



DAVAO DE ORO STATE COLLEGE

FREEDOM OF INFORMATION MANUAL

AS OF AUGUST 4, 2022

PURSUANT TO EXECUTIVE ORDER
NO. 02, SERIES OF 2016



PREFACE

The Davao de Oro State College Freedom of Information Manual serves as the institutional guide for the implementation of the People's constitutional right to information on matters of public concern. It operationalizes Executive Order No. 2, s. 2016, within the College and its branch campuses by establishing clear policies, responsibilities, and procedures for receiving, evaluating, processing, referring, approving, partially granting, or denying requests for access to official information and public records.

This Manual reflects the College's commitment to transparency, accountability, and responsive public service. It provides the public with accessible procedures for submitting requests through authorized channels and defines the respective duties of the FOI Section, FOI Receiving Officer, FOI Decision Makers, concerned offices, and other personnel involved in the processing and release of information. It likewise establishes appropriate mechanisms for tracking requests, notifying requesting parties, processing appeals, and ensuring that requests are acted upon within the prescribed periods.

While promoting openness and access to information, the College recognizes its equally important obligation to protect personal, sensitive, confidential, privileged, and security-related information. Accordingly, this Manual provides safeguards to ensure that disclosure is made only when permitted by law and that protected information is properly redacted or withheld based on specific and lawful grounds.

The Manual also incorporates the No Wrong Door Policy for FOI, ensuring that fully compliant requests are accepted and, when the requested information is held by another government agency, promptly referred to the appropriate office instead of being immediately refused. It further recognizes both standard and electronic modes of filing and processing requests, including requests submitted through the eFOI Portal.

Through this Manual, Davao de Oro State College affirms that access to information shall be facilitated fairly, efficiently, and without charge, subject only to the limitations provided by the Constitution, existing laws, rules, regulations, and recognized exceptions. It is intended to guide College officials and personnel in consistently upholding the principles of transparency, responsible disclosure, protection of privacy, and accountability in the delivery of public service.

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Section 1

OVERVIEW

1. **Purpose of the Manual.** The purpose of the People's FOI Manual is to provide the process to guide and assist the College including its branches in Compostela, Maragusan, Montevista and New Bataan, in dealing with requests of information received under Executive Order E.O. No. 2 on Freedom of Information (FOI).
2. **Structure of the Manual.** The manual shall set out the rules and procedures to be followed by the College when a request for information is received. The Freedom of Information (FOI) Section Head is responsible for all actions carried under this manual.
3. **Coverage of the Manual.** The manual shall cover all requests for information directed to the Freedom of Information Section including all its branches in Compostela, Maragusan, Montevista, and New Bataan.
4. **FOI Section Head.** There shall be a Freedom of Information Section in the main campus which is located at the administrative building manned by designated FOI Section Head.

The functions of the designated FOI Section Head include the following:

- a. Receiving in behalf of the College and its branches all requests for information;
 - b. Conduct initial evaluation of the request;
 - c. Forward the FOI request to the appropriate office who has custody of the records;
 - d. Monitor all FOI requests and appeals; provide assistance to the Decision Makers;
 - e. Provide assistance and support to the public and staff with regard to FOI; and
 - f. Compile statistical information as required.
5. **FOI Decision Maker:** The Decision Makers (DM) refer to all the Office/Section/Unit Heads across all branches. The DMs will be responsible for the decision to be carried out on the FOI request, whether to release all the records, partially release the records, or deny access. The DMs shall inform the designated FOIS Head/Staff of the decision to the request and provide detailed explanation if request is partially or fully denied.
 6. **Approval and Denial of Request to Information:** The Decision Makers shall approve or deny all requests of information. In cases where they are not available during the day, such authority is automatically delegated to the designated Officer In-Charge on their behalf.

Section 2

DEFINITION OF TERMS

Administrative FOI Appeal. An independent review of the initial determination made in response to a FOI request. Requesting parties who are dissatisfied with the response made on their initial request have a right to appeal that initial determination to an office within the agency, which will then conduct an independent review.

Annual FOI Report. A report to be filed each year with the Presidential Communications Operations Office (PCOO) by all government agencies detailing the administration of the FOI. Annual FOI Reports contain detailed statistics on the number of FOI requests received, processed, and pending at each government office.

