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# **FREEDOM OF INFORMATION**

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**PEOPLE'S MANUAL**

Pursuant to Executive Order No. 2, s. 2016, “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 Therefore”, the **Infanta (Quezon) Water District (IQWD)** hereby publishes its approved **FREEDOM OF INFORMATION (FOI) PEOPLE’S MANUAL**.

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## SECTION I: OVERVIEW

1. **Purpose:** The purpose of this IQWD FOI People's Manual is to provide the process to guide and assist the **INFANTA (QUEZON) WATER DISTRICT (IQWD)** in dealing with requests of information received under Executive Order(E.O.) No. 2 on Freedom of Information (FOI).

### (Annex "B")

2. **Structure of the Manual:** This Manual shall set out the rules and procedures to be followed by the IQWD when a request for access to information is received. The General Manager is responsible for all actions carried out under this Manual and may delegate this responsibility to key personnel of the IQWD as may designated from time to time and as approved by the Board of Directors. The General Manager may likewise delegate specific officers to act as the Decision Makers (DMs), 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).

3. **Coverage of the Manual:** The Manual shall cover all requests for information directed to the IQWD.

4. **FOI Receiving Officer:** There shall be FOI Receiving Officers (FROs) designated at the IQWD Office. The FROs shall preferably come from the Public Assistance or Information Office, or its equivalent, of the IQWD.

The functions of the FRO shall include:

- a. receiving on behalf of the IQWD all requests for information and forwarding the same to the appropriate section which has custody of the records;
- b. monitoring all FOI requests and appeals;
- c. providing assistance to the FOI Decision Maker;
- d. providing assistance and support to the public and staff with regard to FOI;
- e. compiling statistical information as required; and,
- f. conducting initial evaluation of the request and advising the requesting party whether the request will be forwarded to the FOI Decision Maker for further evaluation, or denied based on any of the following grounds:
  - i. That the form is incomplete; or
  - ii. That the information is already disclosed in the IQWD's Official Website ([www.iqwd.gov.ph](http://www.iqwd.gov.ph))
- g. makes written or email acknowledgement of the referral.
- h. refers the request to the appropriate government agency if the request is not in the possession or custody of IQWD or IQWD is not authorized to release information to the public.

5. **FOI Decision Maker:** There shall be FOI Decision Makers (FDMs), designated by the Board of Directors and General Manager, with a rank of not lower than salary grade 10 or its equivalent, who shall conduct evaluation of the request for information and have the authority to grant the request, deny or refer it based on the following:

- a. the IQWD does not have the information requested;
- b. the information requested contains sensitive personal information protected by the Data Privacy Act of 2012;
- c. the information requested falls under the list of exceptions to FOI (**Annex "D"**); or
- d. the request is an unreasonable subsequent identical or substantially similar request from the same requesting party whose request has already been previously granted or denied by the IQWD.
- e. the IQWD does not have the possession or custody of the information or is not authorized to release information to the public

6. **FOI-Project Management Office-PMO:** Develop policies, rules, procedures and regulations necessary to provide the strategic direction in implementing the FOI program.

7. **FOI Appeals and Review Committee:** There shall be an Directors to FOI Appeals and Review Committee composed of three personnel designated by the Board of review and analyze the grant or denial of request of information. The Committee shall also provide expert advice to the General Manager on the denial of such request.

8. **Approval and Denial of Request to Information:** The Decision Maker shall approve or deny all request of information. In case where the Decision Maker is on official leave, the General Manager may delegate such authority to the designated officer- in-charge of the unit.

## SECTION II: DEFINITION OF TERMS

**ANONYMIZATION.** As a process by which the personal data is irreversibly altered in such a way that a data subject can no longer be identified both directly or indirectly.

**CONSULTATION.** When a government office locates a record that contains information of interest to another office or another person, 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."

**DE-IDENTIFICATION.** A process of removing the association between a set of dataset or collection of data and the data subject.

**eFOI.gov.ph.** The website that serves as the government's comprehensive FOI website for all information on the FOI. Among many other features, eFOI.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. eFOI.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.

**EXCEPTIONS.** Information that should not be released and disclosed in response to an FOI request because they are protected by the Constitution, laws or jurisprudence.

