

OMBUDSMAN TWITTER AND FACEBOOK TERMS OF USE

The Office of the Ombudsman of the Philippines (OMB) uses Twitter and Facebook as dynamic avenues to communicate quickly and openly to the public. These new channels will help the Office share the latest information on its services and activities through links to news releases, reports, statistics and office circulars/memoranda.

Its Twitter account @OmbudsmanPH and Facebook fan page are maintained by the Management Information Systems Service (MISS) and updated regularly by the Public Information and Media Relations Bureau (PIMRB).

Tweets or posts are not to be taken as source of new policy of the OMB and that any official policy on all matters relating to its mandate shall still be communicated/circulated thru official print publications, press releases or website (www.ombudsman.gov.ph).

The OMB does not receive/process complaints received via Twitter or Facebook. For complaints or requests for assistance, our followers are directed to use the following

Online: <http://www.ombudsman.gov.ph/index.php?home=1&eServ=2>

Hotline:(+632)9262-OMB

Text:(+63)9266994703

Email: pab@ombudsman.gov.ph

For media inquiries, the OMB does not entertain questions posted on Twitter or Facebook and reporters/journalists should instead contact the Director of PIMRB at mediaaffairs@ombudsman.gov.ph.

The OMB may retweet news or links which it deems relevant and helpful to its mandate. Retweets, however, do not imply endorsement of the OMB. The same is true when the OMB follows certain accounts (i.e. private organizations, associations, individuals and other government agencies) in Twitter and Facebook. Replies and direct messages will be read, and forwarded to the appropriate office, when necessary and appropriate.

Offensive, defamatory, racist, sexually-explicit tweets as well as spam or commercial/promotional/sponsored content shall not be tolerated and will be promptly deleted. Any threatening tweets directed to the OMB and its officials or employees will be taken seriously and reported to the proper authorities for any criminal liability.

The public is warned that personal Twitter and Facebook accounts maintained by OMB officials or employees in their own names or pseudonyms do not represent the OMB nor do their tweets or posts reflect the official policy or position of the OMB on any relevant matter. OMB employees are warned not to post tweets or status messages which will tend to compromise their neutrality/objectivity in their work and the OMB as an institution.