Confidential Information. Information which could potentially undermine public interest and the privacy and integrity of personal information; and includes the following:

- a. Information affecting the reputation of individuals or the College in general
- b. Communications of the College, like directives and other information whereby policy formation is still in progress.
- c. Information for general disclosure but not yet completed or contingent upon the accomplishment of other actions or the existence of certain conditions.

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*".

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. 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 one can make a 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. Information released in response to a FOI request that the agency determines has become or is likely to become the subject of subsequent requests for substantially the same records.

Full Denial. When the College cannot release any records in response to a FOI request, because the requested information is exempt from disclosure in its entirety or, no records responsive to the request could be located.

Full Grant. When a government office is able to disclose all records in full in response to a FOI request.

Information. Any records or documents, papers, reports, letters, contracts, minutes and transcripts of official meetings, maps, books, photographs, data, research materials, films, sound and video recordings, magnetic or other tapes, electronic data, computer stored data, any other 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, this type of information can already be posted to government websites 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 (FIFO) basis.

News and Information Bureau. This office shall be headed by the designated Information Officer who is tasked to formulate, develop, and implement a system information program for the College, including the strategies in support to its specific programs and projects.

Official Records. Refer to any information produced or received by a public officer or employee, or 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 discernable and usable by end users. It is consistent with following principles of Public, Accessible, Described, Reusable, Complete, Timely, and Managed Post-Release.



Online Information Dissemination Bureau. This section shall be under the Information Office tasked with tracking, developing, recording and posting information into the official online website of the College in coordination with its different offices, departments, and branches.

Partial Grant/Partial Denial. When a government office is able to disclose portions of the records in response to a FOI request, but must deny other portions of the request.

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

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

Personal Information. Shall refer to any information whether recorded in a material form or not, from which the identity of an individual is apparent or can be reasonably and directly ascertained by the entity holding the information, or when put together with other information would directly or certainly identify an individual.

Proactive Disclosure. Information made publicly available by government agencies without waiting for specific FOI request. Government agencies now post on their websites a vast amount of material concerning their functions and mission.

Processed Request or Processed Appeal. The number of requests or appeals where the agency has completed its work and sent a final response to the requester.

Public Records. Include information required by laws, executive orders, rules, or regulations to be entered, kept, or made publicly available by a government office.

Public Service Contractor. A private entity that has a deal, contract, or a transaction in whatever form or kind with the government or a government agency or office that utilizes public funds.

Received Request or Received Appeal. A FOI request or administrative appeal that an agency has received within a fiscal year.

Referral. When a government office locates a record that originated with, or is of otherwise primary interest to another agency, it will forward that record to the other agency to process the record and to provide the final determination directly to the requester. This process is called a "*referral*".

Sensitive Personal Information. As defined in the Data Privacy Act of 2012, shall refer to personal information:

- 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.

Simple Request. A FOI request that an agency anticipates will involve a small volume of material which will be processed relatively quickly.

Section 3

PROMOTION OF TRANSPARENCY IN GOVERNMENT

1. **Duty to Publish Information.** The College shall regularly publish, print and disseminate at no cost to the public and in an accessible form, in conjunction with Republic Act 9485, or the Anti-Red Tape Act of 2007, and through their website, timely, true, accurate and updated key information including, but not limited to:
 - a. A description of its mandate, structure, powers, functions, duties, and decision-making process;
 - b. A description of 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 accomplishment, 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 process and requirements; and
 - h. Mechanisms or procedures by which the public may participate in or otherwise influence the formulation of policy or the exercise of its powers.
2. **Accessibility of Language and Form.** The College shall endeavor to translate key information into major Filipino languages and present them in popular form and means.
3. **Keeping of Records.** The College shall create and/or maintain in appropriate formats, accurate and reasonably complete documentation or records, policies, transactions, decisions, resolutions, enactments, actions, procedures, operations, activities, communications, and documents received or filed with them and the data generated or collected.

Section 4

PROTECTION OF PRIVACY

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

1. The College shall ensure that personal information, particularly sensitive personal information, in its custody or under its control is disclosed only as permitted by existing laws. Sensitive Personal Information refers to personal information (*under RA 10173, Section 31*):
 - a. About an individual's race, ethnic origin, marital status, age, color, and religious, philosophical or political affiliations;
 - b. About an individual's health, education, genetic or sexual life of a person, or to any proceeding for any offense committed or alleged to have been 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.
2. The College shall protect personal information in its custody or under its control by making reasonable security arrangements against unauthorized access, leaks, or premature disclosure;
3. The FOI Section Head, DM, any employee, or any official, who has access, whether authorized or unauthorized, to personal information in the custody of the College, shall not disclose that information except as authorized by the College or under existing laws.

