

XXXIV. OFFICE OF THE OMBUDSMAN

STRATEGIC OBJECTIVES

SECTOR OUTCOME

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

ORGANIZATIONAL OUTCOME

Reduced incidence and impact of corruption and red tape

PERFORMANCE INFORMATION

ORGANIZATIONAL OUTCOMES (Oos) / PERFORMANCE INDICATORS (PIs)

BASELINE

2018 TARGETS

Reduced incidence and impact of corruption and red tape

ANTI-CORRUPTION INVESTIGATION PROGRAM

Outcome Indicators

1. Percentage of completed fact-finding investigations and lifestyle checks resulting in the filing of criminal and / or administrative cases	16.50%	17.88%
2. Percentage of criminal and civil cases filed in court not resulting in quashal of information or outright dismissal of case	84.40%	86%

Output Indicators

1. Percentage of fact-finding investigations and lifestyle checks completed	20%	20%
2. Percentage of criminal and forfeiture cases investigated and resolved	40%	40%
3. Percentage of criminal and forfeiture cases investigated and resolved within a one-year period	15%	17%

ANTI-CORRUPTION ENFORCEMENT PROGRAM

Outcome Indicators

1. Percentage of criminal and civil cases tried in court not resulting in an approved demurrer to evidence	10%	10%
2. Percentage of criminal and civil cases decided by the court resulting in conviction of at least 1 accused	25%	25%
3. Percentage of decisions in appealed administrative cases affirmed by the appellate courts	84.50%	85.10%

Output Indicators

1. Percentage of administrative cases adjudicated	40%	40%
2. Percentage of administrative cases adjudicated within a one-year period	14.50%	16%

OMBUDSMAN PUBLIC ASSISTANCE PROGRAM

Outcome Indicator

1. Percentage of frontline service feedback with a rating of at least very satisfactory	75%	75%
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Output Indicator

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

Outcome Indicator

1. Percentage of satisfied integrity promotion program beneficiaries	75%	75%
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Output Indicators

1. Number of integrity assessments conducted or corruption diagnostics conducted	40	40
2. Number of integrity and anti-corruption advocates capacitated and mobilized	9,000	9,000