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
Republic of the Philippines
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).

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.

VISION

To realize public accountability expectations.

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

WE, 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;

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

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

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

Yes, WE ARE READY!
The Ombudsman

Public Accountability Blueprint

2019-2025

Working to

Establish

Public

Responsibility

Outcomes

through

Enforcement

Collaboration and

Transformation
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# Menu of Key Services

<table>
<thead>
<tr>
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<th>Fees</th>
<th>How long will it take?</th>
<th>Where to go?</th>
<th>Reference Page</th>
</tr>
</thead>
</table>
| Application for Ombudsman Clearance | ₱ 150.00 / ₱3.00 per page for plain copy / ₱5.00 per page for certified copy | ➢ Three (3) working days for simple transaction  
➢ Seven (7) working days upon receipt of payment  
• For application made through mail, courier, or online;  
• For application made in bulk (maximum of 10 applications per day per agency);  
• For application made through any authorized payment facilities;  
• For application filed in area offices (Iloilo City, Tacloban City and Cagayan de Oro City); and  
• If with namesake or pending case that needs further verification;  
➢ Twenty (20) working days for exceptional cases | • Clearance Unit of the Office of the Ombudsman (OMB) in:  
➢ Quezon City  
➢ Cebu City  
➢ Tacloban City  
➢ Iloilo City  
➢ Davao City  
➢ Cagayan de Oro City  
• Through any authorized payment facilities  
• Online through OMB website at www.ombudsman.gov.ph | 4-10 |
## Menu of Key Services

<table>
<thead>
<tr>
<th>Frontline Services</th>
<th>Fees</th>
<th>How long will it take?</th>
<th>Where to go?</th>
<th>Reference Page</th>
</tr>
</thead>
</table>
| 2 Request for Assistance (RAS) / Other Forms of Assistance (OFA) | None | Thirty (30) minutes    | Public Assistance Bureau (PAB) / Public Assistance and Corruption Prevention Bureau (PACPB) of OMB Offices in:  
  ➢ Quezon City  
  ➢ Cebu City  
  ➢ Tacloban City  
  ➢ Iloilo City  
  ➢ Davao City  
  ➢ Cagayan de Oro City | 11-14 |
|                                                          |      |                        | • Records Division of OMB Offices in:  
  ➢ Quezon City  
  ➢ Cebu City  
  ➢ Tacloban City  
  ➢ Iloilo City  
  ➢ Davao City  
  ➢ Cagayan de Oro City | 15-18 |
| 3 Filing of Complaint                                   | None | Twenty (20) minutes    | • Through OMB website at [www.ombudsman.gov.ph](http://www.ombudsman.gov.ph) |                |
| 4 Submission of Pleadings and Documents                  | None | Ten (10) minutes       | Records Division of OMB Offices in:  
  ➢ Quezon City  
  ➢ Cebu City  
  ➢ Tacloban City  
  ➢ Iloilo City  
  ➢ Davao City  
  ➢ Cagayan de Oro City | 19-22 |
### Menu of Key Services

<table>
<thead>
<tr>
<th>Frontline Services</th>
<th>Fees</th>
<th>How long will it take?</th>
<th>Where to go?</th>
<th>Reference Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 Request for Copy of Complaint/Case Document</td>
<td>₱3.00 per page for plain copy / ₱5.00 per page for certified copy</td>
<td>Sixty (60) minutes for documents not more than 100 pages</td>
<td>Records Division of OMB Offices in: Quezon City, Cebu City, Tacloban City, Iloilo City, Davao City, Cagayan de Oro City</td>
<td>23-28</td>
</tr>
<tr>
<td>6 Request for Complaint/Case Information</td>
<td>None</td>
<td>Twenty (20) minutes</td>
<td>Records Division of OMB Offices in: Quezon City, Cebu City, Tacloban City, Iloilo City, Davao City, Cagayan de Oro City</td>
<td>29-32</td>
</tr>
<tr>
<td>7 Redress of Client’s Complaints or Grievances</td>
<td>None</td>
<td>Three (3) working days</td>
<td>Public Assistance Bureau (PAB) / Public Assistance and Corruption Prevention Bureau (PACPB)/ Records Division/Unit of OMB Offices in: Quezon City, Cebu City, Tacloban City, Iloilo City, Davao City, Cagayan de Oro City</td>
<td>33-34</td>
</tr>
</tbody>
</table>
Application for Ombudsman Clearance

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

CLASSIFICATION OF TRANSACTION:

- Simple if there is no record of pending case/s
- Complex if there is a record of pending case/s or namesake of client or for application filed through mail, courier, online, in bulk, through authorized payment facilities and for application filed in area offices (Iloilo City, Tacloban City and Cagayan de Oro City)

TYPE OF TRANSACTION:

- G2C – Government to Citizen
- G2G – Government to Government

WHO MAY AVAIL OF THE SERVICE?

- Any person may apply personally or through a duly authorized representative for Ombudsman Clearance;
- 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 Office of the Ombudsman (OMB); and
- 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.
Application for Ombudsman Clearance

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

WHERE TO FILE?

• Clearance Unit of OMB Offices in:
  
  - Quezon City
  - Cebu City
  - Tacloban City
  - Iloilo City
  - Davao City
  - Cagayan de Oro City

  Please refer to the directory on page 46 for the complete addresses and contact information

  • Through any authorized payment facilities

  • Online through OMB website at www.ombudsman.gov.ph

HOW LONG WILL IT TAKE?

• Three (3) working days if there is no record of pending case/s

• Seven (7) working days upon receipt of payment

  - For application made through mail, courier, or online;
  - For application made in bulk (maximum of 10 applications per day per agency);
  - For application made through any authorized payment facilities;
  - For application filed in area offices (Iloilo City, Tacloban City and Cagayan de Oro City); and
  - If with namesake or pending case/s that needs further verification

• Twenty (20) working days for exceptional cases
**Application for Ombudsman Clearance**

**Brief Description:** Application for certification that the client has no administrative, criminal, and forfeiture case/s pending with the Office of the Ombudsman or Ombudsman case/s filed with courts which is/are pending at the time of its issuance.