Section 5

STANDARD OPERATING PROCEDURES

1. Receipt of Request for Information.

- 1.1 The FOI Section staff shall receive the request for information from the requesting party and check the compliance of the following requirements:

- The request must be clearly stipulated using the FOI Request Form;
- The request shall state the name and contact information of the requesting party, as well as provide valid proof of identification of authorization;
- The request shall reasonably describe the information requested, and the reason for, or purpose of the request for information. (*See Annex "E"*).
- The request can be made in person or through email. If done via email, the requesting party shall attach in the email a scanned copy of the FOI Request Form, and a copy of duly recognized government ID with a photo.

1.2 The FOI Section staff shall check the validity of the request. In case the request is not compliant with the requirements, the FOI Section staff shall provide reasonable assistance to enable the requesting party to comply.

1.3 After validation, the request shall be stamped received by the FOI Section staff, indicating the date and time of the receipt of the request, then immediately documents the details of the request to the FOI request logbook and allocate a tracking number. In case of email requests, the email shall be printed out and shall follow the procedure mentioned above, and be acknowledged by the FOI Section staff.

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

The date of the receipt of the request will be either:

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

An exception to this will be where the request has been emailed to an absent member or 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 of the request arrives in the inbox of that contact.

Should the requested information need further details to identify or locate, then the working days will commence the day after it receives the requested clarification from the requesting party.

2. Initial Evaluation. After receipt of the request for information, the FOIS Staff shall evaluate the contents of the requests.

2.1 Requests exempted from coverage.

If the request is exempted from coverage, the FOI Section shall recommend the denial of the request for the information to the DM. The DM shall evaluate the recommendation of the FOI Section and shall advise the FOI Section to notify the requesting party of the decision of the request.

The following are the exceptions:

- Judicial affidavit (Ombudsman)
- Judicial affidavit (Sandiganbayan)
- Filed cases (Courts, Ombudsman, and Sandiganbayan)
- 201 Files
- PSB Documents
- SALN
- BAC Minutes of Meetings
- Abstract of Bids
- TWG Recommendations
- IPCR/OPCR
- Financial Report not yet audited by COA
- Minutes of TWG Meetings
- All reports not in the final form
- Inter-office and Inter-agency memo/correspondence
- Office recommendation as member of inter-agency task force / committee / body
- Accomplished eligibility and evaluation forms for project proposals

2.2 Request relating to more than one office other the College.

If a request for information received requires to be complied with different attached agencies, bureaus and offices, the FOI Section shall forward such request to the said attached agency, bureau and office concerned and ensure that it is well coordinated and monitor its compliance. The FOI Section shall also make it clear with the respective Record Offices of such agencies, bureaus and offices that they will be only provided with the specific information that relates to their agencies, bureaus and offices.

2.3 Requested information is not in the custody of the College.

If the requested information is not in the custody of the College, upon referral and discussions with the DM, the FOI Section shall undertake the following steps:

- If the information or records requested refer to another government agency, the request will be immediately transferred to such appropriate government office up to two (2) referrals through the most expeditious manner. 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. The transferring office must inform the requesting party of the referral and that the information is not held within the 15-working-day limit. The 15-working-day requirement for the receiving office commences the day after it receives the request.

- If the records refer to an office not within the coverage of E.O. No. 2 (*See Annex "A"*), the requesting party shall be advised accordingly and provided with the contact details of that office, if known.

2.4 Requested information is already posted in the College's website.

Should the information being requested is already uploaded in the website, the FOI Section shall inform the requesting party of the said fact and give them the web address where the information is posted.

2.5 Requested information is substantially similar or identical to the previous request.

The FOI Section shall deny an unreasonable subsequent identical or substantially similar request from the same requesting party whose request has already been previously granted or denied. However, the FOI Section shall inform the applicant of the reason of such denial.

