



MFO ACCOUNTABILITY REPORT CARD (MARC-1)

Office of the Ombudsman

The Ombudsman and his/her 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.

OUTPUTS	DEPARTMENT BUDGET FY 2017 (in million)	OVERALL RESULTS ASSESSMENT						
		PERFORMANCE INDICATORS	FY 2016 ACTUAL ACCOMPLISHMENT	FY 2017 TARGET	FY 2017 ACTUAL ACCOMPLISHMENT	RATING		
MAJOR FINAL OUTPUTS								
Corruption Deterrence Services	Php817.22	Investigation						
		Number of complaints and grievances resolved or acted upon	37,788 complaints and grievances resolved	21,350 complaints and grievances resolved	31,002 complaints and grievances resolved	145%		
		Number of fact finding investigations completed	4,408 investigations	3,195 investigations	4,201 investigations	131%		
		Number of preliminary investigations conducted	3,360 investigations	2,529 investigations	2,938 investigations	116%		
		Percentage of investigations conducted resulting in the institution of criminal and/or administrative cases	26%	17.39%	19%	106%		
		Percentage of investigations completed or conducted within one year	28%	16.80%	45%	266%		
		Enforcement						
		Number of administrative cases adjudicated	3,298 cases adjudicated	2,535 cases adjudicated	3,108 cases adjudicated	123%		
		Number of criminal/civil cases prosecuted in court	4,581 cases prosecuted	2,863 cases prosecuted	6,474 cases prosecuted	226%		
		Percentage of decisions in appealed administrative decisions that have been affirmed by the appellate courts	86%	85.10%	86%	101%		
		Percentage of decided cases not resulting in quashal, outright dismissal, or demurrer to evidence	83%	85.97%	97%	113%		
		Percentage of administrative cases adjudicated within one year	35%	15.33%	47%	304%		
		STO and GASS						
		SUPPORT TO OPERATIONS		Posting of ISO 9001 Quality Management System Certificate or Approved ISO-aligned documentation and implementation	100%	100%	100%	100%
Number of people trained under the Integrity, Transparency & Accountability in Public Service Program	8,961 people trained			7,200 people trained	19,085 people trained	265%		
GENERAL ADMINISTRATIVE SUPPORT SERVICES	Php1,404.638	Budget Utilization Rate						
		Obligations BUR Ratio of total obligations against all allotments.	67%	100%	86%	86%		
			Php464,953,000		Php503,113,000			
		Disbursements BUR Ratio of total disbursement to total obligations.	68%	100%	100%	100%		
			Php318,292,000		Php395,447,000			
		Public Financial Management reporting requirements of COA and DBM						
		Budget and Financial Accountability Reports (BFARs)	100%	100%	100%	100%		
		Report on Ageing of Cash Advances	100%	100%	100%	100%		
		COA Financial Reports	100%	100%	100%	100%		
		Full Compliance with at least 30% of the prior years' COA Audit Recommendations		100%	100%	100%		
		Submission of APP CSE		100%	100%	100%		
Submission of APP non-CSE	100%	100%	100%	100%				
Submission of APCPI	100%	100%	100%	100%				

Source: Agency Form A/A-1; Assessment of DBM BMB-D