**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. 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.

**FOI CONTACT.** The name, address and phone number at each government office where you can make an FOI request

**FOI REQUEST.** A written request submitted to a government office personally or by email asking for records on any topic. An FOI request can generally be made by any Filipino to any government office.

**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.

**FREQUENTLY REQUESTED INFORMATION.** Information released in response to an FOI request that the agency determines have become or are likely to become the subject of subsequent requests for substantially the same records.

**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.

**FULL GRANT.** When a government office is able to disclose all records in full in response to a FOI request.

**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.

**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.

**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.

**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.

**OPEN DATA.** Refers to publicly available data structured in a way that enables the data to be fully discoverable and usable by end users.

**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.

**PENDING REQUEST OR PENDING APPEAL.** A 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.

**PERFECTED REQUEST.** A FOI request, which reasonably describes the records, sought and is made in accordance with the government office's regulations.

**PERSONAL INFORMATION.** Shall refer to any information, whether recorded in a material form or not, from which the identity 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.

**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.

**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.

**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.

**PUBLIC SERVICE CONTRACTOR.** Shall be defined as a private entity that has dealing, contract, or a transaction of whatever form or kind with the government or a government agency or office that utilizes public funds.

**RECEIVED REQUEST OR RECEIVED APPEAL.** An FOI request or administrative appeal that an agency has received within a fiscal year.

**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."

**SENSITIVE PERSONAL INFORMATION.** As defined in the Data Privacy Act of 2012, shall refer to personal information:

- (1) About an individual's race, ethnic origin, marital status, age, color, and religious philosophical or political affiliations;
- (2) About an individual's 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.

**SIMPLE REQUEST.** An FOI request that an agency anticipates will involve a small volume of material or which it will be able to process relatively quickly.

### **SECTION III. PROMOTION OF OPENNESS IN GOVERNMENT**

1. **Duty to Publish Information.** The IQWD 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 through their website, timely, true, accurate and updated key information including, but not limited to:

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

2. **Accessibility of Language and Form.** The IQWD shall endeavor to translate key information into major Filipino languages and present them in popular form and means.

3. **Keeping of Records.** The IQWD 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 IV. PROTECTION OF PRIVACY**

While providing for access to information, the IQWD shall afford full protection to a person's right to privacy, as follows:

- a. The IQWD 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 IQWD shall protect personal information in its custody or under its control by making reasonable security arrangements against unauthorized access, leaks or premature disclosure;
- c. The FRO, FDM, or any employee or official who has access, whether authorized or unauthorized, to personal information in the custody of the IQWD, shall not disclose that information except as authorized by existing laws.

## SECTION V. STANDARD PROCEDURES

*(See Annex "E" for the Flowchart)*

### 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:

- The request must be in writing;
- The request shall state the name and contact information of the requesting party, as well as provide valid proof of identification or authorization;
- The request shall reasonably describe the information requested, and the reason for, or purpose of, the request for information. (See **Annex "F"**) and
- The request can be made through email, provided that the requesting party shall attach in the email a scanned copy of the FOI application request, 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 Any personal information, particularly the names of requesting parties, that the FOI-PMO collects through its electronic FOI portal or [www.foi.gov.ph](http://www.foi.gov.ph) shall be anonymized or de-identified in compliance with R.A. No. 10173.

1.4 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 actually 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.

1.5 The IQWD must respond to requests promptly, within fifteen (15) working days 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 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 fifteen (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 calendar days, the request shall be closed.

**2. Initial Evaluation.** After receipt of the request for information, the FRO shall evaluate the contents of the request.

**2.1 Request relating to more than one unit under the IQWD:** If a request for information is received which requires to be complied with by different units, the FRO shall forward such request to the units concerned and ensure that it is well coordinated and monitor its compliance. The FRO shall also clear with the respective units that they will only provide the specific information that relates to their offices.

**2.2 Requested information is not in the custody of the IQWD or any of its units (See Annex "G"):**

If the requested information is not in the custody of the IQWD, the IQWD shall undertake the following steps:

a. The FRO shall immediately notify the requesting party that the information requested is not available in IQWD. The request shall be immediately referred by IQWD to appropriate government agency determined by the FROs or FDM through the most expeditious manner but not exceeding three (3) working days from receipt of the request.

