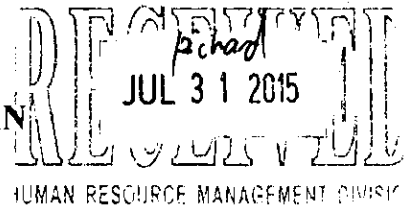




Republic of the Philippines  
**OFFICE OF THE OMBUDSMAN**  
Agham Road, Diliman, Quezon City 1104



**OFFICE ORDER No. 507**  
Series of 2015

In the interest of the service and to better respond to investors' grievances and complaints, an Investment Ombudsman Secretariat (IOS) is hereby created to be composed of the following:

Executive Director	:	Actg. AO MARIA CORAZON A. ARANCON
Executive Staff	:	Dir. DENNIS RUSSEL D. BALDAGO Actg. Dir. HILARIO A. FAVILA ASP LORETO C. CUNANAN AGIO ALFREDO L. BENTULAN, JR. GPCO MARILYN L. TANG
Executive Officers	:	
Central Office	:	PAB Director
OMB-Luzon	:	PACPB Director
OMB-Visayas	:	PACPB Director
OMB-Mindanao	:	PACPO Director

The Secretariat shall act as the main support and action unit of the Investment Ombudsman in acting upon investment-related grievances and complaints received from investors or potential investors, relating but not limited to the following concerns:

1. Delay in the delivery of frontline services relating to the establishment or conduct of business;
2. Solicitation, demand or request by a government official or employee in exchange for the issuance of licenses, permits and certificates, the release of shipments and cargoes, as well as the arbitrary assessment of fees for the conduct of business;
3. Issuance of licenses, permits and certificates, in relation to business, to any person not qualified or legally entitled thereto;
4. Any other delay or refusal to comply with the referral or Directive of the IO through the IOS or Executive Directors.
5. Any act or omission of a public official or employee that is illegal, unjust, improper or inefficient in connection with the foregoing concerns.

The IOS shall perform the following functions:

1. Provide administrative support to the Investment Ombudsman;
2. Arrange and coordinate meetings, and prepare the necessary minutes, resolutions, action documents or other documentation;

3. Closely monitor actions of the Executive Officers on all investment-related grievances treated as Requests for Assistance (RAS-IO) or other forms of assistance (OFA-IO) and of the Field Investigation Office (FIO) for Central Office and Field Investigation Units (FIBs) for area offices on investment-related complaints referred for fact-finding (FF-IO), as well as OMB cases arising from said grievances and complaints;
4. Prepare a Consolidated Report on investment-related RAS-IO or OFA-IO and FF-IO received and acted upon by the IO, for submission to the undersigned on a monthly basis;
5. Propose and implement programs aimed at encouraging local and foreign investments and improving the business climate in the country;
6. Perform other functions as may be assigned by the Investment Ombudsman or as may be necessary to carry out the above functions.

The designation of the Investment Ombudsman created pursuant to Office Order No. 327, series of 2014 is hereby reiterated while the designated Assistant Investment Ombudsman (AIO) shall be replaced by the Investment Ombudsman Secretariat, whose functions shall now be as enumerated above. The Executive Director, assisted by the Executive Staff, shall ensure that the foregoing functions are properly carried out.

The Executive Officers and the FIO-AO in Central Office or Directors of FIB in area offices shall each designate from their respective areas at least three (3) but not more than five (5) action officers who shall act, *with priority and dispatch*, on all investment-related grievances and/or complaints. Additional action officers may be designated later on depending on the volume of grievances/complaints received.

RAS-IO and OFA-IO shall be evaluated, docketed and acted upon in accordance with the existing guidelines under Memorandum Circular No. 01, series of 2013, adding the tag letters "IO" for easy identification. With regard to the investment-related RAS or OFA, the action documents which finally dispose or which recommend their referral to other OMB area offices or other agencies for appropriate action shall be approved by the Executive Officers in the area offices concerned. For Central Office, action documents for RAS shall be approved by the Assistant Ombudsman of PACPO in the Central Office, while action documents on OFA shall be approved by the PAB Director. Where the action officer finds that, despite taking the necessary action on the grievance, there exists any ground to subject the respondent official or employee to a formal investigation, the Director of the Public Assistance Bureau or counterpart in the area offices shall refer the records thereof to the FIO/FIB for case build up or preparation of criminal or administrative complaint, as the case may be.

On the other hand, the investment-related complaints shall be evaluated and docketed in accordance with Office Order No. 183, series of 2012, adding the tag letters "IO" for easy identification. FF-IOs shall be acted upon, and corresponding Field Investigation Reports (FIRs) be submitted, reviewed, and approved in accordance with the Internal Rules on Field Investigation (MC. No. 1, series of 2015).

The Acting Director of the Bureau of Resident Ombudsman is directed to cause the turn over to the Executive Director of all RAS unacted upon and all other pertinent records of its operation within ten (10) days from notice of this Order.

The Deputy Ombudsmen for Luzon, Visayas and Mindanao are directed to ensure that the requirements of this Office Order are strictly implemented within their respective offices.

Office Order No. 327 and 337, both of 2014 series, are hereby repealed.

This Office Order shall take effect immediately.

Quezon City, Philippines, July 31, 2015.

  
CONCHITA CARPIO MORALES  
*Ombudsman*

Cc:

Acting AO Arancon  
OODO;  
DO-Luzon;  
DO-Visayas;  
DO-Mindanao;  
DO-MOLEO;  
PACPO Central Office;  
Acting Dir., BRO;  
CRD;  
File