

## Puerto Rico Office of the Citizen's Advocate

**Population:**

3,235,289

**Fed Govt Employees:**

18,200

**State Govt Employees:**

124,000

**Address:**

Plaza Mercantile Building,  
Suite 103, Ponce De León  
Avenue, Pda. 27 1/2  
San Juan, PR  
00940

**Phone:**

(787) 724-7373

**Email:****Capabilities Statement:**

[Link](#)

**Cage Code:**

644Y5

**UEI Number:**

CRZ1A1JTLQB6

**DUNS#**

12-474-2474

**Site:**

<https://oppea.pr.gov/>

**Mission:**

Our mission is to be recognized throughout the island as an effective entity that supports citizens in their efforts to redress grievances against administrative action or inaction, helping to restore excellence in public service by addressing the diminished service of government agencies.

We have a vision of restoring government credibility to the public by overseeing and restoring the proper conduct of government entities, and their adherence to legislation, regulations, approved procedures, public policy, and common sense.

**Contacts and Stakeholders Information:**

Hon. Edwin García Feliciano  
Citizen's Ombudsman

**Actsoft Workforce Manager for Gov:**

- DHS signed the Authority to Operate (ATO) on Sept 12, 2024
- FPS completed their internal ATO in June 2025
- WFM for Gov passed three (3) Third Party Assessor Organizations (3PAO) Audits, the Initial Audit and two Annual Audits
- WFM for Gov is GovRAMP Authorized