If IQWD fails to refer the request within three (3) working days upon its receipt, the FRO shall act on it within the remaining period to respond pursuant to EO No. 02, s. 2016, and no fresh period shall apply.

b. The referrals shall be limited to two (2) subsequent transfers of request. If IQWD received the request from the second referral and still cannot provide information requested, it shall deny the request and shall properly notify the requesting party.

c. In all phases of the referral, the requesting party shall be informed in writing, email, and or through the eFOI of the status of his/her request.

**2.3 Requested information is already posted and available online:** Should the information being requested is already posted and publicly available in the IQWD's 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 for 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/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 ten (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 General Manager 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/she 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 to the requesting party:** Upon receipt of the requested information from the FDM, the FRO shall collate and ensure that the information is complete. He/She shall attach a cover/transmittal letter signed by the General Manager or the designated officer and ensure the transmittal of such to the requesting party within fifteen (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 Approval/Denial of the Request:** Once the FDM approves or denies the request, he/she 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 General Manager or the 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 General Manager or to the designated officer.

## SECTION VI. REMEDIES IN CASE OF DENIAL

A person whose request for access to information has been denied may avail himself of the remedy set forth below:

1. **Administrative FOI Appeal to the FOI Appeals and Review Committee:** Provided that the written appeal must be filed by the same requesting party within fifteen (15) calendar days from the notice of denial or from the lapse of the period to respond to the request.
  - a. Denial of a request may be appealed by filing a written appeal to the IQWD FOI 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 General Manager upon the recommendation of the FOI Appeals and Review Committee within thirty (30) working days from the filing of said written appeal. Failure to decide within the 30-day period shall be deemed a denial of the appeal.
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 VII. REQUEST TRACKING SYSTEM

The IQWD shall establish a system to trace the status of all requests for information received by it, which may be paper-based, online or both.

## SECTION VIII. PERIOD TO RETAIN PERSONAL INFORMATION AND SENSITIVE PERSONAL INFORMATION

1. **PERIOD OF RETENTION:** The IQWD FOI-PMO shall retain for two (2) years the personal and sensitive information processed by government agencies for the purpose of making an FOI request.  
Information may include but are not limited to:
  - a. FOI request forms containing personal and sensitive personal information.
  - b. Valid proof of identification ( i.e., Government-issued IDs, school-ID, etc.)
  - c. Personal address; and
  - d. Personal contact numbers.Two (2) year retention period shall be counted after the transaction has been closed, whether successful or denied.
2. **RECKONING PERIOD:**
  - a. For the standard mode, the IQWD shall count the 2-year retention period after the transaction has been closed, whether successful or denied.
  - b. For the eFOI portal, the 2-year retention period shall be counted from the last login of the requesting party.
  - c. The eFOI system will send a notification to the requesting party via their registered email. The requesting party has the option whether to retain or delete their account permanently. They may retain their credentials by logging in within thirty (30) calendar days, however, failure to do so will prompt the system to delete their personal information with their IDs permanently.
3. **DISPOSAL OF PERSONAL INFORMATION.** IQWD-FOI-PMO shall discard and dispose of all personal and sensitive information in a secure manner that shall prevent further processing, unauthorized access or disclosure to any other party or the public, or prejudice the interests of the requesting party. The FOI-PMO may shred the paper-based documents or redact information gathered through the portal.

## SECTION IX. FEES

1. **No Request Fee:** The IQWD shall not charge any fee for accepting requests for access to information.
2. **Reasonable Cost of Reproduction and Copying of the Information:** The FRO shall immediately notify the requesting party in case there shall be a reproduction and copying fee in order to provide the information. The schedule of fees shall be P1.00 per page if the request exceeded 5 pages. (i.e. 6pages=P6.00).
3. **Exemption from Fees:** The IQWD may exempt any requesting party from payment of fees, upon request stating the valid reason why such requesting party shall not pay the fee.

