



# ECONOMIC YEARBOOK 2025

1. PREVENTIVE AND JUST QUERÉTARO



## MESSAGE

Querétaro is today one of the municipalities with the greatest economic dynamism in the country. It is a city of culture, tradition, and innovation, proudly recognized as a UNESCO World Heritage Site. Its sustained growth, modern infrastructure, human talent, and quality of life make our city an ideal place to live, invest, and undertake new ventures. This is no coincidence: it is the result of a development model based on planning, collaboration, and a forward-looking vision.

Through this administration, we are driving Plan Orden, a comprehensive strategy to ensure an orderly and sustainable path for economic growth. We are committed to building a Querétaro that is competitive, but also sustainable and inclusive; a municipality where development reaches everyone and is built responsibly, leveling the playing field and ensuring that opportunities are available to all Querétaro residents.

In this context, having precise, updated, and reliable information is essential. The 2025 Economic Yearbook is a key tool that compiles valuable data to support decision-making across the public, private, academic, and social sectors.

For this edition of the Yearbook, we have integrated data from municipal, state, and federal sources, as well as from civil society. In addition, it includes evaluations and analyses from renowned organizations such as the Mexican Institute for Competitiveness (IMCO), Standard & Poor's, KPMG, and PRODENSA, which strengthen both the depth and rigor of its content. Because by working together—government, private sector, and academia—we reinforce the economic ecosystem and create more and better opportunities for the people of Querétaro.

This year, we also wanted to innovate in the presentation of the Economic Yearbook: it is now available through an interactive web platform, enabling dynamic consultation and broadening access to the municipality's strategic information.

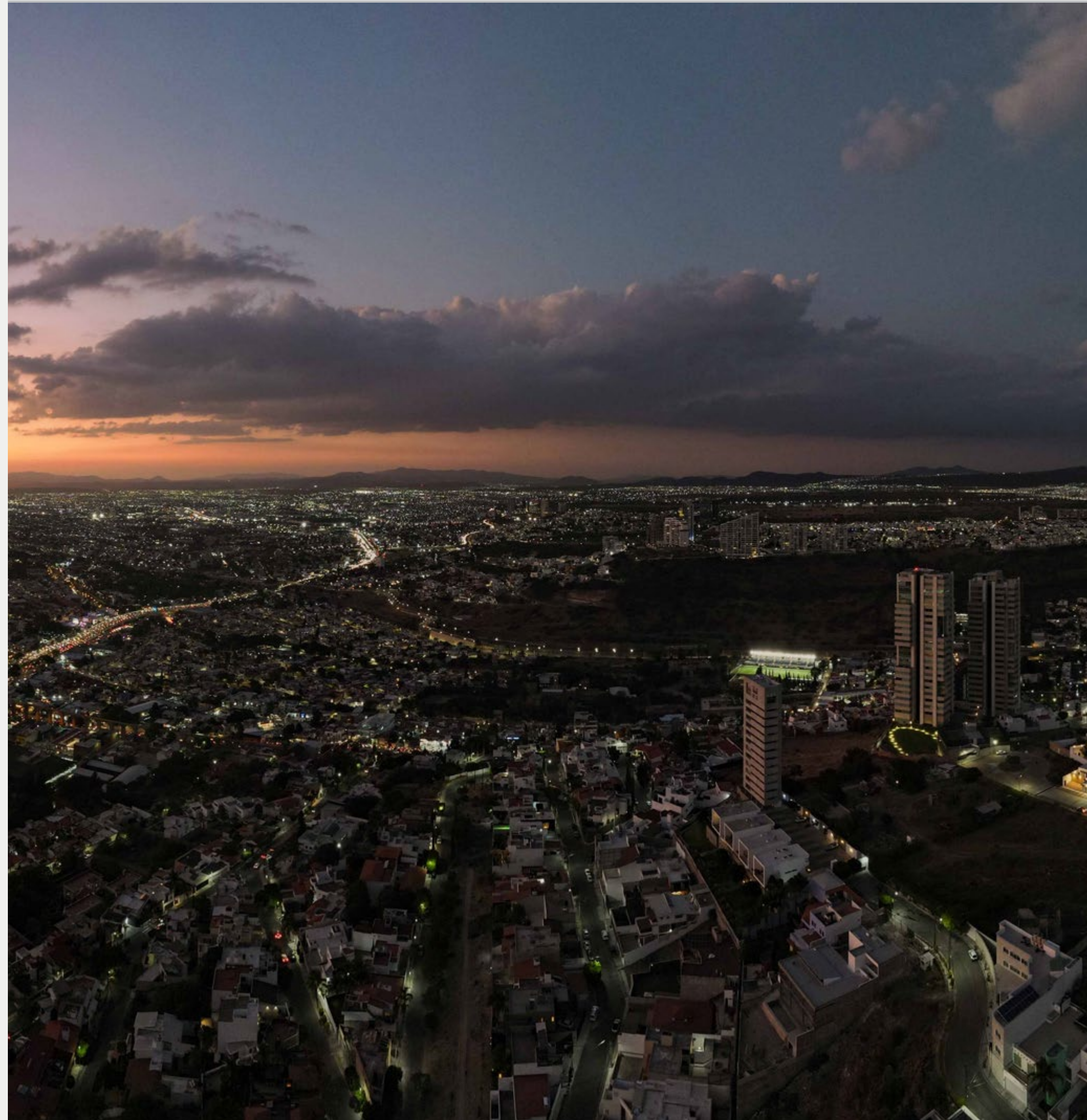
The Economic Yearbook not only reflects what Querétaro has achieved, but also points to where we are heading: toward a capital built with order, where we work every day to create the best future in the city's history. Querétaro is a beacon of national leadership, with public policies focused on promoting the talent of its people and improving their quality of life.

This is an instrument that will help us stay on course and continue making informed, responsible decisions with a long-term vision.

I invite you—residents of Querétaro, entrepreneurs, business leaders, investors, and citizens—to take full advantage of this tool so that, together, we can continue building a Querétaro of order, sustainable growth, and a future for all.

**Mtro. Felipe Fernando Macías Olvera**

Municipal President



## MESSAGE

The growth of Querétaro is not a matter of chance, but the result of the effort, innovation, and vision of those who build it day by day. This Yearbook is a testimony to the economic growth that defines our city and to the potential that drives us toward the future. Under the leadership of our Municipal President, Felipe Fernando Macías Olvera, we will continue to build a strong and diverse economy that supports the goals of Querétaro's people.

From public institutions, the private sector, and the academic and social spheres, we make decisions every day, always considering their impact on the development of our municipality and their short-, medium-, and long-term effects. In short, in Querétaro, we do not improvise.

This is particularly relevant considering that our city's sustained growth brings with it significant challenges in terms of achieving orderly, inclusive, and sustainable development that protects the quality of life of Querétaro's residents. In this regard, it is the responsibility of all sectors to collaborate so that growth becomes a factor of well-being, peace, and social harmony.

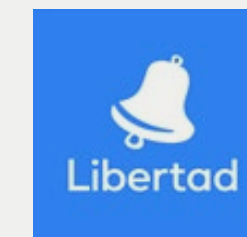
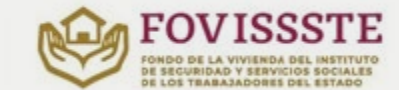
In this context, in order to make the best decisions and to design, plan, and implement actions across all areas of public life—from academia to economic development, from social policy to health and education—it is essential to have clear and accurate information about our city.

For the first time in the history of the Municipal Economic Yearbook, we established partnerships with public and private organizations, as well as renowned institutions, to strengthen the information contained in the final document. This process of compilation began in December of last year, which means that today we present 9 months of meticulous work. In an unprecedented effort, we forged strategic partnerships with 86 sources of information, including municipal, state, and federal agencies, as well as the private sector. This collective endeavor aimed to produce a reference material of real value for those who wish to contribute to Querétaro's economic ecosystem.

