

MISSION

As protectors of the people, we shall endeavor, in cooperation with all sectors of Filipino Society, to promote integrity and efficiency and high ethical standards in public service through proactive approaches in graft prevention and public assistance, prompt investigation of complaints and aggressive prosecution of cases against 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 employee of the Office of the Ombudsman, as protectors of the people, sworn to serve with utmost responsibility, integrity, loyalty and efficiency, commit to:

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



WHERE TO FILE

Office of the Ombudsman
Agham Road, North Triangle
Diliman, Quezon City
Tel. No. (02) 479-7300 local 2222, 2223 & 2226
(02) 926-8752

Office of the Deputy Ombudsman for the Visayas
Department of Agriculture, Regional Office-7 Compound
M. Velez St., Guadalupe, 6000 Cebu City
Tel. No. (032) 255-0977
Telefax (032) 253-0981

**Office of the Deputy Ombudsman for the Visayas
Iloilo Regional Office**
G/F CAP Building, Gen. Luna St., Iloilo City
Tel. No. (033) 509-4655
(033) 509-5644

**Office of the Deputy Ombudsman for the Visayas
Tacloban Regional Office**
3/F Yuhoo Building, Marasbaras
Tacloban City
Tel. No. (053) 523-4010
(053) 523-3042

Office of the Deputy Ombudsman for Mindanao
Alvarez St., cor. Ramon Magsaysay Ave.
Davao City
Tel. No. (082) 221-3431 to 33
Telefax (082) 221-3938

**Office of the Deputy Ombudsman for Mindanao
Cagayan De Oro Regional Office**
G/F ALU-TUCP. Kauswagan National Highway
Cagayan De Oro City
Tel. No. (088) 8809 008
(088) 8809 009

Any authorized SM Business Centers

Through www.ombudsman.gov.ph



APPLICATION FOR OMBUDSMAN CLEARANCE

If you are not satisfied with our service,
please call 479-7300 loc. 2109
Public Assistance and Corruption Prevention Office
or write to:
Hon. Melchor Arthur H. Carandang
Overall Deputy Ombudsman
Office of the Ombudsman
Agham Road, Diliman, Quezon City



APPLICATION FOR OMBUDSMAN CLEARANCE



HOW TO AVAIL OF THE SERVICE?

WHO MAY AVAIL OF THE SERVICE?

- Any person may apply personally or through an authorized representative
- Heads of departments, offices, agencies, bureaus or their duly authorized representatives, with respect to their own personnel or under the terms of an existing Memorandum of Agreement
- Chairpersons or duly authorized representatives of the Judicial and Bar Council, Commission on Appointments and other search and selection committees or bodies, as to their respective applicants/nominees

WHAT ARE THE REQUIREMENTS?

- Duly accomplished Application for Ombudsman Clearance (OMB Form 1) for individual applicants, personally or through a duly authorized representative together with an authorization letter stating name of representative and signature of client; or a formal letter-request addressed to the Ombudsman from requesting government agencies or institutions for stated purposes specified in OMB Form 1
- Presentation of a valid ID and submission of photocopy of valid ID of representative
- Payment of clearance fees
- Photocopy of the service record may be required for further verification
- Photocopy of Death Certificate for death claim

WHEN TO FILE?

- Any time but not earlier than six (6) months in case of retirement

WHERE TO FILE?

- Ombudsman offices in Quezon City, Cebu, Iloilo, Tacloban, Davao and Cagayan de Oro
- Any authorized SM Business Centers
- Through www.ombudsman.gov.ph

HOW LONG WILL IT TAKE?

- Seventy (70) minutes processing time if without namesake
- Three (3) working days upon receipt of payment for application made thru mail, courier, or online
- Three (3) working days for application made in bulk
Note: Minimum of ten (10) applicants per day per agency and per authorized representative
- Five (5) working days if with namesake or pending case that needs further verification
- Five (5) working days for application made thru any authorized SM Business Center
Note: The total processing time is for one client being served at one time and may vary depending on the number of applicants availing the service or if the name of the applicant is a common name and there are voluminous documents to be verified.

