



ARTA
ANTI-RED TAPE AUTHORITY
OFFICE OF THE PRESIDENT



AGENCY FREEDOM OF INFORMATION (FOI) MANUAL

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Section 1: OVERVIEW

a. Purpose of the Manual

Freedom of Information (FOI) is the government's response to the call for transparency and full public disclosure of information. FOI is a government mechanism which allows Filipino citizens to request any information about the government transactions and operations, provided that it shall not put into jeopardy privacy and matters of national security. The FOI mechanism for the Executive Branch is enabled via Executive Order (EO) No. 2, series of 2016.

Executive Order No. 2 is the enabling order for FOI. EO 2 operationalizes in the Executive Branch the People's Constitutional right to information. EO 2 also provides the State policies to full public disclosure and transparency in the public service. EO 2 was signed by President Rodrigo Roa Duterte on July 23, 2016.

In compliance with the mandate of the FOI Executive Order, the People's FOI Manual for the Anti Red Tape Authority is hereby formulated. This Manual serves as a guide to the public in exercising their constitutional right to information on matters of public concern pursuant to Section 7, Article III of the 1987 Constitution. It also seeks to implement the State policy of public disclosure pursuant to Article 28, Article II of the 1987 Philippine Constitution and Executive Order No. 2, Series of 2016.

b. Structure of the Manual

This Manual shall set out the rules and procedures to be followed by the Anti Red Tape Authority (ARTA) when a request for access to information is received. The ARTA Head is responsible for all actions carried out under this Manual and may delegate this responsibility to the Deputy Director Generals/Undersecretaries or Directors of ARTA. The ARTA Head may delegate a specific officer to act as the Decision Maker (DM), who shall have overall responsibility for the initial decision on FOI requests, (i.e. to decide whether to release all the records, partially release the records or deny access).

c. Coverage of the Manual

This Manual covers all request for information, official records, public records which are produced, received, or kept under the control of ARTA and which are not publicly available.

d. FOI Receiving Officer

There shall be a designated FOI Receiving Officer (FRO) at the Anti-Red Tape Authority. The FRO shall come from the Public Assistance Division and/or General Services Division (Record Section) or its equivalent, of ARTA. The FRO shall hold office at the 5th Floor NFA Bldg., Visayas Avenue, Barangay Vasra, Quezon City.

The functions of the FOI Receiving Officer (FRO) shall serve as the initial point of contact to the public on FOI requests in ARTA; receive all FOI requests on behalf of ARTA offices and forward to the appropriate office who has custody of the records; monitor all FOI requests; provide assistance to the FOI Decision Maker; compile statistical information ; and conduct initial evaluation of the request and advise the requesting party whether the request is for evaluation of the Decision Maker or deny the request.

e. FOI Decision Maker

The FOI Decision Maker shall be designated by the ARTA Head, with rank of not lower than a Division Chief or its equivalent, who shall be responsible in evaluating the request for information and has the authority to grant, deny the request, or refer the request to other offices, or undertake actions as maybe appropriate. Any denial of the request shall be based on the following grounds:

- 1) The ARTA does not have the information requested;
- 2) The information requested contains sensitive personal information protected by the Data Privacy Act of 2012;
- 3) The information requested falls under the list of exceptions to FOI attached herewith as Annex "D" and as stated under Section 4 of Executive Order No. 2;
- 4) The request is identical or substantially similar to the previous request of requesting party whose request has already been previously granted or denied by ARTA; or
- 5) The request is unreasonable.

f. Central Appeals and Review Committee

There shall be a Central Appeal and Review Committee composed of three (3) officials with rank not lower than a Director or its equivalent, designated by ARTA Head to review and analyze the grant or denial of request of information

g. Approval and Denial of Request

In case the Decision Maker is on official leave, the ARTA Head may delegate such authority to his Chief of Staff or any Officer not below the rank of Director.

Section 2: DEFINITION OF TERMS

- i. **CONSULTATION.** When a government office locates a record that contains information of interest to another office, it will ask for the views of that other agency on the disclosability of the records before any final determination is made. This process is called a “consultation.”
- ii. **data.gov.ph.** The Open Data website that serves as the government’s comprehensive portal for all public government data that is searchable, understandable, and accessible.

- iii. **FOI.gov.ph.** The website that serves as the government's comprehensive FOI website for all information on the FOI. Among many other features, FOI.gov.ph provides a central resource for the public to understand the FOI, to locate records that are already available online, and to learn how to make a request for information that is not yet publicly available. FOI.gov.ph also promotes agency accountability for the administration of the FOI by graphically displaying the detailed statistics contained in Annual FOI Reports, so that they can be compared by agency and over time.
- iv. **EXCEPTIONS.** Information that should not be released and disclosed in response to a FOI request because they are protected by the Constitution, laws, or jurisprudence.
- v. **FREEDOM OF INFORMATION (FOI).** The Executive Branch recognizes the right of the people to information on matters of public concern and adopts and implements a policy of full public disclosure of all its transactions involving public interest, subject to the procedures and limitations provided in Executive Order No. 2 (OPERATIONALIZING IN THE EXECUTIVE BRANCH THE PEOPLE'S CONSTITUTIONAL RIGHT TO INFORMATION AND THE STATE POLICIES TO FULL PUBLIC DISCLOSURE AND TRANSPARENCY IN THE PUBLIC SERVICE AND PROVIDING GUIDELINES THEREFOR). This right is indispensable to the exercise of the right of the people and their organizations to effective and reasonable participation at all levels of social, political, and economic decision-making.
- vi. **FOI CONTACT.** The name, address, and phone number at each government office where you can make a FOI request
- vii. **FOI REQUEST.** A written request submitted to a government office personally or by email asking for records on any topic. A FOI request can generally be made by any Filipino to any government office.
- viii. **FOI RECEIVING OFFICE.** The primary contact at each agency where the requesting party can call and ask questions about the FOI process or the pending FOI request.
- ix. **FREQUENTLY REQUESTED INFORMATION.** Info released in response to a FOI request that the agency determines have become or are likely to become the subject of subsequent requests for substantially the same records.
- x. **FULL DENIAL.** When the AGENCY or any of its office, bureau or agency cannot release any records in response to a FOI request, because, for example, the requested information is exempt from disclosure in its entirety or no records responsive to the request could be located.
- xi. **FULL GRANT.** When a government office is able to disclose all records in full in response to a FOI request.