**WHAT ARE THE REQUIREMENTS?**

<table>
<thead>
<tr>
<th>BASIC REQUIREMENTS</th>
<th>NUMBER OF COPIES</th>
</tr>
</thead>
<tbody>
<tr>
<td>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 agencies or institutions.</td>
<td>One (1) original copy</td>
</tr>
<tr>
<td>2. Valid ID of applicant (any of the following)</td>
<td>One (1) photocopy to be compared with the original ID</td>
</tr>
<tr>
<td>a. Government-issued ID with picture</td>
<td></td>
</tr>
<tr>
<td>b. Company-issued ID with picture</td>
<td></td>
</tr>
<tr>
<td>c. School ID for students</td>
<td></td>
</tr>
<tr>
<td>d. Integrated Bar of the Philippines ID</td>
<td></td>
</tr>
<tr>
<td>3. Payment of clearance fee of ₱150.00 per copy, except for indigents and first time jobseekers</td>
<td></td>
</tr>
<tr>
<td>*Optional: payment of ₱5.00 per copy for certified true copy and ₱3.00 per copy for plain copy</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ADDITIONAL REQUIREMENTS</th>
<th>NUMBER OF COPIES</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Service record (required only if there is a need for further verification)</td>
<td>One (1) photocopy</td>
</tr>
<tr>
<td>2. If the application pertains to a deceased person:</td>
<td>One (1) photocopy of each</td>
</tr>
<tr>
<td>a. Death certificate of the deceased person, and</td>
<td></td>
</tr>
<tr>
<td>b. Marriage certificate / birth certificate to prove relationship to the deceased</td>
<td></td>
</tr>
</tbody>
</table>
**Application for Ombudsman Clearance**

**Brief Description:** Application for certification that the client has no administrative, criminal, and forfeiture case/s pending with the Office of the Ombudsman or Ombudsman case/s filed with courts which is/are pending at the time of its issuance.

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### WHAT ARE THE REQUIREMENTS?

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<thead>
<tr>
<th>ADDITIONAL REQUIREMENTS</th>
<th>NUMBER OF COPIES</th>
</tr>
</thead>
<tbody>
<tr>
<td>3. If application is filed by a representative:</td>
<td></td>
</tr>
<tr>
<td>a. Authorization letter, and</td>
<td>a. One (1) original copy</td>
</tr>
<tr>
<td>b. Valid ID of representative (any of the following)</td>
<td>b. One (1) photocopy to be compared with the original ID</td>
</tr>
<tr>
<td>• Government-issued ID with picture</td>
<td></td>
</tr>
<tr>
<td>• Company-issued ID with picture</td>
<td></td>
</tr>
<tr>
<td>• School ID for students</td>
<td></td>
</tr>
<tr>
<td>• Integrated Bar of the Philippines ID</td>
<td></td>
</tr>
<tr>
<td>4. For first time jobseeker, barangay certification stating that the client is a first time jobseeker</td>
<td>One (1) original copy</td>
</tr>
<tr>
<td>5. For indigent party, certificate of indigency from the Department of Social Welfare and Development (Regional/Field Office), the Municipal/City Social Welfare and Development Office or barangay certification of indigency</td>
<td>One (1) original copy</td>
</tr>
</tbody>
</table>
**Application for Ombudsman Clearance**

**Brief Description:** Application for certification that the client has no administrative, criminal, and forfeiture case/s pending with the Office of the Ombudsman or Ombudsman case/s filed with courts which is/are pending at the time of its issuance.

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<th>Person Responsible</th>
<th>Fees</th>
<th>Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step 1</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.1 Gets queuing number and submits OMB Form 1 with documentary requirements when queuing number is called</td>
<td>1.1 Calls queuing number, receives OMB Form 1 with documentary requirements and checks compliance with requirements</td>
<td>5 minutes</td>
<td>Receiving Personnel (Clearance Unit)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Acknowledges deficiencies and receives copy of OMB Form 1B</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Receives OMB Form 1A</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• If non-compliant, fills out OMB Form 1B, asks client to acknowledge deficiencies and gives a copy OMB Form 1B with an advice to comply</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• If compliant, prepares and gives OMB Form 1A and directs client to cashier</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Step 2</th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1 Submits OMB Form 1A, pays fees and receives Official Receipt (OR)</td>
<td>2.1 Gets OMB Form 1A, receives payment, issues OR and advises client to return to Clearance Unit</td>
<td>5 minutes</td>
<td>Cashier (FMIO/FAB)</td>
<td>₱150.00</td>
<td>OMB Form 1A</td>
</tr>
</tbody>
</table>
# Application for Ombudsman Clearance

**Brief Description:** Application for certification that the client has no administrative, criminal, and forfeiture case/s pending with the Office of the Ombudsman or Ombudsman case/s filed with courts which is/are pending at the time of its issuance.

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</tr>
</thead>
<tbody>
<tr>
<td>3.1 Presents OR and receives OMB Form 1C</td>
<td>3.1 Notes down payment details on OMB Form 1, prepares and gives client OMB Form 1C, and advises to wait until queue number or name is called</td>
<td>5 minutes</td>
<td>Receiving Personnel (Clearance Unit)</td>
<td>OMB Form 1</td>
<td>Clearance Claim Slip (OMB Form 1C)</td>
</tr>
<tr>
<td>3.2 Encodes applicant's information in database and forwards OMB Form 1 and its attachments to encoder</td>
<td>5 minutes</td>
<td>Encoder (Clearance Unit)</td>
<td>OMB Form 1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.3 Verifies applicant's information in Complaint and Case Monitoring System (CCMS)</td>
<td>40 minutes</td>
<td>Verifier (Clearance Unit)</td>
<td>OMB Form 1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.4 Generates and forwards OMB Clearance/Certification to authorized signatory</td>
<td>5 minutes</td>
<td>Authorized Signatory (Clearance Unit)</td>
<td>OMB Form 1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.5 Reviews CCMS print-out and OMB Clearance/Certification</td>
<td>5 minutes</td>
<td>Authorized Signatory (Clearance Unit)</td>
<td>OMB Form 1</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
# Application for Ombudsman Clearance

**Brief Description:** Application for certification that the client has no administrative, criminal, and forfeiture case/s pending with the Office of the Ombudsman or Ombudsman case/s filed with courts which is/are pending at the time of its issuance.

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<tbody>
<tr>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Step 4

<table>
<thead>
<tr>
<th>4.1 Presents OMB Form 1C</th>
<th>4.1 Calls queue number or name of applicant and gets OMB Form 1C</th>
<th>5 minutes</th>
<th>Releasing Personnel (Clearance Unit)</th>
<th>OMB Form 1C Feedback Form (OMB Form 8)</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.2 Signs Release Transmittal Report, receives OMB Clearance/ Certification, and accomplishes and drops OMB Form 8 in designated box</td>
<td>4.2 Asks client to sign Release Transmittal Report, releases OMB Clearance/ Certification and encourages to accomplish and drop OMB Form 8 in designated box</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| Total                  | 70 minutes                                                 | ₱150.00   |                                      |                                       |

**Note:** The 70 minutes response time is reckoned from the time the complete documents are received by the responsible person from the client being served at one-time until the processing is completed. Processing time does not include queuing/waiting time that may vary depending on the number of client availing the service or if the name of the client is a common name and there are voluminous documents to be verified.
Request for Assistance (RAS) / Other Forms of Assistance (OFA)

Brief Description:
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 Office of the Ombudsman 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.

