PEOPLE'S FREEDOM OF INFORMATION MANUAL

CAUAYAN CITY WATER DISTRICT

166 Africano corner Burgos Streets,
District II, Cauayan City, 3305,
Isabela

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SECTION 1: BACKGROUND/RATIONALE

The right of the people to information on matters of public concern is one enshrined in the 1987 Constitution. Pursuant to this constitutional mandate, the Code of Conduct and Ethical Standards for Public Officials and Employees (Republic Act No. 6713) adopts a policy of transparency and accountability in acts or transactions of the government. Section 5 (e) of this law provides that all public officials and employees are obligated to make all public documents accessible to, and readily available for inspection by, the public within reasonable working hours.

Among the standards of personal conduct in the discharge and execution of official duties expected of public officers is that they should ensure openness of information. Consistent with the foregoing, Executive Order No. 2 series of 2016 dated July 23, 2016 which shall operationalizes in the Executive Branch the People's Constitutional right to information and the State Policies to full disclosure and transparency in public service. The Executive Order mandates all executive offices, department, bureaus, offices, and instrumentalities, including Government-Owned and/or Controlled Corporations (GOCCs), State Universities and Colleges (SUCs) and Local Government Units (LGUs) to give every Filipino the right to access information, official records and to documents and papers pertaining to official acts, transactions or decisions, as well as government research data used as basis for policy development.

Section 8 of the same Executive Order directs all government units to prepare its own People's Freedom of Information (FOI) Manual specifying therein the implementing details taking into consideration their mandates and the nature of information in their custody and control.

Cauayan City Water District (CCWD) is a Government-Owned and/or Controlled Corporation created under PD 198 with the mandate of acquiring, installing, improving, maintaining and operating water supply and distribution systems and providing, maintaining and operating wastewater collection, treatment and disposal facilities within its service area.

This Manual shall set out the rules and procedures to be followed by the District whenever it receives a request for access to information pursuant to the abovementioned EO.

SECTION 2: PURPOSE AND OBJECTIVES OF THE MANUAL

Purpose

The purposes of this Freedom of Information (FOI) Manual are to provide process to attend and assist the people requesting for information and to provide guidelines and processes on how the Cauayan City Water District (CCWD) shall deal with the request of information under Executive Order No. 02, series of 2016 on Freedom of Information (FOI) issued by the Office of the President. ***(Annex "A")***

Objectives

In line with the provisions set forth in EO No. 2, series of 2016, the CCWD – FOI Manual aims to achieve the following objectives:

1. Facilitate access to information through the most efficient and expeditious manner in line with the procedures in this manual;
2. Promote transparency in the exercise of the Commission's Mandate and functions; and
3. Uphold the fundamental right of the public to free flow of information

SECTION 3: STRUCTURE OF THE MANUAL

This Manual shall set out the rules and procedures to be followed by the Cauayan City Water District when a request for access to information is received. It also provides relevant forms and other annexes.

FOI Champion

The head of the agency who gives the final approval or denial of all FOI requests lodged to the agency. The GM can seek the assistance of a legal attorney under Office of the Government Corporate Counsel (OGCC) if the request is in conformance to the existing laws, rules and regulations.

FOI Decision Maker (Approval or Denial of Request to Information)

It is designated by the CCWD General Manager with a rank not lower than Department Manager or its equivalent. The FDM evaluates and approves or denies all request to information based on the following:

a. The CCWD 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; and
d. The request is similar to the previous request from the same requesting party which has been previously granted or denied by the CCWD.

FOI Receiving Officer

It is designated by the CCWD General Manager and carries out the following functions:

a. Assist the requesting party in filling out the request form;
b. Receives all requests to information and forward the same to the appropriate office who has the custody of the records;
c. Monitor all FOI requests and appeals;
d. Provide assistance to the FOI Decision Maker;
e. Provide assistance and support to the public and staff with regard to FOI;
f. Compile statistical Information as required;
g. 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:
    - The request form is incomplete; and
    - The information is already disclosed in CCWD Official Website (cauayancitywaterdistrict.gov.ph)
h. Prepare and submit the FOI agency information inventory annually; and
i. Prepare and submit FOI registry quarterly.

Central Appeals and Review Committee

Composed of four (4) officials with a rank not lower than a Department Manager or its equivalent, designated by the CCWD General Manager to review and analyze the grant or denial of request to information. The Committee shall also provide expert advice to CCWD's General Manager on the denial of such request.

SECTION 4: COVERAGE OF THE MANUAL

This Manual shall cover all requests to information directed to the Cauayan City Water District as follows:

a. Office of the Board of Directors
b. Office of the General Manager
c. Administrative & Human Resource Department
d. Finance Services Department
e. Commercial Services Department
f. Engineering & Operations Department

SECTION 5: GENERAL DUTIES OF THE CCWD UNDER EO NO. 02, S. 2016

General Duties

The water district shall, consistent with the mandate of EO 2, series of 2016, respect the constitutional right of Filipinos to freedom of information (FOI), and subject to the limitations provided by law, make its records and information, protect its own records and information to the extent consistent with the requirements of public interest and personal privacy protection, and protect its public officers from the adverse consequences of disclosing certain kinds of official information without authorization under procedures established here.

Keeping of Records

The water district 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.

