

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 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.

OFFICE OF THE OMBUDSMAN

FY 2018 PBB Status

STREAMLINING AND PROCESS IMPROVEMENT

Compliant

GOOD GOVERNANCE CONDITIONS

Transparency Seal Compliant

Partially

Compliant

SUPPORT TO OPERATIONS

ISO 9001:2015 Certification of QMS

DEM reporting requirements to COA and DRM

Compliant

PhilGEPS Posting

Citizen's or Service Charter Compliant

Other Cross-Cutting Peguirements

GENERAL ADMINISTRATION AND SUPPORT SERVICES

PFM reporting requirements to COA and DBM		Other Cross-Cutting Requirements					
Quarterly BFARS	Non-Compliant	SALN Review and Compliance Procedure					Compliant
COA Financial Reports	Compliant	Compliance with FOI Program					N/A
Sustained Compliance to prior years' AAR	Compliant	Agency's System of Rating and Ranking					Compliant
PROCUREMENT REQUIREMENTS		BUDGET UTILIZATION RATE	2014	2015	2016	2017	2018
FY 2018 APP-NON CSE	Non-Compliant	Obligations BUR	67%	83%	67%	86%	93%
Indicative FY 2019 APP NON-CSE	Compliant						
FY 2019 APP-CSE	Compliant	Disbursment BUR	77%	84%	68%	100%	
FY 2017 APCPI Results	Compliant						85%
Undertaking of Early Procurement	Non-Compliant						