



Citizen's Charter

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Republic of the Philippines
OFFICE OF THE OMBUDSMAN
Agham Road, Diliman, Quezon City



From the Ombudsman

The Office of the Ombudsman, as the lead institution in promoting integrity, transparency, and accountability in government, reiterates its commitment towards quality service through the OMB Citizen's Charter. The Charter showcases the key frontline procedures of the Office of the Ombudsman intended to provide a meaningful, responsive, and relevant service that guarantees high level of performance of its personnel. It provides simple and user friendly step-by-step guide on how to avail of our services by enabling the public to walk through the procedures and standards set by our office.

We look forward to exceed the expectations of the people through this guidebook. We hope that this Charter becomes useful to the ordinary citizen whom the Office of Ombudsman is constitutionally mandated to protect from the evils of graft and corruption.

MA. MERCEDITAS N. GUTIERREZ

Mission

As protector of the people, the Office of the Ombudsman, in cooperation with all sectors of Filipino society, shall endeavor to promote integrity and efficiency and high ethical standards in public service through pro-active approaches in graft prevention and public assistance, prompt investigation of complaints and aggressive prosecution of cases filed against erring government officials and employees.

Vision

A truly independent Office run by God-fearing men and women with the highest degree of competence, honesty and integrity, and effectively serving as watchdog, mobilizer, official critic and dispenser of justice for the people it is constitutionally mandated to protect.

PERFORMANCE PLEDGE

WE, the officials and employees of the Office of the Ombudsman, as protectors of the people, sworn to serve with utmost responsibility, integrity, loyalty, and efficiency, commit to:

- R** — **RENDER** service to anyone who wants to avail of the services of our office;
- E** — **EXTEND** prompt, courteous, and adequate service without anticipating any gift or reward;
- A** — **ACHIEVE** the highest degree of excellence, professionalism, intelligence, and competence;
- D** — **DESIST** from dispensing undue favors to our relatives and friends, and from discriminating against the poor and underprivileged; and
- Y** — **YEARN** to strictly observe these standards by taking corrective measures on complaints about our service.

YES, WE ARE R.E.A.D.Y.!

MENU OF KEY SERVICES

	FRONTLINE SERVICE	FEES	HOW LONG IT WOULD TAKE	WHERE TO GO	REFERENCE PAGE
1	Issuance of Certificate of No Pending Case (Clearance)	None	Same day (Central Office) 3 days (OMB-VIS and OMB-MIN)	Public Assistance Bureau	3-8
2	Filing of Formal Complaint	None	16 minutes	Records Division/Section	9-11
3	Filing of Pleading	None	8 minutes	Records Division/Section	12-14
4	Request for Status of Case	None	30 minutes	Records Division/Section	15-16
5	Request for Assistance (walk-in)	None	<1 hour	Public Assistance Bureau/Area PACPO	17-18
6	Request for Assistance (phone-in)	None	<30 minutes	Public Assistance Bureau/Area PACPO	19
7	Mediation of Case	None	Within 30 days from initial mediation conference	Public Assistance Bureau	20-22
8	Request for Copy of Case Document	P1.00 per page for plain copies P4.00 per page for certified true copies P15.00 certification fee	<1 hour for cases from 1999 until present; 2 days for voluminous cases and cases in 1998 and older	Records Division/Section	23-25

MENU OF KEY SERVICES

	FRONTLINE SERVICE	FEES	HOW LONG IT WOULD TAKE	WHERE TO GO	REFERENCE PAGE
9	Request for Copy of Statement of Assets, Liabilities & Net Worth	P1.00 per page for plain copies P4.00 per page for certified true copies P15.00 certification fee	1 hour for years 2003 to present	Public Assistance Bureau	26-28
10	Request for Lifestyle Check/Reporting of Fixers, Red Tape and Other Graft Cases	None	1 hour	Field Investigation Office -Hotline Service	29-30
11	Request for Accreditation as Junior Graftwatch Unit	None	7 Days	Community Coordination Bureau/Area PACPO	31-33

Issuance of Certificate of No Pending Case

Schedule of Availability of Service

Monday – Friday

8:00 a.m.–5:00 p.m. (no noon break)

Who can apply for an Ombudsman clearance?

All government officials and employees, authorized representative/s, and private individuals who wish to seek government employment/appointment or participate in public bidding

What are the Requirements?

1. For Retirement, Resignation and Separation Purposes:
 - 1.1 Letter-request from the Head of Office of the retiree or his/her authorized representative
 - 1.2 Certified true copy of service record reflecting date of retirement/resignation/ separation
 - 1.3 Authorization letter if filed by a representative with photocopy of applicant's ID
 - 1.4 Duly accomplished clearance application form
 2. For Promotion, Travel and Appointment Purposes:
 - 2.1 Duly accomplished application form
 3. For Promotion and Retirement purposes from the Military and Other Law Enforcement Offices:
 - 3.1 Letter-request from the Promotion Board
 - 3.2 SOS/SOI/service record of applicant
- N.B. To be filed by their respective liaison officers (Applications filed by individual applicants will not be entertained)

4. For other purposes like: Bar Examination, Benefits, Bidding, CES Board, CESO, Change of Name, Confirmation, COPS, Court, Death Claim, Employment, Foreign Assignment, GSIS, Immigration, LTO, JBC, Leave, Loan, Lump Sum, NBI, Nomination, Passport, PRC, Reversion, Schooling, Service Awards and UN Mission

4.1 Duly accomplished clearance application form

Duration:

Central Office: same day (cut-off time for application is 2:00pm)

OMB-Visayas and OMB-Mindanao: 3 days

N.B.: This applies only to applications filed individually and does not include those filed in bulk such as those filed by officials and personnel of the PNP and AFP. Under normal circumstances, clearance will be issued within 10 days.

