

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 101, 104
(02) 926-8788

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 306
(02) 926-1590

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

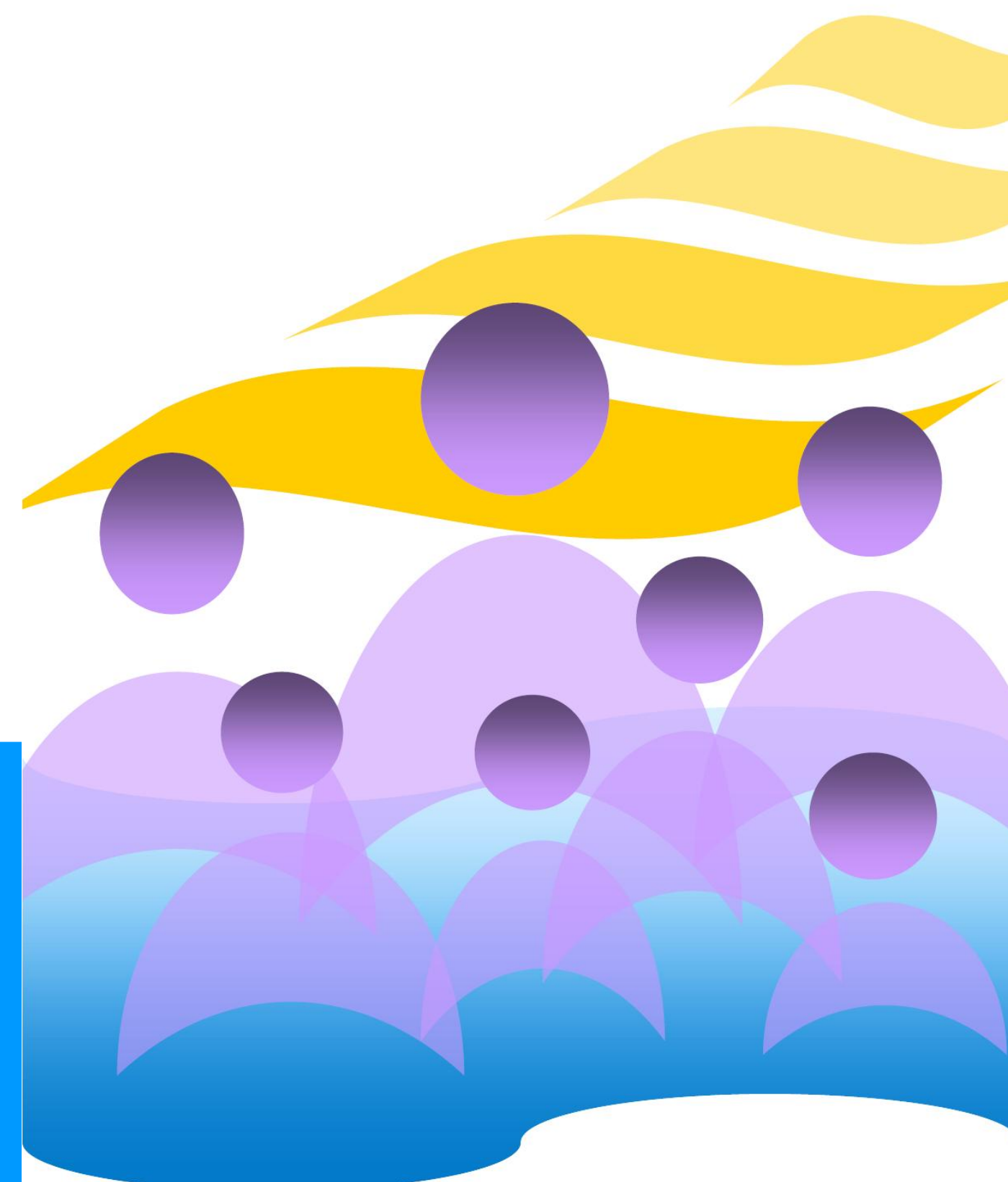
If you are not satisfied with our service,
please call 479-7300 loc. 109
Public Assistance and Corruption Prevention Office
or write to :

Hon. Melchor Arthur H. Carandang
Overall Deputy Ombudsman
Office of the Ombudsman
Agham Road, Diliman, Quezon City



REQUEST FOR ASSISTANCE

REQUEST FOR COPY OF SALN



REQUEST FOR ASSISTANCE

A. Who may avail of the service?

- Any person who has a legitimate request for any form of assistance

B. What are the requirements?

- Letter request/grievance letter or accomplished Request for Assistance (RAS) Form

 **Duration: Forty (40) minutes**

The total processing time is 40 minutes for one client being served at one time. The time is extended when there are two or more clients.

