing credits to migrants, although many of their executives show interest on the implementation of a program of this kind, as it has already been done in Ecuador and Peru<sup>66</sup>.

### 3.2.3. Opportunities of building a house

#### 3.2.3.1. Conditions of obtaining land property

There are **legal requirements**<sup>67</sup> to purchase a piece of land such as:

- Title deed on the piece of land,
- The actual page or registration (updated information),
- Location plan with the proper certification by the corresponding municipality,
- Cadastral certificate and
- Last five payment receipts of taxes.

#### Santa Cruz de la Sierra

The city is constantly growing horizontally due to its flat topography. This brings the problem that while the city expands more and more, the basic services are more expensive and the downtown outlying areas lack them. The prices vary according to the area where the purchase is going to be made.<sup>68</sup>

**Land prices in some Santa Cruz Municipal Districts**

District	Average Price m <sup>2</sup>	
	Bs	EUR
D. N° 4 ( El Pari )	477.13	51.04
D. N° 6 (Pampa de La Isla)	172.10	18.41
D. N° 7 (Villa 1° de Mayo)	178.92	19.14
D. N° 8 (Plan 3,000)	117.04	12.52
D. N° 9 (Hospital Francés Area)	316.72	33.88
D. N° 10 (El Bajío)	306.90	32.83
D. N° 12 (Los Lotes – Nuevo Palmar)	137.70	14.73

<sup>66</sup> Interview on October 30<sup>th</sup>, 2008 with Mr. Herland Vadillo Pinto, departmental Manager of the Santa Cruz Commercial Bank, telephone number 00 - 591 - 3 - 336 - 9000, Santa Cruz de la Sierra, Bolivia.

<sup>67</sup> Interview with Doctor Manuel Campos, Legal Adviser of the Unión Bank, on December 5<sup>th</sup>. La Paz, Bolivia.

<sup>68</sup> Interview on July 17<sup>th</sup>, 2008 with Mr. Johnny Sandoval Q., neighbor and builder of the neighborhood "El Quior", telephone number 00 - 591 - 3 - 364 - 6220, Santa Cruz de la Sierra, Bolivia.

Source: Desafío NGO team based on an information poll conducted in some of the districts considered the most popular ones in the City of Santa Cruz de la Sierra, October 2008.

### **Illegal access to properties**

Another way to have an urban lot for people with very low incomes is “**the loteamiento**” (illegal zoning). This is an illegal way to have access to properties in the periphery of urban areas, but this usually happens and it has been practiced for decades in the Santa Cruz area. The “**loteamiento**” consists on locating a place with a big and unoccupied land extension, enter (in a group of several families) without permission, take possession of the land and then conciliate with the owner, individually or collectively, the price of the property, the payment plan and deadlines. In these cases, the price of the properties located in neighborhoods outside Décimo anillo is around 41.32 BOB (4.42 EUR) per m<sup>2</sup>, with a 5 year deadline<sup>69</sup>.

### **3.2.3.2. Relevant approximate prices (land, building material, etc.)**

Construction prices **per m<sup>2</sup>**<sup>70</sup> :

- top quality: 188.25 EUR (1,759.80 BOB) and
- second quality: 150.60 EUR (1,407.84 BOB)

All the prices are as reference because they are subjected to variations due to selling requirements (purchase volume, availability, product presentation and delivery requirements, validity of the proposal, form of payment, exchange rate, etc.) and to the constant variation of prices caused by worldwide inflation, among other issues.

### **3.2.3.3. Available credits, subsidies and other forms of help**

---

<sup>69</sup> Information given by neighbors who had access to properties in this way in the District 12, DESAFÍO NOG, [desafiovecinal@gmail.com](mailto:desafiovecinal@gmail.com) , telephone number 00 - 591 - 3 - 355 - 9673, Santa Cruz de la Sierra, Bolivia, October 2008.

<sup>70</sup> Information given by neighbors who had access to properties in this way in the District 12, DESAFÍO NOG, [desafiovecinal@gmail.com](mailto:desafiovecinal@gmail.com) , telephone number 00 - 591 - 3 - 355 - 9673, Santa Cruz de la Sierra, Bolivia, October 2008.

## **State: Social and Solidary Housing Programme – PVS**

(Supporting Information for the Social and Solidary Housing Programme in the sub-sections 3.2.2 and 3.2.4.4)

### **Housing Construction**

Financing will be given to those families that have their own piece of land, as well as to those without one of their own as long as the value of the piece of land does not exceed the 20% of the financing for the Sub-programme 2 and 3, and the 15% for the Sub-programme 4, under the following conditions:

#### **Financing conditions (Construction and purchase)**

<b>CHARACTERISTICS</b>	<b>SUB-PROGRAMME 2</b>	<b>SUB-PROGRAMME 3</b>	<b>SUB-PROGRAMME 4</b>
Price of the House	From 16,621.65 to 33,243.30 UFVs (US\$ 2,500 to US\$ 5,000) <b>Bs. 17,558.75 to 35,117.5</b> <b>EUR 1,933.13 to 3,866.27</b>	From 33,249.95 to 53,189.28 UFVs (US\$ 5,001 to US\$ 8,000) <b>Bs. 35,124.52 to 56,195.0202</b> <b>EUR 3,867.04 to 6,186.02</b>	From 53,195.93 to 99,729.90 UFVs (US\$ 8,001 to US\$ 15,000) <b>Bs. 56,195.02 to 105,352.5</b> <b>EUR 6,186.80 to 1,598.80</b>
Financing for the construction of a house	Up to a 100 % when the land is already owned. Up to an 80% when the land is acquired.	Up to a 100 % when the land is already owned. Up to an 80% when the land is acquired.	Up to a 100 % when the land is already owned. Up to an 85 % when the land is acquired.
Land Financing (*)	Up to a 20% of the total amount of the funding	Up to a 20% of the total amount of the funding	Up to a 15 % of the total amount of the funding
Interest Rate	0%	0%	3%
Tax Relief on Mortgage Insurance	0.80%	0.80%	0.80 %
Deadline	Up to 20 years	Up to 20 years	Up to 20 years
Guarantee	Mortgage	Mortgage	Mortgage
Payment Plan	Monthly in bolivianos indexed to the UFV	Monthly in bolivianos indexed to the UFV	Monthly in bolivianos indexed to the UFV

Source: Operative Regulations of Sub-programme 2, 3, 4 PVS,

(\*) Alternative for families that do not have a piece of land

Exchange rate 1 US\$ = 0.773253 EUR; 1 US\$ = 7.02350 Bs. up to February 3<sup>rd</sup>, 2009

*Housing Development Unit* (UFVs, for its Spanish abbreviation)

### **Non-Governmental: Habitat for Humanity**<sup>71</sup>

The non-governmental organization Habitat for Humanity provides a programme to make housing affordable for people and families with low economic resource. The assistance is basically based on giving credit to buy a piece of land or to build and/or enlarge a house.

<sup>71</sup> Interview on July 30<sup>th</sup> 2008 with Gilberto Mariscal, responsible for the programme Habitat for Humanity, on the corner of Roca Peirano Street and Justo Bazán, without number, telephone number 00 - 591 - 3 - 335 - 2309, Santa Cruz de la Sierra, Bolivia.

The mortgage can be cash or building materials, and the amount that can be given depends on the payment capacity of each family. It has minimum interest that only allows keeping the money value at the time it is amortized.

Deadlines are divided into two periods:

- 1) from 3 to 4 years in the case of buying a piece of land,
- 2) from 8 to 10 years in case of having received credit for the purchase of the piece of land and the construction of the house,

For the programme development they count on a national and worldwide rotating fund, and its objectives are to lessen overcrowding and to improve the life quality of people from very poor backgrounds, through the access to housing credits.

They also count on a fund to support **single women**, as long as they meet the following requirements: being in charge of their parents if they are over 65 years old, providing for a disabled person or their younger siblings.

### **3.2.4. Opportunities of buying real estate**

#### **3.2.4.1. Legal conditions**

There is the **mortgage loan**<sup>72</sup> for houses in finance companies such as banks, credit cooperatives and others. The interest rates are from 6 to 11% annual.

To have access to one of these credits one should demonstrate:

- Work stability o a stable economical activity.
- Depending on the amount of money, one should demonstrate payment capacity, exceeding by two the amount that the person wants to borrow from the bank, that is to say that one should demonstrate economical solvency.
- Apart from economical solvency, one should have an immovable asset that can be mortgaged in the same bank from where one is going to get the credit. This immovable asset should not have preventive underwriting in Real Rights, that is to say, it should not be already mortgaged.

---

<sup>72</sup> Interview on October 30<sup>th</sup>, 2008 with Mr. Herland Vadillo Pinto, Department Manager of Santa Cruz Mercantile Bank, Phone: +591 3 336 90000. Santa Cruz de la Sierra, Bolivia.

- A personal guarantee of a solvent person.

In order to be able to **purchase real state**<sup>73</sup> it is necessary that the immovable asset has:

- Title deed,
- Real sheet or registration,
- Cadastral certificate,
- Tax payment receipts,
- Legalized building plan of the immovable asset approved by the corresponding Municipal Town Hall.

In case of buying a flat, apart from the legal documents mentioned above, this should have the approval of the division plan.

#### **3.2.4.2. Eventual obstacles for certain groups (e.g. single women, minorities, etc.)**

N/A

#### **3.2.4.3. Relevant approximate prices**<sup>74</sup>

The price of a house or a flat varies depending on the area where it's located, the size of the house and facilities, access to basic services (water, electricity, telephone and transport) and building materials. The prices given are tentative:

**La Paz** city: the average price of a 2 room and facilities flat is 420,200 BOB (46,440 EUR).

**Cochabamba** city: the price of land per square meter on the northern area is from 560 BOB (60 EUR), in the southern area 280 BOB (30 EUR) and in the central area, from 700 BOB (85 EUR).

**Santa Cruz de la Sierra** city: the price of a house for sale is:

---

<sup>73</sup> Interview with Dr. Manuel Campos, Legal Advisor of the Unión Bank on December 5<sup>th</sup>, 2008. Bolivia.

<sup>74</sup> Information gathered together based on market prices by UNITAS (National Union of Institutions for the Social Action Work) Crespo Street 2532, La Paz - Bolivia. Phone: +591 2 2420457. Date: December 2008

- in residential areas, between 490.476 BOB (51,550 EUR) and 1,401,360 BOB (147,285.00 EUR) depending on the location of the house.
- In popular neighbourhoods distant from the central area of the city a house built in a 360m<sup>2</sup><sup>75</sup> to 400m<sup>2</sup> lot, that:
  - has 2 rooms and bathroom, can be purchased from 70,068 BOB (7,664 EUR) to 91,088.40 BOB (10.093,14 EUR).
  - has 3 rooms, in which one of them can be used as the kitchen and dining room and with a built bathroom, the price is from 119,115.60 BOB (13,198 EUR) to 140,136 BOB (15,525.49 EUR).
  - A little house with a living room - dining room, two bedrooms, kitchen and bathroom, can cost from 154,149.60 BOB (17,078.03 EUR). to 210,204<sup>76</sup> BOB (EUR 23,290.10).

Santa Cruz is a widespread city, in which flat buildings were recently built and for this reason they are set on residential neighborhoods and show the status of its owners. In outlying neighborhoods there aren't flat buildings to rent or horizontal property yet.<sup>77</sup>

On the following table one can know the land prices in each municipal district in Santa Cruz de la Sierra.

#### **Land prices in some Municipal District in Santa Cruz**

District	Average price m2	
	BOB	EUR
D.N° 4 ( El Pari )	490.00	51.04
D.N° 6 (Pampa de La Isla)	177.00	18.41
D.N° 7 (Villa 1° de Mayo)	184.00	19.14
D.N° 8 (Plan 3.000)	116.00	12.52
D.N° 9 (Hospital Francés area)	329.00	33.88
D.N° 10 (El Bajío)	222.00	32.83
D.N° 12 (Los Lotes – Nuevo Palmar)	141.00	14.73

Source: Desafío based on a poll conducted on some of the districts that are considered to be the most popular in Santa Cruz, October, 2008.

#### **3.2.4.4. Available credits and subsidies**

<sup>75</sup> Minimum surface pointed by the Santa Cruz de la Sierra Regulatory Plan to build in the city.

<sup>76</sup> Source: DESAFÍO.NGO . Information provided by neighbours of the suburban neighbourhoods to Gualberto Flores, Institution developer. February 2009

<sup>77</sup> Source: DESAFIO NGO [desafiovecinal@gmail.com](mailto:desafiovecinal@gmail.com) Telephone number: 00-591-3—3559673.

### State:

#### **Social and Solidary House Programme – PVS (for its Spanish abbreviation)**

(Complementary information about the Social and Solidary Housing Programme can be found in section 3.2.2 and 3.2.3.3).

#### **Purchase of Real State**

Credit facilities will be granted to the acquisition of Real State, according to valuation of the movable asset in which the cost of the land does not exceed 20% of the total value for Sub-programmes 2 and 3 and 15% for Sub-programme 4.

Credit facilities conditions established for the purchase of houses are specified on the table that appears in the section 3.2.3.3.

