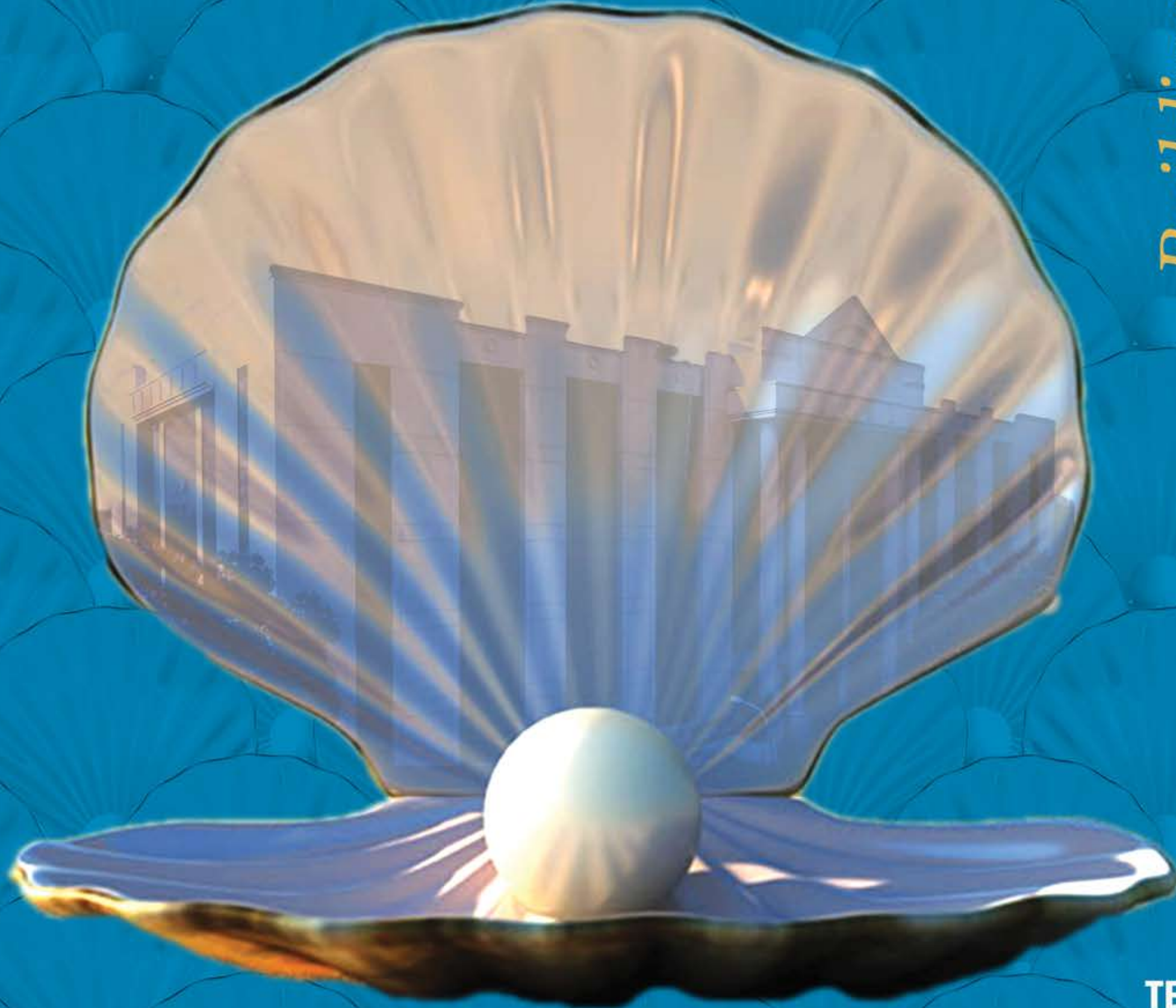


Building a **NATION^{of} INTEGRITY**



Office of the Ombudsman
Ombudsman Bldg.
Agham Road, Diliman, Quezon City
Phone: (02)479-7300

Office of the Ombudsman
**TERM PERFORMANCE
REPORT**
2011 - 2018

contents



Office of the Ombudsman

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foreword

by Assistant Ombudsman Asryman Rafanan

ONE OF THE SADDEST parts of living is leaving. It becomes a fulfilling denouement, however, when one leaves behind a lasting legacy for the nation and the institution.

As the fifth Ombudsman's term comes to a close, the institution looks back and gathers those worthy of print in order to memorialize the seven years that contributed to what it has become today.

Under her watch, the institution united in one chorus and never gave in to any political tempo. It proceeded in one beat under the sole guiding direction of the rule of law. It persevered in fine-tuning the necessary programs and policies that aim to harmonize the various measures in discharging its constitutional mandate.



Ending one's term is a special moment as it represents the keystone in a career filled with milestones, which could not have been possible without the aid of courageous and competent people who joined hands in laying the bricks, one by one, so to speak. As the baton is passed to the next leadership, it is earnestly hoped that the women and men of this beloved institution would continue to typify dedication, exemplify moral courage and personify integrity.

Indeed, in signing her swan song, the Ombudsman is ending her term on a high note. May her continuing presence in the greater community be a compelling reminder of the continuing struggle to fight what is right with greater vigor and vigilance.

With gratitude, we salute the Ombudsman's fortitude.



his tory

The Permanent Commission

The Permanent Commission in the Revolutionary Government may be considered a precursor of the present Office of the Ombudsman. Article 21 of the Decree of 23 June 1898 creating the Revolutionary Government of the Philippines provided for a Permanent Commission, presided over by the Vice President, that shall decide on appeal all criminal cases decided by provincial councils. These cases were those filed against Department Secretaries and provincial and municipal officials. The Permanent Commission continued its existence after the ratification of the Constitution of 1899, popularly known as the Malolos Constitution.



Early Anti-Graft Bodies

Succeeding administrations provided for the creation of agencies to handle cases of corruption in the government service. An Integrity Board was created by President Quirino in 1950. President Magsaysay immediately upon assumption to office created the Presidential Complaints and Action Commission in 1957. President Garcia created the Presidential Committee on Administration Performance Efficiency in 1958 and President Macapagal created a Presidential Anti-Graft Committee in 1962. President Marcos in 1966 created a Presidential Agency on Reforms and Government Operations.

In 1969, the Office of the Citizen's Counselor was created by Republic Act No. 6028. However, like the previous agencies created by past administrations, the functions of the Citizen's counselor were mainly to conduct fact-finding investigations and to make recommendations to Congress and the President. Moreover, R.A. No. 6028 was not at all implemented. Subsequently, President Marcos created a Complaints and Investigation Office in 1970 and the Presidential Administrative Assistance Committee in the following year.



The Tanodbayan

The 1973 Constitution (Sections 5 and 6, Article XIII) provided for the establishment of a special court known as the Sandiganbayan and an Office of the Ombudsman known as the Tanodbayan. Presidential Decree Nos. 1486 and 1487 created the Sandiganbayan and Tanodbayan, respectively, on 11 June 1978. Subsequent amendments were made to both decrees.

his tory

The Present Office

On 24 July 1987, Executive Order No. 243 was issued by President Corazon C. Aquino declaring the effectivity of the creation of the Office and restating its composition, powers and functions. On 12 May 1988, the Office of the Ombudsman became operational upon the appointment of the Ombudsman and his Overall Deputy Ombudsman. Immediately thereafter, one Deputy Ombudsman each for Luzon, Visayas and Mindanao were likewise appointed by the President. This date became the basis for celebrating the anniversary of the Office of the Ombudsman.

The Congress enacted on November 17, 1989 Republic Act No. 6770, otherwise known as the Ombudsman Act of 1989, providing for the functional and structural organization of the Office of the Ombudsman and delineating its powers functions and duties.



The Office of the **Ombudsman** *and its Officials*

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).

Jurisdiction

In the discharge of its functions, the Office of the Ombudsman exercises jurisdiction over officials and employees of the government, or any subdivision, agency, or instrumentality thereof. Including government-owned or controlled corporations, as well as over private individuals who have acted upon in conspiracy with public officials. It has disciplinary authority over all elective and appointive officials of the government except over officials who may be removed only by impeachment or over members of Congress and the Judiciary. The Ombudsman has the power to investigate any serious misconduct in office committed by officials removable by impeachment for the purpose of filing a verified complaint for impeachment if

Investigative Powers

The Office of the Ombudsman is endowed with plenary powers to investigate any act or omission of any public officer or agency when such act or omission appears to be illegal, unjust, or inefficient.

mission statement

Mission

As protectors of the people, we shall endeavor, in cooperation with all sectors of the Filipino society, to promote integrity and efficiency and high ethical standards in public service through proactive approaches in graft prevention and public assistance, prompt investigation of complaints and aggressive prosecution of cases filed against erring public officials and employees.

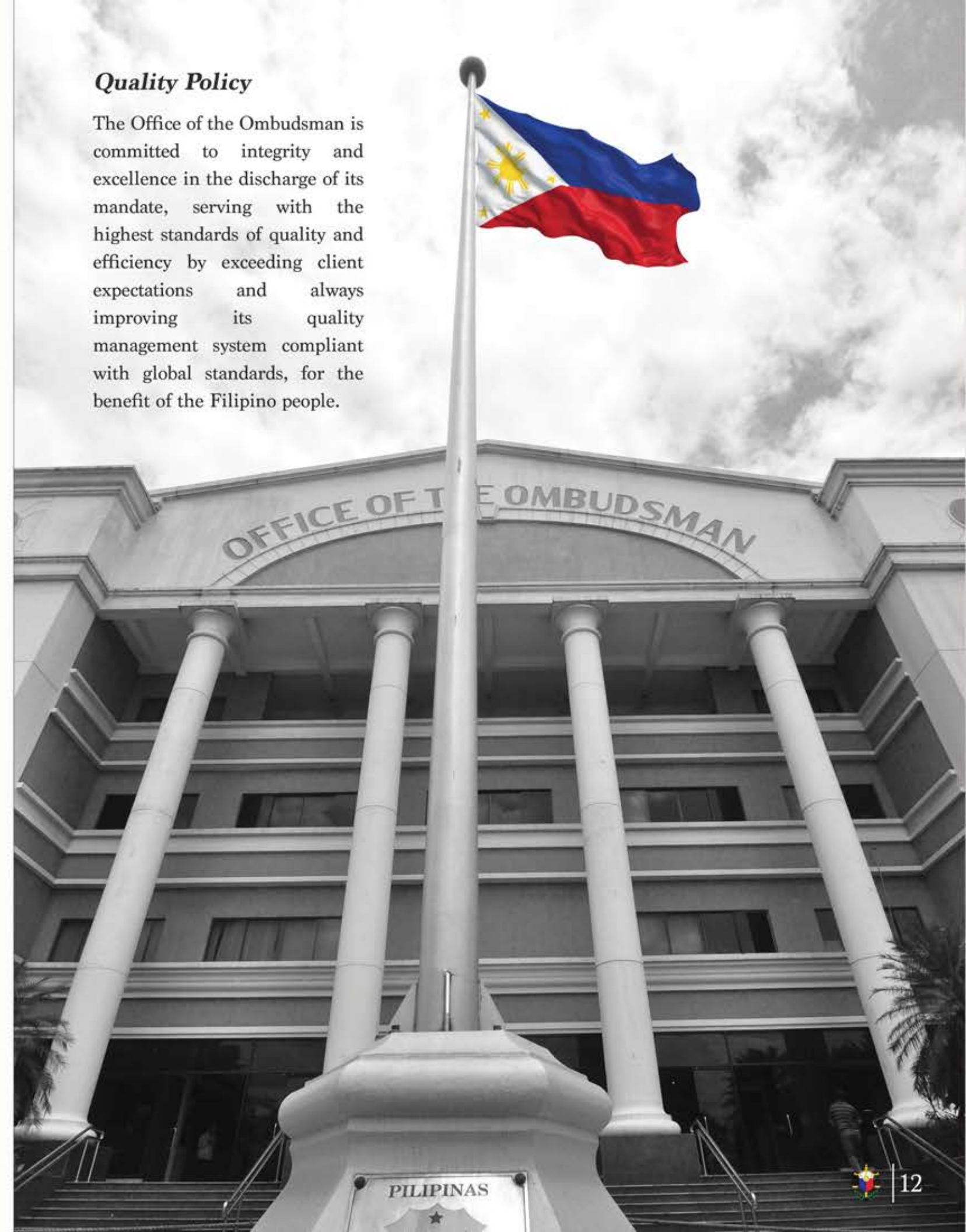
Vision

A truly independent office run by God-fearing men and women with the highest degree of competence, honesty and integrity and effectively serving as watchdog, mobilizer, official critic and dispenser of justice for the people it is constitutionally mandated to protect.

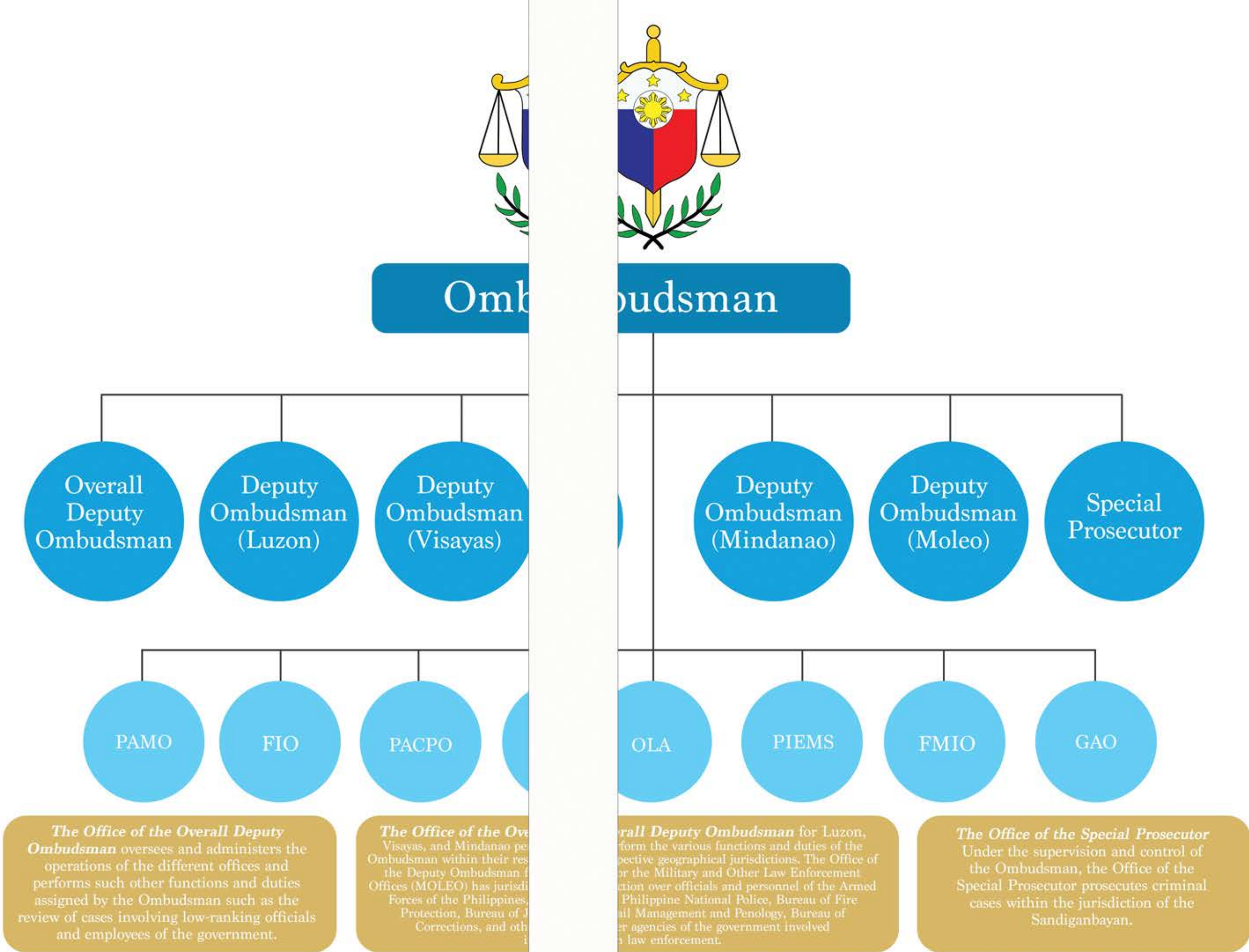


Quality Policy

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.



The Organizational Structure



The Ombudsman Officials



The Ombudsman



Officials



Ombudsman Conchita Carpio Morales

(Term of Office: 26 July 2011 to 25 July 2018)

DEDICATING MOST OF her life to public service, Ombudsman Conchita Carpio Morales has seen her career in the government steadily rise – from her being a staff lawyer at the Department of Justice in its early stages to her being a Justice of the Supreme Court at its apex. Shortly after her retirement as a member of the highest court of the land in 2011, she would continue to tread the path of public service and reach new heights by taking the helm of the country's foremost anti-graft body, the Office of the Ombudsman. Her fearless and uncompromising stance against corruption has not only driven her Office to improve its performance year after year, but has also reinvigorated the public's trust on the rule of law. Her brand of leadership earned praises from both the local and international communities through prestigious citations such as, among others: (1) Filipino of the Year in 2014 by the Philippine Daily Inquirer; (2) Fearless and Peerless Crusader Award in 2015 by the Philippine Constitution Association; (3) Ramon Magsaysay Award, Asia's equivalent of the Nobel Prize, in 2016 for "restoring faith in the rule of law;" and (4) 2017 Tandang Sora Award by the Quezon City Government and the National Historical Commission of the Philippines. She was also conferred Honorary Doctor of Laws Degrees by the University of the East in 2013 and the University of the Philippines in 2016.





