



Republic of the Philippines

OFFICE OF THE OMBUDSMAN

Agham Road North Triangle Diliman Quezon City 1128

MEMORANDUM CIRCULAR NO. 001
Series of 2012

T O : ALL CONCERNED

S U B J E C T : GUIDELINES ON REQUESTS FOR CASE STATUS FOR WALK-IN CLIENTS

To ensure the effective implementation of the Citizen's Charter of the Office of the Ombudsman and at the same time properly observe confidentiality of proceedings, the following guidelines shall be observed in relation to requests for case status for walk-in clients:

1. Parties to a case, counsels on record, and authorized representatives of the parties concerned may request for case status by way of filling up the prescribed Verification Slip (see Annex A).
2. Any individual not party to a case should make a formal letter stating the purpose of the request which request shall be subject to the approval of the Ombudsman or Deputy Ombudsman.
3. Only authorized Records Officers and Personnel-in-Charge shall attend to requests for case status and issue the verification requested, by filling up the prescribed Verification Slip.
4. The duly accomplished Verification Slip should be released to the requesting party (original) and copy furnished the Office handling the case, and the Records Division/Section concerned.

All other issuances inconsistent herewith are hereby modified accordingly.

This Circular takes effect immediately.


CONCHITA CARPIO MORALES
Ombudsman

09 JAN 2012



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ANNEX "A"

VERIFICATION SLIP

DATE: _____

NAME & SIGNATURE : _____
(Complainant/Respondent/Authorized Representative/
Counsel w/Entry of Appearance)

ADDRESS : _____

CONTACT NO.: _____

CASE NO. : _____

TITLE : _____

REMARKS : _____

(Note: Please present ID and Authority as Representative)

Do Not Fill-Up Below This Line

STATUS:

- Under Evaluation by (Office) _____
- Under Preliminary Investigation/Under Adjudication
- Under Review by (Office) _____
- Resolved on: _____
- Referred to Sectoral Office on: _____
- Referred to Public Assistance Bureau (PAB)/For Mediation on: _____
- Remarks: _____

VERIFIED BY:

Records Officer/Personnel-in-Charge

DATE: _____

(Note: The status is limited only to the abovesited informations pursuant to Office Order No. 88, s. 2002 – Rule on Confidentiality. Other concerns, comments or suggestions should be made in writing addressed to the Honorable Ombudsman.)