We are confident that with this Yearbook, it will be possible to continue making the best decisions to keep writing the story of a city that grows in a sustained, sustainable, and inclusive way, with an ever-increasing quality of life for its inhabitants—a capital that moves forward with order, clarity, and a firm step toward the future.

**Alejandro Sterling Sánchez**

Secretary of Economic Development of the Municipality of Querétaro



# QUERÉTARO

MESSAGE

THANKS

1. PREVENTIVE AND JUST
2. MODERN AND INNOVATIVE
3. ORGANIZED
4. ENVIRONMENTALLY FRIENDLY
5. FAMILY AND SOCIAL LIFE
6. CITIZEN

STRATEGIC ALLIANCES

## 1. A PREVENTIVE AND JUST QUERÉTARO

### 1.1. SECURITY

### 1.2. POVERTY AND QUALITY OF LIFE

### 1.3. WOMEN

### 1.4. HUMAN DEVELOPMENT

### 1.5. CIVIL SOCIETY ORGANIZATIONS



# 1.1. SECURITY

A policing system involves general and specific crime prevention, investigation for case resolution, prosecution of crimes, and enforcement of administrative offenses, as well as the promotion of citizen participation in preventive actions. For this reason, the Municipality of Querétaro remains committed to maintaining a top-level police force, with trained personnel working under dignified conditions.

In alignment with the Querétaro 2050 Plan, Axis 1. Preventive and Just Querétaro of the Municipal Development Plan 2024–2027 includes citizens’ perception of insecurity as a key indicator. In this area, Querétaro ranks as the seventh state with the lowest percentage nationwide, according to the 2024 National Survey on Victimization and Perception of Public Security.

## Security for All Program

Its objective is to guarantee harmonious coexistence and the comprehensive development of families, organizations, and individuals, fully exercising their rights within an environment where safety, tranquility, and social peace prevail. To achieve this, the strategy is to strengthen security through a police force that is approachable, professional, and properly trained.

On September 7, 2020, the Command, Control, Communication, and Computing Center (C4) was inaugurated. A total of 95 guided tours were conducted, benefiting 998 people. The primary goal of these activities is to promote a culture of legality by reinforcing values such as legitimacy, respect, solidarity, and freedom, in order to guarantee harmonious coexistence in society.

In compliance with the General Law of the National Public Security System and in accordance with applicable regulations, evaluations were conducted for municipal police personnel. Of these, 36.6% corresponded to basic competencies, 31.9% to trustworthiness assessments, and 31.5% to performance evaluations.

Municipal Police Stations (ESPOL), 2024		
N.º	Location	Delegation
1	Av. Porvenir s/n. Col. Las Peñitas	Epigmenio González Flores
3	Manuel Gutiérrez Nájera n° 24. Col. Historic Center	Historic Center
5	Loma de La Cañada and Paseo Loma Dorada. Col. Loma Dorada	Villa Cayetano Rubio
7	Av. Popocatepetl s/n. Col. Las Palmas	Historic Center
8	Constituyentes and Fray Pedro de Córdoba. Col. Quintas del Marqués	Josefa Vergara y Hernández
10	Palenque s/n. Col. El Laurel	Historic Center
12	Street Hacienda Grande s/n. Col. Jardines de la Hacienda	Josefa Vergara y Hernández
13	Prolongación Corregidora Sur, corner with Cerro Viejo, Vista Alegre	
18	Street Manuel Gómez Morin s/n, corner with Paseo Constitución. Col. El Parque	Epigmenio González Flores
19	Alfonso Reyes s/n, corner with Salvador Novo. Col. El Tintero	Felipe Carrillo Puerto
20	Street Pames s/n, corner with Tarahumaras. Col. Cerrito Colorado	Félix Osores Sotomayor
Santa Rosa Substation	Calle 20 de Noviembre n° 420, Col. Continental, Santa Rosa Jáuregui	Santa Rosa Jáuregui
Northeast Police and Civic Courts Substation	Street Río Candelaria. Col. Menchaca	Epigmenio González Flores
Peña Flor Substation	Av. Peña Flor. Col. Real del Marqués	Félix Osores Sotomayor
South Substation	Street Lorenzo de Médicis s/n, corner with Raphael Sanzio. Col. Campestre Italiana	Josefa Vergara y Hernández

Source: Ministry of Municipal Public Security, 2025.



Source: Ministry of Municipal Public Security, 2025.

In 2024, emergency calls to the 911 unified emergency number were handled at the C4 facilities. Of the total legitimate calls received, 38.9% corresponded to reports of traffic accidents without injuries, aggressive individuals, and suspicious persons.

Calls to the 9-1-1 Emergency Line, 2024		
Reason for report	Quantity	Percentage
<b>Traffic accident without injuries</b>	<b>27,881</b>	<b>13.6</b>
Disturbance of public order due to intoxicated person	7,401	3.6
Assistance to the public	13,433	6.6
Blockage or obstruction of communication routes	6,656	3.2
Other activated emergency alarms	16,368	8.0
Other traffic regulation violations	6,325	3.1
Other family-related incidents	16,501	8.1
Other fires	13,701	6.7
Other clinical medical incidents	4,839	2.3
<b>Aggressive person</b>	<b>26,551</b>	<b>13.0</b>
<b>Suspicious person</b>	<b>25,096</b>	<b>12.3</b>
Fight/illegal brawl	12,073	5.9
Excessive noise	5,852	2.9
Request for information	13,905	6.8
Suspicious vehicle	7,931	3.9
<b>Total</b>	<b>204,513</b>	<b>100.0</b>

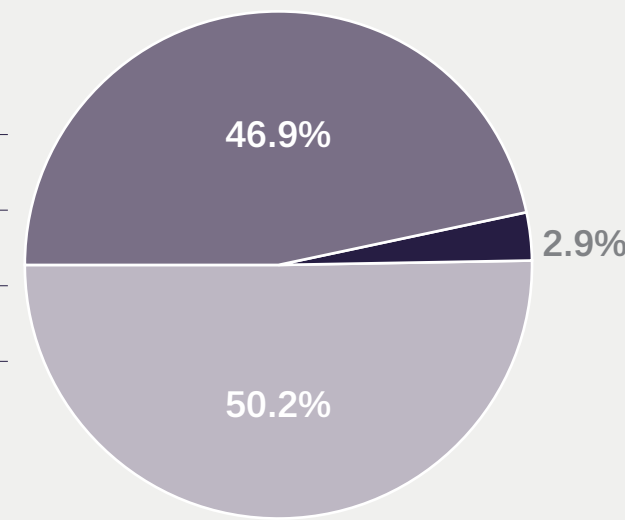
Source: Ministry of Municipal Public Security, 2025.

**768,282**

C4 CALL HANDLING, 2024

Legitimate	360,246
Guidance	22,357
Inappropriate	385,679

Source: Ministry of Municipal Public Security, 2025.



The phone line 442 427 6700 received calls from the public, of which approximately 50.0% were attended to. The remaining calls were either inappropriate or prank calls, which hinder the reception of truly relevant reports.

One of the lines of action to serve the child and youth population is school-based interventions, through which the student community benefits from training sessions, awareness campaigns, guided tours, workshops, and follow-up meetings.