Training for CCWD Personnel

The water district shall provide adequate training and/or capacity-building program for its officials and employees to improve awareness of the right for access to information or records held by government agencies, as provided for in EO No. 2, series of 2016, and to keep updated of best practices in relation to information disclosure and records maintenance.

SECTION 6: DEFINITION OF TERMS

Board of Directors

The policy making and the legislative body of the Water District. Ensures the availability of adequate financial resources and approves annual budget. The powers and duties of the Board shall be defines in Chapter II, Chapter V of Presidential Decree No. 198.

cauayancitywaterdistrict.gov.ph

The official website of the Cauayan City Water District which provides a central source for the public to understand the FOI and to learn how to make a request for information that is not yet publicly available.

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. ***(Annex "B")***

Freedom of Information (FOI)

It is the Government response to the call for transparency and full public disclosure of information. FOI is a government mechanism which allows Filipino Citizen to request any information on matters of public concern, and adopts and implements a policy of full public disclosure of its transactions involving public interest subject to the procedures and limitations provided in Executive Order No. 02, series of 2016. 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 names, address, and contact number of the Government office where you can make a FOI request.

FOI Request

A written request submitted to the FOI Receiving Officer personally or by electronic mail asking for records on any topic. A FOI request can generally be made by any Filipino to the Government Office.

FOI Receiving Office (FRO)

The primary contact of the requesting party where he/she can call and ask questions about the FOI process of the pending FOI request.

Full Denial

When the CCWD cannot release any records in response to a FOI request, because the requested information is exempt from disclosure in it is entirely, or no records responsive to the request could be located.

Full Grant

When the CCWD is able to disclose all records in full in response to a FOI request.

General Manager

An executive, who has overall responsibility for managing all the elements of a Water District, usually oversees most or all of the District's functions as well as the day-to-day operation. Frequently, the General Manager is responsible for effective planning, organizing, staffing, directing, coordinating, and decision making to attain desirable mission and vision of the Water District.

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 cauayancitywaterdistrict.gov.ph, without need for written requests from the public.

Official Record/s

Shall refer to information produces 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.

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

An FOI request or administrative appeal for which a government office has not yet taken final action in all respects. It captures anything that is open at a given time including requests that are well within the statutory response time.

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 discoverable in the website of government agencies without waiting for a specific FOI request.

Public Records

Shall include information required by laws, executive orders, rules, or regulations to be entered, kept, and made publicly available by a government agency.

Requesting Party

A person requesting for information which are 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.

Sensitive Personal Information

As identified in the Data Privacy Act of 2012 shall refer to personal information:

a. About an individual race, ethnic origin, marital status, age, color, and religious philosophical or political affiliations;
b. 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;
c. 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
d. Specifically established by an executive order or an act of Congress to be kept classified.

Water District

Shall mean Cauayan City Water District (CCWD)

SECTION 7: PROMOTION OF OPENNESS IN GOVERNMENT

Duty to Publish Information

The Cauayan City Water District shall, pursuant to Republic Act No. 11032 promoting Ease of Doing Business and Efficient Delivery of Government Services amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007 as amended, regularly publish, print and disseminate at no cost to the public and in an accessible form 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, projects, 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.

These are the types of information without need for request from the public information.

Accessibility of Language and Form

The CCWD shall endeavor to translate key information into Filipino and English and present them in popular form and means accessible to the general populace.

SECTION 8: PROTECTION OF PRIVACY

While providing access to information, public records, and official records, CCWD shall afford full protection to the right to privacy of its employees as follows:

a. CCWD 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 the existing law, rules or regulation;
b. General Data Privacy Principles. – The processing (collection, storage, use, destruction and other similar operations) of personal information shall be allowed, subject to compliance with the requirements of the Data Privacy Act and

other laws allowing disclosure of information to the public and adherence to the principles of transparency, legitimate purpose and proportionality. Personal information must be:

1. Collected for specified and legitimate purposes determined and declared before, or as soon as reasonably practicable after collection, and later processed in a way compatible with such declared, specified and legitimate purposes only;
2. Processed fairly and lawfully;
3. Accurate, relevant and, where necessary for purposes for which it is to be used the processing of personal information, kept up to date; inaccurate or incomplete data must be rectified, supplemented, destroyed or their further processing restricted;
4. Adequate and not excessive in relation to the purposes for which they are collected and processed;
5. Retained only for as long as necessary for the fulfillment of the purposes for which the data was obtained or for the establishment, exercise or defense of legal claims, or for legitimate business purposes, or as provided by law; and
6. Kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the data were collected and processed: Provided, That personal information collected for other purposes may lie processed for historical, statistical or scientific purposes, and in cases laid down in law may be stored for longer periods: Provided, further, That adequate safeguards are guaranteed by said laws authorizing their processing. (Section 11, Data Privacy Act)

Consistent with the above principles and 3e of the IRR of RA 6713, the University shall redact unnecessary information in the document, record or information that is the subject of a granted FOI request.

