



GUIDE TO OMBUDSMAN e-CLEARANCE APPLICATION

Step 1 REGISTER & LOGIN



Register and Log-in

Visit the Ombudsman portal at www.ombudsman.gov.ph
Create an account with your personal details and complete initial registration. Confirm account via email.
(Detailed account creation)

Step 2A SCHEDULE AN APPOINTMENT



Schedule an Appointment

Choose your preferred pickup location (e.g., QC, Cebu, Davao), date, and time slot. Confirmation is received.
(Book your slot)

Step 2B ACCOMPLISH APPLICATION FORM & UPLOAD DOCUMENTS



Complete Application & Upload Docs

Fill out the detailed online form with personal and application details.
(Application details and required documents)

Step 3 PAY CORRESPONDING FEES



LANDBANK



Pay Fees

Select either from e-Wallet, Credit Card, Bank Transfers, or Over-the Counter.

Step 4 CLAIM CLEARANCE



Claim Clearance

Visit your selected location on your scheduled appointment date. Bring your **claim stub/receipt** and **original IDs** used for verification. Clearance must be personally picked up by applicant. Representatives of applicants shall not be entertained.



IMPORTANT NOTES: Ensure accurate details. Keep your claim receipt. Check email notifications. Valid IDs required for pick-up.



User's Guide: Online Application for Ombudsman Clearance (e-Clearance)

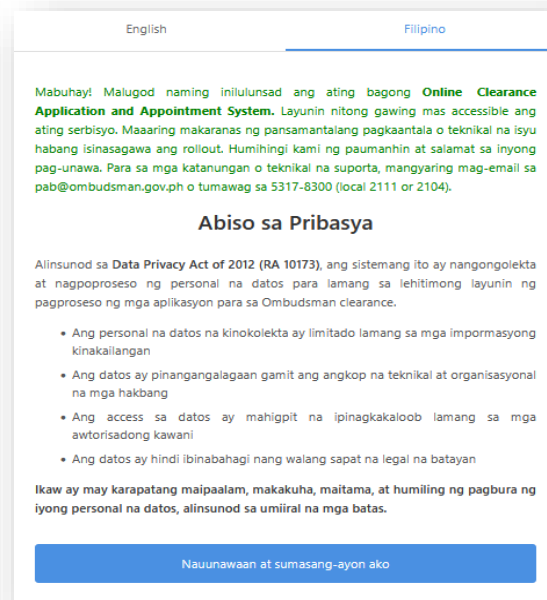
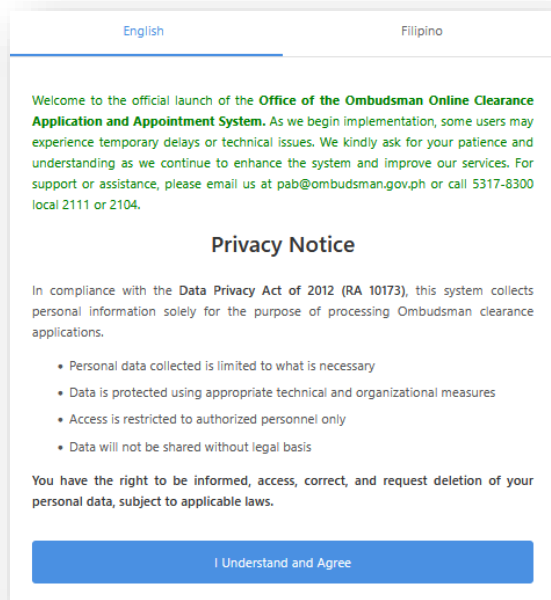
Follow this step-by-step guide to register, apply, and pay for your Ombudsman Clearance online.