Issuance of Certificate of No Pending Case

A. Central Office

STEP	CUSTOMER	SERVICE PROVIDER	RESPONSE TIME	PERSON/S IN-CHARGE	FEES	FORMS
1	Submits duly accomplished application form and other requirements	<p>Greets the applicant and receives application form and requirements</p> <p>Asks for the purpose of clearance and for MOLEO applicants, asks if assigned in VIS. or MIN. and the inclusive years and notes down the information in the indorsement</p>	1 minute	Receiving clerks	none	Claim slip
2	Gets claim slip and advices the clearance personnel whether he or she desires to pick-up the clearance personally or through a representative or have it mailed to his or her specified address	<ol style="list-style-type: none"> 1. Examines documents submitted for completeness 2. Advises the applicant on the date of release 3. Encodes name of applicant in the computer database, issues claim slip and advises applicant on his options in claiming the clearance and the next steps 	5 minutes	Receiving Officer	none	
3		<p>Verifies records of clearance applicant from database and</p> <ul style="list-style-type: none"> • If without pending case, prints out clearance • If with pending case, prints out certification with pending case 	1 hour	Clearance personnel		
4		Reviews the documents and signs OMB clearance or certification whichever is applicable	<p>10 minutes if the applicant has no case</p> <p>30 minutes if applicant has pending case/s</p>	PAB Director or Head of Clearance Division		

Issuance of Certificate of No Pending Case

STEP	CUSTOMER	SERVICE PROVIDER	RESPONSE TIME	PERSON/S IN-CHARGE	FEES	FORMS
5		Affixes dry seal on the signed clearance or certification	2 minutes	Clearance Personnel		
6	Presents claim slip, signs in the logbook and receives his/her clearance/certification	Reviews correctness of information in the clearance, requests claimant to sign in the logbook, and gives original copy to the applicant or his/her representative OR mails the same to the applicant	8 minutes	Clearance Personnel		Claim slip

Note: An applicant may contest the certification of pending case on the following grounds: (1) That the pending case appearing in the certification has already been dismissed or terminated, and (2) That the person whose name appears in the certification is just a name-sake. In these situations, the applicant should present a certified true copy of the court order/decision dismissing or terminating the case with a certification from the Clerk of Court that the criminal case is the same as the OMB case, or execute an affidavit of denial that the person appearing in the certification is different from him/her.

Issuance of Certificate of No Pending Case

B. OMB-Visayas and OMB-Mindanao

STEP	CUSTOMER	SERVICE PROVIDER	RESPONSE TIME	PERSON/S IN-CHARGE	FEES	FORMS
1	Submits duly accomplished application form and other requirements	Greets the applicant and receives application form and requirements	1 minute	Receiving clerks	none	Claim slip
2	Gets claim slip and advises the clearance personnel whether he or she desires to pick-up the clearance personally or through a representative or have it mailed to his or her specified address	<ul style="list-style-type: none"> • Examines documents submitted for completeness • Advises the applicant on the date of release • Issues claim slip and advises applicant on his options in claiming the clearance and the next steps • Encodes name of applicant in the computer database 	5 minutes	Receiving officer	none	
3		Verifies records of clearance applicant from the database, prepares a list of the names of the applicants, and e-mails list to the Central Office for verification	1 day	Clearance personnel		
4		Verifies records of clearance applicant from database, prepares separate list of applicants from OMB-Visayas, OMB-Mindanao with no case and with pending case/s, and e-mails the list to OMB-Visayas/OMB-Mindanao	1 day	Clearance personnel from Quezon City		
5		Prints out the e-mailed list, prepares the clearance or certification where applicable, and refers them to the Deputy Ombudsman or Assistant Ombudsman or designated PACPO official for signature	1 day	Clearance personnel		

Issuance of Certificate of No Pending Case

B. OMB-Visayas and OMB-Mindanao

STEP	CUSTOMER	SERVICE PROVIDER	RESPONSE TIME	PERSON/S IN-CHARGE	FEES	FORMS
6		Reviews the clearance and certification including the supporting documents and signs them	1 day			
7		Affixes dry seal on the signed clearance or certification	2 minutes	Clearance Personnel		
8	Presents claim slip, signs in the logbook and receives his/her clearance/certification	Reviews correctness of information in the clearance, requests claimant to sign in the logbook, and gives original copy to the applicant or his/her representative or mails the same to the applicant	8 minutes	Clearance Personnel		Claim slip

Note: An applicant may contest the certification of pending case on the following grounds: (1) That the pending case appearing in the certification has already been dismissed or terminated, and (2) That the person whose name appears in the certification is just a name-sake. In these situations, the applicant should present a certified true copy of the court order/ decision dismissing or terminating the case with a certification from the Clerk of Court that the criminal case is the same as the OMB case, or execute an affidavit of denial that the person appearing in the certification is different from him/her.

