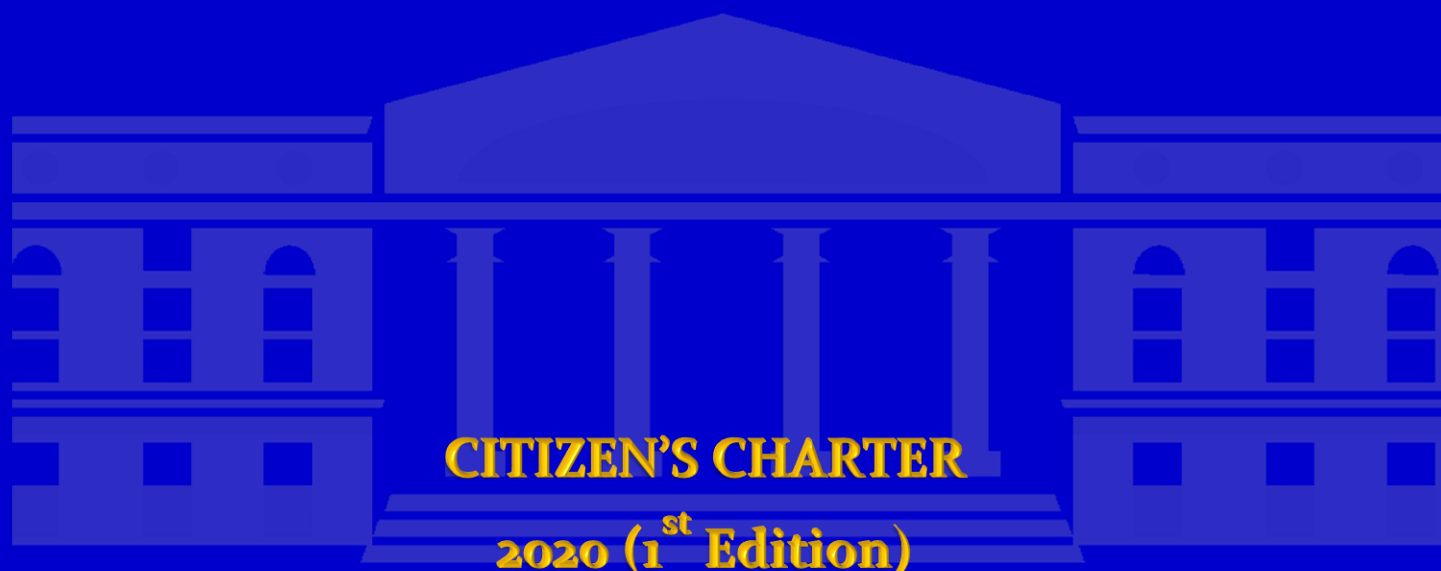




OFFICE OF THE OMBUDSMAN



CITIZEN'S CHARTER

2020 (1st Edition)



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2020 (1st Edition)



MESSAGE FROM THE OMBUDSMAN

The Office of the Ombudsman has a long history of protecting the interest of the Filipino people. It is, in fact, the core of its constitutional existence. In the same vein, its institutional memory is informed by how well it responds to change, copes with challenges, and runs along the course of reinvention. This year, we once again come across an exciting and opportune task – the revision of the Citizen's Charter of the Office of the Ombudsman.

Instantiating the letter and spirit of Republic Act No. 11032, or the *Ease of Doing Business Act of 2018*, this revised Citizen's Charter is a testament to our commitment in maintaining integrity in the public service and building a corrupt-free nation with a strong and robust economy.

This Office is in deep gratitude to all stakeholders who responded to our call to recalibrate the standards of our services and the quality of our time-bound transactions into a more streamlined, systematic and efficient set of systems and procedures. The Office could not have achieved a responsive Citizen's Charter without the collective effort of the 287 men and women coming from 77 offices and agencies who shared their time and organizational wisdom in crafting our revised charter. While protecting the interests of the Filipino people is the life and soul of our institution, listening to our clients' needs is the fire that sparks the glow and enthusiasm in the work culture of our institution. Truly, owing to our shared undertaking, the value of this whole document exceeds the sum of its constituent pages.

While we are bound only by the standards embodied in this revised Citizen's Charter, we shall always seek to exceed your expectations because the Filipino people deserve no less.




SAMUEL R. MARTIRES
Ombudsman

MANDATE

THE OMBUDSMAN AND HIS DEPUTIES, as protectors of the people shall act promptly on complaints filed in any form or manner against officers or employees of the Government, or of any subdivision, agency or instrumentality thereof, including government-owned or controlled corporations, and enforce their administrative, civil and criminal liability in every case where the evidence warrants in order to promote efficient service by the Government to the people (Section 13, R.A. No. 6770; see also Section 12 Article XI of the 1987 Constitution).

The Ombudsman shall give priority to complaints filed against high ranking government officials and/or those occupying supervisory positions, complaints involving grave offenses as well as complaints involving large sums of money and/or properties (Sec. 15, R.A. No. 6770).

VISION

To realize public accountability expectations

MISSION

An Office of the Ombudsman that will transform public accountability into the norm and recognized as the central corruption prevention arm of the government.

QUALITY POLICY

The Office of the Ombudsman is committed to integrity and excellence in the discharge of its mandate, serving with the highest standards of quality and efficiency by exceeding client expectations and always improving its quality management system compliant with global standards, for the benefit of the Filipino people.

PERFORMANCE PLEDGE

The officials and employees of the Office of the Ombudsman, as protectors of the people, sworn to serve with utmost responsibility, integrity, loyalty and efficiency, commit to:

RENDER service to anyone who wants to avail of the services of our office;

EXTEND prompt, courteous, and adequate service without anticipating any gift or reward;

ACHIEVE the highest degree of excellence, professionalism, intelligence and competence;

DESIST from dispensing undue favors to our relatives and friends, and from discriminating against the poor and underprivileged; and

YEARN to strictly observe these standards by taking corrective measures on complaints about our service.

Yes, WE ARE **R•E•A•D•Y !**

The **Ombudsman**
Public Accountability Blueprint
2019-2025

Working to

Establish

Public

Responsibility

Outcomes

Through

Enforcement

Collaboration and

Transformation



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- Office of the Deputy Ombudsman for Luzon (OMB-Luzon)
- Office of the Deputy Ombudsman for Visayas (OMB-Visayas)
- Office of the Deputy Ombudsman for Mindanao (OMB-Mindanao)
- Office of the Deputy Ombudsman for the Military and
Other Law Enforcement Offices (OMB-MOLEO)
- OMB-Visayas Iloilo City Regional Office
- OMB-Visayas Tacloban City Regional Office
- OMB-Mindanao Cagayan De Oro City Regional Office

EXTERNAL SERVICES





1. APPLICATION FOR OMBUDSMAN CLEARANCE

Application for certification that the client has no administrative, criminal, and forfeiture case/s pending with the Office of the Ombudsman (OMB) or OMB case/s filed with courts which is/are pending at the time of its issuance

| | |
|--------------------------------|---|
| Office/Bureau/Division: | <p>Clearance Unit of OMB Offices in Quezon City, Cebu City, and Davao City</p> <p>OMB Regional Offices in Iloilo City, Tacloban City, Cagayan De Oro City (receiving offices only, applications will be forwarded to concerned Clearance Unit for processing)</p> |
| Classification: | <p>Simple if there is no record of pending case/s</p> <p>Complex if there is a record of pending case/s or namesake of client or if application is filed through mail, courier, online or in bulk</p> <p>Exceptional cases and for application received by OMB Regional Offices in Iloilo City, Tacloban City, and Cagayan de Oro City</p> |
| Type of Transaction: | G2C – Government to Citizen; G2G – Government to Government |
| Who may avail: | <p>Any person may apply personally or through a duly authorized representative</p> <p>Heads of departments, offices, agencies, bureaus, or their duly authorized representatives, with respect to their own personnel and under the terms of an existing memorandum of agreement with the OMB</p> <p>Chairpersons or duly authorized representatives of the Judicial and Bar Council, Commission on Appointments, and other search and selection committees or bodies, as to their respective clients or nominees</p> |

Note: Applications with incomplete documentary requirements and/or incomplete payment will not be processed.



| REQUIREMENTS | WHERE TO SECURE |
|---|---|
| BASIC REQUIREMENTS (WALK-IN or MAIL) | |
| 1. Duly accomplished Application for Ombudsman Clearance (OMB Form 1) originally signed by the applicant or a formal letter-request addressed to the Ombudsman from requesting government agency or institution (1 original copy) | Clearance Unit or may be downloaded at www.ombudsman.gov.ph |
| 2. Valid ID of applicant (any of the following): a) Government-issued ID with picture b) Company-issued ID with picture c) School ID for students d) Integrated Bar of the Philippines ID (1 photocopy of the front and back of the ID) | Concerned government office/school/company |
| 3. Payment of OMB clearance fee of ₱150.00 per copy, except for indigents and first time jobseekers <i>Note:</i> For mail requests, payment may be made through postal money order (PMO), which may be secured from the post office, payable to “Office of the Ombudsman – Clearance Fees” or through LandBank Linkbiz Portal. | Client |
| ADDITIONAL REQUIREMENTS (WALK-IN or MAIL) | |
| 1. Service record (required only if there is a need for further verification) (1 photocopy) | Concerned government office |
| 2. If the application pertains to a deceased person: a) Death certificate of the deceased person, and | Philippine Statistics Authority |



| | |
|--|--|
| b) Marriage certificate/birth certificate to prove relationship to the deceased (1 photocopy each) | |
| 3. If application is filed by a representative: a) Duly accomplished OMB Form 1 signed by the applicant and representative (1 original copy), b) Authorization letter (1 original copy), and c) Valid ID of representative (any of the following): <ul style="list-style-type: none"> • Government-issued ID with picture • Company-issued ID with picture • School ID for students • Integrated Bar of the Philippines ID (1 photocopy of the front and back of the ID) | a) May be downloaded at www.ombudsman.gov.ph b) Client c) Concerned government office/school/company |
| 4. For first time jobseeker, barangay certification stating that the client is a first time jobseeker (1 original copy) | Barangay Hall of the barangay where the applicant resides |
| 5. For indigent client, certificate of indigency (1 original copy) | DSWD or Municipal/City Social Welfare and Development Office or Barangay Hall of the barangay where the applicant resides |
| 6. Payment of ₱3.00 per page for plain copy and ₱5.00 per page for certified true copy, if applicable <i>Note:</i> For mail requests, payment may be made through PMO, which may be secured from the post office, payable to “Office of the Ombudsman – Clearance Fees” or through LandBank Linkbiz Portal. | Client |
| 7. If the applicant intends to receive the Clearance/Certification through courier service, a prepaid envelope should be provided, | Preferred/private courier service |



| | |
|---|---|
| otherwise it will be released to the applicant via ordinary mail free of charge | |
| BASIC REQUIREMENTS (ONLINE) | |
| 1. Duly filled up online Application for Ombudsman Clearance (OMB Form 1) | Online filing at www.ombudsman.gov.ph |
| 2. Valid ID of applicant (any of the following): a) Government-issued ID with picture b) Company-issued ID with picture c) School ID for students d) Integrated Bar of the Philippines ID (1 scanned copy of the front and back of the ID) | Concerned government office/school/company |
| 3. Payment of OMB clearance fee of ₱150.00 per copy, except for indigents and first time jobseekers <i>Note:</i> For online requests, payment may be made through postal money order (PMO), which may be secured from the post office, payable to “Office of the Ombudsman – Clearance Fees” or through LandBank Linkbiz Portal. | Client |
| ADDITIONAL REQUIREMENTS (ONLINE) | |
| 1. Service record (required only if there is a need for further verification) (1 scanned copy) | Concerned government office |
| 2. If the application pertains to a deceased person: a) Death certificate of the deceased person, and b) Marriage certificate/birth certificate to prove relationship to the deceased (1 scanned copy each) | Philippine Statistics Authority |



| 3. If application is filed by a representative: a) Authorization letter <i>(1 scanned copy)</i> , and b) Valid ID of representative (any of the following): <ul style="list-style-type: none">• Government-issued ID with picture• Company-issued ID with picture• School ID for students• Integrated Bar of the Philippines ID <i>(1 scanned copy of the front and back of the ID)</i> | a) Client b) Concerned government office/school/ company | | | |
|--|---|-----------------|-----------------|--------------------|
| 4. For first time jobseeker, barangay certification stating that the client is a first time jobseeker <i>(1 scanned copy)</i> | Barangay Hall of the barangay where the applicant resides | | | |
| 5. For indigent client, certificate of indigency <i>(1 original copy)</i> | DSWD or Municipal/City Social Welfare and Development Office or Barangay Hall of the barangay where the applicant resides | | | |
| 6. Payment of ₱3.00 per page for plain copy and ₱5.00 per page for certified true copy, if applicable <i>Note:</i> Payment may be made through PMO, which may be secured from the post office, payable to “Office of the Ombudsman – Clearance Fees” or through LandBank Linkbiz Portal. | Client | | | |
| 7. If the applicant intends to receive the Clearance/Certification through courier service, a prepaid envelope should be provided, otherwise it will be released to the applicant via ordinary mail free of charge | Preferred/private courier service | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| I. WALK-IN | | | | |

| | | | | |
|--|---|---|------------------|--|
| <p>1.1. Gets queuing number and submits OMB Form 1 with documentary requirements at Clearance Unit</p> <ul style="list-style-type: none"> • If compliant, receives Clearance Payment Slip (OMB Form 1A) • If non-compliant, receives OMB Form 1 with submitted documentary requirements, and copy of Application for OMB Clearance Checklist (OMB Form 1B) | <p>1.1. Calls queuing number, receives OMB Form 1 with documentary requirements, and checks compliance</p> <ul style="list-style-type: none"> • If compliant, prepares and gives OMB Form 1A and directs client to Cashier • If non-compliant, fills out OMB Form 1B, returns OMB Form 1 with submitted documentary requirements, and gives a copy of OMB Form 1B with advice to comply | <p>None</p> | <p>5 minutes</p> | <p><i>Receiving Officer</i> Clearance Unit</p> |
| <p>2.1. Submits OMB Form 1A, pays fees, and receives official receipt (OR) at Cashier's Office</p> | <p>2.1. Gets OMB Form 1A, receives payment, issues OR, and advises client to return to Clearance Unit</p> | <p>₱ 150.00 per copy of OMB Clearance</p> <p>₱3.00 per page for plain copy/ ₱5.00 per page for certified copy (if applicable)</p> | <p>5 minutes</p> | <p><i>Cashier</i> FMIO/FAB</p> |

| | | | | |
|--|--|------|--|--|
| 3.1. Presents OR and receives Clearance Claim Slip (OMB Form 1C) at Clearance Unit | 3.1. Records payment details on OMB Form 1, prepares and gives client OMB Form 1C with advice to wait until queuing number or name is called, and forwards OMB Form 1 and its attachments to Encoder | None | 5 minutes | <i>Receiving Officer</i> Clearance Unit |
| | 3.2. Encodes applicant's information in database and forwards OMB Form 1 and its attachments to assigned Verifier | None | 5 minutes | <i>Encoder</i> Clearance Unit |
| | 3.3 Verifies applicant's information in Complaint and Case Monitoring System (CCMS), generates and forwards OMB Clearance/ Certification to authorized signatory | None | 2 working days, 7 hours, and 25 minutes (simple) OR 6 working days, 7 hours, and 25 minutes (complex) OR 19 working days, 7 hours, and 25 minutes (exceptional cases) | <i>Verifier</i> Clearance Unit |



