OFFICE OF THE OMBUDSMAN

REQUESTS FOR ASSISTANCE

FOR CALENDAR YEAR 2013

A Request for Assistance (RAS) refers to any form of grievance or concern seeking redress, relief or public assistance, which does not necessarily amount to a criminal, administrative or forfeiture complaint, wherein the Office is mandated to intervene within the primarily scope of its powers, functions, and jurisdiction.

RECEIVED

29,790

RAS

Between CY 2012 and CY 2013 there was a

94%

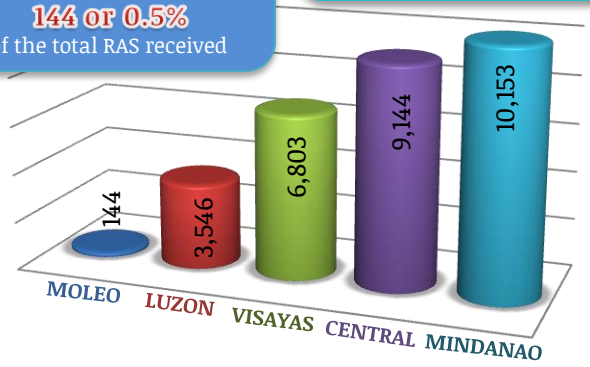
increase in the number of RAS received

1,119 RAS CARRIED OVER FROM THE PREVIOUS YEAR + **29,790** RAS RECEIVED − **30,127** RAS DISPOSED = **782** PENDING RAS

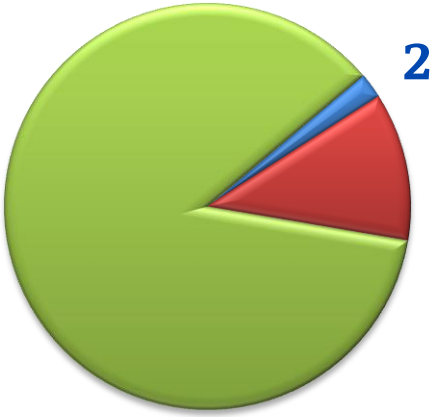
- **30,909** TOTAL RAS FOR DISPOSITION
- **617** REFERRED TO OTHER GOV'T AGENCIES/ FORUMS
- **3,543** OTHER ACTIONS (MEDIATION, CONFERENCE, ETC.)
- **25,967** CLOSED & TERMINATED

OMB-MOLEO reported the least number of RAS received at **144 or 0.5%** of the total RAS received

OMB-MINDANAO reported the most number of **RAS received** at **10,153 or 34%** of the total RAS received



86% of disposed RAS were CLOSED & TERMINATED

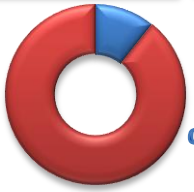


2% Referred to other agencies/forums

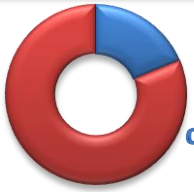
12% Other Actions (Mediation, Conference, etc.)

Of the 30,127 RAS DISPOSED

0.5% or 142 by **OMB-MOLEO**

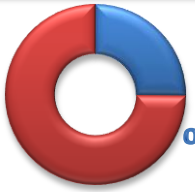


12% or 3,649 by **OMB-Luzon**



23% or 6,960 by **OMB-Visayas**

31% or 9,227 by **OMB-Central**



34% or 10,149 by **OMB-Mindanao**

Source: STATISTICAL AND MONITORING DIVISION
Date Printed: March 13, 2014

Notes: Details may not add up to totals due to rounding
RAS includes OFA (other forms of assistance) and IC (Internal Control)
RAS RECEIVED is equal to RAS NEWLY RECEIVED less RAS referred to other OMB offices