Filing of Formal Complaint

Schedule of Availability of Service

Monday – Friday

8:00 a.m.–5:00 p.m. (no noon break)

Who May Avail of the Service?

1. Any aggrieved party who wishes to file a complaint
2. Representative of the complainant

What are the Requirements?

1. Verified complaint-affidavit including attachments
Number of copies = (No. of named respondents + 2) x 2
2. Certificate of non-forum shopping

Duration:

15 minutes

Filing of Formal Complaint

STEP	CUSTOMER	SERVICE PROVIDER	RESPONSE TIME	PERSON/S IN-CHARGE	FEES	FORMS
1	Presents visitor's slip and complaint- affidavit including attachments	<p>Greets complainant, asks for visitor's slip and inquires about:</p> <ul style="list-style-type: none"> • purpose of complainant • number of respondents, their agency/office, region and position • if similar or identical complaint has been filed 	3 minutes	Receiving officer	none	Visitor's slip
2		<p>Examines complaint to determine if:</p> <ul style="list-style-type: none"> • at least one copy of the complaint bears original signature • there is sufficient number of photocopies • complaint is subscribed before an appropriate officer or notary public • complaint is verified • there is certification under oath on non-forum shopping attached to at least one original of the complaint 	5 minutes	Receiving officer	none	

Filing of Formal Complaint

STEP	CUSTOMER	SERVICE PROVIDER	RESPONSE TIME	PERSON/S IN-CHARGE	FEES	FORMS
3		Informs the complainant or the latter's representative to comply with the formalities in filing complaint, if there is no compliance with any of those listed above and explains the reasons for the requirement	2 minutes	Receiving officer	none	
4	Fills-out certificate on non-forum shopping, goes to Administering Officer for oath	Gives a template for certificate on non-forum shopping and/or refers the complainant to the lawyer/investigator who will administer the required oath, in case the complaint lacks verification or certificate of non-forum shopping and/or is not under oath	1 minute	Receiving officer	none	Certificate on non-forum shopping
5		Stamps "received" on at least one original of the complaint, and the complainant's receiving copy, writes down the date and time of receipt; and affixes the initial of the receiving officer, then gives one copy to the complainant or his/her representative	1 minute	Receiving officer	none	
6		Informs the complainant to refer to the flowchart of the procedure for investigating a case and answers questions, if any	2 minutes	Receiving officer	none	
7	Completes feedback form and gets back visitor's slip	Gives feedback form to the complainant with instruction to drop it in the designated box located at the Records Section area, signs the visitor's slip and gives it back to the complainant	1 minute	Receiving officer	none	Feedback form, visitor's slip

Filing of Pleading

Schedule of Availability of Service

Monday – Friday

8:00 a.m.–5:00 p.m. (no noon break)

Who May Avail of the Service?

1. Any party to the case
2. Counsel on record or representatives of the party

What are the Requirements?

1. Pleadings to be filed including attachments (at least 3 copies)
2. Proof of service (e.g., registry return, affidavit of personal service, etc.).

Duration:

8 minutes

Filing of Pleading

STEP	CUSTOMER	SERVICE PROVIDER	RESPONSE TIME	PERSON/S IN-CHARGE	FEES	FORMS
1	Presents visitor's slip and pleadings to be filed	<p>Greets the person filing the pleading, asks for visitor's slip and inquires about:</p> <ul style="list-style-type: none"> • the purpose of the filer • the nature of the pleadings to be filed • the case reference number • whether he/she has already furnished the other party a copy of the pleading to be filed 	2 minutes	Receiving officer	none	Visitor's slip
2		<p>Examines the pleading to determine if:</p> <ul style="list-style-type: none"> • at least one copy of the pleading to be filed bears original signature • there is sufficient number of photocopies • the pleading complies with the prescribed formalities • there is proof of service whenever required • the attachments identified in the pleading are all annexed to it 	2 minutes	Receiving Officer	none	

Filing of Pleading

STEP	CUSTOMER	SERVICE PROVIDER	RESPONSE TIME	PERSON/S IN-CHARGE	FEES	FORMS
3		Informs the person filing the pleading to furnish the other party a copy of the pleading or to comply with the formalities if there is no compliance with any of those listed above and explains the reasons for the requirement	2 minutes	Receiving officer	none	
4		Stamps "received" on at least one original of the pleading and the filer's receiving copy; writes down the date and time of receipt; affixes the initial of receiving officer; gives one copy to the filer for his/her reference, and answers questions, if any	1 minute	Receiving Officer	none	
5	Completes feedback form and gets back visitor's slip	Gives feedback form to the filer with instruction to drop it in the designated box located at the Records Section area, signs the visitor's slip and gives it back to the complainant	1 minute	Receiving Officer	none	Feedback form, Visitor's slip

Request for Status of Case

Schedule of Availability of Service

Monday – Friday

8:00 a.m.–5:00 p.m. (no noon break)

Who May Avail of the Service?

