

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 COPY OF STATEMENT OF ASSETS, LIABILITIES, AND NET WORTH (SALN)



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 COPY OF STATEMENT OF ASSETS, LIABILITIES, AND NET WORTH (SALN)



HOW TO AVAIL OF THE SERVICE?

Step	Client	Service Provider	Response Time	Person in Charge	Fees	Forms
1	a. Approaches Receiving Clerk b. Fills out and submits SALN Request Form (OMB Form 5) and presents valid ID	a. Greets client and gives OMB Form 5 b. Receives filled out OMB Form 5, examines to determine its completeness, routes to SALN Custodian and tells client to take a seat	5 minutes	Receiving Clerk	No Fees	OMB Form 5
	a. Takes a seat	a. Verifies availability of the requested OMB Form 5 from the SALN database • If not available: 1. Indicates non-availability in OMB Form 5 2. Explains the reasons for non-availability 3. Returns OMB Form 5 to client • If available: 1. Retrieves SALN 2. Photocopies SALN 3. Redacts address of declarant 4. Certifies copy of SALN, if requested b. Prepares and issues Payment Slip for Copy of Documents (OMB Form 3A) c. Routes OMB Forms 3A and 5 to Director for approval	35 minutes	SALN Custodian		OMB Form 3A
2	a. Waits for the release of SALN b. Receives OMB Form 3A	a. Approves and routes OMB Forms 3A, 5 and copy of SALN to receiving clerk b. Gives OMB Form 3A to client and directs client to the cashier to pay the required fees	5 minutes	Director		
	a. Goes to Cashier to pay and gives OMB Form 3A b. Receives Official Receipt (OR) c. Goes to Records Division to claim copy of requested SALN	a. Gets OMB Form 3A and receives payment b. Issues OR c. Directs client to the Records Division to claim copy of SALN	5 minutes	Cashier	₱5.00 per page for plain copy / ₱10.00 per page for certified copy	OMB Form 3A
4	a. Presents OR b. Receives copy of requested SALN	a. Asks client to present OR, and writes down payment details in the OMB Form 5 b. Releases requested copy of SALN to 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!"	10 minutes	Receiving Clerk		OMB Form 5 OMB Form 7
	5	Accomplishes and drops OMB Form 7 in the designated box				OMB Form 7



WHO MAY AVAIL OF THE SERVICE?

- Any interested person



WHAT ARE THE REQUIREMENTS?

- SALN Request Form (OMB Form 5)
- Presentation of valid ID



HOW LONG WILL IT TAKE?

- Sixty (60) minutes per person