- xii. **INFORMATION.** Shall mean any records, documents, papers, reports, letters, contracts, minutes and transcripts of official meetings, maps, books, photographs, data, research materials, films, sound and video recording, magnetic or other tapes, electronic data, computer stored data, any other like or similar data or materials recorded, stored or archived in whatever format, whether offline or online, which are made, received, or kept in or under the control and custody of any government office pursuant to law, executive order, and rules and regulations or in connection with the performance or transaction of official business by any government office.
- xiii. **INFORMATION FOR DISCLOSURE.** Information promoting the awareness and understanding of policies, programs, activities, rules or revisions affecting the public, government agencies, and the community and economy. It also includes information encouraging familiarity with the general operations, thrusts, and programs of the government. In line with the concept of proactive disclosure and open data, these types of information can already be posted to government websites, such as data.gov.ph, without need for written requests from the public.
- xiv. **MULTI-TRACK PROCESSING.** A system that divides incoming FOI requests according to their complexity so that simple requests requiring relatively minimal review are placed in one processing track and more complex requests are placed in one or more other tracks. Requests granted expedited processing are placed in yet another track. Requests in each track are processed on a first in/first out basis.
- xv. **OFFICIAL RECORD/S.** Shall refer to information produced or received by a public officer or employee, or by a government office in an official capacity or pursuant to a public function or duty.
- xvi. **OPEN DATA.** Refers to publicly available data structured in a way that enables the data to be fully discoverable and usable by end users.
- xvii. **PARTIAL GRANT/PARTIAL DENIAL.** When a government office is able to disclose portions of the records in response to a FOI request but must deny other portions of the request.
- xviii. **PENDING REQUEST OR PENDING APPEAL.** An FOI request or administrative appeal for which a government office has not yet taken final action in all respects. It captures anything that is open at a given time including requests that are well within the statutory response time.
- xix. **PERFECTED REQUEST.** A FOI request, which reasonably describes the records, sought, and is made in accordance with the government office's regulations.
- xx. **PERSONAL INFORMATION.** Shall refer to any information, whether recorded in a material form or not, from which the identify of an individual is apparent or can be reasonably and directly ascertained by the entity holding the information, or when put together with other information would directly and certainly identify an individual.

- xxi. **PROACTIVE DISCLOSURE.** Information made publicly available by government agencies without waiting for a specific FOI request. Government agencies now post on their websites a vast amount of material concerning their functions and mission.
- xxii. **PROCESSED REQUEST OR PROCESSED APPEAL.** The number of requests or appeals where the agency has completed its work and sent a final response to the requester.
- xxiii. **PUBLIC RECORDS.** Shall include information required by laws, executive orders, rules, or regulations to be entered, kept, and made publicly available by a government office.
- xxiv. **RECEIVED REQUEST OR RECEIVED APPEAL.** An FOI request or administrative appeal that an agency has received within a fiscal year.
- xxv. **REFERRAL.** When a government office locates a record that originated with, or is of otherwise primary interest to another agency, it will forward that record to the other agency to process the record and to provide the final determination directly to the requester. This process is called a “referral.”
- xxvi. **SENSITIVE PERSONAL INFORMATION.** As defined in the Data Privacy Act of 2012, shall refer to personal information: (1) About an individual race, ethnic origin, marital status, age, color, and religious philosophical or political affiliations; (2) About an individual health, education, genetic or sexual life of a person, or to any proceedings for any offense committed or alleged to have committed by such person, the disposal of such proceedings or the sentence of any court in such proceedings; (3) Issued by government agencies peculiar to an individual which includes, but not limited to, social security numbers, previous or current health records, licenses or its denials, suspension or revocation, and tax returns; and (4) Specifically established by an executive order or an act of Congress to be kept classified.
- xxvii. **SIMPLE REQUEST.** A FOI request that an agency anticipates will involve a small volume of material or which will be able to be processed relatively quickly.

Section 3. PROMOTION OF OPENNESS IN GOVERNMENT

a. Duty to Publish Information.

The AGENCY shall regularly publish, print, and disseminate at no cost to the public and in an accessible form, in conjunction with Republic Act 9485, or the Anti-Red Tape Act of 2007, and Republic Act 11032 (**AN ACT PROMOTING EASE OF DOING BUSINESS AND EFFICIENT DELIVERY OF GOVERNMENT SERVICES, AMENDING FOR THE PURPOSE REPUBLIC ACT NO. 9485, OTHERWISE KNOWN AS THE ANTI-RED TAPE ACT OF 2007, AND FOR OTHER PURPOSES**), and through their website, timely, true, accurate and updated key information including, but not limited to:

- i. A description of its mandate, structure, powers, functions, duties and decision-making processes;
- ii. A description of the frontline services it delivers and the procedure and length of time by which they may be availed of;
- iii. The names of its key officials, their powers, functions and responsibilities, and their profiles and curriculum vitae;
- iv. Work programs, development plans, investment plans, projects, performance targets and accomplishments, and budgets, revenue allotments and expenditures;
- v. Important rules and regulations, orders or decisions;
- vi. Current and important database and statistics that it generates;
- vii. Bidding processes and requirements; and
- viii. Mechanisms or procedures by which the public may participate in or otherwise influence the formulation of policy or the exercise of its powers.

b. Accessibility of Language and Form.

The AGENCY shall endeavor to translate key information into major Filipino languages and present them in popular form and means.

c. Keeping of Records.

The AGENCY shall create and/or maintain in appropriate formats, accurate and reasonably complete documentation or records, policies, transactions, decisions, resolutions, enactments, actions, procedures, operations, activities, communications, and documents received or filed with them, and the data generated or collected.

Section 4: PROTECTION OF PRIVACY

While providing for access to information, the Anti-Red Tape Authority shall afford full protection to a person's right to privacy, as follows:

- a. The ARTA shall ensure that personal information, particularly sensitive personal information, in its custody or under its control is disclosed only as permitted by existing laws;
- b. The ARTA shall protect personal information in its custody or under its control by making reasonable security arrangements against unauthorized access, leaks, or premature disclosure; and
- c. The FRO, FDM, or any employee or official who has access, whether authorized or unauthorized, to personal information in the custody of the AGENCY, shall not disclose that information except as authorized by existing laws

Section 5: STANDARD PROCEDURE

1. Receipt of Request for Information

1.1 The FOI Receiving Officer (FRO) shall receive the request for information from the requesting party and check compliance of the following requirements:

- a. The request must be in writing;
- b. The request shall state the name and contact information of the requesting party, as well as provide valid proof of identification or authorization; and
- c. The request shall reasonably describe the information requested, and the reason for, or purpose of, the request for information. (See Annex "F" for request form).

The request can be made through email, provided that the requesting party shall attach in the email a scanned copy of the FOI request form, and a copy of a duly recognized government ID with photo.

1.2 In case the requesting party is unable to make a written request, because of illiteracy or due to being a person with disability, he or she may make an oral request, and the FRO shall reduce it in writing.

1.3 The request shall be stamped received by the FRO, indicating the date and time of the receipt of the written request, and the name, rank, title, and position of the public officer who received it, with a corresponding signature and a copy, furnished to the requesting party. In case of email requests, the email shall be printed out and shall follow the procedure mentioned above and be acknowledged by electronic mail. The FRO shall input the details of the request on the Request Tracking System and allocate a reference number.

1.4 The ARTA must respond to requests promptly, within the fifteenth (15) working day following the date of receipt of the request. A working day is any day other than a Saturday, Sunday or a day which is declared a national public holiday in the Philippines. In computing for the period, Art. 13 of the New Civil Code shall be observed.

The date of receipt of the request will be either:

- a. The day on which the request is physically or electronically delivered to the government office, or directly into the email inbox of a member of staff; or
- b. If the government office has asked the requesting party for further details to identify and locate the requested information, the date on which the necessary clarification is received.