Melchor Arthur Carandang

APPOINTED TO OFFICE on 14 October 2013. He obtained his Bachelor of Arts degree from Ateneo de Manila University; his Bachelor of Laws degree from the University of Sto. Tomas; and his Master of Laws degree from the University of New South Wales in Australia.

Overall Deputy Ombudsman Carandang has occupied various positions in the Office of the Ombudsman - rising from being a Senior Planning Officer to being an Assistant Ombudsman prior to his present post. He also serves as the Investment Ombudsman at present. He concurrently held the position of Acting Special Prosecutor from 6 January 2014 to 2 November 2016.

The Office of the Overall Deputy Ombudsman oversees and administers the operations of the different offices and performs such other functions and duties assigned by the Ombudsman such as the review of cases involving low-ranking officials and employees of the government.

The Offices of the Deputy Ombudsman for Luzon, Visayas, and Mindanao perform the various functions and duties of the Ombudsman within their respective geographical jurisdictions. The Office of the Deputy Ombudsman for the Military and Other Law Enforcement Offices (MOLEO) has jurisdiction over officials and personnel of the Armed Forces of the Philippines, Philippine National Police, Bureau of Fire Protection, Bureau of Jail Management and Penology, Bureau of Corrections, and other agencies of the government involved in law enforcement.

Gerard A. Mosquera

ASSUMED OFFICE ON 1 June 2012. He obtained his Bachelor of Laws degree from the Ateneo de Manila University and placed second in the 1992 Bar Examinations; his Master of Laws degree from Kings College London; and his Master of Public Administration degree from Harvard University's Kennedy School of Government.

Before his stint at the Office of the Ombudsman, Deputy Ombudsman Mosquera served as Commissioner and Head of the Litigation Department of the Presidential Commission on Good Government from October 2010 to May 2012; and as a United Nations Adviser for Anti-Corruption and Chief of Party of a USAID-funded anti-corruption project in Timor-Leste from 2004 to 2010.





Paul Elmer M. Clemente

ASSUMED OFFICE ON 6 November 2014. He earned his Bachelor of Science in Economics and Bachelor of Laws degrees from the University of the Philippines in Diliman, Quezon City.

Deputy Ombudsman Clemente first joined the Office of the Ombudsman in November 1995 as an Ombudsman Investigator. He was an Acting Assistant Ombudsman when he left the Office in December 2006. In October 2012, he rejoined the Office as Ombudsman Investigator and Prosecutor.

Prior to his appointment as Deputy Ombudsman for the Visayas, he was the Executive Officer of the Office of the Environmental Ombudsman and the Special Panel of Life Style Check Investigators of the Office of the Ombudsman.



Rodolfo M. Elman

ASSUMED OFFICE ON 20 March 2014. He earned his Economics degree from the Ateneo de Manila University; his Law degree from the Ateneo De Davao University; and his Master's Degree in Development Administration from the Australian National University.

Deputy Ombudsman Elman has served the Office of the Ombudsman for 25 years and counting – rising from the rank of an investigator, to Assistant Ombudsman for Mindanao, and then to his present post.





**Cyril E.
Ramos**

APPOINTED TO OFFICE on 6 May 2014. He earned his Commerce Major in Accounting degree from the Philippine College of Commerce (now Polytechnic University of the Philippines) and his Bachelor of Laws degree from the Far Eastern University. He is currently completing a Master's Degree in Business Administration.

Deputy Ombudsman Ramos has been a public servant for almost 30 years, starting his career at the Civil Service Commission in 1976 and then transferring to the Office of the Ombudsman in 1988. He is also involved with the academe since 1988 as lecturer, associate professor, or CPA and Law Reviewer. He became President of the Philippine Association for Government Budget Administration, Inc. from 1995 to 2009 and the Association of Government Accountants of the Philippines, Inc. from 2002 to 2005.



**Edilberto G.
Sandoval**

ASSUMED OFFICE ON 28 June 2017. He obtained his Associate in Arts (with High Honors) and Bachelor of Laws (Valedictorian) degrees from Far Eastern University; and a special post-graduate training course from Harvard University.

Special Prosecutor Sandoval is the former Presiding Justice and Chairman of the Second Division of the Sandiganbayan. He is also a professor of Criminal Law and is the author of Pointers in Criminal Law and Revised Penal Code (Book II).

The Office of the Special Prosecutor
Under the supervision and control of the Ombudsman, the Office of the Special Prosecutor prosecutes criminal cases within the jurisdiction of the Sandiganbayan.



OMBUDSMAN Former Officials



ORLANDO C. CASIMIRO
(AUGUST 2006-AUGUST 2013)
OVERALL DEPUTY OMBUDSMAN



FRANCIS H. JARDELEZA
(JULY 2011- FEBRUARY 2012)
DEPUTY OMBUDSMAN-LUZON



EMILIO L. GONZALES III
(FEBRUARY 2007- FEBRUARY 2014)*
DEPUTY OMBUDSMAN-MOLEO



RUDIGER G. FALCIS II
(MARCH 2012 - JUNE 2014)
**OIC, DEPUTY
OMBUDSMAN-MOLEO**

*service gap in between

Officials



EULOGIO S. CECILIO
(MAY 2011-MARCH 2012)
**OIC DEPUTY
OMBUDSMAN-MOLEO**



WENDELL E. BARRERAS-SULIT
(MARCH 2010- JANUARY 2014 ,
NOVEMBER 2016- MARCH 2017)
SPECIAL PROSECUTOR



PELAGIO S. APOSTOL
(AUGUST 2007 - AUGUST 2014)
**DEPUTY
OIC DEPUTY OMBUDSMAN-VISAYAS**



HUMPHREY T. MONTEROSO
(DECEMBER 2006- DECEMBER 2013)
DEPUTY OMBUDSMAN-MINDANAO



8 point agenda

The Office of the Ombudsman's thrust, under the leadership of the Honorable Conchita Carpio Morales, is to enhance efficiency, effectiveness, transparency, accountability, credibility, and responsiveness in the performance of its mandate and functions guided by an 8-point agenda.

Key accomplishments

The 8-Point Agenda is a product of an office-wide comprehensive strategic planning and consultations with various stakeholders in the first few months of Ombudsman Conchita Carpio Morales' term.

On 5 October 2011, the members of the Executive Committee adopted the 8-Point Agenda as the roadmap of the Office in pursuing its goals.

8point agenda prioritization 1

Prioritized Disposition of Complaints and Cases Involving High-Ranking Officials, Large Sums of Money, Grand Corruption, and Celebrated Cases



High-ranking officials are those national and local officials occupying positions with Salary Grade '27' and higher and those enumerated in Section 4 of Republic Act No. 8249.

Large-sum-of-money cases involve at least 10 million in money or property.

Celebrated cases refer to those investigated by the Senate, House of Representative or fact-finding commissions created by the President that attracted considerable media attention.

Grand corruption cases refer either to those involving the highest national officials in the land or those where the alleged network of corruption is national in scope.

The last paragraph of Section 15 of Republic Act No. 6770 (An Act Providing for the Functional and Structural Organization of the Office of the Ombudsman, and for Other Purposes) already mandates the Office to “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.”

“AS OF 2018, more or less 40 legislators from both the Senate and House of Representatives are facing criminal indictment before the Sandiganbayan. Former high-ranking officials of the Executive Department were also indicted in 2018 over the Disbursement Acceleration Program (DAP) controversy.”

prioritization

*Prioritized Disposition of Complaints and Cases
Involving High-Ranking Officials, Large Sums of Money,
Grand Corruption, and Celebrated Cases*

Administrative Adjudication

Cases docketed as administrative cases undergo adjudication for the purpose of determining whether the respondent should be held liable for an act or omission as shown by substantial evidence.

2012

In 2012, two (2) police directors, 8 police superintendents, and 4 other PNP officials were ordered dismissed from the service for their involvement in the controversial procurement of second-hand helicopters.

2013

In 2013, a Commissioner of the Professional Regulation Commission was dismissed from the service for demanding and receiving commission for Baguio satellite office rentals.

2014

In 2014, a ranking Bureau of Customs official at the Port of Manila was dismissed from the service for Dishonesty.

2015

In 2015, a Governor of the Autonomous Region in Muslim Mindanao (ARMM) was dismissed from the service for Serious Dishonesty and Grave Misconduct in connection with his willful failure to disclose his assets in his Statements of Assets, Liabilities and Net Worth (SALNs) from 2000 to 2009.

2016

In 2016, Oroquieta City Water District executives were held guilty of Grave Misconduct and ordered dismissed from the service for illegal cash withdrawals amounting to around P6.3 million.

PRIORITIZATION | Preliminary Investigation

2012

In 2012, former President Gloria Macapagal Arroyo, the former chairman and vice-chairman and other officials of the Philippine Charity Sweepstakes Office faced plunder charges before the Sandiganbayan in connection with irregularities in the use of PCSO intelligence funds amounting to P366 million.

2013

In 2013, a former Director General and other officials of TESDA were indicted for graft cases over the “TESDA” scam.

2014

In 2014, three (3) incumbent Senators were indicted for Plunder and Graft charges arising from the “PDAF” Scam.

- In 2011, a Former Secretary and Undersecretary of the Department of Agriculture, as well as a Quezon City Representative and the former governors of two provinces in MIMAROPA and Bicol, were charged before the Sandiganbayan for complicity in the P28 million Fertilizer Fund scam.

2015

In 2015, the then Vice President of the Philippines and his son, a former Makati City Mayor, and 22 other officials were charged before the Sandiganbayan for violation of Section 3 (e) of Republic Act No. 3019, Malversation of Public Funds, and Falsification of Public Documents in connection with the anomalous bidding and construction of the Makati carpark building project undertaken from 2007 to 2013.

2016

In 2016, a former Governor of Misamis Oriental was charged of Malversation of Public Funds for failing to liquidate a cash advance worth P500,000.00.

Civil Forfeiture CASES

CALENDAR YEAR	2011	2012	2013
FORFEITURE CASES			
CARRY OVER			-
RECEIVED*			25
WORKLOAD	-	-	25
DISPOSED			6
PENDING	-	-	19

In addition to the prosecution of criminal cases, the Office of the Ombudsman also litigated civil forfeiture cases against low-ranking public officials and employees with unexplained wealth.

In 2011, the court decreed the forfeiture of a total of P9,930,800 worth of assets of a former lady customs specialist at the Bureau of Customs and her husband in favor of the government.

OFFICE OF THE OMBUDSMAN

Statistics on OMB Cases for the Period CY 2011 to July 2018

	2014	2015	2016	2017	As of July 2018
FORFEITURE CASES**					
CARRY OVER	19	34	40	64	45
RECEIVED*	20	29	85	29	24
WORKLOAD	39	63	125	93	69
DISPOSED	5	23	61	48	11
PENDING	34	40	64	45	58

Lifestyle Check

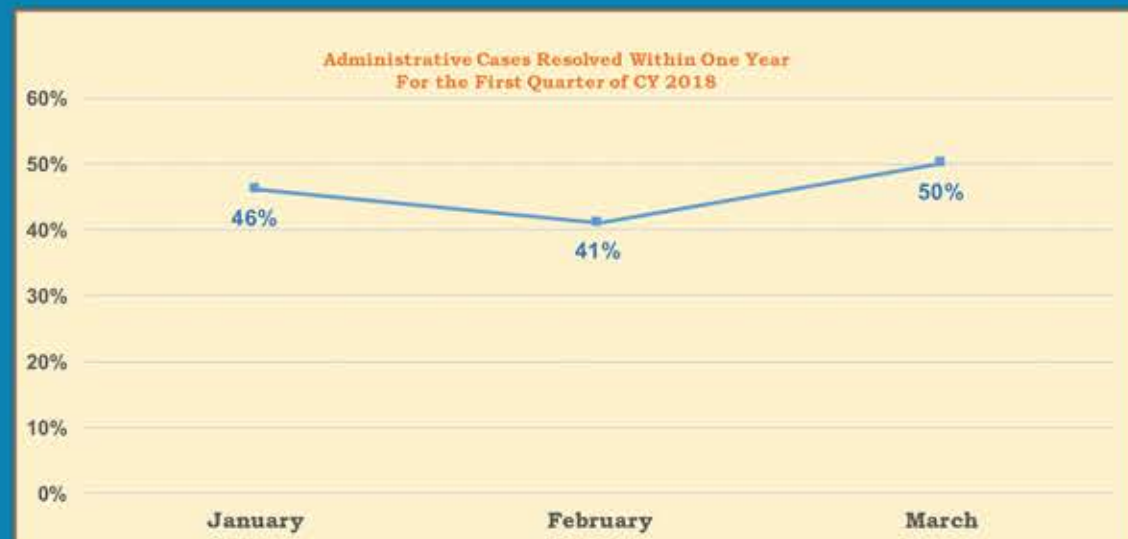
Lifestyle check is conducted to establish the existence of ill-gotten or unexplained wealth of public officials and employees for the purpose of imposing appropriate administrative sanctions against them or initiating forfeiture proceedings under R.A. 1379. Such special inquiry is conducted by the FIO or counterpart bureaus on its own volition or at the request of a complainant sent through mail, e-mail or hotline.

2 zero backlog

Zero Backlog

Zero backlog means all cases must be resolved within 30 days from the date of submission for resolution/decision, pursuant to the rules. It seeks to end the “culture of delay” that erodes public trust and credibility of the Ombudsman process.

Cases involving retiring public officials and employees are prioritized and disposed of with dispatch, pursuant to Republic Act No. 10154.

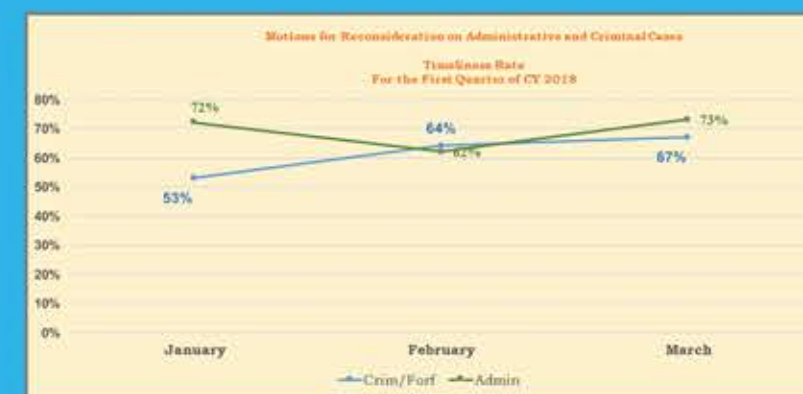


8point agenda



“ **IN 2011**

the total number of pending cases was over 19,000. The average annual intake in the years thereafter was about 5,000 cases. By the end of 2017, the number of unresolved cases was reduced to around 6,000. ”



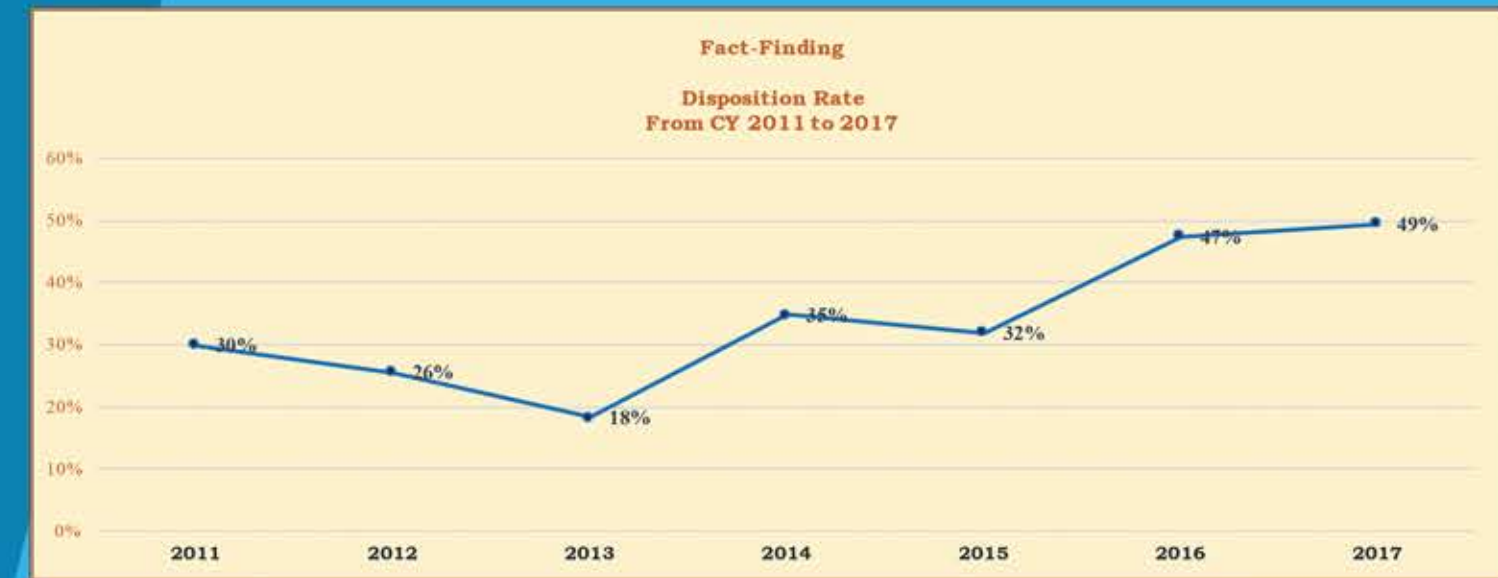
key accomplishments

8point agenda

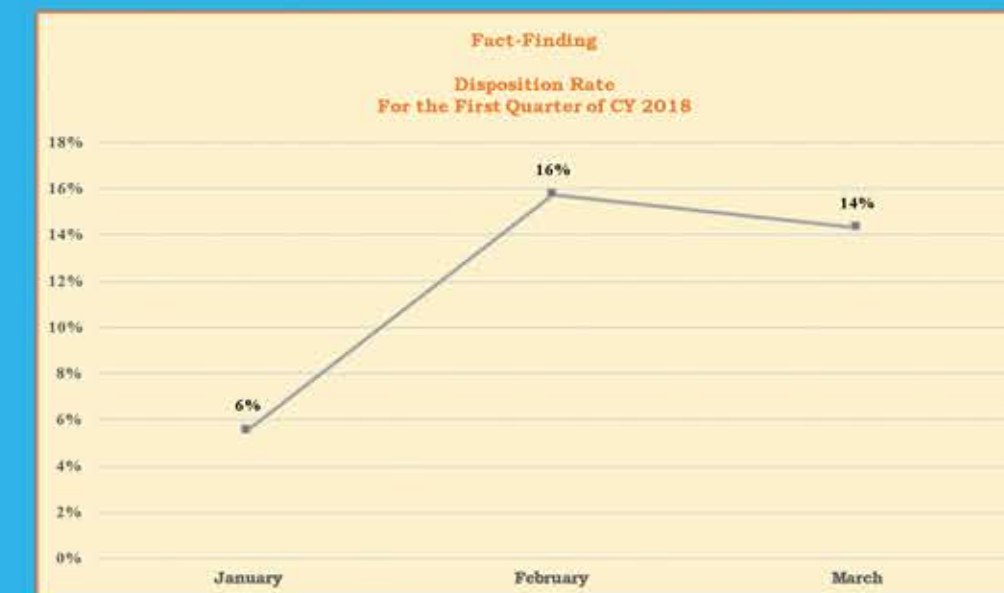
Improved Survival Rate of Fact-Finding Cases

