

## WHERE ARE INVESTMENT OMBUDSMAN OFFICES LOCATED?

### **Ombudsman Central Office:**

Public Assistance Bureau,  
Ombudsman Building, Agham Road, North Triangle,  
Diliman, Quezon City 1104

### **Ombudsman for Luzon:**

Investment Ombudsman,  
Office of the Deputy Ombudsman for Luzon,  
3<sup>rd</sup> Floor, Ombudsman Building, North Triangle,  
Agham Road, Diliman, Quezon City 1104

### **Ombudsman for Visayas:**

Investment Ombudsman,  
Office of the Deputy Ombudsman for Visayas,  
Department of Agriculture RO - 7 Compound,  
M. Velez St., Guadalupe, Cebu City 6000

### **Ombudsman for Mindanao:**

Investment Ombudsman,  
Office of the Deputy Ombudsman for Mindanao,  
4th Floor H & C Building, Alvarez Street, Davao City 8000

### **Ombudsman for the Military and Other Law Enforcement Offices (MOLEO):**

Investment Ombudsman,  
Office of the Deputy Ombudsman for MOLEO,  
2<sup>nd</sup> Floor, Ombudsman Building, North Triangle,  
Agham Road, Diliman, Quezon City 1104



Republic of the Philippines  
OFFICE OF THE OMBUDSMAN  
Agham Road, Diliman, Quezon City

## PRIMER ON THE INVESTMENT OMBUDSMAN



Visit us online via:

[www.ombudsman.gov.ph](http://www.ombudsman.gov.ph)

OR

OmbudsmanPH



## WHAT IS THE BASIS FOR THE CREATION OF THE INVESTMENT OMBUDSMAN (IO) TEAM?

1. Sec. 15 (2), (3) RA 6770; Sec. 13 (2), Art. XI, 1987 Constitution
2. Sec. 26 (1), (3) RA 6770; Rule IV, AO No. 07, as amended
3. Office Order No. 327 and Office Order No. 507

## WHAT ARE ITS PURPOSES?

1. To expedite resolution of investor issues and concerns through prompt action on investors' grievances and speedy resolution of their complaints.
2. To encourage local and foreign investments in the country and improve global competitiveness; and
3. To assist in attaining the national goal of *"inclusive growth and poverty reduction"*.

## WHAT ARE ITS POWERS AND FUNCTIONS?

1. Grievance-handling or public assistance;
2. Fact-finding; and
3. Preliminary Investigation and Administrative Adjudication

## WHAT IS ITS SCOPE?

Prioritize and take cognizance of trade and investment-related concerns of an investor or potential investor on the following:

1. Delay in the delivery of frontline services relating to the establishment or conduct of business;
2. Issuance of licenses, permits and certificates in relation to business to any person not qualified or legally entitled;
3. Solicitation, demand or request by a government official in exchange for the issuance of licenses, permits and certificates, the release of shipments and cargoes, as well as the arbitrary assessment of fees for the conduct of business; and
4. Any other delay or refusal to comply with the referral or directive of the Investment Ombudsman team.

## HOW DO IO ACTION OFFICERS RESOLVE GRIEVANCES?

IO Action Officers may resolve investor grievances thru any or a combination of the following modes:

1. By telephone call;
2. By calling parties to a conference;
3. By personal visit if the grievance requires immediate action;
4. Thru other courses of action deemed necessary, appropriate and proper to expeditiously resolve the grievance.

## WHAT IS THE PERIOD FOR FACT-FINDING INVESTIGATION OF IO CASES?

Fact-finding investigation of IO shall be given priority and acted upon with dispatch.

## MAY THE IO CONDUCT ENTRAPMENT?

Yes, an entrapment may be conducted in coordination with the National Bureau of Investigation in case there is a finding by the IO that entrapment operation is necessary.

## HOW DO I FILE A GRIEVANCE OR COMPLAINT?

1. Through text or phone call;
2. Through email or letter; or
3. Through walk-in.

## WHERE CAN I CONTACT THE INVESTMENT OMBUDSMAN?

The Investment Ombudsman may be reached thru the following contact details:

Ombudsman Hotline: (+02) 926-2662  
Ombudsman for Luzon: (+02) 926-8794  
Ombudsman for Visayas: (+032) 412-5341 / (+032) 416-6134  
Ombudsman for Mindanao: (+082) 221-3938TF /  
(+63) 927-5496241 / 918-9156279F

Email address: [IO@ombudsman.gov.ph](mailto:IO@ombudsman.gov.ph)  
[investmentombudsman@yahoo.com](mailto:investmentombudsman@yahoo.com)  
[pab@ombudsman.gov.ph](mailto:pab@ombudsman.gov.ph)

Online: [www.ombudsman.gov.ph](http://www.ombudsman.gov.ph)