CLASSIFICATION OF TRANSACTION:

• Simple

TYPE OF TRANSACTION:

• G2C – Government to Citizen
  
• G2G – Government to Government

WHO MAY AVAIL OF THE SERVICE?

• Any person

WHERE TO FILE:

• Public Assistance Bureau (PAB) / Public Assistance and Corruption Prevention Bureau (PACPB) of the Office of the Ombudsman in:
  
  ➢ Quezon City
  ➢ Cebu City
  ➢ Tacloban City
  ➢ Iloilo City
  ➢ Davao City
  ➢ Cagayan de Oro City

Please refer to the directory on page 46 for the complete addresses and contact information.
**Request for Assistance (RAS) / Other Forms of Assistance (OFA)**

**Brief Description:**
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 Office of the Ombudsman 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.

**HOW LONG WILL IT TAKE?**
- Thirty (30) minutes

**WHAT ARE THE REQUIREMENTS?**

<table>
<thead>
<tr>
<th>REQUIREMENTS</th>
<th>NUMBER OF COPIES</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Request/Grievance letter or duly accomplished Request for Assistance Form (OMB Form 2)</td>
<td>One (1) original copy</td>
</tr>
<tr>
<td>2. For oath administration, valid ID (any of the following)</td>
<td></td>
</tr>
<tr>
<td>a. Government-issued ID with picture</td>
<td></td>
</tr>
<tr>
<td>b. Company-issued ID with picture</td>
<td></td>
</tr>
<tr>
<td>c. School ID for students</td>
<td></td>
</tr>
<tr>
<td>d. Integrated Bar of the Philippines ID</td>
<td></td>
</tr>
<tr>
<td></td>
<td>One (1) photocopy to be compared with the original ID</td>
</tr>
</tbody>
</table>
Request for Assistance (RAS) / Other Forms of Assistance (OFA)

**Brief Description:**
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 Office of the Ombudsman 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.

**HOW TO AVOID OF THE SERVICE?**

**I. WALK-IN**

<table>
<thead>
<tr>
<th>Client Steps</th>
<th>Agency Action</th>
<th>Response Time</th>
<th>Person Responsible</th>
<th>Fees</th>
<th>Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1 Approaches action officer and submits request/grievance letter</td>
<td>1.1 Reads request/grievance letter, listens to client’s concerns and stamps “RECEIVED” on request/grievance letter</td>
<td>30 minutes</td>
<td>Action Officer [Public Assistance Bureau (PAB) /Public Assistance and Corruption Prevention Bureau (PACPB)]</td>
<td>None</td>
<td>Request for Assistance Form (OMB Form 2)</td>
</tr>
<tr>
<td>1.2 Receives OMB Form 2A and accomplishes and drops OMB Form 8 in designated box</td>
<td>1.2 Takes action or explains procedure to be followed in disposing or acting on request, gives OMB Form 2A and encourages to accomplish and drop OMB Form 8 in designated box</td>
<td></td>
<td></td>
<td></td>
<td>RAS Acknowledgment Slip (OMB Form 2A) Feedback Form (OMB Form 8)</td>
</tr>
</tbody>
</table>

**Total** | **30 minutes** | **None** |

**END OF TRANSACTION**
**Request for Assistance (RAS) / Other Forms of Assistance (OFA)**

**Brief Description:**
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 Office of the Ombudsman 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.

**HOW TO AVOID THE SERVICE?**

**II. PHONE-IN**

<table>
<thead>
<tr>
<th>Client Steps</th>
<th>Agency Action</th>
<th>Response Time</th>
<th>Person Responsible</th>
<th>Fees</th>
<th>Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1 Calls Public Assistance Bureau (PAB) / Public Assistance and Corruption Prevention Bureau (PACPB)</td>
<td>1.1 Answers phone, listens and notes client’s personal details and concerns on OMB Form 2</td>
<td>30 minutes</td>
<td>Action Officer [Public Assistance Bureau (PAB) /Public Assistance and Corruption Prevention Bureau (PACPB)]</td>
<td>None</td>
<td>Request for Assistance Form (OMB Form 2)</td>
</tr>
<tr>
<td></td>
<td>1.2 Takes action or explains procedure to be followed in disposing or acting on request</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Total</td>
<td>30 minutes</td>
<td>None</td>
<td></td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**
Filing of Complaint

Brief Description: 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.

CLASSIFICATION OF TRANSACTION:

• Simple

TYPE OF TRANSACTION:

• G2C – Government to Citizen
• G2G – Government to Government

WHO MAY AVAIL OF THE SERVICE?

• Any person

WHERE TO FILE?

• Records Division of the Office of the Ombudsman (OMB) in:
  ➢ Quezon City
  ➢ Cebu City
  ➢ Tacloban City
  ➢ Iloilo City
  ➢ Davao City
  ➢ Cagayan de Oro City

Please refer to the directory on page 46 for the complete addresses and contact information

• Through OMB website at www.ombudsman.gov.ph
Filing of Complaint

**Brief Description:** 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.

**HOW LONG WILL IT TAKE?**

- Twenty (20) minutes

**WHAT ARE THE REQUIREMENTS?**

<table>
<thead>
<tr>
<th>REQUIREMENTS</th>
<th>NUMBER OF COPIES</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Verified complaint-affidavit</td>
<td>Number of named respondents plus 4 additional copies [at least two (2) originally signed complaint-affidavits]</td>
</tr>
<tr>
<td>2. If applicable, the supporting documents and evidence</td>
<td>Number of named respondents plus 4 additional copies</td>
</tr>
<tr>
<td>3. Verified Certificate of Non-Forum Shopping (CNFS) (may also be secured from Ombudsman Public Assistance Units)</td>
<td>At least two (2) original copies</td>
</tr>
<tr>
<td>Note: Any other form of written complaint may also be submitted.</td>
<td>At least one (1) copy</td>
</tr>
</tbody>
</table>
**Filing of Complaint**