#### **Non-Governmental: Hábitat para la Humanidad (Habitat for Humanity).**

(Additional information of the Habitat organization can be found on the sections 3.2.2 and 3.2.3.3)

#### **Private Financial Market**

The active rates charged by the different finance companies in Bolivia can be observed in the following table. They vary according to the credit destination:

**Effective annual interest rates  
Bolivian banking and non-banking system  
(percentage)**

Company	NATIONAL CURRENCY				FOREIGN CURRENCY			
	Commercial	Real State Mortgage	Consumption	Micro credit	Commercial	Real State Mortgage	Consumption	Micro credit
<b>BANKS</b>								
TPPE Effective Adjusted Average Rate	9.82	8.25	17.33	26.08	10.31	7.68	10.93	20.62
TPPN Nominal Adjusted Average Rate	9.43	7.49	15.40	22.16	9.91	7.23	8.85	17.78
<b>FRIENDLY SOCIETIES</b>								
TPPE Effective Adjusted Average Rate	7.67	9.25	9.86	14.37	7.57	7.44	9.26	
TPPN Nominal Adjusted Average Rate	7.40	8.72	9.28	13.54	7.27	7.17	8.97	
<b>COOPERATIVES</b>								
TPPE Effective Adjusted Average Rate		14.40	17.77	18.30		12.97	13.91	14.48
TPPN Nominal Adjusted Average Rate		13.60	16.43	16.92		12.24	13.09	13.58
<b>PRIVATE FINANCIAL FUNDS</b>								
TPPE Effective Adjusted Average Rate	18.20	14.47	27.07	25.67	18.11	13.59	22.30	19.94
TPPN Nominal Adjusted Average Rate	17.15	13.00	23.42	22.10	15.98	12.53	19.44	17.64

Source: Bolivian Central Bank based on reports from financial companies.

Notes: Agreed on the end of the week of July 6<sup>th</sup>, 2008

## **General requirements to be able to obtain a mortgage loan:<sup>78</sup>**

### **A. MOVABLE ASSET DOCUMENTS**

- Title deed, Testimony (Original).
- Decennial Certificate of DD.RR
- Recent Real Sheet (original) of DD.RR
- Receipt of tax payment (original) of the last 5 management.

#### Building credits

- Building plans approved by the Municipal Government (photocopy without reduction), estimate price and original Cadastral Certificate.

#### Mortgage to Purchase a house

- Building plans approved by the Municipal Government (photocopy without reduction) and Cadastral certificate (original).

#### To purchase or mortgage flats, offices or business premises.

- Plan of the ideal division with horizontal property resolution and division table.

#### A piece of land in La Paz to purchase or mortgage

- Cadastral Registry certificate issued by the Municipal Government with the C.I.M 02 (original) or form A and B (originals), if the guarantee is a piece of land located in La Paz.

If the loan is to buy and sell, attach the respective private document.

### **B. PERSONAL DOCUMENTS**

- Your payment capacity, that is to say, you should demonstrate your incomes:

WAGE EARNER: Last payment receipt, Work Certificate and the last account statement from the Pension Fund Administrator.

---

<sup>78</sup> Requirements by La Primera friendly society, financial company, on January 15<sup>th</sup> 2009

SHOPKEEPER: Income Declaration through Notary Letter, attaching a monthly Income and Expenditure Cash flow, Tax Identification Number (NIT, for its Spanish abbreviation), Invoice, Patent, Operation License, a letter from the Union one is affiliated and VAT and IT payment of the last 6 months (photocopy).

INDEPENDENT PROFESSIONAL: Academic qualification and/or affiliation certificate to the Professional Association plus the item b.

BUSINESSMAN: Company Incorporation, Registry of FUNDEMPRESA, NIT, invoice, cash flow, balance sheets and VAT and IT taxes payment of the last 6 months (photocopies).

HAULAGE CONTRACTOR: Union certificate, Motor Vehicle Only Registry (RUA, for its Spanish abbreviation), Driving License, payment of the last vehicle tax and SOAT (photocopy).

TENANT: Rental agreement, receipt, property cards and identity card of the occupants.

- Color photocopy of the Identity card:

Of the applicants, if you own the warranty.

Of the applicants and guarantors, if the warranty is borrowed.

Of the buyers and sellers, if it is buying and selling.

### **3.2.5. Opportunities of renting a house or a flat**

#### **3.2.5.1. Obstacles for certain groups (e.g. single women, minorities, etc.)**

N/A

#### **3.2.5.2. Relevant approximate prices**

## La Paz

### Prices of services in the real state market in La Paz

Description	Quantity	Unit	Average price up to May, 2008 (BOB)	Average price up to May, 2008 (EUR)
Hotel Service	1.00	Day(s)	106.83	11.9
House rent (1)	1.00	Flat	600.00	66.8
Service of drinkable water supply	30.00	Cubic Meter(s)	19.73	2.2
Security service	1.00	Month(s)	111.49	12.4
Building administration expenses	1.00	Month(s)	227.83	25.4
Service of electricity supply	1.00	KWH	0.47	0.1
Service of natural gas supply through a net	14.90	Cubic foot (feet)	22.22	2.5
Potable natural gas (GLP, for its Spanish abbreviation) in cylinder	10.00	Kilo(s)	22.50	2.5
Empty gas cylinder	1.00	Unit(s)	263.63	29.4

Source: INE, according to the family budget 2008

Note: Average prices FOR CONSUMER, MAY 2008

(1) Price of a two-room family flat rental and facilities

## Santa Cruz

Rental prices are expensive for a person with a low income. The following table is a price reference in different districts of the Santa Cruz de la Sierra Municipality.

### Monthly prices for rent in some districts in Santa Cruz de la Sierra

District	One room with shared bathroom		Two room with shared bathroom		Flat	
	BOB	EUR	BOB	EUR	BOB	EUR
D.N° 4 ( El Pari )	300.00	32.09	600.00	64.18	1050.00	112.32
D.N° 6 (P. de La Isla)	225.00	24.07	500.00	53.49	950.00	101.62
D.N° 7 (V. 1° de Mayo)	250.00	26.74	550.00	58.83	950.00	101.62
D.N° 8 (Plan 3.000)	220.00	23.53	500.00	53.49	800.00	85.58
D.N° 9 ( H. Francés )	700.00	74.88	-	-	1800.00	192.55
D.N° 10 (El Bajío)	250.00	26.74	600.00	64.18	1050.00	112.32
D.N° 12 (Nuevo Palmar)	150.00	16.05	300.00	32.09	800.00	85.58

Source: Desafío ONG team based on a poll conducted on some of the districts that are considered to be the most popular in Santa Cruz, October, 2008.

### 3.2.5.3. Available subsidies

There are not subsidies, apart from the credit facilities mentioned in previous sections.

See 3.2.2

### **3.2.6. Other middle-term accommodation possibilities (shelters, NGOs, church, etc.)**

#### **La Paz and Cochabamba**

The Human Mobility Pastoral in Cochabamba and La Paz have a temporal shelter for migrants with limited economic resources. This shelter is also a place where training courses are dictated on small business enterprises.

#### **La Paz Department**

Señor de La Paz parish church – House of the Migrant, Ferroviaria citadel, 3 Street, N° 1418.

Telephone: (+501) (2) 2301019 - 2404018

The admittance is free of charge; however, any kind of support is received in order to be able to admit people.

The admittance depends on every particular case.

#### **Cochabamba Department “Sumay P’unchay”**

Litoral Street between Haiti and Dominicanos, trufis stop 203, area: Alalay lagoon.

Telephone: (+591) (4) 4509947

Mobile: (+591) (4) 72257240

The admittance at night costs 2.50 BOB

The place does not admit people in ethylic state (drunk)

Admittance cannot be superior to 15 days since it is a temporary admittance

A list of institutions and organizations that provide support to vulnerable groups and disabled people can be found in the following web site:

[www.discapacidadbolivia.org](http://www.discapacidadbolivia.org)

#### **Santa Cruz de la Sierra**

Currently there are not organizations that provide shelter services. What can be found are the following programmes:

**Children and women admittance in rehabilitation areas<sup>79</sup>:** The “Casa de la Mujer” (House of Woman) NGO has a shelter for battered women, but with a very limited capacity.

**Children admittance houses<sup>80</sup>:** There are more than fifty children admittance centres in Santa Cruz. All of them are working at the limit of their physical capacity.

**Others<sup>81</sup>:** “Niño Feliz”, “Lucerito” and other Foundations that work with sponsorship, provide help only to the most needed children. This help is food, school supplies, clothing, etc. There is also the Development Plans Area (PDA, for its Spanish abbreviation), that are carried out by Visión Mundial (World Vision) whose offices are in Los Chacos, in the eastern zone of the city<sup>82</sup>.

### **3.2.7. Temporary shelters available until being able to ensure long-term accommodation<sup>83</sup>**

Currently, there are only boarding houses, hostels and accommodations that charge, the most inexpensive ones, 30 BOB (3.12 EUR) per day and per person, without food and without the possibility of cooking in the place. There are no admittance places for emigrants that return to the origin country.

## **3.3. Livelihood – basic “survival”**

### **3.3.1. Employment**

---

<sup>79</sup> Interview on July 27<sup>th</sup> 2008 with Inés Panoso, Psychological, Social and Legal Department Coordinator, Casa de la Mujer. Contact Miriam Suárez, Casa de la Mujer director, on the corner of Hernando Sanabria Avenue with Tercer Anillo Interno, telephone number 00 - 591 - 3 - 352 - 1803, e-mail address: [casa-de-la-mujer@cotas.com.bo](mailto:casa-de-la-mujer@cotas.com.bo)

<sup>80</sup> Interview on July 15<sup>th</sup> 2008 to Gaby Lijeron, former person in charge of the Family Reintegration of the Caritas Social Pastoral, Santa Cruz Archbishopric, telephone 00 - 591 - 709 - 42380.

<sup>81</sup> Interview on July 14<sup>th</sup> 2008 with Fernando River, departmental director of the International Child Defense Bolivia - Santa Cruz company (DNI), telephone 00 - 591 - 3 - 333 - 1500, Santa Cruz de la Sierra, Bolivia.

<sup>82</sup> “Vision Mundial” NGO, Los Chacos, district 6, telephone: 00 - 591 - 3 - 337 - 1544/312 - 9312, Santa Cruz de la Sierra, Bolivia.

<sup>83</sup> DESAFIO NOG, [desafiovecinal@gmail.com](mailto:desafiovecinal@gmail.com) , telephone 00 - 591 - 3 - 355 - 9673, Santa Cruz de la Sierra, Bolivia.

## Nationalwide<sup>84</sup>

There are many people that are self-employed. There is a large number of country people – natives (small owners) that live from agricultural and livestock production as self-employed and they are not always properly classified in the statistical data to be able to quantify them<sup>85</sup>.

According to the work force demand in the urban area, the most important employment generator sectors are:

1°. *Manufacture Industry.*

2°. *Construction.* It comes from the increase of the public expenditure oriented to the implementation of the Housing Plan, the reconstruction of El Niño phenomenon affected areas and the construction a new gas pipeline.

3°. *Trade.* Due to a bigger merchandise circulation, promoted by the activity expansion on *Construction, Mining Industry* and the commercial intermediation margins of national and imported products.

4°. *Other Services.* They include activities such as services to companies, restaurant and hotel services, many of which are carried out in the so-called informal sector.

5°. The rest of the sectors, among which it can be found the *Mining Industry* (state and cooperative), thanks to the mineral good prices, demand a growing number of workers.

### **Bolivia: Creation of Employment Estimated by Economical Activity 2006 - 2007 (Amount of people)**

<b>Economical activity</b>	<b>New Employment 2006-2007</b>
Agricultural and Livestock	27,281
Crude Oil and Natural Gas	833
Mining	6,014
Manufacture Industry	28,235
Electricity, Gas and Water	795
Construction	25.824
Trade	23,239

<sup>84</sup> PUBLIC POLITICS MONITORING REPORT - Second Period - 4<sup>th</sup> Year - N° 6. CEDLA, 2007: Economic growth and creation of employment in Bolivia, page 7.

<sup>85</sup> DESAFÍO NGO, [desafiovecinal@gmail.com](mailto:desafiovecinal@gmail.com), telephone number 00 - 591 - 3 - 355 - 9673, Santa Cruz de la Sierra, Bolivia.

Transport	7,948
Communications	771
Financial Services	3,199
Civil Service	5,997
Other Services (*)	16,253
<b>Bolivia Total</b>	<b>146,387</b>
<b>Urban Total (1)</b>	<b>118,273</b>

(\*): Other Services include: services to companies; communal, social, personal and housework services; restaurants and hotels; and attributed bank services.

(1): It does not include the agricultural and livestock activity as well as the Crude Oil and Natural Gas extraction and Mining.

**Occupied people, according to ethnical and linguistic condition and working market sectors in Capital Cities (1): 2007  
(In percentage)**

<b>Working Market Sectors</b>	<b>2007 (p)</b>
<b>TOTAL OCCUPIED PEOPLE</b>	<b>100.0</b>
Formal Employment	39.8
Informal Employment	60.2
<b>TOTAL OCCUPIED NATIVES</b>	<b>100.0</b>
Formal Employment	30.8
Informal Employment	69.2
<b>TOTAL OCCUPIED NO NATIVES</b>	<b>100.0</b>
Formal Employment	48.5
Informal Employment	51.5

(1): It includes the Department Capital Cities and El Alto. In Cochabamba City, the Sacaba and Quillacollo axes are excluded.

NOTE: The data that come from the Home Survey and correspond to the year 2004 are not statistically significant, for this reason they are not included on the series.