1. Any party to the case
2. Counsel on record or representative of the party
3. Any interested party subject to approval of the OMB/DO

What are the Requirements?

1. Letter-request or accomplished verification slip
2. Authorization letter of Special Power of Attorney for representatives

Duration:

30 minutes

Request for Status of Case

STEP	CUSTOMER	SERVICE PROVIDER	RESPONSE TIME	PERSON/S IN-CHARGE	FEES	FORMS
1	Presents visitor's slip and letter of authorization, if any	Greets requester and inquires about the nature/kind of request and his/her relations to the parties of the case	3 minutes	Desk officer	none	OMB Visitor's slip
2		Gives verification slip to requester	1 minute	Desk officer	none	Verification slip
3	Fills-out verification slip	Evaluates accomplished verification slip	5 minutes	Desk officer	none	Verification slip
4		Verifies case number and/or status of the case and writes it on the slip	15 minutes	Administrative Aide/ Records Officer	none	Verification slip
5		Gives verification slip to the requester as to the status of the case and answers questions, if any	5 minutes	Administrative Aide/ Records Officer	none	
6	Completes feedback form and gets back visitor's slip	Gives feedback form to the requester with instruction to drop it in the designated box located at the Records Section area, signs the visitor's slip and gives it back to the requester	1 minute	Desk Officer	none	Feedback Form

Request for Assistance (RAS)

Schedule of Availability of Service

Monday – Friday

8:00 a.m.–5:00 p.m. (no noon break)

Who May Avail of the Service?

Anyone who has a legitimate request for any form of assistance

What are the Requirements

Letter request/grievance letter or accomplished RAS information sheet

Modes of Requests for Assistance:

1. Walk-in
2. Telephone
3. Ordinary mails
4. Electronic mails
5. Text/SMS (for OMB Mindanao only)

Duration:

For walk - in: < 1 hour

Through telephone: < 1/2 hour

Request for Assistance (RAS)

For Walk-In Clients

STEP	CUSTOMER	SERVICE PROVIDER	RESPONSE TIME	PERSON/S IN-CHARGE	FEES	REQUIRED DOCUMENTS
1	Presents visitor's slip and letter-request/ grievance letter if any	Greets requester, inquires about his or her purpose, and gives a RAS information sheet	1 minute	Officer- of -the -day	none	visitor's slip
2	Fills out RAS Information Sheet	Receives RAS information sheet and interviews requester as to the nature of his or her request	15 minutes	Officer- of -the -day	none	RAS Information sheet
3		Refers requester to a lawyer if nature of assistance is legal in nature or requires the intervention of a lawyer (e.g. legal advice, administration of an oath), otherwise, informs the requester of the procedure for disposition of requests for assistance / grievance and possible actions that maybe taken	15 minutes	Officer- of -the -day		RAS Information sheet
4		Acts on the request for assistance/ grievance if can be acted upon within the day	20 minutes	Officer- of -the -day		
5	Completes feedback form and gets back visitor's slip	Gives feedback form to the requester with instruction to drop it in the designated box, signs the visitor's slip and gives it back to the requester	1 minute	Officer- of -the -day	none	Feedback Form

Request for Assistance (RAS)

For those received through telephone
PAB Hotlines (926-2662 * 9262-OMB * 920-3782)

STEP	CUSTOMER	SERVICE PROVIDER	RESPONSE TIME	PERSON/S IN-CHARGE	FEES	REQUIRED FORMS
1	Calls PAB hotline or other OMB telephone numbers	Receives call and inquires about the purpose of the caller	2 minutes	Officer- of -the -day	none	none
2	Answers queries of the hotline operator or officer-of-the-day	Asks from the caller pertinent pieces of information to be recorded in the RAS information sheet and interviews caller about the nature of his or her request	15 minutes	Officer- of -the -day	none	RAS Information sheet
3		Refers caller to a lawyer if nature of assistance is legal in nature or requires the intervention of a lawyer (e.g. legal advice) otherwise, informs the caller of the procedure for disposition of requests for assistance /grievance and the possible actions that may be taken	5 minutes	Officer- of -the -day		RAS Information sheet
4		Thanks the caller and makes a report on the details of the call for appropriate action	5 minutes	Hotline Operator/ Officer of the Day		

Mediation of Case

Availability of Service:

Monday – Friday
8:00 a.m. - 5:00 p.m. (no noon break)

Who May Avail of the Service?

Anyone with a legitimate cause of action against a public official or employee

What are the Requirements?