**Brief Description:** 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.

### HOW TO AVOID OF THE SERVICE?

<table>
<thead>
<tr>
<th>Client Steps</th>
<th>Agency Action</th>
<th>Response Time</th>
<th>Person Responsible</th>
<th>Fees</th>
<th>Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1 Gets queuing number and submits written complaint and if applicable, supporting documents and evidence when queuing number is called</td>
<td>1.1 Calls queuing number, receives written complaint and if applicable, supporting documents and evidence</td>
<td>10 minutes</td>
<td>Receiving Personnel (Records Division/Unit)</td>
<td>None</td>
<td>Complaint Checklist Form (OMB Form 6)</td>
</tr>
<tr>
<td></td>
<td>1.2 Checks compliance with requirements</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• If compliant, stamps “RECEIVED” on copy of complaint</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• If non-compliant, stamps “RECEIVED” on copy of complaint, notes deficiencies in OMB Form 6, asks client to acknowledge deficiencies, and gives copy of OMB Form 6 with an advice to comply</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Filing of Complaint

**Brief Description:** 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.

<table>
<thead>
<tr>
<th>Client Steps</th>
<th>Agency Action</th>
<th>Response Time</th>
<th>Person Responsible</th>
<th>Fees</th>
<th>Forms</th>
</tr>
</thead>
</table>
| 1.2 Accepts receiving copy of complaint, and accomplishes and drops OMB Form 8 in designated box | • For any other form of written complaint, stamps “RECEIVED” on copy of complaint and advises client to comply with the requirements  
  1.3 Encodes details of complaint in Complaint and Case Monitoring System (CCMS) to generate reference number  
  1.4 Returns receiving copy of complaint and encourages to accomplish and drop OMB Form 8 in designated box | 5 minutes     | Encoder (Records Division/Unit)                                                    | None | Feedback Form (OMB Form 8)                                           |

| Total | 20 minutes | None |

**END OF TRANSACTION**
Submission of Pleadings and Documents

**Brief Description:** Submission of pleadings and documents by any person in relation to a complaint or an Ombudsman docketed case

**CLASSIFICATION OF TRANSACTION:**
- Simple

**TYPE OF TRANSACTION:**
- G2C – Government to Citizen
- G2G – Government to Government

**WHO MAY AVAIL OF THE SERVICE?**
- Any person

**WHERE TO FILE?**
- Records Division of the Office of the Ombudsman in:
  - Quezon City
  - Cebu City
  - Tacloban City
  - Iloilo City
  - Davao City
  - Cagayan de Oro City

Please refer to the directory on page 46 for the complete addresses and contact information

**HOW LONG WILL IT TAKE?**
- Ten (10) minutes
### Submission of Pleadings and Documents

**Brief Description:** Submission of pleadings and documents by any person in relation to a complaint or an Ombudsman docketed case

#### WHAT ARE THE REQUIREMENTS?

<table>
<thead>
<tr>
<th>REQUIREMENTS</th>
<th>NUMBER OF COPIES</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Pleading and supporting documents for docketed cases</td>
<td>Four (4) copies each [at least two (2) original copies of pleadings]</td>
</tr>
<tr>
<td>2. Pleading and supporting documents for complaints with reference number</td>
<td>One (1) original copy if applicable, as indicated in the Complaint Checklist Form (OMB Form 6)</td>
</tr>
<tr>
<td>3. When applicable, proof of service [e.g. registry receipt (RR), RR number, or affidavit of personal service]</td>
<td>One (1) copy</td>
</tr>
</tbody>
</table>

---

**Citizen’s Charter**

2010

1st Edition
# Submission of Pleadings and Documents

**Brief Description:** Submission of pleadings and documents by any person in relation to a complaint or an Ombudsman docketed case

## HOW TO AVOID THE SERVICE?

<table>
<thead>
<tr>
<th>Client Steps</th>
<th>Agency Action</th>
<th>Response Time</th>
<th>Person Responsible</th>
<th>Fees</th>
<th>Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step 1</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.1 Gets queuing number and submits pleading and other documents when queuing number is called</td>
<td>1.1 Calls queuing number, receives pleading and other documents, and checks compliance with requirements</td>
<td>10 minutes</td>
<td>Receiving Personnel (Records Division/ Unit)</td>
<td>None</td>
<td>Pleadings and Other Documents Deficiency Form (OMB Form 7)</td>
</tr>
<tr>
<td></td>
<td>• Acknowledges deficiencies and receives copy of OMB Form 7</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Submission of Pleadings and Documents

**Brief Description:** Submission of pleadings and documents by any person in relation to a complaint or an Ombudsman docketed case

<table>
<thead>
<tr>
<th>Client Steps</th>
<th>Agency Action</th>
<th>Response Time</th>
<th>Person Responsible</th>
<th>Fees</th>
<th>Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.2 Gets receiving copy, and accomplishes and drops OMB Form 8 in designated box</td>
<td>1.2 Returns client receiving copy and encourages to accomplish and drop OMB Form 8 in designated box</td>
<td></td>
<td></td>
<td></td>
<td>Feedback Form (OMB Form 8)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>10 minutes</strong></td>
<td><strong>None</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**
Request for Copy of Complaint/Case Documents

Brief Description: Request for copy of documents pertaining to a complaint or an Ombudsman docketed case.

CLASSIFICATION OF TRANSACTION:

- Simple for documents not more than 100 pages
- Complex for voluminous documents and/or documents pertaining to a complaint or an Ombudsman docketed case more than seven (7) years old

TYPE OF TRANSACTION:

- G2C – Government to Citizen
- G2G – Government to Government

WHO MAY AVAIL OF THE SERVICE?

- Any party to the case or authorized representative
- Counsel on record or authorized representative
- Any person other than those above enumerated, subject to the written approval of the Ombudsman

WHERE TO FILE?

- Records Division of the Office of the Ombudsman in:
  - Quezon City
  - Cebu City
  - Tacloban City
  - Iloilo City
  - Davao City
  - Cagayan de Oro City

Please refer to the directory on page 46 for the complete addresses and contact information

HOW LONG WILL IT TAKE?

- Sixty (60) minutes for simple transaction
- Seven (7) working days for complex transaction
WHAT ARE THE REQUIREMENTS?