3. No Wrong Door Policy for FOI. In accordance with FOI Memorandum Circular No. 5, s. 2021, otherwise known as the "No Wrong Door Policy for FOI," the College shall observe the following guidelines in accepting and referring requests for information, official records, or public records:

- 3.1. **Acceptance of Request.** As a general rule, all fully compliant requests for information shall be accepted by the FOI Receiving Officer (FRO) and acted upon by the FOI Decision Maker (FDM). No request for information shall be denied or refused acceptance unless the request is contrary to the Constitution, pertinent laws, existing rules and regulations, or falls under any of the recognized exceptions to the right of access to information.
- 3.2. **Referral of Request.** When the requested information, official record, or public record is not in the possession, custody, or control of the College but is available in another government agency under the Executive Branch, the FOI Receiving Officer shall immediately refer the request to the appropriate government agency through the most expeditious means, but not later than three (3) working days from receipt of the request. Such referral shall be considered the First Referral, and a fresh processing period shall apply upon receipt of the request by the government agency to which it was referred.

- 3.3. **Appropriate Government Agency.** Referral to the appropriate government agency shall mean referral to another government office that is the proper repository or custodian of the requested information or records, or that has possession or control over such information or records.
- 3.4. **Failure to Refer Within the Prescribed Period.** When the College fails to refer the request within three (3) working days from its receipt, the FOI Receiving Officer shall act on the request within the remaining period prescribed under Executive Order No. 2, s. 2016. In such case, no fresh processing period shall apply.
- 3.5. **Erroneous Referral by the College.** When the College, in good faith, erroneously refers a request to another government agency, the receiving government agency shall immediately notify the College and the requesting party that the requested information is not available in its agency.
- 3.6. **Erroneous Referral to the College.** When the College receives a request referred by another government agency and determines that the requested information is not in its possession, custody, or control, the FOI Receiving Officer shall immediately notify the referring government agency and the requesting party. When the appropriate government agency is known, the College may subsequently refer the request in accordance with the procedure and period prescribed under this Section.
- 3.7. **Second Referral.** The government agency to which the request was referred under the First Referral may subsequently refer the request to another appropriate government agency following the same procedure. This shall be considered the Second Referral, and another fresh processing period shall apply upon receipt by the appropriate government agency. Referrals under the No Wrong Door Policy shall be limited to two (2) transfers of the request.
- 3.8. **Acknowledgment of Referral.** A written or electronic-mail acknowledgment of the referral shall be issued by the FOI Receiving Officer of the government agency to which the request was referred. The College shall retain the acknowledgment as part of the records of the FOI transaction.
- 3.9. **Notification of the Requesting Party.** The requesting party shall be informed of any referral made under this Section. The notification shall include:
 - a. the reason or rationale for the referral;
 - b. the name of the government agency to which the request was referred;
 - c. the date on which the referral was made; and
 - d. the available contact details of the government office or FOI Receiving Officer to which the request was referred.



All notifications and referrals shall be properly documented through the eFOI Portal, official electronic mail, written communication, or any other authorized means.

4. Transmittal of Request by the FOI Section to the DM. After receipt of the request for information, the FOI Section shall evaluate the information being requested, identify the responsible DM and notify him/her of such request. The copy of the request shall also be forwarded to such DM within one (1) day from receipt of the request. The FOI Section shall record the date, time and name of the DM who received the request in the FOI request logbook with the corresponding signature of acknowledgement of receipt of the request. The FOI Section will report to the College President or his/her duly authorized representative in case submission is beyond the 10-day period.

5. Role of DM in Processing the Request. Upon receipt of the request for information from the FOI Section, the DM shall assess and clarify the request if necessary. He or she shall make all necessary steps to locate and retrieve the information requested to be submitted to the FOI Section within 10 days upon receipt of such request.

If the DM needs further details to identify or locate the information, he/she shall, through the FOI Section, 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 DM determines that a record contains information of interest to another office, the DM shall consult with the office concerned on the disclosability of the records before making any final determination.

6. Role of FOI Section to Transmit the Information to the Requesting Party. The FOI Section Head/Staff shall collate and ensure that the information is complete. He/She shall ensure the transmittal of such to the requesting party within 15 days upon receipt of its request for information.

7. Request for a Time Extension. If the information requested requires extensive search of the office, records facilities, examination of voluminous records, the occurrence of fortuitous events or other analogous cases, the DM should inform the FOI Section.