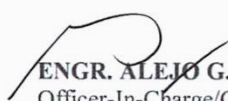
## SECTION X. ADMINISTRATIVE LIABILITY

1. **Non-compliance with FOI.** Failure to comply with the provisions of this Manual shall be a ground for the following administrative penalties:
  - a. 1st Offense - Reprimand;
  - b. 2nd Offense - Suspension of one (1) to thirty (30) days; and
  - c. 3rd Offense - Dismissal from the service.
2. **Procedure.** The Revised Rules on Administrative Cases in the Civil Service shall be applicable in the disposition of cases under this Manual.
3. **Provisions for More Stringent Laws, Rules and Regulations.** Nothing in this Manual shall be construed to derogate from any law, rules, or regulation prescribed by anybody or agency, which provides for more stringent penalties.

## SECTION XI. POSTING AND EFFECTIVITY

This Manual shall take effect immediately after the approval of the Board of Directors and shall be posted on the IQWD website.

Approved by virtue of Board Resolution No. 180, series of 2021.

  
ENGR. ALEJO G. GONIO  
Officer-In-Charge/GM  
Infanta (Quezon) Water District

## SECTION XII. ANNEXES

### ANNEX "A"

#### FOI FREQUENTLY ASKED QUESTIONS

##### Introduction to FOI

##### 1. What is FOI?

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 No. 2, series of 2016.

##### 2. What is Executive Order No. 2 S. 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.

##### 3. Who oversees the implementation of EO 2?

The Presidential Communications Operations Office (PCOO) oversees the operation of the FOI program. PCOO serves as the coordinator of all government agencies to ensure that the FOI program is properly implemented.

##### Making a Request

##### 4. Who can make an FOI request?

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

##### 5. What can I ask for under EO on FOI?

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

##### 6. What agencies can we ask for information?

An FOI request under EO 2 can be made before all government offices under the Executive Branch, including government owned 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.

##### 7. How do I make an FOI request?

- a. The requestor is to fill up a request form and submit it to the Agency's Receiving Officer. The Receiving Officer shall validate the request and logs it accordingly on the FOI tracker. 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.

- b. The request is 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.
- c. The request shall be forwarded to the officials involved to locate the requested information.
- d. Once all relevant information is retrieved, officials will check if any exemptions apply, and will recommend appropriate response to the request.
- e. If necessary, the head of the agency shall provide clearance to the response.
- f. The agency shall prepare the information for release, based on the desired format of the Requestor. It shall be sent to the Requestor depending on the receipt preference.

#### **8. 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, reproduction and/or photocopying.

#### **9. 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, the information requested will be attached, using a format that you specified. Otherwise, the agency will explain why the request was denied.

#### **10. How long will it take before I get a response?**

It is mandated that all replies shall be sent fifteen (15) working days after the receipt of the request. The agency will be sending a response, informing of an extension of processing period no longer than twenty (20) working days, should the need arise.

#### **11. 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 FOI Appeals and Review Committee within fifteen (15) working days from the lapse of the required response period. The appeal shall be decided within thirty (30) working days by the FOI 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.

#### **12. 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 FOI Appeals and Review Committee within fifteen (15) working days from the lapse of the required response period. The appeal shall be decided within thirty (30) working days by the FOI 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.

ANNEX “B”

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 Article 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 AGENCYs, 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, AGENCYs, 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 AGENCY 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 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 9 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 and charge, 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 9 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. MEDIALDEA**  
Executive Secretary

**ANNEX "C"**

**Designated Personnel for FOI Implementation**

<b>NAMES OF PERSONNEL</b>	<b>CONTACT No.</b>	<b>FOI DESIGNATION</b>
Ms. Myra V. Ruzol	0966-492-2886	FOI Receiving Officer
Ms. Ma. Cenen L. Aragon	0939-419-2687	FOI Receiving Officer
Mr. Gerry C. Bustonera	0919-250-9357	FOI Decision Maker
Ms. Jannette O. Dimaculangan	0918-216-6382	FOI Decision Maker
Ms. Naida S. Evasco	0928-599-3340	FOI Decision Maker
Engr. Alejo G. Gonio	0968-554-9163	FOI Central Appeals Authority