- Ensuring that complaints filed after fact-finding investigation result in a finding of probable cause against at least one respondent for criminal cases, and in a finding of guilt against at least one respondent for administrative cases; and that the criminal charges filed in the proper court are not dismissed on demurrer, while the administrative decisions are not overturned on appeal.
- Strengthening the Field Investigation Office and counterpart bureaus in area/sectoral offices through the use of specialized investigative techniques such as forensic engineering, accounting, and auditing.

survival



“ **THE AVERAGE** survival rate of cases that underwent fact-finding investigation in the last five years is 22%, compared to just less than 4% rate during the first two years of the term of Ombudsman Conchita Carpio Morales. ”



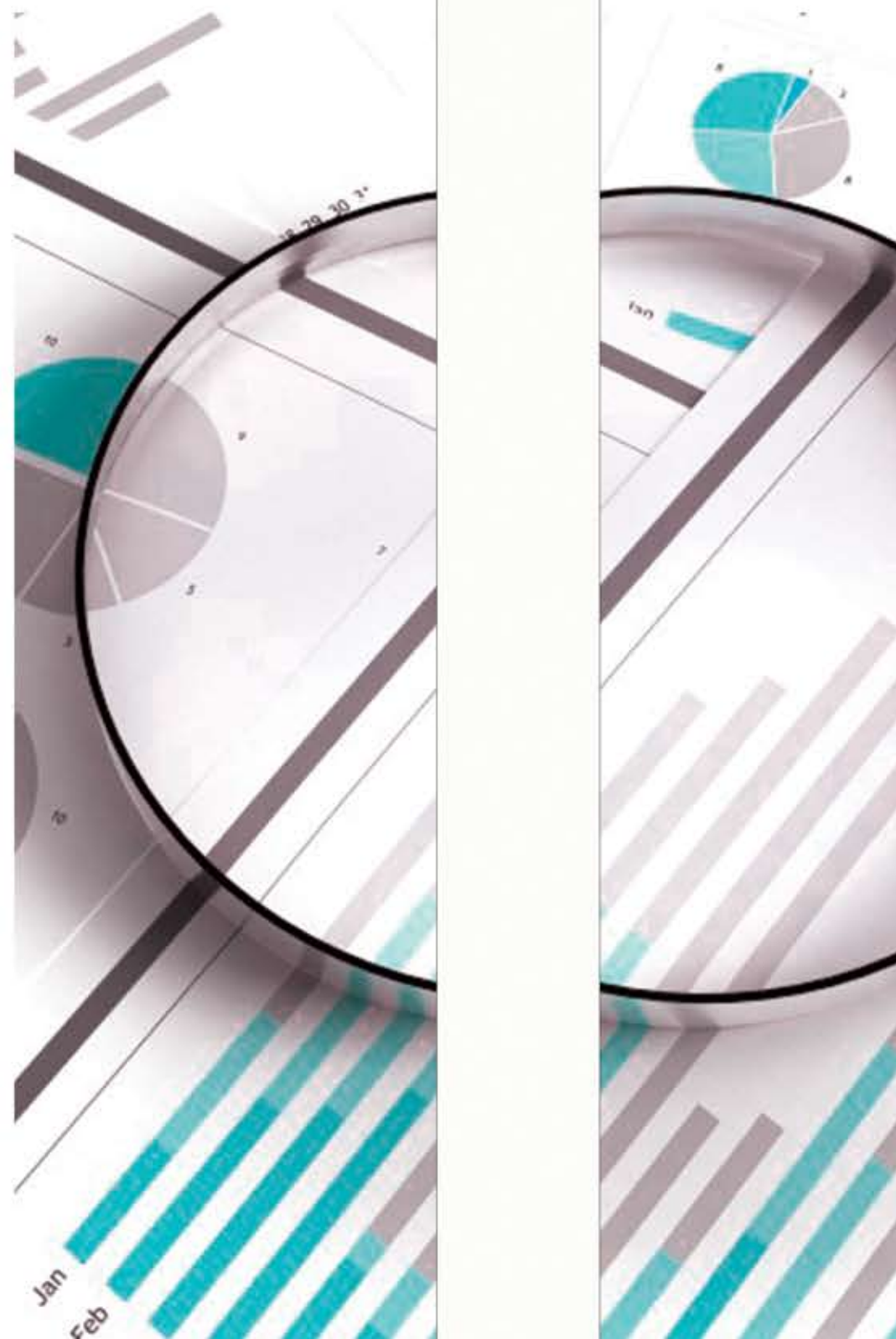
survival

Improved Survival Rate of Fact-Finding Cases

Fact-Finding Investigation

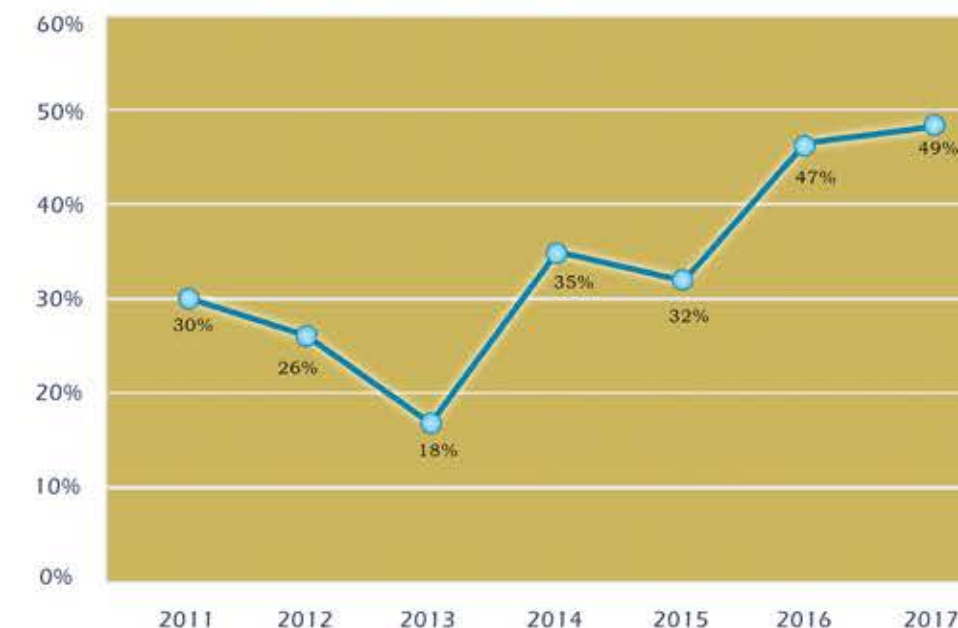
The Office of the Ombudsman is mandated under the law to act promptly on complaints filed in any form and manner. Hence, complaints which are not sufficient in form and substance, or lacking in supporting evidence, or filed by anonymous persons, are generally entertained. Before such complaints are referred for preliminary investigation and/or administrative adjudication, however, they are usually referred to the Field Investigation Office or counterpart bureaus in area/sectoral offices for case investigation, provided there are sufficient leads or details in the complaint that warrant the investigation.

Reports of abuse and corruption coming from the media, investigating bodies, and other sources which reach the Ombudsman through various modes may also be referred for case build-up or fact-finding investigation, provided there are also adequate indications to justify the referral.



FACT FINDING

*Disposition Rate
From CY 2011 to CY 2017*



INDICTMENT RATE

*Second Level
CY 2012 - 2017*



8point agenda monitoring

Enforced Monitoring of Referred Cases

- Monitoring of criminal cases referred to the National Prosecution Service of the Department of Justice for prosecution in the regular trial courts until their final disposition in court.
- Monitoring of Ombudsman decisions in administrative cases that are indorsed to the heads of concerned agencies for implementation of the penalty to ensure compliance.

- Referral of complaints and cases that are denominated as non-corruption and/or those cognizable by other forums to the proper forum for appropriate action.
- Establishment of a system for monitoring referred complaints and cases under Section 23(2) of R.A No. 6770 to ensure that there is no “delay without just cause” in the termination of appropriate administrative proceedings.

“ MOA WITH VARIOUS AGENCIES ON REFERRAL OF CASES

THE OFFICE of the Ombudsman had signed Memoranda of Agreement (MOA) with the Department of Justice, the Civil Service Commission, the Philippine Competition Commission, the National Police Commission, and the Philippine National Police for coordination on referral of cases.

”

key
accomplishments

monitoring

Enforced Monitoring of Referred Cases

There are three (3) types of cases that are referred by the Office of the Ombudsman to another forum:

Criminal Cases

that underwent preliminary investigation by the Ombudsman and then referred to the National Prosecution Service of the Department of Justice for prosecution as deputized Ombudsman-prosecutor.

Administrative Cases

that are filed with the Ombudsman, but the Ombudsman subsequently refers to another forum for adjudication

Administrative Cases

decided by the Ombudsman, that are adverse to the respondent and it refers to the head of the concerned agency for implementation of the penalty imposed.

Criminal, Administrative, and Forfeiture Cases
Disposition Rate form CY 2011 - 2017



Chief emerge as top suspects

for answers, and perpetrators, in members of the Philippine National Police (PNP-SAF), three names of — Zacaria Goma, Kagi Karialan

(BIEF), an MILF splinter group. Tandok is a ground commander of the MILF's 11th Base Command. Goma had not issued a categorical de

tail of his involvement in the clash that led to the massacre of the SAF men. In a phone interview on Wednesday, Goma told reporters he could not give a detailed account of what happened because the MILF's official commander had issued orders that all queries about the massacre would be addressed only by the central committee.

20 return to angry communities in North, Central Luzon / A11

es go home for the last time



STILTY ANNUAL HONORS: Pangasinan policemen salute their slain colleague, PO2 Engrain of the SAF. He's one of 2 fatalities from Pangasinan. The other is PO2 Romeo Senin from San. Mejia's remains were brought to his hometown, San Nicholas. INQ5up page for more photos.

men still alive at enforcements came

way out of Talamalapa village in Marikina, Maguindanao province, where it killed Malaysian terrorist Zulkifli bin Hilal alias 'Marwan.'

"They were alive, sir, they were alive. Many of them were wounded and they

SAF CHIEF: A11
MILF: Don't blame us; we suffered heavy casualties, too
P-Noy orders filing of raps vs MILF, BIEF butchers / A12

P-Noy holds 12-hour dialogue with heroes' kin

By Marion Ramos and TJ Burgonin

THE QUEST for justice for their slain loved ones and ensuring the education of the children they left behind were the primary concerns of the families of the 44 Special Action Force (SAF) commandos who perished in the police operation against an international terrorist in Marikina town, Maguindanao province, a week ago.

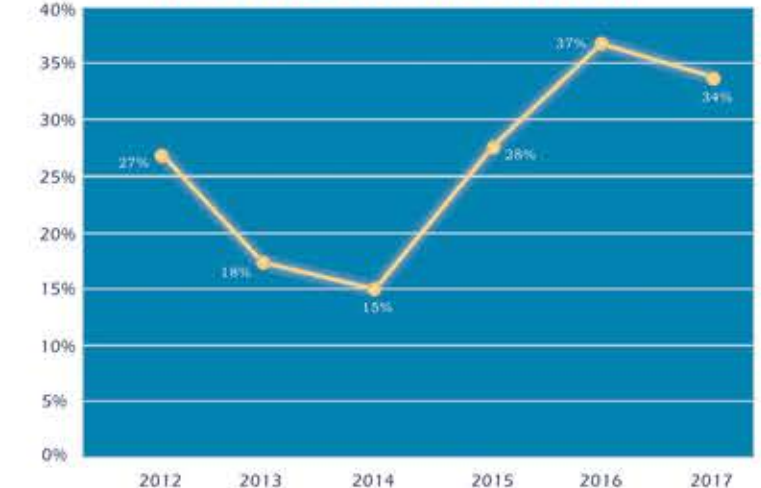
WHAT'S INSIDE

De Niro, DiCaprio, Scorsese invited to City of Dreams opening / C1
Peers ignore arrogant celeb's accident / E6
PH pastry chefs wow judges in France / B3

MR Administrative and Criminal Cases Timeliness Rate



Administrative Cases Resolved within One Year



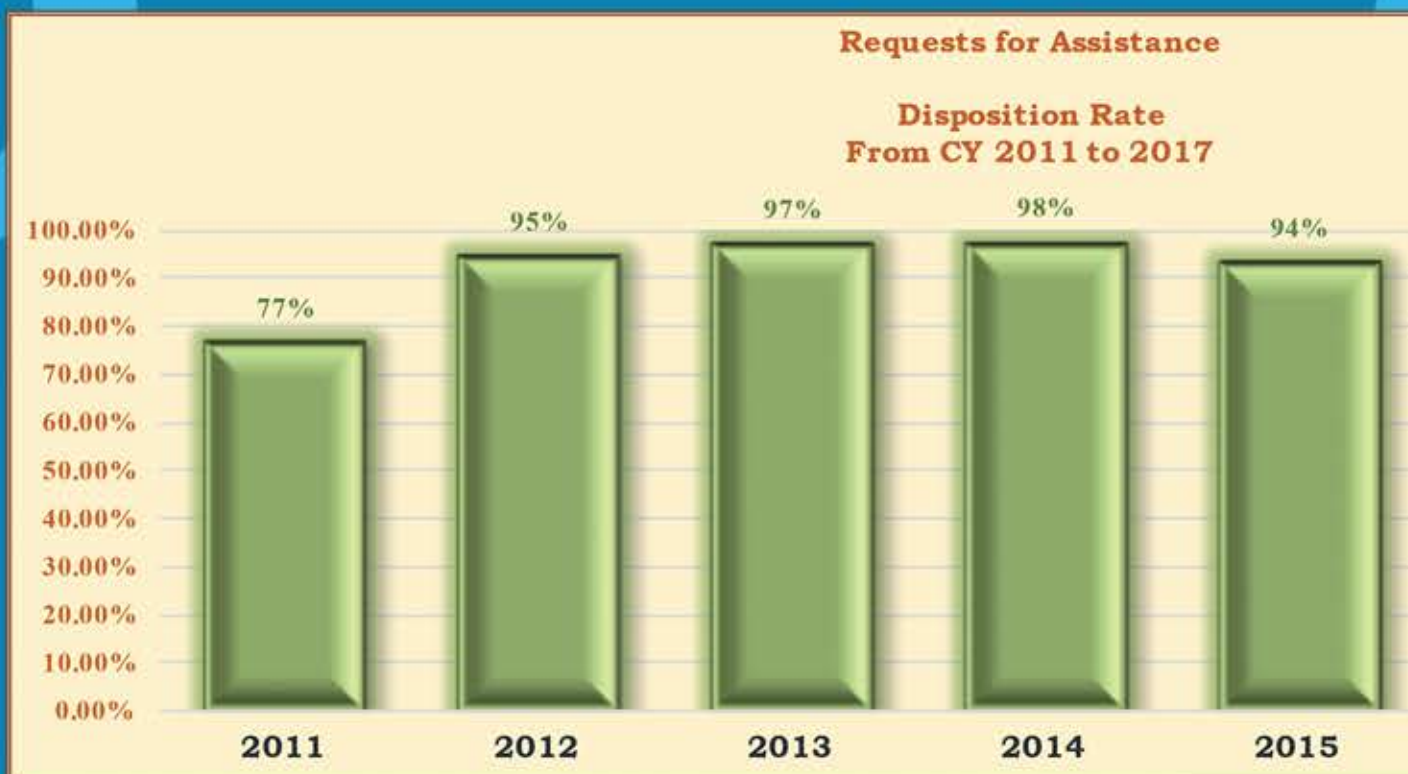
Criminal Cases Resolved within One Year



8point agenda responsiveness

Improved Responsiveness of Public Assistance

- Establishing a system for active handling of customer feedback and redress of grievance, including integration into the performance evaluation of the concerned action officer, to ensure compliance with this standard of public service delivery.