OFFICE OF THE OMBUDSMAN

REQUESTS FOR ASSISTANCE

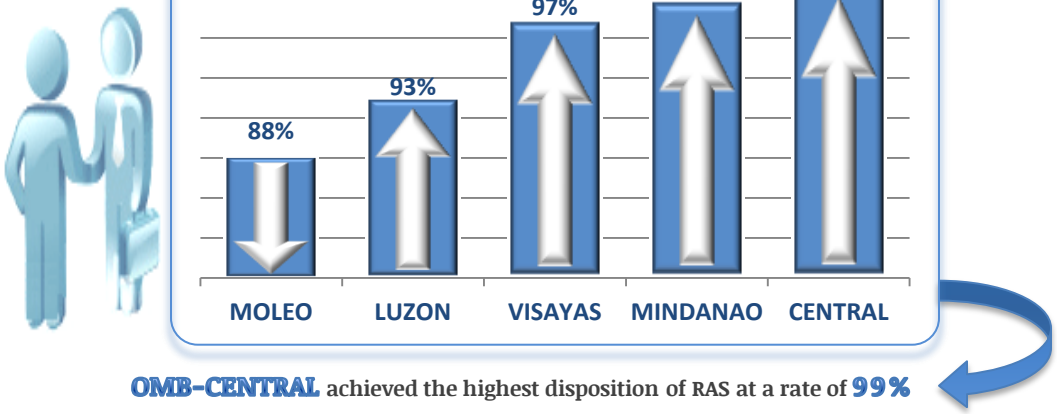
FOR CALENDAR YEAR 2013

RAS DISPOSITION RATE
(# of RAS disposed ÷ total RAS for disposition) x 100

About **9** in **10**
RAS for disposition
were disposed during the year

# of RAS DISPOSED

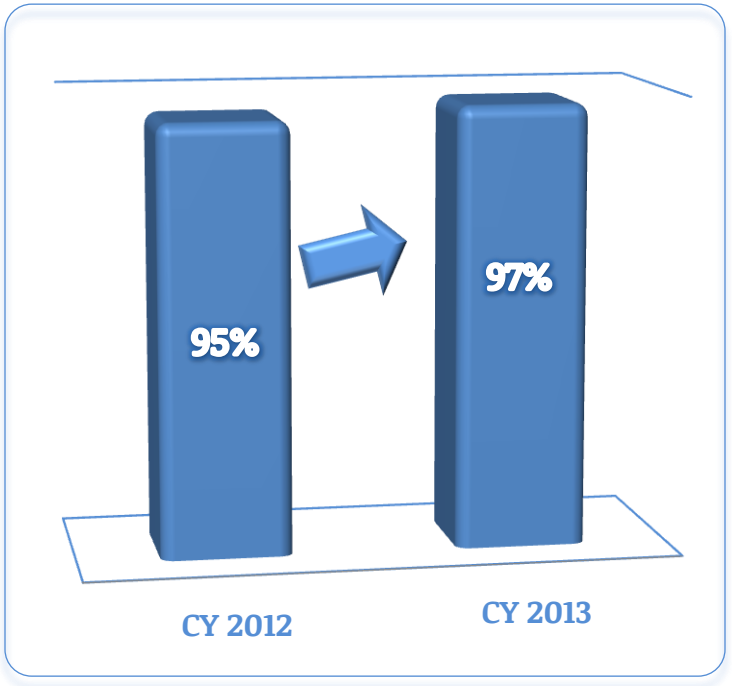
RAS DISPOSITION RATE OF CENTRAL OFFICE AND AREA/SECTORAL OFFICES



OMB-CENTRAL achieved the highest disposition of RAS at a rate of **99%**

As compared to last year, **OMB-MOLEO's** disposition rate decreased while the rest of the offices, increased.

RAS DISPOSITION RATE
for CY 2013 went up by 2 percentage points from CY 2012



Source: STATISTICAL AND MONITORING DIVISION
Date Printed: March 13, 2014

Note: RAS includes OFA (other forms of assistance) and IC (Internal Control)