An exception to this will be where the request has been emailed to an absent member of staff, and this has generated an 'out of office' message with instructions on how to re-direct the message to another contact. Where this is the case, the date of receipt will be the day the request arrives in the inbox of that contact.

Should the requested information need further details to identify or locate, then the 15 working days will commence the day after it receives the required clarification from the requesting party. If no clarification is received from the requesting party after sixty (60) calendar days, the request shall be closed.

2. Initial Evaluation

After of the request for information, the FRO shall evaluate the contents of the request.

- 2.1 Request relating to more than one office under the ARTA: If a request for information is received which requires to be complied with, of different offices, the FRO shall forward such request to the said office concerned and ensure that it is well coordinated and monitor its compliance. The FRO shall also clear with the respective FROs of such offices that they will only provide the specific information that relates to their offices.
- 2.2 Requested information is not in the custody of the ARTA or any of its offices: If the requested information is not in the custody of the ARTA or any of its offices, following referral and discussions with the FDM, the FRO shall undertake the following steps:
 - a. If the records requested refer to another office, the request will be immediately transferred to such appropriate office through the most expeditious manner and the transferring office must inform the requesting party that the information is not held within the 15 working day limit. The 15 working day requirement for the receiving office commences the day after it receives the request.
 - b. If the records refer to an office not within the coverage of E.O. No. 2, the requesting party shall be advised accordingly and provided with the contact details of that office, if known.
- 2.3 Requested information is already posted and available on-line: Should the information being requested is already posted and publicly available in the ARTA website, data.gov.ph or foi.gov.ph, the FRO shall inform the requesting party of the said fact and provide them the website link where the information is posted.
- 2.4 Requested information is substantially similar or identical to the previous request: Should the requested information be substantially similar or identical to a previous request by the same requester, the request shall be denied. However, the FRO shall inform the applicant of the reason of such denial.

3. Transmittal of Request by the FRO to the FDM

After receipt of the request for information, the FRO shall evaluate the information being requested, and notify the FDM of such request. The copy of the request shall be forwarded to such FDM within one (1) day from receipt of the written request. The FRO shall record the date, time, and name of the FDM who received the request in a record book with the corresponding signature of acknowledgement of receipt of the request.

4. Role of FDM in processing the request

Upon receipt of the request for information from the FRO, the FDM shall assess and clarify the request if necessary. He or she shall make all necessary steps to locate and retrieve the information requested. The FDM shall ensure that the complete information requested be submitted to the FRO within 10 days upon receipt of such request.

The FRO shall note the date and time of receipt of the information from the FDM and report to the AGENCY Head or the designated officer, in case the submission is beyond the 10-day period.

If the FDM needs further details to identify or locate the information, he shall, through the FRO, seek clarification from the requesting party. The clarification shall stop the running of the 15 working day period and will commence the day after it receives the required clarification from the requesting party.

If the FDM determines that a record contains information of interest to another office, the FDM shall consult with the agency concerned on the disclosability of the records before making any final determination.

5. Role of FRO to transmit the Information

Upon receipt of the requested information from the FDM, the FRO shall collate and ensure that the information is complete. He shall attach a cover/transmittal letter signed by the AGENCY Head or the designated officer and ensure the transmittal of such to the requesting party within 15 working days upon receipt of the request for information.

6. Request for an Extension of Time

If the information requested requires extensive search of the government's office records facilities, examination of voluminous records, the occurrence of fortuitous events or other analogous cases, the FDM should inform the FRO.

The FRO shall inform the requesting party of the extension, setting forth the reasons for such extension. In no case shall the extension exceed twenty (20) working days on top of the mandated fifteen (15) working days to act on the request unless exceptional circumstances warrant a longer period.

7. Notice to the Requesting Party of the Approved/Denial of the Request

Once the DM approved or denied the request, he shall immediately notify the FRO who shall prepare the response to the requesting party either in writing or by email. All actions on FOI requests, whether approval or denial, shall pass through the AGENCY Head or his designated officer for final approval.

8. Approval of Request

In case of approval, the FRO shall ensure that all records that have been retrieved and considered be checked for possible exemptions, prior to actual release. The FRO shall prepare the letter or email informing the requesting party within the prescribed period that the request was granted and be directed to pay the applicable fees, if any.

9. Denial of Request

In case of denial of the request wholly or partially, the FRO shall, within the prescribed period, notify the requesting party of the denial in writing. The notice shall clearly set forth the ground or grounds for denial and the circumstances on which the denial is based. Failure to notify the requesting party of the action taken on the request within the period herein provided shall be deemed a denial of the request to information. All denials on FOI requests shall pass through the Office of the AGENCY Head or to his designated officer.

Section 6: REMEDIES IN CASE OF DENIAL OF REQUEST

If a party whose request for information has been denied may avail of the remedy set forth below:

5.1 Administrative FOI Appeal to the Central Appeals and Review Committee. Provided, that the written appeal must be filed by the same requesting party within fifteen (15) calendar days from receipt of the Notice of Denial or from lapse of the period to respond to the request.

- a. Denial of a request may be appealed by filing a written appeal to the AGENCY Central Appeals and Review Committee within fifteen (15) calendar days from the notice of denial or from the lapse of the period to respond to the request.
- b. The appeal shall be decided by the AGENCY Head upon recommendation of the Central Appeals and Review Committee within thirty (30) working days from the filing of the written appeal. Failure to decide within the 30-day period shall be deemed a denial of the appeal.

5.2 Upon exhaustion of administrative FOI appeal remedies, the requesting party may file the appropriate judicial action in accordance with the Rules of Court.

Section 7: REQUEST TRACKING SYSTEM

The Anti Red Tape Authority (ARTA) shall establish a system to track the status of all requests for information received, status of pending requests, and requests acted upon are properly documented and monitored.

Section 8: FEES

a. No Request Fees

ARTA shall not charge any fee for accepting requests for access to information.

b. Reasonable Cost of Reproduction, Copying, and/or Delivery of the Information

The FOI Receiving shall immediately notify the requesting party in case there shall be a reproduction, copying, and/or delivery fee in order to provide the information. Such fee shall be the actual amount spent by the Agency in providing the information in the requesting party. The schedule of fees shall be posted by ARTA

c. Exemption from Fees

ARTA may exempt any requesting party from payment of fee, upon request stating the valid reason why such requesting party shall not pay the fee.

Section 9: ADMINISTRATIVE LIABILITY

a. Non-Compliance with FOI

Failure to comply with the provisions of this Manual shall be considered a violation of reasonable office rules and regulations and punishable as follows:

- | | | |
|----------------------------|---|--|
| a. 1 st Offense | - | Reprimand |
| b. 2 nd Offense | - | Suspension of one (1) to thirty (30) days, and |
| c. 3 rd Offense | - | Dismissal from the service |

b. Procedure

The Revised Rules on Administrative Cases in the Civil Service shall be applicable in the disposition of cases under the Manual

c. Provisions for More Stringent Laws, Rules and Regulation

Nothing in this Manual shall be construed to derogate from any law, any rules, or regulation prescribed by anybody xor agency, which provides for more stringent penalties.

