

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 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**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.

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

WHERE TO FILE

Office of the Ombudsman

Agham Road, North Triangle
Diliman, Quezon City
Tel. No. (02) 479-7300 local 222, 223 & 226
(02) 926-8752

Office of the Deputy Ombudsman for Luzon

3/F Office of the Ombudsman
Agham Road, North Triangle
Diliman, Quezon City
Tel. No. (02) 479-7300 local 325, 326 & 327
(02) 926-8741

Office of the Deputy Ombudsman for Luzon Ombudsman-Luzon Regional Office

Barangay Carmay East
Rosales, Pangasinan
Mobile No. (0943) 621-7514
(0928) 376-2588

Office of the Deputy Ombudsman for the Military and Other Law Enforcement Offices

3/F Office of the Ombudsman
Agham Road, North Triangle
Diliman, Quezon City
Tel. No. (02) 479-7300 local 319
(02) 926-8770

Office of the Deputy Ombudsman for the Visayas

Cebu Palace of Justice, Capitol Site
Cebu City
Tel. No. (032) 255-0976
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. (08822) 714752

Via on-line www.ombudsman.gov.ph

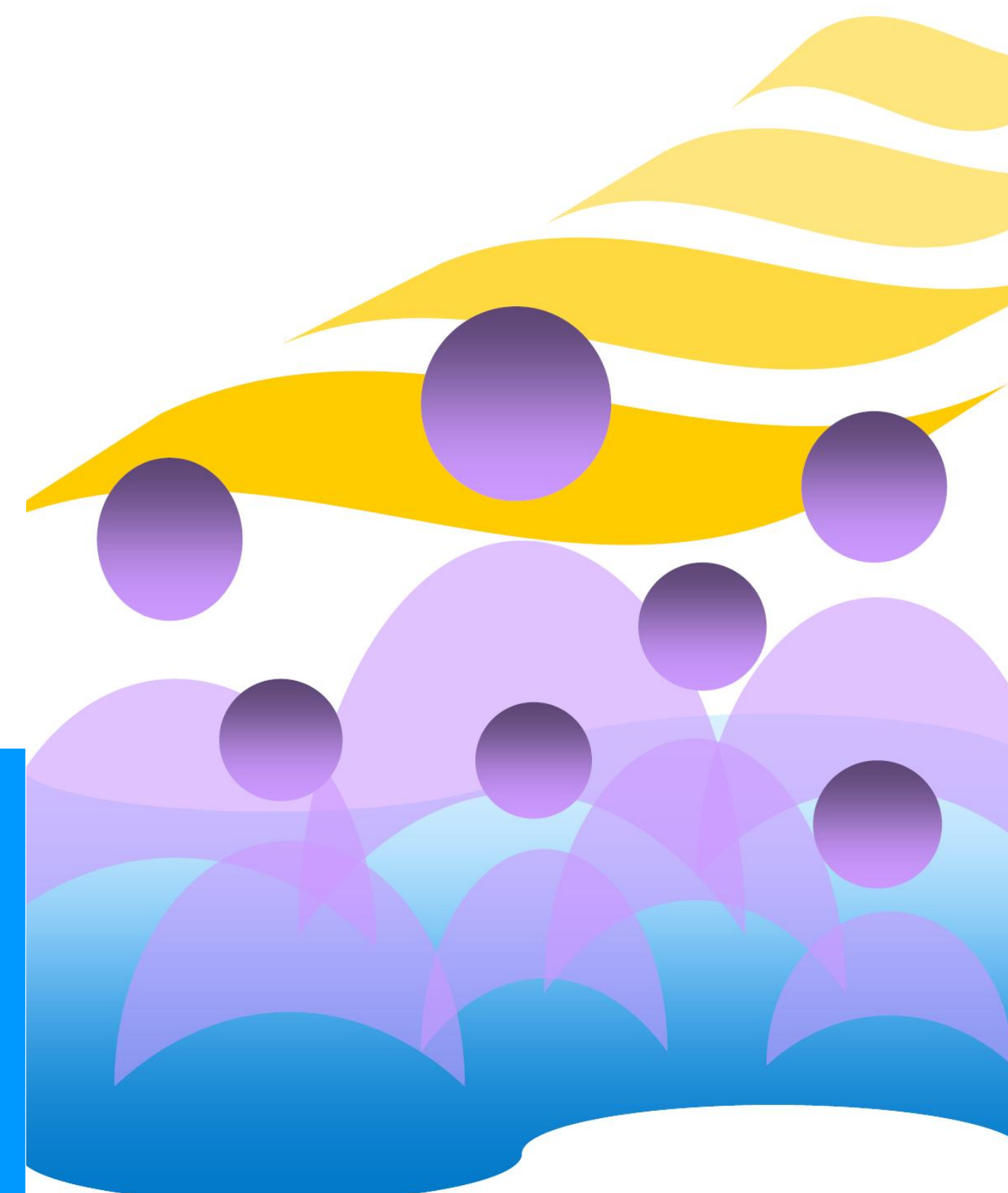


FILING OF NEW COMPLAINT

FILING OF PLEADING AND SUBMISSION OF OTHER DOCUMENTS RELATED TO EXISTING CASE

If you are not satisfied with our service,
please call 479-7300 loc. 109
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



FILING OF NEW COMPLAINT

A. Who may avail of the service?

- Any aggrieved party who wishes to file a complaint
- Representative of the complainant

B. What are the requirements?

- Verified complaint-affidavit including attachments (at least 3 copies)
- Number of copies = (Number of named respondents + 4)
- Certificate of Non-Forum Shopping

 **Duration: Fifteen (15) minutes**

FILING OF PLEADING AND SUBMISSION OF OTHER DOCUMENTS RELATED TO EXISTING CASE

A. Who may avail of the service?

- Any party to the case
- Counsel on record or representative of the party

B. What are the requirements?

- Pleadings to be filed including attachments (at least 3 copies)