c. The University as well as those seeking information pursuant to this FOI Manual as personal information controllers must ensure implementation of personal information processing principles set out herein (Section 11, Data Privacy Act). The University shall therefore, in the FOI request form, and in replying to the granted FOI request require the requesting party to strictly adhere to the Philippine Data Privacy Act and other applicable laws.
d. The processing of personal information shall be permitted only if not otherwise prohibited by law, and when at least one of the following conditions exists:
    1. The data subject has given his or her consent;
    2. The processing of personal information is necessary and is related to the fulfillment of a contract with the data subject or in order to take steps at the request of the data subject prior to entering into a contract;
    3. The processing is necessary for compliance with a legal obligation to which the personal information controller is subject;

4. The processing is necessary to protect vitally important interests of the data subject, including life and health;
5. The processing is necessary in order to respond to national emergency, to comply with the requirements of public order and safety, or to fulfill functions of public authority which necessarily includes the processing of personal data for the fulfillment of its mandate; or
6. The processing is necessary for the purposes of the legitimate interests pursued by the personal information controller or by a third party or parties to whom the data is disclosed, except where such interests are overridden by fundamental rights and freedoms of the data subject which require protection under the Philippine Constitution (Section 12, Data Privacy Act).

e. The processing of sensitive personal information and privileged information shall be prohibited, except in the following cases:
   1. The data subject has given his or her consent, specific to the purpose prior to the processing, or in the case of privileged information, all parties to the exchange have given their consent prior to processing;
   2. The processing of the same is provided for by existing laws and regulations: Provided, That such regulatory enactments guarantee the protection of the sensitive personal information and the privileged information: Provided, further, That the consent of the data subjects are not required by law or regulation permitting the processing of the sensitive personal information or the privileged information;
   3. The processing is necessary to protect the life and health of the data subject or another person, and the data subject is not legally or physically able to express his or her consent prior to the processing;
   4. The processing is necessary to achieve the lawful and noncommercial objectives of public organizations and their associations: Provided, That such processing is only confined and related to the bona fide members of these organizations or their associations: Provided, further, That the sensitive personal information are not transferred to third parties: Provided, finally, That consent of the data subject was obtained prior to processing;
   5. The processing is necessary for purposes of medical treatment, is carried out by a medical practitioner or a medical treatment institution, and an adequate level of protection of personal information is ensured; or
   6. The processing concerns such personal information as is necessary for the protection of lawful rights and interests of natural or legal persons in court proceedings, or the establishment, exercise or defense of legal claims, or when provided to government or public authority (Section 12, Data Privacy Act).

f. CCWD 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.

g. Any employee, officer or manager of CCWD who has access, authorized or unauthorized, to personal information in the custody of the office, must not disclose any information except when authorized under EO 2 or pursuant to existing laws, rules and regulations.

SECTION 9: EXCEPTIONS TO FREEDOM OF INFORMATION

For the guidance of the CCWD personnel, the following are the exceptions to the right of access to information, as recognized by the Constitution, existing laws, or jurisprudence.

1. The Cauayan City Water District (CCWD) shall deny access to information only when the information requested falls under any of the exceptions enshrined in the Constitution, existing laws or jurisprudence and specified in the inventory of exceptions as embodied in the Circular issued by the Office of the President pursuant to Section 4 of Executive Order No. 2, series of 2016;
2. The requested information is not in the custody of the Agency;
3. The requested information contains Sensitive Personal Information, unless authorized by the owner thereof;
4. The request is an unreasonable identical or substantially similar request from the same requesting party whose request has already been previously granted or denied by Cauayan City Water District;
5. Information concerning law enforcement and protection of public and personal safety;
6. Information deemed confidential for the protection of the privacy of person and certain individuals such as victims of crimes, or the accused;
7. 201 Files
8. Human Resource Management Personnel Selection and Promotions Board (HRMPSPB) Documents
9. Statement of Assets, Liabilities and Net Worth (SALN)
10. BAC Minutes of meetings, except Minutes of Opening of Bids, as provided under the last sentence, 3rd Paragraph, Section 29, the 2016 Revised IRR, RA 9184, the bidders or their duly authorized representatives may attend the opening of bids. The BAC shall ensure the integrity, security, and confidentiality of all submitted bids. The abstract of bids as read and the minutes of the bid opening shall be made available to the public upon written request and payment of a specified fee to recover cost of materials;
11. Technical Working Group (TWG) Recommendation, BAC Resolutions, and other Bidding Documents
12. Individual Performance Commitment and Review (IPCR) Form
13. Matters considered confidential under banking and finance laws, and their amendatory laws;

14. Financial Reports not yet audited by the Commission on Audit
15. All reports not in the final form;
16. Agenda, deliberations and minutes of the Board meetings; and
17. Legal opinions or comments rendered by the Legal service.

SECTION 10: STANDARD OPERATING PROCEDURE

WHO MAY REQUEST

1. Any Filipino citizen outside the agency, including members of the media, academic and research institutions; and
2. Person within the agency but from offices/divisions other than those directly authorized/responsible for custody and control of the information requested, seeking access to information not for official purpose such as for academic research.

DOCUMENTS NEEDED IN REQUESTING FOR INFORMATION

Requesting Party

a. FOI Request Form
b. Photocopy of any valid proof of identification with photo and signature of the head of the issuing agency.

By Representative

a. Authorization Letter and/or Request Letter signed by the requesting party.
b. FOI Request Form
c. Photocopy of any valid proof of identification with photo and signature of the head of the issuing agency of the requesting party and the representative.