| | | | | |
|--|--|--|---|--|
| | 3.4. Reviews CCMS print-out and OMB Clearance/ Certification, signs and forwards OMB Clearance/ Certification and OMB Form 1 with attachments to Releasing Officer | None | 10 minutes | <i>Authorized Signatory Clearance Unit</i> |
| 4.1. Presents OMB Form 1C, signs Release Transmittal Report, and receives OMB Clearance/ Certification at Clearance Unit | 4.1 Calls queuing number or name of applicant, gets OMB Form 1C, retrieves OMB Clearance/ Certification, asks client to sign Release Transmittal Report, and releases OMB Clearance/ Certification | None | 5 minutes | <i>Releasing Officer Clearance Unit</i> |
| TOTAL | | ₱ 150.00 per copy of OMB Clearance ₱3.00 per page for plain copy/ ₱5.00 per page for certified copy (if applicable) | 3 working days (simple) OR 7 working days (complex) OR 20 working days (exceptional cases) | |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|---|-----------------|-----------------|--|
| II. MAIL or DROP BOX | | | | |
| <p>1.1. Submits duly accomplished OMB Form 1, documentary requirements, and PMO/proof of payment through mail to Clearance Unit or place in a sealed envelope and drops in the designated drop box at OMB entrance gate</p> <ul style="list-style-type: none"> If non-compliant, acknowledges deficiencies and complies with requirements | <p>1.1. Receives OMB Form 1 with documentary requirements and PMO/proof of payment, and checks compliance</p> <ul style="list-style-type: none"> If compliant, prepares and forwards OMB Form 1A and payment to Cashier If compliant and paid through LandBank Linkbiz Portal, forwards OMB Form 1 and its attachments to Encoder and proceed to Agency Action 1.4 If non-compliant, fills out OMB Form 1B, notifies client of deficiencies through contact details provided with advice to comply | None | 5 minutes | <i>Receiving Officer</i> Clearance Unit |



| | | | | |
|--|---|---|---|-------------------------------------|
| | 1.2. Receives OMB Form 1A and payment, issues official receipt (OR) and forwards it to Clearance Unit | <p>₱ 150.00 per copy of OMB Clearance</p> <p>₱3.00 per page for plain copy/ ₱5.00 per page for certified copy (if applicable)</p> | 5 minutes | Cashier FMIO/FAB |
| | 1.3. Records payment details on OMB Form 1, and forwards the form and its attachments to Encoder | None | 5 minutes | Receiving Officer Clearance Unit |
| | 1.4. Encodes applicant's information in database and forwards OMB Form 1 with attachments to assigned Verifier | None | 5 minutes | Encoder Clearance Unit |
| | 1.5. Verifies applicant's information in Complaint and Case Monitoring System (CCMS), generates and forwards OMB Clearance/ Certification to authorized signatory | None | <p>5 working days, 7 hours, and 25 minutes (complex) OR 18 working days, 7 hours, and</p> | Verifier Clearance Unit |



| | | | | |
|---|--|---|--|--|
| | | | 25 minutes (exceptional cases) | |
| | 1.6. Reviews CCMS print-out and OMB Clearance/ Certification, signs and forwards OMB Clearance/ Certification and OMB Form 1 with attachments to Releasing Officer | None | 10 minutes | <i>Authorized Signatory Clearance Unit</i> |
| | 1.7. Forwards OMB Clearance/ Certification and OR in a sealed envelope to Mailing Officer | None | 5 minutes | <i>Releasing Officer Clearance Unit</i> |
| 2.1. Receives parcel containing OMB Clearance/ Certification and OR | 2.1. Mails parcel to delivery address provided | None | 1 working day | <i>Mailing Officer Records Division/Unit</i> |
| TOTAL | | ₱ 150.00 per copy of OMB Clearance ₱3.00 per page for plain copy/ ₱5.00 per page for certified | 7 working days (complex) OR 20 working days (exceptional cases) | |

| | | | |
|--|----------------------|--|--|
| | copy (if applicable) | | |
|--|----------------------|--|--|

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|---|-----------------|-----------------|---|
| III. ONLINE | | | | |
| <p>1.1. Fills out OMB Form 1 online at www.ombudsman.gov.ph and emails documentary requirements and proof of payment to ombclearance@ombudsman.gov.ph</p> <ul style="list-style-type: none"> If payment is through PMO, submits PMO to Clearance Unit personally or through mail | <p>1.1. Retrieves and/or downloads OMB Form 1, documentary requirements and proof of payment; and, checks compliance</p> <ul style="list-style-type: none"> If compliant and paid through LandBank Linkbiz Portal, forwards OMB Form 1 and its attachments to Encoder and proceed to Agency Action 1.4 If compliant and payment is through PMO, prepares and forwards Clearance Payment Slip (OMB Form 1A) and payment to Cashier | None | 5 minutes | <i>Receiving Officer Clearance Unit</i> |

| | | | | |
|--|--|---|-----------|-------------------------------------|
| <ul style="list-style-type: none"> If non-compliant, acknowledges deficiencies and comply with requirements | <ul style="list-style-type: none"> If non-compliant, fills out OMB Form 1B, informs client of deficiencies through contact details provided with advice to comply | | | |
| | 1.2. Gets OMB Form 1A, receives payment, issues OR, and forwards it to Clearance Unit | ₱ 150.00 per copy of OMB Clearance ₱3.00 per page for plain copy/ ₱5.00 per page for certified copy (if applicable) | 5 minutes | Cashier FMIO/FAB |
| | 1.3. Records payment details on OMB Form 1 and forwards the form and its attachments to Encoder | None | 5 minutes | Receiving Officer Clearance Unit |
| | 1.4. Encodes applicant's information in database and forwards OMB Form 1 with attachments to assigned Verifier | None | 5 minutes | Encoder Clearance Unit |



| | | | | |
|---|--|-----------------------------|---|--|
| | 1.5. Verifies applicant's information in Complaint and Case Monitoring System (CCMS), generates and forwards OMB Clearance/ Certification to authorized signatory | None | 5 working days, 7 hours, and 25 minutes (complex) OR 18 working days, 7 hours, and 25 minutes (exceptional cases) | <i>Verifier Clearance Unit</i> |
| | 1.6. Reviews CCMS print-out and OMB Clearance/ Certification, signs and forwards OMB Clearance/ Certification and OMB Form 1 with attachments to Releasing Officer | None | 10 minutes | <i>Authorized Signatory Clearance Unit</i> |
| | 1.7. Forwards OMB Clearance/ Certification and OR in a sealed envelope to Mailing Officer | None | 5 minutes | <i>Releasing Officer Clearance Unit</i> |
| 2.1. Receives parcel containing OMB Clearance/ Certification and OR | 2.1. Mails parcel to delivery address provided | None | 1 working day | <i>Mailing Officer Records Division/Unit</i> |
| TOTAL | | ₱ 150.00 per copy of | 7 working days (complex) | |

| | | | |
|--|---|---|--|
| | OMB Clearance ₱3.00 per page for plain copy/ ₱5.00 per page for certified copy (if applicable) | OR 20 working days (exceptional cases) | |
|--|---|---|--|

2. REQUEST FOR ASSISTANCE (RAS)/OTHER FORMS OF ASSISTANCE (OFA)

RAS refers to assistance given to any person who has a request, grievance or concern seeking redress, relief or public assistance which does not amount to any criminal, administrative or forfeiture complaint, wherein the OMB is mandated to intervene within its jurisdiction.

OFA includes administering of oaths, responding to queries, giving advice, and referring the request for an aid cognizable by other agencies.

| | |
|--------------------------------|---|
| Office/Bureau/Division: | Public Assistance Bureau (PAB)/Public Assistance and Corruption Prevention Bureau (PACPB) of the OMB in Quezon City, Cebu City, Tacloban City, Iloilo City, Davao City, Cagayan de Oro City |
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen; G2G – Government to Government |
| Who may avail: | Any person |



| REQUIREMENTS | | WHERE TO SECURE | | |
|--|--|--|-----------------|-----------------------------|
| 1. Request/grievance letter or duly accomplished Request for Assistance Form (OMB Form 2) <i>(1 original copy)</i> | | Client or PAB/PACPB or may be downloaded at www.ombudsman.gov.ph | | |
| 2. For oath administration, valid ID (any of the following): a) Government-issued ID with picture b) Company-issued ID with picture c) School ID for students d) Integrated Bar of the Philippines ID <i>(1 photocopy of the front and back of the ID to be compared with the original)</i> | | Concerned government office/school/company | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| I. WALK-IN | | | | |
| 1.1. Approaches action officer and submits request/grievance letter at PAB/PACPB • If no letter was prepared, accomplishes and submits OMB Form 2 | 1.1. Receives and reads request/grievance letter, listens to client's concerns • If no letter was prepared, gives client OMB Form 2 | None | 10 minutes | Action Officer PAB/PACPB |
| 1.2. Receives acknowledgement slip | 1.2. Takes action or explains procedure to be followed in disposing or acting on request and gives acknowledgement slip | None | 20 minutes | Action Officer PAB/PACPB |
| TOTAL | | None | 30 minutes | |



| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|----------------------|---|-----------------|-----------------|--------------------------|
| II. PHONE | | | | |
| 1.1. Calls PAB/PACPB | 1.1. Answers phone, listens and notes client's personal details and concerns on OMB Form 2, and explains procedure to be followed in disposing or acting on request | None | 30 minutes | Action Officer PAB/PACPB |
| TOTAL | | None | 30 minutes | |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|--|-----------------|-----------------|--------------------------|
| III. ONLINE | | | | |
| 1.1. Submits request by accomplishing the form at www.ombudsman.gov.ph | 1.1. Sends acknowledgement receipt and forwards to concerned PACPB/PAB through email | None | 1 minute | Web Administrator PIMRB |
| | 1.2. Retrieves and responds to email explaining procedure to be followed in disposing or acting on request | None | 29 minutes | Action Officer PAB/PACPB |
| TOTAL | | None | 30 minutes | |



3. FILING OF COMPLAINT

Submission of a written complaint charging a public officer/employee and other persons alleged to be in conspiracy with the public officer/employee for violation of laws or regulations

| Office/Bureau/Division: | Records Division/Unit of the OMB in Quezon City, Cebu City, Tacloban City, Iloilo City, Davao City, Cagayan de Oro City | |
|---|---|---|
| Classification: | Simple | |
| Type of Transaction: | G2C – Government to Citizen; G2G – Government to Government | |
| Who may avail: | Any person | |
| REQUIREMENTS | | WHERE TO SECURE |
| 1. Verified Complaint-Affidavit (<i>Number of named respondents plus 4 additional copies [at least 2 originally signed complaint-affidavits]</i>) | | Client |
| 2. Supporting documents and evidence, if applicable (<i>Number of named respondents plus 4 additional copies</i>) | | Client |
| 3. Verified Certificate of Non-Forum Shopping (CNFS) (<i>At least 2 original copies</i>) | | Client or may also seek assistance from PAB/PACPB |
| <i>Note: Any other form of written complaint may also be submitted. (At least 2 copies)</i> | | Client |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|--|-----------------|-----------------|--|
| I. WALK-IN | | | | |
| <p>1.1. Gets queuing number and submits written complaint and supporting documents and evidence, if applicable, at Records Division/Unit</p> <ul style="list-style-type: none"> If non-compliant, acknowledges deficiencies and receives copy of Complaint Checklist Form (OMB Form 6) | <p>1.1. Calls queuing number, accepts written complaint with supporting documents and evidence, checks compliance</p> <ul style="list-style-type: none"> If compliant, receives complaint and supporting documents and evidence If non-compliant, receives copy of complaint, notes deficiencies in OMB Form 6, asks client to acknowledge deficiencies, and gives copy of OMB Form 6 with advice to comply For any other form of written complaint, receives copy of complaint but with advice to comply with requirements | None | 8 minutes | <i>Receiving Officer Records Division/Unit</i> |



| | | | | |
|--|--|-------------|-------------------|---|
| | 1.2. Forwards complaint with supporting documents and evidence to Encoder | None | 2 minutes | <i>Receiving Officer Records Division/Unit</i> |
| | 1.3. Encodes details of complaint in Complaint and Case Monitoring System (CCMS) to generate reference number and returns complaint to Receiving Officer | None | 5 minutes | <i>Encoder Records Division/Unit</i> |
| 1.2. Accepts receiving copy of complaint | 1.4. Returns receiving copy of complaint | None | 5 minutes | <i>Receiving Officer Records Division/ Unit</i> |
| TOTAL | | None | 20 minutes | |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|--|------------------------|------------------------|--|
| II. ONLINE (This is only a preliminary filing of complaint, the complainant/s must still go to the OMB for confirmation and submission of evidence.) | | | | |
| 1.1. Files complaint through www.ombudsman.gov.ph | 1.1. Sends acknowledgement receipt and forwards to concerned Records Division/Unit through email | None | 20 minutes | <i>Website Administrator PIMRB</i> |
| TOTAL | | None | 20 minutes | |



| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|--|-----------------|-------------------|---|
| III. MAIL | | | | |
| 1.1. Mails written complaint and supporting documents and evidence, if applicable, to Records Division/Unit | 1.1. Receives complaint and supporting documents and evidence, if applicable | None | 20 minutes | <i>Receiving Officer</i> Records Division/ Unit |
| TOTAL | | None | 20 minutes | |

4. SUBMISSION OF PLEADINGS OR OTHER DOCUMENTS

Submission of pleadings or other documents by any person in relation to a complaint or an OMB case

| | |
|--------------------------------|---|
| Office/Bureau/Division: | Records Division/Unit of the OMB in Quezon City, Cebu City, Tacloban City, Iloilo City, Davao City, Cagayan de Oro City |
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen; G2G – Government to Government |
| Who may avail: | Any person |

| REQUIREMENTS | | WHERE TO SECURE | | |
|--|--|-----------------|-----------------|---|
| 1. Pleading or other documents for docketed cases (<i>4 copies each; at least 2 original copies of pleadings</i>) | | Client | | |
| 2. Pleading or other documents for complaints with reference number (<i>1 original copy or as indicated in the Complaint Checklist Form [OMB Form 6]</i>) | | Client | | |
| 3. When applicable, proof of service (e.g. registry receipt [RR], RR number, or affidavit of personal service) (<i>1 copy</i>) | | Client | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| I. WALK-IN | | | | |
| 1.1. Gets queuing number and submits pleading or other documents at Records Division/Unit <ul style="list-style-type: none"> If non-compliant, acknowledges deficiencies and receives copy of Pleadings and Other Documents Deficiency Form (OMB Form 7) | 1.1. Calls queuing number, accepts pleading or other documents, and checks compliance <ul style="list-style-type: none"> If compliant, receives pleading or other documents If non-compliant, receives pleading or other documents, asks client to acknowledge deficiencies, and gives client a copy of OMB | None | 8 minutes | Receiving Officer Records Division/Unit |



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| | Form 7 with advice to comply | | | |
| 1.2. Accepts receiving copy | 1.2. Returns client's receiving copy | None | 2 minutes | <i>Receiving Officer</i> Records Division/Unit |
| TOTAL | | None | 10 minutes | |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|-----------------|-------------------|--|
| II. MAIL | | | | |
| 1.1. Mails pleading or other documents to Records Division/Unit | 1.1. Receives pleading or other documents | None | 10 minutes | <i>Receiving Officer</i> Records Division/Unit |
| TOTAL | | None | 10 minutes | |