Interventions in Schools, 2024		
Type of interventions	Activities	Beneficiaries
Implementation of micro-diagnostics and self-assessments with businesses	43	901
Awareness campaigns: Prevention of property crimes and behaviors subject to police mediation	31	10,372
Training on: safety and prevention, 9-1-1 emergency line protocol, knowing my network, community management, situational prevention, neighborhood communication and organization, and culture of peace	127	582
Formation of school network	3	104
Exploratory tours	4	89
Follow-up meeting	66	2,619
Informative sessions: Prevention of Crimes and Administrative Offenses, Responsible Use of School Networks, 9-1-1 Emergency Line Protocol, Know Your Police, Prevention of School Violence, Culture of Peace, Situational Prevention	157	7,331
Problem survey	45	93
<b>Total</b>	<b>476</b>	<b>22,091</b>

Source: Ministry of Municipal Public Security, 2025.



In 2024, traffic services were provided, including escorting public works projects as well as religious, sports, and cultural events, representing a 15.8% increase compared to the previous year.

Traffic Services, 2024	
Type of service	Quantity
Public works flagging	6,423
Support to other authorities	4,973
Disco deployment	6,593
Market deployment	2,408
Cultural events	2,228
Sports events	176
Religious events	982
Special services	3,757
Traffic control	24,672
Security at educational institutions	11,346
<b>Total</b>	<b>63,558</b>

Source: Ministry of Municipal Public Security, 2025.



The Municipal Police Watch Directorate, in coordination with the Ministry of the Interior, implemented the preventive traffic operation "Take Life Seriously," better known as the "Sobriety Checkpoint," with the goal of enhancing public safety and preventing traffic incidents caused by drivers under the influence of alcohol. This operation was carried out on the main avenues of the Municipality of Querétaro, with full respect for human rights.

**Results of the "Take Life Seriously" Sobriety Checkpoint Operation, 2024**

Category	Quantity
Fit to drive	431
Breathalyzer devices used	209
Citations issued	-
Referred to Civic Court	1,274
Unfit to drive	1,274
Tests performed	28,459
Vehicles impounded due to violation	-
Vehicles turned over to Civic Court	1,188
Vehicles turned over to Prosecutor's Office	-
Vehicles inspected	25,394

Source: Ministry of Municipal Public Security, 2025.

In 2024, the Ministry of Municipal Public Security of Querétaro (SSPMQ), through the Municipal Police Watch Directorate, carried out arrests as part of its preventive and security actions, referring offenders to the Civic Court. In 88.4% of cases, the offenses were administrative violations.

In the same year, citations were issued to private and public services for various reasons. The number of recorded tickets decreased by 17.5% compared to 2023, mainly among private vehicle drivers.

### Individuals Detained for Administrative Offenses, 2024

Referrals to Civic Court	Quantity	Percentage
Administrative offenses	9,841	88.4
Sobriety checkpoint	1,297	11.6
<b>Total</b>	<b>11,138</b>	<b>100.0</b>

Source: Ministry of Municipal Public Security, 2025.

### Citations Issued Under the Legal Framework of the Traffic Regulations for the State of Querétaro, 2024

Citations	Quantity
Private service	22,802
Public service	743
<b>Total</b>	<b>23,545</b>

Source: Ministry of Municipal Public Security, 2025.

### Traffic Incident Records, 2024

Incidents	Quantity
Settlements	1,672
Crimes against road traffic safety	201
Referred to Prosecutor's Offices	147
Traffic incidents	2,893
Injured	215
Deceased	35
<b>Total</b>	<b>5,163</b>

Source: Ministry of Municipal Public Security, 2025.



## Justice and Peace Municipality Program

This program establishes strategies for building a peaceful Querétaro by promoting civic culture and governance through actions and programs focused on the social prevention of violence and crime, with the goal of strengthening effective justice procurement.

The program works closely with the community through educational, community-based, sports, artistic-cultural, psychosocial, and socio-productive activities, aiming to reinforce social cohesion and reduce violence and crime.

The Comprehensive Centers for Social Prevention (CIPRES) operate under the principles of prevention and social cohesion, offering workshops, courses, and training sessions that have benefited over 400 neighborhoods in the municipality. These activities are carried out with the support of change promoters and in collaboration with various institutions. Notably, attendance at the centers increased by 9.8% compared to 2023.

### Results of the Justice and Peace Municipality Program, 2024

CIPRES	Delegation	Attendance	People benefited	Neighborhoods served	Sessions held	Community promoters	Partner institutions
I	Félix Osores Sotomayor	48,524	11,488	155	2,421	13	5
II	Epigmenio González Flores	56,310	11,972	103	2,487	26	13
III	Josefa Vergara y Hernández	31,634	10,934	67	2,116	22	14
IV	Felipe Carrillo Puerto	21,175	10,551	77	1,845	10	3
<b>Total</b>		<b>157,643</b>	<b>44,945</b>	<b>402</b>	<b>8,869</b>	<b>71</b>	<b>35</b>

Source: Ministry of Municipal Public Security, 2025.

This social prevention model promotes a healthier environment that discourages violent behavior and criminal intent. In 2024, it reaffirmed the effectiveness of the CIPRES model by encouraging the participation of municipal and state agencies in activities aimed at preventing risky behaviors and raising awareness about the services offered by each entity.

Likewise, the Citizen Participation Department promoted community integration through the formation of networks focused on crime prevention and the promotion of a culture of legality.



Citizen Participation, 2024												
Phases	Activities	1st. Stage		2nd. Stage		3rd. Stage		4th. Stage		Total activities across all 4 stages	Total people served across all 4 stages	
		Activities	People served	Activities	People served	Activities	People served	Activities	People served			
1	Awareness campaigns	Awareness campaigns	275	71,417	319	90,809	87	28,656	161	50,319	842	241,201
2	Program presentation	Program presentation	1	11	1	4	3	4	4	24	9	43
3	Surveys	Survey implementation	62	2,868	56	2,454	25	1,637	48	2,167	191	9,126
		"Red dot" implementation	2	112	18	954	3	386	4	136	27	1,588
		Risk analysis	1	4	-	-	-	-	-	-	1	4
		Problem survey	15	121	51	598	12	117	21	186	99	1,022
4	Improvement activities	Citizen networks	2	25	50	246	6	16	13	70	71	357
		Improvement actions	775	3,964	578	2,924	320	1,788	559	4,246	2,232	12,922
5	Exploratory tours	Security exploratory tours	-	-	1	3	-	-	-	-	1	3
6	Socialization and implementation of the action plan	Actions: action plan socialization, training sessions, informative sessions, guided tours, follow-up meetings	1,058	5,444	4,016	15,825	624	2,341	1,093	6,048	6,791	29,658
<b>Total</b>			<b>2,191</b>	<b>83,966</b>	<b>5,090</b>	<b>113,817</b>	<b>1,080</b>	<b>34,945</b>	<b>1,903</b>	<b>63,196</b>	<b>10,262</b>	<b>295,924</b>

Source: Ministry of Municipal Public Security, 2025.

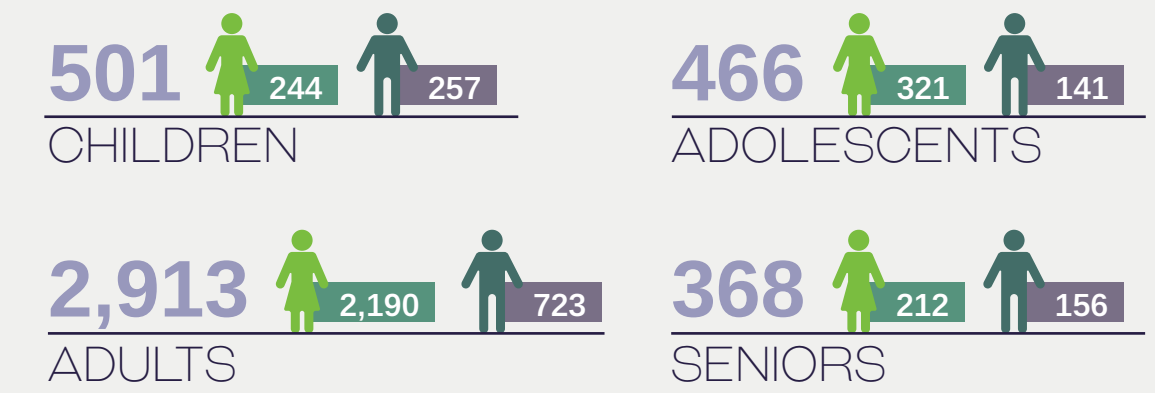


## Operational Supervision

Police interventions provided assistance to both direct and indirect victims, with a higher incidence of impacts on women. This trend underscores the importance of maintaining preventive measures and specialized care, particularly with a gender-sensitive approach.