Letter stating the purpose of the request

Cases that may be Subject of Mediation:

- a) Complaints, grievances or requests for assistance seeking redress or relief concerning an act or omission of a public official or employee, office or agency alleged to be unreasonable, unfair, oppressive, illegal, unjust, discriminatory, improper or inefficient, and which does not necessarily amount to a criminal or administrative offense, as defined under Section 1, Rule IV, Administrative Order No. 7, series of 1990, as amended, of the Office of the Ombudsman
- b) Light administrative offenses where the penalty imposed by pertinent laws and Civil Service Rules is reprimand, such as:
 1. Borrowing of Money by a Superior Officer from a Subordinate
 2. Willful Failure to Pay Just Debt
 3. Discourtesy in the Course of Official Duties
- c) The following cases which are covered by the Revised Rules on Summary Procedure:
 1. Violation of traffic rules and regulations
 2. Violation of rental law
 3. Violation of municipal and city ordinances
 4. Violation of Batas Pambansa Blg. 22 (Bouncing Checks Law)
 5. All other criminal cases where the penalty prescribed by law for the offense charged is imprisonment not exceeding six (6) months or a fine not exceeding one thousand pesos (P1,000.00), or both, irrespective of other imposable penalties, accessory or otherwise, or of the civil liability arising therefrom
- d) Cases which may be cognizable at the first instance by the Lupong Tagapamayapa under Section 408, Chapter VII of the Local Government Code (Republic Act No. 7160)
- e) Criminal negligence resulting in damage to property
- f) Such other similar offenses which may be brought by the parties for mediation, except those which by law may be not compromised

Duration:

within 30 days from initial mediation conference

Mediation (MED) of Case

STEP	CLIENT	SERVICE PROVIDER	RESPONSE TIME	PERSON/S IN-CHARGE	FEES	REQUIRED FORMS
1	Files a mediatable case or grievance	Receives complaint and explains the procedure and next steps	15 minutes	Officer-of the-day	none	Letter-complaint
2		Indorses complaint or grievance to Evaluation Officer for evaluation	Same day	Officer-of the-day	none	
3		Evaluates complaint and indorses it to Records Division/ Section for docketing as MED case	2 days	Evaluation Officer	none	
4		Dockets complaint as MED case	Same day	Officer-of the-day	none	Tracking Sheet
5		Reviews the evaluation made and raffles the MED case to a mediator	2 days	Assistant Ombudsman	none	
6		Prepares a Notice of Initial Conference and indorses notice to Director for signature	2 days	Mediator	none	Notice of Initial Conference template
7		Signs the notice and indorses it to Records Division/Section or concerned unit for mailing to the parties	Same day	Mediator	none	
8	Attends initial conference and signs agreement to mediate together with the respondent if the parties agree to submit case for mediation Attends subsequent conferences if warranted	Conducts mediation proceedings if the parties agree to submit case for mediation or terminates mediation proceedings if not Conducts private caucus if necessary	Within 30 days from date of initial conference with extension of another 30 days upon joint request	Mediator	none	Agreement to Mediate template

Mediation (MED) of Case

STEP	CLIENT	SERVICE PROVIDER	RESPONSE TIME	PERSON/S IN-CHARGE	FEES	REQUIRED FORMS
9	Signs settlement agreement together with the respondent if successful Completes feedback form	Prepares and signs settlement agreement with the parties if successful or terminates proceedings if not	Last day of period for conferences	Mediator	none	Settlement Agreement template; Feedback Form; Tracking Sheet
10		Prepares Memorandum on Outcome of Mediation containing recommendation	Same day	Mediator	none	Memorandum on Outcome of Mediation template
11		Approves Memorandum	Same day	Assistant Ombudsman	none	Memorandum on Outcome of Mediation

Request for Copy of Case Document *(Pertaining to OMB Case)*

Schedule of Availability of Service:

Monday - Friday
8:00 am - 5:00 pm (no noon break)

Who May Avail of the Service?

1. Any party to the case
2. Counsel on record or representatives of the party

What are the Requirements?

1. Current Identification Card (ID)
2. Duly accomplished request form
3. Authorization Letter and/or Special Power of Attorney for representatives

Duration:

1. 40 minutes (plain copies, not more than 10 pages, and cases from 1999 to present)
2. Within 1 hour (if certified copy, more than 10 pages, and cases from 1999 to present)
3. 2 days (voluminous documents and cases from 1988 to 1998)

N.B. not applicable to requests subject to approval by the Ombudsman or Deputy Ombudsman

Request for Copy of Case Document

(Pertaining to OMB Case)

STEP	CUSTOMER	SERVICE PROVIDER	RESPONSE TIME	PERSON/S IN-CHARGE	FEES	REQUIRED FORM/ DOCUMENTS
1	Presents visitor's slip and required document/s and states the purpose for securing a copy of documents	Asks the requesters the purpose for securing a copy of documents	3 minutes	Desk Officer	No fees	OMB Visitor's Slip Letter-request form
2		Stamps "received" the letter-request and records in the logbook.	2 minutes	Desk Officer	No fees	Letter-request form
3		Verifies availability of document, retrieves it and presents the same to supervisor for screening or clearance	20 minutes	Records Custodian		
4		Approves the reproduction and release of documents to the requesting party	5 minutes	Supervising Administrative Officer	none	
5		Photocopies the documents	5 minutes	Reproduction Machine Operator	No fees for copies less than 10 pages (plain copies) P1.00 per page greater than 10 pages (plain copies)	
6		Certifies the documents as to authenticity when requested	3 minutes	Records Custodian	P4.00 per page for certified true copies P15.00 certification fee	

