

**XXXIV. OFFICE OF THE OMBUDSMAN**

**STRATEGIC OBJECTIVES**

**SECTOR OUTCOME**

People-centered, innovative, clean, efficient, effective, and inclusive delivery of public goods and services  
 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>2020 TARGETS</u>
Reduced incidence and impact of corruption and red tape		
<b>ANTI-CORRUPTION INVESTIGATION PROGRAM</b>		
Outcome Indicators		
1. Percentage of completed fact-finding investigations and lifestyle checks resulting in the filing of criminal and / or administrative cases	8%	8%
2. Percentage of criminal and civil cases filed in court not resulting in quashal of information or outright dismissal of case		
Output Indicators		
1. Percentage of fact-finding investigations and lifestyle checks completed	20.5%	20.5%
2. Percentage of criminal and forfeiture cases investigated and resolved	40%	40%
3. Percentage of criminal and forfeiture cases investigated and resolved within a one-year period	17%	17%
<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	10%	12%
2. Percentage of criminal and civil cases decided by the court resulting in conviction of at least 1 accused	25%	25%
3. Percentage of decisions in appealed administrative cases affirmed by the appellate courts		
Output Indicators		
1. Percentage of administrative cases adjudicated	40%	40%
2. Percentage of administrative cases adjudicated within a one-year period	16%	16%
<b>OMBUDSMAN PUBLIC ASSISTANCE PROGRAM</b>		
Outcome Indicator		
1. Percentage of frontline service feedback with a rating of at least very satisfactory	75%	80%

**Output Indicator**

1. Percentage of requests for assistance and grievances resolved or acted upon within the prescribed time	77%	77%
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**CORRUPTION PREVENTION PROGRAM****Outcome Indicator**

1. Percentage of satisfied integrity promotion program beneficiaries	80%	80%
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**Output Indicators**

1. Number of integrity assessments conducted or corruption diagnostics conducted		
2. Number of integrity and anti-corruption advocates capacitated and mobilized	10,000	10,000