The delegations with the highest number of interventions were Félix Osoros Sotomayor with 23.7%, Epigmenio González Flores with 21.4%, and Felipe Carrillo Puerto with 16.1%. Of the total reports addressed, the majority were follow-up cases, followed by domestic violence incidents and activations of the Alba Protocol.

**4,248**  
Interventions Addressed, 2024



Source: Ministry of Municipal Public Security, 2025.  
● Female ● Male

### Interventions Classified by Type, 2024

Type of intervention	Delegation							Quantity	Percentage
	Historic Center	Epigmenio González Flores	Félix Osoros Sotomayor	Felipe Carrillo Puerto	Josefa Vergara y Hernández	Santa Rosa Jáuregui	Villa Cayetano Rubio		
Sexual abuse	14	15	10	16	7	8	4	74	0.5
Transportation support	3	5	6	3	59	3	-	79	0.5
Nervous breakdowns	9	5	3	1	3	1	-	22	0.1
Deaths	12	4	14	5	8	13	1	57	0.4
Homicides	4	4	7	5	8	13	1	42	0.3
Suicide attempts	20	36	43	32	13	13	4	161	1.1
Neglect of care for adults	-	1	-	-	-	-	-	1	0.0
Neglect of care for minors	2	2	2	1	2	2	-	11	0.1
Missing person	34	53	32	28	18	14	1	180	1.2
Deprivation of liberty	2	2	3	1	3	1	-	12	0.1
Alba Protocol	41	52	48	37	39	20	5	242	1.6
Robbery with violence	14	5	2	6	2	4	-	33	0.2
Follow-ups	1,238	2,775	3,106	2,129	1,717	1,478	596	13,039	88.4
Suicides	4	11	12	11	3	3	-	44	0.3
Rape	10	15	21	6	9	5	6	72	0.5
Domestic violence	89	162	181	94	43	75	37	681	4.6
<b>Total</b>	<b>1,496</b>	<b>3,147</b>	<b>3,490</b>	<b>2,375</b>	<b>1,934</b>	<b>1,653</b>	<b>655</b>	<b>14,750</b>	<b>100.0</b>

Source: Ministry of Municipal Public Security, 2025.

The Municipal Civil Protection Coordination is part of the working group established by the State Commission for Regulatory Improvement to review and reform the State Civil Protection Law. In 2024, this agency confiscated 2.3% more pyrotechnics in the municipality compared to the previous year.

### Seizure of Hazardous Material, 2024

Material	Quantity
Hydrocarbons	12,000 liters
Pyrotechnics	4,451 kilograms

Source: Municipal Civil Protection Coordination, 2025.

# 1.2. POVERTY AND QUALITY OF LIFE

This research stems from the need to develop a poverty measurement that complements the results provided by the National Council for the Evaluation of Social Development Policy (CONEVAL). This led to the creation of the Poverty by Shortages Index (IPC, for its initials in Spanish), an instrument that operates independently from the established welfare thresholds and focuses exclusively on individuals identified by CONEVAL as living in poverty.

The added value of this index lies in its sensitivity to inequality within poverty itself. Its main advantage is that it simplifies the presentation of the country's social status and, based on its findings, makes it possible to formulate targeted public policy recommendations. These guidelines help identify which specific deprivations government actions should address to have a greater impact on reducing hardship, both for those on the verge of overcoming poverty and for those facing conditions of marginalization.

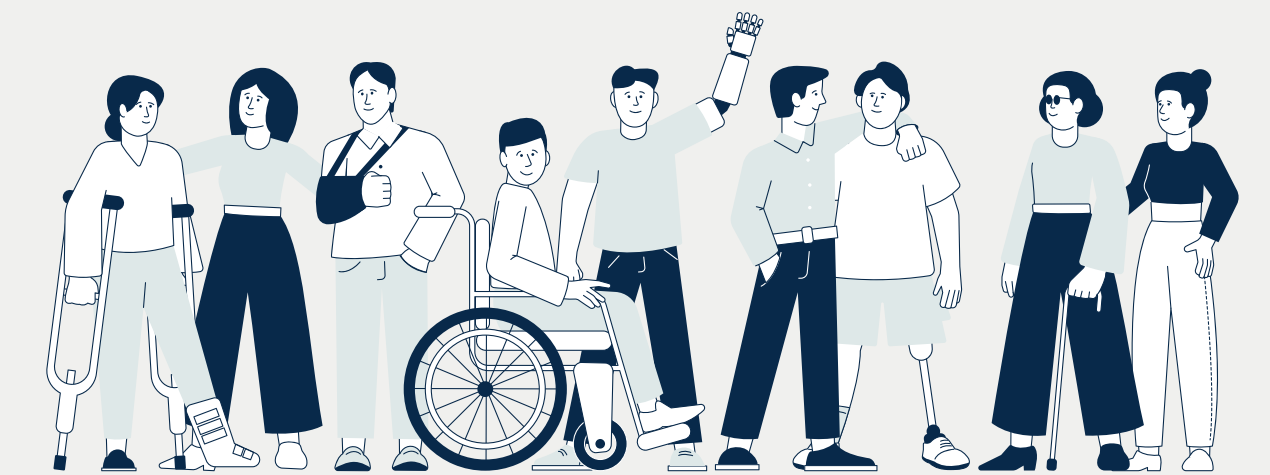
The city of Querétaro stands out for its levels of safety, economic development, and quality of services, as well as for its social and cultural conditions, all of which contribute to the well-being of its population. According to Numbeo's 2024 Quality of Life Index, it ranks 4th globally, positioning it among the best cities in the world to live in.



## Support for People with Disabilities

Since October 1, 2024, the Municipal Institute for Human Rights and Social Inclusion (IMDHIS) has been open to the public at the Civic Center offices in Querétaro. This organization has distinguished itself by generating significant results for the benefit of citizens.

According to the 2024 National Survey on Demographic Dynamics (ENADID), prepared by the National Institute of Statistics and Geography (INEGI), only 2,009 companies in Querétaro reported having hired people with disabilities. This highlights a lag in the private sector regarding inclusion, as only 2.0% of establishments employ personnel in this condition.



### Actions Carried Out by IMDHIS, 2024

Description	Beneficiaries
Events, courses, workshops, conferences, and social support related to inclusion and non-discrimination	211
Psychological support via the 070 hotline and chat	338
Legal assistance	9
Social work	14
Users of the transitional home "Changing Lives"	17
Ongoing psychological support "Changing Lives"	106
Outreach brigades for people experiencing homelessness	74
Issuance of parking permits for people with disabilities	122
Actions addressing sexual diversity issues	24
<b>Total</b>	<b>915</b>

Source: Municipal Institute for Human Rights and Social Inclusion, 2025.





## Migration Dynamics

The National Migration Institute (INM) is the agency responsible for planning, executing, supervising, and evaluating migration services in Mexico, as well as handling related matters through its regional offices across the states. In 2024, an increase was recorded in the inflow and outflow of foreign nationals in the state.