Request for Copy of Case Document

(Pertaining to OMB Case)

STEP	CUSTOMER	SERVICE PROVIDER	RESPONSE TIME	PERSON/S IN-CHARGE	FEES	REQUIRED FORM/ DOCUMENTS
7		Assesses fees to be paid, prepares payment slip in duplicate & instructs requester to pay at the cashier	2 minutes	Records Custodian		Payment Slip
8	Presents payment slip to the cashier and pays required fees	Receives payment and issues payment receipt	2 minutes	Cashier		Payment Slip
9	Presents official receipt	Checks official receipt, releases document to the requester	1 minute	Desk Officer		Official Receipt
10	Receives requested documents and fills out feedback form	Gives feedback form to the requester with instruction to drop it in the designated box located at the Records Office, signs the visitor's slip and gives it back to the customer	1 minute	Desk Officer		Feedback form

Request for Copy of SALN

(Statement of Assets, Liabilities and Net Worth)

Schedule of Availability of Service:

Monday – Friday

8:00 am – 5:00 pm (no noon break)

Who May Avail of the Service?

1. Any requesting party as it pertains to his/her personal SALN
2. Authorized representative of the party concerned
3. Students for study purposes
4. Members of the media
5. Others not mentioned subject to the approval of the Office of Legal Affairs

What are the Requirements?

1. SALN Request Form (available at the Public Assistance Bureau receiving counter)
2. Two (2) Government issued ID (GSIS/SSS, TIN, Pag-Ibig, PhilHealth, passport, driver's license, PRC, IBP) or student's ID if student
3. Authorization Letter and/or Special Power of Attorney for representatives
4. Valid Community Tax Certificate

Duration:

1 hour (SALN for CY 2003 to present)

Request for Copy of SALN

(Statement of Assets, Liabilities and Net Worth)

STEP	CUSTOMER	SERVICE PROVIDER	RESPONSE TIME	PERSON/S IN-CHARGE	FEES	REQUIRED FORM/ DOCUMENTS
1	Presents visitor's slip and states his or her purpose	Gives the requester a SALN Request Form, and instructs the requester to accomplish it and have the form subscribed and sworn to before any Ombudsman prosecutor	3 minutes	Public Assistance Bureau Officer of the day	No Fees	OMB Visitor's Slip SALN Request Form
2	Fills-out the form and hands it in to the officer-of-the-day together with two (2) government issued ID or 1 student ID	Examines the form and IDs for completeness, notes down the IDs shown on the accomplished form, and leads the requester to an Ombudsman prosecutor to administer oath	10 minutes	Public Assistance Bureau Officer-of-the-day	No Fees	SALN Request form
3	Presents accomplished form to Ombudsman prosecutor together with current CTC	Administers the required oath	2 minutes	Ombudsman Prosecutor	No Fees	SALN Request form
4	Presents subscribed form to the action officer	Routes the SALN Request Form to the Records Office for appropriate action	10 minutes	Public Assistance Bureau action officer or officer-of-the-day	No Fees	SALN Request form
5		Verifies if requested SALN is in the file, retrieves it and presents the same to the Records Chief for screening	20 minutes	SALN Custodian	No Fees	SALN Request form
6		Approves the reproduction and release of SALN to the client	5 minutes	Records Chief	No Fees	SALN Request form
7		Photocopies the SALN	2 minutes	Reproduction Machine Operator	P1.00 per page	

Request for Copy of SALN

(Statement of Assets, Liabilities and Net Worth)

STEP	CUSTOMER	SERVICE PROVIDER	RESPONSE TIME	PERSON/S IN-CHARGE	FEES	REQUIRED FORM/ DOCUMENTS
8		Blackens the private address of the owner of the SALN and certifies the SALN as to authenticity upon request	3 minutes	SALN Custodian	P4.00 per page certified true copies P15.00 certification fee	
9		Assesses document fees, prepares payment slip & routes the SALN Request Form and the requested SALN to PAB Action Officer	2 minutes	SALN Custodian	No Fees	SALN Request form Payment slip
10		Gives the requester the payment slip and instructs him or her to pay the required fees	5 minutes	Public Assistance Bureau action officer or officer-of-the-day		Payment slip
11	Presents payment slip to the cashier and pays required fees	Receives payment and issues payment receipt	2 minutes	Cashier	See above	Payment slip
12	Presents official receipt	Checks official receipt and releases SALN to the requester	1 minute	Public Assistance Bureau action officer or officer-of-the-day		Official Receipt
13	Receives requested documents and fills out feedback form	Gives feedback form to the requester with instruction to drop it in the designated box located at the Public Assistance Bureau, signs the visitor's slip and gives it back to the requester	1 minute	Public Assistance Bureau action officer or officer-of-the-day		Feedback form

**Request for Lifestyle Check/
Reporting of Fixers, Red Tape and Other Graft Cases
Tel. #- 927-4102 Telefax # - 927-2404
Cell #- 0926-699-4703**

Schedule of Availability of Service

Hotline: Monday- Friday

8:00 am – 5:00 pm (no noon break)

Text: 24 hours, 7 days a week

Who May Avail of the Service?

