

**XXXIV. OFFICE OF THE OMBUDSMAN**

**STRATEGIC OBJECTIVES**

**SECTOR OUTCOME(S)**

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**

<u>ORGANIZATIONAL OUTCOMES (00s) / PERFORMANCE INDICATORS (PIs)</u>	<u>BASELINE</u>	<u>2026 TARGETS</u>
Reduced incidence and impact of corruption and red tape		
<b>ANTI-CORRUPTION INVESTIGATION PROGRAM</b>		
Outcome Indicator		
1. Percentage of completed case build-up reports and fact-finding investigations and/or lifestyle checks resulting in the filing of criminal and/or administrative cases	8.01%	11%
Output Indicators		
1. Percentage of case build-up reports and fact-finding investigations and/or lifestyle checks completed	20.51%	22%
2. Percentage of criminal and forfeiture cases investigated and resolved	40.01%	41%
3. Percentage of criminal and forfeiture cases investigated and resolved within a one-year period	17.01%	34%
<b>ANTI-CORRUPTION ENFORCEMENT PROGRAM</b>		
Outcome Indicators		
1. Percentage of criminal and civil cases tried in court not resulting in an approved demurrer to evidence	12.01%	25%
2. Percentage of criminal and civil cases decided by the court resulting in conviction of at least 1 accused	25.01%	28%
Output Indicators		
1. Percentage of administrative cases adjudicated	40.01%	41%
2. Percentage of administrative cases adjudicated within a one-year period	16.01%	34%
<b>OMBUDSMAN PUBLIC ASSISTANCE PROGRAM</b>		
Outcome Indicator		
1. Percentage of frontline service feedback with a rating of at least very satisfactory	80.01%	82%
Output Indicator		
1. Percentage of requests for assistance and grievances resolved	77.01%	80%

or acted upon within the prescribed time

**CORRUPTION PREVENTION PROGRAM**

**Outcome Indicator**

1. Percentage of satisfied integrity promotion program beneficiaries	80.01%	85%
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**Output Indicator**

1. Percentage of integrity and anti-corruption advocates trained (new)	85%	85%
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