- Establishing a system for active handling of customer feedback and redress of grievance, including integration into the performance evaluation of the concerned action officer, to ensure compliance with this standard of public service delivery.

- Expeditious disposition of Requests for Assistance (RAS) and cases referred for mediation.

The concerned action officer shall take sufficient actions under Section 26(3) and (4) of R.A. 6770 to address the request or grievance.

“THE
SUCCESS
rate of
mediation
proceedings
increased from
59% in 2016 to
72% in 2017.”



key
accomplishments

responsiveness

Improved Responsiveness of Public Assistance

Public Assistance

The Office of the Ombudsman as a mobilizer of the bureaucracy acts against official inaction or impropriety in the performance of official functions. It serves as a venue for redress of grievance against public officials and employees for an act or omission which do not necessarily amount to an offense. It also extends assistance to citizens by ensuring the effective and responsive delivery of services by government agencies and functionaries.

Mediation

Mediation is a voluntary process in which a mediator facilitates communication and negotiation between the disputing parties and assists them in reaching an agreement to settle their dispute. Mediation was adopted by the Office of the Ombudsman as an effective system for the resolution of minor and non-corruption complaints. It was designed as a strategy to declog the dockets of the Office of the Ombudsman to enable it to give priority to cases involving high-ranking officials, large sums of money, and grand corruption. It was also envisioned to be a means of rendering meaningful and responsive assistance to the public with legitimate grievance against government officials and employees.

► Ombudsman Clearance

The Office of the Ombudsman issuance a clearance or certification that an applicant has no pending case before the office, which is a requirement for retirement, promotion, application for a particular post in government, and other purposes.



Requests for Assistance (RAS) and Grievances

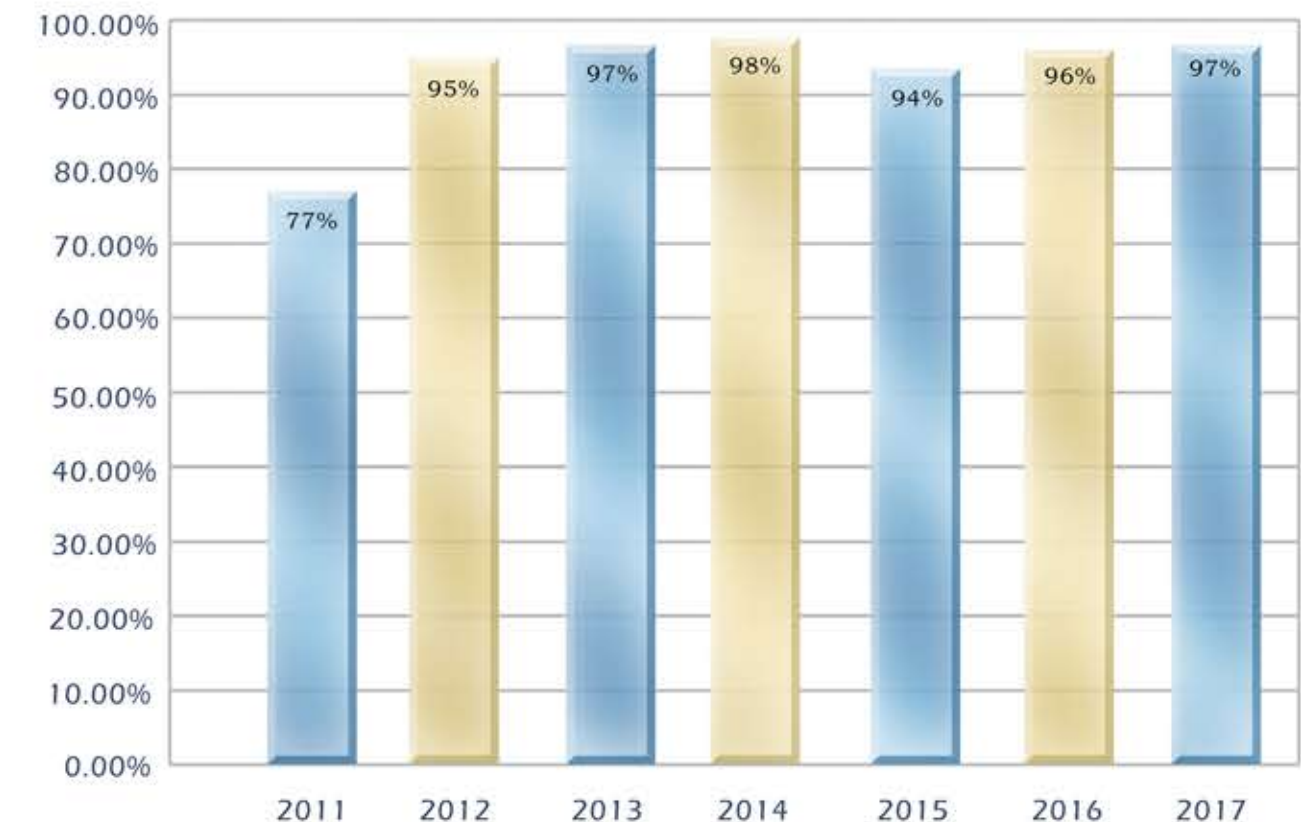
A request for assistance or grievance may consist of a complaint or request seeking redress or relief for an act or omission that is unreasonable, unfair, oppressive, discriminatory, improper or inefficient, and which does not necessarily amount to an offense. To distinguish them from criminal and administrative cases, they are docketed separately as RAS. Such complaints or grievances are not denominated as cases.

Other Forms of Assistance and Services

In addition to the resolution of requests and grievances, the public assistance bureaus and units in the Office of the Ombudsman also attended to the needs of the public for other Ombudsman services such as the administration of oath in formal pleadings filed with the office, action on requests for status or expeditious resolution of pending Ombudsman cases, counseling on legal procedures and Ombudsman rules, and issuance of copies of Statement of Assets, Liabilities and Net Worth.

Requests for Assistance

Disposition Rate from CY 2011 - CY 2017





On 6 August 2013, Antonio Bicare, et al. of Rolling Hills, Purok 7, Barangay Bagong Silangan in Quezon City complained that DENR-NCR Land Management Officers had not acted on their complaint against a certain corporation that allegedly registered the land they have been occupying and tilling for more than 30 years.

In a conference called by the Office of the Ombudsman on 4 September 2013 – attended by complainants Rosito, Rodolfo, and Lourdes, all surnamed Bicare, and a certain Nestor Luching – Florencio Chavez and Sonny Encela of DENR-NCR explained that the DENR could not act on the complaint against the corporation because of lack of jurisdiction on the subject matter, as it turned out that the lots involved are titled properties belonging to private individuals.

Chavez and Encela then advised the complainants to: (1) request for a copy of the Survey Plan covering the subject lots from the Land Registration Authority (LRA); (2) go to the Tax Mapping Division of the Assessor's Office in Quezon City for further verification of the lots' ownership and actual location; (3) to inquire whether the registered owners had been paying real property taxes; and (4) seek the assistance of the Quezon City government for further guidance on the matter, if the registered owners were delinquent in paying the taxes. (Case Closed and Terminated)

2013 RAS Success Story

2014 MEDIATION Success Story

A Board Director (complainant) of a village association in Taguig City questioned the approval by the Regional Director and Schools Division Superintendent (respondent) of the Department of Education (DepEd) – NCR of a proposal by the Leaders of International Christian School of Manila, Inc. (LICSMI) despite its non-compliance with R.A. No. 9904 (An Act Providing for a Magna Carta for Homeowners and Homeowners' Associations, and for Other Purposes). Complainant demanded the revocation of the permit to operate or of the recognition granted to LICSMI by DepEd.

After mediation proceedings, the parties decided on 18 September 2014 to settle their differences thru the execution of a Settlement Agreement, with the following covenant:

1. Respondent will immediately act on complainant's concern.
2. Respondent will investigate and/or take immediate appropriate action on the complaints against LICSMI.
3. Respondent will furnish the Office of the Ombudsman, through the CRD, a copy of her action on the matter. (MED C-14-0005: Closed and Terminated)



Enhanced Frontline Services

In its bid to provide accessible and quality frontline services, the Office of the Ombudsman entered into a Memorandum of Agreement with SM Mart, Inc., making its Ombudsman clearance application services available in all SM business service centers nationwide.

The Ombudsman Clearance is an official document certifying that a person has no criminal, administrative or forfeiture case pending with the Office of the Ombudsman. If there appears to be such pending case against the applicant, the Office shall instead issue a Certification of pending case/s.

OTHER FORMS OF ASSISTANCE

For Other Forms of Assistance (OFA), which started only in 2012, the percentage of accomplishments are as follows: 98.53% in 2012; 99.13% in 2013; 99.69% in 2014; 100% in 2015; and 100% in 2016.

policy program

Improved Anti-Corruption Policy and Program Coordination Among Sectors

- Formulating a more effective corruption-prevention policy to improve public-perception ratings and contribute to improving the national competitiveness ranking.

key accomplishments

8point agenda



- Evaluation of all existing anti-corruption programs and projects for effectiveness and strategic alignment with medium-term plans and international commitments.
- Devising a multi-sectoral strategy to mobilize the support of all stakeholders for a more coherent anti-corruption program.
- Ensuring dynamic and productive policy and program coordination among the different sectors.

policy program

Improved Anti-Corruption Policy and Program Coordination Among Sectors

Corruption Prevention Unit (CPU) Program

CPU refers to any formal non-partisan organization from the private sector and civil society that is duly accredited by the Office of the Ombudsman to undertake any of the following corruption prevention initiatives:

- To facilitate public information, education and capacity-building on accountability, transparency and integrity in public service;
- To provide feedback on inefficiency, red tape, mismanagement, fraud and corruption in the government, and report any information that could determine the causes thereof;
- To promote and advocate high standards of ethics and efficiency in public administration;
- To mobilize support for reforms in public service delivery.

The Guidelines on Corruption Prevention Unit (CPU) Accreditation became effective on 1 August 2012.



The Office, through the UNDP-supported Developing a Corruption Intolerant Society Project, initiated the year-long, pilot implementation of the Integrity Caravan in 2013. The Caravan's aim is to build a broad-based strategic partnership of all anti-corruption stakeholders by engaging both the public and private sectors on the various programs and projects of the Office of the Ombudsman. It particularly targeted government agencies, local government units (LGUs), private institutions, academic institutions, the business sector, development partners, peoples' organizations (POs), civil service organizations (CSOs), non-governmental organizations (NGOs), and the general public.

The Caravan featured the following activities:

(a) Public Governance Fora - a public dialogue that will bring together multi-sectoral practitioners, champions and advocates of good governance and anticorruption

(b) Ombudsman Integrity Lecture Series - a series of lectures on various good governance and anti-corruption topics to be delivered by distinguished personalities from the local and global community

© University Integrity Tour - specifically designed to build the foundations of good governance and anti-corruption in the country's educational system

(d) Barangay Integrity Fora - a knowledge sharing and exchange for public officials, specifically barangay officials on ethical standards, good governance and public accountability

(e) Integrity Development Contest - an activity for students at various levels aimed at introducing them on the fundamentals of good governance and anti-corruption through creative means such as essay writing, poster making and short video production.



Inter-Agency Anti-Graft Coordinating Council

The Office of the Ombudsman as represented by the Honorable Ombudsman Conchita Carpio Morales was elected as Chair of the Inter-Agency Anti-Graft Coordinating Council (IAAGCC) for two terms from September 2011 to February 2016. IAAGCC is a voluntary alliance of government agencies engaged in enforcing integrity and accountability. Under the OMB's chairmanship, the Council has eight member-agencies:

1. Office of the Ombudsman
2. Civil Service Commission
3. Commission on Audit
4. Department of Justice
5. National Bureau of Investigation
6. Department of Budget and Management
7. Department of Finance
8. Office of the Deputy Executive Secretary for Legal Affairs-office of the President (Substituted the Presidential Anti-Graft Commission which was abolished)

Ombudsman Briefing/Study Tour

The Office of the Ombudsman provides information about its organizational set-up, major roles and functions, and anti-corruption programs and initiatives.

From 2011 to 2016, a total of 65 batches of Ombudsman Briefings/Study Tours for a total of 4100 students from secondary/tertiary and foreign delegates were held.

In 2017, the Center for Policy and Executive Development (CPED) of the National College of Public Administration (NCPAG) of the University of the Philippines in Diliman requested the Office to conduct an Ombudsman Orientation to the officials of the Commission for the Investigation of Abuse and Authority (CIAA) of the Federal Democratic Republic of Nepal in line with the CPED-NCPAG course, "Executive Course on Governance and Anti-Corruption."



The Office of the Ombudsman hosted the **13th Annual SEA-PAC Meeting** with the theme, "Prospects and Opportunities to Strengthen Cooperation," on 27-29 November 2017 at Edsa Shangri-la Hotel, Metro Manila. The meeting was attended by the delegations of the SEA-PAC member-agencies:

- **Anti-Corruption Bureau**, Brunei Darussalam (member since 2004)
- **Corruption Eradication Commission**, Republic of Indonesia (member since 2004)
- **Anti-Corruption Agency** (now Anti-Corruption Commission), Malaysia (member since 2004)
- **Corrupt Practices Investigation Bureau**, Republic of Singapore (member since 2004)
- **Anti-Corruption Unit**, Kingdom of Cambodia (member since 2007)
- **Office of the Ombudsman**, Republic of the Philippines (member since 2007)
- **Office of the National Counter Corruption Commission** (now National Anti-Corruption Commission), Kingdom of Thailand (member since 2007)
- **Government Inspectorate** (now Government Inspectorate of Vietnam), Socialist Republic of Vietnam (member since 2007)
- **Government Inspection Authority** (now State Inspection and Anti-Corruption Authority), Lao People's Democratic Republic (member since 2010)
- **Bureau of Special Investigation** (now Anti-Corruption Commission), Republic of the Union of Myanmar (member since 2013)



Significant Achievements and Milestones

- Formally adopted the United Nations Convention Against Corruption (UNCAC) as the framework of the IAAGCC
- Conducted two (2) Regional Cross-Training Seminars for Regional Auditors, Investigators, Prosecutors and Adjudicators on 23-25 April 2012 at Subic International Hotel and 21-23 November 2012 at Roxas City
- Approved and adopted IAAGCC Resolution No. 1, Series of 2012 on 29 October 2012 recommending to the Office of the President the Proclamation of 9 December 2012 and every year thereafter as Anti-Corruption Day, and support to the “March to Righteousness” on 9 December 2012
- Approved and adopted IAAGCC Resolution No. 2013-02 on 6 September 2013, creating the Special Inter-Agency Task Force for PDAF
- Adopted the IAAGCC Resolution No. 2013-01 on 6 September 2013, approving the IAAGCC Project “Enhancing Anti-Corruption Enforcement in the Philippines” with technical assistance from the British Embassy Manila under a grant to the DOJ.
- Conducted the Inter-Agency Policy Study on the Priority Development Assistance Fund (PDAF) and Various Infrastructures Including Local Projects (VILP) in September 2013
- Conducted the Testing and Simulation Workshop on Information Technology Based Confidential Reporting on Anomalies and Irregularities Information System (ITB-CRAIIS) on 18 August 2015
- Completion of new Cross-Training Modules for IAAGCC Specialists on 12 February 2016

Campus Integrity Crusaders

Integrity Development Review

The Office of the Ombudsman encourages the participation of the youth in promoting a culture of integrity in society by accrediting Campus Integrity Crusaders (CICs). This strategy aims to empower the youth in their involvement in corruption prevention initiatives by developing their leadership skills and instilling the values of integrity and social responsibility. Any non-partisan school-based student organization duly recognized by a public or private secondary or tertiary education institution may apply for accreditation pursuant to Memorandum Circular (MC) No. 04, series of 2012 which prescribes the guidelines for accreditation.

The Integrity Development Review (IDR) is a continuing project of the Office of the Ombudsman to reduce the incidence of corruption in government agencies. It utilizes a diagnostic tool to assess the robustness of corruption resistance mechanisms and identify the vulnerabilities to corruption of government agencies with the end in view of designing and implementing safeguards to prevent corruption in the public sector. Agencies reduce corruption incidence through the institutionalization of various reform measures identified in their integrity development action plans borne out of the review exercise.



POLICY PROGRAM

Cascading the IDR in Local Government Units

In 2011, the generic Integrity Development Review tool was calibrated for local governments and pilot-tested in 14 selected LGUs in Luzon, Visayas, and Mindanao, consisting of 1 province (Laguna), 1 city (Tabaco City, Albay), 5 municipalities (Kapangan, Benguet; Goa, Camarines Sur; Maydolong, Eastern Samar; Mahayag, Zamboanga del Sur; and Opol, Misamis Oriental), and 7 barangays.



Junior Graftwatch Program

In partnership with the Department of Education, the Office of the Ombudsman implemented the Junior Graftwatch Program in 2011 as a means to mobilize the youth to effectively participate in corruption prevention campaigns. The program seeks to create a culture of integrity among the youth by transforming their mind and behavior and make them exemplary leaders and followers. The Junior Graftwatch Program accredits student organizations in public secondary schools nationwide to serve as junior graftwatch units (JGUs).