FILING REQUEST FOR INFORMATION

1. Interested party shall submit a written request using the accomplished standard request form (***Annex B***) available at CCWD Office or can be downloaded in CCWD website cauayancitywaterdistrict.gov.ph, with the following information:
    a) Name, contact information and preferred mode of reply of requesting party;
    b) Description of the information requested; and
    c) Valid proof of identification and authorization, such as copy of government or institution – issued identification card with photo and signature, and authorization document in case transacted by a representative.

If request does not use the standard form and submitted by mail, email or facsimile, the form will be accomplished by the FOI receiving officer and attached the written/printed request. If the written request lacks the necessary details, the receiving officer shall immediately communicate with the requesting party.

2. The request may be submitted personally, by mail, through official agency email, or using facsimile. Request made during interview or meeting should still be reduced into writing.
3. In case the requesting party is unable to make a written request because of illiteracy or disability, he or she can make an oral request and the FOI receiving officer will put in into writing. The requesting party shall sign or put his/her thumb mark in the form.
4. The request must be submitted and/or addressed to the following:

    - ENGR. ARTEMIO A. QUINTERO
      General Manager
      Cauayan City Water District
      166 Africano corner Burgos Streets,
      District II, Cauayan City, 3305, Isabela

    - Email: ccwd_88@yahoo.com.ph
    - Telefax: (078) 652-1622
    - FOI Receiving Officer at Commercial Services Department

RECEIPT OF REQUEST

a. The FOI Receiving Officer (FRO) shall accept the FOI form requesting for information submitted by the requesting party.
b. The FRO shall perform a preliminary assessment of the request for information submitted with its supporting documents to ensure a more expeditious action on the request. The FRO shall immediately inform the requesting party of any deficiency in the accompanying requirements, which shall be limited to those enumerated in the Citizen's Charter.
c. The FRO shall fill up the provided space at the left bottom of the FOI Request form indicating the following:
    - Name of the FOI Receiving Officer
    - Position
    - Date and Time Received
    - Signature
d. The FRO shall assign a unique identification number to request to information, which shall be the identifying number for all subsequent transactions between the government and the requesting party regarding such specific request for information.
e. The FRO shall issue an acknowledgement receipt containing the seal of the CCWD, the name of the responsible officer or employee, his/her designation, and the date and time of receipt of such application or request and requiring the payment of applicable fees, if any.

In case of electronic mail requests, the e-mail shall be printed out and shall follow the same procedure mentioned above, and an acknowledgement receipt shall be sent to the e-mail address of the requesting party.

INITIAL EVALUATION

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

Request information is not in the custody of the CCWD Office

If the requested information is not in the custody of the CCWD, following referral and discussions with the General Manager and FOI Decision Maker, the FRO shall undertake the following steps: ***(Annex "H")***

- If the records requested refer to another Government Office, the request will be immediately transferred to such appropriate government office through the most expeditious manner and the transferring office must inform the requesting party.
- 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 the office, if known.

Requested information is already posted and available on official website of the District

Should the information being requested is already posted and publicly available in the CCWD website, the FRO shall inform the requesting party of the said fact and provide them the website link where the information is posted. ***(Annex "D")***

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. ***(Annex "I")***

TRANSMITTAL OF THE REQUEST

a. After receipt of the request for information, the FRO shall endorses the request to the Division/Department concern within one (1) day from the receipt of the request;
b. The responsible officer in the Division concern shall fill up the space provided in the right bottom of the FOI request form indicating the following:
    - Name of the FOI Receiving Officer;
    - Position;
    - Date and Time Received; and
    - Signature
c. The FRO shall records the date, time, details of the responsible officer (name, position and division), unique identification number, and title of the documents requested in the CCWD FOI record book; and

d. The responsible officer shall sign the record book to acknowledge receipt of the request.

PROCESSING THE REQUEST

1. Within one (1) working day from the receipt and after initial evaluation, the Receiving Officer shall refer the request to the General Manager or his duly authorized official with the initial evaluation/recommendation on requested information, and/or response to the requesting party, as appropriate.
2. The General Manager or his duly authorized official shall determine the appropriate action to be taken of the information/record requested, taking into consideration the recommendation of the Receiving Officer, as follows:

CIRCUMSTANCES	WHAT TO DO
Already available in the agency website, publications or other sources.	Issue available online letter response and inform to the requesting party how to access the information in agency's website.
Readily available and can be provided immediately	Issue approval letter response and proceed with preparing the information requested. ***"Annex E"***
Records contain information of interest to another office/agency.	Consult the office/agency concerned on disclosability.
Not readily available but can later be produced fully or partially	Advise the requesting party, including the indicative period within which the available information can be produced, then proceed with preparing the information.
Unclear information requested	Issue letter for clarification. Advise the requesting party to clarify request **"Annex K"**
Needs additional information	Advise the requesting party to provide the necessary information to complete the request
Requested information contrary to laws, rules and regulations.	Issue Denial response letter to the requesting party and explain the reason for the denial. ***"Annex F"***
Requested information falls under list of exceptions under Section 9 of this manual	Issue Denial response letter to the requesting party and explain the reason for the denial. ***"Annex G"***

3. Once the request has been received by the General Manager, any response or referral shall be in writing thru the Receiving Officer – either using formal letter or electronic mail via means preferred by the requesting party. The response shall be signed by the general Manager of his duly authorized officer subject to the nature of information, delegation of authority and special designations.

