




MFO ACCOUNTABILITY REPORT CARD (MARC-1)

 Office of the Ombudsman	OUTPUTS	DEPARTMENT BUDGET FY 2016 (in million)	OVERALL RESULTS ASSESSMENT				
			SERVICE / PRODUCT RESULTS				
			PERFORMANCE INDICATORS	FY 2015 ACTUAL ACCOMPLISHMENT	FY 2016 TARGET	FY 2016 ACTUAL ACCOMPLISHMENT	RATING
<p>The Ombudsman and his/her Deputies, as protectors of the people, shall act promptly on 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 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.</p>	MAJOR FINAL OUTPUTS						
	Corruption Deterrence Services	Php660.611	Investigation				
			Number of complaints and grievances resolved or acted upon	30,504 complaints and grievances resolved	20,064 complaints and grievances resolved	37,788 complaints and grievances resolved	188%
			Number of fact finding investigations completed	3,957 investigations	4,275 investigations	4,408	103%
			Number of preliminary investigations conducted	3,197 investigations	3,664 investigations	3,360 investigations	92%
			Percentage of investigations conducted resulting in the institution of criminal and/or administrative cases	21%	17.05%	26%	153%
			Percentage of investigations completed or conducted within one year	32%	16.75%	28%	170%
			Enforcement				
			Number of administrative cases adjudicated	3,533 cases adjudicated	3,966 cases adjudicated	3,298 cases adjudicated	83%
			Number of criminal/civil cases prosecuted in court	3,720 cases prosecuted	2,821 cases prosecuted	4,581 cases prosecuted	162%
			Percentage of decisions in appealed administrative decisions that have been affirmed by the appellate courts	86%	85.05%	86%	101%
			Percentage of decided cases not resulting in quashal, outright dismissal, or demurrer to evidence	95%	88.65%	83%	94%
			Percentage of administrative cases adjudicated within one year	28%	15.05%	35%	233%
			STO and GASS				
	SUPPORT TO OPERATIONS		Posting of Quality Management System ISO 9001:2008 Certificate or Quality Manual and Quality Procedures/ PAWIM	100%	100%	100%	100%
			Number of people trained under the Integrity, Transparency & Accountability in Public Service Program	5,118 people trained	2,950 people trained	8,961 people trained	304%
			Number of integrity assessments or corruption diagnostics conducted	59 assessments conducted	27 assessments conducted	56 assessments conducted	207%
	GENERAL ADMINISTRATIVE SUPPORT SERVICES	Php1,341.269	Budget Utilization Rate				
			Obligations BUR Ratio of total obligations to total release.	82.53%	100%	67%	67%
				Php447,103,000		Php464,953,000	
			Disbursements BUR Ratio of total disbursement to total obligations.	84.4%	100%	68%	68%
				Php377,184,000		Php318,292,000	
			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%	100%	
Submission of APP			100%	100%	100%	100%	

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