



**BACOLOD WATER DISTRICT**

# **2024 FREEDOM OF INFORMATION**

People's  
**MANUAL**

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# **BWD FOI 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 Bacolod Water District (BWD) hereby publishes its approved FREEDOM OF INFORMATION (FOI) MANUAL.



Approved by:

**ENGR. NOEL L. RESABAL**  
General Manager

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## OVERVIEW

### Purpose of the Manual

The purpose of this People's Freedom of Information Manual (FOI Manual) is for Bacolod Water District (BWD) to provide the process to guide and assist Filipino Citizens in requesting for information under Executive Order (E.O.) No. 2, Series of 2016, on Freedom of Information (FOI). **(Annex "B")**

### Structure of the Manual

This Manual shall set out the rules and procedures to be followed by the BWD when a request for access to information is received. The General Manager (GM) is responsible for all actions carried out under this Manual and may delegate this responsibility to key personnel of the BWD. The GM 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).

### Coverage of the Manual

The Manual shall cover all requests for information directed to the BWD.

### FOI Receiving Officer

There shall be an FOI Receiving Officer (FRO) designated at the BWD office. The functions of the FRO shall include receiving on behalf of the BWD all requests for information and forward the same to the appropriate office who has custody of the records; monitor all FOI requests and appeals; provide assistance to the FOI Decision Maker; provide assistance and support to the public and staff with regard to FOI; compile statistical information as required; and, conduct initial evaluation of the request and advise the requesting party whether the request will be forwarded to the FOI Decision Maker for further evaluation, or deny the request based on:

- a. That the form is incomplete; or
- b. That the information is already disclosed in the BWD's Official Website, [bwdldn.gov.ph](http://bwdldn.gov.ph)

Local office of the BWD shall assign their respective FRO. **(Annex "C")**

## **FOI Decision Maker**

There shall be an FOI Decision Maker (FDM), designated by the GM, with a rank of not lower than a Division Chief or its equivalent, who shall conduct evaluation of the request for information and has the authority to grant the request, or deny it based on the following:

- a. BWD 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 BWD.

## **Central Appeals and Review Committee**

There shall be a central appeals and review committee composed of three (3) officials with a rank not lower than a Director or its equivalent, designated by the General Manager to review and analyze the grant or denial of request of information. The Committee shall also provide expert advice to the GM on the denial of such request.

## **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 GM may delegate such authority to his Chief of Staff or any Officer not below the rank of a Director.

## **DEFINITION OF TERMS**

**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."

**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.

**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.

**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.

**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. A 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.** 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.

**FULL DENIAL.** When BWD cannot release any records in response to an 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 BWD is able to disclose all records in full in response to an 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 BWD 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.** An FOI request or administrative appeal for which BWD 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.** An 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 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.

**PROACTIVE DISCLOSURE.** Information made publicly available by BWD 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 BWD 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.

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

**REFERRAL.** When BWD 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 race, ethnic origin, marital status, age, color, and religiousphilosophical 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.

**SIMPLE REQUEST.** An FOI request that the BWD anticipates will involve a small volume of material or which will be able to be processed relatively quickly.

### **PROTECTION OF PRIVACY**

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

- a. The BWD 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 BWD 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 BWD, shall not disclose that information except as authorized by existing laws.

### **STANDARD PROCEDURE** *(See Annex "G" for flowchart)*

#### **Receipt of Request for Information.**

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; and

- The request shall reasonably describe the information requested, and the reason for, or purpose of, the request for information. **(See Annex “H” 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.

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.

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.

The BWD 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 BWD office, or directly into the email inbox of a member of staff; or
- b. If the BWD 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.

### **Initial Evaluation**

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

### **Request relating to more than one office under the BWD**

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.

### **Requested information is not in the custody of the BWD or any of its offices**

If the requested information is not in the custody of the BWD or any of its offices, following referral and discussions with the FDM, the FRO shall undertake the following steps in accordance with FOI Memorandum Circular No. 21-05, otherwise known as the “No Wrong Door Policy for FOI” (See Annex I)

- If the requested information is not in the possession of a government agency (GA1), but is available in another government agency (GA2) under the Executive Branch, the request shall be immediately referred by GA1 to GA2 through the most expeditious manner but not exceeding three working days from the receipt of the request. This shall be considered as the “**First Referral**” and a fresh period will apply. **(See Annex “I” for No Wrong Door Policy Flowchart)**

If GA1 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. 2, s. 2016. No fresh period shall apply.