STEP 1 – REGISTER AND LOGIN

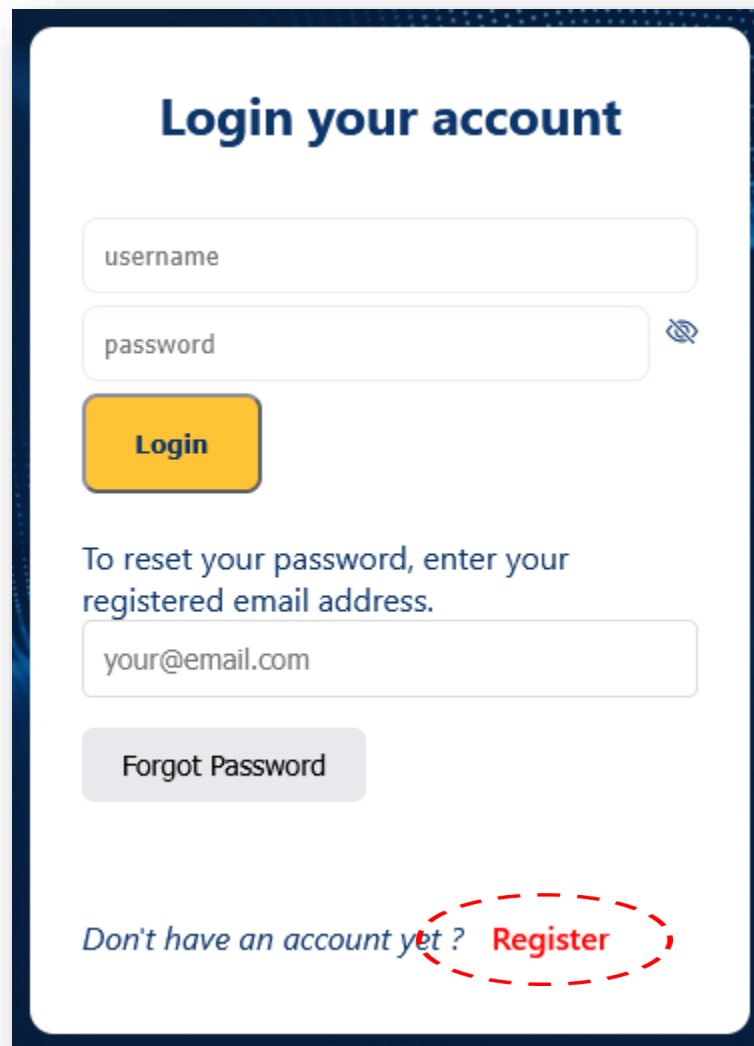
1. **Access the Ombudsman Portal:** Visit the official Ombudsman website at <https://www.ombudsman.gov.ph>. Under the **Key Services** section, click the **Application for OMB Clearance** button.



2. **Privacy Notice:** Review the **Privacy Notice** that appears and click **I understand and Agree** to proceed.



3. **Create an Account:** If you are a new user, click the **Register** button at the bottom of the login box.



Login your account

username

password

Login

To reset your password, enter your registered email address.

your@email.com

Forgot Password

Don't have an account yet? **Register**

4. **Fill Registration Details:** complete the **OMB e-Service Registration Form** with your full name, email, mobile number, and desired credentials.

- ✓ **Password Requirements:** Your password must be at least 12 characters long and must include one number, and one special character (e.g., #, %, \$).

Sample Password: 1#MyOMBAccount

Ombudsman eService Registration Form

Full Name

Email Address

Mobile Number

Username

Password
Must be a minimum of 12 characters and must include at least one number and one special character (e.g., #, %, \$).

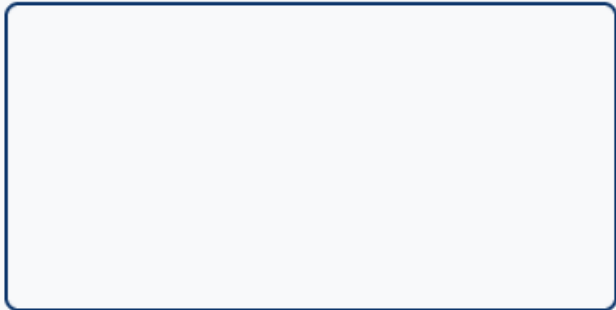
Re-Type Password

5. **Identity Verification (Photo):** Click **Start Camera** and align your head with the on-screen capture area to take your registration photo. Tick the box to agree to share your photo and other information with the Office of the Ombudsman.

Reminder: The applicant must take a clear live photo in a well-lit environment. Please ensure the applicant's full face is clearly visible and centered in the frame. Remove hats, masks, sunglasses, or anything covering the face. Avoid blurry photos, dark lighting, filters, screenshots, or having multiple people in the frame. Non-compliant may result in the denial or rejection of your registration or application.

Applicant Photo Verification

You are required to capture a clear, live photograph during registration in a well lit environment. The image must show your full face, unobstructed and properly centered within the frame. Hats, masks, sunglasses, or any item that conceals facial features must be removed. Photographs that are blurred, poorly lit, taken from screenshots, filtered or digitally altered, reused from prior submissions, or containing more than one person are strictly prohibited. Non compliant images may result in the denial or rejection of your registration or application.