5. REQUEST FOR COPY OF COMPLAINT/CASE DOCUMENTS

Request for copy of documents pertaining to a complaint or an OMB case

| | |
|--------------------------------|--|
| Office/Bureau/Division: | Records Division/Unit of the OMB in Quezon City, Cebu City, Davao City |
|--------------------------------|--|



| | OMB Regional Offices in Iloilo City, Tacloban City, and Cagayan de Oro City (receiving offices only, requests will be forwarded to concerned Records Division/Unit for processing) |
|--|---|
| Classification: | <p>Simple for documents not more than 100 pages</p> <p>Complex for documents more than 100 pages and/or documents pertaining to a complaint or an OMB case more than 7 years old</p> <p>Exceptional cases if there are issues in complying with the request due to lack of resources caused by circumstances beyond the OMB's control, there are legal constraints, and in case of fortuitous events or force majeure; and, requests received by OMB Regional Offices (Iloilo City, Tacloban City, and Cagayan de Oro City)</p> |
| Type of Transaction: | G2C – Government to Citizen; G2G – Government to Government |
| Who may avail: | <p>Any party to the case or authorized representative</p> <p>Counsel on record or authorized representative</p> <p>Any person other than those above enumerated, subject to the written approval of the Ombudsman</p> |
| REQUIREMENTS | |
| WHERE TO SECURE | |
| BASIC REQUIREMENTS | |
| 1. Duly accomplished Request for Copy of Case Documents Form (OMB Form 3) (1 original copy) | Records Division/Unit or may be downloaded at www.ombudsman.gov.ph |
| 2. Valid ID (any of the following): a) Government-issued ID with picture b) Company issued ID with picture | Concerned government office/school/company |



| | | | | |
|---|---------------|--|-----------------|--------------------|
| c) School ID for students d) Integrated Bar of the Philippines ID (1 photocopy of the front and back of the ID) | | | | |
| 3. Payment of ₱3.00 per page for plain copy and ₱5.00 per page for certified true copy Note: For mail requests, payment may be made through postal money order (PMO), which may be secured from the post office, payable to “Office of the Ombudsman”. | | Client | | |
| ADDITIONAL REQUIREMENTS | | | | |
| 1. For indigent client, certificate of indigency (1 original copy) | | DSWD or Municipal/City Social Welfare and Development Office or Barangay Hall of the barangay where the client resides | | |
| 2. If request is filed by a representative: a) Authorization letter (1 original copy), and b) Valid ID of representative (any of the following): <ul style="list-style-type: none">• Government-issued ID with picture• Company-issued ID with picture• School ID for students• Integrated Bar of the Philippines ID (1 photocopy of the front and back of the ID) | | a) Client b) Concerned government office/school/company | | |
| 3. If not a party to the case, written request addressed to the Ombudsman indicating client’s contact details and the purpose of request (1 originally signed) | | Client | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

| I. WALK-IN | | | | |
|---|--|------|--|--|
| 1.1. Gets queuing number and submits OMB Form 3 and other requirements at Records Division/Unit | 1.1. Calls queuing number; receives OMB Form 3 and other requirements; checks compliance; and, verifies if client is a party to the complaint/OMB case, counsel on record or authorized representative <ul style="list-style-type: none"> If client is not a party to the complaint/OMB case, or counsel on record, or authorized representative, informs client that the request is subject to the written approval of the Ombudsman | None | 5 minutes | <i>Receiving Officer</i> Records Division/Unit |
| | 1.2. Forwards OMB Form 3 to Records Custodian | None | 5 minutes | <i>Receiving Officer</i> Records Division/Unit |
| <ul style="list-style-type: none"> If requested documents are not available, expect to be advised in writing of the action taken | 1.3. Retrieves requested documents <ul style="list-style-type: none"> If not available, informs client that requested documents are not available at the moment | None | 25 minutes (simple) OR 6 working, days, 7 hours and 25 minutes (complex) | <i>Records Custodian</i> Records Division/Unit |



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| <ul style="list-style-type: none"> If request pertains to old cases or voluminous records, receives copy of Document Claim Slip (OMB Form 3B) | <p>and will be advised in writing of the action taken</p> <ul style="list-style-type: none"> If request pertains to old cases or voluminous records, prepares OMB Form 3B and gives copy to client | | <p>OR</p> <p>19 working, days, 7 hours and 25 minutes (exceptional cases)</p> | |
| 1.2. Receives Payment Slip for Request for Copy of Complaint/Case Document (OMB Form 3A) at Records Division/Unit | 1.4. Prepares OMB Form 3A, records the amount to be paid in OMB Form 3, directs client to Cashier, prepares requested document/s and forwards OMB Form 3 to Releasing Officer | None | 10 minutes | <i>Records Custodian</i> Records Division/Unit |
| 2.1. Pays the amount at Cashier's Office and receives official receipt (OR) | 2.1. Receives payment, issues OR and directs client to Records Division/Unit | ₱3.00 per page for plain copy/ ₱5.00 per page for certified copy | 5 minutes | <i>Cashier</i> FMIO/FAB |
| 3.1. Submits OR and OMB Form 3B (if applicable), receives requested documents and OR, and signs OMB Form 3 at Records Division/Unit | 3.1. Receives OR and checks if the amount paid matches with the total in OMB Form 3, receives OMB Form 3B (if applicable), releases requested documents and | None | 10 minutes | <i>Releasing Officer</i> Records Division/Unit |



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| | OR, and asks to sign OMB Form 3 | | | |
| TOTAL | | ₱3.00 per page for plain copy/ ₱5.00 per page for certified copy | 60 minutes (simple) OR 7 working days (complex) OR 20 working days (exceptional case) | |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|--|-----------------|-----------------|--|
| II. MAIL | | | | |
| 1.1. Submits duly accomplished OMB Form 3 and documentary requirements, through mail to Records Division/Unit | 1.1. Receives OMB Form 3 and documentary requirements; checks compliance; and verifies if client is a party to the complaint/OMB case, counsel on record or authorized representative • If client is not a party to the complaint/OMB case, or counsel on | None | 5 minutes | <i>Receiving Officer</i> Records Division/Unit |

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| | record, or authorized representative, informs client that the request is subject to the written approval of the Ombudsman | | | |
| | 1.2. Forwards OMB Form 3 to Records Custodian | None | 5 minutes | <i>Receiving Officer Records Division/Unit</i> |
| <ul style="list-style-type: none"> If requested documents are not available, expect to be advised in writing of the action taken If request pertains to old cases or voluminous records, receives copy of OMB Form 3B | 1.3. Retrieves requested documents <ul style="list-style-type: none"> If not available, informs client that requested documents are not available at the moment and will be advised in writing of the action taken For old cases or voluminous records, prepares OMB Form 3B informing the client when the document will be released | None | 25 minutes (simple) OR 6 working, days, 7 hours and 25 minutes (complex) OR 19 working, days, 7 hours and 25 minutes (exceptional cases) | <i>Records Custodian Records Division/Unit</i> |
| 1.2. Receives letter and Payment Slip for Request for Copy of Complaint/Case Document (OMB Form 3A) through mail | 1.4. Prepares OMB Form 3A, records the amount to be paid in OMB Form 3, informs client in writing the | None | 10 minutes | <i>Records Custodian Records Division/Unit</i> |



| | amount and mode of payment | | | |
|---|---|---|--|--|
| 2.1. Secures PMO and submits it personally or through mail to Records Division/Unit | 2.1. Receives PMO, issues official receipt (OR) and forwards to Records Custodian | ₱3.00 per page for plain copy/ ₱5.00 per page for certified copy | 5 minutes | Cashier FMIO/FAB |
| | 2.2. Receives OR, checks if amount in the OR matches with the total in OMB Form 3, prepares cover letter, and forwards documents to Mailing Officer | None | 10 minutes | Records Custodian Records Division/Unit |
| 3.1. Receives mail containing requested document/s and OR | 3.1. Mails requested document/s and OR to client's delivery address provided | None | 10 minutes | Mailing Officer Records Division/Unit |
| TOTAL | | ₱3.00 per page for plain copy/ ₱5.00 per page for certified copy | 60 minutes (simple) OR 7 working days (complex) OR 20 working days (exceptional cases) | |



6. REQUEST FOR COMPLAINT/CASE INFORMATION

Request for information on the status of a complaint or an OMB case

| Office/Bureau/Division: | Records Division/Unit of the OMB in Quezon City, Cebu City, Tacloban City, Iloilo City, Davao City, Cagayan de Oro City | |
|--|---|--|
| Classification: | Simple | |
| Type of Transaction: | G2C – Government to Citizen; G2G – Government to Government | |
| Who may avail: | <p>Any party to the case or authorized representative</p> <p>Counsel on record or authorized representative</p> <p>Any person other than those above enumerated, subject to the written approval of the Ombudsman</p> | |
| REQUIREMENTS | | WHERE TO SECURE |
| BASIC REQUIREMENTS | | |
| 1. Duly accomplished Request for Complaint/Case Information Form (OMB Form 4) <i>(1 original copy)</i> | | Records Division/Unit or may be downloaded at www.ombudsman.gov.ph |
| 2. Valid ID (any of the following): <ul style="list-style-type: none"> a) Government-issued ID with picture b) Company issued ID with picture c) School ID for students d) Integrated Bar of the Philippines ID <i>(1 photocopy of the front and back of the ID)</i> | | Concerned government office/school/company |

| ADDITIONAL REQUIREMENTS | | | | |
|---|--|--|-----------------|--|
| 1. If request is filed by a representative: a) Authorization letter (<i>1 original copy</i>), and b) Valid ID of representative (any of the following): <ul style="list-style-type: none"> Government-issued ID with picture Company-issued ID with picture School ID for students Integrated Bar of the Philippines ID <i>(1 photocopy of the front and back of the ID to be compared with the original)</i> | | a) Client b) Concerned government office/school/company | | |
| 2. If not a party to the case, written request addressed to the Ombudsman indicating client contact details and the purpose of request (<i>1 originally signed</i>) | | Client | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.1. Gets queuing number and submits OMB Form 4 and other requirements at Records Division/Unit | 1.1. Calls queuing number; receives OMB Form 4 and other requirements; checks compliance; and, verifies if client is a party to the complaint/OMB case, counsel on record or authorized representative <ul style="list-style-type: none"> If client is not party to the complaint/OMB case, counsel on record or authorized representative, informs | None | 5 minutes | Receiving Officer Records Division/Unit |



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| | client that the request is subject to the written approval of the Ombudsman | | | |
| | 1.2. Forwards OMB Form 4 to Verifier | None | 3 minutes | <i>Receiving Officer</i> Records Division/Unit |
| | 1.3. Checks database, writes requested information on OMB Form 4, and forwards to Releasing Officer | None | 10 minutes | <i>Verifier</i> Records Division/Unit |
| 1.2. Receives a copy of OMB Form 4 and signs the office copy OMB Form 4 | 1.4. Gives client a copy of OMB Form 4, and asks to sign the office copy of OMB Form 4 | None | 2 minutes | <i>Releasing Officer</i> Records Division/Unit |
| TOTAL | | None | 20 minutes | |

7. TRANSMITTAL OF SALNs

Transmittal of original hardcopy of Statements of Assets Liabilities, and Net Worth and Disclosures of Business Interest and Financial Connections (SALNs) by the Personnel/Administrative Division/Unit or Human Resource and Management Office of the covered agency and instrumentality of the government to the concerned OMB office on or before June 30 of every year or such period as may be prescribed by the Civil Service Commission

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| Office/Bureau/Division: | Central Records Division (CRD) for declarants who are required to submit their SALNs to the OMB-Central Office |
|--------------------------------|--|



Case Records Evaluation, Monitoring and Enforcement Bureau (CREMEB) of the following OMB area offices for those required to submit their SALNs in these area offices:

- Office of the Deputy Ombudsman for Luzon
- Office of the Deputy Ombudsman for Visayas
- Office of the Deputy Ombudsman for Mindanao

***Transmittal of SALNs shall be in the manner provided in Civil Service Commission Resolution No. 1500088, to wit:

| <i>Repository Office</i> | <i>Officers and Employees</i> |
|---|--|
| Office of the Ombudsman-Central Office | <p>President</p> <p>Vice-President</p> <p>Constitutional Officials</p> <ul style="list-style-type: none"> • Chairpersons of the Commission on Audit (COA), Commission on Elections (COMELEC), and Civil Service Commission (CSC) • Commissioners of COA, COMELEC, and CSC • Ombudsman • Deputy Ombudsmen |
| Office of the Deputy Ombudsman in their respective area offices (Luzon, Visayas, or Mindanao) | <p>Regional officials and employees of the following offices:</p> <ul style="list-style-type: none"> • Departments, bureaus, and agencies of the National Government • Judiciary, except Judges • Constitutional Commissions and Offices • Government owned or controlled corporations with or without original charter, and their subsidiaries, except the head of office • State universities and colleges, except the head of office <p>Provincial elective and appointive officials including Governors, Vice-Governors, and Sangguniang Panlalawigan Members</p> |

| | |
|--|---|
| | <p>City and municipal elective and appointive officials including Mayors, Vice-Mayors, and Sangguniang Panlungsod/Bayan Members, Barangay officers</p> <p>Officers of the Armed Forces of the Philippines below the rank of Colonel or Naval Captain</p> <ul style="list-style-type: none"> • Lieutenant Colonel, Major, Captain, 1st Lieutenant and 2nd Lieutenant (Army and Air Force) • Commander, Lieutenant Commander, Lieutenant Senior Grade, Lieutenant Junior Grade and Ensign (Navy) • Other enlisted officers <p>Officers of the Philippine National Police* below the rank of Senior Superintendent (Police Colonel)</p> <ul style="list-style-type: none"> • Superintendent (Police Lieutenant Colonel), Chief Inspector (Police Major), Senior Inspector (Police Captain) and Inspector (Police Lieutenant) • Other Police Officers <p>Officers of the Philippine Coast Guard below the rank of Commodore</p> <ul style="list-style-type: none"> • Captain, Commander, Lieutenant Commander, Lieutenant, Lieutenant Junior Grade and Ensign |
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* See Republic Act No. 11200 for rank classification in the Philippine National Police

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|-----------------------------|--|
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | Personnel/Administrative Division/Unit or Human Resource Management Office (HRMO) of each covered agency and instrumentality of the government |



| REQUIREMENTS | | WHERE TO SECURE | | |
|---|---|---|-----------------|---|
| 1. Duly accomplished SALNs (<i>1 original hardcopy each</i>) | | Declarants | | |
| 2. Transmittal Endorsement enumerating the names of all officials and employees who submitted and did not submit their SALNs and their corresponding positions signed by the Head of Personnel/ Administrative Division/Unit or HRMO (<i>1 original copy</i>) | | Personnel/Administrative Division/Unit or HRMO of agency and government instrumentality | | |
| 3. Certification from the Review and Compliance Committee (RCC) that SALNs have been reviewed to determine whether the SALNs were submitted on time, are complete, and are in proper form (<i>1 original copy</i>) | | Head of RCC | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| I. WALK-IN | | | | |
| 1.1. Gets queuing number and submits documentary requirements at Records Division/Unit <ul style="list-style-type: none"> If non-compliant, acknowledges deficiencies and receives copy of SALN | 1.1. Calls queuing number, accepts documentary requirements, and checks submission of transmittal endorsement and RCC certification <ul style="list-style-type: none"> If compliant, receives documentary requirements If non-compliant, returns the documents, asks client to acknowledge | None | 15 minutes | Receiving Officer Records Division/Unit |