(p) Preliminary.

**Department wide<sup>86</sup>**

The manufacture industry occupies the 20% of the working force, the employment structure is similar in every city, except in El Alto, where the manufacture industry occupies the 33% of the people and the social and communal services (connected with the civil service) occupy less people.

**Employment structure by city, by economical sector 2008  
(percentage)**

	<b>Total</b>	<b>La Paz</b>	<b>Santa Cruz</b>	<b>Cochabamba</b>	<b>El Alto</b>
<b>Economical sectors</b>	100.0	100.0	100.0	100.0	100.0

<sup>86</sup> Information provided by Silvia Escobar, researcher of the Studies Centre to the Agrarian and Working Development CEDLA (for its Spanish abbreviation) on December 2008. Telephone number: (591) (2) 2413175

Manufacture Industry	20.4	19.6	15.4	17.0	33.1
Construction	6.3	3.6	7.4	8.1	6.2
Trade, Restaurant and Hotel	26.9	22.3	28.1	28.8	28.0
Transport and Communications	9.5	8.7	9.5	11.9	8.7
Social and Communal Services	34.1	44.1	36.7	32.4	21.7
Other Branches	2.8	1.8	2.9	1.8	2.3

Source: CEDLA, 2008

The working market is made up of:

- Family sector (40%): independent workers that work alone or with other members of their family group, and
- Semi business sector (19.9%): wage earners and company owners.

The informal urban sector: La Paz (60.8%), Santa Cruz (54.8%) and Cochabamba (61.8%).

#### **Employment structure by city, by working market sector 2008 (percentage)**

	<b>Total</b>	<b>La Paz</b>	<b>Santa Cruz</b>	<b>Cochabamba</b>	<b>El Alto</b>
<b>Working market sectors</b>	100	100	100	100	100
State sector	9	11	7.1	10.1	7.6
Business sector	27.5	25.5	33.9	25.5	20.8
Semi business sector	19.9	23.3	20.4	16.5	19.7
Family sector	40.9	37.5	34.4	45.3	51
Housekeeping service	2.7	2.6	4.2	2.7	0.8

Source: CEDLA, 2008

#### **3.3.1.1. Unemployment (formal and informal, in specific sectors and social groups)**

The unemployment rate during 2008 in five cities of the country reached the 10.2%. Approximately 182,000 persons that were looking for a job during that year did not find one.

- The most affected cities by unemployment are: La Paz (11.6%) and El Alto (13.5%).
- The cities with the lower unemployment rates are Potosí (9.4%), Santa Cruz (8.2%) and Cochabamba (7.7%).

Population profile with the highest unemployment rate:

- Feminization of the unemployment in every city: 13.2% much higher than the one among men 7.5%.

- Age groups between:

- 1) 15 and 34 years old: 65% of the unemployed people are younger than 35 years old, from which, 61 % are men and 67% are women.

- 2) young people between 15 and 24 years old, especially in La Paz and Cochabamba. These young people count on a lower working experience, they generally work in a less stable and more precarious conditions. For these reasons, the transition between employment and unemployment occurs with longer unemployment periods.

The unemployment rate estimated for 2009 will be increased because of<sup>87</sup>:

- the impact of the international crisis,
- the fall in the mineral prices that have influenced the fall of the mining production,
- the closure of cooperatives and refineries that have caused a direct and indirect unemployment generation.
- the loss of access to the advantages of the "Custom Preferences Law ATPDEA", and to
- the return of a significant percentage of Bolivian migrant workers that have lost their jobs abroad.

As it can be seen on the next table, the unemployed persons that are looking for a job are;

- Non-qualified workers (42.5%) most of them are couriers (22.1%), cashiers (20.8%), grocer's shop assistants (11.7%) and sales representatives (11.7%)
- Professionals (22.7%) mainly commercial engineering (22.0%), law (12.2%) and accountancy (9.8%)
- Qualified workers: secretary (57.5%), cookery/gastronomy (10.0%) and heavy equipment operator (7.5%)
- Technician is the occupation with fewer candidates: accounting clerks (43.5%), computer's operator (34.8%) and nurse assistant (13%).

---

<sup>87</sup> Work Alert N° 57, Studies Centre for the Agrarian and Working Development CEDLA, Third period 8<sup>th</sup> year- La Paz Bolivia, January 2009.

**Employment opportunities, distribution according the kind of occupation of the 181 job offers that were surveyed**

<b>Occupation</b>	<b>%</b>
Non-qualified workers (1)	42.5
Qualified workers (2)	22.1
Technicians (3)	12.7
Professionals (4)	22.7
<b>Total</b>	<b>100.0</b>

Source: DESAFIO NGO based on the adverts of the Ministry of Work, published on El Deber newspaper on November 8<sup>th</sup> 2008.

Notes:

(1) builder, grocer's shop assistant, office assistant, drilling assistant, cashier, loader, chauffeur, collector, security guard, cleaning, courier, receptionist, tractor driver and sales.

(2) cookery/gastronomy, seamstress, children and elderly care, electrician, gas installer, air conditioner maintenance and placing, heavy equipment operator, professor, secretary, welder, mechanical technician and petroleum tube operator.

(3) Computer's operator, administrative assistance, accounting clerk, nurse assistance and bank expert.

(4) Lawyer, business administration, accountant, agricultural engineering, civil engineering, commercial engineering, process control engineering, electromechanical engineering, industrial engineering, environmental engineering, chemical engineering, social communication, economist, doctor, dentistry, psychology, sociology and veterinary medicine.

### 3.3.1.2. Labour market programmes (and access to them)

#### **Mi first job<sup>88</sup>**

This is one of the training, internship and work insertion pilot projects of the National Government, to facilitate and increase the work insertion of young women and men from 18 to 24 years old from a poor background that want to be qualified and trained in different technical areas in order to improve their employment conditions.

Those who are interested in, should come from the urban and the periphery of urban areas of La Paz, El Alto, Cochabamba and Santa Cruz cities and should have finished the second year of the secondary school.

Each beneficiary receives 10 Bs for transportation and food. Later, every young men or women selected will receive a subsidy of 550 BOB 550.<sup>89</sup>

---

<sup>88</sup>Web site of the programme Mi Primer Empleo Digno (Mi First Honorable Job), Working General Direction dependant on the Ministry of Work, [www.inmobol.com/test\\_mintrabajo/](http://www.inmobol.com/test_mintrabajo/) consulted on August 20<sup>th</sup>, 2008.

<sup>89</sup> News bulletin of the Ministry of Work of January 26<sup>th</sup> 2009.

The programme will be conducted according to three strategies<sup>90</sup>: technical training, internship in companies and working insertion.

To participate on the programme one should go to the building of the Ministry of Work in each city. The registration and participation in this programme is completely free of charge.

The programme consists on 3 months of training and 3 months of internship for a total of 6 months, and the opportunity to stay as a permanent employee on the company where the internship was carried out. If that is not the case, the project will provide support for a month in order to obtain a permanent job.

### **Employment Agency**

The Ministry of Work has an office called “employment agency” that tries to bring job offers and job seekers together. For registration or searching for a job, the person interested in using this means should click on the link Employment General Direction [www.mintrabajo.gov.bo/](http://www.mintrabajo.gov.bo/) or to appear in person to the Employment Promotion Units (UPE, for its Spanish abbreviation) in each capital city.

These Units allow to promote and to improve the employment levels of the country, they provide with appropriate and trustful information to job seekers and workers to obtain an honorable job with a salary to match the kind of work, the capacity and dedication, providing working stability opportunities.

In Santa Cruz, this programme works irregularly. The employees of this Ministry could not inform why this programme does not work given that there is a high degree of informal employment. During the conflicts produced in this city during September 2008, all the documents that were in the offices of the Ministry of Work in the Santa Cruz Department were burnt by the vandals involved in these actions. The Ministry is restarting the information of employment supply and demand programme with the “Employment Agency”<sup>91</sup>.

---

<sup>90</sup> Press note, El Diario Newspaper, “Mi Primer Empleo” will benefit 3,500 young men and women from 4 cities of this country, La Paz Bolivia, October 15th, 2007

<sup>91</sup> Asked in the Classified advertisement section of El Deber newspaper, November 12<sup>th</sup>, 2008.

### Bolivian Ministry of Work buildings

La Paz	El Alto	Cochabamba	Santa Cruz
Employment General Direction 20 de Octubre Avenue N° 1959 In the corner with Corneta Mamani Telephone numbers: (+591) (2) 2418131 – 2419228 Fax: (+591) (2) 2417740	6 de Marzo Avenue between 4 and 5 Street "LEON" Shopping Centre Telephone numbers: (+591) (2) 2829553 Fax: (+591) (2) 2829553	Santivañez Street N° 0271 between Junín and Hamiraya Telephone numbers: (+591) (4) 4589455 – 4589450 Fax: (+591) (4) 4589450	<b>Employment Promotion Unit</b> Bolivar Street N° 175 Telephone numbers: (+591) (3) 3343199 – 3343906 – 3301528 (extension 107)

### 3.3.1.3. Labour conditions (minimum/average salary, working hours, security, etc.)

#### - Salaries

In Bolivia the salaries are too low. The salary average is between 1,500 Bs (160 EUR) and 2,000 Bs (214 EUR) that only covers the basic needs.

The official minimum salary at National level is 577.50 Bs (61.78 EUR) per month<sup>92</sup>.

In the case of **Santa Cruz** department, the minimum salary was agreed on 1,000 Bs (106.97 EUR)<sup>93</sup> by the Prefecture, but the practical application of it is doubtful due to the lack of competence and control by the Prefecture on the companies that operate in the department.

#### - Working hours

The Work Law establishes that the working hours are 8 hours per day from Monday to Friday and Saturday part time, as long as the worker do not complete 40 hours per week from Monday to Friday.

Generally, it is supposed that the working conditions are kept for those workers on the formal sector, but there is a high proportion of workers that work on the informal sector and in family companies, where the conditions are imposed by the workers themselves.

<sup>92</sup> Ministry of Work, Bolivia, [www.mintrabajo.gov.bo](http://www.mintrabajo.gov.bo) last consultation January 29<sup>th</sup>, 2009.

<sup>93</sup> "Santa Cruz businessmen and Unions agreed on a minimum salary of US\$ 135" El Periodista Digital Newspaper, Friday June 13<sup>th</sup>, 2008, [www.periodistadigital.com/economia/object](http://www.periodistadigital.com/economia/object), last consultation January 29<sup>th</sup>, 2009.

#### **- Social Security**

According to the Work General Law<sup>94</sup> every worker should be a member of the health insurance and the retirement contribution system; in both cases there is a contribution from the worker and another % from the management.

Those persons that are self-employed, whether in family companies or in informal work and/or in disguised (hawkers, etc.) generally do not contribute to any social security system, given that the law do not force them to do it and they prefer to keep the total of their incomes. Sometimes the law is not kept because the businessmen do not make the regulative contributions, but there is not a source to prove it.

- **Working seniority:** do not exceed five years of permanence in a working centre and 45% of the occupied urban population works in temporary jobs.

#### **3.3.1.4. Accessibility of short-term and occasional jobs**

Among the first policies to create job opportunities the Government announces a programme denominated Honorable and Intensive Job. What thousands of Bolivian people expect are national policies for the intensive creation of jobs, with decent salaries, working benefits and social security<sup>95</sup>.

#### **3.3.1.5. Lack (high demand) in specific professions**

The Manufacture Industry and Construction sectors are the greatest job generators in Bolivia, and from the sector characteristics it can be deduced that there is a higher demand of non-qualified labour.

---

<sup>94</sup> Work General Law, available on the Work International Organization website [www.ilo.org/dyn/natlex/docs/WEBTEXT/46218/65057/S92BOL01.htm](http://www.ilo.org/dyn/natlex/docs/WEBTEXT/46218/65057/S92BOL01.htm), last consultation on November 6<sup>th</sup>, 2008.

<sup>95</sup> UNITAS, according to interviews provided by the new Welfare System, Jobs and Work Minister Calixto Chipana Calizaza , designated on February 9<sup>th</sup>, 2009, in different communications media.

The areas that may generate employment in 2009 are the technical branches such as industrial maintenance, motor mechanics, welding, electricity, electronics, gastronomy and computing.<sup>96</sup>

The imbalance between supply and demand in most of the sectors is because there is a non-qualified labour demand that can be more docile towards the working costs reduction and it is less given to the union participation.<sup>97</sup>

## La Paz

### Working market by performance area, 2008

	Working demand	Working offer	Working collocation
<b>Total</b>	<b>970</b>	<b>429</b>	<b>512</b>
Finance and administration	64	107	44
Applied and related Natural Science.	4	6	0
Health	13	13	4
Social Science, Education, Government services and Religion	3	8	1
Art, Culture and Sports	4	7	0
Sales and Services	535	220	396
Primary and extractive exploitation	5	0	1
Equipment operation and transport	98	68	63
Processing, manufacture and assembly	5	0	2

Source: Elaborated by the Working Observatory, based on the information from the Employment Agency.

- Working demand, they are the different requirements that are executed on the working mediator office for the workers application.
- Working Offer, it is understood as job seekers that visit and register on the working mediator office dependant of the Ministry of Work.
- Working collocation, registry whose sending results in working insertion.

In La Paz the candidates that search for a working source are generally employees in the sales and service sectors.