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

8. Approval of Request. In case of approval, the FOI Section shall ensure that all records that have been retrieved and considered be checked for possible exemptions and shall also inform or consult the other officials/offices with key interests to the said records, if necessary, prior to actual release. The FOI Section





shall notify through text message or email the requesting party within the prescribed period that the request was granted and be directed to pay the applicable fee, if any.

9. Denial of Request. In case of denial of the request wholly or partially, the FOI Section 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 College President.

10. Issue Response. The FOI Section shall notify the requesting party when the requested information or record is already available for release. If the requestor requested for a certain format, the FOI Section shall comply with their preference (*if practical*). The FOIS Staff shall then update the details of the response in the FOI request logbook.



FOI REQUEST PROCESS IN DAYS

Day 1	Day 2 – 4	Day 5 - 8	Day 9 - 10	Day 11 - 15
RECEIVE REQUEST - The requestor will ask for the FOI request form. - The requestor will fill out the Form with necessary details. - The FOIS Staff will check for its validity. - After validation, it will be recorded to the FOI request logbook. - The FOI Section Staff will discuss the request with the Decision Maker/ FOI Section Head CLARIFY REQUEST (If necessary) - If request is not specific, the FOI Section Staff will ask for clarification (15-working-day clock stops). - Provided appropriate advice and assistance to requester. - When clarification is received, NEW working day period starts. - If no clarification received, close request (after 60 days from receipt) and notify requestor. - The action taken will be forwarded to the DM.	ASSESS REQUEST - In assessing the request, the following questions should be addressed properly: - Does the agency hold the information requested? - Is the Information already accessible? - Is the request a repeat of a previous request from the same requestor? - After assessment, the process will proceed. REFERRAL OF REQUEST - When request is unavailable, it will be referred to other government agencies up to 2 referrals. - Upon referral, it signifies that the other agency is the proper custodian of the requested information or records. - The requesting party shall be notified, and will be provided rationale thereof including details of the other agency (custodian of request). LOCATE RECORDS/ DOCUMENTS - After assessment, the FOI Section staff will locate the requested information/documents. - Obtain all relevant Information. - Once located, prepare schedule for release. INFORM OFFICIALS WITH KEY INTEREST - Prior to release, inform officials with key interest to the records.	CONSIDER RESPONSE OF OFFICIALS - After consultation, review content of documents and apply relevant exceptions if necessary. - Consider comments/ advice of officials, if applicable.	CLEARING RESPONSE (If necessary) Before release, FOI Section staff will seek clearance from secretary or head of agency (if necessary).	ISSUE RESPONSE - Prepare the information or record for release. Scan or photocopy documents for future reference. - If the requestor asked for a certain format, comply with their preference (if practical). - After release, the FOI Section Staff will update the details in the FOI request Logbook and document response.

Notes:

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

Section 6

REMEDIES IN CASE OF DENIAL OF REQUEST

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

1. Appeal to the 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 the appeal by any of the head of office/section/unit, maybe appealed by filing a written appeal to the Central Appeals and Review Committee of the College 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 College President upon the recommendation of the College Appeals and Review Committee within thirty (30) working days from the filing of said written appeal. Failure to decide within 30-day period shall be deemed a denial of the appeal.
 - c. The denial of the Appeal by the head of office/section/unit or the lapse of the period to respond to the request may be appealed further to the Office of the President under Administrative Order No. 22, s. 2011.
 - d. Upon exhaustion of administrative appeal remedies, the requesting party may file the appropriate judicial action in accordance with the Rules of Court.

Section 7

REQUEST TRACKING SYSTEM

The College through the FOI Section in coordination with the Integrated Management Information System (IMIS) Unit shall establish a system to trace the status of all requests for information received, which may be paper based, on-line, or both.

Section 8

NO REQUEST FEES

The College shall not charge any fee for accepting, processing, reproducing, copying, or providing access to information requested under the Freedom of Information Program.