<table>
<thead>
<tr>
<th>BASIC REQUIREMENTS</th>
<th>NUMBER OF COPIES</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Duly accomplished Request for Copy of Complaint/Case Documents (OMB Form 3)</td>
<td>One (1) original copy</td>
</tr>
<tr>
<td>2. Valid ID (any of the following)</td>
<td></td>
</tr>
<tr>
<td>a. Government-issued ID with picture</td>
<td>One (1) photocopy to be compared with the original ID</td>
</tr>
<tr>
<td>b. Company issued ID with picture</td>
<td></td>
</tr>
<tr>
<td>c. School ID for students</td>
<td></td>
</tr>
<tr>
<td>d. Integrated Bar of the Philippines ID</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ADDITIONAL REQUIREMENTS</th>
<th>NUMBER OF COPIES</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. For indigent party, certificate of indigency from the Department of Social</td>
<td>One (1) original copy</td>
</tr>
<tr>
<td>Welfare and Development (Regional/Field Office), the Municipal/City Social Welfare</td>
<td></td>
</tr>
<tr>
<td>and Development Office or barangay certification of indigency</td>
<td></td>
</tr>
<tr>
<td>2. If request is filed by a representative:</td>
<td></td>
</tr>
<tr>
<td>a. Authorization letter, and</td>
<td>a. One (1) original copy</td>
</tr>
<tr>
<td>b. Valid ID of representative (any of the following)</td>
<td>b. One (1) photocopy to be compared with the original ID</td>
</tr>
<tr>
<td>• Government-issued ID with picture</td>
<td></td>
</tr>
<tr>
<td>• Company-issued ID with picture</td>
<td></td>
</tr>
<tr>
<td>• School ID for students</td>
<td></td>
</tr>
<tr>
<td>• Integrated Bar of the Philippines ID</td>
<td></td>
</tr>
<tr>
<td>3. If not a party to the case, written request addressed to the Ombudsman indicating</td>
<td>One (1) originally signed</td>
</tr>
<tr>
<td>client contact details and the purpose of request.</td>
<td></td>
</tr>
</tbody>
</table>
# Request for Copy of Complaint/Case Documents

**Brief Description:** Request for copy of documents pertaining to a complaint or an Ombudsman docketed case.

## HOW TO AVAIL OF THE SERVICE?

<table>
<thead>
<tr>
<th>Client Steps</th>
<th>Agency Action</th>
<th>Response Time</th>
<th>Person Responsible</th>
<th>Fees</th>
<th>Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1 Gets queuing number and submits OMB Form 3 and other requirements when queuing number is called</td>
<td>1.1 Calls queuing number, receives OMB Form 3 and other requirements, checks compliance with requirements and verifies if client is a party to the complaint/OMB docketed case, or counsel on record, or authorized representative</td>
<td>5 minutes</td>
<td>Receiving Personnel (Records Division/Unit)</td>
<td></td>
<td>Request for Copy of Complaint/Case Documents Form (OMB Form 3)</td>
</tr>
</tbody>
</table>

- If client is not party to the complaint/OMB docketed case, or counsel on record, or authorized representative, informs client that the request is subject to the written approval of the Ombudsman.
### Request for Copy of Complaint/Case Documents

**Brief Description:** Request for copy of documents pertaining to a complaint or an Ombudsman docketed case.

<table>
<thead>
<tr>
<th>Client Steps</th>
<th>Agency Action</th>
<th>Response Time</th>
<th>Person Responsible</th>
<th>Fees</th>
<th>Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1.2 Forwards OMB Form 3 to Records Custodian</td>
<td>15 minutes</td>
<td>Records Custodian</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1.3 Retrieves requested documents</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• If not available, informs client that requested documents are not available at the moment and will be advised in writing of the action taken</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• For old cases or voluminous records, prepares OMB Form 3B informing the client when the document will be released</td>
<td></td>
<td></td>
<td></td>
<td>Document Claim Slip (OMB Form 3B)</td>
</tr>
</tbody>
</table>
## Request for Copy of Complaint/Case Documents

**Brief Description:** Request for copy of documents pertaining to a complaint or an Ombudsman docketed case.

<table>
<thead>
<tr>
<th>Client Steps</th>
<th>Agency Action</th>
<th>Response Time</th>
<th>Person Responsible</th>
<th>Fees</th>
<th>Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.2 Receives OMB Form 3A</td>
<td>1.4 Prepares and gives OMB Form 3A and directs client to cashier, notes down the amount to be paid in OMB Form 3, prepares requested document/s and forwards OMB Form 3 to releasing personnel</td>
<td>25 minutes OR six (6) working days and 7 hours</td>
<td></td>
<td></td>
<td>Payment Slip for Request for Copy of Complaint/Case Document (OMB Form 3A) OMB Form 3</td>
</tr>
</tbody>
</table>

### Step 2

| Step 2 | | |
|--------|--------------------------|
| 2.1 Pays the amount | 2.1 Receives OMB Form 3A and payment, issues Official Receipt (OR) and directs client to Records Division/Unit | 5 minutes | Cashier | ₱3.00 per page for plain copy / ₱5.00 per page for certified copy | OMB Form 3A |
### Request for Copy of Complaint/Case Documents

**Brief Description:** Request for copy of documents pertaining to a complaint or an Ombudsman docketed case.

<table>
<thead>
<tr>
<th>Client Steps</th>
<th>Agency Action</th>
<th>Response Time</th>
<th>Person Responsible</th>
<th>Fees</th>
<th>Forms</th>
</tr>
</thead>
</table>
| 3.1 Submits OR and OMB Form 3B (if applicable), receives requested documents and OR, signs OMB Form 3, and accomplishes and drops OMB Form 8 in designated box | 3.1 Receives OR, checks if amount in the OR coincide with the total in OMB Form 3, receives OMB Form 3B (if applicable), releases requested documents and OR, asks to sign OMB Form 3, and encourages to accomplish and drop OMB Form 8 in designated box | 10 minutes | Releasing Personnel (Records Division/Unit) | ₱3.00 per page for plain copy / ₱5.00 per page for certified copy | OMB Form 3  
OMB Form 3B  
Feedback Form (OMB Form 8) |

**Total**

- 60 minutes OR seven (7) working days

**END OF TRANSACTION**
**Request for Complaint/Case Information**

**Brief Description:** Request for information on the status of a complaint or an Ombudsman docketed case.

---

**CLASSIFICATION OF TRANSACTION:**

- Simple

**TYPE OF TRANSACTION:**

- G2C – Government to Citizen
- G2G – Government to Government

**WHO MAY AVAIL OF THE SERVICE?**

- Any party to the case or authorized representative
- Counsel on record or authorized representative
- Any person other than those above enumerated, subject to the written approval of the Ombudsman

**WHERE TO FILE?**

- Records Division of the Office of the Ombudsman in:
  - Quezon City
  - Cebu City
  - Tacloban City
  - Iloilo City
  - Davao City
  - Cagayan de Oro City