## ANNEX "D"

### LIST OF EXCEPTIONS

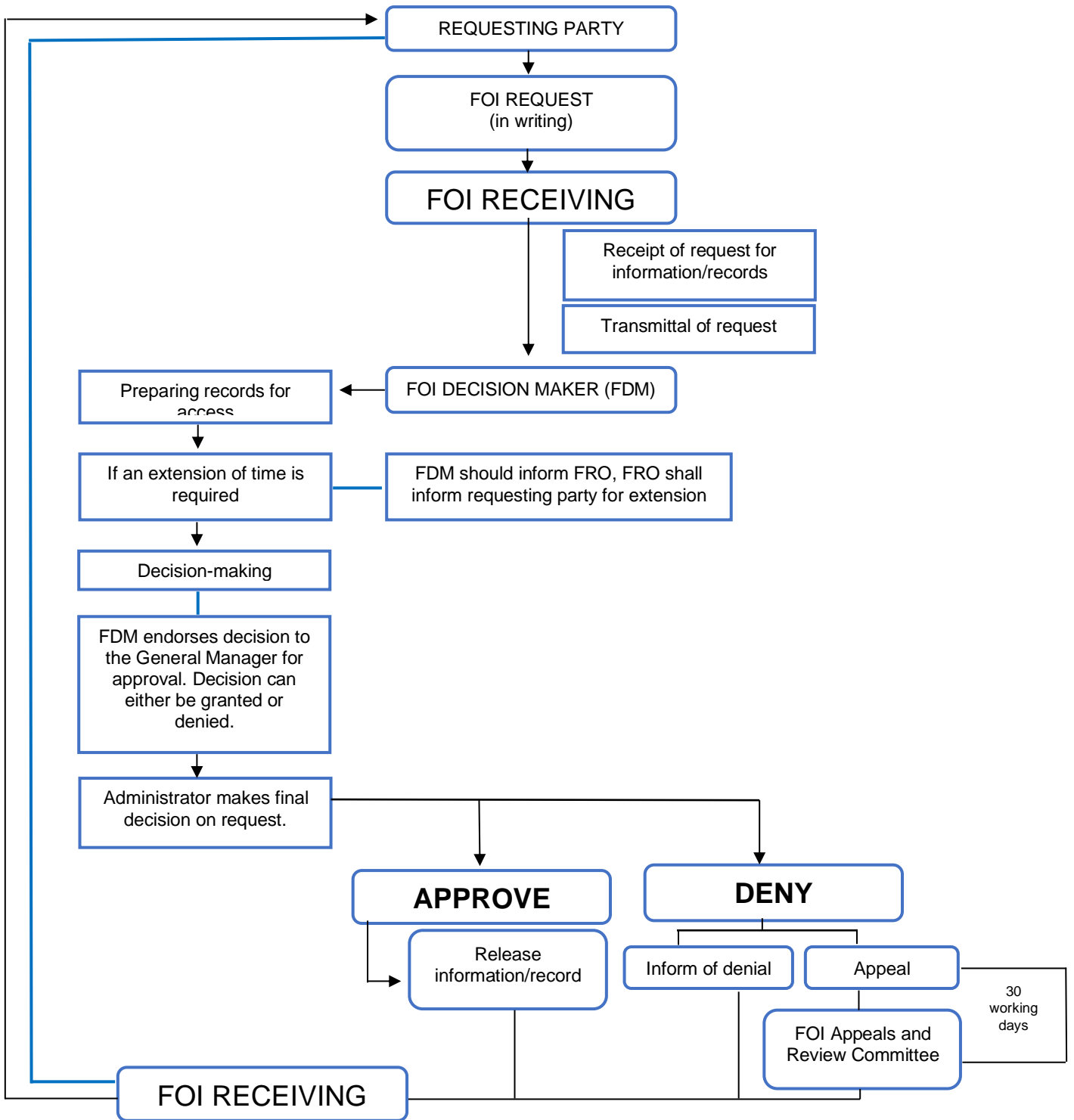
For the guidance of all government offices covered by Executive Order no. 2 (s. 2016) and the general public, the following are the exceptions to the right of access to information, as recognized by the Constitution, existing laws, or jurisprudence:

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.