If GA1, in good faith, erroneously referred the request to GA2, the latter shall immediately notify the former as well as the requesting party, that the information requested is not available in their agency.

GA2, to whom the request was referred under the First Referral may subsequently refer to the request to another government agency (GA3) under the procedure set forth in the first paragraph of this section. This shall be considered

as the “**Second Referral**” and another fresh period shall apply.

Referrals under this Order shall only be limited to two (2) subsequent transfers of request. A written or email acknowledgement of the referral shall be made by the FRO of the government agency where it was referred.

The requesting party shall be notified of the referral and must be provided with the reason or rationale thereof, and contact details of the government office where the request was referred.

If GA3, after the second referral, still cannot provide the information requested, it shall deny the said request and shall properly notify the requesting party.

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.

- 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.

#### **Requested information is already posted and available on-line**

Should the information being requested is already posted and publicly available in the BWD website, [bwldn.gov.ph](http://bwldn.gov.ph), the FRO shall inform the requesting party of the said fact and provide them the website link where the information is posted.

#### **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.

#### **Transmittal of Request by the FRO to FDN.**

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.



**Role of FDM in Process 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 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 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.

**Role of FRO to transmit the Information to the Request.**

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 GM 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.

**Request for an Extension Time.**

If the information requested requires extensive search of BWD'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.

### **Notifying the Requesting Party of the Decision.**

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 GM or his designated officer for final approval.

### **Approval 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.

### **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 GM or to his designated officer.

## **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:

Administrative FOI Appeal to the BWD Central 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 BWD 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 GM upon the recommendation of the Central 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.

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

## REQUEST TRACKING SYSTEM

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

## FEEs

**No Request Fee.** The BWD shall not charge any fee for accepting requests for access to information.

**Reasonable Cost of Reproduction, Copying, and/or Delivery of the Information:**

The FRO 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 BWD in providing the information to the requesting party. The schedule of fees shall be posted by the BWD.

**Exemption from Fees:** The BWD may exempt any requesting party from payment of fees, upon request stating the valid reason why such requesting party shall not pay the fee.

## ADMINISTRATIVE LIABILITY

**Non-compliance with FOI.** Failure to comply with the provisions of this Manual shall be a ground for the following administrative penalties:

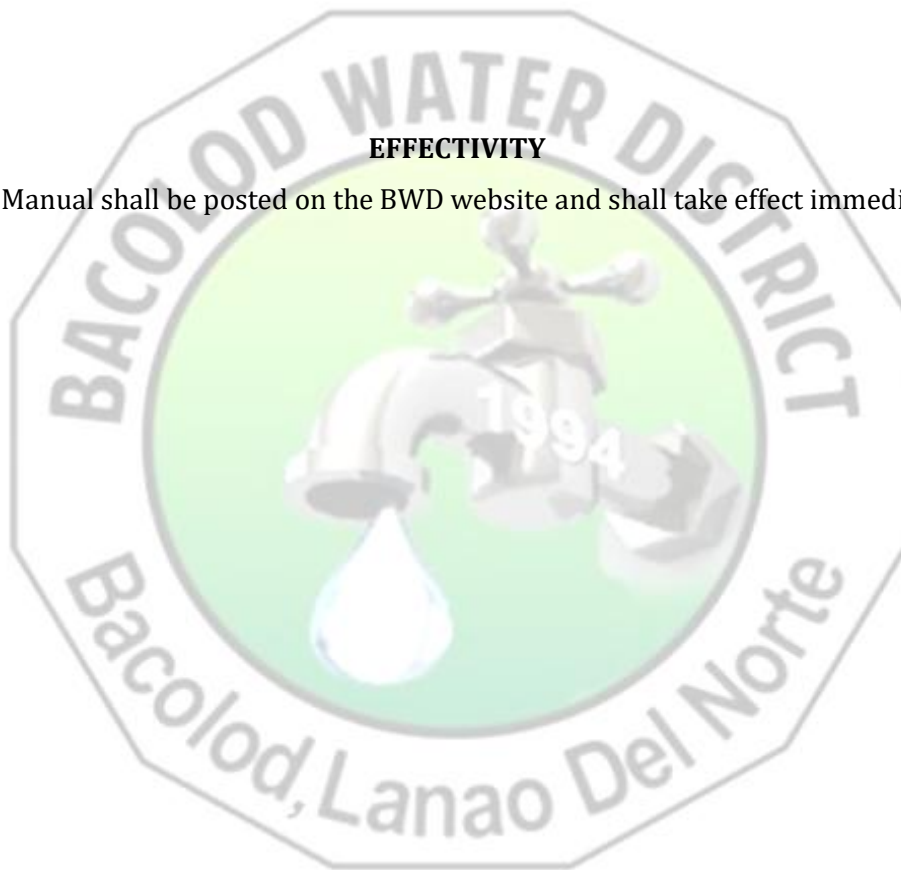
- |                            |  |
|----------------------------|--|
| a. 1 <sup>st</sup> Offense | - Reprimand;                                     |
| b. 2 <sup>nd</sup> Offense | - Suspension of one (1) to thirty (30) days; and |
| c. 3 <sup>rd</sup> Offense | - Dismissal from the service.      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