Section 10. ANNEXES

ANNEX A

FREQUENTLY ASKED QUESTIONS

INTRODUCTION TO FOI

1. WHAT IS FREEDOM OF INFORMATION OR FOI?

The Freedom of Information (FOI) Program is the Government's response to the call for transparency and full public disclosure of information. FOI is a government mechanism, which allows Filipino citizens to request any information about government transactions and operations, provided that it shall not put into jeopardy – privacy and matters of national security.

The FOI mechanism for the Executive Branch is enabled via Executive Order No. 2, series of 2016.

2. WHAT IS eFOI

The Freedom of Information (FOI) Program is the Government's response to the call for transparency and full public disclosure of information. FOI is a government mechanism, which allows Filipino citizens to request any information about government transactions and operations, provided that it shall not put into jeopardy – privacy and matters of national security.

The FOI rules and exceptions also apply to the eFOI platform.

3. WHAT IS EXECUTIVE ORDER NO. 2 S. 2016?

Executive Order (EO) No. 2, s. 2016 is the enabling order for FOI. EO 2 operationalizes in the Executive Branch the People's Constitutional right to information. EO 2 also provides the State policies to full public disclosure and transparency in the public service.

EO 2 is an important enabling mechanism to promote transparency in the government's administrative process. Through FOI, citizens are empowered to make a formal request to get information held by the government, barring certain sensitive and important data related to the nation's security. FOI complements continuing proactive information disclosure efforts where agencies are duty-bound to publish information in the spirit of openness and transparency.

FOI is an integral element of President Rodrigo Roa Duterte's Good Governance Plan aligned to reforms and initiatives that pursue greater transparency, accountability, and citizen participation in governance. EO 2 was signed by the President on July 23, 2016.

4. WHO OVERSEES THE IMPLEMENTATION OF EO 2?

The Presidential Communications Operations Office (PCOO) oversees the implementation and operationalization of the FOI Program pursuant to Memorandum Order No. 10, s. 2016 issued by the Office of the Executive Secretary. PCOO serves as the coordinator of all government agencies to ensure that the FOI Program is properly implemented.

MAKING A REQUEST

5. WHO CAN MAKE AN FOI REQUEST?

Any Filipino citizen can make an FOI Request. As a matter of policy, requestors are required to present proof of identification.

6. WHAT CAN I ASK FOR UNDER EO ON FOI?

Information, official records, public records, and, documents and papers pertaining to official acts, transactions, or decisions – as well as to government research data used as basis for policy development.

7. WHAT AGENCIES CAN I REQUEST INFORMATION FROM?

An FOI request under EO 2 can be made before all government offices under the Executive Branch, including Government -Owned and/or -Controlled Corporations (GOCCs) and State Universities and Colleges (SUCs).

FOI requests must be sent to the specific agency of interest, to be received by its respective Receiving Officer.

8. HOW DO I MAKE AN FOI REQUEST?

The request process slightly varies depending on which platform is used.

FOI Platform:

- Place your request in writing by filling out a request form and submit the form to the agency's Receiving Officer. State your full name and contact information, and provide a valid copy of your government-issued ID as proof of your identity. Describe in detail the document you wish to access.
- The Receiving Officer shall validate the request and will log it accordingly on the FOI tracker or registry.
- If deemed necessary, the Receiving Officer may clarify the request on the same day it was filed, such as specifying the information requested, and providing other assistance needed by the Requestor.
- The request will be forwarded to the Decision Maker for proper assessment. The Decision Maker shall check if the agency holds the information requested, if it is already accessible, or if the request is a repeat of any previous request.
- The request shall be forwarded to the officials involved to locate the requested information.
- Once all relevant information are retrieved, officials will check if any exemptions apply, and will recommend appropriate response to the request.
- If necessary, the head of the agency shall provide clearance to the response.
- The agency shall prepare the information for release, based on your desired format. It shall be sent to you depending on the receipt preference.

eFOI Platform:

- Like the paper-based FOI platform, requests made through the eFOI platform will be automatically sent to the agencies concerned for immediate processing.
- You will be required to create an eFOI account. Through this account, you will see a dashboard of your FOI requests, and the results of your FOI requests.

eFOI Requestors must create/log in to his/her account:

- Click the Log-in button and enter the email address and password.
- In case the requestor is a new user, click the Sign-up button, and provide the required information.
- Once logged-in, the user will be directed to the Dashboard. The Dashboard contains all the requests done by the account owner.
- Click the Make a Request button. Once clicked, the user may choose the name of the agency.
- User will be directed to the Make a Request Page. Complete the required fields. Once sent, the request will be forwarded to the Receiving Officer of the concerned agency.
- The same process of clarification, retrieval, and approval of release applies to the eFOI platform.
- Once approved, the response will be posted to the user's Dashboard.

9. IS THERE A MANUAL FOR THIS FOI PROGRAM?

Yes, the People's FOI Manual is designed for the general public to guide them in making FOI requests. A People's FOI Manual should include the following:

- the location and contact information of the head, regional, provincial, and field offices, and other established places where the public can obtain information or submit requests;
- the person or office responsible for receiving requests for information;
- the procedure for the filing and processing of the request as specified in the succeeding section 9 of this Order;
- the standard forms for the submission of requests and for the proper acknowledgment of requests;
- the process for the disposition of requests; the procedure for the administrative appeal of any denial for access to information; and,
- the schedule of applicable fees.

10. HOW MUCH DOES IT COST TO MAKE AN FOI REQUEST?

There are no fees to make a request. But the agency may charge a reasonable fee for necessary costs, including costs of printing, delivery, reproduction and/or photocopying.

Processing Times

11. WHAT WILL I RECEIVE IN RESPONSE TO AN FOI REQUEST?

You will be receiving a response either granting or denying your request.

If the request is granted, you can expect to receive the documents as an attachment, through the eFOI portal, email, or be requested to collect the documents at the agency you had applied to. If the request is denied, the agency will give an explanation on the denial.

12. HOW LONG WILL IT TAKE BEFORE I GET A RESPONSE?

The standard processing time is fifteen (15) working days.

13. CAN AN AGENCY EXTEND THE PROCESSING TIME?

Yes. In some instances, an agency may need more time to review your request and thereby extend the processing time. Under such circumstances, an agency will inform you of an extension, which shall not be longer than twenty (20) working days.

14. CAN I HAVE MY REQUEST EXPEDITED?

There is no process by which requests can be expedited. All requests will be reviewed equally on a case-by-case basis and allotted the fifteen (15) working-day processing period from the time of receipt.

COMPLAINTS HANDLING

15. WHAT IF I AM NOT SATISFIED WITH HOW THE AGENCY HANDLED MY FOI REQUEST?

If you are not satisfied with the response, you may write an appeal letter to the person or office next higher in authority (or based on the appeals mechanism published on the FOI manual of the agency) within fifteen (15) calendar days from the receipt of such response. The appeal shall be decided within thirty (30) working days by said person or office next higher in authority.

If all administrative remedies are exhausted and no resolution is provided, you may file the appropriate case in the proper courts in accordance with the Rules of Court.

16. WHAT IF I NEVER GET A RESPONSE?

If the agency fails to provide a response within the required fifteen (15) working days, the Requestor may write an appeal letter to the Central Appeals and Review Committee within fifteen (15) calendar days from the lapse of required response period. The appeal shall be decided within thirty (30) working days by the Central Appeals and Review Committee.