Anyone who has a legitimate information to report

What are the Requirements?

None

Duration:

1 hour

Request for Lifestyle Check/Reporting of Fixers, Red Tape and Other Graft Cases

STEP	CUSTOMER	SERVICE PROVIDER	RESPONSE TIME	PERSON/S IN-CHARGE	FEES	FORMS
1	Calls the hotline and reports the name and circumstances of the public official/ employee to be investigated or the details of violation	Interviews the caller, asks for details to be recorded in the Call Information Sheet (CIS), and thanks the caller	15 minutes	Hotline Agent	None	Call information Sheet (CIS)
2		Encodes and prints the CIS with recommended action	5 minutes	Hotline Agent	None	CIS
3		Reviews and approves the recommended action of Hotline Agent on the CIS	10 minutes	Team Leader	None	CIS
4		Assigns reference number to the CIS, verifies identity with existing cases, and records in the database	10 minutes	Administrative Officer	None	CIS
5		Approves the recommendation on the CIS	5 minutes	Assistant Ombudsman FIO	None	CIS
6		Prepares the indorsement to the CRD and/or other OMB-sectoral offices	5 minutes	Executive Assistant	None	CIS
7		Records the approved CIS and routes to proper office	10 minutes	Administrative Officer	None	

Request for Accreditation as JGU *(Junior Graftwatch Unit)*

Schedule of Availability of Service

Monday to Friday
8:00 am – 5:00 pm (no noon break)

Who May Avail of the Service?

Students, community or church-based youth organizations duly recognized by their respective schools and communities may apply for accreditation as JGUs

What are the Requirements?

1. Petition for accreditation signed by the President of the organization or authorized representative
2. A copy of the organization's Constitution and By-Laws
3. A copy of the certificate of recognition issued by the proper official of the school for school-based organizations or by the barangay or parish/local church for community or church-based organizations
4. List of officers with their names, positions, addresses and contact numbers, and other personal details

Duration:

7 days

Request for Accreditation as JGU (Junior Graftwatch Unit)

STEP	CUSTOMER	SERVICE PROVIDER	RESPONSE TIME	PERSON/S IN-CHARGE	FEES	REQUIRED FORM/ DOCUMENTS
1	Submits duly accomplished petition for accreditation as a JGU either personally or by mail	Receives the documentary requirements & informs JGU representative of the next steps for walk-in applicants or prepares an acknowledgment letter for mailed applications	30 minutes	CCB or area PACPO personnel	No Fees	JGU form
2		Checks if the requirements or documents are complete and advises applicant to complete the requirements if lacking in any	30 minutes	CCB or area PACPO personnel	No Fees	
3		Conducts verification/ validation of the requirements/ documents submitted	2 days	CCB or area PACPO personnel	No Fees	
4		Prepares a Memorandum recommending the denial of the petition if applicant still fails to complete the requirements or if there is flaw in any of the documents submitted Interviews the JGU organization officers if all the requirements/ documents submitted were validated	1 hour	CCB or area PACPO personnel	No Fees	
5		Prepares Evaluation Report and Certificate of Accreditation	1 hour	CCB or area PACPO personnel	No Fees	

Request for Accreditation as JGU (Junior Graftwatch Unit)

STEP	CUSTOMER	SERVICE PROVIDER	RESPONSE TIME	PERSON/S IN-CHARGE	FEES	REQUIRED FORM/ DOCUMENTS
6		Recommends the approval of the accreditation	2 days	Director and Assistant Ombudsman		
7		Approves the recommendation for accreditation of organization as JGU and signs the Certificate of Accreditation	2 days	Overall Deputy Ombudsman or Area Deputy Ombudsman	No Fees	
8	Receives the Certificate of Accreditation	Invites the JGU officers to pick-up Certificate of Accreditation	Within 1 day from notice	CCB or area PACPO personnel	No Fees	



Republic of the Philippines
OFFICE OF THE OMBUDSMAN
Agham Road, Diliman, Quezon City

FEEDBACK FORM

We value your feedback. Please let us know how well we have served you by completing this form. Simply place a check mark on the blank space closest to your first impression of our service. Thank you for your time.

OUR SERVICE WAS ...

slow	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	prompt
discourteous	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	courteous
inadequate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	adequate

DO YOU HAVE OTHER COMMENTS ON THE QUALITY OF OUR SERVICE?

DO YOU HAVE SUGGESTIONS ON HOW WE CAN IMPROVE OUR SERVICE?