Policy Reviews and System Studies

As an official critic of the bureaucracy, the Office of the Ombudsman conducted policy reviews and system studies for the purpose of recommending reform measures to be undertaken by agencies to address various issues affecting governance.

National Household Survey

on Actual Experience with Corruption in the Philippines

The National Household Survey on Experience with Corruption in the Philippines is a rider to the 2010 Annual Poverty Indicators Survey conducted in collaboration with the National Statistics Office involving 26,000 sample households. It sought to measure the extent or pervasiveness of corruption, in particular, bribery or facilitation payment, in the public sector in the Philippines not in terms of how the respondents perceive corruption but in terms of their actual experience.

Red Tape Assessment Project

The Office of the Ombudsman as one of the oversight agencies in the implementation of R.A. 9485 (Anti-Red Tape Act), rolled out the Red Tape Assessment (RTA) Project through its Research and Special Studies Bureau to reduce red tape and expedite transactions in government. RTA seeks to simplify administrative procedures in government agencies involved in business regulation with the end in view of easing administrative burdens on businesses.

The assessment utilized the RTA as the heuristic tool in analyzing an identified regulatory process to determine the sources of intrinsic red tape. In essence, the RTA tool looks into the rationalization of the documentary and other requirements, fees to be paid, and the steps in the procedure prescribed for accessing the frontline service of a government agency. RTA recommends to these agencies various measures to reduce red tape, mitigate its effects, enhance the process, improve customer satisfaction, and address certain corruption typologies particular to the agency concerned.



POLICY PROGRAM

Resident Ombudsman Program

As part of the strategy to prevent corruption in government agencies, resident ombudsmen and resident ombudsman coordinators have been designated in various agencies nationwide as watchdogs, mobilizers, and advocates of reforms. Resident ombudsman coordinators are officials organic to a government agency, who have been designated by the Office of the Ombudsman through its area offices to perform the functions of a resident ombudsman.

The Bureau of Resident Ombudsman (BRO) oversees the functions of resident ombudsmen and resident ombudsman coordinators in agencies in the National Capital Region.



Pursuing Reforms through Integrity Development (PRIDE) Program

The PRIDE Program is a flagship program of the Office of the Ombudsman to reduce the incidence of corruption in government agencies. The program utilizes the Integrity Development Review (IDR), which is a diagnostic tool for assessing the robustness of corruption resistance mechanisms and identifying the vulnerabilities to corruption of government agencies with the end in view of designing and implementing safeguards to prevent corruption in the public sector. Agencies reduce corruption incidence through the institutionalization of various reform measures identified in their integrity development action plans borne out of the review exercise.



POLICY PROGRAM

CIC

Campus Integrity Crusaders Program

The CIC Program, which started on 31 October 2012, aims to empower the youth in their involvement in corruption-prevention initiatives by developing their leadership skills and instilling the values of integrity and social responsibility. Under this program, the officers of recognized school/campus-based organizations who are accredited as CICs are given the role of “integrity crusaders” among their peers through the implementation of activities promoting integrity and social responsibility in their respective schools/campuses under the guidance and support of their designated advisers and school principals/college deans.

CIC Accreditation

The CIC Program was supported by the 16 Divisions of the Department of Education (DepEd) and few state colleges/universities in the National Capital Region (NCR). With the continuous orientation of the CIC program yearly, the number of organizations accredited significantly increases from 2013 to 2016:

CY 2013	CY 2014	CY 2015	CY 2016	CY 2017
119	183	186	213	235

CY 2013	CY 2014	CY 2015	CY 2016	CY 2017
206	305	344	461	773

CIC Activities

Unique with the CIC program is the requirement for the organizations accredited as CICs to implement activities among their peers in their respective schools/campuses which aim to:

- Cultivate the virtues of uprightness, responsibility, honesty, respect for authority, and love of country
 - Instill a sense of good citizenship and responsible leadership
 - Inculcate the basic principles of human rights and civic duties, and
 - Promote the integration of corruption prevention education teaching modules in the school curricula.
- Among the notable CIC activities implemented promoting integrity were the “honesty stores” put up in schools that tested the virtues of honesty and responsibility of the students in the simple buying of school items. Other laudable activities promoting integrity include:
- seminars and training for responsible leadership
 - contests such as slogan and poster making, essay writing, spoken poetry and debate
 - integrity walk and fun run with slogans and placards
 - stage play depicting good virtues
 - posting of signages and quotations on the school bulletin boards and hallways
 - promotion and discussion on pressing and relevant issues using the social media



CIC Congress

To unify all the CICs and to recognize their contributions to the milestones of the program through the activities they implemented exemplifying integrity and social responsibility among their peers and the people in the community, a CIC Congress was first held in December 2013, then in February 2015, in February 2016, and in February 2017 at the Philippine Science High School Gymnasium.

Outstanding CICs Award

To encourage and inspire CICs to be active multipliers of the Office of the Ombudsman in promoting integrity and social responsibility, Outstanding CICs in the NCR were recognized through the Search for Outstanding CICs in NCR held from 2013 to 2016.



Integrity Development Seminar-Workshops were conducted to capacitate the officers of organizations accredited as CICs for them to actively fulfill their role as integrity crusaders.

The numbers of CIC officers who attended/participated in said Seminar-Workshop from CYs 2013 to 2016:

CY 2013	CY 2014	CY 2015	CY 2016	CY 2017
4070	4623	1263	1003	1069

The numbers of attendees/participants in CYs 2015 and 2016 were reduced due to the requirement that only a maximum of 50 attendees/participants were allowed per batch to have a quality Seminar-Workshop.

CIC Program in the Tertiary Level

To promote the CIC Program in tertiary educational institutions, a CIC Orientation for the student-leaders of campus-based organizations from the 13 state colleges/universities in the National Capital Region were held on 29 March 2017. After the Orientation, a total of seven campus-based organizations from state colleges/universities had been accredited as CICs for SY 2017-2018 and had implemented their CIC-enrolled activities promoting integrity and social responsibility.

rationalization

7 Rationalization of the Functional Structure

- Review of the existing functional structure of the Office of the Ombudsman to identify gaps and overlaps in the discharge of various functions.
- Accounting of personnel and other resources to rationalize task assignment and division of work processes and remove redundancy.
- Assessment of procedures, systems, rules and administrative policies for cost-efficiency and/or compliance with the Anti-Red Tape Act.

Please provide photo

8 8point agenda

- Uniformity of structure, staffing pattern, systems, and procedures in the central and area/sectoral offices.
- Adoption of a metrics-based, results-oriented performance management system as an accountability and incentive mechanism for officials and employees.
- Review of the performance appraisal system to reflect desired performance outcomes.
- Establishment of a system for measuring the performance of managerial employees up to the level of Assistance Ombudsman or Deputy Special Prosecutor or even the Ombudsman.

7

key accomplishments

rationalization

Rationalization of the Functional Structure

The proposed restructuring for the following offices/units are still pending, viz: Public Assistance and Corruption Prevention Office (PACPO), the Preliminary Investigation and Administrative Adjudication and Monitoring Office (PAMO), the Prosecution, Information, Evaluation and Monitoring Service (PIEMS), the General Administration Office (GAO), the Finance and Management Information Office (FMIO), the Office of Legal Affairs (OLA) and the proposed Internal Control Unit (ICU).

The GAO-HRMD serves as the Secretariat of the Management Survey Team and later on the Committee on Restructuring, the bodies in charge of recommending policies towards the attainment of the functional restructuring of the Office.

Organizational Development

The Office of the Ombudsman continuously seeks to enhance its institutional capacity to discharge its functions efficiently and effectively in order to fulfill its constitutional duty and meet the expectations of the people that it is mandated to protect. It invests in its human resources, strengthens its infrastructures and systems, and reinforces its alliance with partners and stakeholders to build its arsenal for the fight against corruption.

The following matrix shows the status of the restructuring undertaken by the Office pursuant to the 8-point agenda;

OFFICE	STATUS/REMARKS
ODOO	<ul style="list-style-type: none"> ➤ Finished Restructuring ➤ NOSCA No. 2015-07-003 dated July 1, 2015
FIO	<ul style="list-style-type: none"> ➤ Finished Restructuring ➤ NOSCA No. 2015-08-037 dated Aug. 1, 2015
OMB-LUZON	<ul style="list-style-type: none"> ➤ Finished Restructuring ➤ NOSCA No. 2015-09-018 dated Dec. 1, 2015
OMB-MOLEO	<ul style="list-style-type: none"> ➤ Finished Restructuring ➤ NOSCA No. 2015-08-037 dated Aug. 1, 2015
OSP	<ul style="list-style-type: none"> ➤ Finished Restructuring ➤ NOSCA No. 2016-10-002 dated Feb 16, 2017
OLA	<ul style="list-style-type: none"> ➤ Finished Restructuring ➤ Awaiting for NOSCA ➤ Submitted OMB-Resolution No. 83, s. 2015 to DBM on Dec. 16, 2015
PAMO	<ul style="list-style-type: none"> ➤ Finished Restructuring ➤ Awaiting for NOSCA ➤ Submitted OMB-Resolution No. 87, s.2015 to DBM on Dec 16, 2015
OMB-MINDANAO	<ul style="list-style-type: none"> ➤ Finished Restructuring per NOSCA ➤ S. No. 0002018-02-053 dated March 1, 2018
OMB-VISAYAS	<ul style="list-style-type: none"> ➤ Finished Restructuring per NOSCA ➤ S. No. 0002018-02-059 dated March 1, 2018
GAO	<ul style="list-style-type: none"> ➤ Finished Restructuring ➤ Awaiting for NOSCA ➤ Submitted OMB-Resolutions No. 95, s.2016 to DBM on April 27, 2016
PACPO	<ul style="list-style-type: none"> ➤ Finished Restructuring ➤ Awaiting for NOSCA ➤ Submitted OMB-Resolutions No. 97, s.2016 to DBM on April 27, 2016
OMB Proper Internal Control Unit (newly created)	<ul style="list-style-type: none"> ➤ Finished Restructuring ➤ Awaiting for NOSCA ➤ Submitted OMB-Resolutions No. 96, s.2016 to DBM on April 27, 2016
FMIO	<ul style="list-style-type: none"> ➤ Finished Restructuring ➤ Awaiting for NOSCA ➤ Submitted OMB-Resolutions No. 102, s.2016 to DBM on July 28, 2016

key accomplishments



transparency credibility

Enhanced Transparency and Credibility

- Review of the existing policies on sharing of information regarding the cases being investigated or prosecuted by the Ombudsman; regulating the disclosure of information on recruitment, promotion, and personnel action; procurement and use of funds and resources; and the discharge of other functions.
- Adoption of strategies and measures that will improve the public's perception of the Office as reflected in surveys and media reports.

8point agenda

Electronic Statement of Assets, Liabilities and Net Worth (eSALN) Project

THE eSALN Project aims to provide an electronic platform for the filing of SALN. A prototype of the eSALN was launched in May 2016 in collaboration with the Civil Service Commission and the Office of the President. Around 3,245 civil servants had already attended the hands-on orientation-training on the eSALN.

“ A *FIVE*-year, bureaucracy-wide implementation of the eSALN is envisioned under the Philippine Development Plan (PDP) 2017-2022. ”



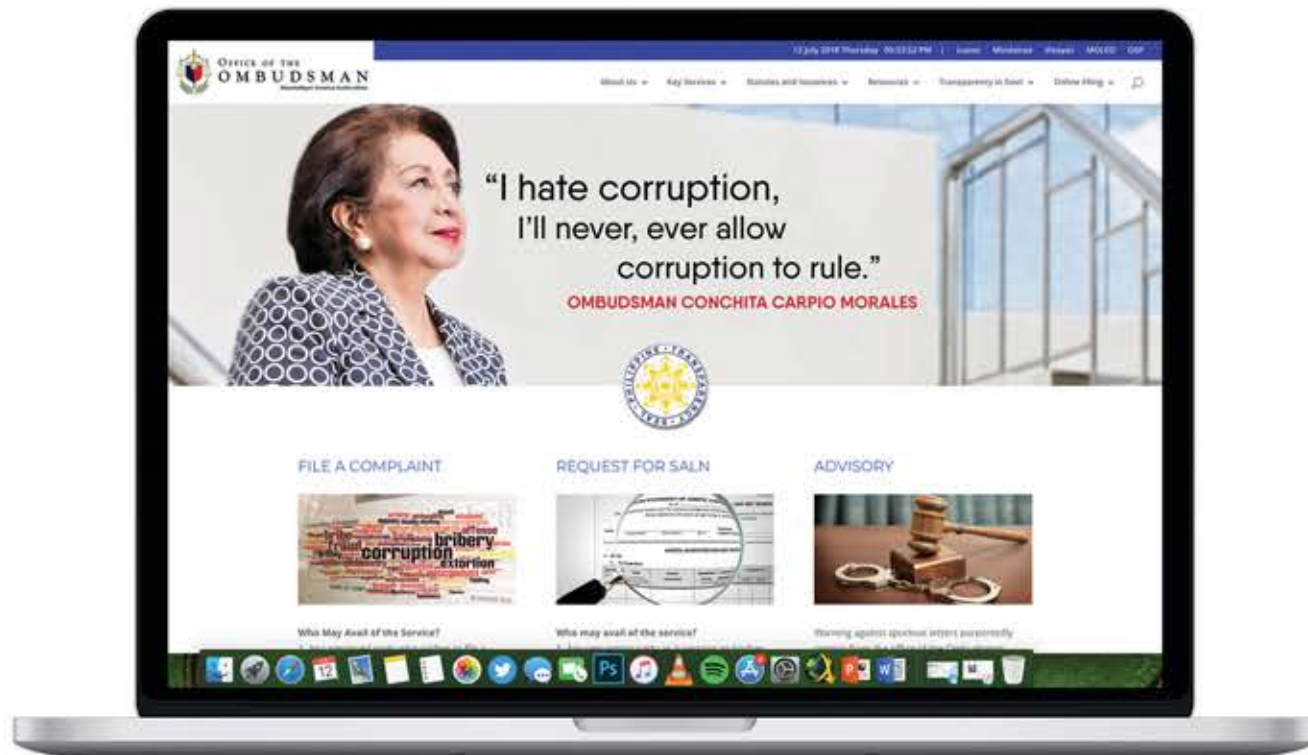
transparency credibility

Enhanced Transparency and Credibility

Ombudsman Stylebook

As part of its continuing efforts to enhance the legal draftsmanship skills of its lawyers, the Office of the Ombudsman launched the Ombudsman Stylebook on March 31, 2014.

The Stylebook will be used as a desk reference for Ombudsman lawyers and investigators as a guide for grammar, punctuation, and principles on legal draftsmanship. The Stylebook is part of the Ombudsman-British Embassy project called Rapid Assessment and Seminar on Case Analysis and Legal Draftsmanship (RASCALD) Initiative.



The Ombudsman website is being continuously enhanced to provide not only vital but up-to-date information to the public.

Document Security Stickers

The Office of the Ombudsman started using security stickers in its official action documents since January 2014. Security stickers were placed on all Ombudsman decisions, resolutions, and orders including preventive suspension orders as an added security measure to prevent the proliferation of spurious issuances.

The tamper-resistant stickers are also being used by the Ombudsman sectoral and area offices for Luzon, Visayas, Mindanao and the Military and Other Law Enforcement Offices (MOLEO).



The Office of the Ombudsman also created social media accounts (in Facebook and Twitter) to reach out to more people, especially of the younger generation, and to keep up with the times.

facebook



STATISTICS ON 8-POINT PRIORITY AGENDA

From CY 2012 to CY 2017

DATE APPROVED/SIGNED	2012	2013
Prioritization Ratio	21%	26%
Punitive Rate (against public officials/employees)	13%	12%
Criminal/Forfeiture cases resolved within one year	25%	17%
Administrative cases resolved within one year	27%	18%
Timeliness rate (MR on Criminal/Forfeiture Cases)	8%	36%
Timeliness rate (MR on Administrative Cases)*	11%	34%
Pending old Criminal/Forfeiture Cases		
Pending old Administrative Cases		
Pending old Fact-Finding/LSC Cases		
Fact Finding Survival Rate	3%	20%
Indictment rate (second level survival Rate)	38%	46%
Punitive rate (second level survival Rate)	67%	40%

2014	2015	2016	2017
39%	47%	39%	27%
17%	16%	18%	23%
17%	32%	31%	34%
15%	28%	37%	34%
42%	59%	55%	61%
38%	54%	60%	62%
27%	20%	26%	19%
42%	62%	42%	42%
37%	20%	40%	49%

STATISTICS



key accom plish ments

- Prosecution
- Appellate Advocacy
- Enforcement
- Issuances

As an enforcer of anti-graft laws, the Office of the Ombudsman prosecutes criminal cases before the Sandiganbayan and regular courts, and initiates the proper action for the recovery of unexplained wealth.

The Office of the Special Prosecutor

The Office of the Special Prosecutor prosecutes criminal cases against high-ranking officials within the jurisdiction of the Sandiganbayan.

Prosecution Before the Regular Courts

The Office of the Ombudsman, through its prosecution bureaus in the central and area offices, prosecutes criminal cases before the Regional Trial Courts, Metropolitan Trial Courts, Municipal Trial Courts, and Municipal Circuit Trial Courts involving low-ranking government officials and employees.