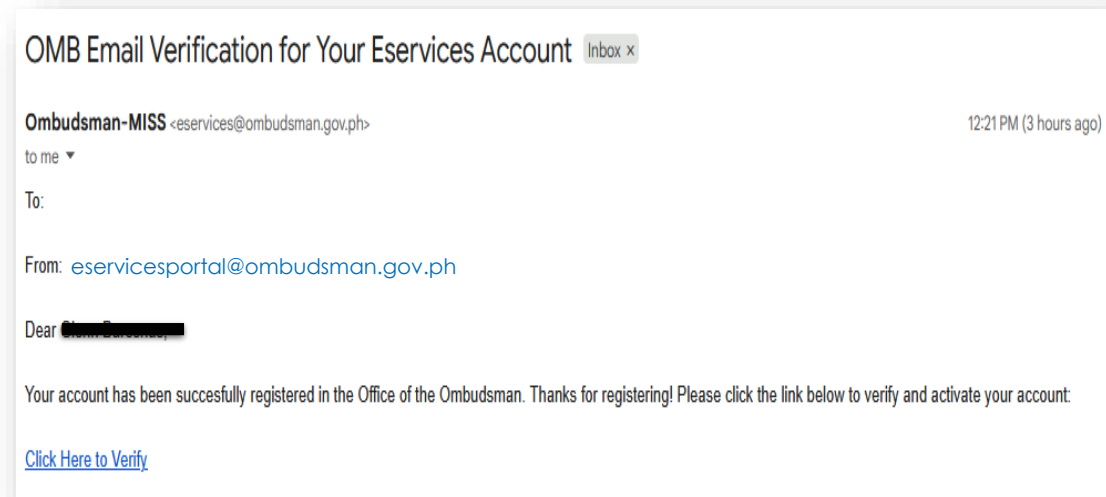


Start Camera

By proceeding, I certify that this live photo was personally taken by me and accurately reflects my appearance at the time of registration. I further consent to the collection, processing, and sharing of the information provided herein with the Office of the Ombudsman for purposes related to the online clearance application.
[Click here to view privacy notice.](#)

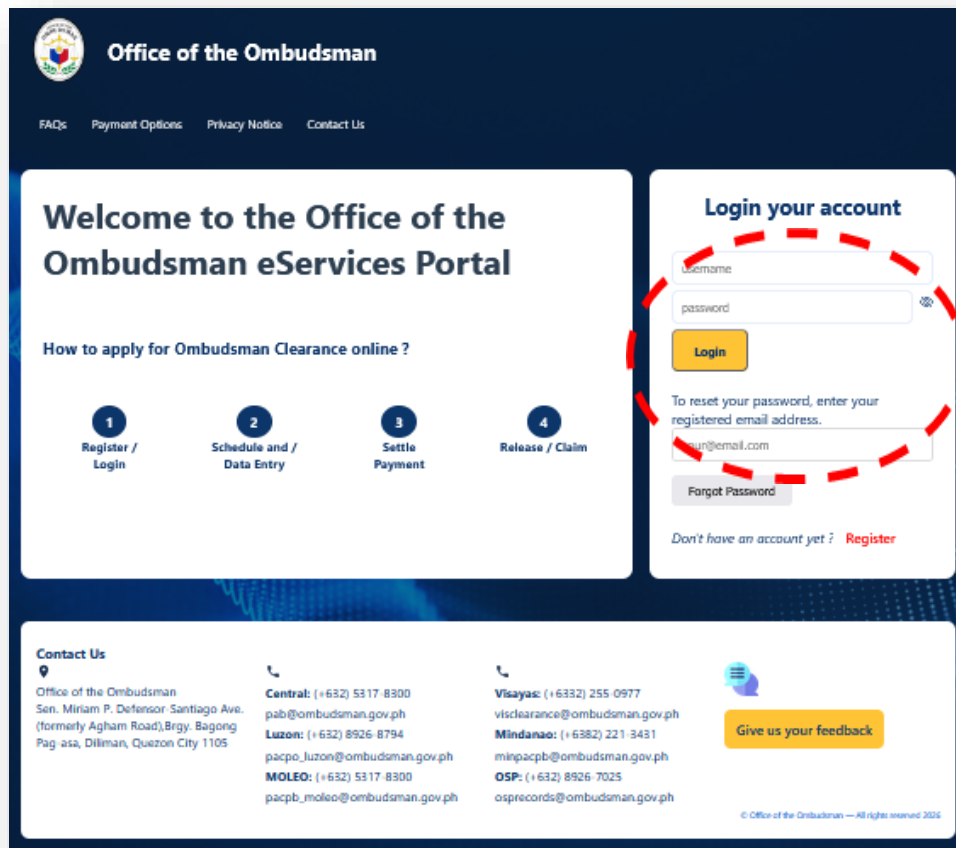
Register

6. **Email Activation:** After clicking **Register**, check your registered email for an activation link. Click the link “**Click Here to Verify**” to verify your account.