NAME (*optional*) _____ CONTACT NO. (*optional*) _____

MAILING ADDRESS (*optional*) _____

PERSON / UNIT / DIVISION INVOLVED _____

DATE OF TRANSACTION _____ TIME OF TRANSACTION _____

NATURE OF TRANSACTION

- Issuance of Certificate of No Pending Case (Clearance)
- Filing of Formal Complaint
- Filing of Pleading
- Request for Status of Case
- Request for Assistance (walk-in)
- Request for Assistance (phone-in)
- Mediation of Case
- Request for Copy of Case Document
- Request for Copy of Statement of Assets, Liabilities & Net Worth (SALN)
- Request for Lifestyle Check/Reporting of Fixers and Red Tape and Other Graft Cases
- Request for Accreditation as Junior Graftwatch Unit



FEEDBACK FORM

Pinahalagahan namin ang inyong puna. Hayaan ninyong mabatid namin kung napaglingkuran namin kayo ng kasiyasiya. Markahan lamang ang patlang na sa pananaw ninyo ay pinakamalapit sa kalidad ng aming paglilingkod. Salamat sa inyong panahon.

ANG AMING SERBISYO AY ...

mabagal	___	___	___	___	___	mabilis
walang pitagan	___	___	___	___	___	mapitagan
di sapat	___	___	___	___	___	sapat

MAY IBA PA BA KAYONG MGA PUNA TUNGKOL SA AMING PAGSISILBI?

MAYROON BA KAYONG MGA MUNGKAHI UPANG MAPAGALING NAMIN ANG AMING PAGLILINGKOD?

PANGALAN (*opsyonal*) _____ TELEPONO (*opsyonal*) _____

TIRAHAN (*opsyonal*) _____

KAWANI / YUNIT / SANGAY NA NAGSISILBI _____

PETSA NG PAG PUNTA _____ ORAS NG PAG PUNTA _____

LAYUNIN NG PAG PUNTA

- ___ Issuance of Certificate of No Pending Case (Clearance)
- ___ Filing of Formal Complaint
- ___ Filing of Pleading
- ___ Request for Status of Case
- ___ Request for Assistance (walk-in)
- ___ Request for Assistance (phone-in)
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CONTACT NUMBERS

OFFICE OF THE OMBUDSMAN
Agham Road, Diliman Quezon City
www.ombudsman.gov.ph

<u>OFFICE</u>	<u>CONTACT NUMBER</u>	<u>ADDRESS</u>
Central Office	TL- 9269032 to 40	Agham Road, Diliman, Quezon City
Public Assistance Bureau (PAB)	Loc. 102 to 104, 111 DL-9268788 HL-9262662 DL-9268772	G/F, Office of the Ombudsman Agham Road, Diliman, Q.C
Mediation Unit		
Central Records Division (CRD)	Loc. 222, 223 DL-9268752	2/F, Office of the Ombudsman Agham Road, Diliman, Q.C
Community Coordination Bureau (CCB)	Loc. 112, 122,131 DL-9268780	G/F Office of the Ombudsman Agham Road, Diliman, Q.C
Bureau of Resident Ombudsman (BRO)	Loc. 110 DL-9268720	
Field Investigation Office (FIO)	DL-927-4102 9272404 Cell. 09266994703	4/F, Office of the Ombudsman Agham Road, Diliman, Q.C.
Office of the Ombudsman for Luzon	TL- 9269032 to 40	3/F, Office of the Ombudsman Agham Road, Diliman, Q.C.
Public Assistance & Corruption Prevention Office (PACPO) Record Section	Loc. 330 DL-9268794 Loc. 325-327 L-9268741	
OMB-Luzon-Regional Office, Calamba, Laguna	(049) 5450220	Bacnotan Road, Brgy. Real, Calamba, Laguna
Office of the Deputy Ombudsman for the MOLEO	TL-9269032-40 DL-9268747 DL-9268795 Loc. 308, 309	3/F, Office of the Ombudsman Agham Road, Diliman, Q.C.
Public Assistance and Community Coordination Bureau Record Section	DL-9261590 Loc. 319 DL-9268770	

Office of the Ombudsman for the Visayas	TL-(032)2550977 2533195, 4125340 4125440, 416131	Department of Agriculture RO 7 Compd., M. Velez St., Guadalupe, 6000, Cebu City
Public Assistance & Corruption Prevention Office (PACPO)	TL-(032)2538609 Loc. 110, 111 TL-(03) 4166134, 4125341	
Records Section	TL-(032) 4125339 Loc. 105	
OMB Visayas-Iloilo Regional Field Office No. VI, Iloilo City	(033) 5094655	G/F, CAP Bldg., General Luna St., Iloilo City

Office of the Deputy Ombudsman for Mindanao	TL-(082) 2213431-33	4/F, Herrera Building, Alvarez St., Davao City
Public Assistance and Corruption Prevention Office (PACPO)	Loc. 309 Cell # 09175496241 09189156279	
Records Section	Loc. 323 TF (082) 2213938	
OMB-Mindanao-Regional Office, Cagayan De Oro City	(08822) 714752 09175662236	Emeteria Bldg., Osmeña, Ext., Cagayan De Oro City

Office of the Special Prosecutor	DL-9513128,9513120 DL-9513121,9513085	5/F, Sandigan Bldg., Commonwealth Avenue, Batasan Hills, Quezon City
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TL-Trunkline
DL-Direct line(s)
TF-Telefax
HL-Hotline

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Citizen's Charter