4. In case of approval of the Request for Information, the FOI Decision Maker (FDM) identifies whether the requested information is simple or complex or if it needs additional time to retrieve the documents requested.
   - *Simple Requests*
     a. The FDM locates and retrieves the information requested within 3-7 working days or earlier upon the receipt of the request;
     b. The FDM turns over the requested information to the FRO. If the requested information is sensitive in nature, the FDM shall advise the FRO to request the requesting party to personally claim the information along with other needed documents to attest the identity and/or intent of the requesting party; and
     c. The FRO updates the CCWD FOI record book when the information was received from the FDM.
   - *Complex Requests*
     a. The FDM informs the FRO that the requested information is a complex in nature and would require extension;
     b. The FRO informs the requesting party for the needed extension both through phone call and formal communication signed by the General Manager;
     c. The FRO updates the CCWD FOI record book regarding the progress of the request;
     d. The FDM locates and retrieves the information requests within 20 working days upon receipt of request;
     e. The FDM turns over the requested information to the FRO. If the requested information is sensitive in nature, the FDM shall advise the FRO to request the requesting party to personally claim the information along with other needed documents to attest the identity and/or intent of the requesting party; and
     f. The FRO updates the CCWD record book when the information was received from the FDM.
5. In case of approval, the Receiving Officer shall ensure that all records retrieved and considered are checked for possible exceptions prior to actual release. The said Officer shall prepare the letter or electronic mail informing the requesting party within the prescribed period that the request is granted and requiring the payment of applicable fees, if any.
6. No request shall be returned to the requesting party without appropriate action. In case the request is denied or disapproved, the FDM who rendered the decision shall send a formal notice to the requesting party within the prescribed processing time, stating therein the reason for the disapproval or denial. A finding by a competent authority of a violation of any or other laws by the requesting party shall constitute a valid ground for the disapproval or denial of the request. Failure to notify the requesting party of the action taken of the request within the period herein provided shall be deemed a denial of the request to information.

PERIOD TO RESPOND

- All FOI requests submitted shall be acted upon by the FRO within the prescribed processing time stated in the Citizen's Charter which shall not be longer than three (3) working days in the case of simple transactions and seven (7) working days in the case of complex transactions from the date the request was received.
- For FOI requests involving activities, which pose danger to the public health, public safety, public morals, public policy, and highly technical requests, the prescribed processing time shall in no case be longer than twenty (20) working days or as determined by the CCWD management.
- The maximum time prescribed above may be extended only once for the same number of days which is indicated in the Citizen's Charter.
- In case where the cause of delay is due to *force majeure* or natural or man-made disasters, which result to damage or destruction of documents, and/or system failure of the computerized or automatic processing, the prescribed processing times shall be suspended and appropriate adjustments shall be made.

REQUEST FOR EXTENSION OF TIME

If the information requested requires extensive search of the District's records facilities, examination of voluminous records, the occurrence of the force majeure, the FDM should inform the FRO.

The FRO shall notify the requesting party of the extension in writing, setting forth the reasons for such extension and final date of the government information requested prior to the lapse of the processing time. Such written notification shall be signed by the requesting party to serve as a proof of notice. ***"Annex J"***

TRANSMITTING 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. The FRO shall attach a transmittal letter signed by the General Manager, or the FDM within the prescribe working days.

SECTION 11: REMEDIES IN CASE OF DENIAL

I. *Motion for reconsideration* – Should the requesting party disagree with the FOI Decision Maker's action in denying his/her request, he/she may move for its reconsideration within ten (10) calendar days from the receipt of the denial notice but only when based on palpable or patent errors; provided, that only one such motion from the requesting party shall be entertained.

II. *Appeal* – A denial of the requesting party's motion for reconsideration may be appealed to the Central Appeals and Review Committee of CCWD within fifteen (15) calendar days from receipt of such denial notice. The appeal may be entertained if there is prima facie evidence of abuse of discretion on the part of the FDM. All appeals shall be resolved within fifteen (15) calendar days from the receipt of the same.

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

SECTION 12: FEES

- *No Request Fee* - CCCWD 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 delivery fee in order to provide the information to the requesting party. A reasonable fee may be imposed to reimburse actual cost of printing and/or reproduction of information/records, at two pesos (₱2.00) per page.
- *Certification Fee* - All certifications requested shall cost one hundred pesos (₱100.00) except for Certificate of Employment
- *Exemption from fees* – The CCWD may exempt any requesting party from payment of fees, upon request stating the valid reason why such requesting party shall not pay the fee. In case the requesting party cannot pay the fee(s) and in order to avoid or minimize charging of fees and for purposes of efficiency, access to information shall be made through email or facsimile.

SECTION 13: ADMINISTRATIVE LIABILITY

1. 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 - Suspension of one (1) month to six (6) months; and
   d. 4th Offense - Dismissal from the service
2. The Revised Rules on Administrative Cases (RRACS) in the Civil Service shall be applicable in the disposition of cases under this Manual.
3. Nothing in this Manual shall be construed to derogate from any law, rule or regulation prescribed by anybody, which provides for more stringent penalties.

