

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.

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



FILING OF NEW COMPLAINT

FILING OF PLEADING AND SUBMISSION OF OTHER DOCUMENTS RELATED TO EXISTING CASE

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.



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



FILING OF NEW COMPLAINT



HOW TO AVAIL OF THE SERVICE?

Step	Client	Service Provider	Response Time	Person in Charge	Fees	Forms
1	a. Approaches Receiving Clerk and submits verified complaint, supporting documents, and Certificate of Non-Forum Shopping (CNFS)	a. Greets client and receives verified complaint, supporting documents, and Certificate of Non-Forum Shopping (CNFS) <ul style="list-style-type: none"> Checks requirements for completeness and compliance with formalities and notes deficiencies, if any, in the Complaint Checklist Form for the information of the complainant Stamps "RECEIVED" on the copy of the verified complaint Forwards all copies of complaint to the encoder and advises client to take a seat 	5 minutes	Receiving Clerk	No Fees	Complaint Checklist Form
	b. Takes a seat and waits	b. Encodes details of the complaint in the Complaint and Case Monitoring System (CCMS) and prints Acknowledgement Receipt with Internal Control (IC) Number	8 minutes	Encoder		
2	Accepts "STAMPED" receiving copy of the complaint together with the printed Acknowledgment Receipt with IC Number	Returns receiving copy of the complaint together with the printed Acknowledgment Receipt with IC Number to the client 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!"	2 minutes	Encoder		OMB Form 7
3	Accomplishes and drops OMB Form 7 in the designated box					OMB Form 7

END OF TRANSACTIONS



WHO MAY AVAIL OF THE SERVICE?

- Any aggrieved party
- Representative of the aggrieved party/complainant



WHAT ARE THE REQUIREMENTS?

- Sufficient number of copies of verified complaint-affidavit and supporting documents
- Note: Number of copies = Number of named respondents + 4 copies*
- Verified Certificate of Non-Forum Shopping (CNFS)



HOW LONG WILL IT TAKE?

- Fifteen (15) minutes

FILING OF PLEADING AND SUBMISSION OF OTHER DOCUMENTS RELATED TO EXISTING CASE



HOW TO AVAIL OF THE SERVICE?

Step	Client	Service Provider	Response Time	Person in Charge	Fees	Forms
1	a. Approaches Receiving Clerk and submits pleading and supporting documents	a. Greets client and receives pleading <ul style="list-style-type: none"> Examines pleading and checks completeness and compliance with formalities Explains requirements and advises client to comply, if there are deficiencies Stamps "RECEIVED" on the pleading 	8 minutes	Receiving Clerk	No Fees	OMB Form 7
	b. Gets stamped receiving copy	b. Returns stamped receiving copy of the pleading 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!"				
2	Accomplishes and drops OMB Form 7 in the designated box					OMB Form 7

END OF TRANSACTIONS



WHO MAY AVAIL OF THE SERVICE?

- Any party to the case
- Counsel on record or duly authorized representative of the party



WHAT ARE THE REQUIREMENTS?

- Two (2) copies of each pleading including its supporting documents indicating the OMB docket number to be filed
- Proof of service, e.g. original registry receipt or personal service



HOW LONG WILL IT TAKE?

- Eight (8) minutes