If all administrative remedies are exhausted and no resolution is provided, requestors may file the appropriate case in the proper courts in accordance with the Rules of Court.

17. WHAT WILL HAPPEN IF MY REQUEST IS NOT GRANTED?

If you are not satisfied with the response, the Requestor may write an appeal letter to the Central Appeals and Review Committee within fifteen (15) calendar days from the lapse of required response period. The appeal shall be decided within thirty (30) working days by the Central Appeals and Review Committee.

If all administrative remedies are exhausted and no resolution is provided, requestors may file the appropriate case in the proper courts in accordance with the Rules of Court.

IMPORTANT INFORMATION

18. PRIVACY

Once deemed valid, your information from your application will be used by the agency you have applied to, to deal with your application as set out in EO 2. If the agency gives you access to a document, and if the document contains no personal information about you, the document will be published online in the agency's disclosure log, along with your name and the date you applied, and, if another person, company, or body will use or benefit from the documents sought, the name of that person, entity, or body.

19. COPYRIGHT

According to Section 176 of the Intellectual Property Code (RA No. 8293, as amended), no copyright shall subsist in any work of the Government. However, prior approval of the government agency or office wherein the work is created shall be necessary for the exploitation of such work for profit. Such agency or office may, among other things, impose as a condition the payment of

royalties. No prior approval or conditions shall be required for the use of any purpose of statutes, rules and regulations, and speeches, lectures, sermons, addresses, and dissertations, pronounced, read, or rendered in the courts of justice, before administrative agencies, in deliberative assemblies and in meetings.

MALACAÑAN PALACE
MANILA

BY THE PRESIDENT OF THE PHILIPPINES

EXECUTIVE ORDER NO. 02

OPERATIONALIZING IN THE EXECUTIVE BRANCH THE PEOPLE'S CONSTITUTIONAL RIGHT TO INFORMATION AND THE STATE POLICIES TO FULL PUBLIC DISCLOSURE AND TRANSPARENCY IN THE PUBLIC SERVICE AND PROVIDING GUIDELINES THEREFOR

WHEREAS, pursuant to Section 28, Article II of the 1987 Constitution, the State adopts and implements a policy of full public disclosure of all its transactions involving public interest, subject to reasonable conditions prescribed by law;

WHEREAS, Section 7, Article III of the Constitution guarantees the right of the people to information on matters of public concern;

WHEREAS, the incorporation of this right in the Constitution is a recognition of the fundamental role of free and open exchange of information in a democracy, meant to enhance transparency and accountability in government official acts, transactions, or decisions;

WHEREAS, the Executive Branch recognizes the urgent need to operationalize these Constitutional provisions;

WHEREAS, the President, under Section 17, Article VII of the Constitution, has control over all executive departments, bureaus and offices, and the duty to ensure that the laws be faithfully executed;

WHEREAS, the Data Privacy Act of 2012 (R.A. 10173), including its implementing Rules and Regulations, strengthens the fundamental human right of privacy, and of communication while ensuring the free flow of information to promote innovation and growth;

NOW, THEREFORE, I, RODRIGO ROA DUTERTE, President of the Philippines, by virtue of the powers vested in me by the Constitution and existing laws, do hereby order:

SECTION 1. Definition. For the purpose of this Executive Order, the following terms shall mean:

- (a) "Information" shall mean any records, documents, papers, reports, letters, contracts, minutes and transcripts of official meetings, maps, books, photographs, data, research materials, films, sound and video recording, magnetic or other tapes, electronic data, computer stored data, any other like or similar data or materials recorded, stored or archived in whatever format, whether offline or online, which are made, received, or kept in or under the control and custody of any government office pursuant to law, executive order, and rules and regulations or in connection with the performance or transaction of official business by any government office.
- (b) "Official record/records" shall refer to information produced or received by a public officer or employee, or by a government office in an official capacity or pursuant to a public function or duty.
- (c) "Public record/records" shall include information required by laws, executive orders, rules, or regulations to be entered, kept and made publicly available by a government office.

SECTION 2. Coverage. This order shall cover all government offices under the Executive Branch, including but not limited to the national government and all its offices, departments, bureaus, offices, and instrumentalities, including government-owned or -controlled corporations, and state universities and colleges. Local government units (LGUs) are encouraged to observe and be guided by this Order.

SECTION 3. Access to information. Every Filipino shall have access to information, official records, public records and to documents and papers pertaining to official acts, transactions or decisions, as well as to government research data used as basis for policy development.

SECTION 4. Exception. Access to information shall be denied when the information falls under any of the exceptions enshrined in the Constitution, existing law or jurisprudence. The Department of Justice and the Office of the Solicitor General are hereby directed to prepare an inventory of such exceptions and submit the same to the Office of the President within thirty (30) calendar days from the date of effectivity of this Order. The Office of the President shall thereafter, immediately circularize the inventory of exceptions for the guidance of all government offices and instrumentalities covered by this Order and the general public. Said inventory of exceptions shall periodically be updated to properly reflect any change in existing law and jurisprudence and the Department of Justice and the Office of the Solicitor General are directed to update the inventory of exceptions as the need to do so arises, for circularization as hereinabove stated.

SECTION 5. Availability of SALN. Subject to the provisions contained in Sections 3 and 4 of this Order, all public officials are reminded of their obligation to file and make available for scrutiny their Statements of Assets, Liabilities and Net Worth (SALN) in accordance with existing laws, rules and regulations, and the spirit and letter of this Order.

SECTION 6. Application and Interpretation. There shall be a legal presumption in favor of access to information, public records and official records. No request for information shall be denied unless it clearly falls under any of the exceptions listed in the inventory or updated inventory of exceptions circularized by the Office of the President provided in the preceding section. The determination of the applicability of any of the exceptions to the request shall be the responsibility of the Head of the Office which is in custody or control of the information, public record or official record, or the responsible central or field officer duly designated by him in writing. In making such determination, the Head of the Office or his designated officer shall exercise reasonable diligence to ensure that no exception shall be used or availed of to deny any request for information or access to public records, or official records if the denial is intended primarily and purposely to cover up a crime, wrongdoing, graft or corruption.

SECTION 7. Protection of Privacy. While providing access to information, public records, and official records, responsible officials shall afford full protection to the right to privacy of the individual as follows:

- (a) Each government office per Section 2 hereof shall ensure that personal information in its custody or under its control is disclosed or released only if it is material or relevant to the subject-matter of the request and its disclosure is permissible under this order or existing law, rules or regulations;
- (b) Each government office must protect personal information in its custody or control by making reasonable security arrangements against leaks or premature disclosure of personal information which unduly exposes the individual whose personal information is requested, to vilification, harassment or any other wrongful acts.
- (c) Any employee, official or director of a government office per Section 2 hereof who has access, authorized or unauthorized, to personal information in the custody of the office, must not disclose that information except when authorized under this order or pursuant to existing laws, rules or regulation

SECTION 8. People's Freedom to Information (FOI) Manual. For the effective implementation of this Order, every government office is directed to prepare within one Model People's FOI Manual (updated as of 23 January 2017) Recommended by the Presidential Communications Operations Office 19 hundred twenty (120) calendar days from the effectivity of this Order, its own People's FOI

Manual, which shall include among others the following provisions: (a) The location and contact information of the head, regional, provincial, and field offices, and other established places where the public can obtain information or submit requests; (b) The person or office responsible for receiving requests for information; (c) The procedure for the filing and processing of the request as specified in the succeeding section 8 of this Order. (d) The standard forms for the submission of requests and for the proper acknowledgment of requests; (e) The process for the disposition of requests; (f) The procedure for the administrative appeal of any denial for access to information; and (g) The schedule of applicable fees.