- Proof of service (original registry receipt/affidavit of personal service)

 **Duration: Eight (8) minutes**

FILING OF NEW COMPLAINT

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	RESPONSE TIME	PERSON IN-CHARGE	FEES	FORMS
1	a. Presents Visitor's Slip b. Submits complaint-affidavit, attachments, and Certificate of Non- Forum Shopping	a. Greets complainant b. Receives complaint-affidavit, attachments and Certificate of Non- Forum Shopping c. Checks requirements as to completeness d. Stamps "RECEIVED" on original and receiving copy	5 minutes	Receiving Officer (Records Division/Unit)	None	Visitor's Slip
2	a. Accepts receiving copy b. Fills-out Feedback Form c. Gets Visitor's Slip for release of ID at lobby guard	a. Encodes details of complaint in the Complaint and Case Monitoring System (CCMS) [Note: CCMS generates an automatic Internal Control (IC) Number] b. Writes IC number on the receiving copy c. Gives receiving copy to the complainant d. Reminds client to drop Feedback Form in the designated box located at the ground floor lobby e. Signs Visitor's Slip	10 minutes	Encoder (Records Division/Unit)	None	Feedback Form Visitor's Slip
END OF TRANSACTION						

FILING OF PLEADING AND SUBMISSION OF OTHER DOCUMENTS RELATED TO EXISTING CASE

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	RESPONSE TIME	PERSON IN-CHARGE	FEES	FORMS
1	a. Presents Visitor's Slip b. Submits pleadings and attachments c. Accepts receiving copy d. Fills-out Feedback Form e. Gets Visitor's Slip for release of ID at lobby guard	a. Greets client b. Receives pleadings and attachments c. Examines documents as to completeness d. Stamps "RECEIVED" on original and receiving copy e. Gives receiving copy to client f. Reminds client to drop Feedback Form in the designated box at the ground floor lobby g. Signs Visitor's Slip Without proof of service: • Instructs client to copy furnish the other party	8 minutes	Receiving Clerk (Records Division/Unit)	None	Feedback Form Visitor's Slip
END OF TRANSACTION						