Please refer to the directory on page 46 for the complete addresses and contact information.
**Request for Complaint/Case Information**

**Brief Description:** Request for information on the status of a complaint or an Ombudsman docketed case.

---

**HOW LONG WILL IT TAKE?**

- Twenty (20) minutes

**WHAT ARE THE REQUIREMENTS?**

<table>
<thead>
<tr>
<th>BASIC REQUIREMENTS</th>
<th>NUMBER OF COPIES</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Duly accomplished Request for Complaint/Case Information Form (OMB Form 4)</td>
<td>One (1) original copy</td>
</tr>
<tr>
<td>2. Valid ID (any of the following)</td>
<td></td>
</tr>
<tr>
<td>a. Government-issued ID with picture</td>
<td></td>
</tr>
<tr>
<td>b. Company-issued ID with picture</td>
<td></td>
</tr>
<tr>
<td>c. School ID for students</td>
<td></td>
</tr>
<tr>
<td>d. Integrated Bar of the Philippines ID</td>
<td></td>
</tr>
<tr>
<td></td>
<td>One (1) photocopy to be compared with the original ID</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ADDITIONAL REQUIREMENTS</th>
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<tbody>
<tr>
<td>1. If request is filed by a representative:</td>
<td></td>
</tr>
<tr>
<td>a. Authorization letter, and</td>
<td></td>
</tr>
<tr>
<td>b. Valid ID of representative (any of the following)</td>
<td></td>
</tr>
<tr>
<td>• Government-issued ID with picture</td>
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<tr>
<td>• Company-issued ID with picture</td>
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<tr>
<td>• School ID for students</td>
<td></td>
</tr>
<tr>
<td>• Integrated Bar of the Philippines ID</td>
<td></td>
</tr>
<tr>
<td></td>
<td>a. One (1) original copy</td>
</tr>
<tr>
<td></td>
<td>b. One (1) photocopy to be compared with the original ID</td>
</tr>
<tr>
<td>2. If not a party to the case, written request addressed to the Ombudsman indicating client contact details and the purpose of request.</td>
<td>One (1) originally signed</td>
</tr>
</tbody>
</table>

---

**HOW TO AVAIL OF THE SERVICE?**
**Request for Complaint/Case Information**

**Brief Description:** Request for information on the status of a complaint or an Ombudsman docketed case.

<table>
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<tr>
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<th>Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1 Gets queuing number and submits OMB Form 4 and other requirements when queuing number is called</td>
<td>1.1 Calls queuing number, receives OMB Form 4 and other requirements, checks compliance with requirements and verifies if client is a party to the complaint/OMB docketed case, or counsel on record, or authorized representative</td>
<td>5 minutes</td>
<td>Receiving Personnel (Records Division/Unit)</td>
<td>None</td>
<td>Request for Complaint/Case Information Form (OMB Form 4)</td>
</tr>
</tbody>
</table>

- 1.1 If client is not party to the complaint/OMB docketed case, or counsel on record, or authorized representative, informs client that the request is subject to the written approval of the Ombudsman.

- 1.2 Forwards OMB Form 4 to verifier if client is a party to the complaint/OMB docketed case, or counsel on record, or authorized representative, or has written approval of the Ombudsman.
### Request for Complaint/Case Information

**Brief Description:** Request for information on the status of a complaint or an Ombudsman docketed case.

<table>
<thead>
<tr>
<th>Client Steps</th>
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<th>Response Time</th>
<th>Person Responsible</th>
<th>Fees</th>
<th>Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.2 Receives OMB Form 4, signs on “RECEIVED” portion of the office copy of OMB Form 4, returns OMB Form 4, and accomplishes and drops OMB Form 8 in designated box</td>
<td>1.3 Checks database, writes requested information on OMB Form 4, and forwards to releasing personnel</td>
<td>13 minutes</td>
<td>Verifier (Records Division/Unit)</td>
<td>None</td>
<td>OMB Form 4</td>
</tr>
<tr>
<td></td>
<td>1.4 Gives client a copy of OMB Form 4, asks client to sign on “RECEIVED” portion of the office copy of OMB Form 4, and encourages to accomplish and drop OMB Form 8 in designated box</td>
<td>2 minutes</td>
<td>Releasing Personnel (Records Division/Unit)</td>
<td></td>
<td>OMB Form 4, OMB Form 4 Feedback Form (OMB Form 8)</td>
</tr>
</tbody>
</table>

**Total** 20 minutes

**END OF TRANSACTION**
Redress of Client Complaint or Grievances

Brief Description: Filing of complaint or grievance by clients against any Ombudsman frontline personnel, policies, procedures, systems, and facilities.

CLASSIFICATION OF TRANSACTION:
• Simple

TYPE OF TRANSACTION:
• G2C – Government to Citizen
• G2G – Government to Government

WHO MAY AVAIL OF THE SERVICE?
• Any person who has concerns about Ombudsman frontline personnel, policies, procedures, systems, and facilities.

WHERE TO FILE?
• Public Assistance Bureau (PAB) / Public Assistance and Corruption Prevention Bureau (PACPB)/ Records Division/Unit of the Office of the Ombudsman in:
  ➢ Quezon City
  ➢ Cebu City
  ➢ Tacloban City
  ➢ Iloilo City
  ➢ Davao City
  ➢ Cagayan de Oro City

Please refer to the directory on page 46 for the complete addresses and contact information

HOW LONG WILL IT TAKE?
• Three (3) working days

WHAT ARE THE REQUIREMENTS?

<table>
<thead>
<tr>
<th>REQUIREMENTS</th>
<th>NUMBER OF COPIES</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Duly accomplished Redress Form (OMB Form 5)</td>
<td>One (1) original copy</td>
</tr>
</tbody>
</table>
# Redress of Client Complaint or Grievances

**Brief Description:** Filing of complaint or grievance by clients against any Ombudsman frontline personnel, policies, procedures, systems, and facilities.