**National Migration Institute, Querétaro Office, 2024**

**5,855**

Foreign nationals with temporary or permanent residency (January–November 2024)

**2,887**

Repatriation of Mexican nationals

**365,193**

Record of international arrivals at AIQ

Source: National Migration Institute (INM), 2025.  
AIQ: Querétaro International Airport.



## Paisano Program

This is a year-round initiative designed to prevent abuses, serving as a tool to protect the fundamental human rights of a significant sector of the population. Its main goal is to ensure that Mexican nationals who enter, travel through, or leave the country receive dignified and lawful treatment through the following actions:

- Respond to and follow up on complaints and requests for assistance.
- Disseminate information on legal obligations, rights, and social programs in Mexico.
- Protect the physical integrity and property of individuals.
- Raise awareness and provide training for public servants and civil society.

The service offers year-round phone support, along with assistance and follow-up on complaints and requests.

During special operations in Easter, summer, and winter, interagency collaboration efforts are intensified and information booths are set up throughout the country.

**Results of the Paisano Program Activities, 2023-2024**

Activity	Easter	Summer	Winter	Total
<b>2023</b>				
Assistance to returning nationals	6,914	8,333	15,922	<b>31,169</b>
Fixed modules installed	7	7	7	<b>21</b>
Observers providing assistance at the modules	7	7	7	<b>21</b>
<b>2024</b>				
Assistance to returning nationals	10,357	8,763	19,753	<b>38,879</b>
Fixed modules installed	6	6	5	<b>17</b>
Observers providing assistance at the modules	8	8	8	<b>24</b>

Source: National Migration Institute (INM), 2025.

# 1.3. WOMEN

The Municipality of Querétaro, through the Ministry for Women, is responsible for promoting, fostering, formulating, implementing, and evaluating public policies, programs, and actions aimed at ensuring substantive equality between women and men.

Its main goal is to promote and encourage conditions that guarantee women equal opportunities, non-discrimination, access to a life free from violence, full exercise of their rights, and equitable participation in political, cultural, economic, and social life, based on the following criteria:

- I. Mainstreaming a gender perspective in the public policies of the various municipal government departments, entities, and agencies, through the implementation of coordinated or joint programs and actions aimed at ensuring equal opportunities and preventing violence against women.
- II. Strengthening ties among federal and state authorities, as well as the social and private sectors, in order to establish mechanisms that promote the comprehensive development of women.

The Municipal Institute for Women reported that in 2024, it provided 1,446 legal assistance services to 316 women and carried out two gender awareness programs targeted at schools, companies, public officials, and the general population.

**1. Substantive Equality Program for Women and Men.** Of the total beneficiaries, 63.0% were women and 37.0% were men.

**2. Program to Address, Sanction, and Eradicate Violence Against Women.** Of the total beneficiaries, 63.0% were women and 37.0% were men. Additionally, 10 visual campaigns were carried out.



Substantive Equality Actions, 2024			
Line of action	Women	Men	Beneficiaries
<b>Escuelas</b>			
1.1. On topics of equality and gender perspective, self-esteem, shared family responsibility, human rights, emotional management and care, inclusive language, masculinities and sisterhood.	2,433	1,923	4,356
4.2. Dignified menstruation.	213	51	264
5.1. On topics of cervical cancer prevention, prevention of sexually transmitted infections.	21	20	41
5.6. Sexual and reproductive health.	35	10	45
5.7. Teen pregnancy prevention.	122	129	251
<b>General population</b>			
1.2. On topics of women's human rights, self-esteem, emotional management and care, equality and gender perspective, and painting to heal.	822	14	836
2.17. Postcard embroidery.	25	4	29
3.1. Shared family responsibility.	186	27	213
3.3. Elderly care.	24	-	24
4.2. Dignified menstruation.	173	40	213
6.5. Topics: Handcrafted bookbinding, making of artisanal soaps.	54	-	54
7.2. Topics: Basic computing for women and use and management of ICTs.	78	-	78
<b>Public officials</b>			
8.4. On topics of equality and gender perspective, self-esteem, shared family responsibility, emotional management and care, inclusive language, and masculinities.	241	347	588
<b>Companies</b>			
1.5. Topics: Self-care, self-esteem, shared family responsibility, women's human rights, emotional management and care, equality and gender perspective, inclusive language, masculinity, and cervical cancer prevention.	444	197	641
<b>Total</b>	<b>4,871</b>	<b>2,762</b>	<b>7,633</b>

Source: Ministry for Women, 2025.

Acciones para atender, sancionar y erradicar la violencia contra las mujeres, 2024			
Line of action	Women	Men	Beneficiaries
<b>Schools</b>			
2.3. On topics of dating violence prevention, prevention of violence against women, prevention of sexual harassment in schools, and digital violence.	2,289	1,761	4,050
<b>General population</b>			
2.15. Topics: Prevention of violence against women, prevention of sexual harassment and assault, and digital violence.	218	22	240
2.17. Painting to heal.	13	-	13
<b>Public officials</b>			
2.11. On topics of: Gender-perspective-based care and gender-perspective-based justice.	50	13	63
8.9. Prevention of violence against women, prevention of sexual harassment and assault in the workplace, prevention of harassment (police), and digital violence.	572	766	1,338
<b>Companies</b>			
1.5. Prevention of violence against women, prevention of sexual harassment and assault in the workplace, and digital violence.	188	108	296
2.1. Legal and psychological support for women experiencing violence.	1,308	-	1,308
<b>Total</b>	<b>4,638</b>	<b>2,670</b>	<b>7,308</b>

Source: Ministry for Women, 2025.

## Women’s University

Its main objective is to strengthen the educational development of women in the municipality of Querétaro through training and educational programs that broaden their opportunities for growth and personal advancement.

The university offers an academic program made up of bachelor’s degrees lasting 3 to 4 years, under a trimester-based system with flexible modalities that adapt to women’s needs: traditional (Monday to Friday, morning or afternoon shifts), executive (Saturday mornings or afternoons), and online (platform available 24/7).

In 2024, the university launched three enrollment calls with students registered in high school, bachelor’s, and master’s levels. Compared to the previous year, this represented an increase of 22.2%.

### Bachelor’s Degree Programs:

- Business Administration
- Tourism Business Administration
- Architecture
- International Trade
- Public Accounting
- Law
- Graphic Design
- Nursing
- Physical Therapy
- Marketing
- Nutrition
- Pedagogy
- Psychology
- Computer Systems Engineering
- Industrial and Systems Engineering

### Master’s Degree Programs:

- Business Administration
- Financial Administration
- Administrative Law
- Corporate Law
- Constitutional Law and Amparo
- Oral Trial Law
- Criminal Procedural Law
- Labor Law
- Teaching and Education
- Project Management
- Human Talent Management
- Educational Management
- Marketing



**6,143** female students ENROLLED

Female Students Enrolled at the Women’s University of the Municipality, 2024		
Four-month period	Level	Female Students
January-April	High School	55
	Bachelor’s Degree	1,710
	Master’s Degree	320
May-August	High School	39
	Bachelor’s Degree	1,641
	Master’s Degree	308
September-December	High School	67
	Bachelor’s Degree	1,747
	Master’s Degree	256
<b>Total</b>		<b>6,143</b>

Source: Ministry for Women, 2025.



# 1.4. HUMAN DEVELOPMENT

The Human Rights Ombudsman’s Office of Querétaro (DDHQ, per its acronym in Spanish) is an autonomous public body responsible for protecting, promoting, and ensuring respect for universal and fundamental human rights, with the aim of enabling individuals to live fully and equally. Its actions encompass access to healthcare, justice, and education, as well as the promotion of freedoms such as belief, expression, movement, and equality before the law, among others. Its key objectives include:

- Contributing to the comprehensive development of the citizenry.
- Creating conditions that allow all individuals to actively participate in public affairs and community decision-making.
- Establishing limits on the actions of public servants—regardless of their hierarchical level or the government institution they belong to (federal, state, or municipal), in order to prevent abuse of power, negligence, or ignorance of their duties.
- Ensuring that all individuals enjoy the autonomy to pursue a dignified life plan, protected from abuses by authorities, public servants, or private individuals.