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|--|--|-------------|-------------------|--|
| Transmittal Checklist (OMB Form 8) | deficiencies, and gives copy of OMB Form 8 with advice to comply | | | |
| 1.2. Accepts receiving copy of transmittal endorsement | 1.2. Returns receiving copy of transmittal endorsement | None | 5 minutes | <i>Receiving Officer</i> Records Division/Unit |
| TOTAL | | None | 20 minutes | |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|--|-----------------|--|---|
| II. MAIL | | | | |
| 1.1. Mails documentary requirements to Records Division/Unit | 1.1. Receives documentary requirements and forwards to Processing Officer | None | 5 minutes | <i>Receiving Officer</i> Records Division/Unit |
| | 1.2. Evaluates documentary requirements <ul style="list-style-type: none"> If compliant, prepares acknowledgment receipt with attached receiving copy of transmittal endorsement and forwards to authorized signatory | None | 2 working days, 3 hours and 55 minutes | <i>Processing Officer</i> Records Division/Unit |



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|--------------------|---|-------------|-----------------------|---|
| | <ul style="list-style-type: none"> If non-compliant, prepares letter advising client to comply and forwards to authorized signatory | | | |
| | 1.3. Reviews and signs the prepared acknowledgment receipt with attached receiving copy of transmittal endorsement or letter, and forwards to Mailing Officer | None | 2 hours | <i>Authorized Signatory Records Division/Unit</i> |
| 2.1. Receives mail | 2.1. Mails acknowledgment receipt with receiving copy of transmittal endorsement or letter | None | 2 hours | <i>Mailing Officer Records Division/Unit</i> |
| TOTAL | | None | 3 working days | |

8. REQUEST FOR COPY OF SALN/s

Request for copy of Statements of Assets, Liabilities and Net Worth and Disclosure of Business Interests and Financial Connections (SALNs) where the OMB is the official repository of the requested SALN/s and is/are on file with or in actual possession by the OMB

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|--------------------------------|--|
| Office/Bureau/Division: | Central Records Division (CRD) for declarants who are required to submit their SALNs to the OMB-Central Office |
|--------------------------------|--|



| | Case Records Evaluation, Monitoring and Enforcement Bureau (CREMEB) of the following area offices for those required to submit their SALNs in these area offices: <ul style="list-style-type: none"> ➤ Office of the Deputy Ombudsman for Luzon ➤ Office of the Deputy Ombudsman for Visayas ➤ Office of the Deputy Ombudsman for Mindanao | |
|---|--|--|
| Classification: | Exceptional cases – multi-stage processing of the request which includes validation of the Certification from the Head of Personnel/Administrative Division/Unit or HRMO or Barangay Chairperson, if the declarant is a barangay official, that the requested SALN/s is/are no longer in their possession but copies have been transmitted to the OMB <ul style="list-style-type: none"> – if there are issues in complying with the request due to lack of resources caused by circumstances beyond the OMB's control, there are legal constraints such as restraining orders and injunctions issued by proper judicial authorities, and in case of fortuitous events or force majeure | |
| Type of Transaction: | G2C – Government to Citizen; G2G – Government to Government | |
| Who may avail: | Declarant or his/her duly authorized representative Any person who has notarized letter of authority from the declarant | |
| REQUIREMENTS | | WHERE TO SECURE |
| I. If requester is the declarant: | | |
| 1. Duly accomplished SALN Request Form (OMB Form 9) originally signed by the declarant, subscribed and sworn to before an authorized OMB PAB/PACPB administering officer (<i>2 original copies</i>) | | Records Division/Unit or may be downloaded at www.ombudsman.gov.ph |



| | |
|---|---|
| <p><i>Note:</i> A SALN Request Form shall pertain to only one declarant.</p> <p>For mail requests, the SALN Request Form may be subscribed and sworn to before a notary public or a public officer authorized to administer oath.</p> | |
| <p>2. Two (2) valid IDs of the declarant with picture and signature, one of which is a government-issued ID (<i>1 photocopy each showing the front and back of the ID to be compared with the original</i>)</p> | <p>Concerned government office/school/company</p> |
| <p>3. Certification from the Head of Personnel/Administrative Division/Unit or HRMO or Barangay Chairperson, if the declarant is a barangay official, that the requested SALN/s is/are no longer in their possession but copies have been transmitted to the OMB and the reason as to why the SALNs are no longer available (<i>1 original copy</i>)</p> | <p>Concerned Personnel/Administrative Division/Unit or HRMO or Barangay Hall</p> |
| <p>4. Payment of ₱5.00 per page of requested SALN/s</p> <p><i>Note:</i> For mail requests, payment may be made through postal money order (PMO), which may be secured from the post office, payable to “Office of the Ombudsman”</p> | <p>Client</p> |
| <p>II. If requester is filing the request on behalf of the declarant:</p> | |
| <p>1. Duly accomplished SALN Request Form (OMB Form 9) originally signed by the requester, subscribed and sworn to before an authorized OMB PAB/PACPB administering officer (<i>2 original copies</i>)</p> <p><i>Note:</i> A SALN Request Form shall pertain to only one declarant.</p> <p>For mail requests, the OMB Form 9 may be subscribed and sworn to before a notary public or a public officer authorized to administer oath.</p> | <p>Records Division/Unit or may be downloaded at www.ombudsman.gov.ph</p> |



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|---|--|
| 2. Two (2) valid IDs of the declarant with picture and signature, one of which is a government-issued ID <i>(1 photocopy each, showing the front and back of the ID to be compared with the original)</i> | Concerned government office/school/company |
| 3. Notarized Special Power of Attorney (SPA) authorizing the requester to apply for a copy of the declarant's SALN/s <i>(1 original copy)</i> | Declarant |
| 4. Two (2) valid IDs of the requester with picture and signature, one of which is a government-issued ID <i>(1 photocopy each, showing the front and back of the ID to be compared with the original)</i> | Concerned government office/school/company |
| 5. Certification from the Head of Personnel/Administrative Division/Unit or HRMO or Barangay Chairperson, if the declarant is a barangay official, that the requested SALN/s is/are no longer in their possession but copies have been transmitted to the OMB and the reason as to why the SALNs are no longer available <i>(1 original copy)</i> | Concerned Personnel/Administrative Division/Unit or HRMO or Barangay Hall |
| 6. Payment of ₱5.00 per page of requested SALN/s <i>Note: For mail requests, payment may be made through postal money order (PMO), which may be secured from the post office, payable to "Office of the Ombudsman"</i> | Client |
| III. If requester has a notarized letter of authority from the declarant: | |
| 1. Duly accomplished SALN Request Form (OMB Form 9) originally signed by the requester, subscribed and sworn to before an authorized OMB PAB/PACPB administering officer <i>(2 original copies)</i> <i>Note: A SALN Request Form shall pertain to only one declarant.</i> | Records Division/Unit or may be downloaded at www.ombudsman.gov.ph |



| 2. Two (2) valid IDs of the requester with picture and signature, one of which is a government-issued ID <i>(1 photocopy each, showing the front and back of the ID to be compared with the original)</i> | | Concerned government office/school/company | | |
|---|---|---|-----------------|---|
| 3. Notarized letter of authority from the declarant allowing the release of the requested SALN/s <i>(1 original copy)</i> | | Declarant | | |
| 4. Certification from the Head of Personnel/Administrative Division/Unit or HRMO or Barangay Chairperson, if the declarant is a barangay official, that the requested SALN/s is/are no longer in their possession but copies have been transmitted to the OMB and the reason as to why the SALNs are no longer available <i>(1 original copy)</i> | | Concerned Personnel/Administrative Division/Unit or HRMO or Barangay Hall | | |
| 5. Payment of ₱5.00 per page of requested SALN <i>Note: Free if requester is a government agency or office</i> | | Client | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| I. WALK-IN | | | | |
| 1.1. Gets queuing number and submits OMB Form 9 and documentary requirements at the Records Division/Unit | 1.1. Calls queuing number; receives OMB Form 9 and documentary requirements; verifies if client is the declarant, authorized representative or has notarized letter of authority from the declarant; and, checks compliance | None | 20 minutes | Receiving Officer Records Division/Unit |

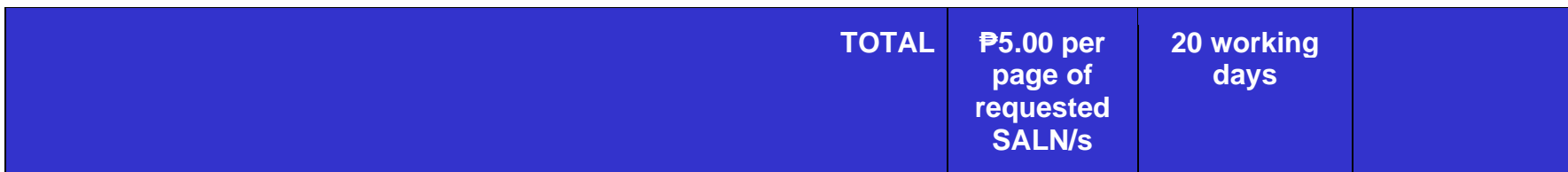
| | | | | |
|---|---|------|-----------------|----------------------------------|
| <ul style="list-style-type: none"> • If the documentary requirements and/or information are complete, receives SALN Claim Slip (OMB Form 9B) • If the documentary requirements and/or the information provided are incomplete, acknowledges deficiencies and receives copy of SALN Checklist Form (OMB Form 9A) | <ul style="list-style-type: none"> • If the documentary requirements and/or information are complete, explains procedure to be followed in the request for copy of SALN, gives OMB Form 9B, and forwards OMB Form 9 and documentary requirements to the Chief/Head of the Records Division/Unit • If the documentary requirements and/or the information provided are incomplete, notes deficiencies in OMB Form 9A, asks client to acknowledge deficiencies, and gives copy of OMB Form 9A with advice to comply | | | |
| | <p>1.2. Validates authenticity of the certification issued by the Barangay Chairperson, Head of Personnel/ Administrative Division/Unit</p> | None | 15 working days | Chief/Head Records Division/Unit |

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| | <p>or HRMO with agency's RCC</p> <ul style="list-style-type: none"> • If the certification from the Head of Personnel/ Administrative Division/Unit or HRMO or Barangay Chairperson is authentic and the requested SALN/s is/are not available with the agency, forwards the request to the Processing Officer • If the certification from the Head of Personnel/ Administrative Division/Unit or HRMO or Barangay Chairperson is authentic and the requested SALN/s is/are available with the agency, advises client to secure requested SALN/s from the agency • If the agency's RCC did not respond within the prescribed period, | | | |
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| | <p>forwards the request to the Processing Officer with a recommendation to deny the request</p> <ul style="list-style-type: none"> If the certification submitted from the Head of Personnel/ Administrative Division/Unit or HRMO or Barangay Chairperson is not authentic, recommends denial of the request and forwards the documentary requirements to the Ombudsman | | | |
| | <p>1.3. Processes SALN request</p> <p>1.3.a. Evaluates</p> <p>1.3.b. Searches</p> <p>1.3.c. Reviews and prepares letter, if required</p> | None | 4 working days and 7 hours | <p><i>Processing Officer</i> Records Division/Unit</p> <p><i>SALN Custodian</i> Records Division/Unit</p> <p><i>Chief/Head</i> Records Division/Unit</p> |



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| | 1.3.d. Approves/denies request | | | <i>Ombudsman OMB Proper</i> |
| | 1.4. Prepares Payment Slip for Request for Copy of SALN (OMB Form 9C), records the amount to be paid, and forwards to Releasing Officer | None | 15 minutes | <i>SALN Custodian Records Division/Unit</i> |
| 2.1. Presents OMB Form 9B at the Records Division/Unit at the appointed date, and receives OMB Form 9C • If requested SALN/s is/are not available, receives letter | 2.1. Checks OMB Form 9B, gives OMB Form 9C, and directs client to Cashier • If requested SALN/s is/are not available, gives letter | None | 5 minutes | <i>Releasing Officer Records Division/Unit</i> |
| 3.1. Gives OMB Form 9C and pays the amount at the Cashier and receives official receipt (OR) | 3.1. Receives OMB Form 9C and payment, issues OR, and directs client to Records Division/Unit | ₱5.00 per page of requested SALN/s | 10 minutes | <i>Cashier FMIO/FAB</i> |
| 4.1. Submits OR and OMB Form 9B, receives requested SALN/s and OR, and signs OMB Form 9 at Records Division/Unit | 4.1. Receives OR and OMB Form 9B, checks if amount in the OR matches with the total in OMB Form 9C, releases requested SALN/s and OR, and asks to sign OMB Form 9 | None | 10 minutes | <i>Releasing Officer Records Division/Unit</i> |

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| provided are incomplete, receives advice and SALN Checklist Form (OMB Form 9A) through mail | incomplete, notes deficiencies in OMB Form 9A and mails it to client with advice to comply | | | |
| | <p>1.2. Validates authenticity of the certification issued by the Barangay Chairperson or HRMO with agency's RCC</p> <ul style="list-style-type: none"> • If the certification from the Head of Personnel/ Administrative Division/Unit or HRMO or Barangay Chairperson is authentic and the requested SALN/s is/are not available with the agency, forwards the request to the Processing Officer • If the certification from the Head of Personnel/ Administrative Division/Unit or HRMO or Barangay Chairperson is authentic and the requested SALN/s is/are available with the | None | 15 working days | Chief/Head Records Division/Unit |

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| | <p>agency, advises client to secure requested SALN/s from the agency</p> <ul style="list-style-type: none"> • If the agency's RCC did not respond within the prescribed period, forwards the request to the Processing Officer with a recommendation to deny the request • If the certification submitted from the Head of Personnel/ Administrative Division/Unit or HRMO or Barangay Chairperson is not authentic, recommends denial of the request and forwards the documentary requirements to the Ombudsman | | | |
| | <p>1.3. Processes SALN request</p> <p>1.3.a. Evaluates</p> | None | 4 working days and 7 hours | <p><i>Processing Officer</i> Records Division/Unit</p> |



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| | <p>1.3.b. Searches</p> <p>1.3.c. Reviews and prepares letter, if required</p> <p>1.3.d. Approves/denies request</p> | | | <p><i>SALN Custodian</i> Records Division/Unit</p> <p><i>Chief/Head</i> Records Division/Unit</p> <p><i>Ombudsman</i> OMB Proper</p> |
| | 1.4. Prepares Payment Slip for Request for Copy of SALN (OMB Form 9C), records the amount to be paid, and forwards to Mailing Officer | None | 10 minutes | <i>SALN Custodian</i> Records Division/Unit |
| 1.2. Receives OMB Form 9C and/or letter through mail | 1.5. Sends OMB Form 9C and/or letter to requester | None | 5 minutes | <i>Mailing Officer</i> Records Division/Unit |
| 2.1. Secures PMO then submits PMO and OMB Form 9C personally or through mail to Records Division/Unit | 2.1. Receives PMO and OMB Form 9C and forwards to Cashier | None | 5 minutes | <i>Receiving Officer</i> Records Division/Unit |
| | 2.2. Receives PMO, issues official receipt (OR) and forwards to Releasing Officer | ₱5.00 per page of requested SALN/s | 5 minutes | <i>Cashier</i> FMIO/FAB |
| | 2.3. Receives OR, checks if amount in the OR matches with the total in OMB Form | None | 5 minutes | <i>Releasing Officer</i> Records Division/Unit |