## HOW TO AVAIL OF THE SERVICE?

<table>
<thead>
<tr>
<th>Client Steps</th>
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<th>Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step 1</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.1 Approaches and relays concerns to the head of bureau/division</td>
<td>1.1 Listens to client’s concerns and gives OMB Form 5</td>
<td>30 minutes</td>
<td>Head of the concerned bureau/division</td>
<td>None</td>
<td>Redress Form (OMB Form 5)</td>
</tr>
<tr>
<td>1.2 Receives, accomplishes and submits OMB Form 5</td>
<td>1.2 Evaluates OMB Form 5, acts on the concerns or advises client of action to be taken</td>
<td>Three (3) working days</td>
<td></td>
<td></td>
<td>Feedback Form (OMB Form 8)</td>
</tr>
<tr>
<td>1.3 Accomplishes and drops OMB Form 8 in designated box</td>
<td>1.3 Resolves complaint or grievance, informs client in writing of the results and encourages to accomplish and drop OMB Form 8 in designated box</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td>Three (3) working days</td>
<td>None</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**
FORMS
# Application for Ombudsman Clearance (OMB Form 1)

**MODE OF PAYMENT:** Please check (√) the appropriate box.

- [ ] Cash
- [ ] Postal Money Order payable to "Payable to Office of the Ombudsman Clearance Fees"
- [ ] Others, please specify: [ ]
- [ ] Remittance
- [ ] First time jobseeker
- [ ] Indigent

**MODE OF RELEASE:** Please check (√) the appropriate box.

- [ ] Pick-up at OMB office
- [ ] Private courier
- [ ] Prepaid envelope to be provided by the applicant

**APPLICANT’S INFORMATION:** Please PRINT legibly. Write "N/A" if not applicable

<table>
<thead>
<tr>
<th>First Name</th>
<th>Last Name</th>
<th>Middle Name</th>
<th>Sex</th>
<th>DOB (mm/dd/yyyy)</th>
<th>Contact Nos.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td></td>
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<td></td>
</tr>
</tbody>
</table>

I declare that the answers given above are true and correct to the best of my knowledge and belief. I respectfully request your good office to issue a clearance in my favor.

By signing below, I agree to the Ombudsman Privacy Policy and give my consent to the collection and processing of my personal data in accordance thereto.

Signature Over Printed Name of Client: __________________________ Date: ______________

**IN CASE APPLICATION IS FILED BY AUTHORIZED REPRESENTATIVE OR REQUESTER IN BEHALF OF THE DECEASED PERSON**

<table>
<thead>
<tr>
<th>First Name</th>
<th>Last Name</th>
<th>Middle Name</th>
<th>Sex (if married, mother's maiden surname for female applicant)</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>

Signature Over Printed Name of Client: __________________________ Date: ______________

**NUMBER OF ORIGINAL COPIES REQUESTED:**

**NUMBER OF CERTIFIED COPIES REQUESTED:** *can only be availed if original OMB Clearance/Certification is secured*

---

---
**Application for OMB Clearance Checklist**  
*(OMB Form 1B)*

Please comply with the following requirements:

### Basic Requirements

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Number of Copies</th>
</tr>
</thead>
<tbody>
<tr>
<td>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 agencies or institutions.</td>
<td>One (1) original copy</td>
</tr>
<tr>
<td>Valid ID of applicant (any of the following)</td>
<td>One (1) photocopy to be compared with the original ID</td>
</tr>
<tr>
<td>- Government-issued ID with picture</td>
<td></td>
</tr>
<tr>
<td>- Company-issued ID with picture</td>
<td></td>
</tr>
<tr>
<td>- School ID for students</td>
<td></td>
</tr>
<tr>
<td>- Integrated Bar of the Philippines ID</td>
<td></td>
</tr>
<tr>
<td>Payment of clearance fee of ₱150.00 per copy, except for indigents and first time jobseekers</td>
<td>One (1) original copy</td>
</tr>
<tr>
<td><em>Optional:</em> payment of ₱5.00 per copy for certified true copy and ₱3.00 per copy for plain copy</td>
<td></td>
</tr>
</tbody>
</table>

### Additional Requirements

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Number of Copies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service record (required only if there is a need for further verification)</td>
<td>One (1) photocopy</td>
</tr>
<tr>
<td>If the application pertains to a deceased person:</td>
<td></td>
</tr>
<tr>
<td>a. Death certificate of the deceased person, and</td>
<td></td>
</tr>
<tr>
<td>b. Marriage certificate / Birth certificate to prove relationship to the deceased</td>
<td></td>
</tr>
<tr>
<td>Application is filed by a representative</td>
<td></td>
</tr>
<tr>
<td>a. Authorization letter, and</td>
<td></td>
</tr>
<tr>
<td>b. Valid ID of representative (any of the following)</td>
<td></td>
</tr>
<tr>
<td>- Government-issued ID with picture</td>
<td></td>
</tr>
<tr>
<td>- Company-issued ID with picture</td>
<td></td>
</tr>
<tr>
<td>- School ID for students</td>
<td></td>
</tr>
<tr>
<td>- Integrated Bar of the Philippines ID</td>
<td>One (1) original copy</td>
</tr>
<tr>
<td>For first time jobseeker, barangay certification stating that the client is a first time jobseeker</td>
<td>One (1) original copy</td>
</tr>
<tr>
<td>For indigent party, certificate of indigency from the Department of Social Welfare and Development (Regional/Field Office), the Municipal/City Social Welfare and Development Office or barangay certification of indigency</td>
<td>One (1) original copy</td>
</tr>
</tbody>
</table>

Remarks:

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

Signature Over Printed Name

Receiving Personnel

FORM IS NOT FOR SALE.

---

**Forms**

Application for OMB Clearance Checklist  
*(OMB Form 1B)*
**Request for Assistance (RAS) / Other Forms of Assistance (OFA)**  
(OMB Form 2)

**Action Officer:**

<table>
<thead>
<tr>
<th>Action Taken</th>
<th>OFA</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Request Information:**

<table>
<thead>
<tr>
<th>Request Type</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Nature of Request:**

<table>
<thead>
<tr>
<th>Agency/Person/s complained of</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

**Contact Information:***

<table>
<thead>
<tr>
<th>Type</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

**Remarks:**

<table>
<thead>
<tr>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

**Signature:**

<table>
<thead>
<tr>
<th>Signature</th>
</tr>
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<tbody>
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<td></td>
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</tbody>
</table>
**REQUEST FOR COPY OF COMPLAINT/CASE DOCUMENTS (OMB Form 3)**

Date of Request: ____________________________

Last Name ____________________________ First Name ____________________________ Middle Name ____________________________ Sex: ____________________________

Address: 
House No./Blk. No. ____________________________ Street Name ____________________________ Barangay ____________________________ 
City/Municipality ____________________________ Province ____________________________ Zip Code ____________________________

Contact Number/s: 
Mobile ____________________________ Landline ____________________________

Please check one box: 
☐ Complainant ☐ Counsel ☐ Authorized Representative ☐ Others, please specify ____________________________

OMB Case/Reference No.: ____________________________

Case Title: ____________________________

INSTRUCTIONS TO REQUESTER:
1. Put a check (/) on the box of the documents requested.
2. Write the number of requested certified true/plain copies of the document.