SECTION 9. Procedure. The following procedure shall govern the filing and processing of request for access to information:

(a) Any person who requests access to information shall submit a written request to the government office concerned. The request shall state the name and contact information of the requesting party, provide valid proof of his identification or authorization, reasonably describe the information requested, and the reason for, or purpose of, the request for information: Provided, that no request shall be denied or refused acceptance unless the reason for the request is contrary to law, existing rules and regulations or it is one of the exceptions contained in the inventory or updated inventory of exception as hereinabove provided.

(b) The public official receiving the request shall provide reasonable assistance, free of charge, to enable, to enable all requesting parties and particularly those with special needs, to comply with the request requirements under this Section.

(c) The request shall be stamped by the government office, indicating the date and time of receipt and the name, rank, title and position of the receiving public officer or employee with the corresponding signature, and a copy thereof furnished to the requesting party. Each government office shall establish a system to trace the status of all requests for information received by it.

(d) The government office shall respond to a request fully compliant with requirements of sub-section (a) hereof as soon as practicable but not exceeding fifteen (15) working days from the receipt thereof. The response mentioned above refers to the decision of the agency or office concerned to grant or deny access to the information requested.

(e) The period to respond may be extended whenever the information requested requires extensive search of the government office's records facilities, examination of voluminous records, the occurrence of fortuitous cases or other analogous cases. The government office shall notify the person making the request of the extension, setting forth the reasons for such extension. In no case shall the extension go beyond twenty (20) working days unless exceptional circumstances warrant a longer period. (f) Once a decision is made to grant the request, the person making the request shall be notified of such decision and directed to pay any applicable fees.

SECTION 10. Fees. Government offices shall not charge any fee for accepting requests for access to information. They may, however, charge a reasonable fee to reimburse necessary costs, including actual costs of reproduction and copying of the information required, subject to existing rules and regulations. In no case shall the applicable fees be so onerous as to defeat the purpose of this Order.

SECTION 11. Identical or Substantially Similar Requests. The government office shall not be required to act upon an unreasonable subsequent identical or substantially similar request from the same requesting party whose request from the same requesting party whose request has already been previously granted or denied by the same government office.

SECTION 12. Notice of Denial. If the government office decides to deny the request, in whole or in part, it shall as soon as practicable, in any case within fifteen (15) working days from the receipt of the request, notify the requesting party the denial in writing. The notice shall clearly set forth the ground or grounds for denial and the circumstances on which the denial is based. Failure to notify the requesting party of the action taken on the request within the period herein stipulated shall be deemed a denial of the request for access to information.

SECTION 13. Remedies in Cases of Denial of Request for Access to Information.

(a) Denial of any request for access to information may be appealed to the person or office next higher in the authority, following the procedure mentioned in Section 7 (f) of this Order: Provided, that the written appeal must be filed by the same person making the request within fifteen (15) working days from the notice of denial or from the lapse of the relevant period to respond to the request.

(b) The appeal be decided by the person or office next higher in authority within thirty (30) working days from the filing of said written appeal. Failure of such person or office to decide within the afore-stated period shall be deemed a denial of the appeal.

(c) Upon exhaustion of administrative appeal remedies, the requesting part may file the appropriate case in the proper courts in accordance with the Rules of Court

SECTION 14. Keeping of Records. Subject to existing laws, rules, and regulations, government offices shall create and/or maintain accurate and reasonably complete records of important information in appropriate formats, and implement a records management system that facilitates easy identification, retrieval and communication of information to the public.

SECTION 15. Administrative Liability. Failure to comply with the provisions of this Order may be a ground for administrative and disciplinary sanctions against any erring public officer or employee as provided under existing laws or regulations.

SECTION 16. Implementing Details. All government offices in the Executive Branch are directed to formulate their respective implementing details taking into consideration their mandates and the nature of information in their custody or control, within one hundred twenty (120) days from the effectivity of this Order.

SECTION 17. Separability Clause. If any section or part of this Order is held unconstitutional or invalid, the other sections or provisions not otherwise affected shall remain in full force or effect.

SECTION 18. Repealing Clause. All orders, rules and regulations, issuances or any part thereof inconsistent with the provisions of this Executive Order are hereby repealed, amended or modified accordingly: Provided, that the provisions of Memorandum Circular No. 78 (s. 1964), as amended, shall not be deemed repealed pending further review.

SECTION 19. Effectivity. This Order shall take effect immediately upon publication in a newspaper of general circulation.

DONE, in the City of Manila, this 23rd day of July in the year of our Lord two thousand and sixteen.

(Sgd.) **RODRIGO ROA DUTERTE**
President of the Philippines

By the President:

(Sgd.) **SALVADOR C. MEDIALDE**
Executive Secretary



FOI Receiving Officers of the AGENCY and its local offices

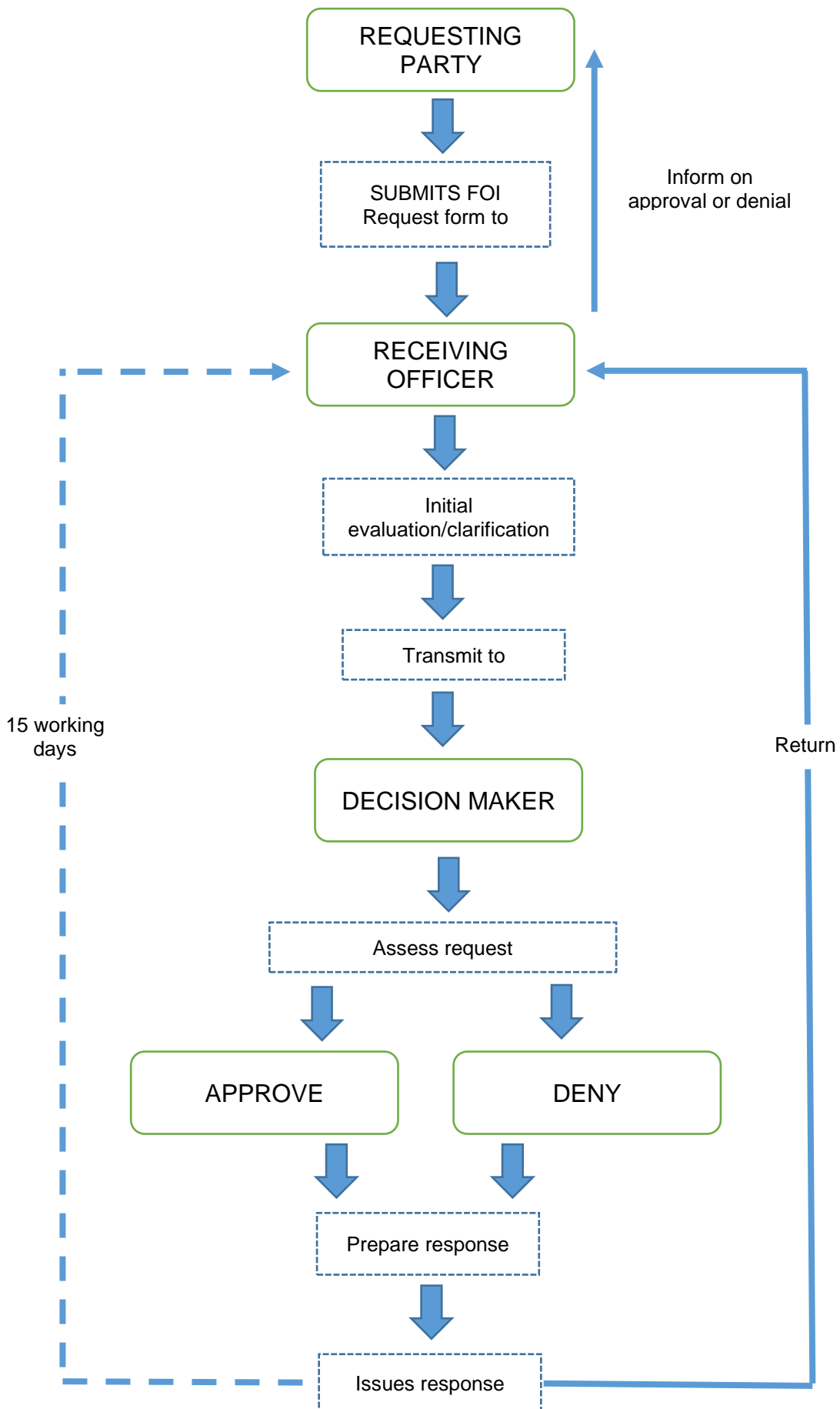
Name of Office	Location of FOI Receiving Office	Contact Details	Assigned FOI Receiving Officer

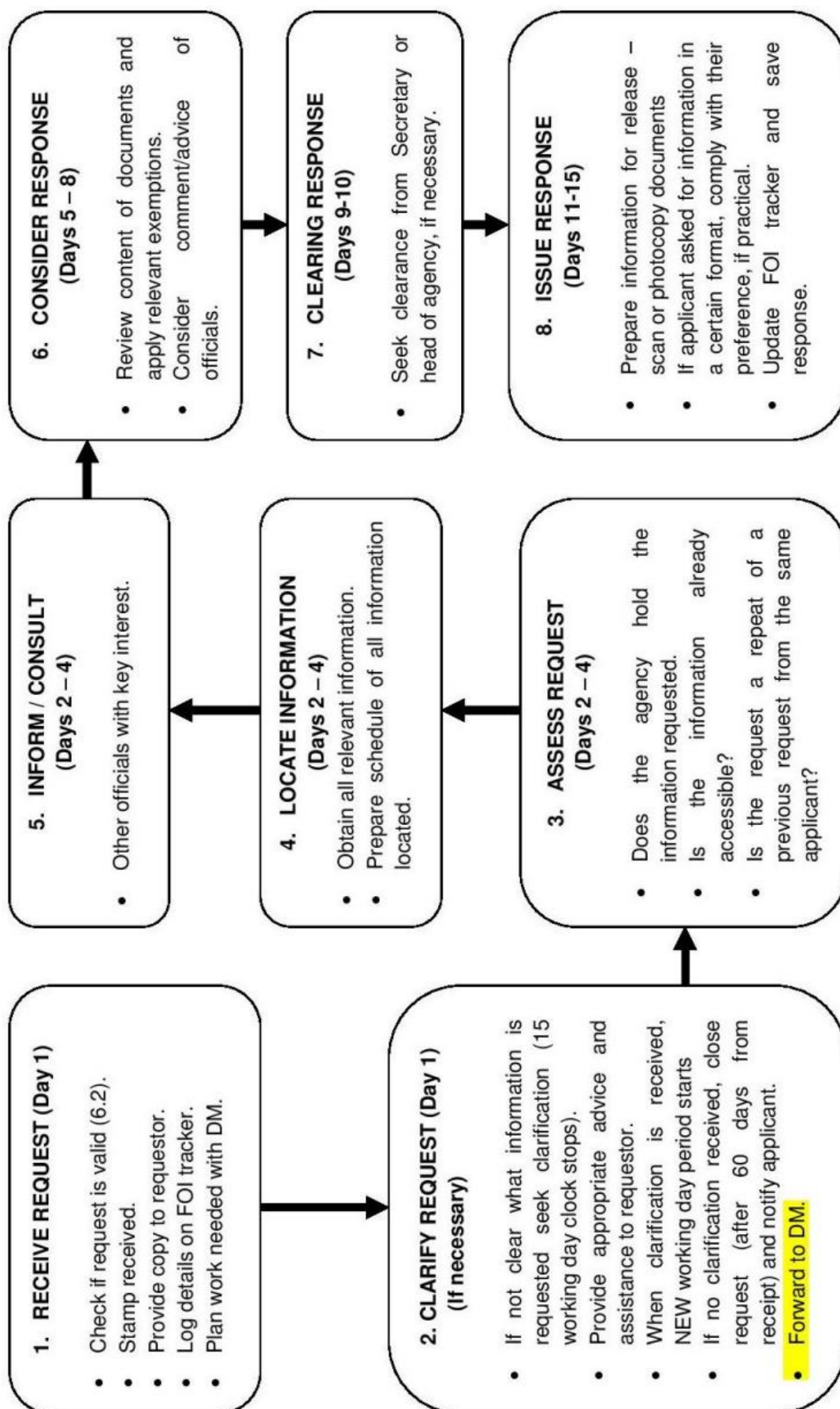
LIST OF EXCEPTIONS

1. Information covered by executive privilege;
2. Privileged information relating to national security, defense, or international relations;
3. Information concerning law enforcement and protection of public and personal safety;
4. Information deemed confidential for the protection of the privacy and certain individuals such as minors, victims of crimes or the accused;
5. Information, documents, or records known by reason of official capacity and are deemed as confidential, including those submitted or disclosed by entities to government agencies, tribunals and boards or officers, in relation to the performance of their functions or to inquires or investigation conducted by them in the exercise of their administrative, regulatory or quasi-judicial powers;
6. Prejudicial, premature disclosure;
7. Records of proceedings or information from proceedings which pursuant to law or relevant rules and regulations are treated as confidential or privileged;
8. Matters considered confidential under banking and finance laws and their amendatory laws, and;
9. Other exceptions to the right to information under laws, jurisprudence, and rules and regulations.



