Abstract
The article presents the investigative results of a case study that was realized between 2006 and 2007 around the politics of attending displaced populations in Bogotá, Colombia. The discursive practices and social representations that are constructed around these policies by the involved subjects are analyzed; in this case, the users of the programs and services, as well as the official employees of the entities that provide those services in the Attention and Orientation Units. The information collected through detailed interviews and careful observation is analyzed using tools of critical analysis of discourse and grounded theory.

Keywords
Public policy, Bogotá, critical analysis of public policies, reestablishment of rights, discursive practices, social representations.