Step	Client	Service Provider	Response Time	Person in Charge	Fees	Forms
1	a. Approaches Receiving Clerk	a. Greets applicant	5 minutes	Receiving Clerk		OMB Form 1
	b. Fills out and submits Application for Ombudsman Clearance (OMB Form 1)	b. Gives OMB Form 1 to be filled out by the applicant				
	c. Presents ID, if personally filed; and if filed by a representative, applicant's ID, representative's ID and authorization letter	c. Asks applicant to present valid ID and notes down the ID presented at the bottom of OMB Form 1 <ul style="list-style-type: none"> Examines the accomplished OMB Form 1 if all fields have been filled out Prepares Clearance Payment Slip (OMB Form 1A) 				OMB Form 1A
	d. Receives OMB Form 1 & 1A together with attachments	d. Gives OMB Form 1A and returns OMB Form 1 with attachments to the applicant and directs the applicant to the cashier to pay the required fees				OMB Form 1 & OMB Form 1A
2	a. Goes to cashier to pay the required clearance fees	a. Gets OMB Form 1A, checks if the amount tallies with the purpose	5 minutes	Cashier	*Refer to the listing of clearance fee on page 2	OMB Form 1A
	b. Pays the required clearance fees	b. Receives payment				
	c. Receives the Official Receipt (OR)	c. Issues OR and directs the applicant to return to the Clearance unit to submit OMB Form 1 and OR				
3	a. Returns to Clearance Unit to submit OMB Form 1 and OR	a. Receives OMB Form 1 and OR <ul style="list-style-type: none"> Checks payment details Stamps "RECEIVED" on OMB Form 1 	5 minutes	Receiving Clerk / Encoder		
	b. Receives Clearance Claim Slip (OMB Form 1C)	b. Prepares and gives applicant OMB Form 1C <ul style="list-style-type: none"> Asks applicant to take a seat until his/her queue number or name is called Forwards OMB Form 1 to the encoder Encodes applicant's information in the database 				



Step	Client	Service Provider	Response Time	Person in Charge	Fees	Forms
		<ul style="list-style-type: none"> Forwards OMB Form 1 to assigned verifier Verifies applicant's information in the Complaint and Case Monitoring System (CCMS) Prints Clearance or Certification Forwards printed clearance or certification and OMB Form 1 to reviewing official Reviews print-out and checks completeness and accuracy of information in clearance or certification Signs clearance or certification or returns it to the verifier for cancellation and re-issuance of clearance or certification Forwards signed clearance or certification and OMB Form 1 to the releasing clerk for release 	40 minutes	Verifier		
			10 minutes	Reviewing Official		
4	<p>a. Proceeds to releasing clerk</p> <p>b. Gives OMB Form 1C</p> <p>c. Checks details of clearance or certification</p> <p>d. Signs Release Transmittal Report</p> <p>e. Receives clearance or certification</p>	<p>a. Calls queue number or name of applicant</p> <p>b. Gets OMB Form 1C of applicant</p> <p>c. Asks applicant to check the correctness of his/her personal details in the clearance or certification</p> <p>d. Affixes dry seal on the clearance or certification and asks applicant to sign the Release Transmittal Report</p> <p>e. Releases clearance or certification together with the Official Receipt and reminds client to accomplish and drop Feedback Form (OMB Form 7) in the designated box and tells client parting words, "Have a nice day!"</p>	5 minutes	Releasing Clerk		OMB Form 1C OMB Form 7
5	Accomplishes and drops OMB Form 7 in the designated box					OMB Form 7

END OF TRANSACTIONS

Schedule of Clearance Fees:

Purpose of Clearance	Amount of Clearance Fees
Complete Disability Discharge, Death Claim, Disability Retirement, Discharge, Dropped from the Roll, End of Contract, End of Term, Expiration of Appointment, Expiration of Term, GSIS Claims, Rationalization, Resignation, Retirement, Reversion, Separation, Total Permanent Physical Disability	₱ 100.00
Appointment, Confirmation, Employment, Foreign Assignment, Grant of Benefits, Lateral Entry, Promotion, Reappointment, Reemployment, Transfer	₱ 150.00
Awards, Bar Exam, CES Eligibility, CESO Rank, Change of Name, Commissionship, Completion of Residency Training, Court Requirement, Extension of Service, Foreign Travel, Free and Accepted Masonry, Guarantorship, Leave Application, Loan Application, Nomination, Recognition, Requirement by Agency, Scholarship, Schooling, Scientific Career System, Study Grant, SUC Presidency, UN Mission, Visa	₱ 200.00
Bidding Requirements, Fidelity Bond, Permit to Carry Firearms	₱ 500.00
Firearms License	₱ 1,000.00

*Note: For plain photocopy, ₱ 5.00 per page
For certified copy, ₱ 10.00 per page*