SECTION 14: FREEDOM OF INFORMATION (FOI) OFFICERS

The names and contact information of the FOI Officers of the Cauayan City Water District are as follows:

NAME	POSITION	DESIGNATION
ENGR. ARTEMIO A. QUINTERO	GENERAL MANAGER	FOI Champion
FREEDOM OF INFORMATION (FOI) DESION MAKER AND CENTRAL APPEALS AND REVIEW COMMITEE		
ENGR. MANOLITO B. SUPNET	OFFICER-IN-CHARGE ADMINISTRATIVE& HUMAN RESOURCE DEPARTMENT	FOI Decision Maker – Administrative & Human Resource Department
CARMELO B. DACANAY	DIVISION MANAGER B	FOI Decision Maker – Commercial Services Department
ENGR. JAYCIBETH T. RAMIREZ	OFFICER-IN-CHARGE CONSTRUCTION & MAINTENANCE DIVISION	FOI Decision Maker – Construction & Maintenance Division
ENGR. FREDDIE A. AQUINO	DIVISION MANAGER B	FOI Decision Maker – Water Resources Division
MARIE PAZ C. VALDEZ	OFFICER-IN-CHARGE FINANCE SERVICES DEPARTMENT	FOI Decision Maker – Finance Services Department
FREEDOM OF INFORMATION RECEIVING OFFICER (FRO)		
KAREN JOYCE B. CALLANGA	Accounting Processor A	FOI Receiving Officer
CONTACT INFORMATION		
Administrative/Finance Division – (078) 652-2196 Commercial Division – (078) 652-0644 Engineering & Construction Division - (078) 652-1622 (Telefax) Production & Water Quality Division – (078) 652-5227 CCWD Water Laboratory – (078) 652-5237 Email Address: ccwd_88@yahoo.com.ph Website: cauayancitywaterdistrict.gov.ph CCWD Facebook Page: Cauayan City Water District		

This Manual is promulgated pursuant to the Government's thrust to operationalize the people's constitutional right to information and transparency in the public service subject to the limitations provided by law.

As a Government Owned and/or Controlled Corporation, the CCWD hereby complies with the mandate of EO No. 2, series of 2016 by promulgating this Manual.

ENGR. ARTEMIO A. QUINTERO
General Manager B

DIR. EDGAR A. GALAPON, Ph.D.,CSEE
Chairman of the Board

"ANNEX A" – Executive Order No. 02, series of 2016

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.

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 B" – FOI Request Form

Republic of the Philippines
CAUAYAN CITY WATER DISTRICT
166 Africano corner Burgos Streets, District 2, Cauayan City, Isabela, 3305
Telephone Nos. (078) 652-2196; (078) 652-0644/ Telefax No. (078) 652-1622
Email Address: ccwd_88@yahoo.com.ph
Website: cauayancitywaterdistrict.gov.ph

FREEDOM OF INFORMATION (FOI) REQUEST FORM

Type of Request
Written: ☐
Electronic Mail: ☐

FOI Request No.: _____
Date Filed: _____

PART I: Information of the Requesting Party

1. Full Name: _____
   (Surname) *(First Name)* *(Middle Name)*
2. Complete Address: _____
3. Company/Affiliation/Organization/School: _____
4. Position: _____
5. Type of Government ID: _____ ID Number: _____
6. Contact Details:
   Landline: _____ Fax No.: _____
   Cellphone No.: _____ Email Address: _____
7. Preferred Mode of Response:
   ☐ Pick-Up ☐ Fax ☐ Email ☐ Postal Address
8. Name of Representative: (if any) _____
9. Type of Government ID of Representative: _____ ID Number: _____
10. Proof of Authority: _____

PART II: Requested Information

11. Title of Document/Record Requested: (Please provide as much detail as you can)
    _____
    _____
    _____
12. Purpose of Request: (Please be specific if possible)
    _____
    _____
    _____
13. Date of Document: (MM/DD/YYYY) _____
14. Document Type: _____
15. Any Other Relevant Information: _____