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

**Provisions for More Stringent Laws, Rules and Regulations.** Nothing in this Manual shall be construed to derogate from any law, any rules, or regulation prescribed by any body or agency, which provides for more stringent penalties.

**EFFECTIVITY**

This Manual shall be posted on the BWD website and shall take effect immediately.





## **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 an 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, and, 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 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?**

- d. The requestor is to fill up a request form and submits to the agency's Receiving Officer. The Receiving Officer shall validate the request and logs it accordingly on the FOI tracker.
- e. 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.
- f. 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.
- g. The request shall be forwarded to the officials involved to locate the requested information.
- h. Once all relevant information is retrieved, officials will check if any exemptions apply, and will recommend appropriate response to the request.
- i. If necessary, the head of the agency shall provide clearance to the response.
- j. 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 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.

## **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 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.

**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 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 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.



(d) **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"**

**FOI Receiving Officers of the AGENCY and local offices**

**FOI OFFICERS**

Designation	Name	Contact Numbers	Email Address
FOI Receiving Officer	Sandra O. Castillo	09457666299	sandy_castillo18@yahoo.com
FOI Decision Maker	Engr. Noel L. Resabal	09557123348	resabalnoel@gmail.com

## **ANNEX “D”**

### **LIST OF EXCEPTIONS**

The following are the exceptions to the right of access to information, as recognized by the Constitution, existing laws, or jurisprudence:<sup>1</sup>

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 of persons 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, boards, or officers, in relation to the performance of their functions, or to inquiries 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 mandatory laws; and
9. Other exceptions to the right to information under laws, jurisprudence, rules and regulations.

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<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”**

### **IDENTICAL OR SUBSTANTIALLY SIMILAR REQUEST**

The BWD shall not be required to act upon an unreasonable subsequent identical or substantially similar request from the same RP whose request has already been previously granted or denied by BWD.

## **ANNEX “F”**

### **VEXATIOUS REQUESTS**

According to FOI – MC No. 5, S. 2020 dated December 15, 2020 with the subject: “Guidelines on Vexatious Freedom of Information Requests and abuse of Rights There under”, a request is considered vexatious if it is frivolous, malicious, made in bad faith, intends to harass, vilify or embarrass, or if it possess an actual or imminent danger to the office, its officials or employees.

The BWD shall consider all relevant circumstances in determining whether or not a request is vexatious. The following may be taken into consideration in evaluating requests:

1. Language of the request;
2. Burden on the concerned government agency;
3. Purpose, motive or intention for making the request;
4. Value of the requested information; or
5. History and context of the request.

