

## 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
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2. Number of integrity and anti-corruption advocates capacitated and mobilized	9,000	9,000
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