The average conviction rate of the Office of the Special Prosecutor for the last six years and a half – from 26 July 2011 to December 2017 – is 62.02%. (with table)

During this period, the OSP was able to successfully prosecute, among others (with table):

79	City and Municipal Mayors	1	Acting Chairman of the Presidential Commission on Good Government
7	Provincial Governors	1	Deputy Commissioner of the Bureau of Customs
2	Members of the House of Representatives	1	Vice Admiral of the Philippine Navy
1	Philippine Ambassador	1	Chief of the Bureau of Fire Protection
1	Overall Deputy Ombudsman	1	General of the Armed Forces of the Philippines – Retirement and Separation Benefits System

**Prioritization Ratio
CY 2012 - 2017**



Punitive Rate CY 2012 - 2017



Criminal Cases Resolved within One Year CY 2012 - 2017

Administrative Cases Resolved within One Year CY 2012 - 2017



Criminal Case No. 23539, People vs. Florante Soriquez, et al.

An Acting Public Works and Highways Secretary who was then Program Director of the Mt. Pinatubo Rehabilitation Project, together with five supervising project engineers (one of whom died during the trial) and four private individuals from a private construction company, were accused of Violation of Sec. 3 (e) of R.A. No. 3019 or the Anti-Graft and Corrupt Practices Act, in relation to Presidential Decree No. 1759, for consenting or allowing a construction company awarded with the contract to build a section of the Mega Dike Project, to disregard or deviate from the plans and specifications of the project which resulted in the collapse of a substantial portion of the transverse dike, and for allowing the private contractor to collect and receive the amount of P38,289,708.61 despite the breach of contract. The Sandiganbayan convicted the accused DPWH officials and sentenced them to suffer an indeterminate prison term of 6 years and 1 day to 9 years and 1 day with perpetual disqualification to hold public office. They were also ordered to indemnify the government P12,697,197.61.

2012

In 2012, a provincial prosecutor in Sarangani Province and his personal assistant were convicted by the anti-graft court for Direct Bribery.

2013

In 2013, seven former officials of the Bureau of Fire Protection (BFP) were convicted of graft arising from the P6 million "Ghost Purchase" of vehicle spare parts.

2014

In 2014, former Regional Directors of the Department of the Interior and Local Government in Caraga Region were convicted for violation of Sec. 3 (e) of RA No. 3019 (Anti-Graft and Corrupt Practices Act) arising from the implementation of projects funded by the Country-Wide Development Fund.

2015

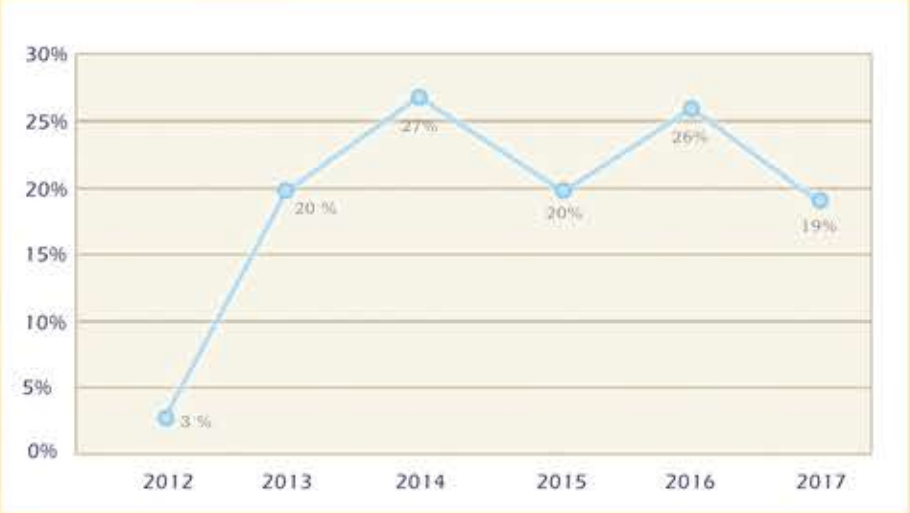
In 2015, officials of the Public Estates Authority and the agency's contractor were convicted for violation of Section 3 (e) of the Anti-Graft and Corrupt Practices Act in connection with the bidding, award, and implementation of the Pres. Diosdado Macapagal Boulevard construction project.

2016

In 2016, a former Benguet mayor was sentenced to a maximum imprisonment of 10 years for Malversation of Public Funds for issuing a check worth P5 million without any supporting documents.

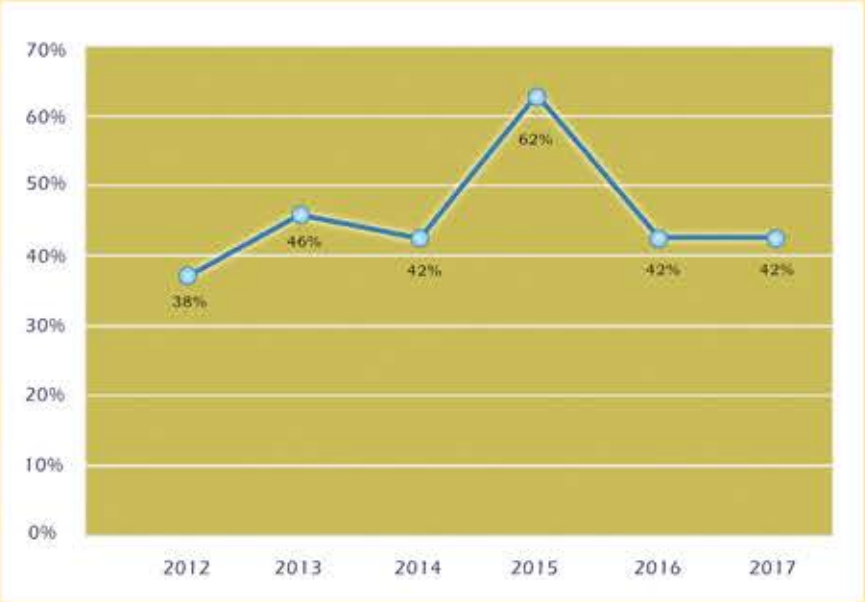
The Prosecution and Monitoring Bureau (PAMB) is regarded as the prosecution arm of the Office of the Ombudsman for criminal and forfeiture cases involving low ranking officials and employees filed before the regular courts in the National Capital Region. PAMB is prosecuting 1,934 cases as of December 2017.

Motions for Reconsideration
Administrative and Criminal Cases Timeliness Rate
CY 2012 - 2017



Fact Finding
Survival Rate
CY 2012 -2017

Indictment Rate
(Second Level)
CY 2012 -2017



Punitive Rate
(Second Level)
CY 2012 -2017



Decisions and resolutions of the Office of the Ombudsman in regard to cases investigated by it as well as decisions and resolutions of the trial courts that heard cases filed by the Ombudsman may be challenged by the affected party before either the Court of Appeals or Supreme Court by ordinary appeal or by filing a petition for review. There are two offices within the Ombudsman that handle such appeals: (1) the Office of Legal Affairs (OLA); and (2) the Appeals and Special Actions Bureau (ASAB) of the OSP.

The Office of the Special Prosecutor, through the ASAB, files special civil actions with the Supreme Court assailing the resolutions of the Sandiganbayan that are adverse to the Office of the Ombudsman.

In the performance of its appellate functions, the OSP was able to obtain a high percentage of favorable judgments and resolutions for the People of the Philippines before the Sandiganbayan and the Supreme Court. (with table)

Supreme Court from 26 July 2011 to 31 December 2017. The table below presents relevant data:

PERFORMANCE MEASURE	ACCOMPLISHMENT from JULY to DEC 2011	ACCOMPLISHMENT for 2012	ACCOMPLISHMENT for 2013	ACCOMPLISHMENT for 2014	ACCOMPLISHMENT for 2015	ACCOMPLISHMENT for 2016	ACCOMPLISHMENT for 2017
1. Percentage of Sandiganbayan decisions and resolutions challenged before the Supreme Court resulting in a favorable outcome.	89.36%	93.62%	95.90%	68.97%	64%	83.33%	84.72%
A.1 Numerator number of decisions and resolutions challenged before the Supreme Court resulting in a favorable outcome	42	88	117	20	16	105	61
A.2 Denominator Total number of Sandiganbayan decisions and resolutions challenged before the Supreme Court.	47	94	122	29	25	126	72
2. Percentage of decisions and resolutions challenged before the Supreme Court.	75%	66.67%	88.89%	100%	57%	54.55%	68%
A.1 Numerator Number of decisions trial courts appealed to Sandiganbayan resulting in a favorable outcome.	3	4	8	11	8	5	17
A.2 Denominator Total number of decisions of trial courts appealed to Sandiganbayan.	4	6	9	11	14	11	15

The July to December 2011, 2012 and 2013 data were based on the monthly accomplishment report submitted while the 2014, 2015, 2016 and 2017 were reported in the Office Performance Commitment and Review Form (OPCR)

Performance Measure	Accomplishment			As of March 2018
	January	February	March	
1. Percentage of Sandigan decisions and resolutions challenged before the Supreme Court resulting in a favorable outcome	100%	100%	54.55%	76.19%
A.1 Numerator Number of decisions and resolutions challenged before the Supreme Court resulting in a favorable outcome	6	4	6	16%
A.2 Denominator Total number of Sandiganbayan decisions and resolutions challenged before the Supreme Court and resolved	6	4	11	21%
2. Percentage of decisions of trial courts appealed to Sandiganbayan resulting in a favorable outcome	80%	100%	100%	72.73%
A.1 Numerator Number of decisions of trial courts appealed to Sandiganbayan resulting in a favorable outcome	3	3	2	8
A.2 Denominator Total number of decisions of trial courts appealed to Sandiganbayan and resolved	6	3	2	11

INDICATOR	DISAGGREGATION	2011	2012	2013	2014
Percentage of decisions in appealed administrative cases that have been affirmed by the Court of Appeals	1. Number of Decided Cases Dismissed Outright (AFFIRM)	Not Available	223+	24	84
	2. Number of Decided Cases Dismissed After Given Due Course (AFFIRM)	88		63	122
	3. Number of Decided Cases Granting the Appeal (ADVERSE)		42	15	24
	Total Cases	56	265	102	201
	Accomplishment	67.9% [#]	84.2%	85.3%	88.06%

	2015	2016	2017
SC (Criminal Cases) Target: Accomplishment: (Ratio)	82% 95.90% (70/73%)	82% 97.96% (48/49)	82% 100% (61/61)
SC (Administrative Cases) Target: Accomplishment: (Ratio)	84.7% 84.9 % (62/73)	85.05% 85.00% (85/100)	85.10% 89.66% (78/87)
CA (Administrative Cases) Target: Accomplishment: (Ratio)	84.7% 86.2% (257/298)	85.05% 86.02% (320/372)	85.10% 85.11% (423/497)

APPELLATE

The Office of Legal Affairs (OLA) represents the Office of the Ombudsman and Ombudsman officials in their official capacity, and acts as counsel for such nominal parties impleaded in appellate cases involving Ombudsman Decisions, Resolutions, and Orders that are assailed before the Court of Appeals (CA) and the Supreme Court (SC). The OLA collaborates or coordinates with the Office of the Solicitor General (OSG) in the discharge of the function of appellate advocacy.

LEGAL OPINION

The OLA also renders legal opinions on significant issues involving matters that affect the powers and duties of the Ombudsman.

The PIEMS commenced its monitoring functions in December 2013 covering all administrative cases, in which the dispositions are adverse to respondents who belong from agencies situated within the National Capital Region.

From December 2013 to December 2017, the following are the data gathered in the exercise of its monitoring functions:

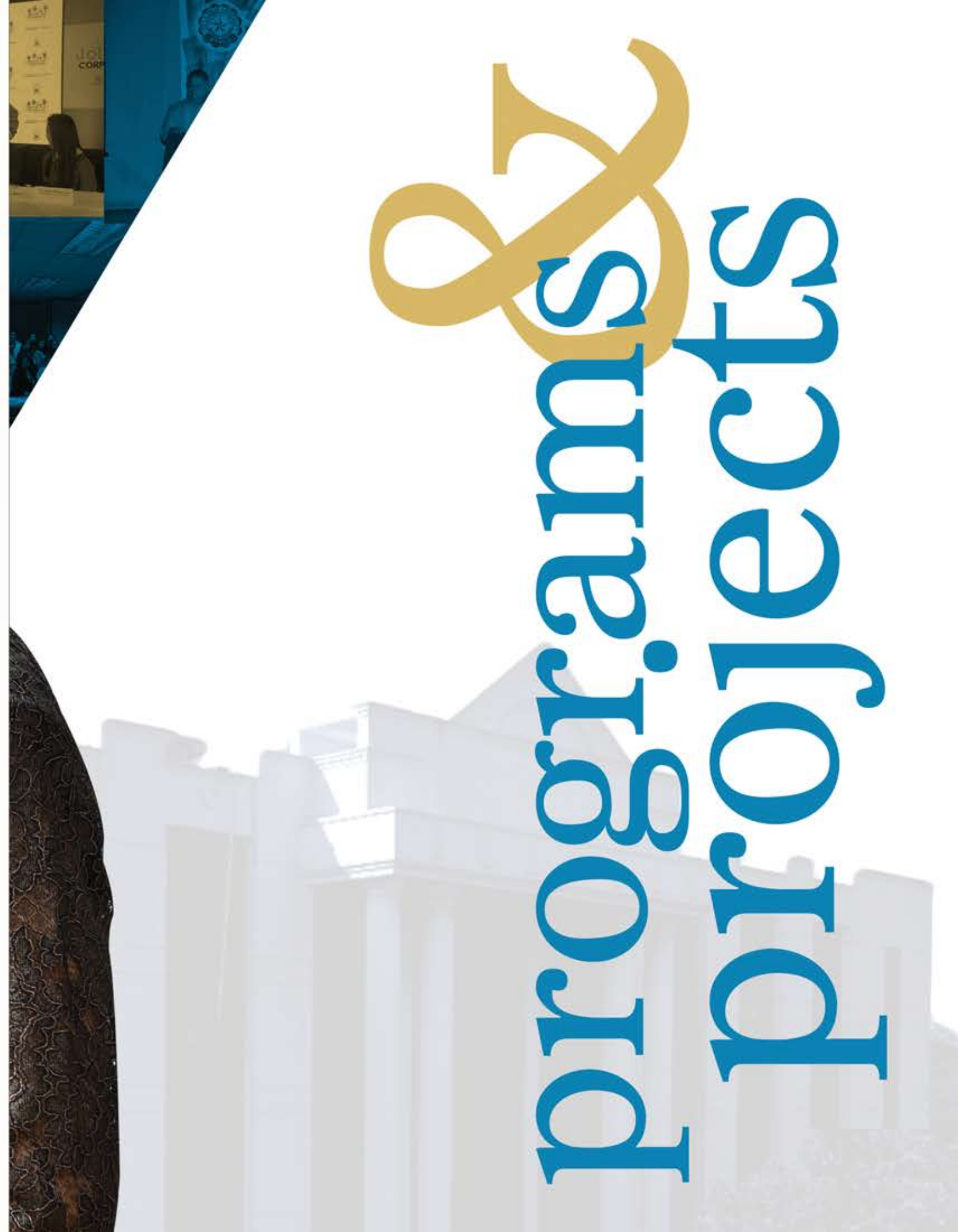


Figure 1. Case Monitoring of Prosecution, Information, Evaluation and Monitoring Services (PIEMS)

With compliance means that the penalty imposed on respondent government employee has already been served as monitored by the Office of the Ombudsman, through the PIEMS.

POLICY AND ADMINISTRATIVE ISSUANCES

3	Administrative Orders
80	Memoranda
14	Memorandum Circulars
16	Memorandum Orders
95	Office Circulars
21	Office Memoranda
893	Office Orders
119	Ombudsman Resolutions
378	Travel Orders





The Office of the Ombudsman launched the Investment Ombudsman program during its 26th anniversary celebration in 2014. It was created to encourage local and foreign investments in the country and improve global competitiveness through prompt action on investors' grievance and speedy resolution of their complaints.

The Investment Ombudsman focuses on the following areas of concern:

- Delay in the delivery of frontline services relating to the establishment or conduct of business;
- Solicitation, demand or request by a government official or employee in exchange for the issuance of licenses, permits and certificates, the release of shipment and cargoes, as well as the arbitrary assessment of fees for the conduct of business;
- Issuance of licenses, permits and certificates in relation to business, to any person not qualified or legally entitled thereto;
- Any other delay or refusal to comply with the referral or directive of the IO; and
- Any other act or omission of a public official or employee that is illegal, unjust, improper or inefficient in connection with the conduct of business by public or private companies.

Steel Asia CASE

In October 2015, Steel Asia filed a request for assistance concerning the unreasonable delay in the release of its Environmental Compliance Certificate (ECC) application before the Department of Environment and Natural Resources (DENR). The application for the ECC was for the construction of its 7th modern steel rolling mill plant in Plaridel, Bulacan. Despite compliance with all the technical, procedural, documentary, and legal requirements and repeated follow-ups, their application remained unacted upon for two years.

Immediately, the Public Assistance Bureau inquired as to the reasons for the delay and cited the timelines provided under Republic Act No. 6713 (Code of Conduct and Ethical Standard for Public Officials and Employees).

On 4 January 2016, the IO invited Steel Asia to participate in a focus group discussion with local and foreign investors and heads of government offices in charge of granting licenses and permits. During the forum, Steel Asia echoed its grievance on the failure of the DENR to act on their ECC application.

On 25 January 2016, the Office of the Ombudsman was furnished with a copy of the ECC issued in favor of Steel Asia.