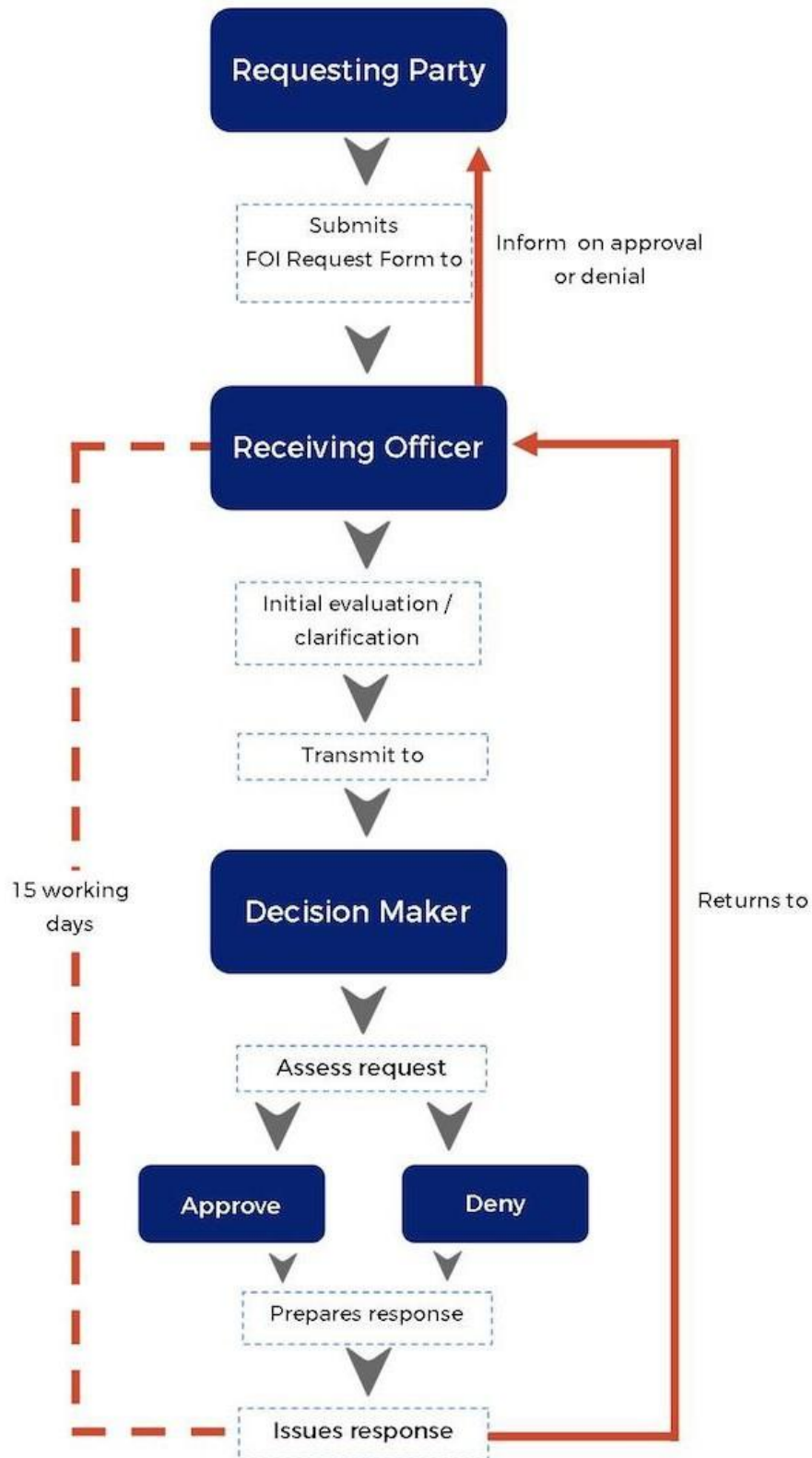
A request is presumed to be vexatious if it involves:

1. Frequent or overlapping request;
2. Personal grudges;
3. Unfounded accusations;
4. Unreasonably complex request;
5. Reprocessed data; 38
6. All other requests that are meant to harass, embarrass or put into actual or imminent danger the life or property of BWD, its officials and employees.

The BWD is not precluded from seeking clarification from the RPs. In case of doubt as to the nature of the request, the BWD may grant the RP the opportunity to clarify and/or modify the request, the BWD shall not immediately deny the same, but shall instead extend advice or assistance so that a valid request may be filed. Despite clarification and extension of reasonable assistance to the RP the request still falls under Section 4 of FOI – MC No. 5, S. 2020, the proper authority may deny the request clearly stating forth the ground/s for denial and the circumstance/s on which the denial is based. Denial of request on the ground that request is vexatious may be appealed in accordance with the appeals process.

## ANNEX “G”

### Flow Chart





## ANNEX "H"

## Request Form



**BACOLOD WATER DISTRICT**  
P-3 POBLACION BACOLOD LANA O DEL NORTE

## Freedom of Information(FOI) Request Form

Tracking No. \_\_\_\_\_

Date: \_\_\_\_\_

**Requesting Party** (Please fill-out the necessary information. Write legibly. In case of inability to write, you may seek for an assistance.)

