

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 Luzon

3/F Office of the Ombudsman
Agham Road, North Triangle, Diliman, Quezon City
Tel. No. (02) 479-7300 local 4325, 4327 & 4330
(02) 926-8741

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

2/F Office of the Ombudsman
Agham Road, North Triangle
Diliman, Quezon City
Tel. No. (02) 479-7300 local 5209 & 5314
(02) 926-8770

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
Telefax (088) 8809 009

Through www.ombudsman.gov.ph



REQUEST FOR CASE INFORMATION

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



REQUEST FOR CASE INFORMATION



HOW TO AVAIL OF THE SERVICE?



WHO MAY AVAIL OF THE SERVICE?

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



WHAT ARE THE REQUIREMENTS?

- Duly accomplished Verification Slip (OMB Form 4)
- Presentation of valid ID of client and representative
- Authorization letter or Special Power of Attorney for representative



HOW LONG WILL IT TAKE?

- Twenty Five (25) minutes

Step	Client	Service Provider	Response Time	Person in Charge	Fees	Forms
1	a. Approaches Receiving Clerk	a. Greets and interviews client <ul style="list-style-type: none"> • Verifies if client is a party to the case, counsel on record, or authorized representative; • Instructs the client to write a formal letter stating the purpose of the request, if not a party 	5 minutes	Receiving Clerk	No Fees	OMB Form 4
	b. Gets and fills out Verification Slip (OMB Form 4)	b. Gives client OMB Form 4 and asks for a valid ID				
	c. Submits filled out OMB Form 4, presents valid ID, and takes a seat	c. Examines filled out OMB Form 4 <ul style="list-style-type: none"> • Asks client to take a seat • Forwards OMB Form 4 to verifier 	15 minutes	Verifier	OMB Form 4	
	d. Waits for the release of OMB Form 4	d. Checks case data base, writes the requested case information on OMB Form 4, and forwards the original and office copy of the form to the receiving clerk				
2	a. Receives OMB Form 4 with notation	a. Gives original OMB Form 4 to the client	5 minutes	Receiving Clerk		OMB Form 4
	b. Signs on the "RECEIVED" portion of the office copy of OMB Form 4	b. Asks client to sign on the 'RECEIVED' portion of the office copy of OMB Form 4 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!"				
3	Accomplishes and drops OMB Form 7 in the designated box					OMB Form 7

END OF TRANSACTIONS