In February 2016, the Investment Ombudsman received a certificate of appreciation from the Board of Investments during the Annual Investment Promotion Unit Network meeting on account of the public assistance extended to Steel Asia.





Environmental OMBUDSMAN PROGRAM

The **Environmental Ombudsman Team** is tasked to investigate any act or omission of any public official, employee, office or agency mandated to protect the environment and conserve natural resources that appears to be illegal, unjust, improper or inefficient, or any malfeasance, misfeasance, or nonfeasance committed by any public officer or employee, including co-conspirator private individuals, if said act or omission involves any violation of environmental laws or concerns or relates to environmental protection or conservation.

The Environmental Ombudsman has jurisdiction over environmental cases involving: (1) grand corruption; (2) large sums of money; (3) celebrated and well-publicized cases; (4) networks of corruption that are national in scope; and (5) high national officials in the land. Its approaches are both Enforcement and Deterrence, as well as Voluntary Compliance. Enforcement and Deterrence approaches include: (a) Fact-Finding Investigation, where pieces of evidence are gathered on the ground; (b) Preliminary Investigation for purposes of finding probable cause or sufficient ground to engender a well-founded belief that a crime has been committed and the respondent is probably guilty thereof; (c) Administrative Adjudication for purposes of finding substantial evidence which is defined as such relevant evidence as a reasonable mind might accept as adequate to support a conclusion that respondent is liable; and (d) Prosecution in the regular courts so that respondent can be held criminally liable.



After an open public hearing at the Leyte Normal University in Tacloban City, three open dumpsites in the municipalities of Hindang and Bato in Leyte and Catarman in Northern Samar were immediately closed.

From March to November 2016, the Environmental Ombudsman Team conducted an investigation on 50 cities and municipalities in the provinces of Isabela, Nueva Vizcaya, Bataan, Bulacan, Nueva Ecija, Pampanga, Batangas, Cavite, Rizal, Quezon, Palawan, Oriental Mindoro, Albay, Northern Samar, Leyte, North and South Cotabato, and Agusan del Sur for maintaining open dumpsites in violation of Republic Act No. 9003 or the Ecological Solid Waste Management Act of 2000. The investigation included ocular inspection of the dumpsites and public clarificatory hearings in nine regions or clusters. After the investigation, local officials were given a non-extendible period of 30 days to submit their explanation and Safe Closure and Rehabilitation Plan (SCRCP), which must include a proposal to immediately close the open dumpsite. The local officials were also ordered to detail the specific tasks, activities, and legislative actions to be completed within six months of SCRCP implementation.





The Ombudsman Annex Building, constructed by the Joint Venture of FF Cruz & Co. and Filipinas (Prefab Bldg.) Systems, Inc., was inaugurated on 11 May 2015.

Annex BUILDING

In 2015, the construction of the Ombudsman Annex Building was completed. Sitting on a 5,772-square-meter lot area that was procured by the Office from the National Housing Authority, the five-storey Annex Building has a total floor area of 12,864 square meters and has a roof deck and a one-level basement parking. It houses all the offices and bureaus of the Central Office.

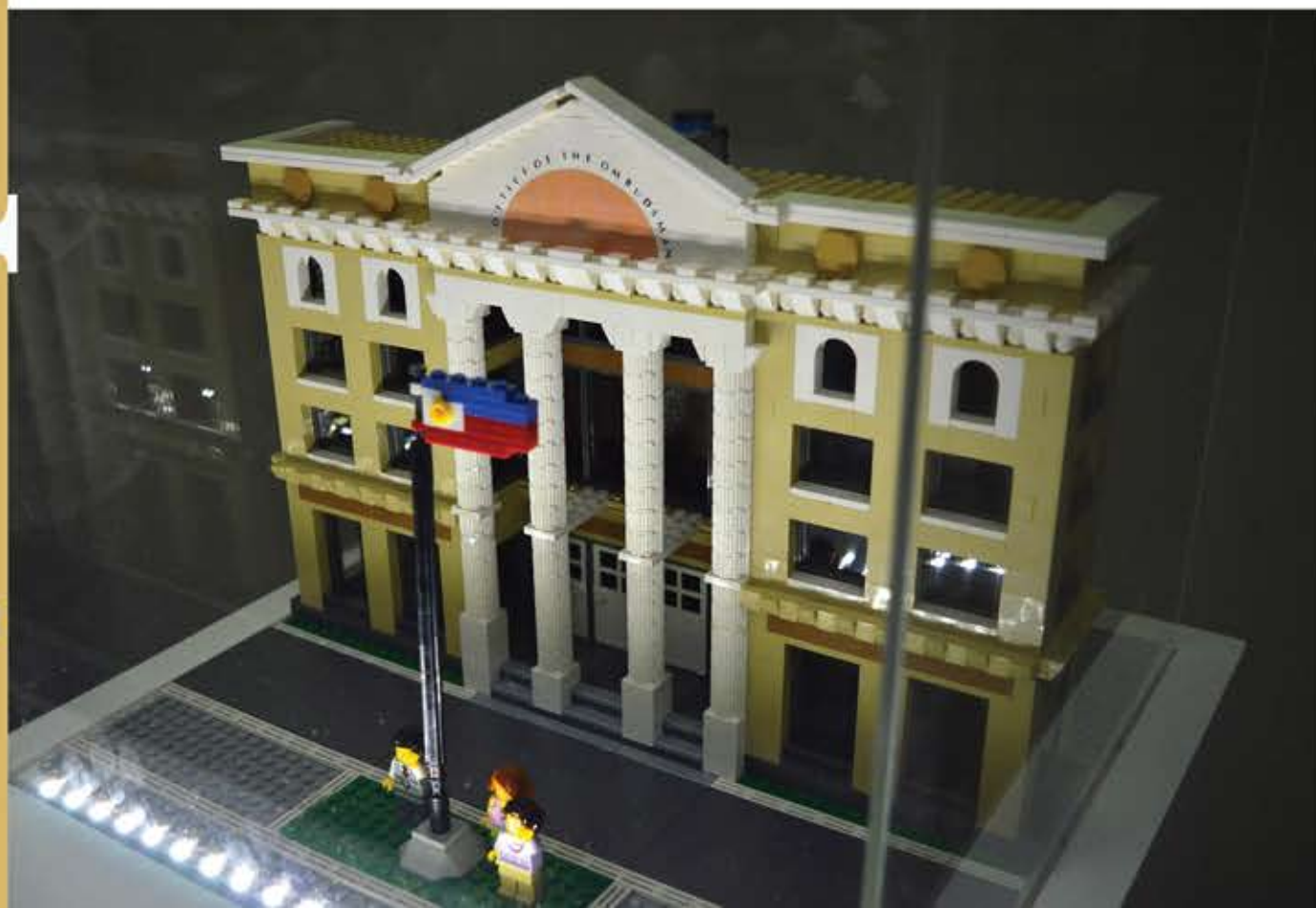


Mindanao BUILDING

The Office of the Ombudsman in Mindanao inaugurated its new three-story building on 21 November 2017. The modern building, which has energy-saving, environment-friendly, and state-of-the-art features, is located on a 2,798-square-meter lot behind the GSIS compound in Matina, Davao City. Designed by renowned architectural firm Arce Bailon and Arce, the building features traditional design motifs that are unique in Mindanao.

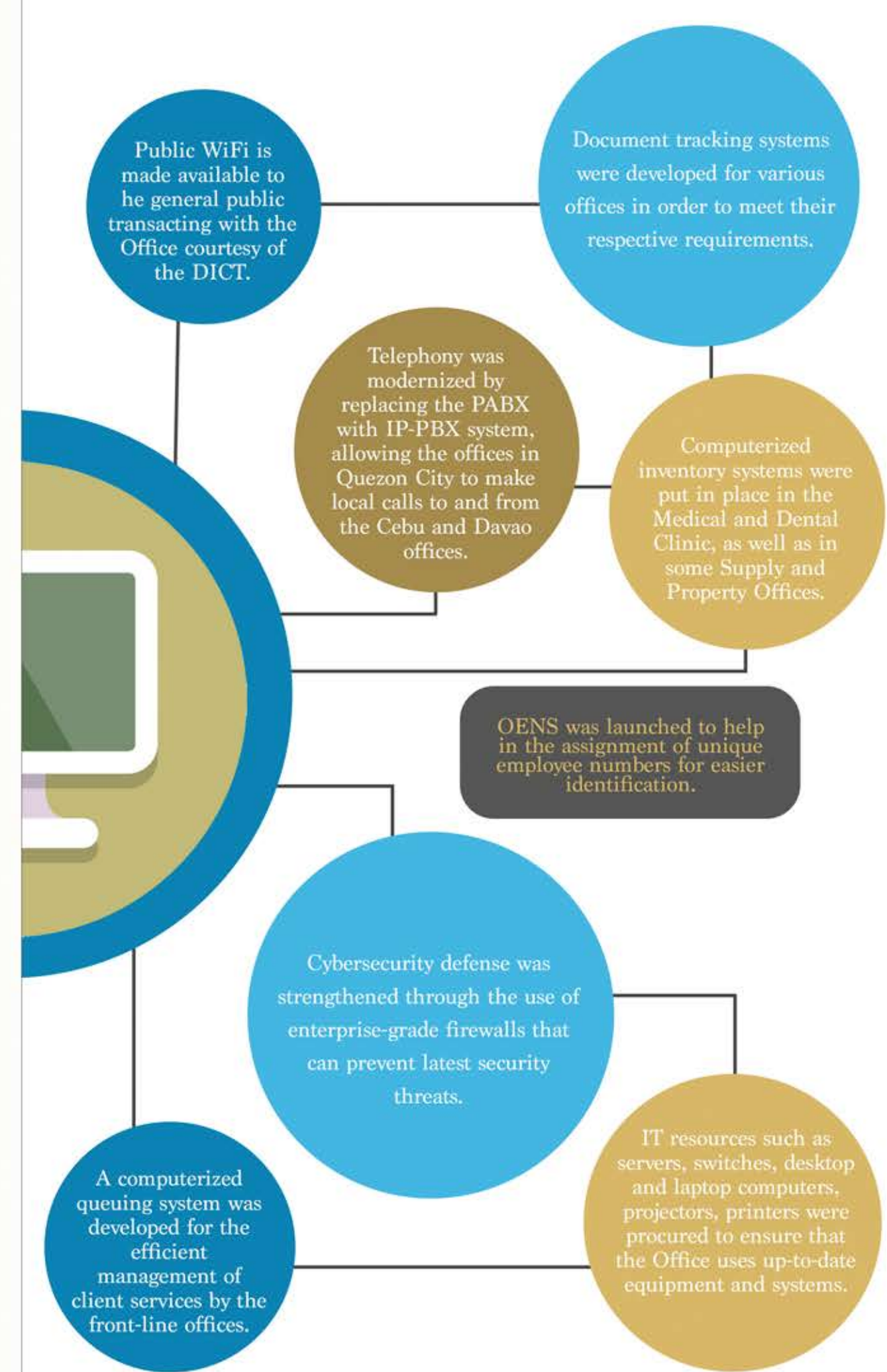
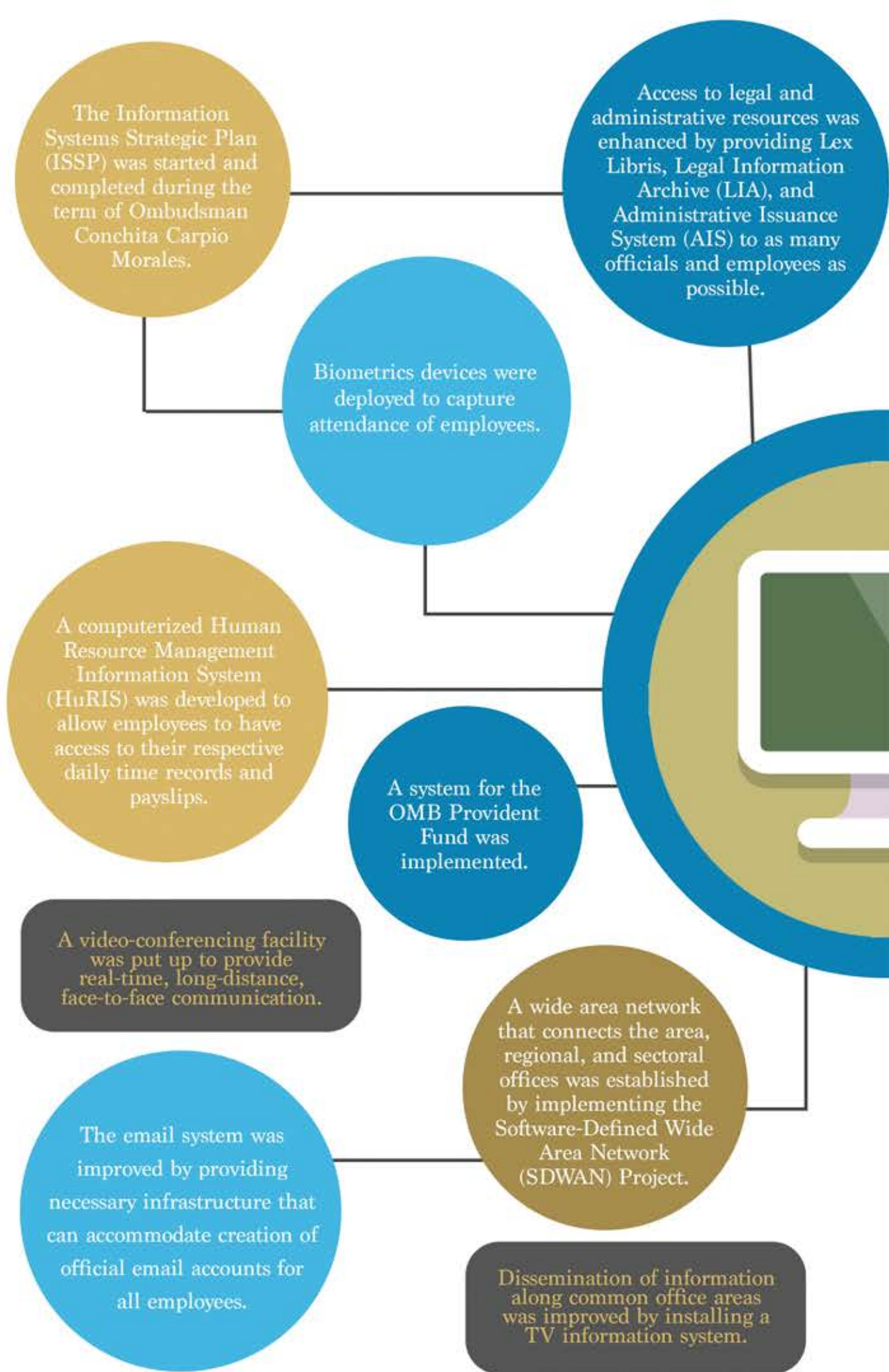
Building ADMINISTRATION

- Procurement of 1000kw dedicated generator set for the OMB Annex Building
- Concreting/Improvement of the access road/right of way beside the Court of Tax Appeals for use as additional parking space for the Office
- Ongoing construction of the upgraded Materials Recovering Facility
- Procurement of a 75kw generator set dedicated for the main server at the OMB Main Building
- Ongoing implementation of the IP-Based Security Surveillance System for the OMB Annex Building together with the Management Information System Service – Network Operations Division
- Renovation of the public lounge at the OMB Main Building and installation of additional security equipment such as x-ray baggage machines and x-ray scanners
- Implementation of biodegradable waste composting facility as part of the initiatives of the Environmental Ombudsman.
- Ongoing repainting/rehabilitation of the OMB Main Building.



Human Resource Management

- Transition from manual computation of leave credits to computerized computation
- Revision of the OMB Clearance Form
- Issuance of guidelines relative to the Availment of Compensatory Time-Off, (Office Circular No. 27, Series of 2016), Procurement and Payment of Service Provider under Job Order (Office Circular No. 28, Series of 2016) as amended, and revival of the Welcome Orientation Program for New Employees in the Office of the Ombudsman per Memorandum dated 18 October 2016
- Installation of GSIS Kiosk per Memorandum Receipt with Undertaking with the GSIS dated 31 May 2013
- Extension of Landbank Livelihood Loan to qualified officials and employees under a Memorandum of Agreement with the LBP dated 31 July 2013
- Making the OMB-wide Institutional Strengthening and Team Building Activity (ISTBA) an annual undertaking



CASE MONITORING SYSTEM

Case monitoring was enhanced with the introduction of centralized office-wide computerized systems to, among others: *(1) manage case information, (2) facilitate case tracking, (3) standardize generation of statistics, (3) increase accessibility to case details, and (4) validate case inventory.*

By 2018, the Office of the Ombudsman has the following interoperable case monitoring systems:

1. Complaint and Case Monitoring System (CCMS) - covers cases from the time a complaint is filed until a decision or resolution is issued
2. Field Investigation System (FIS) - covers fact-finding cases that need to have a Field Investigation Plan
3. Enforcement Monitoring System (EMS) - covers administrative cases resulting to enforcement of penalties
4. Prosecution Monitoring Information System (ProMIS) covers criminal cases for prosecution
5. Appellate, Special Review and Inquiry System (ASRI) covers cases on appeal
6. Request for Assistance System (RAS) - covers requests for assistance

INTERNET CONNECTION

Faster and more reliable internet connection was provided not only to officials and employees, but to the transacting public as well. This was made possible by procuring multiple bandwidths from different service providers and by entering into an agreement with the Department of Information and Communications Technology (DICT).

