

**XXXIV. OFFICE OF THE OMBUDSMAN****STRATEGIC OBJECTIVES****SECTOR OUTCOME**

1. People-centered, innovative, clean, efficient, effective, and inclusive delivery of public goods and services
2. Swift and fair administration of justice ensured

**ORGANIZATIONAL OUTCOME**

Reduced incidence and impact of corruption and red tape

**PERFORMANCE INFORMATION**

<u>ORGANIZATIONAL OUTCOMES (OOs) / PERFORMANCE INDICATORS (PIs)</u>	<u>BASELINE</u>	<u>2024 TARGETS</u>
Reduced incidence and impact of corruption and red tape		
<b>ANTI-CORRUPTION INVESTIGATION PROGRAM</b>		
Outcome Indicator		
1. Percentage of completed case build-up reports and fact-finding investigations and/or lifestyle checks resulting in the filing of criminal and/or administrative cases	8.01%	9.00%
Output Indicators		
1. Percentage of case build-up reports and fact-finding investigations and/or lifestyle checks completed	20.51%	21.00%
2. Percentage of criminal and forfeiture cases investigated and resolved	40.01%	41.00%
3. Percentage of criminal and forfeiture cases investigated and resolved within a one-year period	17.01%	18.00%
<b>ANTI-CORRUPTION ENFORCEMENT PROGRAM</b>		
Outcome Indicators		
1. Percentage of criminal and civil cases tried in court not resulting in an approved demurrer to evidence	12.01%	13.00%
2. Percentage of criminal and civil cases decided by the court resulting in conviction of at least 1 accused	25.01%	26.00%
Output Indicators		
1. Percentage of administrative cases adjudicated	40.01%	41.00%
2. Percentage of administrative cases adjudicated within a one-year period	16.01%	17.00%
<b>OMBUDSMAN PUBLIC ASSISTANCE PROGRAM</b>		
Outcome Indicator		
1. Percentage of frontline service feedback with a rating of at least very satisfactory	80.01%	81.00%

**Output Indicator**

1. Percentage of requests for assistance and grievances resolved or acted upon within the prescribed time	77.01%	78.00%
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**CORRUPTION PREVENTION PROGRAM****Outcome Indicator**

1. Percentage of satisfied integrity promotion program beneficiaries	80.01%	81.00%
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**Output Indicator**

1. Number of integrity and anti-corruption advocates capacitated and mobilized	10,010	6,000
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