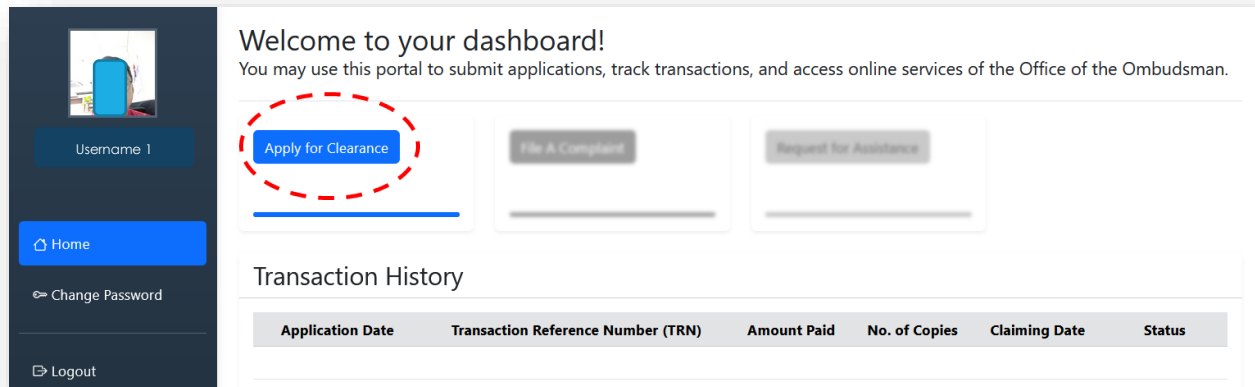
Note: Check your **Spam folder** in case you did not find the **Email Verification** in your **Inbox folder**.

7. **Login:** Once activated, return to the Ombudsman portal and enter your **Username** and **Password**, then click **Login**.



STEP 2A – SCHEDULE AN APPOINTMENT

1. **Start an Application:** From your account homepage, click **Apply for Clearance** button.



2. **Select Pickup Details:** To book for an appointment, choose your preferred **Pickup Location** from the dropdown menu, select an available **Pickup Date**, and **Time Slot** from the calendar. Then, click **Book Now**.

2a. Select a **Pickup Location**. Choose from the drop down menu.



2b. Select from the calendar your preferred **Pickup Date**.

The screenshot shows the 'Schedule of Application' form. The 'Pickup at:' dropdown menu is set to 'Central : OMB Quezon City Office, Sen. Miriam P. Defensor-Santiago Ave., Diliman, Q. City'. The 'Pickup Date:' field is empty, with a placeholder text 'Select date for pickup'. A calendar for May 2026 is displayed below the date field, with the date 11th circled in red. The calendar shows the following dates: Sun (26, 3), Mon (27, 4), Tue (28, 5), Wed (29, 6), Thu (30, 7), Fri (1, 8), Sat (2, 9), Sun (10, 11), Mon (12, 13), Tue (14, 15), Wed (16, 17), Thu (18, 19), Fri (20, 21), Sat (22, 23), Sun (24, 25), Mon (26, 27), Tue (28, 29), Wed (30, 31).

Disclaimer: If the selected date is subsequently declared a holiday, the claiming date shall automatically be moved to the next working day.

2c. Select preferred **Time Slot**. Then click **Book Now**.

The screenshot shows the 'Schedule of Application' form. The 'Pickup at:' dropdown menu is set to 'Central : OMB Quezon City Office, Sen. Miriam P. Defensor-Santiago Ave., Diliman, Q. City'. The 'Pickup Date:' field is set to '2026-05-11'. The 'Time Slots Available:' section has four radio buttons: 8:00 AM - 10:00 AM (selected), 10:00 AM - 12:00 PM, 12:00 PM - 2:00 PM, and 2:00 PM - 4:00 PM. The 'Book Now' button is highlighted with a red dashed circle.

Important Note:

Release of clearance is currently available for personal pick-up only. In case of a request for a deceased person, the clearance may be claimed by the duly authorized representative upon presentation of the required supporting documents and authorization.

STEP 2B – ACCOMPLISH APPLICATION FORM AND UPLOAD DOCUMENTS

1. **Prepare Documents:** Ensure you have clear digital copies of the following depending on the type of client.

Type of Client	Documents to be uploaded
1. Applicant	<ol style="list-style-type: none"> a. A clear copy of any one (1) valid government-issued ID with picture and signature OR current agency ID with picture and signature of applicant (front and back of ID) b. Clear copy of Service Record <i>*Not required but highly encouraged</i>
2. Requester in behalf of the deceased person	<ol style="list-style-type: none"> a. For the applicant: A clear copy of any one (1) valid government issued ID with picture and signature or current agency ID with picture and signature of applicant (front and back of ID) b. For the authorized representative: A clear copy of any one (1) valid government issued ID with picture and signature or current agency ID with picture and signature of requester (front and back of ID) c. One (1) clear copy of death certificate of the deceased person d. One (1) clear copy of marriage certificate(for the spouse as authorized representative)/birth certificate(for the child as authorized representative) to prove relationship to the deceased
3. First time jobseeker	<ol style="list-style-type: none"> a. A clear copy of any one (1) valid government-issued ID with picture and signature OR current agency ID with picture and signature of applicant (front and back of ID) b. One (1) original copy of barangay certification stating that the client is a first-time jobseeker

4. Indigent	<p>c. A clear copy of any one (1) valid government-issued ID with picture and signature OR current agency ID with picture and signature of applicant (front and back of ID)</p> <p>d. One (1) original copy of certificate of indigency</p>
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2. **Complete Application for Ombudsman Clearance Form (OMB Form 1):** Fill in the required fields (marked with an asterisk *) and click **Submit**.

