



OFFICE OF THE OMBUDSMAN

FY 2020 PBB Status

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.

STREAMLINING AND PROCESS IMPROVEMENT

Compliant

SUPPORT TO OPERATIONS

ISO 9001:2015 Certification of QMS

Compliant

GOOD GOVERNANCE CONDITIONS

Transparency Seal

Compliant

PhilGEPS Posting

Compliant

Citizen's or Service Charter

Compliant

GENERAL ADMINISTRATION AND SUPPORT SERVICES

PFM reporting requirements to COA

Sustained Compliance to prior years' AAR

Compliant

Other Cross-Cutting Requirements

SALN Review and Compliance Procedure

Compliant

Compliance with FOI Program

N/A

Agency's System of Rating and Ranking

Compliant

PROCUREMENT REQUIREMENTS

FY 2020 APP-NON CSE

Non-Compliant

Indicative FY 2021 APP NON-CSE

Compliant

FY 2021 APP-CSE

Compliant

FY 2019 APCPI Results

Non-Compliant

Undertaking of Early Procurement Activities

Non-Compliant

BUDGET UTILIZATION RATE

2016 2017 2018 2019 2020

Obligations BUR

67%

86%

93%

93%

71%

Disbursement BUR

68%

100%

85%

92%

91%