



Republic of the Philippines
OFFICE OF THE OMBUDSMAN
 Agham Road, Diliman, Quezon City 1104

CERTIFICATION OF COMPLIANCE

Pursuant to Republic Act 9485: An Act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, preventing graft and Corruption, and Providing Penalties Therefor

I, **CONCHITA CARPIO MORALES**, of legal age, **Ombudsman** of the **Office of the Ombudsman**, being responsible and accountable in ensuring compliance with Section 6 of the Anti-Red Tape Act of 2007 and Rule IV of its Implementing Rules and Regulations, hereby declare and certify the following facts:

1. The **Office of the Ombudsman** including its area **Offices in Luzon, Visayas and Mindanao and the Military and Other Law Enforcement Offices**, has established its service standards known as the Citizen's Charter that enumerates the following:
 - a. Vision and Mission of the agency;
 - b. Performance Pledge;
 - c. Frontline Services offered;
 - d. Step-by-step procedure in availing of frontline services;
 - e. Employee responsible for each step;
 - f. Time needed to complete the procedure;
 - g. Amount of fees;
 - h. Required documents;
 - i. Procedure for filing complaints.
2. The Citizen's Charter is posted as information billboards in all the service offices of the **Office of the Ombudsman** that deliver frontline services;
3. The Citizen's Charter is positioned at the main entrance of the office or at the most conspicuous place of all the said service offices;
4. The Citizen's Charter is written in either **English, Filipino**, or in the local dialect and published as an information material (e.g. brochure and booklet);
5. The Citizen's Charter is uploaded in the agency's website and accessible to the public;
6. The agency has undertaken self-assessment and reporting of improvements in its existing Citizen's Charter;
7. The Citizen's Charter shows the process improvements, specifically on the streamlining of procedures and shortened turnaround time, on the most availed frontline services:

Frontline Service	Process Improvement	Action Taken to Improve Process	Results/Benefits
Application and Issuance of Ombudsman Clearance	Shortened turn-around time from 80 minutes to 70 minutes Inclusion of Feedback Form in the process	Adopted the results of the time & motion study conducted in 2015; Regular updating of CCMS	Clients are satisfied with the reduced processing time; more clearances/certifications are issued within 1 day; less waiting time for clients; less errors are committed


Frontline Service	Process Improvement	Action Taken to Improve Process	Results/Benefits
Request for Assistance	Shortened turnaround time from 40 minutes to 30 minutes Inclusion of Feedback Form in the process	Enhanced monitoring of all Requests for Assistance thru establishment of linkages from among staffs handling receipt, docketing, and releasing No noon break policy Designation of officers-of-the- day	Shortened time in assisting clients Availability of action officers at any time during office hours Easy tracking and monitoring of requests
Filing of Pleadings and submission of documents related to existing cases	Inclusion of Feedback Form in the process	Frontliners are now aware of their responsibilities to clients No noon break policy	Courtesy, efficiency and responsive dealings with clients are achieved Availability of frontliners during noon breaks
Filing of New Complaint	Inclusion of Feedback Form in the process	Existing processes have been carefully reviewed No noon break policy	Efficiency in receipt of new complaints Availability of frontliners during noon break
Request for Case Information	Inclusion of Feedback Form in the process	No noon break policy Computerization of data	Availability of action officers at any time during office hours Easy access to case data/records
Request for SALN	From 7 steps to 5 steps Inclusion of Feedback Form in the process	Regular updating of SALNs; Assignment of SALN custodian; CRD is now tasked to act on requests for SALNs	Specific guidelines on issuance of SALNs are made; Easy access to requested SALNs considering that CRD is the custodian of SALNs Availability of action officers at any time during office hours
Request for Copy of Case Document	Inclusion of Feedback Form in the process	Computerization of all requests received and acted upon for easy verification Availability of photocopying machines No noon break policy	Easy access, retrieval and photocopying of documents Availability of action officers at any time during office hours;

Certification of Compliance (Annex A)

Frontline Service	Process Improvement	Action Taken to Improve Process	Results/Benefits
Redress of Client's and complaints & Grievances	Quality frontline service is achieved	Frontliners are informed of the proper way of handling clients	Quality and responsive service is achieved Courtesy is practiced


This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS HEREOF, I have hereunto set my hand this 10th day of August, 2017 in Quezon City, Philippines.


CONCHITA CARPIO MORALES
 Ombudsman
 Office of the Ombudsman

SUBSCRIBED AND SWORN to before me this AUG 14 2017 day of August, 2017 in Quezon City, Philippines, with affiant exhibiting to me her _____ issued on _____ at _____

NOTARY PUBLIC


ATTY. ALMA GALAURA CAGAT-CAGAT, CPA
 Notary Public-Until December 31, 2018
 2420 P Floresca St. Pandacan Manila Tel. 516-4219
 PTR No. MLA-5972192 / IBF No. 0988537 Lifetime 1/9/2015
 Roll No 60541 / COMM NO 2017-036
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