Full Name : \_\_\_\_\_ Age : \_\_\_\_\_

Address : \_\_\_\_\_ Gender : ☐ Male ☐ Female

Contact Agency/Office (if applicable) \_\_\_\_\_

Contact Number(s) : \_\_\_\_\_ Email Address : \_\_\_\_\_

Preferred Mode of Communication : ☐ Email Address ☐ Contact Number ☐ Office Address ☐ Postal

**Requested Information** (Please specify the requested document, number of copies and purpose of request.)

Title of Document Requested	No. of Copies	Document Type
_____	_____	_____
_____	_____	_____
_____	_____	_____

**Purpose:** \_\_\_\_\_ (Please use another sheet if necessary)

I hereby declare that all information provided in this form are TRUE and CORRECT,  
and that the requested documents shall only be used for specified purpose.

Name &amp; Signature \_\_\_\_\_

Type of ID Presented \_\_\_\_\_

**To be filled-out by the FOI Receiving/Releasing Officer**

Date Requested : \_\_\_\_\_ Processing Unit : \_\_\_\_\_

Concerned FOI Decision Maker : \_\_\_\_\_

Recommended for: ☐ Approval ☐ Partial Denial ☐ Denial

Reason for Denial (if applicable): \_\_\_\_\_

Remarks : \_\_\_\_\_

\_\_\_\_\_  
Approved by FOI Decision maker

Official receipt no. (if applicable): \_\_\_\_\_ Date Released : \_\_\_\_\_

Released Document Through : ☐ Email Address ☐ Contact Number ☐ Office Address ☐ Postal ☐ Pick-Up

### DATA PRIVACY POLICY STATEMENT

The Bacolod Water District is committed to uphold the protection of privacy of the personal information of our clients, costumers, employees, and other individuals or entities connected to water district through the services we provide. In accordance with RA 10173 or the Data Privacy Act 2012. Its implementing rules and regulations and other relevant policies and reissuances of the NPC.

For more information about the BWD Data Privacy Policy, Please proceed to [bwdldn.gov.ph](http://bwdldn.gov.ph) or contact our Data Protection Officer at [bacwdln@yahoo.com](mailto:bacwdln@yahoo.com).

## ANNEX "I"



REPUBLIC OF THE PHILIPPINES  
**PRESIDENTIAL COMMUNICATIONS OPERATIONS OFFICE**  
*Tanggapang Pampanguluhan sa Operasyong Komunikasyon*  
Ermita, City of Manila

**FOI-MC No. 21- 05**

### **FREEDOM OF INFORMATION MEMORANDUM CIRCULAR**

**FOR : ALL AGENCIES, DEPARTMENTS, BUREAUS, OFFICES  
AND INSTRUMENTALITIES OF THE EXECUTIVE  
BRANCH INCLUDING GOVERNMENT-OWNED AND/OR  
CONTROLLED CORPORATIONS (GOCCS), STATE  
UNIVERSITIES AND COLLEGES (SUCS), AND LOCAL  
WATER DISTRICTS (LWDS)**

**SUBJECT : GUIDELINES ON THE REFERRAL OF REQUESTED  
INFORMATION, OFFICIAL RECORD/S AND PUBLIC  
RECORD/S TO THE APPROPRIATE GOVERNMENT  
AGENCY OTHERWISE KNOWN AS THE "NO WRONG  
DOOR POLICY FOR FOI"**

---

**WHEREAS**, Executive Order (EO) No. 02, s. 2016 was issued by President Rodrigo Roa R. Duterte to operationalize the Constitutional Right of Access to Information, and Policy of Full Public Disclosure in the Executive Department;

**WHEREAS**, Memorandum Order (MO) No. 10, s. 2016 designated the Presidential Communications Operations Office (PCOO) as the lead agency in the implementation of EO No. 02, s. 2016;

**WHEREAS**, Department Order No. 18, s. 2017, issued by the PCOO, created the Freedom of Information – Project Management Office (FOI-PMO) to exercise the mandate of MO No. 10, s. 2016;

**WHEREAS**, in order to ensure the policy of the President to have an open, transparent and accountable government, it is the mandate of the PCOO to develop programs and mechanisms to enhance the capacity of government agencies to comply with the FOI program;

**WHEREAS**, there is a need to break the prevailing "silo system" and lack of interconnection among government agencies, with the end goal of a government acting as a singular unit serving its primary client, its citizens;

---

7th Floor Times Plaza Building, United Nations Ave., Ermita, City of Manila, Philippines

**NOW, THEREFORE,** by virtue of PCOO's mandate to develop programs and mechanism to ensure compliance with the FOI program, particularly on addressing the issue regarding the referral of any requested information, official record/s, or public record/s to the appropriate government agency, these rules are hereby prescribed and promulgated for the information, guidance and compliance of all concerned:

**Section 1. Purpose.** – This rule seeks to set guidelines for the referral of any requested information, official record/s, or public record/s to the appropriate government agency by another agency which does not have in its possession or custody the requested information or records, or is not authorized to release the information to the public.

