

 Office of the Ombudsman		MFO ACCOUNTABILITY REPORT CARD (MARC-1)					
OUTPUTS	DEPARTMENT BUDGET FY 2014 (in million)	OVERALL RESULTS ASSESSMENT					
		SERVICE/ PRODUCT RESULTS					
		PERFORMANCE INDICATORS	FY 2013 ACTUAL ACCOMPLISHMENT	FY 2014 TARGET	FY 2014 ACTUAL ACCOMPLISHMENT	RATING	
MAJOR FINAL OUTPUTS							
The Ombudsman and his/her Deputies, as protectors of the people, shall act promptly 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.	Corruption Deterrence Services	Investigation					
		Number of complaints and grievances resolved or acted upon	30,127 complaints and grievances resolved	18,378 complaints and grievances resolved	40,993 complaints and grievances resolved	136%	
		Number of fact finding investigations completed	3,246 investigations	4,038 investigations	3,813 investigations	94.4%	
		Number of preliminary investigations conducted	3,192 investigations	3,470 investigations	3,013 investigations	86.8%	
		Percentage of investigations conducted resulting in the institution of criminal and/or administrative cases	22.20%	16.60%	22.9%	138%	
		Percentage of investigations completed or conducted within one year	18.20%	15.20%	31.40%	207%	
		Enforcement					
		Number of administrative cases adjudicated	3,499 cases adjudicated	3,757 cases adjudicated	3,219 cases adjudicated	85.7%	
		Number of criminal/civil cases prosecuted in court	2,936 cases prosecuted	2,584 cases prosecuted	3,229 cases prosecuted	125%	
		Percentage of decisions in appealed administrative decisions that have been affirmed by the appellate courts	92.70%	84.60%	87.30%	103%	
		Percentage of decided cases not resulting in quashal, outright dismissal, or demurrer to evidence	82.90%	88.50%	79.70%	90.1%	
		Percentage of administrative cases adjudicated within one year	19%	14.60%	26%	178%	
	STO and GASS						
	SUPPORT TO OPERATIONS	Number of management and employees oriented on QMS		239 management employees oriented	344 management employees oriented	144%	
		Number of people trained under the Integrity, Transparency & Accountability in Public Service Program	1,355 people trained	1,500 people trained	5,359 people trained	357%	
	GENERAL ADMINISTRATIVE SUPPORT SERVICES	Budget Utilization Rate					
		Obligations BUR Ratio of total obligations to total release.	64%	65%	67.30%	104%	
					Php334,479,000 Php497,014,000		
Disbursements BUR Ratio of total disbursement to total obligations.		65%	66%	77.4%	117%		
		Php164,789,000 Php253,616,000		Php258,897,000 Php334,479,000			
Submission to COA							
Financial Statements for FY 2013 (per PD 1445)		100%	100%	100%	100%		
Report on ageing of Cash Advances (cut-off date November 15, 2014)	100%	100%	100%	100%			

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