

MISSION

As protectors of the people, we shall endeavor, in cooperation with all sectors of 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 against government 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.

PERFORMANCE PLEDGE

WE, the officials and employee of the Office of the Ombudsman, as protectors of the people, sworn to serve with utmost responsibility, integrity, loyalty and efficiency, commit to:

- R** ENDER service to anyone who wants to avail of the services of our office
- E** XTEND prompt, courteous, and adequate service without anticipating any gift or reward;
- A** CHIEVE the highest degree of excellence, professionalism, intelligence and competence;
- D** ESIST from dispensing undue favors to our relatives and friends, and from discriminating against the poor and underprivileged; and
- Y** EARN to strictly observe these standards by taking corrective measures on complaints about our service.

WHERE TO FILE

Office of the Ombudsman

Agham Road, North Triangle
Diliman, Quezon City
Tel. No. (02) 479-7300 local 2222, 2223 & 2226
(02) 926-8752

Office of the Deputy Ombudsman for Luzon

3/F Office of the Ombudsman
Agham Road, North Triangle, Diliman, Quezon City
Tel. No. (02) 479-7300 local 4325, 4327 & 4330
(02) 926-8741

Office of the Deputy Ombudsman for the Military and Other Law Enforcement Offices

2/F Office of the Ombudsman
Agham Road, North Triangle
Diliman, Quezon City
Tel. No. (02) 479-7300 local 5209 & 5314
(02) 926-8770

Office of the Deputy Ombudsman for the Visayas

Department of Agriculture, Regional Office-7 Compound
M. Velez St., Guadalupe, 6000 Cebu City
Tel. No. (032) 255-0977
Telefax (032) 253-0981

Office of the Deputy Ombudsman for the Visayas Iloilo Regional Office

G/F CAP Building, Gen. Luna St., Iloilo City
Tel. No. (033) 509-4655
(033) 509-5644

Office of the Deputy Ombudsman for the Visayas Tacloban Regional Office

3/F Yuhoo Building, Marasbaras
Tacloban City
Tel. No. (053) 523-4010
(053) 523-3042

Office of the Deputy Ombudsman for Mindanao

Alvarez St., cor. Ramon Magsaysay Ave.
Davao City
Tel. No. (082) 221-3431 to 33
Telefax (082) 221-3938

Office of the Deputy Ombudsman for Mindanao Cagayan De Oro Regional Office

G/F ALU-TUCP, Kauswagan National Highway
Cagayan De Oro City
Tel. No. (088) 8809 008
Telefax (088) 8809 009

Through www.ombudsman.gov.ph



REQUEST FOR ASSISTANCE

REDRESS OF CLIENT'S COMPLAINTS AND GRIEVANCES

If you are not satisfied with our service,
please call 479-7300 loc. 2109
Public Assistance and Corruption Prevention Office
or write to:
Hon. Melchor Arthur H. Carandang
Overall Deputy Ombudsman
Office of the Ombudsman
Agham Road, Diliman, Quezon City



REQUEST FOR ASSISTANCE



WHO MAY AVAIL OF THE SERVICE?

- Anyone who has a legitimate request, grievance, or concern seeking redress, relief, or public assistance which does not amount to any criminal, administrative or forfeiture complaint, wherein the Office of the Ombudsman is mandated to intervene within its powers, functions, and jurisdiction.



WHAT ARE THE REQUIREMENTS?

- Letter-request/grievance-letter or duly accomplished Request for Assistance Form (OMB Form 5)



HOW LONG WILL IT TAKE?

- Thirty (30) minutes



HOW TO AVAIL OF THE SERVICE?

Step	Client	Service Provider	Response Time	Person in Charge	Fees	Forms
1	<p>a. Approaches Officer-of-the-Day</p> <p>b. Receives and accomplishes Request for Assistance Form (OMB Form 2)</p> <p>c. Submits duly accomplished OMB Form 2 or any prepared complaint or request</p>	<p>a. Greets and interviews client to elicit information about the client's concerns, parties and the acts being complained of</p> <p>b. Gives client OMB Form 2 to accomplish</p> <p>c. Receives and peruses the duly accomplished OMB Form 2 to determine if pertinent fields have been filled in</p> <ul style="list-style-type: none"> Stamps "RECEIVED" if there is an accompanying letter-request and attaches it the OMB Form 2 as annex Takes action or explains the procedure to be followed in disposing or acting on the request Reminds client to accomplish and drop Feedback Form (OMB Form 7) in the designated box and tells client parting words, "Have a nice day!" 	30 minutes	Officer-of-the-Day	No Fees	OMB Form 2 OMB Form 7
2	Accomplishes and drops OMB Form 7 in the designated box					OMB Form 7

END OF TRANSACTIONS

REDRESS OF CLIENT COMPLAINTS AND GRIEVANCES



WHO MAY AVAIL OF THE SERVICE?

- Any party who has concerns about Ombudsman procedures, systems, facilities, services, and personnel



WHAT ARE THE REQUIREMENTS?

- Duly accomplished Redress Form (OMB Form 6)



HOW LONG WILL IT TAKE?

- Thirty (30) minutes



HOW TO AVAIL OF THE SERVICE?

Step	Client	Service Provider	Response Time	Person in Charge	Fees	Forms
1	<p>a. Approaches Director of the concerned office</p> <p>b. Fills out and submits duly accomplished OMB Form 6</p>	<p>a. Greets client and gives Redress Form (OMB Form 6)</p> <p>b. Receives and checks OMB Form 6</p> <ul style="list-style-type: none"> If the complaint or grievance involves a frontline officer: <ol style="list-style-type: none"> Confers with the frontline personnel complained against Asks the frontline personnel to submit a written explanation within 48 hours Resolves complaint or grievance Refers complaint to the Internal Affairs Board, if the complaint or grievance constitutes an administrative offense Determines next course of action to be taken <ul style="list-style-type: none"> If the complaint or grievance involves Ombudsman procedures, systems, facilities, services: <ol style="list-style-type: none"> Undertakes appropriate action either by referring the concerns to appropriate office for policy consideration or improvement Files OMB Form 6 	30 minutes	Director of Office Concerned	No Fees	OMB Form 6

END OF TRANSACTIONS