OMBUDSMAN CLEARANCE
Online Filing

- Schedule for Appointment
- Fill-up Application Form
- Confirmation
- Payment

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OMB Clearance Application

Pickup Details : **Release of the clearance is currently available for personal pickup only. In the case of a deceased applicant, the clearance may be claimed by the duly authorized representative upon presentation of the required supporting documents and authorization.**

Pickup at **1. Central : OMB Quezon City Office, Sen. Miriam P. Defensor-Santiago Ave. (formerly Agham Road), Brgy. Bagong Pag-asa, Diliman, Quezon City** on **May 22, 2026, between 8:00 to 10:00 am**

Fields with * are required

Requester Information

* Requester Type (Please choose one) * Purpose (Will not be reflected in the Clearance/Certificate) * Number of Copies Requested (P150.00 per copy)

Applicant Others 1

If for other purpose, please specify here TOTAL : 150

OMB Clearance Application

Pickup Details : **Release of the clearance is currently available for personal pickup only. In the case of a deceased applicant, the clearance may be claimed by the duly authorized representative upon presentation of the required supporting documents and authorization.**

Pickup at **1. Central : OMB Quezon City Office, Sen. Miriam P. Defensor-Santiago Ave. (formerly Agham Road), Brgy. Bagong Pag-asa, Diliman, Quezon City** on **May 22, 2026, between 8:00 to 10:00 am**

Fields with * are required


Requester Information

* Requester Type (Please choose one) * Purpose (Will not be reflected in the Clearance/Certificate) * Number of Copies Requested (P150.00 per copy)

Applicant Others 1

If for other purpose, please specify here TOTAL : 150

Applicant's Information

 Write N/A if not applicable

***First Name**

First Name of Applicant

***Middle Name**

Middle Name of Applicant

***Last Name**

Last Name of Applicant

***Suffix**

Write N/A, if not applicable

***Sex**

--Select--

***Date of Birth**

mm / dd / yyyy



***Mother's Maiden Surname**

Mother's Maiden Surname

***Contact Number**

Contact Number

***E-mail Address**

myemailaddress@gmail.com

Present Address

***House No./Block No./Building/Street**

House No./Block No./Building/Street

***Province**

-- Select --

***City/Municipality**

-- Select --

***Barangay**

-- Select --

***Zip Code**

Zip Code

Employment Information

***Position/Title/Rank**

Write complete Position/Title/Rank. Do not abbreviate.

***Agency Type**

-- Select --

Agency/Office Address

*Agency/Office Name

Please spell out the full agency name having a minimum of 4 characters

*Building/Street Address

Building/Street

*Province

-- Select --

*City/Municipality

-- Select --

*Barangay

-- Select --

*Office Zip Code

Agency/Office Zip Code

Service Record

From :

mm / dd / yyyy



To :


mm / dd / yyyy




Present

Document Upload


*Please upload the following documents as Applicant

 Please upload a clear copy of any one (1) valid government issued ID with picture and signature or current agency ID with picture and signature of applicant Accepted file formats: JPG, JPEG, or PDF only (Maximum file size: 10 MB)

* Front of ID

 Choose file or drag here

* Back of ID

 Choose file or drag here

Service Record (Not required but highly encouraged)

 Choose file or drag here

* I declare that the answers given above are true and correct to the best of my personal knowledge and the authentic documents in my possession. I respectfully request your office to process my application. By submitting this form, it is understood that the personal information submitted will be used solely to provide the services requested, handled properly, and not shared with any unauthorized person in accordance with the Ombudsman Privacy Notice.

Date of Filing

05 / 15 / 2026

* What is 7 + 7?

Enter captcha

SUBMIT

3. **Review and Confirm:** The system will generate a **Transaction Number**. Review your details carefully before clicking **Submit and Proceed to Payment**.

OMBUDSMAN CLEARANCE
Online Filing

- ✓ Schedule for Appointment
- ✓ Fill-up Application Form
- Confirmation**
- Payment

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Please review your information below.