**Section 2. Coverage.** – This Order shall cover all government agencies under the Executive branch implementing the FOI Program, pursuant to EO No. 2, s. 2016 and all other related issuances, and applies to both paper-based and electronic form of requesting information.

**Section 3. Request for Information.** – Any person who requests for access to information shall comply with Section 9 of EO No. 02, s. 2016 and all other pertinent laws, existing rules and regulations, issuances, and orders. For purposes of this rule, information and records shall refer to information, official record/s, or public record/s as defined under EO No. 02, s. 2016.

**Section 4. Acceptance of request.** – As a general rule, all fully compliant requests for information shall be accepted by the FOI Receiving Officer (FRO) and FOI Decision Maker (FDM). No request for information shall be denied or refused acceptance by a government office unless the reason for the request is contrary to the Constitution, pertinent laws, existing rules and regulations, or it is one of the exceptions provided under the Inventory of Exceptions.

**Section 5. Process of Referral.** – When the requested information is not in the possession of a government agency (government agency no. 1 or GA1), but is available in another government agency (government agency no. 2 or GA2) under the Executive Branch, the request shall be immediately referred by GA1 to GA2 through the most expeditious manner but not exceeding three (3) working days from the receipt of the request. This shall be considered as the **"First Referral"** and a fresh period will apply.

*Referral to the appropriate government agency* shall mean that another government office is the proper repository or custodian of the requested information or records, or have control over the said information or records.



If GA1 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. No fresh period shall apply.

If GA1, in good faith, erroneously referred the request to GA2, the latter shall immediately notify the former as well as the requesting party, that the information requested is not available in their agency.

GA2, to whom the request was referred under the First Referral may subsequently refer the request to another government agency (government agency no. 3 or GA3) under the procedure set forth in the first paragraph of this Section. This shall be considered as the **"Second Referral"** and another fresh period shall apply.

Referrals under this Order shall only be limited to two (2) subsequent transfers of request. A written or email acknowledgement of the referral shall be made by the FRO of the government agency where it was referred.

The requesting party shall be notified of the referral and must be provided with the reason or rationale thereof, and contact details of the government office where the request was referred.

**Section 6. FOI Internal Messenger.** - The FOI-PMO shall create a **"FOI Internal Messenger"**. Such feature shall be included in the dashboards of FROs and FDMs, located at the eFOI portal or [www.foi.gov.ph](http://www.foi.gov.ph), where all FROs and FDMs can ask or confirm with each other on which agency has the control and custody of any information or record being requested.

Please see Annex "A" of this Circular for the No Wrong Door Policy Flowchart.

**Section 7. Status of the Request.** - A request that is referred to the appropriate government agency is considered **successful** if the same is acknowledged and the requested information is disclosed to the requestor.

If GA3, after the second referral, still cannot provide the information requested, it shall deny the said request and shall properly notify the requesting party.

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.

**Section 8. Inventory of Receiving Officers and Decision Makers, and Agency Information Inventory.** - For the convenience of all FROs and FDMs

in implementing this Circular, an inventory of the names and contact details of all designated FROs and FDMs of government agencies, and an Agency Information Inventory (AII) shall be compiled by the FOI-PMO.

The FOI-PMO shall be the central repository of the inventory of all designated FROs and FDMs and shall collate and update the names and contact information of the designated FROs and FDMs of each government agency. The inventory shall be posted at the eFOI portal, [www.foi.gov.ph](http://www.foi.gov.ph). FOI-PMO shall strictly adhere to Republic Act No. 10173 or the Data Privacy Act of 2012.

To assist the FROs in locating the requested information or record, an annual updating of the AII shall be required of all agencies on-boarded on the eFOI Portal. The consolidated inventory of information shall likewise be made available in the dashboard of the FRO and FDM for ease of access and information.

**Section 9. Separability Clause.** If, for any reason, any part or provision of this Memorandum Circular is declared invalid or unconstitutional, the other provisions not affected thereby shall remain in full force and effect.