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| | 9C, prepares cover letter, and forwards documents to Mailing Officer | | | |
| 3.1. Receives copy of SALN/s and OR through mail | 3.1. Mails requested copy of SALN/s and OR to client's delivery address provided | None | 10 minutes | Mailing Officer Records Division/Unit |
| TOTAL | | ₱5.00 per page of requested SALN/s | 20 working days | |

9. REQUEST FOR COPY OF SALN/s OF OMB OFFICIALS AND EMPLOYEES

Request for copy of Statements of Assets, Liabilities and Net Worth and Disclosure of Business Interests and Financial Connections (SALNs) of active and former OMB officials and employees by any person who is neither the declarant nor an authorized representative of the declarant but has a notarized letter of authority from the declarant, provided that the concerned former OMB official or employee has retired/separated from the OMB for not more 10 years from date of request

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| Office/Bureau/Division: | <p>Human Resource Management Division (HRMD), OMB-Central Office</p> <p>Finance and Administrative Bureau (FAB) for the following OMB offices:</p> <ul style="list-style-type: none"> ➤ Office of the Special Prosecutor ➤ Office of the Deputy Ombudsman for Luzon ➤ Office of the Deputy Ombudsman for Visayas ➤ Office of the Deputy Ombudsman for Mindanao ➤ Office of the Deputy Ombudsman for the Military and Other Law Enforcement Offices |
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| Classification: | Simple | | | |
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| Type of Transaction: | G2C – Government to Citizen; G2G – Government to Government | | | |
| Who may avail: | Any person who is neither the declarant nor an authorized representative of the declarant but with a notarized letter of authority from the declarant | | | |
| REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Duly accomplished Request for SALN/s of OMB Officials and Employees Form (OMB Form 10) originally signed by the requester, subscribed and sworn to before an authorized OMB PAB/PACPB administering officer <i>(2 original copies)</i> <i>Note: A SALN Request Form shall pertain to only one declarant.</i> | | HRMD/FAB or may be downloaded at www.ombudsman.gov.ph | | |
| 2. Two (2) valid IDs of the requester with picture and signature, one of which is a government-issued ID <i>(1 photocopy each, showing the front and back of the ID to be compared with the original)</i> | | Concerned government office/school/company | | |
| 3. Notarized letter of authority from the declarant allowing the release of the requested SALN/s <i>(1 original copy)</i> | | Declarant | | |
| 4. Payment of ₱5.00 per page of requested SALN/s <i>Note: Free if requester is a government agency or office</i> | | Client | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.1. Gets queuing number and submits OMB Form 10 and | 1.1. Calls queuing number, receives OMB Form 10 and | None | 20 minutes | Receiving Officer HRMD/FAB |

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| <p>documentary requirements at the HRMD/FAB</p> <ul style="list-style-type: none"> If the documentary requirements and/or information are complete, receives Request for SALN/s of OMB Officials and Employees Claim Slip (OMB Form 10B) If the documentary requirements and/or the information provided are incomplete, acknowledges deficiencies and receives copy of Request for SALN/s of OMB Officials and Employees Checklist Form (OMB Form 10A) | <p>documentary requirements, and checks compliance</p> <ul style="list-style-type: none"> If the documentary requirements and/or information are complete, explains procedure to be followed in the request for copy of SALN, gives OMB Form 10B, and forwards OMB Form 10 and documentary requirements to HRM Officer If the documentary requirements and/or the information provided are incomplete, notes deficiencies in OMB Form 10A, asks client to acknowledge deficiencies, and gives copy of OMB Form 10A with advice to comply | | | |
| | 1.2. Processes SALN request | None | 2 working days and 7 hours | |



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| | <p>1.2.a. Evaluates and searches</p> <p>1.2.c. Reviews and prepares certification, if requested SALN/s is/are not available</p> <p>1.2.d. Approves/denies request</p> | | | <p><i>HRM Officer</i> HRMD/FAB</p> <p><i>Chief/Head</i> HRMD/FAB</p> <p><i>Ombudsman</i> OMB Proper</p> |
| | 1.3. Prepares Request for SALN/s of OMB Officials and Employees Payment Slip (OMB Form 10C), records the amount to be paid, and forwards to Releasing Officer | None | 15 minutes | <i>HRM Officer</i> HRMD/FAB |
| <p>2.1. Presents OMB Form 10B at the HRMD/FAB at the appointed date, and receives OMB Form 10C</p> <ul style="list-style-type: none"> If requested SALN/s is/are not available, receives certification | <p>2.1. Checks OMB Form 10B, gives OMB Form 10C, and directs client to Cashier</p> <ul style="list-style-type: none"> If requested SALN/s is/are not available, gives certification | None | 5 minutes | <i>Releasing Officer</i> HRMD/FAB |
| 3.1. Gives OMB Form 10C, pays the amount at the Cashier and receives official receipt (OR) | 3.1. Receives OMB Form 10C and payment, issues OR, and directs client to HRMD/FAB | ₱5.00 per page of requested SALN/s | 10 minutes | <i>Cashier</i> FMIO/FAB |



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| 4.1. Submits OR and OMB Form 10B, receives requested SALN/s and OR, and signs OMB Form 10 at HRMD/FAB | 4.1. Receives OR and OMB Form 10B, checks if amount in the OR matches with the total in OMB Form 10C, releases requested SALN/s and OR, and asks to sign OMB Form 10 | None | 10 minutes | Releasing Officer HRMD/FAB |
| TOTAL | | ₱5.00 per page of requested SALN/s | 3 working days | |

10. REDRESS OF CLIENT COMPLAINT OR GRIEVANCE

Filing of complaint or grievance by clients against any OMB frontline personnel, policies, procedures, systems, and facilities

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| Office/Bureau/Division: | Public Assistance Bureau (PAB)/Public Assistance and Corruption Prevention Bureau (PACPB) of the OMB in Quezon City, Cebu City, Tacloban City, Iloilo City, Davao City, Cagayan de Oro City Records Division/Unit of the OMB in Quezon City, Cebu City, Tacloban City, Iloilo City, Davao City, Cagayan de Oro City |
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen; G2G – Government to Government |
| Who may avail: | Any person |



| REQUIREMENT | | WHERE TO SECURE | | |
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| 1. Duly accomplished Redress Form (OMB Form 5) (1 original copy) | | PAB/PACPB or Records Division/Unit or may be downloaded at www.ombudsman.gov.ph | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.1. Approaches and relays concern to the Head of the concerned bureau/division | 1.1. Listens to client's concern and gives OMB Form 5 | None | 30 minutes | Head of the concerned bureau/division |
| 1.2. Accomplishes and submits OMB Form 5 to the Head of the concerned bureau/division | 1.2. Evaluates OMB Form 5, acts on the concerns or advises client of action to be taken | None | 30 minutes | Head of the concerned bureau/division |
| 1.3. Receives response from the Head of the concerned bureau/division | 1.3. Resolves complaint or grievance and informs client in writing of the results | None | 2 working days and 7 hours | Head of the concerned bureau/division |
| TOTAL | | None | 3 working days | |

- Office of the Ombudsman – Central Office (OMB-CO)
- Office of the Special Prosecutor (OSP)
- Office of the Deputy Ombudsman for Luzon (OMB-Luzon)
- Office of the Deputy Ombudsman for Visayas (OMB-Visayas)
- Office of the Deputy Ombudsman for Mindanao (OMB-Mindanao)
- Office of the Deputy Ombudsman for the Military and Other Law Enforcement Offices (OMB-MOLEO)
- OMB-Visayas Iloilo City Regional Office
- OMB-Visayas Tacloban City Regional Office
- OMB-Mindanao Cagayan De Oro City Regional Office

INTERNAL SERVICES





11. REQUEST FOR PERSONNEL RECORDS

Request for issuance for any legal purpose of the following: service record; certificate of employment (COE); COE with basic salary; COE for medical discount; and, certificate of no pending scholarship, study leave and service obligation

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| Office/Bureau/Division: | <p>Human Resource Management Division (HRMD), OMB-Central Office, personally or through email at hrmd@ombudsman.gov.ph</p> <p>Finance and Administrative Bureau (FAB) for Office of the Special Prosecutor, personally or through email at osp_hrm@ombudsman.gov.ph</p> <p>Finance and Administrative Bureau (FAB) for Office of the Deputy Ombudsman for Luzon, personally or through email at hrmd_luzon@ombudsman.gov.ph</p> <p>Finance and Administrative Bureau (FAB) for Office of the Deputy Ombudsman for Visayas, personally or through email at ombvis_hr@ombudsman.gov.ph</p> <p>Finance and Administrative Bureau (FAB) for Office of the Deputy Ombudsman for Mindanao, personally or through email at minhr@ombudsman.gov.ph</p> <p>Finance and Administrative Bureau (FAB) for Office of the Deputy Ombudsman for the Military and Other Law Enforcement Offices, personally or through email at moleo_hrms@ombudsman.gov.ph</p> |
| Classification: | <p>Simple</p> <p>Complex when the concerned employee has retired/separated from the OMB for more than 10 years from date of request</p> |
| Type of Transaction: | G2C – Government to Citizen; G2G – Government to Government |
| Who may avail: | Any active or former OMB employee may apply personally or through an authorized representative |



| | Any person other than those above enumerated, subject to the written approval of the Ombudsman | |
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| REQUIREMENTS | | WHERE TO SECURE |
| BASIC REQUIREMENTS | | |
| 1. Duly accomplished Request for Personnel Records Form (OMB Form A) <i>(1 original or scanned copy)</i> | HRMD or FAB or may be downloaded at OMB Intranet | |
| 2. Valid ID (any of the following): a) Government-issued ID with picture b) Company-issued ID with picture c) School ID for students d) Integrated Bar of the Philippines ID <i>(1 photocopy or scanned copy of the front and back of the ID)</i> | Concerned government office/school/company | |
| ADDITIONAL REQUIREMENTS | | |
| 1. If request is filed by a representative: a) Authorization letter <i>(1 original or scanned copy)</i> , and b) Valid ID of representative (any of the following): • Government-issued ID with picture • Company-issued ID with picture • School ID for students • Integrated Bar of the Philippines ID <i>(1 photocopy or scanned copy of the front and back of the ID)</i> | a) Client b) Concerned government office/school/company | |
| 2. Letter request addressed to the Ombudsman stating the purpose if requester is neither an active/former OMB employee or duly authorized representative of the active/former OMB employee <i>(1 original or scanned copy)</i> | Client | |



| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|--|-----------------|---|--------------------------------------|
| 1.1. Submits accomplished OMB Form A and other documentary requirements personally at HRMD/FAB or through email | 1.1. Receives accomplished OMB Form A and documentary requirements, or retrieves email, checks compliance and forwards to HRM Officer <ul style="list-style-type: none"> If client is not an active/former OMB employee, or authorized representative, informs that the request is subject to the written approval of the Ombudsman | None | 20 minutes | <i>Receiving Officer</i> HRMD/FAB |
| <ul style="list-style-type: none"> Where the concerned employee has retired/separated from the OMB for more than 10 years from date of request, receives copy of Personnel Records Claim Slip (OMB Form A1) | 1.2. Retrieves, prepares requested document and forwards to authorized signatory <ul style="list-style-type: none"> Where the concerned employee has retired/separated from the OMB for more than 10 years from date of request, issues OMB Form A1 | None | 2 working days, 7 hours, and 10 minutes (simple) OR 6 working days, 7 hours, and 10 minutes (complex) | <i>HRM Officer</i> HRMD/FAB |



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| 1.2. Receives OMB Form A1 at HRMD/FAB | 1.3. Reviews and affixes signature on the requested document and forwards to Releasing Officer | None | 30 minutes | <i>Authorized Signatory</i> HRMD/FAB |
| 2.1. Receives requested document and acknowledges receipt on OMB Form A at HRMD/FAB • For email request, acknowledges receipt of requested document through email | 2.1. Releases requested document and asks client to acknowledge receipt on OMB Form A • For email request, sends electronic copy of the requested document | None | 10 minutes | <i>Releasing Officer</i> HRMD/FAB |
| TOTAL | | None | 3 working days (simple) OR 7 working days (complex) | |



12. INTERNAL REQUEST FOR COPY OF SALN/s OF OMB OFFICIALS AND EMPLOYEES

Request for copy of Statements of Assets, Liabilities and Net Worth and Disclosure of Business Interests and Financial Connections (SALNs) of active and former OMB officials and employees, personally or through an authorized representative

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| Office/Bureau/Division: | Human Resource Management Division (HRMD), OMB-Central Office Finance and Administrative Bureau (FAB) for the following OMB offices: <ul style="list-style-type: none"> ➤ Office of the Special Prosecutor ➤ Office of the Deputy Ombudsman for Luzon ➤ Office of the Deputy Ombudsman for Visayas ➤ Office of the Deputy Ombudsman for Mindanao ➤ Office of the Deputy Ombudsman for the Military and Other Law Enforcement Offices | |
| Classification: | Simple Complex when the concerned employee has retired/separated from the OMB for more than 10 years from date of request and requests made through mail | |
| Type of Transaction: | G2C – Government to Citizen; G2G – Government to Government | |
| Who may avail: | Declarant who is an active or former OMB employee may apply personally or through an authorized representative | |
| REQUIREMENTS | | WHERE TO SECURE |
| I. If requester is the declarant who is an active OMB official or employee: | | |
| 1. Duly accomplished Internal Request for SALN/s of OMB Officials and Employees Form (OMB Form R) originally signed by the declarant, subscribed and sworn to before an authorized OMB PAB/PACPB administering officer <i>(2 original copies)</i> | | HRMD/FAB or may be downloaded at www.ombudsman.gov.ph |