Pursuant to Section 4 of E.O. 2, this list 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 list of exceptions as the need to do so arises, for circulation.

<sup>1</sup> These exceptions only apply to governmental bodies within the control and supervision of the Executive department. Unless specifically identified, these exceptions may be invoked by all officials, officers, or employees in the Executive branch in possession of the relevant records or information.

## ANNEX “E” FLOW CHART



**ANNEX "F"**

**FOI REQUEST, RESPONSE AND APPEAL FORMS**

**A. IQWD FOI Request Form**

**INFANTA (QUEZON) WATER DISTRICT**  
Infanta, Quezon

**FOI REQUEST FORM**  
(PORMULARYO NG KAHILINGAN)

CONTROL NUMBER : \_\_\_\_\_

TITLE OF DOCUMENT (*Titulo ng Dokumento*) : \_\_\_\_\_

MONTH AND YEAR COVERED (Buwan at taong saklaw) : \_\_\_\_\_

PURPOSE (*Layunin*) : \_\_\_\_\_

\_\_\_\_\_

NAME (Pangalan) : \_\_\_\_\_ CONTACT NO. : \_\_\_\_\_

SIGNATURE (*Lagda*) : \_\_\_\_\_ DATE OF SIGNING (*Petsa ng paglagda*) : \_\_\_\_\_

ADDRESS (*Tirahan*) : \_\_\_\_\_

\_\_\_\_\_

**PROOF OF IDENTITY (*Katibayan ng pagkakakilanlan*)**

Valid Government Issued ID : \_\_\_\_\_

ID No. : \_\_\_\_\_

**HOW WOULD YOU LIKE TO RECEIVE THE INFORMATION**

(*Paraan ng pagtanggap ng Impormasyon*)

