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**Administrative Order No. 20  
Series of 2008**

**OMBUDSMAN RULES OF PROCEDURE FOR MEDIATION**

**Policy Statement**

The Office of the Ombudsman shall actively promote mediation in line with the *Alternative Dispute Resolution Law* (Republic Act No. 9285) to speed up the disposition of cases under its jurisdiction and give priority to complaints filed against high ranking government officials and those involving grave offenses, as mandated by *The Ombudsman Act of 1989* (Republic Act No. 6770). Towards this end, the Office of the Ombudsman shall establish and institutionalize a mediation system which will enable it to render meaningful, responsive, and relevant public assistance.

**Rule 1  
Preliminary Provisions**

**Section 1. Title.** These rules shall be known as the "Ombudsman Rules of Procedure for Mediation" hereinafter referred to as "the Rules".

**Sec. 2. Scope.** The Rules shall apply to all complaints, grievances, or requests for assistance and such other matters cognizable by the Office of the Ombudsman which may be the subject of mediation.

**Sec. 3. Definition of Terms.** For purposes of the Rules, the term:

- a) **"Complaint"** means any allegation of any act or omission which may appear to be unreasonable, unfair, oppressive, discriminatory, illegal, unjust, improper, or inefficient and may be the subject of mediation, filed by the complainant against public officials or employees, including those in the government owned and controlled corporations, as well as private individuals who may be involved in the acts or omissions complained of. The complaint may be filed in any form or manner with the Office of the Ombudsman or any of its area, sectoral, regional, or resident ombudsman offices.
- b) **"Director"** means the Director of the Public Assistance Bureau or its counterpart unit or bureau in the area or sectoral offices, or the Director of the Bureau of Resident Ombudsman;
- c) **"Evaluating Officer"** means an officer duly authorized to evaluate whether a complaint is appropriate for the conduct of mediation, and shall include the Director of the investigating bureau, the Resident Ombudsman or the head of the Ombudsman Regional Office for cases filed with their respective offices;
- d) **"Filing"** means the act of relaying any information or grievance to the Office of the Ombudsman in any form and in whatever manner, or the submission of an initiatory pleading;
- e) **"Investigating Officer"** means any Ombudsman personnel duly authorized to conduct preliminary investigation, administrative adjudication, or fact-finding investigation;