The agency’s organizational structure in 2024 was as follows:

- Presidency
- Council
- Internal Control Office
- Office of the General Inspector
- Executive Office
- Technical Office
- Finance and Administration Department
- Inspector Coordination Unit
- Victim Support Unit
- Private Office
- Institutional Relations and Public Communications Unit
- Querétaro Human Rights Research Center

During the same year, the DDHQ developed, approved, and published three regulatory instruments aimed at establishing agreements, regulations, and codes that contributed to strengthening human rights advocacy in Querétaro.



## Regulatory Instruments Approved by the DDHQ, 2024

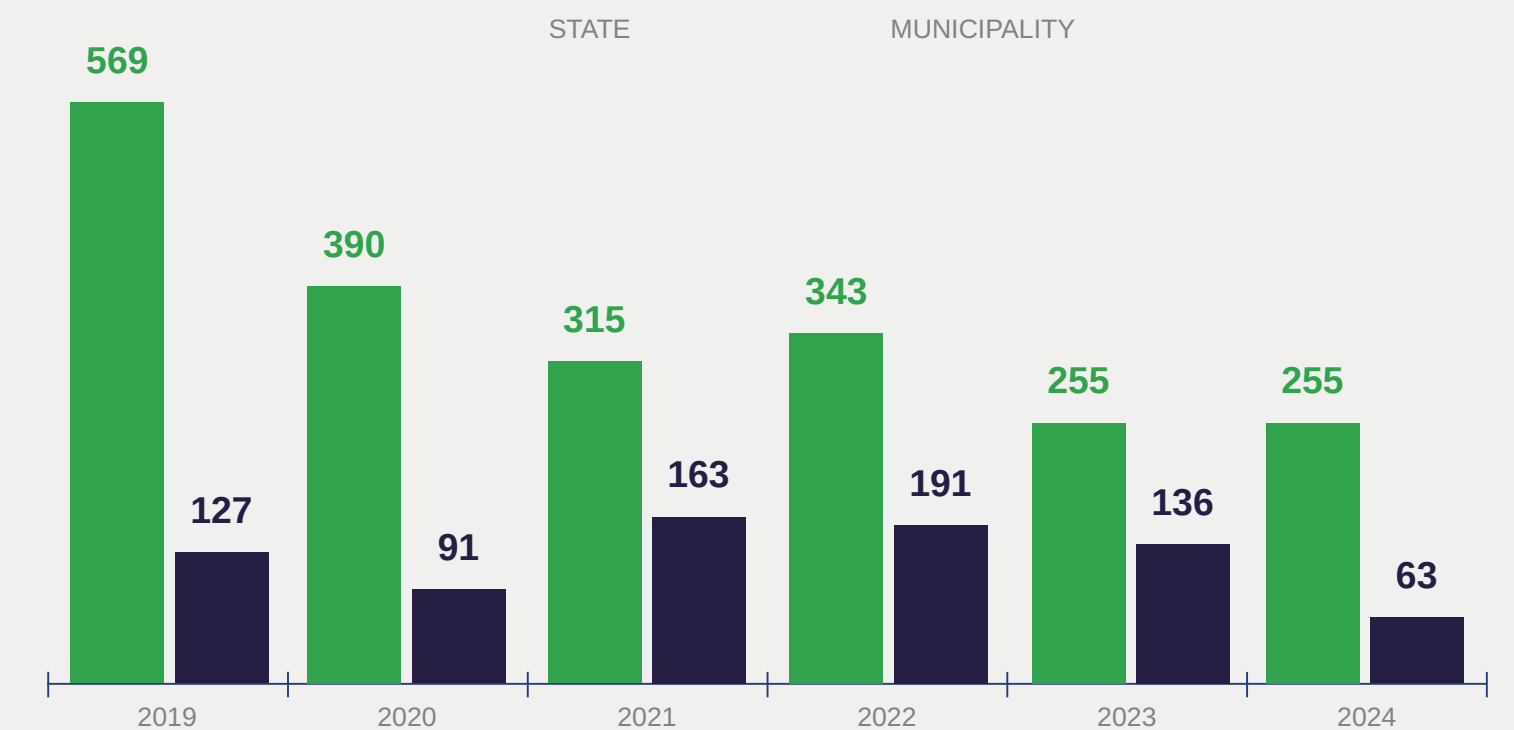
Agreement	Date of publication
Agreement establishing the guidelines for the granting of scholarships for the master’s program offered by the Human Rights Studies Center of Querétaro	September 2
Agreement amending and reforming the title and various provisions of the Regulation on Transparency and Access to Public Information of the Human Rights Ombudsman’s Office of Querétaro	August 9
Agreement establishing the protocol guidelines for attending to visitors of the institutions of the Human Rights Ombudsman’s Office of Querétaro	August 9

Source: Human Rights Ombudsman’s Office of Querétaro, 2025.

## Substantiated Complaints

In 2024, out of all complaints received by the DDHQ at the state level, only 63 corresponded to the municipality of Querétaro. In this same category, a 53.7% decrease was recorded compared to the previous year.

Substantiated Complaints Received by the DDHQ, 2019-2024



Source: Human Rights Ombudsman’s Office of Querétaro, 2025.



**Grounds for Closure**

In the same year, complaints were received with grounds for closure as established in Article 88 of the Human Rights Law of the State of Querétaro. Reports of alleged human rights violations showed a 74.6% decrease compared to 2023; in contrast, reports filed against municipal authorities showed a 37.0% increase. The most frequently violated right was the right to legality and legal security, accounting for 46.2% of all citizen complaints.

Grounds for Closure, 2024	
Causes	Number of complaints
Agreement of responsibility	11
Accumulation	7
Withdrawal	31
Lack of interest	39
Lack of jurisdiction	12
No violation	142
Other	7
Recommendation	6
Resolved during proceedings	96
<b>Total</b>	<b>351</b>

Source: Human Rights Ombudsman's Office of Querétaro, 2025.

**Human Rights Potentially Violated in 2024**

Human Right	Number of complaints
Access to justice	4
Environmental conservation	1
Right to the healthy and comprehensive development of children	2
Education	16
Equality and dignified treatment	91
Integrity and personal safety	79
Best interests of the child	9
Legality and legal security	247
Freedom	30
Non-discrimination	1
Common heritage of humanity	1
Petition	7
Property	2
Health protection	27
Work	11
Life	5
Life in peace	1
Life free of violence	1
<b>Total</b>	<b>535</b>

Source: Human Rights Ombudsman's Office of Querétaro, 2025.





## 1.5. CIVIL SOCIETY ORGANIZATIONS

Civil Society Organizations (CSOs) aim to promote the common welfare of individuals who, due to their vulnerable condition, require some form of support or assistance; the aid they provide is non-profit.

In Mexico, there is a document used to identify CSOs known as the Unique Registration Code in the Federal Registry of Civil Society Organizations (CLUNI per its acronym in Spanish), which enables CSOs to receive various types of support and to issue tax-deductible receipts. At the same time, it obligates them to comply with their established programs.

To apply for CLUNI, a CSO must be legally incorporated and have one of the following legal designations: Civil Association, Civil Society, Private Charitable Institution, Private Charity Association, Charitable Board of Trustees, or Private Assistance Institution. They must not engage in for-profit activities, or in partisan, electoral, or religious proselytism, and they must carry out one of the activities listed in Article 5 of the Federal Law for the Promotion of Activities Carried Out by Civil Society Organizations (LFFAROSC per its acronym in Spanish), such as:

- Social assistance
- Gender equity
- Community nutrition
- Provision of services for the care of socially disadvantaged groups
- Cooperation for community development
- Defense and promotion of human rights
- Promotion and encouragement of educational, cultural, artistic, scientific, and technological activities
- Strengthening the social fabric and public safety

The Federal Registry of Civil Society Organizations verifies and stores the information of registered CSOs.