<table>
<thead>
<tr>
<th>Documents</th>
<th>Certified True Copy</th>
<th>Plain copy</th>
<th>Documents</th>
<th>Certified True Copy</th>
<th>Plain copy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complaint Affidavit</td>
<td></td>
<td></td>
<td>Resolution</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Exhibits/Annexes</td>
<td></td>
<td></td>
<td>Decision</td>
<td></td>
<td></td>
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<tr>
<td>Counter-Affidavit</td>
<td></td>
<td></td>
<td>Order</td>
<td></td>
<td></td>
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<tr>
<td>Reply</td>
<td></td>
<td></td>
<td>Motion for Reconsideration</td>
<td></td>
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<tr>
<td>Position Paper</td>
<td></td>
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<tr>
<td>Others, Specify</td>
<td></td>
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</table>

Specify purpose of request for non-parties:
________________________________________________________________________________________

I declare that the answers given above are true and correct to the best of my knowledge and belief. By signing below, I agree to the Ombudsman Privacy Policy and give my consent to the collection and processing of my personal data in accordance thereto.

________________________________________________________________________________________

Signature Over Printed Name of Client

TO BE ACCOMPLISHED BY THE RECEIVING PERSONNEL:

<table>
<thead>
<tr>
<th>Identification Card presented by the CLIENT</th>
<th>Identification Card presented by the REPRESENTATIVE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type</td>
<td>ID Number</td>
</tr>
</tbody>
</table>

THIS FORM IS NOT FOR SALE. THIS CAN ALSO BE DOWNLOADED THRU THE OMBUDSMAN WEBSITE AT www.ombudsman.gov.ph
REQUEST FOR COMPLAINT/CASE INFORMATION (OMB Form 4)

Date of Request: ____________________________

Last Name: ____________________________
First Name: ____________________________
Middle Name: ____________________________

Sex: ____________________________

Address: ____________________________
House No./Block No.: ____________________________
Street Name: ____________________________
City/Municipality: ____________________________
Province: ____________________________
Zip Code: ____________________________

Contact Number(s): ____________________________
Mobile: ____________________________
Landline: ____________________________

Please check one box:

- Complainant
- Counsel
- Authorized
- Respondent/Accused
- Others, please specify ____________________________

OMB Case/Reference No.: ____________________________

Case Title: ____________________________

Specify purpose of request for non-parties:

- Referred to other agency
- Under evaluation
- Under preliminary investigation
- Pending Motion for Reconsideration
- Other Courts
- Affidavit
- Under administrative adjudication
- Under investigation
- Under preliminary investigation
- Believed
- Under evaluation
- Believed
- Referred to other agency
- Other
- Under investigation
- Under administrative adjudication
- Under preliminary investigation
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REDRESS FORM (OMB Form 5)

Date: __________________________

Sex: __________________________

Last Name: __________________________
First Name: __________________________
Middle Name: __________________________

Address: __________________________
House No./Bk No.: __________________________
Street Name: __________________________
Brgy.: __________________________
City/Municipality: __________________________
Province: __________________________
Zip Code: __________________________

Contact Number/s: __________________________
Mobile: __________________________
Landline: __________________________

Concern/s regarding: Please put a check (✓) ____ Personnel ____ Policy ____ Procedure ____ System ____ Facility

What are the details of your concern/s?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

I declare that the answers given above are true and correct to the best of my knowledge and belief. By signing below, I agree to the Ombudsman Privacy Policy and give my consent to the collection and processing of my personal data in accordance thereto.

Signature Over Printed Name of Client

________________________________________________________________________

________________________________________________________________________

Name and Signature

Position: __________________________
Office: __________________________

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**COMPLAINT CHECKLIST FORM (OMB Form 6)**

**CASE/REFERENCE NO.**

**PLEASE COMPLY WITH THE FOLLOWING REQUIREMENTS:**

<table>
<thead>
<tr>
<th>DOCUMENT</th>
<th>NO. OF COPIES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complaint-Affidavit (Verified/Under Oath)</td>
<td></td>
</tr>
<tr>
<td>Annexes/Exhibits/Attachments with Markings</td>
<td></td>
</tr>
<tr>
<td>Verified Certificate of Non-Forum Shopping (CNFS)</td>
<td></td>
</tr>
</tbody>
</table>

Remarks:

__________________________________________

__________________________________________

__________________________________________

__________________________________________

__________________________________________

Signature Over Printed Name
Receiving Personnel

Date

**ACKNOWLEDGED BY:**

Signature Over Printed Name
Client

Date
## Submission of Pleadings and Documents Deficiency Form (OMB Form 7)

*Republic of the Philippines*
*Office of the Ombudsman*

### Submission of Pleadings and Documents Deficiency Form (OMB Form 7)

**CASE/REFERENCE NO.**

**PLEASE COMPLY WITH THE FOLLOWING REQUIREMENTS:**

________________________

________________________

________________________

________________________

________________________

________________________

________________________

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________________________

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________________________

________________________

Signature Over Printed Name  
Receiving Personnel

Date

**ACKNOWLEDGED BY:**

________________________

Signature Over Printed Name  
Client

Date
**Feedback Form (OMB Form 8)**

We value your feedback. Please let us know how we have served you by completing this form.

<table>
<thead>
<tr>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of Visitor: (optional)</td>
</tr>
<tr>
<td>Contact Number (optional)</td>
</tr>
</tbody>
</table>

Name of Office/Bureau visited:  
Name of OMB Personnel who attended you:  
Purpose of visit:

How do you feel about our service? Please put a check (/) mark.

<table>
<thead>
<tr>
<th>Category</th>
<th>Excellent</th>
<th>Very Satisfactory</th>
<th>Satisfactory</th>
<th>Unsatisfactory</th>
<th>Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Prompt</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Courteous</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. Adequate</td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

Suggestion for improvement/commendation

Thank you!

THIS FORM IS NOT FOR SALE. THIS CAN ALSO BE DOWNLOADED THRU THE OMBUDSMAN WEBSITE AT www.ombudsman.gov.ph
WHERE TO FILE
Directory

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

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 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
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

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

OMB – Office of the Special Prosecutor (OSP)
4th-5th Floor, Ombudsman Building
Agham Road, North Triangle, Diliman, Quezon City
Tel. No. (02) 8479-7300 local 3501-3502
(02) 8926-7025

Via on-line : www.ombudsman.gov.ph