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| <p><i>Note:</i> A SALN Request Form shall pertain to only one declarant.</p> <p>For mail requests, the SALN Request Form may be subscribed and sworn to before a notary public or a public officer authorized to administer oath.</p> | |
| <p>2. OMB ID (<i>1 photocopy showing the front and back of the ID to be compared with the original</i>)</p> | OMB |
| <p>3. Payment of ₱5.00 per page of requested SALN/s</p> <p><i>Note:</i> For mail requests, payment may be made through postal money order (PMO), which may be secured from the post office, payable to “Office of the Ombudsman”</p> | Client |
| <p>II. If requester is the declarant who is a former OMB official or employee:</p> | |
| <p>1. Duly accomplished Internal Request for SALN/s of OMB Officials and Employees Form (OMB Form R) originally signed by the declarant, subscribed and sworn to before an authorized OMB PAB/PACPB administering officer (<i>2 original copies</i>)</p> <p><i>Note:</i> A SALN Request Form shall pertain to only one declarant.</p> | HRMD/FAB or may be downloaded at www.ombudsman.gov.ph |
| <p>2. Two (2) valid IDs of the declarant with picture and signature, one of which is a government-issued ID (<i>1 photocopy each showing the front and back of the ID to be compared with the original</i>)</p> | Concerned government office/school/company |
| <p>3. Payment of ₱5.00 per page of requested SALN/s</p> | Client |



| III. If requester is filing the request on behalf of the declarant: | |
|--|---|
| <p>1. Duly accomplished Request for SALN/s of OMB Officials and Employees Form (OMB Form R) originally signed by the requester, subscribed and sworn to before an authorized OMB PAB/PACPB administering officer (<i>2 original copies</i>)</p> <p><i>Note:</i> A SALN Request Form shall pertain to only one declarant.</p> <p>For mail requests for copy of SALN/s of active OMB official or employee, the OMB Form 9 may be subscribed and sworn to before a notary public or a public officer authorized to administer oath.</p> | HRMD/FAB or may be downloaded at www.ombudsman.gov.ph |
| 2. Two (2) valid IDs of the declarant with picture and signature, one of which is a government-issued ID (<i>1 photocopy each, showing the front and back of the ID to be compared with the original</i>) | Concerned government office/school/company |
| 3. Notarized Special Power of Attorney (SPA) authorizing the requester to apply for a copy of the declarant's SALN/s (<i>1 original copy</i>) | Declarant |
| 4. Two (2) valid IDs of the requester with picture and signature, one of which is a government-issued ID (<i>1 photocopy each, showing the front and back of the ID to be compared with the original</i>) | Concerned government office/school/company |
| 5. Payment of ₱5.00 per page of requested SALN/s | Client |
| <p><i>Note:</i> For mail requests, payment may be made through postal money order (PMO), which may be secured from the post office, payable to "Office of the Ombudsman"</p> | |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|--|-----------------|-----------------|-------------------------------|
| I. WALK-IN | | | | |
| <p>1.1. Gets queuing number and submits OMB Form R and documentary requirements at the HRMD/FAB</p> <ul style="list-style-type: none"> If the documentary requirements and/or information are complete, receives Internal Request for SALN/s of OMB Officials and Employees Claim Slip (OMB Form R2) If the documentary requirements and/or the information provided are incomplete, acknowledges deficiencies and receives | <p>1.1. Calls queuing number; receives OMB Form R and documentary requirements, verifies if client is the declarant or an authorized representative, and checks compliance</p> <ul style="list-style-type: none"> If the documentary requirements and/or information are complete, explains procedure to be followed in the request for copy of SALN, gives OMB Form R2, and forwards OMB Form R and documentary requirements to HRM Officer If the documentary requirements and/or the information provided are incomplete, notes deficiencies in OMB | None | 20 minutes | Receiving Officer HRMD/FAB |



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| copy of Internal Request for SALN/s of OMB Officials and Employees Checklist Form (OMB Form R1) | Form R1, asks client to acknowledge deficiencies, and gives copy of OMB Form R1 with advice to comply | | | |
| | <p>1.2. Processes SALN request</p> <p>1.2.a. Evaluates and searches</p> <p>1.2.c. Reviews and prepares certification, if requested SALN/s is/are not available</p> <p>1.2.d. Approves/denies request</p> | None | <p>2 working days and 7 hours (simple) OR 6 working days and 7 hours (complex)</p> | <p><i>HRM Officer</i> HRMD/FAB</p> <p><i>Chief/Head</i> HRMD/FAB</p> <p><i>Ombudsman</i> OMB Proper</p> |
| | 1.3. Prepares Internal Request for SALN/s of OMB Officials and Employees Payment Slip (OMB Form R3), records the amount to be paid, and forwards to Releasing Officer | None | 15 minutes | <i>HRM Officer</i> HRMD/FAB |
| 2.1. Presents OMB Form R2 at the HRMD/FAB at the appointed date, and receives OMB Form R3 | 2.1. Checks OMB Form R2, gives OMB Form R3, and directs client to Cashier | None | 5 minutes | <i>Releasing Officer</i> HRMD/FAB |



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| <ul style="list-style-type: none"> If requested SALN/s is/are not available, receives certification | <ul style="list-style-type: none"> If requested SALN/s is/are not available, gives certification | | | |
| 3.1. Gives OMB Form R3 and pays the amount at the Cashier and receives official receipt (OR) | 3.1. Receives OMB Form R3 and payment, issues OR, and directs client to Releasing Officer | ₱5.00 per page of requested SALN/s | 10 minutes | Cashier FMIO/FAB |
| 4.1. Submits OR and OMB Form R2, receives requested SALN/s and OR, and signs OMB Form R at HRMD/FAB | 4.1. Receives OR and OMB Form R2, checks if amount in the OR matches with the total in OMB Form R3, releases requested SALN/s and OR, and asks to sign OMB Form R | None | 10 minutes | Releasing Officer HRMD/FAB |
| TOTAL | | ₱5.00 per page of requested SALN/s | 3 working days (simple) OR 7 working days (complex) | |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|--|-----------------|-----------------|-------------------------------|
| II. MAIL (applicable only if declarant is an active OMB official or employee) | | | | |
| 1.1. Submits OMB Form R and documentary requirements | 1.1. Receives OMB Form R and documentary requirements, | None | 20 minutes | Receiving Officer HRMD/FAB |

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| <p>through mail to the HRMD/FAB</p> <ul style="list-style-type: none"> If the documentary requirements and/or the information provided are incomplete, receives advice and copy of OMB Form R1 through mail | <p>verifies if client is the declarant or an authorized representative, and checks compliance</p> <ul style="list-style-type: none"> If the documentary requirements and/or information provided are complete, forwards OMB Form R and documentary requirements to HRM Officer If the documentary requirements and/or the information provided are incomplete, notes deficiencies in OMB Form R1 and mails it to client with advice to comply | | | |
| | <p>1.2. Processes SALN request</p> <p>1.2.a. Evaluates and searches</p> <p>1.2.b. Reviews and prepares certification, if requested SALN/s is/are not available</p> | <p>None</p> | <p>6 working days and 7 hours</p> | <p><i>HRM Officer</i> HRMD/FAB</p> <p><i>Chief/Head</i> HRMD/FAB</p> |



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|--|--|------------------------------------|------------|--|
| | 1.2.c. Approves/denies request | | | <i>Ombudsman OMB Proper</i> |
| | 1.3. Prepares Payment Slip for Request for Copy of SALN of OMB Officials and Employees (OMB Form R3), records the amount to be paid, and forwards to Mailing Officer | None | 10 minutes | <i>HRM Officer HRMD/FAB</i> |
| 1.2. Receives OMB Form R3 and/or certification through mail | 1.4. Sends OMB Form R3 and/or certification to requester | None | 5 minutes | <i>Mailing Officer Records Division/Unit</i> |
| 2.1. Secures PMO then submits PMO and OMB Form R3 personally or through mail to HRMD/FAB | 2.1. Receives PMO and OMB Form R3 and forwards to Cashier | None | 5 minutes | <i>Receiving Officer HRMD/FAB</i> |
| | 2.2. Receives PMO, issues official receipt (OR) and forwards to Releasing Officer | ₱5.00 per page of requested SALN/s | 5 minutes | <i>Cashier FMIO/FAB</i> |
| | 2.3. Receives OR, checks if amount in the OR matches with the total in OMB Form R3, prepares cover letter, and forwards documents to Mailing Officer | None | 5 minutes | <i>Releasing Officer HRMD/FAB</i> |



| | | | | |
|--|--|---|---------------------------|---|
| 3.1. Receives copy of SALN/s and OR through mail | 3.1. Mails requested copy of SALN/s and OR to client | None | 10 minutes | Mailing Officer Records Division/Unit |
| TOTAL | | ₱5.00 per page of requested SALN/s | 7 working days | |

13. REQUEST FOR CERTIFICATION OF LEAVE BALANCE

Request of an active OMB employee for the issuance of certification of leave balance for any legal purpose

| | |
|--------------------------------|--|
| Office/Bureau/Division: | <p>Human Resource Management Division (HRMD), OMB-Central Office, personally or through email at hcmdleave@ombudsman.gov.ph</p> <p>Finance and Administrative Bureau (FAB) for Office of the Special Prosecutor, personally or through email at osp_hrm@ombudsman.gov.ph</p> <p>Finance and Administrative Bureau (FAB) for Office of the Deputy Ombudsman for Luzon, personally or through email at hcmd_luzon@ombudsman.gov.ph</p> <p>Finance and Administrative Bureau (FAB) for Office of the Deputy Ombudsman for Visayas, personally or through email at ombvis_hr@ombudsman.gov.ph</p> <p>Finance and Administrative Bureau (FAB) for Office of the Deputy Ombudsman for Mindanao, personally or through email at minhr@ombudsman.gov.ph</p> <p>Finance and Administrative Bureau (FAB) for Office of the Deputy Ombudsman for the Military and Other Law Enforcement Offices, personally or through email at moleo_hrms@ombudsman.gov.ph</p> |
|--------------------------------|--|



| Classification: | Simple | |
|--|--|--|
| Type of Transaction: | G2G – Government to Government | |
| Who may avail: | Any active OMB employee may apply personally or through an authorized representative | |
| REQUIREMENTS | | WHERE TO SECURE |
| BASIC REQUIREMENTS | | |
| 1. Duly accomplished Request for Leave Balance Form (OMB Form B) <i>(1 original or scanned copy)</i> | | HRMD or FAB or may be downloaded at OMB Intranet |
| 2. Valid ID (any of the following): a) Government-issued ID with picture b) Company-issued ID with picture c) School ID for students d) Integrated Bar of the Philippines ID <i>(1 photocopy or scanned copy of the front and back of the ID)</i> | | Concerned government office/school/company |
| ADDITIONAL REQUIREMENTS | | |
| 1. If request is filed by a representative: a) Authorization letter <i>(1 original or scanned copy)</i> , and b) Valid ID of representative (any of the following): • Government-issued ID with picture • Company-issued ID with picture • School ID for students • Integrated Bar of the Philippines ID <i>(1 photocopy or scanned copy of the front and back of the ID)</i> | | a) Client b) Concerned government office/school/company |



| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|--|-----------------|--|---|
| 1.1. Submits accomplished OMB Form B and other documentary requirements, personally at HRMD/FAB or through email | 1.1. Receives accomplished OMB Form B and documentary requirements, checks compliance and forwards to HRM Officer | None | 10 minutes | <i>Receiving Officer</i> HRMD/FAB |
| | 1.2. Prepares certification and forwards to authorized signatory | None | 2 working days, 3 hours and 40 minutes | <i>HRM Officer</i> HRMD/FAB |
| | 1.3. Reviews and affixes signature on the requested document and forwards to Releasing Officer | None | 4 hours | <i>Authorized Signatory</i> HRMD/FAB |
| 2.1. Receives requested document and acknowledges receipt on OMB Form B at HRMD/FAB • For email request, receives requested document and acknowledges email | 2.1. Releases requested document, requires the client to acknowledge receipt on OMB Form B • For email request, sends electronic copy of the requested document | None | 10 minutes | <i>Releasing Officer</i> HRMD/FAB |
| TOTAL | | None | 3 working days | |

14. MEDICAL CONSULTATION

Refers to medical check-up, consultation, diagnostic assessment, management, and first aid treatment

| Office/Bureau/Division: | OMB Medical Clinic | | | |
|---|--|--------------------|-----------------|-----------------------------|
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen; G2G – Government to Government | | | |
| Who may avail: | <p>All officials and employees, regardless of status and appointment, and their qualified dependents; consultants; and, personnel servicing the OMB (job order, security guards, janitors and other maintenance staff)</p> <p>In case of emergency, the general public but shall be limited to first aid treatment</p> | | | |
| REQUIREMENT | | WHERE TO SECURE | | |
| 1. Patient's Medical Chart (OMB Form C) (<i>1 original copy</i>) | | OMB Medical Clinic | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| I. VITAL SIGNS MONITORING | | | | |
| 1.1. Gets queuing number, writes name and office in the logbook at OMB Medical Clinic | 1.1. Checks logbook and determines if client has an existing record <ul style="list-style-type: none"> • If returning client, retrieves OMB Form C • If new client, asks to accomplish OMB Form C | None | 15 minutes | Nurse OMB Medical Clinic |
| 1.2. Relays concerns and receives medical attention | 1.2. Calls queuing number, asks concerns, checks and | None | 15 minutes | Nurse OMB Medical Clinic |

| | | | | |
|--------------|---|-------------|-------------------|--|
| | records vital signs, and if applicable, administers vaccine | | | |
| TOTAL | | None | 30 minutes | |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|--|-----------------|-----------------|-------------------------------------|
| II. CONSULTATION | | | | |
| 1.1. Gets queuing number, writes name and office in the logbook at OMB Medical Clinic • If new client, accomplishes OMB Form C at OMB Medical Clinic | 1.1. Checks logbook and determines if client has an existing record • If returning client, retrieves OMB Form C • If new client, asks to accomplish OMB Form C | None | 15 minutes | <i>Nurse</i> OMB Medical Clinic |
| 1.2. Relays concerns and waits to meet with the Doctor | 1.2. Calls queuing number, asks concerns, and if applicable, checks and records vital signs of client, and forwards OMB Form C to Doctor | None | 15 minutes | <i>Nurse</i> OMB Medical Clinic |
| 2.1. Relays concerns and listens to Doctor's advice, and receives prescription and/or treatment, if applicable | 2.1. Listens and addresses client's concerns; records on OMB Form C the concerns and diagnosis, and if applicable, treatment provided | None | 30 minutes | <i>Doctor</i> OMB Medical Clinic |
| TOTAL | | None | 1 hour | |

15. LABORATORY EXAMINATION

Refers to laboratory examination of blood and/or urine

| Office/Bureau/Division: | OMB Medical Clinic | | | |
|---|--|---|-----------------|---|
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen; G2G – Government to Government | | | |
| Who may avail: | <p>All officials and employees, regardless of status and appointment, and their qualified dependents; and, consultants</p> <p>In case of emergency, personnel servicing the OMB (job order, security guards, janitors and other maintenance staff)</p> | | | |
| REQUIREMENT | | WHERE TO SECURE | | |
| 1. Doctor's request to be presented for the purpose of scheduling the laboratory examination (<i>1 original copy</i>) | | Any licensed doctor or OMB Medical Clinic | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.1. Gets queuing number, writes name and office in the logbook, and submits doctor's request at OMB Medical Clinic | 1.1. Calls queuing number, interviews client, receives doctor's request and collects required samples | None | 10 minutes | <i>Medical Technologist</i> OMB Medical Clinic |
| 1.2. Receives information on date of release of result | 1.2. Informs client of the date of release of result | None | 5 minutes | <i>Medical Technologist</i> OMB Medical Clinic |



| | | | | |
|---|---------------------------------|-------------|--------------------------------------|---|
| | 1.3. Conducts laboratory test | None | 2 working days | <i>Medical Technologist</i> OMB Medical Clinic |
| 2.1. Receives laboratory result at OMB Medical Clinic | 2.1. Releases laboratory result | None | 15 minutes | <i>Releasing Officer</i> OMB Medical Clinic |
| TOTAL | | None | 2 working days and 30 minutes | |

16. DENTAL CONSULTATION AND PROCEDURE

A dental consultation is a non-invasive visit to the Dental Clinic to discuss issues, concerns, and treatment options.