<sup>96</sup> Article in El Deber newspaper of Santa Cruz, Bolivia, published on December 16<sup>th</sup> 2008, Trabajo. Demanda para las áreas técnicas es permanente (Work, the demand for technical areas is permanent)

<sup>97</sup> Press note *Despite of the economical favorable conditions*. In 2008, the open unemployment reaches to 182,000 persons in five cities of the country.

## Santa Cruz de la Sierra

### Employment requirements, distribution according the kind of occupation of the 1,286 job demands that were surveyed

Occupation	%
Non-qualified workers (1)	52.3
Qualified workers (2)	33.0
Technicians (3)	8.7
Professionals (4)	6.0
<b>Total</b>	<b>100.0</b>

Source: DESAFIO NGO based on the classified advertisement in El Deber newspaper of September 6<sup>th</sup>, 8<sup>th</sup>, 21<sup>st</sup>, 27<sup>th</sup> and 29<sup>th</sup>, and October 5<sup>th</sup>.

Notes:

(1) chauffeur, housekeeper, security guards, receptionist, cashier, cleaning, hostess, waitress, courier, nanny, builder, sales representative, cowboy, caretaker, field controlled burning, motorbike roundsman and farm storehouse keeper.

(2) cookery, secretary, mechanics, carpenter, gardener, electrician, baker, beauty salon, heavy equipment operator, seamstress, tailor, welder, oil changer, tire and rim merchant, panel beater, lathe operator, painter, gas installer, varnish applier, grill room cooker and chain saw operator.

(3) Nurse, technician in industrial maintenance, professor, PHP programmer, agricultural and livestock technician, computer technician, electronic technician, operator and designer for computerized embroidery and accountant or accounting clerk.

(4) Graphic designer, biochemist, pharmacist, civil engineering, commercial engineering, agricultural engineering, veterinary, sociologist, topographer, dentistry, administrator, architect, doctor, system engineer, food engineer, petroleum engineer, industrial engineer, chemical engineer and journalist.

- **Non-qualified workers** the most demanded jobs are chauffeur (21.2%), sales representative (16.0%), housekeeper (13.2%), cashier (8.6%), security guard (6.7%) and cleaning (6.5%).

- **Qualified workers** the most wanted trades are: cookery (19.3%), heavy equipment operation (13.7%), secretary (12.7%), sewing (8.5%), mechanic (7.8%) and electrician (7.3%).

- The **most demanded professions** are business administration (14.3%), commercial engineering (10.4%) biochemistry (10.4%), civil engineering (9.1%) and graphic design (9.1%).

#### Most demanded professionals

Occupation	%
Administrator	14.3
Commercial Engineer	10.4
Biochemist	10.4
Civil Engineer	9.1
Graphic designer	9.1
Veterinary	7.8
Dentistry	6.5

System Engineer	6.5
Industrial Engineer	5.2
Other	20.7
<b>Total</b>	<b>100.0</b>

Source: DESAFIO NGO based on the classified advertisement in El Deber newspaper of September 6<sup>th</sup>, 8<sup>th</sup>, 21<sup>st</sup>, 27<sup>th</sup> and 29<sup>th</sup>, and October 5<sup>th</sup>.

### 3.3.1.6. Practical and contact information (employment agencies, newspapers, etc.)

The most common way to access a job, when it is not by family, friendship or professional connection, is by means of regional newspapers where a job can be offered and sought;

- In **La Paz**, La Razón and El Diario newspapers publish in their websites the classified advertisements for qualified and non-qualified jobs. [www.eldiario.net](http://www.eldiario.net)
- In **Cochabamba** Los Tiempos and Opinión. [www.lostiempos.com](http://www.lostiempos.com) ; [www.opinion.com.bo](http://www.opinion.com.bo)
- In **Santa Cruz de la Sierra**, El Deber. [www.eldeber.com.bo](http://www.eldeber.com.bo)

### 3.3.2. Contact information relevant to the issue of recognition of degrees obtained elsewhere

The return candidates that have an academic degree to be used in Bolivia should first legalize them by the corresponding foreign authorities. After that, the Bolivian consulate will legalize the signature of the corresponding foreign authority and upon their return to Bolivia they should present the documents on the Ministry of Foreign Affairs and Worship (Legalization Management) to ask for the legalization of the Consul signature so these documents have full legal value.<sup>98</sup>

The tariffs are the following:

To legalize signatures in Academic Degrees and Professional qualifications granted by foreign Universities, per documents: 1) Bolivian people	US\$ 34	BOB 238,80	EUR 26.29

<sup>98</sup> According to the migrant guide elaborated by the Human Rights, Democracy and Development Bolivian Chapter, page 40 and to the Supreme Decree 25356 of April 19<sup>th</sup> 1999.

2) Foreign people	US\$ 170.	BOB1,194.00	EUR 131.45
To legalize signatures in Academic Degrees granted by other Education Institutes: 1) Bolivian people 2) Foreign people	US\$ 34 US\$ 170	BOB 238.80 BOB 1,194.00	EUR 26.29 EUR 131.45

**TRANSLATIONS:** To translate letter of authorizations, deeds and similar documents:

1) First page 2) Additional page	US\$ 43 US\$ 17	BOB 302.01 BOB 119.40	EUR 33.25 EUR 13.15
To translate letters, certificates and simple documents of less significance, per page	US\$ 9		EUR 6.96
<b>NOTE:</b> The documents in foreign languages, which legalization should be transmitted to the Consulate, should be accompanied by its translation, into Spanish, to be effective in the government departments of Bolivia.			

The **Foreign Office** is the one that approves the qualifications of studies carried out abroad after the submission of the requirements that every career has in the Executive Committee of the Bolivian University (C.E.U.B, for its Spanish abbreviation), that is the central organism of the Bolivian Universities system. *This procedure* may be long and surely some exams may be taken on some subjects that are exclusively Bolivian, such as Aymará, Quechua or other languages of the country for those professionals that studied Social Science, etc. Besides the person has to sit for the exam of the obligatory subjects, in the respective careers, to obtain the qualification in the Bolivian university system<sup>99</sup>

To know the requirements to validate professional qualifications granted abroad to national citizens we recommend the consultation of the following website:  
[www.uagrm.edu.bo/titulos/rev\\_titulo.htm#nac](http://www.uagrm.edu.bo/titulos/rev_titulo.htm#nac)

<sup>99</sup> Source: Autonomous University Gabriel René Moreno (UAGRM, for its Spanish abbreviation), [www.uagrm.edu.bo/titulos/rev\\_titulo.htm#nac](http://www.uagrm.edu.bo/titulos/rev_titulo.htm#nac), last consultation September 29<sup>th</sup>, 2008.

### **3.3.3. Education and retraining programmes (access to them, costs)**

#### **3.3.3.1. By government<sup>100</sup>**

##### **National System of Competence Certification.**

The Executive approved the creation of the National System of Competence Certification.<sup>101</sup> This project has national reach and lasts four years. In the 2008 administration, the pilot phase was carried out.

In compliance with this rules, 93 working certifications are given in the four occupational areas (construction 24, agricultural 28, housekeepers 17, band musicians 24). This process was coordinated with the Ministries of Work, Production and Micro Enterprise and Development Planning.

The academic certification takes into consideration the capacities acquired in the working life and in the practice, without the need of having gone to any superior formation educational institution. This knowledge and practice were acquired through experience and in informal educational areas.

The objective is to improve the working conditions, to obtain better job opportunities, to develop productive enterprise and other economical initiatives, as well as to get the social recognition that allows to improve the life quality of the inhabitants.

#### **3.3.3.2. By private firms**

N/A

#### **3.3.3.3. By international organizations or NGOs**

##### **National Foundation for the Working Formation and Training (INFOCAL, for its Spanish abbreviation)<sup>102</sup>**

---

<sup>100</sup> Press note of the Ministry of Education and Culture, from January 26th, 2009, La Paz-Bolivia, [www.minedu.gov.bo/minedu/showNews.do?newsId=1246](http://www.minedu.gov.bo/minedu/showNews.do?newsId=1246)

<sup>101</sup> The President, Evo Morales Ayma, indicated that the Executive approved the Supreme Decree N° 29876 of December 24<sup>th</sup>, 2008

Non-profit organization that forms human resources at a professional level and prepare the workers that want to increase their theoretical and practical knowledge within their specialities.

The aim of the training is to impart knowledge, to develop skills and new behavior in the persons that want to venture into the speciality. The objective is to achieve that the working performance of the already trained persons is of a highly competitive quality through teaching-learning, essentially practical with basic theoretical foundations. The Modular training Programme offers technical, theoretical and practical knowledge on a systematic and gradual way.

This method is directed to all audiences and one of its main characteristics is its short duration (minimum 20 hours and maximum 180 hours).

Requirements to participate: to be 17 years old and to have finished the primary cycle.

The Training programme offers several courses in different areas. For more information on the courses the candidate can consult the following websites:

La Paz: [www.infocallp.org.bo/curscap.asp](http://www.infocallp.org.bo/curscap.asp)

Cochabamba: [www.infocalcbba.edu.bo/capacitacion.htm](http://www.infocalcbba.edu.bo/capacitacion.htm)

Santa Cruz: [www.infocalscz.edu.bo](http://www.infocalscz.edu.bo)

### **Specialized institutions and State responsibilities (legal and practical regulations)**

The "Integration project of young people and children in special educative centres to the technical and working areas", dependant on the Faith and Joy Departmental Office is an alternative area of special education. It provides technical advice to teachers in the pedagogical area of the special attention centres to children and young people intellectually handicapped or with cerebral palsy (training workshops according to their needs). They achieve this through two programmes:

- Special primary. Special education centre. Initial stage: from 3 months old to 14 years old, 2 centres (Faith and Joy Educational Projects PREFA [for its Spanish abbreviation] in the morning and PREFA in the afternoon). 420 children.
- Special primary. Occupational formation: from 14 years old to 40 years old. Special Technical School (Technical training workshops for women and men)

---

<sup>102</sup> Consulted on the INFOCAL Foundation website, on January 15<sup>th</sup>, 2009

The access to these centres requires one previous year of reservation. They do not have any economical conditioning. It is open to all the children and young people that are intellectually handicapped in any way or with cerebral palsy. The project is considered as a part of the special education of the alternative area of the Education and Training Service (SEDUCA, for its Spanish abbreviation) of the Ministry of Education.

### **3.3.4. Starting a new business**

#### **3.3.4.1. Legal conditions (registration, corporate forms, minimum capital, etc.)**

There are two ways of organizing a company, one is general regimen and the other is simplified regimen. The latter is for small contributors whose initial capital does not exceed the 25,000 BOB (2,674.31 EUR).

The Procedure National guide<sup>103</sup> provides you the way to get that recognition: what procedures you should follow, where to get them and the sequence of execution.

[www.tramites.gov.bo/crear.php](http://www.tramites.gov.bo/crear.php),

The formality way consists on 6 steps, each one in a specific institution and according to your company's legal constitution.

#### **Legal steps to start a new business**

FUNDEMPRESA	Homonymy control – Commercial registration
NATIONAL TAX SERVICE	Tax identification number
MUNICIPAL GOVERNMENT	Municipal register and Operation License.
HEALTH FUND	Company affiliation - Worker affiliation.
PENSION FUND ADMINISTRATOR	Company registration - Worker registration.
MINISTRY OF WORK	Employer registration.

<sup>103</sup> Procedure National Guide, Bolivia, [www.tramites.gov.bo/crear.php](http://www.tramites.gov.bo/crear.php) last consultation October 3<sup>rd</sup>, 2008.

**Source:** Procedure National Guide, Bolivia Government, [www.tramites.gov.bo/crear.html](http://www.tramites.gov.bo/crear.html), last consultation September 15<sup>th</sup>, 2008.

### The formality way



**1<sup>st</sup> Step: FUNDEMPRESA**, Homonymy control – Commercial registration. To register a new business you need:

1) To verify the availability of the commercial name that your company will use by means of Homonymy Control.

2) To make the register of commerce according to the legal form your company will have.

	Price	Processing time	Requirements
Individual company or individual traders	260 BOB 28.6 EUR	1 working day	<a href="http://www.tramites.gov.bo/fe.php#unipersonal">www.tramites.gov.bo/fe.php#unipersonal</a>
Limited Responsibility Society	455 BOB 50.0 EUR	3 working days	
Anonymous Society	584 BOB 64.2 EUR	5 working days	

[www.fundempresa.org.bo](http://www.fundempresa.org.bo)

**2<sup>nd</sup> Step: NATIONAL TAX SERVICE (SIN, for its Spanish abbreviation)**, Tax Identification Number

To belong to the contributors world. The company can become in a credit subject as well as to access to international markets. For this reason, it should get a Tax Identification Number (NIT, for its Spanish abbreviation), this procedure lasts 13 minutes and it is free of charge.

**3<sup>rd</sup> Step: MUNICIPAL GOVERNMENT**, Municipal register and Operation license.

An Operation license is necessary. The objective of this procedure is to certify the opening of an economical activity. All the commercial and service activities as well as the cultural, sport, religious and non profit social entities, organisms or associations are included. The user can obtain the forms using his NIT number and the name that accompanies it, whether it is a natural or legal person.

The operation license is free of charge.

Requirements: The following requirements are enough to open an individual company.