PHYSICAL SECURITY

The Office augmented its existing physical security mechanisms by procuring an IP-based surveillance system, which caters to different types of cameras, provides sharper videos, recognizes license plates, and has night-vision features. Capturing details pertaining to visitors entering the Office premises was likewise expanded with the use of a computerized Visitor Information Monitoring System (VIMS).

NETWORK USERS

The number of network users significantly increased from 329 in 2010 to 1,051 in 2017 which led to having a more empowered workforce as they were given access to various network and application services.

DATA BACK-UP

To protect the confidentiality and integrity, and ensure the availability of data, onsite and offsite backup solutions were implemented to prepare the Office of the Ombudsman from data loss threats and other undesirable incidents. Redundancies in the design of IT infrastructure were carried out by having extra components available in case one component fails. Additional disk storage was also procured in anticipation for the growing requirements of the Office.





Capacity Assessment

From 2013 to 2017, various independent capacity assessment activities were undertaken to identify institutional and programmatic internal strengths and weaknesses, as well as external opportunities and threats. Data generated from these studies served as basis for developing project proposals. These studies include:

- Assessment and Action Plan for the Enhancement of the Complaints and Case Monitoring System (CCMS) (April 2017, i3 Project, USAID)
- Office of the Ombudsman Public Assistance and Corruption Prevention Office (PACPO) – High Level Organizational Assessment Report (April 2015, i3 Project, USAID)
- Research Capacity and Training Needs Assessment (December 2015, Developing a Corruption Intolerant Society Project, UNDP)
- Comprehensive Assessment of the Income and Asset Declaration System in the Philippines (April 2015, EADS Project, World Bank)
- Security Assessment and Recommendations (March 2015, i3 Project, USAID)
- Mid-Year Rapid Assessment and Evaluation of the Policy Thrust and 8-Point Agenda (March 2014, RASCALD Project, British Embassy Manila)
- Capacity Assessment of Anti-Corruption Infrastructure in the Philippines (December 2014, UNODC and UNBRH)

Cases Inventory

In the 3rd quarter of 2017, an Ombudsman-Wide Physical Inventory of Pending Cases was initiated to establish and validate the actual number of pending cases in the Central Office, the Office of the Special Prosecutor, and the Area and Sectoral Offices vis-à-vis the data encoded in the CCMS. Some of the key recommendations made by the Committee in its report include: (a) adjustment of the baseline data of the pending cases based on the results of the actual physical count; (b) institutionalization of a mandatory institution-wide physical inventory exercise every 2 years; and (c) enhancement of the CCMS based on the actual needs of the decision-makers and other end-users.



Integrated Capacity Assessment

- Rapid Assessment and Development of a 5-Year Strategic Roadmap for the Investment Ombudsman Program (March 2016, SIGGI Project, British Embassy Manila)
- Rapid Assessment and Development of a 5-Year Strategic Roadmap for the National Integrity Center (March 2016, SIGGI Project, British Embassy Manila)
- Proposed 5-Year Ombudsman Research Agenda: Directions and Topics (December 2015, Developing a Corruption Intolerant Society Project, UNDP)

Integrity for Investments Initiative

13

With support from the USAID, the following were implemented:

- Updating of the Legal Information Archive
- Assessment of the CCMS
- Data Migration Project, which involved processing and validating case information from 2003 to 2012
- Recommendation for the creation of an I.T. Governance Committee based assessment of the information technology governance framework and its alignment with the business aspect of the Office was also put forward with the Committee eventually formed via Office Order No. 307 series of 2017
- Procurement and installation of two high-speed, high-volume scanners in January 2014 and 22 hard drives in March 2014 in support of strengthening the organization's day-to-day operations.



Office of the Ombudsman-Hosted International/Multi-Sectoral Events

- Study visits by counterpart agencies from the Republic of Tanzania (June 2015) and the Republic of Zambia (August 2015)
- 13th South East Asia Parties Against Corruption (SEA-PAC) Principals Meeting (November 2017)
- 25th Anniversary Forum of the Constitutional Fiscal Autonomy Group (November 2017).

Communications Strategy

In 2015, under the i3 Project, a Communications Strategy Framework was formulated to serve as a blueprint for enhancing the communications processes in the Office.

- The Project Management Bureau is the unit in charge of conceptualizing, developing, implementing, monitoring, and evaluating reform and development programs that aid the Office of the Ombudsman in performing its constitutional and statutory mandate. A brainchild of Ombudsman Conchita Carpio Morales, the PMB started its operations in February 2013.

Implementation Years of Projects supported by Development Partners	Implementation Period				
	2013	2014	2015	2016	2017
Bureau of International Narcotics and Law Enforcement Affairs (INL)					
1. Enhancing Institutional Capacity of Prosecutors in the Philippines				X	X
2. Data Migration System (DMS) Project for Area and Sectoral Offices					X
British Embassy Manila					
3. Rapid Assessment and Seminar on Case Analysis and Legal Draftsmanship (RASCALD)	X	X			
4. Capacity building, Communication and Consultation (C3) Initiative		X	X		
5. Strengthening Investment on Good Governance and Integrity (SIGGI)			X	X	
6. Cultivating Holistic Accountability towards National Growth and Empowerment (CHANGE)				X	X
United Nations Development Programme (UNDP)					
7. Developing A Corruption Intolerant Society	X	X	X	X	X
United Nations Office on Drugs and Crime (UNODC)					
8. Regional Conferences and Capacity Assessment Missions to support UNCAC implementation		X	X	X	X
United States Agency for International Development (USAID)					
9. Integrity for Investments Initiative (i3)	X	X	X	X	X
U.S. Department of Justice - Office of the Prosecutorial Development Assistance and Training (US DOJ - OPDAT)					
10. Support to Capacity Building Initiatives	X	X	X	X	X
World Bank					
11. Enhancing the Asset Declaration Project (EADS)	X	X	X	X	



Training Programs

➤ In 2008, the Office of the Ombudsman created a Center for Integrity and Professional Development (CIPD). The main task of the CIPD was to conduct various anti-corruption and integrity promotion programs in different agencies.

In 2012, CIPD was renamed as National Integrity Center (NIC) to further emphasize its mandate of promoting integrity among all public servants.

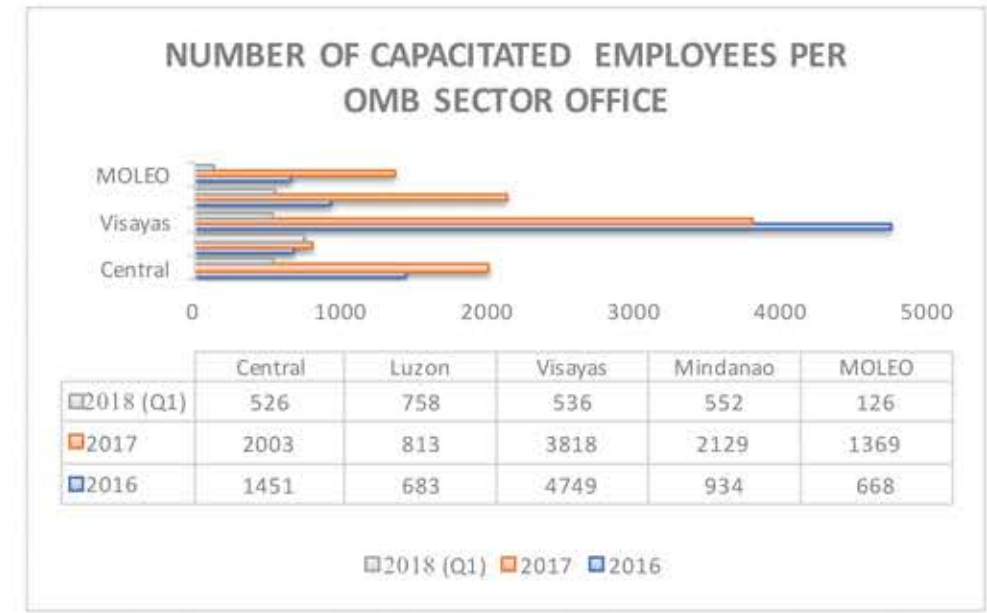
For its internal clients, the NIC has committed to address various competency gaps of OMB's officials and employees through training interventions.

For its external clients, the NIC acts as a "training service provider," giving free integrity-promotion programs to other government agencies and instrumentalities, including government-owned and -controlled corporations.



Training Programs

With the help of various international development partners, the NIC was able to conduct 27 training programs for the officials and employees from 2015 to March 2018.



Number of Capacitated Employees Per OMB Sector Office

During the same period, the Office of the Ombudsman also conducted 12 training programs using its regular funds.

Title of Training	# of Pax
Basic Microsoft Excel Training	18
Facilitators' Training on Integrity Development for CICs	35
Field Investigation Training	31
Forensic Engineering for Field Investigators	18
Frontliners' Basic Training	74
ITAPS Enhancement Writeshop	12
QMS Technical Guidance Review	78
Quality Policy and QMS Planning	83
Seminar-Workshop for Process Servers	24
Service Excellence Training	28
Trainer's Training (Seminar-Workshop on Effective and Efficient Public Service)	36
Values Enrichment Seminar	137
TOTAL NUMBER OF PARTICIPANTS	574

ITAPS is a seminar designed to instill public service values among public servants and to enhance their understanding of the roles and the accountabilities attached to their positions in government. It serves to remind the participants to consistently perform their duties with the highest level of integrity, transparency, and accountability. The seminar incorporates the Adult Learning Theory and uses the various Technologies of Participation in its processes.

Integrity, Transparency, and Accountability in Public Service **ITAPS**

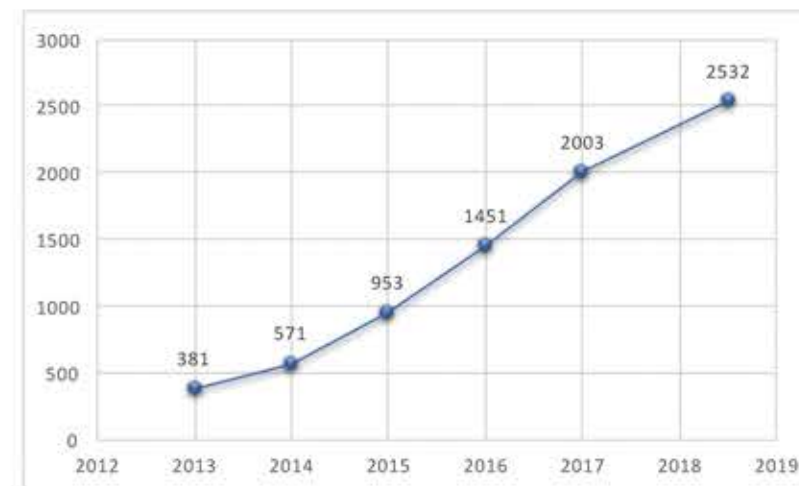
Department	Agencies/Attached Bureau	Total # of Capacitated Stakeholders
DENR	Department of Environment and Natural Resources	754
	Laguna Lake Development Authority	162
DOJ	Bureau of Corrections	513
	Bureau of Immigration	38
	Office of the Solicitor General	36
	Parole and Probation Administration	252
DOH	Amang Rodriguez Medical Center	147
	National Children's Hospital	180
	National Kidney and Transplant Institute	331
DOTC	Manila International Airport Administration	538
	Philippine Coast Guard	37
DepEd	Campus Integrity Crusaders Advisers	199
	Dalandanan National High School	104
	Ismael Mathay Sr. High School	81
	Miguel Malvar Elementary School	32
	P. Bernardo Elementary School	43
GOCC	Technical University of the Philippines	46
	Land Bank of the Philippines	88
	Light Rail Transit Authority	181
	National Food Authority	80
	Philippine Postal Corporation	106

	Power Sector Assets and Liabilities Management Corporation	49
DOF	Bureau of Customs	205
	Government Services and Insurance System	101
	Insurance Commission	78
OP	Cooperative Development Authority	99
	National Intelligence Coordinating Agency	90
	Philippine Drug Enforcement Agency	72
DPWH	Department of Public Works and Highways	201
DND	Department of National Defense	49
	Philippine Veterans Affairs Office	127
DTI	Board of Investments	128
DA	National Meat Inspection Service	42
	Sugar Regulatory Commission	42
DOLE	Philippine Overseas Employment Administration	73
DOE	Department of Energy	31
DOT	Department of Tourism	24
	TOTAL	5,359

The NIC regularly conducted ITAPS seminars from January 2013 to April 2018, capacitating a total of 5,359 public servants from various offices

Seminar-Workshop on Effective and Efficient Public Service

SWEEPS is another anti-corruption module specifically designed for frontline service providers of the government.



Projected number of capacitated stakeholders in ITAPS and SWEEPS by July 2018

IMPACT & SIGNIFICANT CHANGES

National Household Survey on Actual Experiences with Corruption in the Philippines

In 2010 and 2013, the Office of the Ombudsman collaborated with the then National Statistics Office (now Philippine Statistics Authority) to accommodate in the Annual Poverty Indicators Survey (APIS) rider questions on household experience with corruption. The rider sought to measure the scale of corruption in the Philippines in terms of actual experience as opposed to mere perception or public opinion. The survey generated baseline data on petty or bureaucratic corruption in the Philippines and identified the public services vulnerable to corruption and whether the bribes were solicited by the receiver (demand-driven) or initiated by the giver (supply-driven).

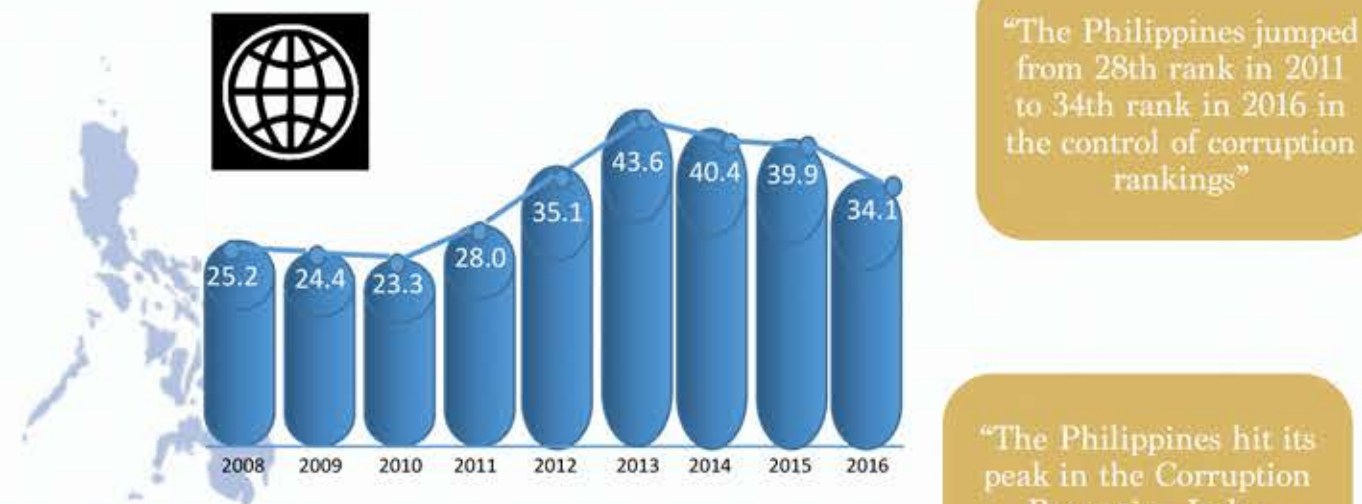


ENHANCED TRANSPARENCY AND ACCOUNTABILITY

SWS Net Sincerity Ratings in fighting corruption



World Bank Worldwide Governance Indicators: Control of Corruption Rankings



Transparency International: Corruption Perception Index



The Corruption Perception Index ranks countries and territories based on how corrupt the public sector is perceived to be on a scale of 0-100, where 0 means that a country is perceived as highly corrupt and 100 means is perceived as very clean.



epi logue

Ombudsman Conchita Carpio Morales

Seven years after, we stand taller than ever.

WE HAVE ACCOMPLISHED what we have set ourselves to focus on – the 8-Point Agenda – and more. Our persistent drive to restore the public's trust and confidence in our government has led us to scale new heights and break new grounds in the performance of our mandate as highlighted in this Report.

What can never be measured in X and Ys or numbers and percentages, however, is how we have defied the odds and withstood the pressures that come with our job. When doubted and criticized, we remained focused on our tasks and let our work prove our worth. When tested and tempted, we never compromised our principles and adhered faithfully to the Constitution, the rule of law, and the jurisprudence of this land as we should.

The strength of our will and character is what spelled the big difference throughout the years; and ultimately, it is what will define our legacy.

Thus, we can hold our heads up high when we look back and say that we did our part, did our best, and did things the right and just way.

The completion of the term of an Ombudsman is not an end to anything, as the fight against graft and corruption is a continuing saga. May we keep our Ombudsman spirit alive even as we move out of this institution's shadows, so that we can be the grace that this nation needs to achieve its true and rightful glory.

A stylized, handwritten signature in gold ink, likely belonging to Conchita Carpio Morales.

acknowledgement

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Institutional & Development Partners

Asian Development Bank
British Embassy
Bureau of International Narcotics and Law Enforcement Affairs
United Nations Development Programme
United Nations Office on Drugs and Crime
United States Agency for International Development
US Department of Justice – Office of the Prosecutorial
Development Assistance and Training
World Bank
Jollibee Foods Corporation
Pilipinas Philately, Business Lines Department, Philippine Postal Corporation



TERM PERFORMANCE REPORT
2011-2018

Building A Nation of Integrity

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