In 2024, a total of 255 CSOs submitted their annual report, all of them based in the municipality of Querétaro. Their distribution was as follows:



Source: [www.gob.mx/bienestar/reportesinformesanualesosc\\_portal-2024](http://www.gob.mx/bienestar/reportesinformesanualesosc_portal-2024).

During the same period, the Municipal DIF System supported 59 organizations dedicated to various causes, as shown in the following table.



Source: Municipal DIF System, 2025.



**Organizations Benefited by the Municipal DIF System, 2024**

1	<a href="#"><u>Alberque Guadalupano, I.A.P.</u></a> Residential rehabilitation treatment services, outpatient treatment, A.A. meetings, counseling, and psychology.
2	<a href="#"><u>Ándale Para Oír, Padres de Niños Sordos, A.C.</u></a> Audiometry tests, adjustment and calibration of implants, hearing aids and cochlear implants, creation of ear molds, auditory and speech therapy.
3	<a href="#"><u>APAC Querétaro, I.A.P.</u></a> Motor skills, functional academic skills, home life, work with families, communication and language skills.
4	<a href="#"><u>Artesano Buró Cultural, A.C.</u></a> Functional rehabilitation: training in orientation and mobility, braille writing, adaptive technology, emotional management, support for primary and secondary education. Artistic training: music workshops, photography, and awareness workshops. Job training: massage, gardening, and baking. (This is for people with visual disabilities.)
5	<a href="#"><u>Asociación Ale, I.A.P.</u></a> We provide social assistance to low-income individuals waiting for organ transplants—mainly kidney and cornea—immunosuppressive medications, hemodialysis sessions, free cataract surgery campaigns, and promote the culture of organ donation.
6	<a href="#"><u>Asociación Maximiliano María Kolbe, I.A.P.</u></a> Shelter for women with intellectual and psychosocial disabilities.
7	<a href="#"><u>Asociación Mexicana de Ayuda a Niños con Cáncer en Querétaro, I.A.P.</u></a> Lodging, meals, transportation, medical exams, nutritional and emotional care.
8	<a href="#"><u>Asociación Nacional Pro Superación Personal, A.C.</u></a> Human development, moral education, and handicrafts.
9	<a href="#"><u>AYUDANDO MX, A.C.</u></a> We serve meals in our two community kitchens, deliver food to other charitable institutions that serve various vulnerable groups, distribute food baskets to families in difficult situations, and provide clothing and toys to approximately 4,000 girls and boys each year.

10	<a href="#"><u>Cáritas de Querétaro, I.A.P.</u></a> In-kind aid for people experiencing homelessness, support with medications, lab tests, job training workshops, and community projects.
11	<a href="#"><u>Casa Hogar Femenil, AC</u></a> We provide shelter, food, and education to young women and adult women with intellectual disabilities who, for various reasons, have no one to care for them.
12	<a href="#"><u>Casa Hogar San Pablo I.A.P.</u></a> Permanent shelter and comprehensive care for people with brain injury and disability.
13	<a href="#"><u>Casa infantil AMMI, I.A.P.</u></a> Housing, meals, clothing, shoes, education, extracurricular activities, medical care, medication, and recreational activities.
14	<a href="#"><u>Casa María Goretti I.A.P.</u></a> Residential home for women with intellectual disabilities, based on three core programs: housing, health, and training.
15	<a href="#"><u>Centro de Atención para Niños con Daño Cerebral A.C.</u></a> Care for children and youth through personalized therapies, breakfast and lunch, alternative communication, and educational support.
16	<a href="#"><u>Centro de Protección de Ancianos, A.C.</u></a> 24-hour care, meals, nursing, physical therapy, spiritual support, and activities depending on the month's holiday.
17	<a href="#"><u>Centro de Rehabilitación CreeSer, A.C. (CreeSer, Comunidad Terapéutica)</u></a> Therapeutic intervention for addiction rehabilitation, both outpatient and residential.
18	<a href="#"><u>Descubriendo un Amigo, I.A.P.</u></a> Food, groceries, milk, new and used clothing, and occasionally hot meals • Job training for entrepreneurs • Scholarships for students with single mothers or fathers • Cultural events involving muralism and painting in underserved youth communities.

Continues >

**Organizations Benefited by the Municipal DIF System, 2024**

19	<a href="#">El Centro Comunitario Montenegro, A.C</a> Academic activities: homework assistance, academic tutoring, and English workshops. Cultural activities: reading promotion, chess, cooking, and seasonal celebrations such as nativity plays and dances. Sports activities: Tae Kwon Do.
20	<a href="#">El Puente de Esperanza I.A.P.</a> Residential service: lodging and meals • Educational service: covering school expenses. Academic service: personalized support and human development.
21	<a href="#">El Tesoro de Mamá A.C.</a> Half-day care services • Various therapies • Meal service (breakfast and lunch) • Psychological support for beneficiaries' families.
22	<a href="#">Elisabetta Redaelli IAP</a> Comprehensive education for boys and girls ages 3 to 12 in vulnerable situations.
23	<a href="#">Fundación Josefa Vergara y Hernández I.A.P.</a> 1. Housing 2. Meals 3. Holistic and values-based education 4. Psychological care 5. Basic preschool and elementary education 6. Parenting school 7. Nutritional guidance
24	<a href="#">Fundación Kristen AC</a> Medical services in general medicine, cardiology, genetics, nutrition, neuro-rehabilitation and neurodevelopment, psycho-emotional support, and grocery delivery for beneficiaries of the nutrition project.
25	<a href="#">Fundación Lattuada del Insuficiente Renal I.A.P.</a> Kidney disease awareness and prevention program, support with hemodialysis sessions, medication assistance, and workplace health programs.
26	<a href="#">Fundación Merced Querétaro A.C.</a> Promote institutional strengthening and resource management for affiliated CSOs in order to professionalize staff and improve the quality of services they offer to beneficiaries by connecting them with the business, government, and academic sectors.

27	<a href="#">Fundación Queretana Bebé Avance, A.C.</a> For the past 23 years, we have supported families in the prevention and care of motor, cognitive, and perceptual deterioration in children aged 0 to 12 who presented some neurological risk factor. We do this through our comprehensive care model, which includes the following services: neurodevelopmental, speech, pediatric nutrition, and child psychology assessments, allowing for the development of individualized treatment plans in the following areas: early intervention, early stimulation, learning and language, child psychology, and the multisensory stimulation gym.
28	<a href="#">Fundación Soffy, una mano amiga A.C.</a> Psychological and nutritional care for beneficiaries and their immediate families; knowledge center, tutoring classes for beneficiaries, support with medications and lab tests, nutritional support, and food basket distribution.
29	<a href="#">Fundación Vida Plena Ing. Daniel Lozano Aduna IAP</a> Prevention, rehabilitation, and support for girls, boys, and adolescents who have experienced sexual violence.
30	<a href="#">Fundación Vive Mejor A.C.</a> 1. Through our social campaigns, we donate toys, blankets, school supplies, and food baskets. 2. We develop training and certification projects for caregivers in social assistance centers and for individuals who care for the elderly, children and adolescents, and people with disabilities. 3. We carry out productive projects for artisan groups and entrepreneurs. 4. We develop community projects to improve housing, health, education, and nutrition. 5. We promote environmental awareness in the public and private sectors through our "Recycle to Help" program, as well as with our project beneficiaries. 6. We promote and foster corporate social responsibility among our strategic allies through corporate volunteering initiatives. 7. We promote youth participation in volunteer work through our program "Youth Doing Good," as part of the global Good Deeds Day movement.
31	<a href="#">GAAP Centro Integral de Apoyo Geriátrico, I.A.P.</a> Health assistance services: general medical consultations, dental care, rehabilitation and physical medicine consultations, physical therapy, nutrition, and grief counseling. Recreational activities: dance workshops, memory therapy workshops, mobile phone usage workshops, physical activity workshops, and knitting workshops.
32	<a href="#">GiGi's Playhouse Mexico I.A.P.</a> Down Syndrome Success Center, where we provide free therapy from five days after birth through adulthood.