REQUEST FOR COPY OF SALN

A. Who may avail of the service?

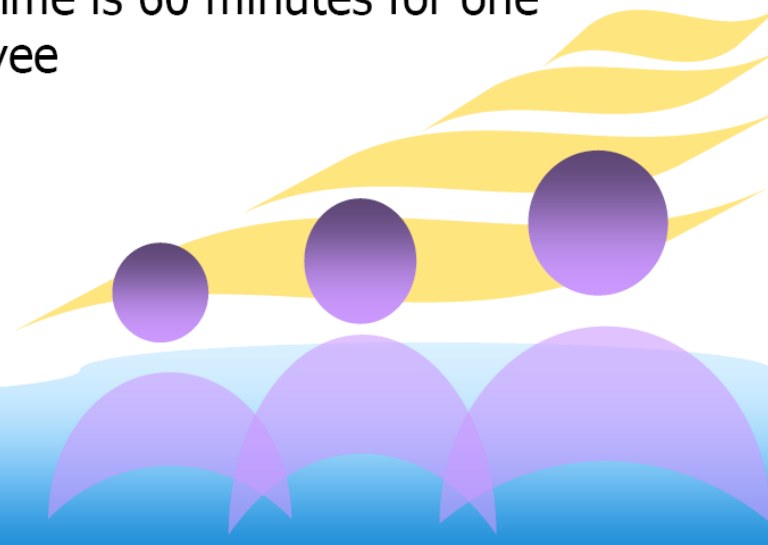
- Any requesting party as it pertains to his/her personal SALN
- Authorized representative of the party concerned
- Students, for study purposes
- Members of the Media
- Others not mentioned subject to the approval of the OMB Office of the Legal Affairs (OLA)

B. What Are the Requirements?

- SALN Request Form
- Two (2) government issued ID
- Authorization Letter or Special Power of Attorney for representatives

 **Duration: Sixty (60) minutes**

The total processing time is 60 minutes for one SALN year per employee



REQUEST FOR ASSISTANCE

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	RESPONSE TIME	PERSON IN-CHARGE	FEES	FORMS
1	a. Presents Visitor's Slip b. Fills-out RAS Form	a. Greets requester b. Receives RAS Form c. Refers requester to appropriate Officer-of-the- Day	10 minutes	Desk Officer (Public Assistance)	None	Visitor's Slip RAS Form
2	a. Fills-out Feedback Form b. Gets Visitor's Slip for release of ID at lobby guard	a. Interviews requester b. Informs requester of the procedure c. Undertakes necessary action d. Accomplishes disposition portion of the RAS Form e. Reminds requester to drop Feedback Form in the designated box located at the ground floor lobby f. Signs Visitor's Slip	30 minutes	Officer-of-the-Day (Public Assistance)	None	RAS Form Feedback Form Visitor's Slip
END OF TRANSACTION						

REQUEST FOR COPY OF SALN

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	RESPONSE TIME	PERSON IN-CHARGE	FEES	FORMS
1	a. Presents Visitor's Slip b. Fills-out SALN Request Form c. Presents ID	a. Greets requester b. Receives SALN Request Form c. Examines SALN Request Form and IDs d. Refers requester to an Ombudsman lawyer for oath	8 minutes	Officer-of-the-Day (Public Assistance)	None	Visitor's Slip SALN Request Form
2	a. Presents accomplished SALN Request Form	a. Administers oath	5 minutes	Ombudsman Lawyer	None	SALN Request Form
3		a. Approves SALN Request	5 minutes	Director (Public Assistance)	None	SALN Request Form
4		a. Routes the SALN Request Form to Records Division/Unit for appropriate action	5 minutes	Officer-of-the-Day (Public Assistance)	None	SALN Request Form
5		a. Verifies availability of SALN b. Retrieves SALN c. Reproduces SALN d. Certifies SALN, if requested e. Accomplishes Action/Remarks on SALN Request Form f. Prepares Payment Slip g. Routes SALN Request Form, SALN and Payment Slip to PAB	30 minutes	SALN Custodian (Records Division/Unit)	None	SALN Request Form Payment Slip
6	a. Presents Payment Slip	a. Receives payment b. Issues Official Receipt	2 minutes	Cashier (Cashier Section)	P5.00/ page (plain photo copies) P10.00/ certified copy plus P100/ certification fee	Payment Slip
7	a. Presents Official Receipt b. Receives requested documents c. Fills-out Feedback Form d. Gets Visitor's Slip for release of ID at lobby guard	a. Writes payment details in the SALN Request Form b. Releases SALN to requester c. Reminds requester to drop Feedback Form in the designated box located at the ground floor lobby d. Signs Visitor's Slip	5 minutes	Officer-of-the-Day (Public Assistance)	None	Official Receipt Feedback Form Visitor's Slip
END OF TRANSACTION						