



# OFFICE OF THE OMBUDSMAN

FY 2018 PBB Status

The Ombudsman and his/her 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.

<b>STREAMLINING AND PROCESS IMPROVEMENT</b>		Compliant	<b>GOOD GOVERNANCE CONDITIONS</b>					
			Transparency Seal	Compliant				
<b>SUPPORT TO OPERATIONS</b>			PhilGEPS Posting	Partially Compliant				
ISO 9001:2015 Certification of QMS		Compliant	Citizen's or Service Charter	Compliant				
<b>GENERAL ADMINISTRATION AND SUPPORT SERVICES</b>								
<b>PFM reporting requirements to COA and DBM</b>		<b>Other Cross-Cutting Requirements</b>						
Quarterly BFARS		Non-Compliant	SALN Review and Compliance Procedure		Compliant			
COA Financial Reports		Compliant	Compliance with FOI Program		N/A			
Sustained Compliance to prior years' AAR		Compliant	Agency's System of Rating and Ranking		Compliant			
<b>PROCUREMENT REQUIREMENTS</b>		<b>BUDGET UTILIZATION RATE</b>						
			<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	
FY 2018 APP-NON CSE		Non-Compliant	Obligations BUR	67%	83%	67%	86%	93%
Indicative FY 2019 APP NON-CSE		Compliant						
FY 2019 APP-CSE		Compliant						
FY 2017 APCPI Results		Compliant	Disbursement BUR	77%	84%	68%	100%	85%
Undertaking of Early Procurement		Non-Compliant						