

MFO ACCOUNTABILITY REPORT CARD (MARC-1)							
Office of the Ombudsman	DEPARTMENT BUDGET	OVERALL RESULTS ASSESSMENT					
		OUTPUTS	PERFORMANCE INDICATORS	FY 2014 ACTUAL ACCOMPLISHMENT	FY 2015 TARGET	FY 2015 ACTUAL ACCOMPLISHMENT	RATING
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.	MAJOR FINAL OUTPUTS						
	Corruption Deterrence Services	Investigation					
		Number of complaints and grievances resolved or acted upon	40,993 complaints and grievances resolved	18,913 complaints and grievances resolved	30,504 complaints and grievances resolved	161%	
		Number of fact finding investigations completed	3,813 investigations	4,155 investigations	3,957 investigations	95%	
		Number of preliminary investigations conducted	3,013 investigations	3,572 investigations	3,197 investigations	90%	
		Percentage of investigations conducted resulting in the institution of criminal and/or administrative cases	22.9%	16.70%	21%	126%	
		Percentage of investigations completed or conducted within one year	31.40%	15.30%	32%	209%	
		Enforcement					
		Number of administrative cases adjudicated	3,219 cases adjudicated	3,752 cases adjudicated	3,533 cases adjudicated	94%	
		Number of criminal/civil cases prosecuted in court	3,229 cases prosecuted	2,659 cases prosecuted	3,720 cases prosecuted	140%	
		Percentage of decisions in appealed administrative decisions that have been affirmed by the appellate courts	87.30%	84.70%	86%	102%	
	Percentage of decided cases not resulting in quashal, outright dismissal, or demurrer to evidence	79.70%	88.60%	95%	107%		
	Percentage of administrative cases adjudicated within one year	26%	14.70%	28%	190%		
	STO and GASS						
	SUPPORT TO OPERATIONS	Quality Management System: ISO 9001:2001 Certificate or Agency Operations Manual		100%	100%	100%	
		Number of people trained under the Integrity, Transparency & Accountability in Public Service Program	5,359 people trained	1,750 people trained	5,118 people trained	292%	
		Number of integrity assessments or corruption diagnostics conducted	12 assessments conducted	12 assessments conducted	59 assessments conducted	492%	
	GENERAL ADMINISTRATIVE SUPPORT SERVICES	Budget Utilization Rate					
		Obligations BUR Ratio of total obligations to total release.	67.30% 334,479,000 497,014,000	83%	82.53% 447,103,000 541,777,000	99%	
		Disbursements BUR Ratio of total disbursement to total obligations.	77.4% 258,897,000 334,479,000	81%	84.4% 377,184,000 447,103,000	104%	
		Public Financial Management reporting requirements of COA and DBM					
		Budget and Financial Accountability Reports (BFARs)	100%	100%	100%	100%	
		Report on Ageing Cash Advance	100%	100%	100%	100%	
COA Financial Reports		100%	100%	100%	100%		
APCPI			100%	100%	100%		
Submission of APP		100%	100%	100%			

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

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