Your Transaction Number
TRN-OMB-2026-000150

Mode of Release: Personal pick-up

Pick-up Location: 2. Central : OMB Rosales, Rosales Government Center Magilas Trail, Barangay Carmay East, (beside Rosales Skills Training Center)Magilas Trail, Barangay Carmay East (beside Rosales Skills Training Center), Rosales, Pangasinan

Date & Time: May 25, 2026, between 8:00 to 10:00 am

I am the: Applicant Purpose: Promotion

Number of Original Copies Requested: 1
TOTAL : 150.00

OMBUDSMAN CLEARANCE
Online Filing

- ✓ Schedule for Appointment
- ✓ Fill-up Application Form
- Confirmation**
- Payment

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Front of ID: Back of ID:

Clear copy of Service Record
Not Uploaded

Date of Filing: 2026-05-13

Please check all entries before confirming and submitting your application for processing. Thank you.

Disclaimer: If the selected schedule date is subsequently declared a holiday, the claiming date shall automatically be moved to the next working day.

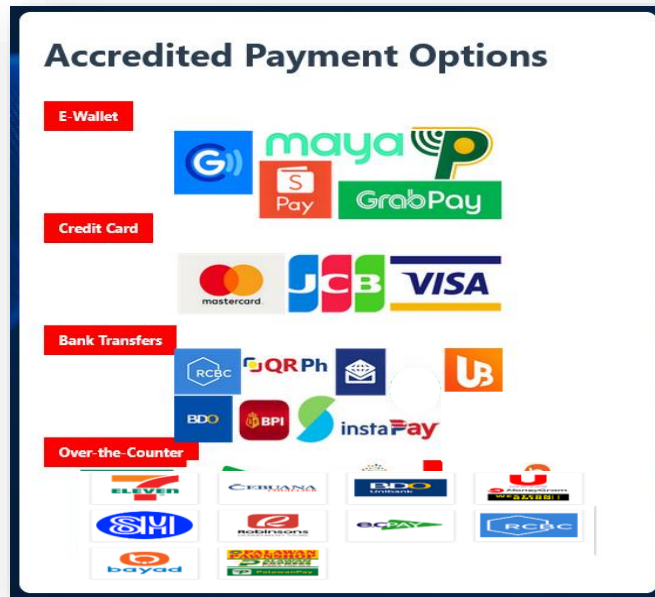
Go Back **Submit and Proceed to Payment**

****Important Reminder****

Please make sure that your web browser allows pop-ups for this website. [If you are using an ad blocker or browser privacy extension, kindly disable it temporarily, as it may prevent the payment window from opening properly.](#)

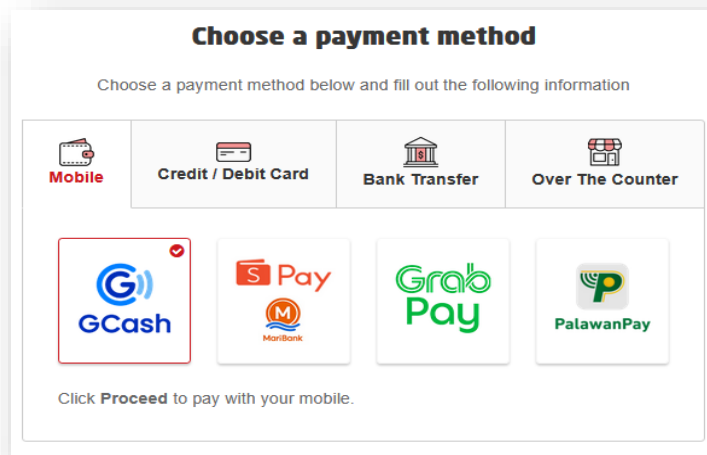
STEP 3 – PAY CORRESPONDING FEES

1. **Pay Fees:** The standard fee is PhP150.00 per copy.
 - ✓ **Exemptions:** Fees are waived for indigents and first-time job seekers.
 - ✓ **Convenience Fee/Transaction Fee:**
 - A flat rate of **₱25.00** per transaction will be added as a convenience fee.
 - For Credit/Debit Card users: If the transaction cost exceeds **₱1,000.00**, the convenience fee will be **2.5%** of the total amount.
 - ✓ **Payment Options:** You can pay via e-wallets, credit cards, bank transfers, or over-the-counter options.



Example: Mobile Payment via G-Cash

1. Click the **GCash** icon among the payment options.
2. Check the **tick boxes (consent)**, then click the **Proceed** button.
3. Click **OK** to finalize and proceed with the transaction.




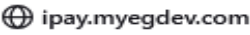
Payment Details

Order Number	TRN-OMB-2026-000239
Name	[REDACTED]
Product Description	Ombudsman Clearance
Amount	PHP 150.00
Convenience Fee	PHP 25.00
Total Amount Due	PHP 175.00

I understand that **MYEG does not process or facilitate refunds under any circumstances**, and that **all refund requests must be coordinated directly with the respective government merchant**.


I understand that **all convenience fees are strictly non-refundable**.