- Identity card, RUN or RIN and photocopy.
- Photocopy of the NIT or Registration to the Simplified Regimen.
- A sketch of the distribution of the premises rooms.
- Last local electricity invoice.
- To gather information and fill in the Unique Form of Operation Licenses (FULF, for it Spanish abbreviation).
- To gather information and fill in the Form 401 in case you do not have the Contributor's Municipal Register.
- To gather information and fill in the Form 402 if you have the Contributor's Municipal Register.

**4<sup>th</sup> Step: HEALTH FUND, Company affiliation - Worker affiliation.**

The companies should affiliate their employees to the National Health Fund to comply with the current social regulations according to the legal regulation it has. In the same way, a worker that wants to join the fund voluntarily can make his own consultation.

	Price	Processing time	Requirements
Individual company or individual traders	8 BOB 0.88 EUR	2 working days	<a href="http://www.tramites.gov.bo/cs.php#unipersonal#unipersonal">www.tramites.gov.bo/cs.php#unipersonal#unipersonal</a>
Limited Responsibility Society	8 BOB 0.88 EUR	3 working days	
Anonymous Society	8 BOB 0.88 EUR	3 working days	

**5<sup>th</sup> Step: Pension Fund Administrator AFP (for its Spanish abbreviation), Company registration – People registration.**

The Pension Fund Administrators are in charge of administrating the worker's resources by the time the worker reaches a certain age.

The main objective is to increase the savings level of the country. According to the current laws, every company is obliged to register themselves in the AFPs. Currently, there are two existing AFPs.

- AFP Previsión [www.prevision.com.bo](http://www.prevision.com.bo)
- AFP Futuro [www.afp-futuro.com](http://www.afp-futuro.com)

**6<sup>th</sup> Step: MINISTRY OF WORK**, Employer registration.

It allows you to obtain the Registration Certificate in the Ministry of Work's Employers Register, that authorize the use of Assistance Book and/or any Personnel Control Alternative System, as well as the opening of the Accident Book. In compliance with the current legal regulations in the country, the Employer and/or Company that are registered in the above mentioned Register, should obligatorily present the procedure of Endorsement of Wages and Salaries Quarterly Charts.

The price of this procedure is 50 BOB (5.49 EUR) and lasts 1 working day.

**Requirements:**

- Filling in of the Affidavit (Unique Form of Employers Register, original and copy).
- Last Workers' Salary Chart.
- Deposit Ticket of 50 Bs (Fifty Bolivianos 00/100) (5.49 Euros) in bank account N° 201-0448901-3-85 in the Bolivia Credit Bank to the name of the Ministry of Work.

**Contacts:**

La Paz: (+591) 2-2406993.

Cochabamba: (+591) 4-4589455.

Santa Cruz: (+591)3-3343199.

[www.mintrabajo.gov.bo](http://www.mintrabajo.gov.bo)

**3.3.4.2. Credits and subsidies and access to them (interest rates, creditors, etc.)**

**From the State**

**Productive Development Bank<sup>104</sup>**

It is a second stage bank that promotes the productive development through credits from authorized financial companies in adequate conditions to the needs of every

---

<sup>104</sup> [www.bdp.com.bo/quienes.swf](http://www.bdp.com.bo/quienes.swf) consulted on August 23<sup>rd</sup>, 200, Productive Development Bank.

borrower. The productive credits are directed mainly to entrepreneurs, micro and small productive units and productive associated such as Rural Economic Organizations (OECAS, for its Spanish abbreviation), Rural Agricultural Corporations (CORACAS, for its Spanish abbreviation), associated cooperatives and other legal forms composed mainly by small producers. The Financing Programme has two credit lines, individual and associative.

### **Conditions**

Fixed and annual interest rate of 6% to the final producer

- Deadlines up to 12 years
- Grace period up to 2 years

### **General Requirements**

The activity and the destination of the loan should be within the productive sectors in the Production and transformation stages in activities that are income and employment generators on any area excluding those related with strategic sectors.

### **Associative credit**

The credit can be accessed by all the enterprising productive association and in activities such as OECAS, CORACAS, cooperatives, associations and other legal forms mainly composed by small producers, legally established with definite organizational structures and active organic life.

### **From the private financial market**

#### **Private credit**

In every Bolivian department there are Financial companies that grant credits for the constitution and beginning of business activities. Next, we present the different rates of the finance market by banking and non-banking entities.

See the effective annual interest rates of the banking system in Bolivia table in the section 3.2.4.4.

The requirements vary according to the banking entity from where it is requested:

## **IN LA PAZ AND COCHABAMBA<sup>105</sup>**

BISA Bank:

[www.bisa.com/personas/iper.htm?pagina=productos/creditos\\_comerciales.htm](http://www.bisa.com/personas/iper.htm?pagina=productos/creditos_comerciales.htm)

Credit Bank:

[www.bancodecredito.com.bo/credito\\_de\\_negocios.asp](http://www.bancodecredito.com.bo/credito_de_negocios.asp)

## **LA PAZ**

La Primera friendly society:

[www.mutual-laprimera.com/productos.htm](http://www.mutual-laprimera.com/productos.htm)

## **SANTA CRUZ**

There are different creditors among which we can mention banks, finance companies, saving and credit cooperatives and foundations. To have a more approximate idea of the services provided, 3 kinds of creditors were visited:

### **A) Credit Bank<sup>106</sup>**

This entity grants loans to small and medium companies. It has a credit line called "Banca Pyme BCP" for small credits,

- Total: 14,078.43 BOB (1,506 EUR) as minimum and 105,588.24 BOB (11,295.01 EUR) as maximum
- Interest rate 18.75% annual and
- Deadlines from 3 months to 24 months, depending on the total.

See the requirements on the following website:

[www.bancodecredito.com.bo/credito\\_de\\_negocios.asp](http://www.bancodecredito.com.bo/credito_de_negocios.asp)

This kind of credit is inaccessible for those who return from Europe, mainly because a minimum of one year and a half of work is needed on the activity for which the credit is requested. It does not cover new businesses. The work in Europe can be a valid

---

<sup>105</sup> Among some finance companies that work in the above mentioned departments, because there are other companies, such as friendly societies, savings and credit cooperatives, finance funds and others.

<sup>106</sup> Interview on August 20<sup>th</sup>, 2008 with Ms. Leidy L. Roca Urey, Banca PYME, Credit Bank - BCP, 24 de Septiembre Street N° 158, telephone number 00 - 591 - 3 - 338 - 6000 (extensions 3032 / 2373 / 3087), Santa Cruz de la Sierra, Bolivia.

reference if the certificates on relevant jobs are presented, these should be obtained in.

**B) La Merced Cooperative**<sup>107</sup>The same as the Credit Bank-BCP they provide credits to businesses that have more than one year of experience in the activity. As an example we present the requirements for the credit application with personal guarantee and mortgage guarantee.

**Conditions to obtain credits.** For a 7,039.22 BOB (753 EUR) credit, with an annual interest rate of 27% and a 2-year deadline.

**C) Bolivian Foundation for the Woman Development (FUNBODEM, for its Spanish abbreviation)**<sup>108</sup>

Affiliated to the Woman World Bank, FUNBODEM is a financial company whose exclusively objective is to support women through different kinds of credits such as the following:

- **Micro signature credits:** these are loans with personal guarantee. It is necessary to have, as a minimum, one year of experience in the speciality or subject for which the credit is required and the corresponding documentation of the patrimony possessed.

- **Micro mortgage credit:** these are loans with mortgage guarantee.

- **Credit to purchase a vehicle:** Whether they are seasonal vehicles and/or for public transportation.

- **Credit to increase the patrimony:** These are capital credits to purchase equipment, construction, etc. It is not possible to use these funds for the refinancing of debts that the customer might have with other credit companies.

The total of these credits are from 1,407.84 BOB (150.60 EUR) to 105,588.24 BOB (11,295.01 EUR).

---

<sup>107</sup> Data provided by Mrs. Ybelka Gil Castillo in an interview on July 25<sup>th</sup>, 2008, La Merced Cooperative Credit Officer, Junin Street without number, telephone number 00 - 591 - 3 - 336 - 7200 (extension 441), Santa Cruz de la Sierra, Bolivia.

<sup>108</sup> Interview on June 18<sup>th</sup>, 2008 with Mr. Carlos Alvis Villapando, FUNBODEM Credit Consultant, René Moreno Street N° 476, telephone number 00 - 591 - 3 - 335 - 2101, Santa Cruz de la Sierra, Bolivia.

The deadline to refund the credit varies depending on its total. It varies from small credits with a maximum deadline of one year and a half to bigger totals that may reach a maximum of 5 years.

The interests vary according to the total, from a monthly interest of 2.3%, of an annual interest of 28% or an annual interest of 24%.

## LA PAZ

### Kurmi

Within the Woman Empowerment Agreement, it supports and promotes economical initiatives of native women, country women from the Cochabamba mountain range.

<b>KURMI CONTACTS</b> <b>(Support to the Sustainable Inter Andean Development)</b>	
<b>La Paz</b>	<b>Cochabamba</b>
Natalia Palacios Street, N° 1760 (Baden Powell Square). Miraflores Area. Post Office 12217 Telephone number/fax (+591)-2-2243734 kurmi@entelnet.bo <a href="http://www.kurmi.org">www.kurmi.org</a>	Nataniel Aguirre Street 466 Carlos Medina Celis Avenue 1455 Post Office 2348 Telephone number (+591)-4-4409104 Fax: (+591)-4-4539635 <a href="mailto:kurmicb@albatros.cnb.net">kurmicb@albatros.cnb.net</a> <a href="http://www.kurmi.org">www.kurmi.org</a>

### Vicente Cañas Centre<sup>109</sup>

They provide guidance in some procedures (specially regrouping or documents negotiations to regularize migrants by a family member), in the attention, prevention and intervention of violence within the family.

They provide consultancy about productive units, in coordination with the micro credit programme of the Centre directed mainly to Bolivian migrants.

### Vicente Cañas Centre

Bélgica Avenue N° 116, Valle Hermoso

Cochabamba

Telephone number: (+591) 4- 4762275, 4762278

<sup>109</sup> Interview with Yesid Serrudo, Vicente Cañas Centre's researcher. January 2009

### **3.3.5. Social Security**

The Bolivian application of the social security regulations will be ensured by means of the Social Security Code.

The Social Security Code (*Law from December 14<sup>th</sup>, 1956*) is obligatory to all national and foreign people, both sexes, that work in the Republic territory and render paid services to another natural or legal person, by means of designation, work contract, or learning contract, being private or public, expressed or alleged.

The Social Security is aimed to protect the workers and their families in the following situations: illness, maternity, professional risks, disability, old age and death. The family benefits cover: birth, lactation and burial subsidies.

Those workers that are not obligatory subjected to the Obligatory Social Security, such as artisans and other independent workers can ask to the Health National Fund their incorporation in one or more insurances as long as they take complete care of the price and undergo the conditions that will be established by the corresponding regulation.

#### **3.3.5.1. Unemployment benefit and access to it**

N/A

#### **3.3.5.2. Sickness benefits and access to them**

N/A

#### **3.3.5.3. Family allowances and access to them<sup>110</sup>**

**Nationwide:**

---

<sup>110</sup> Interview with a Health National Fund employee on December 15th, 2008. La Paz, Bolivia.

**Antenatal benefit:** the insured or beneficiary pregnant mother receives a monthly allowance in kind, for a value equivalent to one national minimum salary during the last 5 months of pregnancy, apart from the temporal disability benefit.

The benefit starts on the fifth month of pregnancy and expires on the baby birth.

**Birth benefit:** the insured or beneficiary mother receives a unique payment equivalent to a national minimum salary for every child birth.

**Lactation benefit:** monthly provision of dairy products equivalent to a national minimum salary for every child during his/her first twelve months.

**Maternity benefit:** It is a right that the working woman, the wife or concubine (in case of an unmarried couple) of the active insured or rentier has to receive external consultation surgical services and hospitalization for the pregnant woman.

The pregnant worker enjoys the temporal disability benefit, equivalent to 90% of her monthly valuable salary (DS. 2099 from August 1<sup>st</sup>, 1985), for a period of three months as compensation for maternity leave: 45 days before and 45 days after the birth.

A *unemployed single woman* could be Mother and Child Insurance beneficiary, this SUMI (for its Spanish abbreviation) Insurance is universal, integral and free of charge, provides help to *pregnant* women from the beginning of the pregnancy up to 6 months after the birth, and to children from their birth until they turn 5 years old.

#### **3.3.5.4. Other benefits in the social welfare system<sup>111</sup>**

##### **Elderly**

##### **Old Age Universal Income (Dignity Income)**

The Old Age Universal Income is a non-contributive life help, that the Bolivian government grants to all Bolivian residents that are older than 60 years old:

a) that do not have an income from the Long Term Social Security System or a remuneration contemplated on the Nation General Budget. The total of the Old Age Universal income reaches 2,400 Bs (263.75 Euros) anual

---

<sup>111</sup> UNITAS, information elaborated based on the current regulations.

b) that have an income from the Long Term Social Security System, they will receive only 75% of the total of the Old Age Universal Income. The Old Age Universal Income total reaches 1,800 Bs (197.81 Euros) anual.