33	<a href="#">Grupo Reto de Querétaro, I.A.P.</a> Mammograms, gynecological exams, bone densitometry, breast ultrasounds, and oncology consultations.
34	<a href="#">Hogar Juvenil del Santísimo Redentor, I.A.P.</a> El Hogar Juvenil del Santísimo Redentor I.A.P. provides comprehensive care to male adolescents aged 13 to 18 or older who have experienced abuse, neglect, or violence. It offers a substitute home in a family-like environment, where the youths receive an education focused on values and discipline. Services include meals, clothing, housing, and 24-hour medical and psychological care. In addition, the home offers vocational training workshops, sports, recreational, and cultural activities, both on and off the premises. The program also focuses on strengthening the human and social development of the youth, preparing them to face the challenges of adult life.
35	<a href="#">Hogares Providencia de Querétaro, A.C.</a> Provides comprehensive care to children and adolescents who have suffered abuse, neglect, or violence through foster homes. Services include educational support through enrollment in elementary, middle, high school, and university programs. It also offers medical, psychological, pedagogical, and social services. Children and youth participate in extracurricular activities such as sports, arts, music, English, and computer classes. Vocational training and ongoing education are also provided to prepare them for adult life and social integration.
36	<a href="#">Hogares San Francisco contra el Alcoholismo y la Drogadicción, I.A.P.</a> Rehabilitation for drug and alcohol addiction.
37	<a href="#">IIPSIS Investigación e Intervención Psicosocial A.C.</a> Psychological support for staff at the Gender Violence Response Unit of UAQ, handling and follow-up of general population requests for psychological services, monitoring IIPSIS patients, conducting socioeconomic assessments, providing general guidance and services, psychoeducational workshops for men, training sessions, and talks.
38	<a href="#">Institución Ana Cristina Juárez Diez Marina IAP</a> Comprehensive development for individuals with autism: diagnosis, individual therapies (psychological therapy, physical therapy, equine therapy), social support, school awareness programs for parents, and autism-related workshops.
39	<a href="#">Instituto de Ayuda Humanitaria A.C.</a> Assistance in the medical, psychological, and educational areas.

Continues >

**Organizations Benefited by the Municipal DIF System, 2024**

40	<a href="#"><u>Instituto Mexicano de Oftalmología, IAP</u></a> We provide care, diagnosis, and treatment for eye diseases, with the goal of making ophthalmology accessible to all people, improving their vision and therefore their quality of life—especially for the most vulnerable.
41	<a href="#"><u>Instituto Queretano para la Atención de Enfermedades Congénitas, IAP</u></a> Multidisciplinary care (plastic surgery, maxillofacial surgery, anesthesiology, ENT, orthodontics, orthopedics, pediatric dentistry, nutrition, speech therapy, and general dentistry) for patients with cleft lip and palate and craniofacial abnormalities.
42	<a href="#"><u>La Cima IAP</u></a> Provides young women from underserved communities with the necessary means to access quality university education and full human development, with the goal of breaking the cycle of poverty and improving their lives and those of future generations. We offer our students: a dignified home, healthy nutrition program, university scholarships, transportation expenses, human development programs, psychological and medical care, English classes, and personalized academic tutoring.
43	<a href="#"><u>Lazos, I.A.P.</u></a> Values-based education with a social-emotional focus and a strategy aimed at helping primary and secondary school students recover learning, along with training and support for principals and teachers, conferences and workshops for parents, and skills development for emotional management.
44	<a href="#"><u>Luz de Vida, I.A.P.</u></a> Lodging, meals, behavioral treatment for at-risk minors, addiction treatment, workshops, and physical conditioning.
45	<a href="#"><u>Mamás en Acción, A. C.</u></a> Free legal counseling • Free psychological counseling • Weekly free food basket program. Support groups for single mothers • Training to empower women who are the sole providers for their families • Productive projects to help them generate income and support their children. Conferences.
46	<a href="#"><u>Manos Capaces, I.A.P.</u></a> Occupational workshops for youth and adults with intellectual disabilities.

47	<a href="#"><u>Mariana Sala I.A.P</u></a> Day center designed to help preschool, elementary, and middle school children (ages 3 to 15) become agents of change capable of transforming their social environment.
48	<a href="#"><u>Mauricio José I.A.P.</u></a> Community development (courses that provide tools for the community to learn a trade and meet their own economic needs). Workshops for the prevention of alcoholism and addiction, food basket delivery for bedridden patients, provision of medical supplies, medications, and clothing for the most disadvantaged communities in the State of Querétaro.
49	<a href="#"><u>Niños y Niñas de Mexico, A.C.</u></a> Psychopedagogical care for street-working children and children in vulnerable situations • Breakfast for street-working children and children in vulnerable situations • Literacy classes for non-enrolled children in vulnerable situations • Official preschool for the same children.
50	<a href="#"><u>Nuevo Mundo en Educación Especial Querétaro I.A.P.</u></a> We serve youth and adults with intellectual disabilities.
51	<a href="#"><u>Orientación Social Juvenil Femenina</u></a> We provide tools to guide and create positive change in teenage girls—education, nutrition, and housing.
52	<a href="#"><u>Patronato Psicológico Queretano IAP</u></a> Psychological therapy, psychological expert assessments, evaluations, workshops, and courses.
53	<a href="#"><u>Puerta Abierta I.A.P.</u></a> Food • Sports • Medical care • Psychological care • Recreation and culture • Transportation • Birthday celebrations and events • Orthodontic care • Creative sessions for children and adolescents focused on violence prevention • Values development • Permanent housing • Clothing • Legal support.

54	<a href="#"><u>Rescate 1 de Querétaro, IAP</u></a> We are a non-profit private assistance institution primarily dedicated to providing urgent pre-hospital medical care. We also offer rescue services—vehicle, water, rope, and confined space rescue, among others—to serve the Querétaro community.
55	<a href="#"><u>Senderos IAP</u></a> Residential home • food • psychological care • external services • school • medical care • therapy • sports • and entertainment.
56	<a href="#"><u>Union de Minusvalidos de Querétaro, I.A.P.</u></a> Braille instruction • orientation • mobility training • psychological counseling • literacy • and occupational workshops for people with visual impairments or blindness.
57	<a href="#"><u>Vida y Familia Querétaro, A.C.</u></a> Housing • meals • training • life plan consulting • psychological support • and medical support.
58	<a href="#"><u>Villa Infantil Jesús y Dolores Martínez, I.A.P.</u></a> Care for girls, boys, and adolescents whose rights have been violated, and who have experienced various types of violence, abuse, and neglect, through a comprehensive care model.
59	<a href="#"><u>Voluntarias Vicentinas de Querétaro, A.C.</u></a> - Dental consultations: we offer professional dental care services to all who need them. - Food basket distribution: takes place on the first Monday of each month to ensure food supply for people in need. - Free sandwich distribution: every Monday. - Community bazaars, outreach visits. - Hospital. - We bring clothing for patients.

Source: Municipal DIF System, 2025.



“Este programa es público, ajeno a cualquier partido político. Queda prohibido el uso para fines distintos a los establecidos en el programa”.