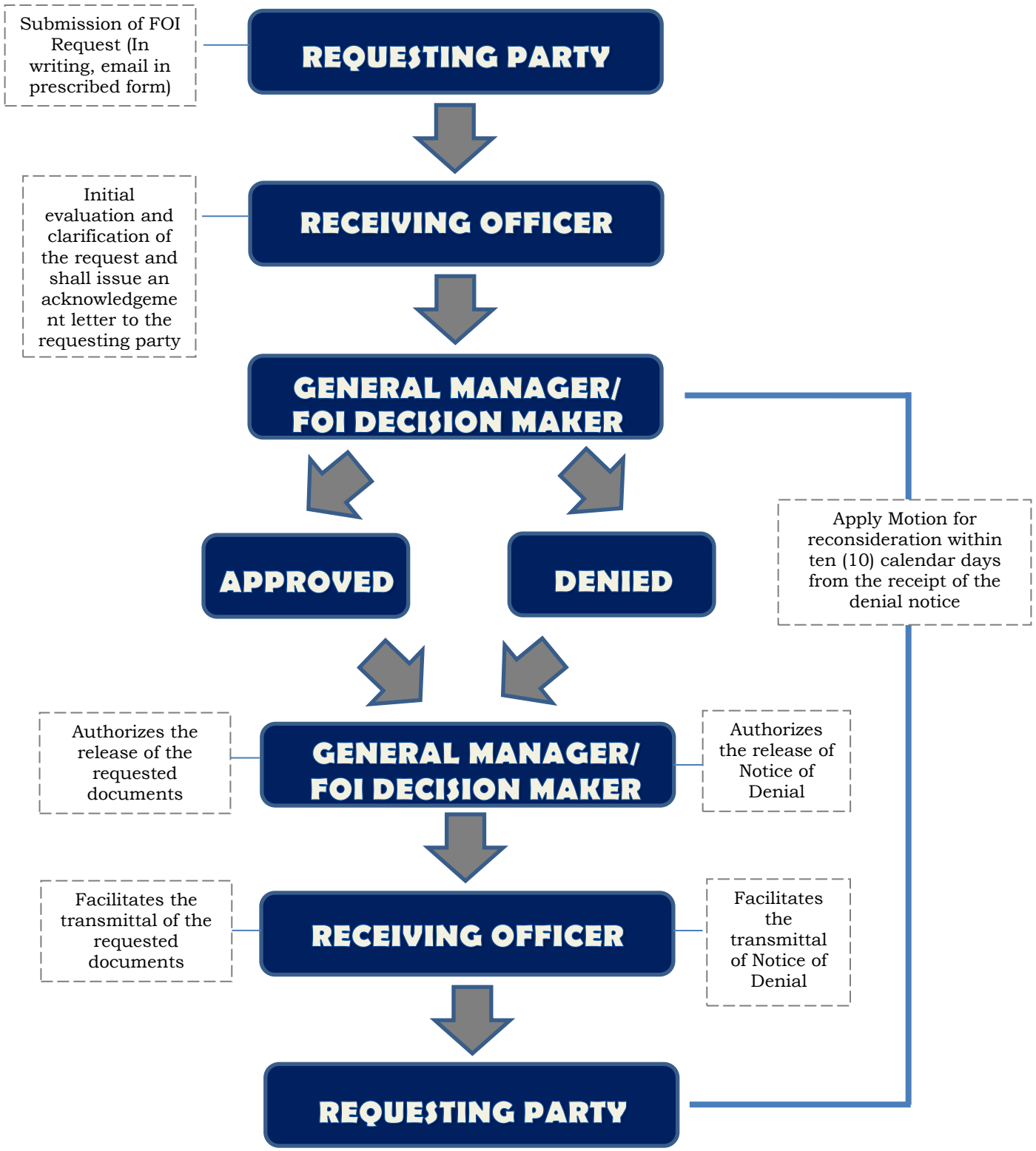
I declare and certify that the information provided in this form is complete and correct. I am aware that giving false information or using forged documents is a criminal offense. I bind myself and my principal to use the requested information only for the specific purpose stated and subject to such conditions as may be prescribed by the Cauayan City Water District. I understand that the Cauayan City Water District may collect, use and disclose personal information contained in this request.

Signature of Requesting Party or Representative: _____
Date Signed: (MM/DD/YYYY) _____

For Official Use Only (FOI Receiving Officer)
Received by: _____
Position: _____
Date and Time Received: _____
Signature: _____

For Official use Only (Second Receiving Officer)
Received by: _____
Position: _____
Date and Time Received: _____
Signature: _____

"ANNEX C" – Flow Chart of Requesting for Information



"ANNEX D" - Available Online Response Template

Republic of the Philippines
CAUAYAN CITY WATER DISTRICT
166 Africano corner Burgos Streets, District 2, Cauayan City, Isabela, 3305
Telephone Nos. (078) 652-2196; (078) 652-0644/ Telefax No. (078) 652-1622
Email Address: ccwd_88@yahoo.com.ph
Website: cauayancitywaterdistrict.gov.ph

DATE: _____

Dear Sir/Ma'am: _____

Greetings!

Thank you for your request dated _____ under Executive Order No. 2, series of 2016 on Freedom of Information (FOI).

Information Requested:

You asked for _____

Response to your Request:

We would like to inform you, that your requested information can be FOUND ONLINE at the Cauayan City Water District (CCWD) Website: cauayancitywaterdistrict.gov.ph

Thank you.

Respectfully,

_____
FDM (Division)

"ANNEX E" – Approval Response Template

Republic of the Philippines
CAUAYAN CITY WATER DISTRICT
166 Africano corner Burgos Streets, District 2, Cauayan City, Isabela, 3305
Telephone Nos. (078) 652-2196; (078) 652-0644/ Telefax No. (078) 652-1622
Email Address: ccwd_88@yahoo.com.ph
Website: cauayancitywaterdistrict.gov.ph

DATE: _____

Dear Sir/Ma'am: _____

Greetings!

Thank you for your request dated _____ under Executive Order No. 2, series of 2016 on Freedom of Information (FOI).

Information Requested:

You asked for _____

Response to your Request:

Your FOI request is hereby APPROVED. The Cauayan City Water District will forward the copies of all the requested information to you in accordance to the information you have stated in the FOI request form.

Thank you.