### **Health Insurance for the Older Adult (SSPAM, for its Spanish abbreviation)**

The Health Insurance for the Older Adult is an integral medical assistance service free of charge for persons older than 60 years. The SSPAM covers the following services:

- Health promotion, prevention and education
- External consultation and complementary examinations
- Laboratory, X rays, ultrasound scan and other tests
- Dentist attention
- Hospitalizations
- Surgical treatment
- Supplies and medicine provision
- Traditional medicine products provision

### **Home and support mechanism for old people**

Current resources in Santa Cruz for old people:

- Santa Cruz Home<sup>112</sup>, an institution administered by the Defenseless Old People Little Sisters, Catholic Church nun order.
- Admittance refuge administered by the Charity Missionary Sisters, in another area of the city<sup>113</sup>. This Centre admits people with low incomes or abandoned old people.

Note: The installed capacities of both institutions are totally saturated.

- The Senior Federation has a refuge<sup>114</sup>.
- All the other existent centres are private and their price is higher than 3,519.61 Bs (392.22 EUR).

## **Minors**

---

<sup>112</sup> Datos proporcionados por la Hna. Francisca Núñez, el 13 de Julio de 2008, Hogar Santa Cruz, calle Beni N° 2.685, teléfono 00 - 591 - 3 - 342 -6570, Santa Cruz de la Sierra, Bolivia.

<sup>113</sup> Road to the North, 4 and half kilometer, San Silvestre Neighbourhood, Santa Cruz de la Sierra, Bolivia.

<sup>114</sup> Senior Federation refuge, located on the Urbano Park in Santa Cruz de la Sierra

### **Juancito Pinto voucher**

The “Juancito Pinto” voucher consists on 200 bolivianos. It is aimed to encourage the enrollment and to reduce the school absence, as well as the school dropout, in a way that the education in favor to the Bolivian children is strengthen. The education of children in school age is important for economical development and growth.

The beneficiaries of the “Juancito Pinto” vouches are children up to sixth (6<sup>th</sup>) grade in primary school, apart from that the Special Education students and Alternative Young Education children from all the public educative centres are included.

## **Women**

### **Mother and Child Universal Insurance (SUMI)**

Provides free of charge help to a child under 5 years old and to a pregnant woman up to 6 months after birth obligatorily and coercively in public and social security institutions.

The objective of the SUMI is: to reduce the mother and child morbidity and mortality and to protect the most vulnerable population group of the country where the higher mortality rates are concentrated.

This insurance is granted all over the country, in 2,259 health institutions on urban and rural areas, in Health Public System, short term Social Security (Health Fund) institutions and other institutions included under agreement.

However, there is a proposal to extend this medical insurance (Mother and Child Insurance SUMI) that only considers the coverage for mothers and children up to six years old. The new insurance (SuSalud [YourHealth]), pretends to provide free of charge and obligatory attention to the entire population up to 22 years old, in first and second level hospitals.

### **3.3.5.5. Special benefits for returnees**

N/A

### **3.3.6. Charity organizations with a general scope (services, contact information)**

#### **LA PAZ**

##### **Social and Legal Orientation Centre for older adults:**

Bolivar Street N° 616 on the corner with Ballivián (Murillo Square)

Telephone number: (+591) (2) 2202333

##### **Rural Home**

Chapere Street on the corner with Apumalla No 25-bajo mariscal Santa Cruz between the Cemetery and the Portada

Telephone number: (+591) (2) 2380686

##### **Temporary Shelter for victims of violence within the family**

Yanacocha Street N° 969

Telephone number: (+591) (2) 2284988

##### **Older Adult Women Home "Maria Esther Quevedo"**

Indaburo Street on the corner with Jaen N° 722

Telephone number: (+591) (2) 2408222

On the following link, the candidates will be able to find a list of institutions and/or organizations that provide special services to vulnerable groups: [www.discapacidadbolivia.org/](http://www.discapacidadbolivia.org/) .

#### **SANTA CRUZ<sup>115</sup>**

Catholic Parish Churches and the different Protestant churches have social assistance services, but each one has their own special characteristics and in different action fields for the members of their congregations. Health services, welfare kitchen, mother's club, etc can be found within these services. The Santa Cruz archdiocese, in

---

<sup>115</sup> DESAFÍO NGO, [desafiovecinal@gmail.com](mailto:desafiovecinal@gmail.com) , telephone number 00 - 591 - 3 - 355 - 9673, Santa Cruz de la Sierra, Bolivia, own analysis based on the work experience and knowledge of reality.

the past, has edited the "Social Work Directory of the Church on the Santa Cruz Archdiocese" <sup>116</sup>, where all the social work of the Catholic Church is registered.

## **BOLIVIA**

For complementary information on the resources existent in Bolivia, we recommend the consultation of the NGOs that work in Bolivia Directory (2007):

[www.jica-bo.org/publicaciones/200709121902390.directorio\\_ongs\\_2007.pdf](http://www.jica-bo.org/publicaciones/200709121902390.directorio_ongs_2007.pdf)

### **3.3.7. Useful data to calculate the cost of living (price of petrol, basic food, etc.)**

The world economical crisis has an impact on the country through the fall of the price of several exportation products.

The situation in **Santa Cruz** as regards prices is not different to the rest of the country, having an even higher inflation rate than the Bolivian average, which may be a result of some factors such as the speculation of Santa Cruz private sectors, the main opposition.

## **LA PAZ AND COCHABAMBA**

On the following table we present the price of some basic products up to December 2008:

**AVERAGE PRODUCT PRICES BY CITY UP TO DECEMBER 31<sup>ST</sup>, 2008**

Description	Quantity	Measure Unit	La Paz	Cochabamba
Regular bread	1	UNIT(S)	0.41	0.49
Special bread.	12	UNIT(S)	6.76	0.58
Rice	1	POUND (s)	4.31	26.03
Wheat flour	1	POUND (s)	2.95	6.53
Cow meat without bone	1	KILO(s)	29.77	28.2
Cow meat without bone	1	KILO(s)	31.57	27.36
Minced cow meat	1	KILO(s)	22.08	21.16
Cow bone	1	KILO(s)	7.86	4.5
Pork meat	1	KILO(s)	25.31	23.24

<sup>116</sup> Edition of the Archdiocesan Secretary of Social Pastoral (SEAPAS, for its Spanish abbreviation) "Social Work Directory of the Church on the Santa Cruz Archdiocese". Elaborated by Maria Teresa Valdivia. 1990.

Lamb meat	1,25	KILO(s)	32.83	21.92
Chicken meat (whole)	1	KILO(s)	14.46	14.86
Natural milk	2	LITRE (s)	7.21	3.75
Yogurt	1	LITRE (s)	9.3	5.32
National cheese	1	KILO(s)	32.5	20.12
Chicken egg	1	UNIT(S)	0.6	0.55
Oil	900	CM3 (s)	12.1	11.47
Breakfast	1	UNIT(S)	4.28	4.94
Api (traditional Bolivian food, made with purple corn and orange peel)	1	UNIT(S)	1.79	2.64
Lunch	1	UNIT(S)	7.29	9.93
Dinner	1	UNIT(S)	4.44	9.93

SOURCE: STATISTICS NATIONAL INSTITUTE

### 3.4. Health

#### 3.4.1. General health situation by regions (epidemics, etc.)

##### Diseases

##### Chagas Disease<sup>117</sup>:

60% of the Bolivian territory is considered to be Chagas endemic, that is to say, an area where the vector is present and there is evidence of the disease's transmission.

The chagas endemic zones are mainly rural, with scarcely populated centres and dispersed population. The economical activity of the settlers concentrates on agricultural work, and temporary jobs. Their houses are small constructions with unplastered adobe walls, generally without windows, thatched roofs, and uncovered roof space where the conenose bug finds its ideal habitat in hidden places, cracks and holes.

The population more sensitive to contract the infection:

- Children under 5 years old.
- Women and men between 30 and 40 years old, the most affected group by the consequences of the disease.

<sup>117</sup> Millennium Development Objectives, Current Situation, Evaluation and Perspectives, La Paz, March 2007, page 106.

The Chagas disease is related directly with poverty, but the risk to infestation is for the entire population, if the adequate precautions are not taken.

### **Malaria**<sup>118</sup>

In Bolivia, this disease constitutes a permanent public health problem, given that it is actively transmitted in eight departments of the country and it covers approximately 75% of the national territory, mainly in the Amazon region.

The generalized endemic area in the country is practically rural and presents the highest extreme poverty levels. The conditions are, among others, in populations with precarious houses, the same as happens with the Chagas disease (mentioned above). These aspects constitute factors that increase the risk of malaria, due to a closer contact between men and the mosquito.

The population more sensitive to contract the infection:

- In pregnant women, the malaria weakens the immune system and it can turn into a serious condition, causing severe anemia and even death.
- Children under 5 years old, suffer a high risk of contract diseases related to the malaria that affects the immune system. Even those who recover from malaria suffer serious secondary effects as a result of the infection, such as anemia, recurrent fever, blindness or brain damage.

### **Tuberculosis**<sup>119</sup> (TB)

TB is one of the most severe endemic diseases that affect Bolivian people. The incidence rate of the disease registered in the country is one of the highest in Latin America that, together with high poverty rates, create the best conditions for the transmission and perpetuation of the disease.

The most vulnerable human groups to develop this disease are those who are not careful with their diet and live or work in places with low air circulation. The disease

---

<sup>118</sup> Fourth Report of the Progress of the Millennium Development Objectives, BOLIVIA 2003 - 2004, Economical and Social Policies Analysis Unit (UDAPE, for its Spanish abbreviation), Bolivia, 2006, page 47.

<sup>119</sup> Millennium Development Objective, Current Situation, Evaluation and Perspectives, La Paz, March 2007, page 126.

concentrates mainly in populations that are economically depressed and marginal where there is a high rate of overcrowding and malnutrition.

The population more sensitive to contract the infection or early reactivation:

- People with diseases that weaken their immune system (diabetes, HIV/aids and silicosis).
- Drug addicts, alcoholics and those who do not receive the appropriate and adequate treatment.
- People in productive and reproductive age.

### **Acute Respiratory Infections<sup>120</sup> (ARI)**

The main mortality causes during childhood are the acute respiratory diseases (especially pneumonia), diarrhea and malnutrition.

La Paz continues to be the department with the lowest treatment level of ARI for a 37%, Cochabamba for a 41% and Santa Cruz for a 67% of the children with the symptoms that asked for a treatment.

### **Dengue Fever**

#### **Dengue Fever Cases January 2009<sup>121</sup>**

<b>Department</b>	<b>%</b>
Santa Cruz	83.18 %
Cochabamba	5.84 %
La Paz	1.9 %
Chuquisaca	6 %
Beni	1.59 %
Tarija	1.41%

"The main sources of infection are in some abandoned pieces of land where the recent rain left stagnant water where a great amount of mosquitoes are found. In the rural area, the problem could even be worse, especially in low and hot zones where the sanitary infrastructure is even more precarious. The authorities expressed their

<sup>120</sup> Preliminary Report Health and Demographic National Survey 2008 ENDSA (for its Spanish abbreviation) 2008, La Paz - Bolivia.

<sup>121</sup> Press note in La Razon newspaper from La Paz, Bolivia. It is feared that dengue fever will reach the 50,000 cases in January 2009.

concern that the number of people infected by dengue fever may be more than one hundred.”<sup>122</sup>

### 3.4.2. Drinking water and sanitation by regions; heating systems (if relevant)

#### Bolivia<sup>123</sup>

- Water origin roads:

Water origin	%
Net pipes	74%
River, slope or irrigation channel	12%
Well or waterwheel without a pump	6.2%
Public pool	2.1%
Well or waterwheel with a pump	2.2%
Other sources	2.1%
Delivery cart	1.6%
Lake, lagoon or quagmire	0.3%

- Water origin in houses by net pipes:

Area	%
Urban area	92%
Rural area	43%

- Houses with bathroom, water or latrine

Houses with bathroom, water or latrine	%
Bolivia	71%
Urban area	87.9%
Rural area	43.5%

- Drain

Drain	%
Sewer drain	32%
Cesspit	23%
Does not have a bathroom	29%
<b>Septic tank</b>	<b>10%</b>
Surface	6.5

<sup>122</sup> Press Note in El Deber newspaper from Santa Cruz de la Sierra, Bolivia, Epidemic Disease. It will give US\$ 100,000 as a donation and US\$ 1,000,000 to credit in January 2009.

<sup>123</sup>National Statistics Institute, Statistics and economical, social and demographic indicators from Bolivia, “Home Survey 2006”. Consulted on August 2007.

**La Paz:** There are not updated data

**Cochabamba:** There are not updated data

**Santa Cruz de la Sierra**<sup>124</sup> it has drinkable water coverage by a cooperative system. Up to Cuarto Anillo the service is provided by SAGUAPAC Cooperative and it can be said that it is a good service, although it is expensive for the income level of the population.

The rest of the city, in the periphery of urban areas, there are also cooperatives that took over the provision of the drinkable water service. The economical limitations and the little support from the local authorities resulted in several flaws in the service. This is reflected in that they have less deep wells than SAGUAPAC and that they have not made progresses in the creation of sewer for the collection of semisolid waste. This situation makes the periphery population more vulnerable.

### **3.4.3. Health care system (including psychological care)**

The **Ministry of Health and Sports** is in charge of health in Bolivia. On the website of this Ministry the National Plan of the Health Sector can be found<sup>125</sup>, which main objectives are aimed to:

- To eliminate the health social exclusion through the universal health insurance and the Unique Health System, adequate to the multiethnic and multicultural nature of the country.
- To increase the healthy years of life of the Bolivian people, improving their quality of life and intervening on the social determinants of health and sickness through an intersectoriality focus.
- To promote and to stimulate the social participation and mobilization, as a mechanism of social control and transparenence in the use of the public resources.

