

XXXIII. OFFICE OF THE OMBUDSMAN

STRATEGIC OBJECTIVES

MANDATE

The Ombudsman and his Deputies, as protectors of the people, shall act promptly on complaints filed in any form or manner against officers and employees of the Government, or of any subdivision, agency or instrumentality thereof, including government-owned and 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.

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.

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.

KEY RESULT AREAS

Transparency, accountability and open governance

SECTOR OUTCOME

1. Effective and transparent governance practice
2. Rule of law strengthened

PERFORMANCE INFORMATION

KEY STRATEGIES

To enhance efficiency, effectiveness, transparency, accountability, credibility and responsiveness in the performance of the mandate and functions of the Office towards the improvement of corruption prevention and control.

MAJOR FINAL OUTPUTS (MFOs) / PERFORMANCE INDICATORS (PIs)2016 Targets

MFO 1: CORRUPTION DETERRENCE SERVICES

Investigation

No. of complaints and grievances resolved or acted upon	20,064
No. of fact finding investigations completed	4,275
No. of preliminary investigations conducted	3,664
Percentage of investigations conducted resulting in the institution of criminal and/or administrative cases	17.05%
Percentage of investigations completed or conducted within one year	16.75%

Enforcement

No. of administrative cases adjudicated	3,966
No. of criminal/civil cases prosecuted in court	2,821
Percentage of decisions in appealed administrative decisions that have been affirmed by the appellate courts	85.05%
Percentage of decided cases not resulting in quashal, outright dismissal, or demurrer to evidence	88.65%
Percentage of administrative cases adjudicated within one year	15.05%