Respectfully,

_____
FDM (Division)

"ANNEX F" - Denial (Contrary to Law, Rules and Regulations) Response Template

Republic of the Philippines
CAUAYAN CITY WATER DISTRICT
166 Africano corner Burgos Streets, District 2, Cauayan City, Isabela, 3305
Telephone Nos. (078) 652-2196; (078) 652-0644/ Telefax No. (078) 652-1622
Email Address: ccwd_88@yahoo.com.ph
Website: cauayancitywaterdistrict.gov.ph

DATE: _____

Dear Sir/Ma'am: _____

Greetings!

Thank you for your request dated _____ under Executive Order No. 2, series of 2016 on Freedom of Information (FOI).

Information Requested:

You asked for _____

Response to your Request:

Your FOI request is hereby DENIED because it is contrary to _____.
If you would like to appeal this denial, you may submit an appeal within fifteen (15) days from the receipt of this letter to the Central Appeals and Review Committee of Cauayan City Water District.

Thank you.

Respectfully,

_____
FDM (Division)

"ANNEX G" - Denial (Falls under List of Exceptions) Response Template

Republic of the Philippines
CAUAYAN CITY WATER DISTRICT
166 Africano corner Burgos Streets, District 2, Cauayan City, Isabela, 3305
Telephone Nos. (078) 652-2196; (078) 652-0644/ Telefax No. (078) 652-1622
Email Address: ccwd_88@yahoo.com.ph
Website: cauayancitywaterdistrict.gov.ph

DATE: _____

Dear Sir/Ma'am: _____

Greetings!

Thank you for your request dated _____ under Executive Order No. 2, series of 2016 on Freedom of Information (FOI).

Information Requested:

You asked for _____

Response to your Request:

Your FOI request is hereby DENIED because it falls under the list of exceptions, specifically _____. If you would like to appeal this denial, you may submit an appeal within fifteen (15) days from the receipt of this letter to the Central Appeals and Review Committee of Cauayan City Water District.

Thank you.

Respectfully,

_____
FDM (Division)

"ANNEX H" - Not in Custody Response Template

Republic of the Philippines
CAUAYAN CITY WATER DISTRICT
166 Africano corner Burgos Streets, District 2, Cauayan City, Isabela, 3305
Telephone Nos. (078) 652-2196; (078) 652-0644/ Telefax No. (078) 652-1622
Email Address: ccwd_88@yahoo.com.ph
Website: cauayancitywaterdistrict.gov.ph

DATE: _____

Dear Sir/Ma'am: _____

Greetings!

Thank you for your request dated _____ under Executive Order No. 2, series of 2016 on Freedom of Information (FOI).

Information Requested:

You asked for _____

Response to your Request:

We would like to inform you the Cauayan City Water District is NOT In POSSESSION of the information you have requested. You may file a request to _____ which can properly process your request.

Thank you.

Respectfully,

_____
FDM (Division)

"ANNEX I" - Similar to Previous Request Response Template

Republic of the Philippines
CAUAYAN CITY WATER DISTRICT
166 Africano corner Burgos Streets, District 2, Cauayan City, Isabela, 3305
Telephone Nos. (078) 652-2196; (078) 652-0644/ Telefax No. (078) 652-1622
Email Address: ccwd_88@yahoo.com.ph
Website: cauayancitywaterdistrict.gov.ph

DATE: _____

Dear Sir/Ma'am: _____

Greetings!

Thank you for your request dated _____ under Executive Order No. 2, series of 2016 on Freedom of Information (FOI).

Information Requested:

You asked for _____

Response to your Request:

Since your requested information is substantially similar or identical to your previous request dated _____, the Cauayan City Water District shall not act upon your request.

Please be guided accordingly.

Thank you.

Respectfully,

_____
FDM (Division)

"ANNEX J" – Request for Extension of Time Response Template

Republic of the Philippines
CAUAYAN CITY WATER DISTRICT
166 Africano corner Burgos Streets, District 2, Cauayan City, Isabela, 3305
Telephone Nos. (078) 652-2196; (078) 652-0644/ Telefax No. (078) 652-1622
Email Address: ccwd_88@yahoo.com.ph
Website: cauayancitywaterdistrict.gov.ph

DATE: _____

Dear Sir/Ma'am: _____

Greetings!

Thank you for your request dated _____ under Executive Order No. 2, series of 2016 on Freedom of Information (FOI).

Information Requested:

You asked for _____

Response to your Request:

Since your request requires extensive search of the records and facilities of the Cauayan City Water District or because of _____ which is beyond our control, we are asking for an extension of fifteen (15) days in order to fully process your request.

Thank you.

Respectfully,

_____
FDM (Division)

"ANNEX K" – Needs Clarification Response Template

Republic of the Philippines
CAUAYAN CITY WATER DISTRICT
166 Africano corner Burgos Streets, District 2, Cauayan City, Isabela, 3305
Telephone Nos. (078) 652-2196; (078) 652-0644/ Telefax No. (078) 652-1622
Email Address: ccwd_88@yahoo.com.ph
Website: cauayancitywaterdistrict.gov.ph

DATE: _____

Dear Sir/Ma'am: _____

Greetings!

Thank you for your request dated _____ under Executive Order No. 2, series of 2016 on Freedom of Information (FOI).

Information Requested:

You asked for _____

Response to your Request:

In order to fully process your request, may we ask for the following clarificatory details: _____.

Thank you.

Respectfully,

_____
FDM (Division)