A dental procedure is an invasive and/or a non-invasive treatment such as, but not limited to, oral prophylaxis, filling, tooth extraction, and first aid treatment in case of dental emergency.

| | |
|--------------------------------|---|
| Office/Bureau/Division: | OMB Dental Clinic |
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen; G2G – Government to Government |
| Who may avail: | All officials and employees, regardless of status and appointment, and their qualified dependents; consultants; and, personnel servicing the OMB (job order, security guards, janitors and other maintenance staff) In case of emergency, the general public but shall be limited to first aid treatment |

| REQUIREMENTS | | WHERE TO SECURE | | |
|---|--|-------------------|---|---------------------------------------|
| 1. Patient's Dental Chart (OMB Form D) (1 original copy) | | OMB Dental Clinic | | |
| 2. Dental Procedure Consent Form (OMB Form D1), if applicable (1 original copy) | | OMB Dental Clinic | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.1. Gets queuing number, writes name and office in the logbook at the OMB Dental Clinic • If new client, accomplishes OMB Form D at OMB Dental Clinic | 1.1. Checks logbook and determines if client has an existing record • If returning client, retrieves OMB Form D • If new client, asks to accomplish OMB Form D | None | 10 minutes | Dental Hygienist OMB Dental Clinic |
| | 1.2. Forwards OMB Form D to Dentist and calls queuing number | None | 10 minutes | Dental Hygienist OMB Dental Clinic |
| 2.1. Relays concerns to the Dentist, receives dental attention and prescription, if applicable | 2.1. Listens and addresses client's concerns; records on OMB Form D the concerns and diagnosis, and if applicable, treatment provided | None | 20 minutes (dental consultation) OR 1 hour and 10 minutes | Dentist OMB Dental Clinic |



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| <ul style="list-style-type: none"> If a procedure will be undertaken, signs the OMB Form D1 at OMB Dental Clinic | <ul style="list-style-type: none"> If a procedure will be undertaken, requires the client to sign the OMB Form D1 | | (dental procedure) | |
| TOTAL | | None | 40 minutes (dental consultation) OR 1 hour and 30 minutes (dental procedure) | |

17. REQUEST FOR CERTIFICATION FROM ACCOUNTING DIVISION

Request for the issuance of certifications for any legal purpose of the following: a. compensation, b. PHILHEALTH/GSIS/PAGIBIG premiums, and c. last salary received, and issuance of certified copy of BIR Form 2316

| | |
|--------------------------------|---|
| Office/Bureau/Division: | OMB Accounting Division (Central Office), personally or through email at accounting_co@ombudsman.gov.ph |
| Classification: | Simple Complex when the documents requested are more than 7 years old or the client has retired/separated from the OMB for more than 10 years from date of request |
| Type of Transaction: | G2C – Government to Citizen; G2G – Government to Government |

| Who may avail: | <p>Any active OMB employee may apply personally or through an authorized representative</p> <p>Any former OMB employee may apply personally or through an authorized representative but requests will only be limited to certification as to last salary received and GSIS premiums</p> |
|---|---|
| REQUIREMENTS | WHERE TO SECURE |
| BASIC REQUIREMENTS | |
| 1. Duly accomplished Request for Employee's Accounting Records Form (OMB Form E) <i>(1 original or scanned copy)</i> | Accounting Division or may be downloaded at OMB Intranet |
| 2. Valid ID (any of the following): <ul style="list-style-type: none"> a) Government-issued ID with picture b) Company-issued ID with picture c) School ID for students d) Integrated Bar of the Philippines ID <i>(1 photocopy or scanned copy of the front and back of the ID)</i> | Concerned government office/school/company |
| ADDITIONAL REQUIREMENTS | |
| 1. If request is filed by a representative: <ul style="list-style-type: none"> a) Authorization letter <i>(1 original or scanned copy)</i>, and b) Valid ID of representative (any of the following): <ul style="list-style-type: none"> • Government-issued ID with picture • Company-issued ID with picture • School ID for students • Integrated Bar of the Philippines ID <i>(1 photocopy or scanned copy of the front and back of the ID)</i> | <ul style="list-style-type: none"> a) Client b) Concerned government office/school/company |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|-----------------|--|--|
| 1.1. Submits accomplished OMB Form E with documentary requirements, personally at Accounting Division or through email <ul style="list-style-type: none"> For complex transaction, receives Employee's Accounting Records Claim Slip (OMB Form E1) | 1.1. Receives OMB Form E and documentary requirements or retrieves email, checks compliance, and forwards to Accounting Officer <ul style="list-style-type: none"> For complex transaction, issues OMB Form E1 | None | 20 minutes | <i>Receiving Officer</i> Accounting Division |
| | 1.2. Retrieves and prepares requested document, and forwards to authorized signatory | None | 4 hours (simple) OR 6 working days and 5 hours (complex) | <i>Accounting Officer</i> Accounting Division |
| | 1.3. Reviews and affixes signature on the requested document, and forwards to Releasing Officer | None | 30 minutes (simple) OR 2 hours and 30 minutes (complex) | <i>Authorized Signatory</i> Accounting Division |
| 1.2. Receives requested document and acknowledges receipt on OMB Form E at Accounting Division | 1.4. Releases requested document and requires the client to acknowledge receipt on OMB Form E | None | 10 minutes | <i>Releasing Officer</i> Accounting Division |



| | | | | |
|---|--|-------------|---|--|
| <ul style="list-style-type: none"> For email request, acknowledges receipt through email | <ul style="list-style-type: none"> For email request, sends electronic copy of the requested document | | | |
| TOTAL | | None | 5 hours (simple) OR 7 working days (complex) | |

18. REQUEST FOR CASH ADVANCE

Request for cash advance intended for petty cash and for expenses to be incurred for official travel and special purposes

| | |
|--------------------------------|---|
| Office/Bureau/Division: | OMB Accounting Division (Central Office), personally or through email at ad_moee@ombudsman.gov.ph |
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | Authorized OMB official/employee |

| REQUIREMENTS | WHERE TO SECURE |
|--|---|
| BASIC REQUIREMENTS | |
| 1. Disbursement Voucher (DV) Box A signed by the authorized signatory <i>(3 original copies)</i> | Accounting Division or may be downloaded at OMB Intranet |
| 2. Obligation Request and Status (ORS) with Box A signed by the authorized signatory <i>(3 original copies)</i> | Budget Division or may be downloaded at OMB Intranet |
| ADDITIONAL REQUIREMENTS | |
| 1. For local travel: a) Travel Authority and/or Office Order b) Duly approved Itinerary of Travel (IT) c) Transportation canvass of at least three providers <i>(1 original or photocopy each)</i> | a) Concerned OMB Office b) Concerned employee/officer c) Concerned employee/officer |
| 2. For foreign travel: a) Travel Authority and/or Office Order b) Duly approved Itinerary of Travel (IT) c) Letter of invitation of host/sponsoring country/agency/organization d) For plane fare, quotations of three (3) travel agencies or its equivalent e) Flight itinerary issued by the airline/ticketing office/travel agency f) Document to show the dollar to peso exchange rate at the date of grant of cash advance g) In case of seminars/trainings <ul style="list-style-type: none"> • Invitation addressed to the agency inviting participants (issued by the foreign country) • Acceptance of the nominees as participants (issued by the foreign country) | a) OMB Proper b) Budget Division c) Host/sponsoring country/ agency/organization d) Employee/officer concerned e) Airline ticketing office f) Land Bank of the Philippines website g) Project Management Bureau |

| <ul style="list-style-type: none"> Programme Agenda and Logistics Information (1 original or photocopy each) | | | | |
|---|--|---|---|--|
| 3. For petty cash and special purpose: a) Authority to hold cash advance b) Approved Memorandum (1 photocopy each) | | a) Office of the Overall Deputy Ombudsman (OODO) b) OODO | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.1. Submits documentary requirements, personally at Accounting Division or through email | 1.1. Receives documents or retrieves email and checks compliance | None | 10 minutes | Receiving Officer Accounting Division |
| 1.2. Accepts receiving copy at Accounting Division | 1.2. Gives receiving copy or acknowledges email and forwards documents to Budget Officer | None | 10 minutes | Receiving Officer Accounting Division |
| | 1.3. Processes cash advance and forwards to Cashier | None | 2 working days, 7 hours and 15 minutes | Budget Officer Budget Division Accounting Officer Accounting Division Pre-Audit Team and Assistant Ombudsman FMIO |



| | | | | |
|---|--|-------------|-----------------------|---------------------|
| 1.3. Receives notification from Cashier | 1.4. Notifies client that the cash advance was already credited to account | None | 20 minutes | Cashier FMIO/FAB |
| 2.1. Acknowledges receipt of cash advance in the DV at FMIO/FAB | 2.1. Directs client to acknowledge receipt of cash advance in DV | None | 5 minutes | Cashier FMIO/FAB |
| TOTAL | | None | 3 working days | |

19. JOB REQUEST FOR MINOR REPAIR AND MAINTENANCE SERVICES OF OFFICE BUILDING

Request for minor repairs and maintenance of office building which includes air-con cleaning and repair, electrical, plumbing, janitorial, and carpentry services

| | | |
|---|---|---|
| Office/Bureau/Division: | General Services Division-Building Administration (GSD-BA), OMB-Central Office Finance and Administrative Bureau (FAB) for OSP and OMB area/sectoral offices | |
| Classification: | Simple | |
| Type of Transaction: | G2G – Government to Government | |
| Who may avail: | Authorized OMB official/employee | |
| REQUIREMENT | | WHERE TO SECURE |
| 1. Duly accomplished Job Request Form (OMB Form F) (1 original copy) | | GSD-BA/FAB or may be downloaded at OMB Intranet |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|-----------------|---|--|
| 1.1. Submits OMB Form F at GSD-BA/FAB | 1.1. Receives OMB Form F, checks compliance, and forwards to Trade Work Supervisor | None | 5 minutes | <i>Receiving Officer</i> GSD-BA/FAB |
| | 1.2. Determines availability or applicability of service request and forwards to bureau/division head | None | 15 minutes | <i>Trade Work Supervisor</i> GSD-BA/FAB |
| | 1.3. Approves OMB Form F and forwards to personnel-in-charge | None | 5 minutes | <i>Bureau/Division Head</i> GSD/FAB |
| 2.1. Acknowledges accomplishment of job request in OMB Form F | 2.1. Acts on request and asks client to acknowledge accomplishment of the request | None | 2 working days, 7 hours and 35 minutes | <i>Personnel-in-Charge</i> GSD-BA/FAB |
| TOTAL | | None | 3 working days | |

20. REQUEST FOR WITHDRAWAL OF OFFICE SUPPLIES AND MATERIALS

Request for withdrawal of office supplies and materials

| Office/Bureau/Division: | General Services Division-Property Management Section (GSD-PMS), OMB-Central Office Finance and Administrative Bureau (FAB) for OSP and OMB area/sectoral offices | | | |
|--|--|--|-----------------|--|
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Any OMB office/bureau/division | | | |
| REQUIREMENT | | WHERE TO SECURE | | |
| 1. Duly accomplished Requisition and Issue Slip (OMB Form G) (2 original copies) | | GSD-PMS/FAB or may be downloaded at OMB Intranet | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.1. Submits OMB Form G approved by immediate supervisor at GSD-PMS/FAB | 1.1. Receives OMB Form G, checks compliance, determine availability of requested supplies and materials, and forwards to Property and Supply Officer | None | 15 minutes | Receiving Officer GSD-PMS/FAB |
| | 1.2. Approves and forwards OMB Form G to designated Storekeeper | None | 5 minutes | Property and Supply Officer GSD-PMS/FAB |



| | | | | |
|---|---|-------------|-------------------|--|
| 1.2. Receives requested supplies/ materials and acknowledges receipt in OMB Form G at GSD-PMS/FAB | 1.3. Releases office supplies/materials | None | 20 minutes | <i>Designated Storekeeper</i> GSD-PMS/FAB |
| TOTAL | | None | 40 minutes | |

21. REQUEST FOR SERVICE VEHICLE AND DRIVER

Request for the use of service vehicle and driver for official purpose

| | | |
|---|--|--|
| Office/Bureau/Division: | General Services Division-Motorpool (GSD-Motorpool), OMB-Central Office Finance and Administrative Bureau (FAB) for OSP and OMB area/sectoral offices | |
| Classification: | Simple | |
| Type of Transaction: | G2G – Government to Government | |
| Who may avail: | Any OMB office/bureau/division | |
| REQUIREMENTS | | WHERE TO SECURE |
| 1. Duly accomplished Vehicle Request Form (OMB Form H) which must be filed at least 3 working days before the scheduled travel (<i>1 original copy</i>) | | GSD-Motorpool/FAB or may be downloaded at OMB Intranet |
| 2. Official Business Slip (<i>1 original copy</i>) and/or Office/Travel Order (<i>1 photocopy</i>) | | Client and/or OODO |



| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|--|-----------------|-------------------|--|
| 1.1. Submits OMB Form H and documentary requirements at GSD-Motorpool/FAB | 1.1. Receives OMB Form H and documentary requirements, checks compliance, and forwards to Motorpool Supervisor | None | 5 minutes | <i>Receiving Officer</i> GSD-Motorpool/ FAB |
| | 1.2. Assigns vehicle and driver, if available for the purpose, and forwards documentary requirements to authorized signatory | None | 15 minutes | <i>Motorpool Supervisor</i> GSD-Motorpool/ FAB |
| | 1.3. Approves OMB Form H and forwards documentary requirements to Releasing Officer | None | 5 minutes | <i>Authorized Signatory</i> GSD/FAB |
| 2.1. Receives Official Business Slip or Office/Travel Order | 2.1. Calls the client and informs of the approval of request and returns Official Business Slip or Office/Travel Order | None | 5 minutes | <i>Releasing Officer</i> GSD/FAB |
| TOTAL | | None | 30 minutes | |



22. REQUEST FOR USE OF OFFICE FACILITY AND OTHER RELATED SERVICES

Request for office facility, use of equipment/furniture and service of utility/maintenance personnel

| Office/Bureau/Division: | General Services Division-Administrative Support (GSD-AS), OMB-Central Office Finance and Administrative Bureau (FAB) for OSP and OMB area/sectoral offices | | | |
|--|--|---|-----------------|--|
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Authorized OMB official/employee | | | |
| REQUIREMENT | | WHERE TO SECURE | | |
| 1. Duly accomplished Request for Use of Office Facility and Other Related Services Form (OMB Form I) which must be filed at least 3 working days before the scheduled event <i>(1 original copy)</i> | | GSD-AS/FAB or may be downloaded at OMB Intranet | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.1. Submits OMB Form I and waits for name to be called at GSD-AS/FAB | 1.1. Calls name, receives OMB Form I, checks availability of request and forwards to bureau/division head | None | 20 minutes | <i>Receiving Officer</i> GSD-AS/FAB |
| | 1.2. Approves OMB Form I and forwards to Releasing Officer | None | 5 minutes | <i>Bureau/Division Head</i> GSD/FAB |



| | | | | |
|--|--|-------------|-------------------|---------------------------------|
| 2.1. Receives copy of OMB Form I at GSD-AS/FAB | 2.1. Furnishes a copy of the approved OMB Form I | None | 5 minutes | Releasing Officer GSD-AS/FAB |
| TOTAL | | None | 30 minutes | |

23. INTERNAL REQUEST FOR COPY OF COMPLAINT/CASE DOCUMENTS

Request for copy of documents pertaining to a complaint or an OMB case by authorized OMB official/employee