FLOWCHART




Detailed FOI Request Process



FOI Request Process in Days

Day 1	Days 2 – 4	Days 5 – 8	Days 9 – 10	Days 11 - 15
RECEIVE REQUEST <ul style="list-style-type: none"> Check if request is valid. Stamp received. Provide copy to requestor. Log details on FOI tracker. Plan work needed with DM. CLARIFY REQUEST (if necessary) <ul style="list-style-type: none"> If not clear what information is requested seek clarification (15 working day clock stops). Provide appropriate advice and assistance to requestor. When clarification is received, NEW working day period starts If no clarification received, close request (after 60 days from receipt) and notify applicant. Forward to DM. 	ASSESS REQUEST <ul style="list-style-type: none"> Does the agency hold the information requested. Is the information already accessible? Is the request a repeat of a previous request from the same applicant? LOCATE INFORMATION <ul style="list-style-type: none"> Obtain all relevant information. Prepare schedule of all information located. INFORM / CONSULT <ul style="list-style-type: none"> Other officials with key interest. 	CONSIDER RESPONSE <ul style="list-style-type: none"> Review content of documents and apply relevant exemptions. Consider comment/advice of officials. 	CLEARING RESPONSE <ul style="list-style-type: none"> Seek clearance from Secretary or head of agency, if necessary. 	ISSUE RESPONSE <ul style="list-style-type: none"> Prepare information for release – scan or photocopy documents If applicant asked for information in a certain format, comply with their preference, if practical. Update FOI tracker and save response.

Notes:

- This table sets our targets, at various points within the 15 working day response period, for completion of key steps in the process of handling an FOI request.
- Each FOI request is different, so not all of these actions will be required in each case – some will be much simpler – and sometimes actions will be completed earlier or later than the targets in this table. **However, it is always important to allow sufficient time for Decision Makers, etc to clear FOI responses before expiry of the 15 working day deadline.**
- For any request, it is essential to start looking at it as soon as it is received, to assess what work needs to be done and to plan that work so that the request is answered on time. This table is intended to help with that planning.



FOI REQUEST FORM

Complete Name of the Requester:
Office Address:
Home Address:
Date and Time of Filing:
Name of the entity, if request is made by a business entity or organization:
Position in the Business Organization:
Specify the requested information, official record, public record. (Requests with general descriptions will not be accepted.)
Specify the purpose of the request.
Identify the Service or Division in possession of the requested information, if known to the Requester.
Have you filed the same request in the last 6 months?
Does the requested document contain confidential information involving third parties? Yes ___ No ___
Do you have the required authority to access the same from the concerned third party? Yes ___ No ___
Have you requested the same information from that third party? Yes ___ No ___
What was the action taken by that third party? Approved ___ Disapproved ___
Why was it disapproved? _____
Preferred Mode of Service of Notices and Decisions: Pick-up ___ Electronic Mail ___ Registered Mail ___
Note: For requests which are granted, the ARTA shall inform Requester through electronic mail such approval for the latter to pick up the documents

DATE

Dear _____,

Greetings!

Thank you for your request dated <insert data> under Executive Order No. 2 (s. 2016) on Freedom of Information in the Executive Branch.

Your request

You asked for <quote request exactly, unless it is too long/complicated>.

Response to your request

Your FOI request is approved. I enclose a copy of [some/most/all]* of the information you requested [in the format you asked for]

Thank you.

Respectfully,

FOI Receiving Officer

DATE

Dear _____,

Greetings!

Thank you for your request dated <insert data> under Executive Order No. 2 (s. 2016) on Freedom of Information in the Executive Branch.

Your request

You asked for <quote request exactly unless it is too long/complicated>.

Response to your request

Your FOI request is approved. The answer to your request is <insert answer>

Thank you.

Respectfully,

FOI Receiving Officer

FOI RESPONSE TEMPLATE - DOCUMENT AVAILABLE ONLINE

DATE

Dear _____,

Greetings!

Thank you for your request dated <insert data> under Executive Order No. 2 (s. 2016) on Freedom of Information in the Executive Branch.

Your request

You asked for <quote request exactly unless it is too long/complicated>.

Response to your request

[Some/Most/All] of the information you have requested is already available online from <add details of where that specific information can be obtained e.g. data.gov.ph, foi.gov.ph or other government websites>.

Your right to request a review

If you are unhappy with this response to your FOI request, you may make an appeal by writing to <insert name of Official> at <insert email and address>. Your appeal should explain why you are dissatisfied with this response and should be made within 15 calendar days from the date when you received this letter. We will complete the review and tell you about the result within 30 workings days from the date when we receive your appeal.

Thank you.

Respectfully,

FOI Receiving Officer

FOI RESPONSE TEMPLATE - DOCUMENT NOT AVAILABLE

DATE

Dear _____,

Greetings!

Thank you for your request dated <insert data> under Executive Order No. 2 (s. 2016) on Freedom of Information in the Executive Branch.

Your request

You asked for <quote request exactly, unless it is too long/complicated>.

Response to your request

While our aim is to provide information whenever possible, in this instance this Office does not have [some of]* the information you have requested. However, you may wish to contact <insert name of other authority/organization> at <insert contact details> who may be able to help you. The reasons why we do not have the information are explained in the Annex to this letter.

Your right to request a review

If you are unhappy with this response to your FOI request, you may make an appeal by writing to <insert name of Official> at <insert email and address>. Your appeal should explain why you are dissatisfied with this response and should be made within 15 calendar days from the date when you received this letter. We will complete the review and tell you the result within 30 workings days from the date when we receive your appeal.

Thank you.

Respectfully,

FOI Receiving Officer

FOI RESPONSE TEMPLATE – UNDER EXCEPTIONS

DATE

Dear _____,

Greetings!

Thank you for your request dated <insert data> under Executive Order No. 2 (s. 2016) on Freedom of Information in the Executive Branch.

Your request

You asked for <quote request exactly unless it is too long/complicated>.

Response to your request

While our aim is to provide information whenever possible, in this instance we are unable to provide [some of]* the information you have requested because an exception(s) under section(s) <insert specific section number(s) of the List of Exceptions applies to that information>. The reasons why that exemption(s) applies are explained in the Annex to this letter.

Your right to request a review

If you are unhappy with this response to your FOI request, you may make an appeal by writing to <insert name of Official> at <insert email and address>. Your appeal should explain why you are dissatisfied with this response and should be made within 15 calendar days from the date when you received this letter. We will complete the review and tell you about the result within 30 workings days from the date when we receive your appeal.

Thank you.

Respectfully,

FOI Receiving Officer

FOI RESPONSE TEMPLATE – IDENTICAL REQUEST

DATE

Dear _____,

Greetings!

Thank you for your request dated <insert data> under Executive Order No. 2 (s. 2016) on Freedom of Information in the Executive Branch.

Your request

You asked for <quote request exactly, unless it is too long/complicated>.

Response to your request

While our aim is to provide information whenever possible, in this instance we are unable to provide the information you have requested because it is substantially similar or identical to a previous request that you made on <insert date of previous request>, which we responded to on <insert date of response>.

Your right to request a review

If you are unhappy with this response to your FOI request, you may make an appeal by writing to <insert name of Official> at <insert email and address>. Your appeal should explain why you are dissatisfied with this response and should be made within 15 calendar days from the date when you received this letter. We will complete the review and tell you about the result within 30 workings days from the date when we receive your appeal.

Thank you.

Respectfully,

FOI Receiving Officer