\_\_\_\_\_ Email Address : \_\_\_\_\_ \_\_\_\_\_ Postal Address : \_\_\_\_\_

\_\_\_\_\_ Pick-up (Office Hours) : \_\_\_\_\_ \_\_\_\_\_

.....  
SUBMITTED TO (*Gawaing itinalaga kay*) : \_\_\_\_\_

DATE/TIME OF SUBMISSION (*Petsa/Oras ng Pagtanggap*) : \_\_\_\_\_

CERTIFIED BY (*Taong nagpapatunay ng Gawaing Natapos*) : \_\_\_\_\_

TYPE OF ACTION CONDUCTED (*Uri ng Isinagawang Aksiyon*) : \_\_\_\_\_

\_\_\_\_\_

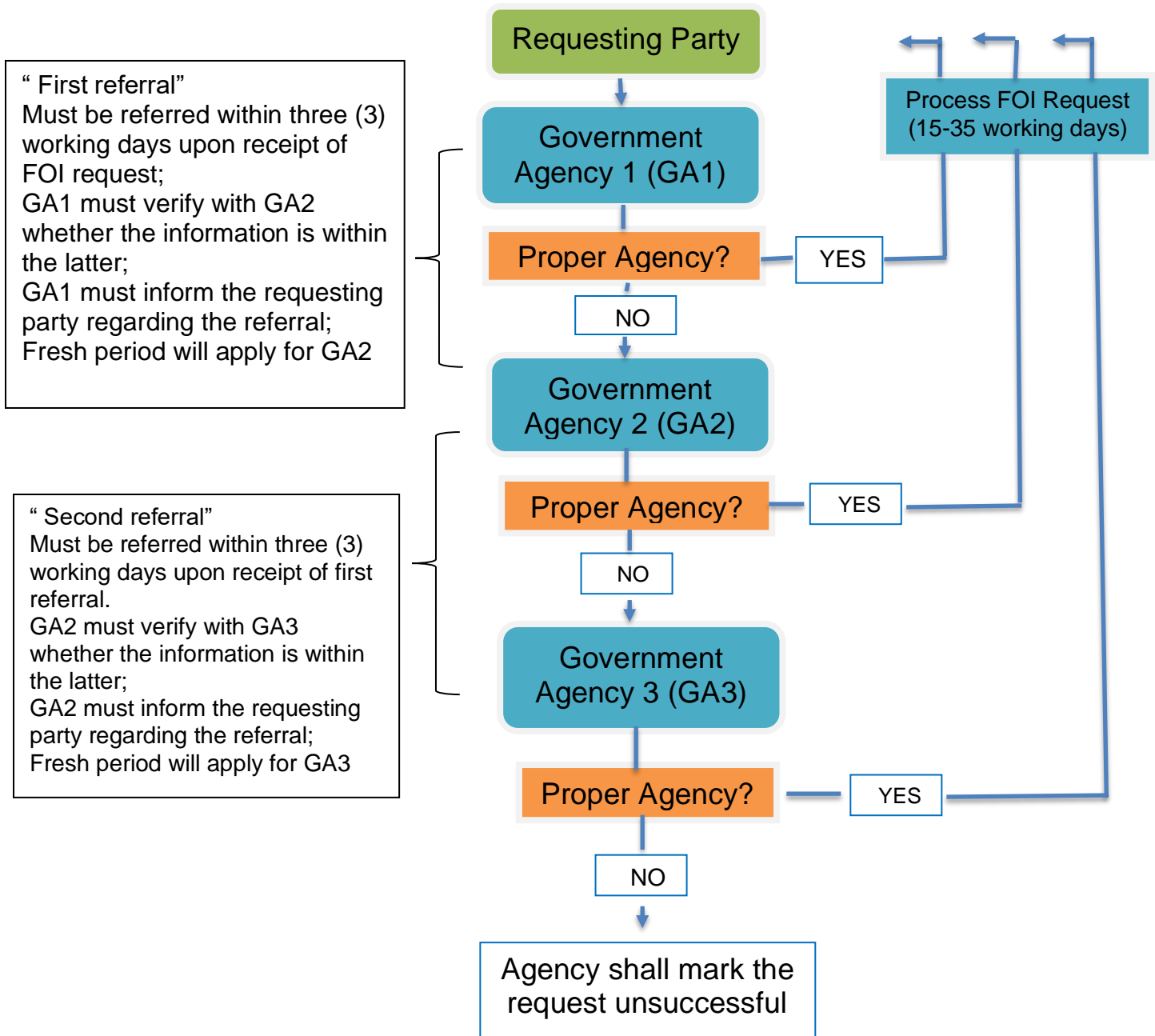
RECEIVED BY (*Tinanggap ni*) : \_\_\_\_\_ DATE (Petsa) : \_\_\_\_\_

REMARKS (*Komento*) : \_\_\_\_\_

\_\_\_\_\_

ANNEX "G"

NO WRONG DOOR POLICY FLOWCHART



**NOTE:**  
 If GA1 fails to refer the request within three(3) working days upon its receipt, the FOI Receiving Officer (FRO) shall act on it within the remaining period to respond pursuant to EO No. 2, s. 2016. No fresh period shall apply.

ANNEX “H”. IQWD FOI RESPONSE FORMS

1. IQWD FOI RESPONSE TEMPLATE – DOCUMENT ENCLOSED

Date

Dear Sir/Ma’am \_\_\_\_\_:

Greetings!

Thank you for your request dated (*insert date*) under Executive Order No. 02 (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. Enclosed herewith is a copy of (*some/most/all*) of the information you requested in the format you asked for.

Thank you!

Respectfully,

-----  
**FOI Receiving Officer**



## 2. IQWD FOI RESPONSE TEMPLATE – DOCUMENT AVAILABLE ONLINE

Date

Dear Sir/Ma'am \_\_\_\_\_:

Greetings!

Thank you for your request dated (*insert date*) under Executive Order No. 02 (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 requested is already available online from (*cite where the information can be obtained e.g.: data.gov.ph, foi.gov.ph or iqwd.gov.ph*).

### **Your right to request for a review**

If you are unhappy with this response to your FOI request, you may ask us to carry out an internal review of the response, by writing to (*insert name of Secretary and postal/e-mail address*). Your review request should explain why you are dissatisfied with the response and it 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 calendar days from the date when we receive your review request.

If you are not satisfied with the result of the review, you then have the right to appeal to the Office of the President under Administrative Order No. 22 (s.2011).

Thank you!