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|---|---|--|--|--|
| Office/Bureau/Division: | Records Division/Unit of the OMB in Quezon City, Cebu City, Tacloban City, Iloilo City, Davao City, Cagayan de Oro City | | | |
| Classification: | Simple for documents not more than 100 pages Complex for documents more than 100 pages and/or documents pertaining to a complaint or an OMB case more than 7 years old | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Authorized OMB official/employee | | | |
| REQUIREMENTS | | | WHERE TO SECURE | |
| 1. Duly accomplished Internal Request for Copy of Complaint/Case Documents (OMB Form J) (1 original copy) | | | Records Division/Unit or may be downloaded at OMB Intranet | |
| 2. OMB ID (1 photocopy of the front and back of the ID) | | | OMB | |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|-----------------|--|---|
| 1.1. Submits OMB Form J and photocopy of OMB ID at Records Division/Unit | 1.1. Receives OMB Form J and photocopy of OMB ID, checks compliance, and forwards to Records Custodian | None | 10 minutes | <i>Receiving Officer</i> Records Division/Unit |
| <ul style="list-style-type: none"> If requested documents are not available, expect to be advised through phone of the action taken If request pertains to old cases or voluminous records, receives copy of Internal Request for Copy of Complaint/Case Documents Claim Slip (OMB Form J1) | 1.2. Retrieves requested documents <ul style="list-style-type: none"> If not available, informs client that requested documents are not available at the moment and will be advised through phone of the action taken For old cases or voluminous records, prepares OMB Form J1 informing the client when the document will be released | None | 15 minutes | <i>Records Custodian</i> Records Division/Unit |
| | 1.3. Prepares requested document/s and forwards to Releasing Officer | None | 25 minutes (simple) OR 6 working days, 7 hours | <i>Records Custodian</i> Records Division/Unit |



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|---|--|-------------|--|---|
| | | | and 25 minutes (complex) | |
| 1.2. Receives requested documents and signs OMB Form J at Records Division/Unit | 1.4. Releases requested documents and asks client to sign OMB Form J | None | 10 minutes | <i>Releasing Officer</i> Records Division/Unit |
| TOTAL | | None | 60 minutes (simple) OR 7 working days (complex) | |

24. INTERNAL REQUEST FOR COPY OF COMPLAINT/CASE INFORMATION

Request for information on the status of a complaint or an OMB case

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|--------------------------------|---|
| Office/Bureau/Division: | Records Division/Unit of the OMB in Quezon City, Cebu City, Tacloban City, Iloilo City, Davao City, Cagayan de Oro City |
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | Authorized OMB official/employee |



| REQUIREMENTS | | WHERE TO SECURE | | |
|---|---|--|-----------------|--|
| 1. Duly accomplished Internal Request for Complaint/Case Information (OMB Form K) (1 original copy) | | Records Division/Unit or may be downloaded at OMB Intranet | | |
| 2. OMB ID (1 photocopy of the front and back of the ID) | | OMB | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.1. Submits OMB Form K and presents OMB ID at Records Division/Unit | 1.1. Receives OMB Form K, checks compliance and forwards to Verifier | None | 5 minutes | Receiving Officer Records Division/Unit |
| | 1.2. Checks database, writes requested case information on OMB Form K and forwards to Releasing Officer | None | 13 minutes | Verifier Records Division/Unit |
| 1.2. Receives a copy of OMB Form K and signs the office copy of OMB Form K at Records Division/Unit | 1.3. Gives copy of OMB Form K and asks to sign in the office copy of OMB Form K | None | 2 minutes | Releasing Officer Records Division/Unit |
| TOTAL | | None | 20 minutes | |



25. INTERNAL REQUEST FOR COPY OF SALN/s

Request for copy of Statements of Assets, Liabilities and Net Worth and Disclosure of Business Interests and Financial Connections (SALNs) from FIB/FIO/FIU or pursuant to a subpoena issued by a court where the OMB is the official repository of the requested SALN/s and is on file with or in actual possession by the OMB

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| Office/Bureau/Division: | <p>Central Records Division (CRD) for declarants required to submit their SALNs to the OMB-Central Office</p> <p>Case Records Evaluation, Monitoring and Enforcement Bureau (CREMEB) of the following OMB area offices for those required to submit their SALNs in these area offices:</p> <ul style="list-style-type: none">➤ Office of the Deputy Ombudsman for Luzon➤ Office of the Deputy Ombudsman for Visayas➤ Office of the Deputy Ombudsman for Mindanao |
| Classification: | <p>Simple if the request pertains to the SALN/s of the next preceding calendar year</p> <p>Complex if the request pertains to the SALN/s of other preceding calendar years provided it is not beyond 10 calendar years</p> <p>Exceptional cases if there are issues in complying with the request due to lack of resources caused by circumstances beyond the OMB's control, there are legal constraints such as restraining orders and injunctions issued by proper judicial authorities, and in case of fortuitous events or force majeure</p> |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | <p>OMB official/employee in compliance to a court subpoena in relation to a pending case</p> <p>Fact-finding Investigation Bureau/Office/Unit (FIB/FIO/FIU) investigator of the OMB area/sectoral offices for the purpose of conducting fact-finding investigation</p> |



| REQUIREMENTS | | WHERE TO SECURE | | |
|--|---|--|--|--|
| I. If requester is an OMB official/employee in compliance with a court subpoena in relation to a pending case: | | | | |
| 1. Subpoena (1 original copy) | | Court | | |
| II. If requester is from the OMB-FIO/FIU/FIB for the purpose of conducting a fact-finding investigation: | | | | |
| 1. Duly accomplished Internal Request for Copy of SALN Form (OMB Form Q) originally signed by the investigator (1 original copy) Note: A SALN Request Form shall pertain to only one declarant. | | Records Division/Unit or may be downloaded at OMB Intranet | | |
| 2. Memorandum addressed to the Ombudsman signed by the investigator and head of FIO/FIB/FIU, and noted by the Deputy Ombudsman of concerned area/sectoral office (1 original copy) | | OMB investigator | | |
| 3. OMB ID (1 photocopy of the front and back of the ID) | | OMB | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| I. Request from OMB official/employee in compliance with a court subpoena in relation to a pending case: | | | | |
| 1.1. Addressee forwards subpoena to Records Division/Unit | 1.1. Receives subpoena and forwards to Processing Officer | None | 5 minutes | Receiving Officer Records Division/Unit |
| | 1.2. Processes SALN request 1.2.a. Evaluates | None | 2 working days, 7 hours, and 45 minutes (simple) | Processing Officer |



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| | <p>1.2.b. Searches and prepares certification, if required</p> <p>1.2.c. Reviews</p> <p>1.2.d. Approves/Denies request</p> | | <p>OR 6 working days, 7 hours, and 45 minutes (complex) OR 19 working days, 7 hours, and 45 minutes (exceptional)</p> | <p>Records Division/Unit</p> <p><i>SALN Custodian</i> Records Division/Unit</p> <p><i>Chief/Head</i> Records Division/Unit</p> <p><i>Ombudsman</i> OMB Proper</p> |
| | 1.3. Transmits SALN/certification to court | None | 10 minutes | <i>Releasing Officer</i> Records Division/Unit |
| TOTAL | | None | <p>3 working days (simple) OR 7 working days (complex) OR 20 working days (exceptional cases)</p> | |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|--|-----------------|---|---|
| II. Request from OMB-FIB/FIO/FIU investigator for the purpose of conducting fact-finding investigation | | | | |
| 1.1. Submits OMB Form Q and documentary requirements at Records Division/Unit | 1.1. Receives OMB Form Q, documentary requirements, and forwards to Processing Officer | None | 5 minutes | <i>Receiving Officer</i> Records Division/Unit |
| | 1.2. Processes SALN request 1.2.a. Evaluates 1.2.b. Searches and prepares certification, if required 1.2.c. Reviews 1.2.d. Approves/Denies request | None | 2 working days, 7 hours, and 45 minutes (simple) OR 6 working days, 7 hours, and 45 minutes (complex) OR 19 working days, 7 hours, and 45 minutes (exceptional) | <i>Processing Officer</i> Records Division/Unit <i>SALN Custodian</i> Records Division/Unit <i>Chief/Head</i> Records Division/Unit <i>Ombudsman</i> OMB Proper |
| 2.1. Receives requested SALN/ certification | 2.1. Transmits requested SALN/certification to requester | None | 10 minutes | <i>Releasing Officer</i> Records Division/Unit |

| TOTAL | None | 3 working days (simple) OR 7 working days (complex) OR 20 working days (exceptional cases) | |
|-------|------|--|--|
|-------|------|--|--|

26. REQUEST FOR NETWORK INFRASTRUCTURE

Request for information technology (IT) services related to network infrastructure such as, but not limited to, troubleshooting of resources deployed to OMB officials and employees, maintenance of connections and providing technical assistance needed in day-to-day operations

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| Office/Bureau/Division: | Network Operations Division (NOD) or counterpart unit in OMB-Visayas and OMB - Mindanao, personally or through email at servicedesk@ombudsman.gov.ph or by accessing https://servicedesk.ombudsman.gov.ph |
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | Authorized OMB official/employee |



| REQUIREMENTS | | WHERE TO SECURE | | |
|--|---|---|-----------------|---|
| <p>1. Duly accomplished applicable request form:</p> <p>For email-related requests, Email Request Form (ERF) (OMB Form L) <i>(1 original copy)</i></p> <p>For disposal requests, Pre and Post Data Destruction Form (OMB Form M) <i>(1 original copy)</i></p> <p>For all other individual requests, Network Infrastructure Service Request Form (NI-SRF) (OMB Form N) <i>(1 original copy)</i></p> <p>For requests filed online, Ombudsman Service Desk (OSD) Form</p> | | <p>NOD or counterpart unit in OMB-Visayas and OMB-Mindanao or may be downloaded at OMB Intranet</p> <p>May access https://servicedesk.ombudsman.gov.ph</p> | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.1. Submits request form/s personally at NOD, through email or by accessing https://servicedesk.ombudsman.gov.ph | 1.1. Receives and acknowledges request | None | 10 minutes | <i>Receiving Officer</i> NOD or counterpart unit in OMB-Visayas and OMB-Mindanao |
| 2.1. Acknowledges action done at NOD | 2.1. Acts on the requested service and informs client of the completion of the action taken | None | 50 minutes | <i>Technician</i> NOD or counterpart unit in OMB-Visayas and OMB-Mindanao |
| TOTAL | | None | 60 minutes | |



27. REQUEST FOR SYSTEM DEVELOPMENT AND MAINTENANCE SERVICES

Request for IT services related to system development and maintenance such as, but not limited to enhancement of system features, extraction of data and processing of system access rights

| Office/Bureau/Division: | System Development Division (SDD), personally or through email at servicedesk@ombudsman.gov.ph / sdd@ombudsman.gov.ph or by accessing https://servicedesk.ombudsman.gov.ph | |
|--|---|--|
| Classification: | Simple | |
| Type of Transaction: | G2G – Government to Government | |
| Who may avail: | Authorized OMB official/employee | |
| REQUIREMENTS | | WHERE TO SECURE |
| 1. For requests filed online, Ombudsman Service Desk (OSD) Form <i>Note:</i> For request pertaining to system access rights, include the applicable form <ul style="list-style-type: none"> • CCMS Access Rights Form (OMB Form O1) • ProDocTS Access Rights Form (OMB Form O2) • PROMIS Access Rights Form (OMB Form O3) • HuRIS Access Rights Form (OMB Form O4) <i>(1 original copy)</i> | | SDD or may be downloaded at OMB Intranet or may access https://servicedesk.ombudsman.gov.ph |
| 2. For other requests, System Development and Maintenance Service Request Form (SDM-SRF) (OMB Form P) | | SDD or may be downloaded at OMB Intranet |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|---|-----------------|-----------------|--|
| 1.1. Submits request form/s personally at SDD, through email or by accessing https://servicedesk.ombudsman.gov.ph | 1.1. Receives request <ul style="list-style-type: none"> • If personally filed, receives request and forwards to Team Leader • If filed through email or service desk, Team Leader receives request | None | 5 minutes | <i>Receiving Officer SDD</i> <i>Team Leader SDD</i> |
| | 1.2. Assigns request to concerned technician | None | 5 minutes | <i>Team Leader SDD</i> |
| 2.1. Acknowledges action done | 2.1. Acts on the requested service and informs client of the completion of the action taken | None | 50 minutes | <i>Technician SDD</i> |
| TOTAL | | None | 60 minutes | |

FEEDBACK AND COMPLAINTS MECHANISM

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|---------------------------------------|--|
| How to send feedback | Accomplish and drop Feedback Form (OMB Form 11) in designated boxes found in every OMB Office/Bureau/Division providing frontline services. |
| How feedbacks are processed | <p>Feedback forms are collected by OMB-SMD from the designated drop boxes in every OMB Office/Bureau/Division providing frontline services.</p> <p>Data extracted from the feedback forms are uploaded to the SMD templates and feedback analysis reports are prepared.</p> <p>Feedback analysis reports are submitted for approval of the FMS Director, AO FMIO and then forwarded to concerned OMB Office/Bureau/Division.</p> |
| How to file a complaint | Please refer to the procedure for Redress of Client Complaint and Grievance in page 62 of the 2020 OMB Citizen's Charter (1 st Edition). |
| How complaints are processed | <p>All complaints are evaluated upon receipt.</p> <p>Upon evaluation, the Head of the concerned bureau/division shall act on complaint or grievance accordingly.</p> <p>Clients shall be informed in writing of the result.</p> <p>For inquiries and follow-ups, clients may refer to the Directory in page 110 of the 2020 OMB Citizen's Charter (1st Edition).</p> |
| Contact information of CCB, PCC, ARTA | <p>ARTA : complaints@arta.gov.ph :1-ARTA (2782)</p> <p>PCC :8888</p> <p>CCB :0908-881-6565 (SMS)</p> |



Office of the Ombudsman

Agham Road, North Triangle
Diliman, Quezon City

Public Assistance Bureau (PAB) : Tel. No. (02) 8479-7300 local 2101 & 2104
(02) 8926-2662 & (02) 920-3783

Clearance Section : Tel. No. (02) 8479-7309 local 2111 & 2132
(02) 8926-8786

Central Records Division : Tel. No. (02) 8479-7300 local 2222, 2223 & 2226
(02) 8926-8752

Office of the Special Prosecutor

4th-5th Floor, Ombudsman Building
Agham Road, North Triangle, Diliman, Quezon City
Tel. No. (02) 8479-7300 local 3501-3502
(02) 8926-7025

Office of the Deputy Ombudsman for Luzon

3/F Office of the Ombudsman, Agham Road
North Triangle, Diliman, Quezon City
Tel. No (02) 8479-7300 loc. 4325, 4327 & 4312
(02) 8926-8741

Office of the Deputy Ombudsman for Visayas - Tacloban Regional Office

3/F Yuhoo Building, Marasbaras, Tacloban City
Tel. No. (053) 523-4010
(053) 523-3042

Office of the Overall Deputy Ombudsman

5/F Office of the Ombudsman, Agham Road
North Triangle, Diliman, Quezon City
Tel. No. (02) 8479-7300 local 1533

Office of the Deputy Ombudsman for 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 Mindanao

Libra Street corner Earth Street, GSIS Heights,
Matina, Davao City
Tel. No. (082) 221-3431 to 33
Telefax (082) 221-3938

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) 8479-7300 local 5209 & 5314
(02) 8926-8770

Office of the Deputy Ombudsman for 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 Mindanao - Cagayan De Oro Regional Office

Ground Floor ALU Building, Kauswagan National
Highway, Cagayan De Oro City
Tel. No. (088) 8809 008
Telefax (088) 8809 009

OMB website: www.ombudsman.gov.ph