---

<sup>124</sup> Interview on October 10<sup>th</sup>, 2008 with Mr. Juan José Ávila, DESAFIO NGO director. This is a private institution that works in municipal districts of Santa Cruz de la Sierra, with the Local Power Development programme, which one of its action lines is the participatory investigation where such themes as basic services, municipal budgets, diagnosis and neighbourhood and district development plans are developed. Address Destacamento 132 Street No 216, telephone number 00 - 591 - 3 - 355 - 9673, Santa Cruz de la Sierra, Bolivia.

<sup>125</sup> Ministry of Sports and Health, [www.sns.gov.bo/index.apx?op=1](http://www.sns.gov.bo/index.apx?op=1) last consultation November 8<sup>th</sup>, 2008.

- To recover the sanitary sovereignty and the role of the Sports and Health Ministry over the entire National Sanitary System.

For this purpose two **viceministries** have been created:

1. Viceministry of Sports and Health Promotion. One of its directions, the General Direction of Health Promotion, has the enormous responsibility of generating and developing policies directed to promote the equity in the social determinants of health to improve the quality of life and the health level of Bolivian people.
2. Viceministry of Traditional and Intercultural Medicine, that has three main objectives:
  - To adapt the family and community health model to the concrete reality of the 36 ethnic groups that are part of the Bolivian social formation.
  - To find the articulation mechanisms between traditional medicine and academic medicine.
  - To recover the knowledge of the traditional medicine through investigations and the incorporation of its pharmacopoeia in the official vademecum.

It has also been created the **General Direction of Health Insurances** to implement the Universal Health Insurance "SU SALUD", through the 005/2007 bill which objective is to protect and to take care of the health of the Bolivian people that are not insured in any of the administrative entity of short term insurance.

#### **3.4.3.1. Health care infrastructure by regions (hospitals, equipment, etc.)<sup>126</sup>**

At the departmental level the Ministry of Health executes its actions through the Health Departmental Service (SEDES, for its Spanish abbreviation) and the competences as regards the health infrastructure provision are delegated to the Municipal

---

<sup>126</sup> Interview on July 15<sup>th</sup>, 2008 with Ms.Lila Bacherer, manager of the Essential Medicine Program of the Cáritas Social Pastoral, telephone number 00 - 591 - 3 - 346 - 3334, Santa Cruz de la Sierra, Bolivia.

Governments. There are three levels of attention and the proper infrastructure for these levels.

**First level:** There is a health primary net. These are sanitary posts that are located in neighbourhoods and rural communities. In some rural communities there's only one nurse or health promoter. There one can receive vaccines, a general medical consultation, everything that do not require hospitalization.

**Second level:** Small and medium surgeries are carried out and specialized attention to some diseases or ailments is provided. In Santa Cruz de la Sierra there are the Villa Primero de Mayo, Hospital Francés and Hospital Pro Salud hospitals, among others. The hospitals that are in the provinces are from second level.

**Third level:** Major surgeries, specialized consultation and auxiliary services are carried out. In Santa Cruz de la Sierra, there are the Hospital San Juan Dios, Hospital de la Caja Petrolera de Salud and the Hospital Japonés hospitals.

In the infrastructure provision for the second and third levels, apart from the Municipal Government (the direct responsible) it is necessary the intervention of the Departmental and National governments. Among the auxiliary services that the third level hospitals must have are radiology, physiotherapy, dialysis, ultrasound scan, etc.

La Paz	El Alto	Cochabamba	Santa Cruz
<p><b>Hospital Gastroenterologico</b> Saavedra Avenue Telephone numbers: (591-2)2246255 (591-2) 2245345 Fax:(591-2) 2246243</p> <p><b>Hospital Obrero No. 1</b> Brasil Avenue in the corner with Argentina Telephone number:(591-2) 2245600</p>	<p><b>Hospital Municipal Boliviano-Holandes</b> Satélite Avenue in the corner with Diego de Portugal Telephone number:(591-2) 2818090 Fax:(591-2)08119870 <a href="mailto:hosholan@ceibo.entelnet.bo">hosholan@ceibo.entelnet.bo</a></p>	<p><b>Instituto Gastroenterologico Boliviano Japonés. IGBJ</b> Venezuela Street without number Post Office Box: 4541 Telephone number:(591-4) 4259198 Fax:(591-4)08119870 <a href="mailto:igbj@hotmail.com">igbj@hotmail.com</a></p>	<p><b>Hospital Universitario Japonés</b> Tercer anillo and Japon Avenue Telephone number(+591) (3) 346-2031</p> <p><b>Hospital San Juan de Dios</b> Telephone number: (+591 3) 3332222</p> <p><b>Hospital Petrolero</b> Telephone Number: (+591 3) 3339111</p>

## **Santa Cruz**

As regards the equipment of the few public hospitals, the Hospital Universitario Japonés is the best equipped, but even this one currently lacks of several laboratory services and of the support of appropriate technology equipment such as CAT scanner or to perform a doppler ultrasound, that does not have resonance, among others.

On the following website, the candidate can find a list of **hospitals by department and by level of attention:**

[www.cns.gov.bo/cns\\_centros.php](http://www.cns.gov.bo/cns_centros.php)

In the following website one can find the address of the **health centres at national level**

[http://saludpublica.bvsp.org.bo/sys/s5a.xic?EI=%24&DB=J&DS=1^DIRECTORIO&S2=5&S7=30&S9=\(CI22%2F\(13\)\)&S10=69&S17=2&S22=d&S32=3&S8=1](http://saludpublica.bvsp.org.bo/sys/s5a.xic?EI=%24&DB=J&DS=1^DIRECTORIO&S2=5&S7=30&S9=(CI22%2F(13))&S10=69&S17=2&S22=d&S32=3&S8=1)

### **3.4.3.2. Eligibility criteria and access to health care services<sup>127</sup>**

There are two insurances for particular vulnerable groups:

1. The Mother and Child Universal Insurance (SUMI, for its Spanish abbreviation), by means of which pregnant women and children up to 5 years old have free of charge access.
2. Old Adult Insurance, that covers the entire hospital attention to people older than 65 years.

Once the "SuSALUD" insurance bill is approved (currently it is under discussion on the Senate Chamber of the National Congress), all Bolivian citizens will have free of charge access to health services.

In case the insurance does not cover the medical benefit, the patient will have to pay certain amount of money for the service. If the person does not have the economical resources to pay for these medical services, he can go to the social "services" or "work" departments of the medical centre to ask for help to cover the expenses. In some cases it is possible to get all the service completely free of charge.

---

<sup>127</sup> DESAFIO NGO, , telephone number 00 - 591 - 3 - 355 - 9673, Santa Cruz de la Sierra, Bolivia.

### 3.4.3.3. Costs of healthcare (costs of treatment, medicaments, bribes for doctors)

The average cost for a medical service is presented on the following table:

**Average prices of medical services**

Description	Unit	Measure Unit	La Paz		Cochabamba	
			BOB	EUR	BOB	EUR
General medical consultation	1	SERVICE	32.18	3.64	49.33	5.58
Specialized consultation (gynecology)	1	SERVICE	63.75	7.21	63.72	7.21
Dental service (simple closing)	1	SERVICE	49.71	5.62	51.15	5.79
Clinical laboratory analysis (complete hemogram)	1	SERVICE	25.94	2.93	28.74	3.25
X rays service (thorax)	1	SERVICE	19.17	2.17	74.69	8.45
Hospitalization service	1	DAY(s)	94.06	10.64	90.85	10.28
Birth service	2	DAY(s)	1,405.22	158.94	1,741.66	196.99

Source: INE, according to the family budget 2008

Note: (1) AVERAGE PRICES FOR CONSUMER, DECEMBER 2008

#### **Santa Cruz**

In the Hospital Universitario Japonés<sup>128</sup>

- A general medicine consultation costs 18 BOB (1.93 EUR).
- A maternity consultation costs 20 BOB (2.14 EUR).

If there is an emergency and treatment is required on the emergency room, it is more expensive. There are no data available of the prices of surgical interventions and/or medical emergencies.

Treatment costs, hospitals do not have medicine items for their patients.

<sup>128</sup> Hospital Universitario Japonés, telephone number 00 - 591 - 3 346-2031, address Tercer Anillo and Japón Avenue.

The medicine items make the treatment more expensive, given that most of the people go to private pharmacies. In Santa Cruz there is only one Popular Pharmacy.

The Popular Pharmacy<sup>129</sup> depends on the medicine programme of SEDES and the prices of the medicines are lower than on private pharmacies. Because it depends on the State it has some advantages such as not paying taxes, many medicines are donations and the cost of the transport is lower. With this initiative, the State intends only to recover its costs and do not make profits out of them (they are not subsidiary). The main fault is that the Popular Pharmacy hasn't been advertised among the population.

#### **3.4.3.4. Discrimination in health care system (ethnic, religious, social, etc.)**

##### **LA PAZ and COCHABAMBA<sup>130</sup>**

**Religious discrimination:** There isn't.

**Social, economical and ethnic discrimination:** The quality of the service varies according to the economical possibilities of the user. This service variation is given by the reach and complexity of the services offered, that is to say, some services are only in charge of the health promotion and prevention, of the basic specialities of the internal medicine and others provide medical attention of greater complexity (high technology diagnosis and treatment).

##### **SANTA CRUZ<sup>131</sup>**

**Religious discrimination:** There isn't.

**Ethnic discrimination:** it can be said that the discrimination against natives in general and especially against natives migrant from the west of the country is frequently repeated. The treatment they receive in hospitals and medical centres in

---

<sup>129</sup> Interview on November 12<sup>th</sup>, 2008 with Mr. Segundino Peláez, Director of the Consultant Service to Agricultural Communities (SACOA, for its Spanish abbreviation), this is a NGO that worked during a long time with health programmes in the San Julián area, Ñuflo de Chávez Province, Santa Cruz.

<sup>130</sup> UNITAS

<sup>131</sup> Desafío NGO, Santa Cruz, Bolivia.

this city is not completely kind, the turn they have to receive attention is not always respected, doctors assists another person instead of them, etc.

### 3.4.3.5. Services of non-state agents in health care (international, NGO, church)

#### NGO

In Bolivia there is an NGO Network in integral health, whose impact is extremely important. PROCOSI is built by 34 organizations that are national and international members.

The PROCOSI Net<sup>132</sup> is present all over the country and proposes an improvement in the health of Bolivian people with integral projects in mother health, nutrition, children health, infectious diseases (Malaria, Tuberculosis, Chagas disease, HIV/Aids), genre, rights exercise, youth leadership, water and cleaning up.

Next we present some of the Health Non Government Organizations that work in La Paz, Cochabamba and Santa Cruz departments:

#### **Services, Education and Investigation Centre (CIES, for its Spanish abbreviation)<sup>133</sup>**

The assistance and health services offer includes a medical and educative integral package in sexual and reproductive health that incorporates among others: antenatal care, birth and post birth assistance, family planning, uterus and cervix cancer prevention, HIV/AIDS, men health, attention of violence based on genre, attention to vulnerable groups, different attention to adolescents and pediatric services.

LA PAZ	COCHABAMBA	SANTA CRUZ
Fernando Álvarez	Claudia Anaya	Eduardo Nuñez,
Boquerón Street N° 1444 on the corner of Colombia	Uruguay Street N° 436, San Martín and 25 de Mayo	Grigotá Avenue N° 395 (in front of the Ramada),
Telephone numbers	Telephone number (+591)(4)	Telephone number (591)

<sup>132</sup> Network of the Integral Coordination Programme - PROCOSI- . [www.procosi.org.bo](http://www.procosi.org.bo), last consultation on December, 2008.

<sup>133</sup> Contact: Luis Eduardo Nuñez, Grigotá Avenue N° 395 (in front of the Ramada), telephone number 00 - 591 - 354 - 1883, Santa Cruz de la Sierra, Bolivia.

(+591)(2) 2485111 Fax (+591) (2) 2485111 <a href="mailto:cieslapaz@cies.org.bo">cieslapaz@cies.org.bo</a>	4231670 Fax (+591) (4) 4231670 <a href="mailto:ciescbba@cies-saludweb.org">ciescbba@cies-saludweb.org</a>	(3)541883
---	---	-----------

### PRO WOMAN<sup>134</sup>

It is an institution that provides support to women that live in social and economical exclusion conditions through participatory integral services so they can achieve personal, family and community sustain. It trains its members through health programmes.

Central Office LA PAZ	COCHABAMBA	SANTA CRUZ
Vivianne Romero  Hernando Siles Avenue N° 455 El Zodiaco Building. Ground floor, Office 10 Obrajés c.9 Telephone numbers (+591) (2) 2784711 – 2784942 – 2114918 - 2114914 Fax (+591) (2) 2786804 Post Office 7338 <a href="mailto:lapaz@pro-mujer.org">lapaz@pro-mujer.org</a>	Jenny Canapé  Liendo Pasaje A Street between Beijing and Gorver Suárez Street - Villa Busch Telephone numbers (+591) (4) 4432872 – 4432855 Fax (+591) (4) 4432872 – 4432855 <a href="mailto:cochabamba@pro-mujer.org">cochabamba@pro-mujer.org</a> <a href="mailto:icanapi@pro-mujer.org">icanapi@pro-mujer.org</a>	Guillermo Sempértégui,  José Salvatierra Street 68 between Grigotá Avenue and Suarez, telephone numbers (+591)(3) 356 5010 / 351 5521, Fax (+591)351 5521, <a href="mailto:santacruz@pro-mujer.org">santacruz@pro-mujer.org</a> / <a href="mailto:gsempertegui@pro-mujer.org">gsempertegui@pro-mujer.org</a> ,

### Health Protection (PROSALUD)<sup>135</sup>

It is an organization of service to the community that develops its activities within the framework of the Health National Policy, contributing as part of the civil society, in the work of extending the access, the coverage and the improvement of the quality of the health services for the people.