Respectfully,

\_\_\_\_\_  
**FOI Receiving Officer**

### 3. IQWD FOI RESPONSE TEMPLATE – DOCUMENT NOT AVAILABLE

Date

Dear Sir/Ma'am \_\_\_\_\_:

Greetings!

Thank you for your request dated (*insert date*) under Executive Order No. 02 (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.

#### **Your right to request for a review**

If you are unhappy with this response to your FOI request, you may ask us to carry out an internal review of the response, by writing to (*insert name of Secretary and postal/e-mail address*). Your review request should explain why you are dissatisfied with the response and it 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 calendar days from the date when we receive your review request.

If you are not satisfied with the result of the review, you then have the right to appeal to the Office of the President under Administrative Order No. 22 (s.2011).

Thank you!

Respectfully,

\_\_\_\_\_  
**FOI Receiving Officer**

#### 4. IQWD FOI RESPONSE TEMPLATE – UNDER EXCEPTIONS

Date

Dear Sir/Ma'am \_\_\_\_\_:

Greetings!

Thank you for your request dated (*insert date*) under Executive Order No. 02 (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 under section(s) (*insert specific section number(s) on the List of Exceptions that applies to the information*) of the List of Exceptions.

#### **Your right to request for a review**

If you are unhappy with this response to your FOI request, you may ask us to carry out an internal review of the response, by writing to (*insert name of Secretary and postal/e-mail address*). Your review request should explain why you are dissatisfied with the response and it 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 calendar days from the date when we receive your review request.

If you are not satisfied with the result of the review, you then have the right to appeal to the Office of the President under Administrative Order No. 22 (s.2011).

Thank you!

Respectfully,

\_\_\_\_\_

## 5. IQWD FOI RESPONSE TEMPLATE – IDENTICAL REQUEST

Date

Dear Sir/Ma'am \_\_\_\_\_:

Greetings!

Thank you for your request dated (*insert date*) under Executive Order No. 02 (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 for a review**

If you are unhappy with this response to your FOI request, you may ask us to carry out an internal review of the response, by writing to (*insert name of Secretary and postal/e-mail address*). Your review request should explain why you are dissatisfied with the response and it 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 calendar days from the date when we receive your review request.

If you are not satisfied with the result of the review, you then have the right to appeal to the Office of the President under Administrative Order No. 22 (s.2011).

Thank you!

Respectfully,

## 6. IQWD FOI Appeal Form

**INFANTA (QUEZON) WATER DISTRICT**  
Infanta, Quezon

**FOI APPEAL FORM**  
(PORMULARYO NG APILA)

REFERENCE CODE OF FOI REQUEST FORM : \_\_\_\_\_

PURPOSE (*Layunin*) \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_.

NAME (Pangalan) : \_\_\_\_\_ CONTACT NO. : \_\_\_\_\_

SIGNATURE (*Lagda*) : \_\_\_\_\_ DATE OF SIGNING (Petsa ng paglagda) : \_\_\_\_\_

ADDRESS (*Tirahan*) : \_\_\_\_\_  
\_\_\_\_\_

**PROOF OF IDENTITY** (*Katibayan ng pagkakakilanlan*)

Valid Government Issued ID : \_\_\_\_\_

ID No. : \_\_\_\_\_

**HOW WOULD YOU LIKE TO RECEIVE THE INFORMATION**

(*Paraan ng pagtanggap ng Impormasyon*)

Email Address : \_\_\_\_\_  Postal Address : \_\_\_\_\_

Pick-up (Office Hours) : \_\_\_\_\_

.....  
SUBMITTED TO (*Gawaing itinalaga kay*) : \_\_\_\_\_

DATE/TIME OF SUBMISSION (*Petsa/Oras ng Pagtanggap*) : \_\_\_\_\_

CERTIFIED BY (*Taong nagpapatunay ng Gawaing Natapos*) : \_\_\_\_\_

TYPE OF ACTION CONDUCTED (*Uri ng Isinagawang Aksiyon*) : \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_.

RECEIVED BY (*Tinanggap ni*) : \_\_\_\_\_ DATE (Petsa) : \_\_\_\_\_

REMARKS (*Komento*) : \_\_\_\_\_