**Section 10. Repealing Clause.** All orders, rules and regulations, memoranda, circulars, and issuances or any part thereof inconsistent with the provisions of this Memorandum Circular are hereby repealed, amended or modified accordingly.

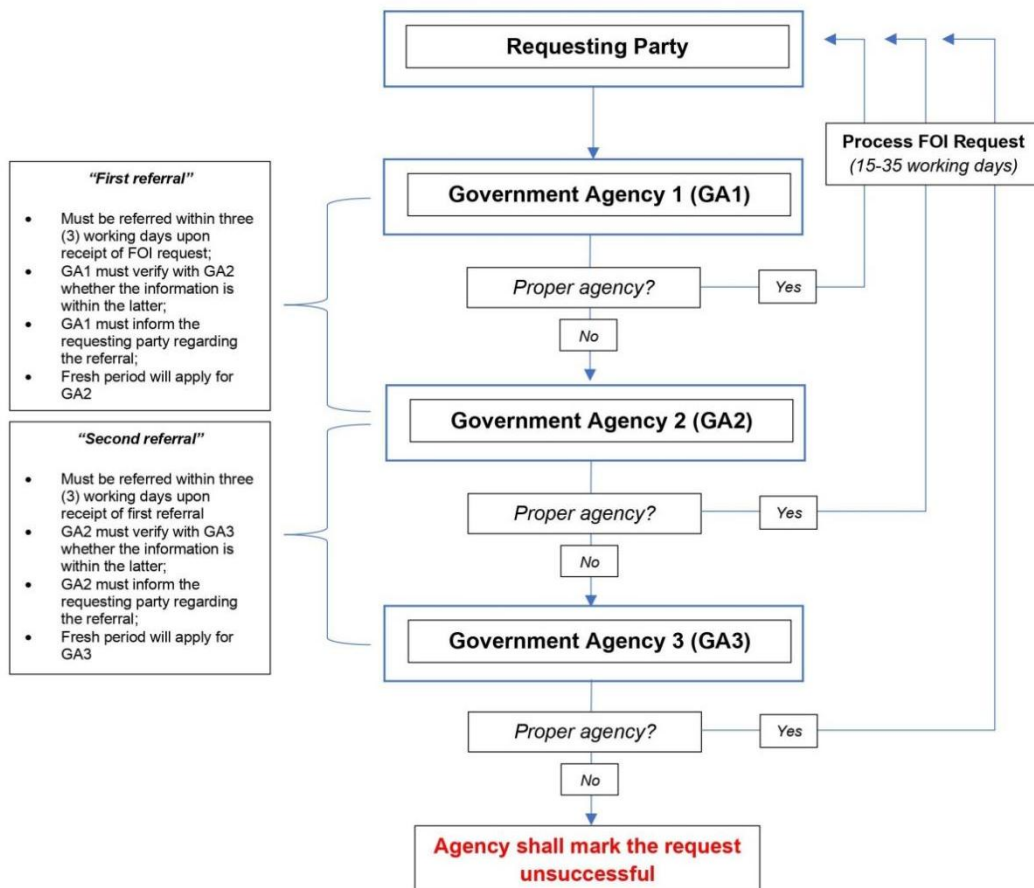
**Section 11. Effectivity.** This Memorandum Circular shall take effect immediately.

**Manila, Philippines, 27th day of August 2021.**

  
**JOSE RUPERTO MARTIN M. ANDANAR**  
Secretary and FOI Champion

## ANNEX "J"

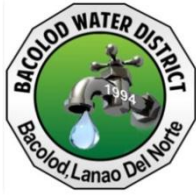
## NO WRONG DOOR POLICY FLOWCHART

**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 "K"**



Republic of the Philippines  
**BACOLOD WATER DISTRICT**  
Poblacion, Bacolod Lanao del Norte



**FOI RESPONSE TEMPLATE - REQUEST IS APPROVED**

Date: \_\_\_\_\_

Thank you for your request dated \_\_\_\_\_ under executive Order No. 2, series 2016 on Freedom of Information in the Executive Branch.

You asked for <insert details of requested data>.

Your FOI request is approved. Attached please find the data/information you requested.