Powered by

www.myeg.ph
 V7.6.2.1 20260414



Are you sure you want to proceed?

- Acknowledgement Receipt:** Once payment is successful, an **Acknowledgement Receipt** will be emailed by MYEG to your registered account.


 www.myeg.ph

ACKNOWLEDGEMENT RECEIPT

AR Number: OMB20260000002
Date & Time: 13 May 2026 12:48:13

Biller Name : MyEG PH
 Agency Name : OMB
 Name of Payor : [REDACTED]

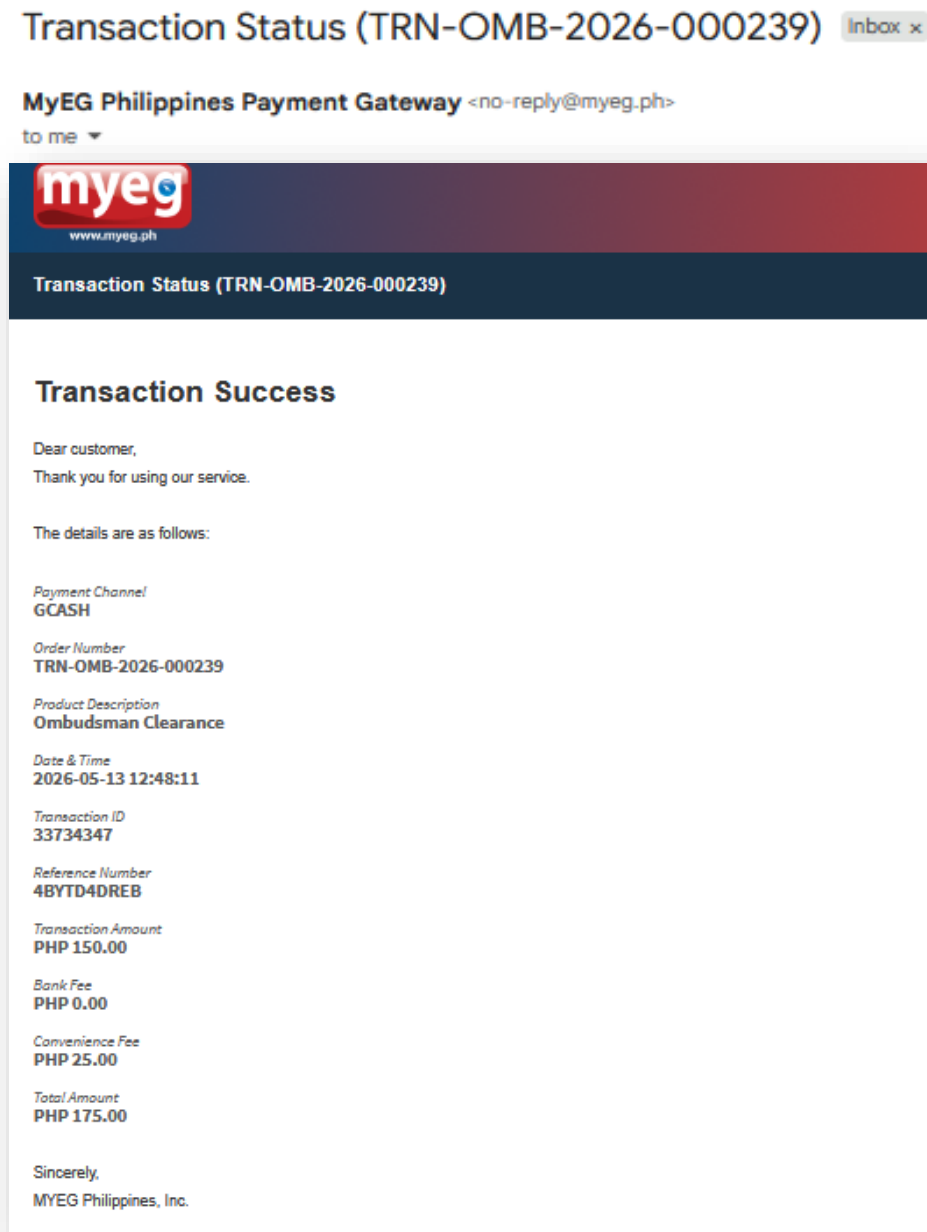
No.	Particular	Amount (PHP)
1	Ombudsman Clearance	150.00
2	Total	150.00

Base Amount : PHP 150.00
 Service Charge : PHP 25.00
 Tax (If applicable) : PHP 0.00
 Total Amount : PHP 175.00
 Reference Number : 4BYTD4DREB
 Agency Reference Number : TRN-OMB-2026-000239

This is a system generated receipt. Signature is not required

Note: Check your **Spam/Junk folder** in case you did not find the **Acknowledgement Receipt** in your **Inbox**.