Central Office – Santa Cruz	Santa Cruz	La Paz	Cochabamba
Frank Luis Fernández	Gonzalo Rojas	Peter Quiroga	Rubi Castellón

<sup>134</sup> Contact: Guillermo Sempértégui, José Salvatierra Street N° 68 between Grigotá Avenue and Suarez, telephone numbers 00 - 591 - 3 - 356 - 5010 / 351 - 5521, fax 00 - 591 - 351 - 5521, [santacruz@pro-mujer.org](mailto:santacruz@pro-mujer.org) / [gsempertegui@pro-mujer.org](mailto:gsempertegui@pro-mujer.org), Santa Cruz de la Sierra, Bolivia.

<sup>135</sup> Contacts: Santa Cruz Central Office, Frank Luis Fernández, Isabel La Católica Avenue N° 810, telephone numbers 00 - 591 - 3 - 352 - 9477 / 355 - 5200 / 355 - 5201 / 352 - 5031 / 353 - 3820, fax 00 - 591 - 3 - 352 - 6823 / 355 - 5201, post office 1231, [nacional@prosalud.org](mailto:nacional@prosalud.org); Santa Cruz Region, Gonzalo Rojas, Isabel La Católica Avenue N° 810, telephone numbers 00 - 591 - 3 - 353 - 3820 / 352 - 9477, fax 00 - 591 - 3 - 357 - 2252, post office 1231, Santa Cruz de la Sierra, Bolivia.

Isabel La Católica Avenue N° 810 Telephone numbers (+591) (3) 3529477 – 3555200 – 3555201 – 3525031 - 3533820 Fax (+591) (3) 3526823 – 3555201 Post Office 1231 <a href="mailto:nacional@prosalud.org">nacional@prosalud.org</a> <a href="http://g">g</a>	Isabel La Católica Avenue N° 810 Telephone numbers (+591) (3) 3533820 – 3529477 Fax (+591) (3) 3572252 Post Office 1231 <a href="mailto:nacional@prosalud.org">nacional@prosalud.org</a> <a href="http://g">g</a>	Fernando Guachalla Street N° 342 Victor Building 4 <sup>th</sup> Floor, between 20 de Octubre and 6 de Agosto Telephone numbers (+591)(2) 2440321 – 2440344 Fax (+591) (2) 2440368 Post Office: M-10112 <a href="mailto:lapaz@prosalud.org">lapaz@prosalud.org</a>	Melchor Pérez de Olguín Avenue, between Cap- Ustáriz and Blanco Galindo Telephone numbers (+591)(4) 4446557 – 4446517 Fax (+591) (4) 4446557 <a href="mailto:cbba@prosalud.org">cbba@prosalud.org</a>
---	--	--	--

### **Andean Rural Health Council (CSRA, for its Spanish abbreviation)<sup>136</sup>**

National institution specialized in the administration of local health service networks. It implements a family and community health model that guarantees the universality of access, it focuses the actions on the most needed people, it promotes the self care, and it contemplates a wide social participation.

### **Credit with Rural Education (CRECER, for its Spanish abbreviation)<sup>137</sup>**

It provides services to poor women and their families in rural and marginal urban areas of the country, to support autonomous actions in order to improve the integral health, the family economy and the exercise of citizens' rights.

### **Christian Children's Fund (CCF)<sup>138</sup>**

It works in such areas as alimentary health and basic cleaning, children nutrition and development, education and emergencies. Its projects cover the periphery of urban areas and rural areas in Santa Cruz.

### **Bolivian International Plan Inc. Bolivia (Plan)<sup>139</sup>**

International humanitarian organization that emphasizes its actions in municipalities of the rural area under the focus of work, community development centered in childhood, in social administration programmes, childhood rights, education, integral health, water and basic cleaning, healthy housing, habitat, genre and income generation.

<sup>136</sup> Contact: Nathan Robison, [csra@csra-bolivia.org](mailto:csra@csra-bolivia.org), Walter Khon Street n° 806, Cristo Rey Area.

<sup>137</sup> Contact: Juan Auad, [www.crecer.org.bo](http://www.crecer.org.bo), [joseuad@crecer.org.bo](mailto:joseuad@crecer.org.bo).

<sup>138</sup> Contact: José Antonio Muñoz, Pasaje Florida N° 22 between Saavedra Avenue and Díaz Romero Street, telephone numbers 00 - 591 - 2 - 222 - 1771 / 222 - 2056 / 211 - 3401, fax 00 - 591 - 2 - 211 - 3425, post office 8735, La Paz, Bolivia. [www.christianchildrensfund.org](http://www.christianchildrensfund.org).

<sup>139</sup> Contact: Juan Felipe Sánchez, [www.plan-internacional.org](http://www.plan-internacional.org), [bolivia.co@plan-internacional.org](mailto:bolivia.co@plan-internacional.org)

### **SexSalud<sup>140</sup>**

Organization that contributes to the HIV epidemic control and the development of health and sexual and reproductive rights, from an integral vision of sexuality, working with vulnerable groups, general population and institutions. It provides services such as health, education, investigation, advocacy and consultancy with a total quality focus.

### **Knowledge light (NUR)<sup>141</sup>**

Non-profit organization that searches the society development by means of an integral transformation of the individual and the society, working in three dimensions: intellectual, physical and spiritual. Among its main activities in health, it works in areas such as Chagas disease, mother and child health; besides, it carries out a mastership in public health. Its headquarters are in Santa Cruz.

### **World Vision International (WVI)<sup>142</sup>**

It searches for structure and poverty conditions transformations to reach children, their families and communities welfare so that they achieve a "fulfilled life". To reach this, it uses an implementation strategy of the sustainable development model named "Area Development Project" (PDA, for its Spanish abbreviation).

### **Adventist Agency for the Development and Welfare Resources (ADRA, for its Spanish abbreviation)<sup>143</sup>**

It promotes the integral and sustainable development of the needed people through humanitarian activities. It has been working in Bolivia for 42 years developing projects to improve the life level in rural communities in Santa Cruz.

---

<sup>140</sup> Contact: Central Office Santa Cruz, Dolly Antúnez, Irala Avenue Nº 673 and Nº 666, telephone numbers 00 - 591 - 3 - 333 - 8699 / 334 - 8218, fax 00 - 591 - 3 - 337 - 6129, post office 6564, [www.sexsalud.org](http://www.sexsalud.org) , [sexsalud@entelnet.bo](mailto:sexsalud@entelnet.bo), Santa Cruz de la Sierra, Bolivia.

<sup>141</sup> Contact: Central Office Santa Cruz, M. Lourdes Cavero, Cristo Redentor Avenue Nº 100, telephone number 00 - 591 - 3 - 336 - 3939, fax 00 - 591 - 3 - 333 - 1850, post office 3273, Santa Cruz de la Sierra, Bolivia.

<sup>142</sup> Contact: Santa Cruz, Marcos Quino, Warnes Street Nº 138, telephone numbers 00 - 591 - 3 - 337 - 1544 / 312 - 9312, fax 00 - 591 3 - 337 - 1544, [www.visionmundial.org.bo](http://www.visionmundial.org.bo) , [marcos\\_quino@wvi.org](mailto:marcos_quino@wvi.org), Santa Cruz de la Sierra, Bolivia.

<sup>143</sup> Contact: María José del Pino, Quinto Anillo and Santos Dumont, 2 Street, 3 block without number, telephone number 00 - 591 - 3 - 356 - 9919, fax 00 - 591 - 3 - 351 - 1933, Santa Cruz de la Sierra, Bolivia. [www.adra.org.bo](http://www.adra.org.bo)

More information about each of these NGOs can be obtained in the PROCOSI website, [www.procosi.org.bo/red\\_procosi.pdf](http://www.procosi.org.bo/red_procosi.pdf)

## **OTHERS**

The **Catholic Church** has in almost every parish church first level health care and, in Santa Cruz de la Sierra, it has two second level hospitals: Villa 1° de mayo and Plan 3000, Hospital Juan XXIII.

The **Evangelic Mission** provides service through a network that counts on a infrastructure that is between first and second level, the Hospital de la Universidad Evangélica.

**Red Cross International** provides first aids, primary attention and its services are valuable in cases of emergency.

## **DISABILITY**

### **Attention to Physical and Mental Handicapped People, especially children.**

Other health centres are the ones specialized in mental or physical handicaps. The ones in **Santa Cruz** are: APRECIA for blind children/young people, ASOCRUZ and Juana Jiménez, for deaf people, Faith and Joy Special learning Programme (PREFA), ACAI Workshop, APRONDI, Santa Cruz Centre, Manos Unidas (United Hands), Down Syndrome Foundation (FUSINDO, for its Spanish abbreviation) for intellectual disability, Cerebral Palsy Centre (CPC) for children/young people with cerebral palsy and many homes for children with learning difficulties. There are also different associations of people with disabilities.<sup>144</sup>

- **Diagnosis Centre for Intellectually Handicapped People** in Santa Cruz de la Sierra, Benito Menny Centre. The diagnosis may have a minimum price of 120 Bs. (12.84 EUR), this amount of money cannot always be paid by the poor families or families with low economic resources.

---

<sup>144</sup> Mrs. Modesta Escobar, departmental responsible of the Occupational Formation Proposal for People with Disabilities. Departmental Office of Faith and Joy, P. Pérez Street N° 107, telephone numbers 00 - 591 - 3 - 352 - 3536 / 355 - 5294, post office N° 5638, Santa Cruz de la Sierra, Bolivia.

- **Cerebral Palsy Centre**<sup>145</sup>: it works with people that have suffered neurological damage of cerebral origin whose consequences may be disabilities in the motor, intellectual or sensitive functions, or sometimes it has multiple and/or associated effects.

It works from an integral development programme that implies the understanding of the situation of a person with development needs at a biological, psychological and social level. For this reason, it works with development areas that include the academic part, social or community activity.

- **Teresa de los Andes**, located in Cotoca and in charge of the Redeeming fathers of Colombia. To this home, that is a boarding school, several farm families go to leave their children.

#### **3.4.3.6. Diseases which cannot be effectively treated in the country**

The following diseases do not count on the necessary assistance:

- There is not the necessary assistance for diabetes, cancer, kidney diseases (that need dialysis).
- HIV-AIDS does not have any assistance, because of the price of the medicines to treat this disease.
- Tuberculosis has a free of charge treatment, but there is one inconvenient, the lack of persistency of the people to continue with the treatment until the end.

#### **3.4.3.7. Supply with standard medicines**

The standard medicines can be purchase without many difficulties in the local market pharmacies.

---

<sup>145</sup> Interview with the Cerebral Palsy Centre director, Mrs. Carolina Villarreal, Tercer Anillo interno and San Martín Avenue, telephone number 00 - 591 - 3 - 352 - 5444, Santa Cruz de la Sierra, Bolivia.

There are two kinds of Pharmacies where medicines can be purchased: Private and Popular. The Popular Pharmacies have lower prices than the Private pharmacies given that they belong to the State and do not pay taxes and many medicines are from donations.

### **Nationalwide**

In the city there are several programmes of essential and generic medicines supply at accessible prices to the low resources population. These programmes provide medicines to health public services:

- National Programme of Essential Medicine (PRODEME, for its Spanish abbreviation<sup>146</sup>) dependant of the Caritas Social Pastoral (PASOC, for its Spanish abbreviation) of the Santa Cruz Archdiocese<sup>147</sup>. Essential Medicine Supply in charge of the non-profit civil association (IME)<sup>148</sup>. The headquarters of this association is located in La Paz.
- The Supply Centre (CEASS, for its Spanish abbreviation) dependant of the State but of autonomous departmental administration.

It constitutes the official provider of the State that provides essential medicines and supplies to the Health Network at accessible prices, responsible of the integral management of medicines and supplies, it constitutes itself as the operative part of the SNUS, setting coordination mechanisms with the different instances of the sector for the correct storage and distributions of medicines and supplies<sup>149</sup>.

---

<sup>146</sup> [www.ops.org.bo/medicamentos/?TE=20050129003537](http://www.ops.org.bo/medicamentos/?TE=20050129003537) , consulted on January 2009

<sup>147</sup> Interview on July 15<sup>th</sup>, 2008 with Ms.Lila Bacherer, manager of the Essential Medicine Program of the Cáritas Social Pastoral, telephone number 00 - 591 - 3 - 346 - 3334, Santa Cruz de la Sierra, Bolivia.

<sup>148</sup> Information provided in an interview on July 23<sup>rd</sup> 2008 with Dr. Greta Bravo, IME Association, telephone number 00 -591 - 3 - 311- 3385, Santa Cruz de la Sierra, Bolivia.

<sup>149</sup> Regulation of the Supply Unique National System "SNUS"