If you are not satisfied with the response to your FOI request, you may make an appeal by writing to **BWD** office at **P-3, Poblacion, Bacolod Lanao del Norte** or email us at [bacwdldn@yahoo.com](mailto:bacwdldn@yahoo.com). Your appeal should explain why you are dissatisfied with this response, and should be made within 15 days from the date when you received the BWD response letter. We will complete the review and tell you the result within 30 working days from the date we receive your appeal.

Thank you!

Sincerely,

**SANDRA O. CASTILLO**

FOI Receiving Officer

**ANNEX "L"**



Republic of the Philippines  
**BACOLOD WATER DISTRICT**  
Poblacion, Bacolod Lanao del Norte



**FOI RESPONSE TEMPLATE - REQUESTED INFORMATION IS AVAILABLE ON BWD WEBSITE**

Date: \_\_\_\_\_

Thank you for your request dated \_\_\_\_\_ under executive Order No. 2, series 2016 on Freedom of Information in the Executive Branch.

You asked for < \_\_\_\_\_ >.

The information you have requested is already available on BWD website<insert link where the information can be obtained>.

If you are not satisfied with the response to your FOI request, you may make an appeal by writing to **BWD** office at **P-3, Poblacion, Bacolod Lanao del Norte** or email us at [bacwdldn@yahoo.com](mailto:bacwdldn@yahoo.com). Your appeal should explain why you are dissatisfied with this response, and should be made within 15 days from the date when you received the BWD response letter. We will complete the review and tell you the result within 30 working days from the date we receive your appeal.

Thank you!

Sincerely,

**SANDRA O. CASTILLO**

FOI Receiving Officer

**ANNEX "M"**



Republic of the Philippines  
**BACOLOD WATER DISTRICT**  
Poblacion, Bacolod Lanao del Norte



**FOI RESPONSE TEMPLATE - REQUESTED INFORMATION IS NOT AVAILABLE OR UNDER EXCEPTIONS**

Date: \_\_\_\_\_

Thank you for your request dated \_\_\_\_\_ under executive Order No. 2, series 2016 on Freedom of Information in the Executive Branch.

You asked for <insert details of requested data>.

Although our objective is to provide information to every FOI requestors, in this case we are not able to provide the information you're requested.

If you are not satisfied with the response to your FOI request, you may make an appeal by writing to **BWD** office at **P-3, Poblacion, Bacolod Lanao del Norte** or email us at [bacwdldn@yahoo.com](mailto:bacwdldn@yahoo.com). Your appeal should explain why you are dissatisfied with this response, and should be made within 15 days from the date when you received the BWD response letter. We will complete the review and tell you the result within 30 working days from the date we receive your appeal.

Thank you!

Sincerely,

**SANDRA O. CASTILLO**

FOI Receiving Officer

**ANNEX "N"**



Republic of the Philippines  
**BACOLOD WATER DISTRICT**  
Poblacion, Bacolod Lanao del Norte



**FOI RESPONSE TEMPLATE - SIMILAR/IDENTICAL REQUEST**

Date: \_\_\_\_\_

Thank you for your request dated \_\_\_\_\_ under executive Order No. 2, series 2016 on Freedom of Information in the Executive Branch.

You asked for <insert details of requested data>.

Although our objective is to provide information to every FOI requestors, in this case we are not able to provide the information you asked since it is similar or identical to the previous information you requested which we answered already<insert details of response>.

If you are not satisfied with the response to your FOI request, you may make an appeal by writing to **BWD** office at **P-3, Poblacion, Bacolod Lanao del Norte** or email us at [bacwdldn@yahoo.com](mailto:bacwdldn@yahoo.com). Your appeal should explain why you are dissatisfied with this response, and should be made within 15 days from the date when you received the BWD response letter. We will complete the review and tell you the result within 30 working days from the date we receive your appeal.

Thank you!

Sincerely,

**SANDRA O. CASTILLO**

FOI Receiving Officer

**ANNEX "O"**



Republic of the Philippines  
**BACOLOD WATER DISTRICT**  
Poblacion, Bacolod Lanao del Norte



**FOI RESPONSE TEMPLATE – REQUEST FOR EXTENSION OF TIME**

Date: \_\_\_\_\_

Thank you for your request dated \_\_\_\_\_ under executive Order No. 2, series 2016 on Freedom of Information in the Executive Branch.

You asked for <insert details of requested data>.

Since your requested information requires time to provide, please give us twenty (20) working days on top of the mandate fifteen (15) working days to act on the request.

Thank you!

Sincerely,

**SANDRA O. CASTILLO**

FOI Receiving Officer