3. **Receive Transaction Status:** You will receive an email from MYEG confirming the transaction.



Note: Check your **Spam/Junk folder** in case you did not find the **Acknowledgement Receipt** in your **Inbox**.

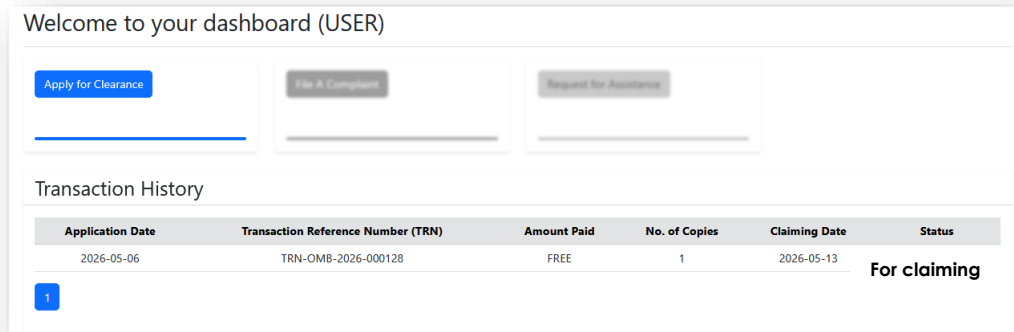
4. **Transaction Confirmation:** You will receive an email from the Office of the Ombudsman MISS confirming the transaction.

TRANSACTION CONFIRMATION																			
Please PRINT or PRESENT this page upon claiming of OMB clearance																			
Your application has been successfully transmitted and will be processed.																			
Transaction No. <u>TRN-OMB-2026-000154</u>																			
Date and Time of Claiming: <u>2026-05-19, between 8:00 to 10:00 am</u>																			
FIRST NAME:	[REDACTED]																		
MIDDLE NAME:	[REDACTED]																		
LAST NAME:	[REDACTED]																		
SUFFIX:	N/A																		
CONTACT NUMBER:	[REDACTED] 62																		
EMAIL:	[REDACTED]@om																		
OFFICE/AGENCY:	Office of the Ombudsman																		
TRANSACTION DATE:	2026-05-11																		
PICK-UP LOCATION:	2. Central : OMB Rosales, Rosales Government Center Magilas Trail, Barangay Carmay East, (beside Rosales Skills Training Center)Magilas Trail, Barangay Carmay East (beside Rosales Skills Training Center), Rosales, Pangasinan																		
REMARKS:																			
<table border="1"> <thead> <tr> <th>Description</th> <th>Date</th> <th>Amount</th> <th>Quantity</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Confirmation</td> <td>2026-05-11</td> <td>150</td> <td>1</td> <td>150</td> </tr> <tr> <td>Total Amount</td> <td></td> <td>150</td> <td>1</td> <td>150</td> </tr> </tbody> </table>					Description	Date	Amount	Quantity	Total	Confirmation	2026-05-11	150	1	150	Total Amount		150	1	150
Description	Date	Amount	Quantity	Total															
Confirmation	2026-05-11	150	1	150															
Total Amount		150	1	150															

Note: Check your **Spam/Junk folder** in case you did not find the **Transaction confirmation** in your **Inbox**.

STEP 4 – CLAIM CLEARANCE/CERTIFICATION

- 1. Monitor Progress:** Track your application status through your **Dashboard**.



- 2. Claiming:** Visit your selected location on your appointed date and time to claim your clearance document. Please print and present the transaction confirmation slip upon claiming of OMB clearance.

TRANSACTION CONFIRMATION

Please **PRINT** or **PRESENT** this page upon claiming of OMB clearance
Your application has been successfully transmitted and will be processed.

Transaction No. TRN-OMB-2026-000154
Date and Time of Claiming: 2026-05-19, between 8:00 to 10:00 am

FIRST NAME:	[REDACTED]
MIDDLE NAME:	[REDACTED]
LAST NAME:	[REDACTED]
SUFFIX:	N/A
CONTACT NUMBER:	[REDACTED] 62
EMAIL:	[REDACTED]@om
OFFICE/AGENCY:	Office of the Ombudsman
TRANSACTION DATE:	2026-05-11
PICK-UP LOCATION:	2. Central : OMB Rosales, Rosales Government Center Magilas Trail, Barangay Carmay East, (beside Rosales Skills Training Center)Magilas Trail, Barangay Carmay East (beside Rosales Skills Training Center), Rosales, Pangasinan
REMARKS:	

Description	Date	Amount	Quantity	Total
Confirmation	2026-05-11	150	1	150
Total Amount		150	1	150

Note: Check your **Spam folder** in case you did not find the **Transaction Confirmation** in your **Inbox folder**.

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Valid ID,
special documents

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