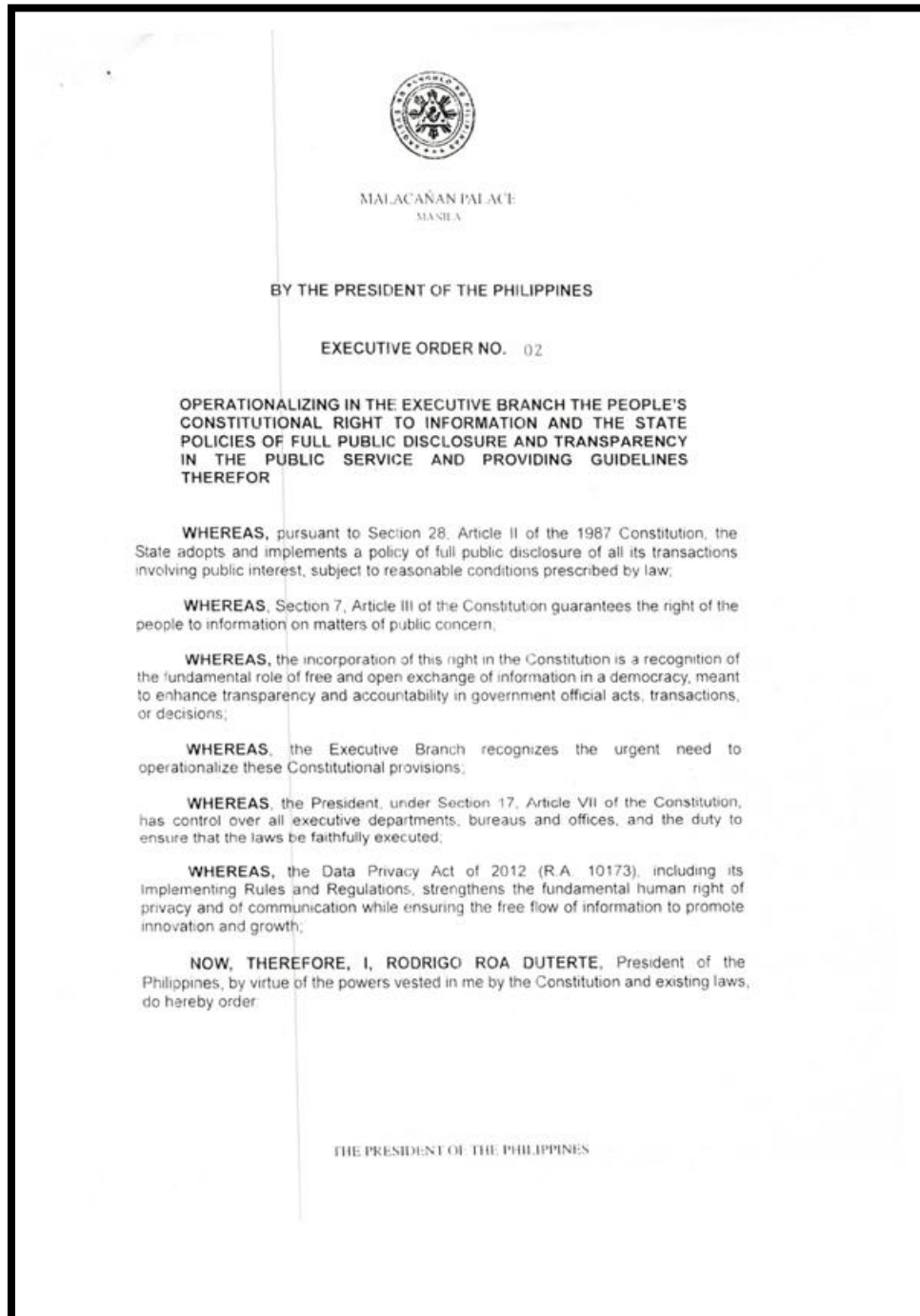
Section 9

ADMINISTRATIVE LIABILITY

1. **Non-compliance with FOI.** Failure to comply of the FOU Head, DMs or authorized Head of Offices, to this Manual may be a ground for administrative and disciplinary sanctions subject to existing laws. The requesting party shall submit a written complaint to the Office of the College President stating the grounds and reasons for filing such complaint. The College President shall forthwith follow the mechanism in place in handling such complaints.
 - a. 1st Offense – Reprimand
 - b. 2nd Offense – Suspension of One (1) to Thirty (30) days; and
 - c. 3rd Offense – Dismissal from the service.
2. **Procedure.** The Revised Rules on Administrative Cases in the Civil Service shall be applicable in the disposition of cases under this Manual.
3. **Provisions for More Stringent Laws, Rules and Regulations.** Nothing in this Manual shall be construed to derogate from any law, any rules, or regulation prescribed by anybody or agency, which provides for more stringent penalties.

Annex "A"

EXECUTIVE ORDER NO. 02



Annex "A"

EXECUTIVE ORDER NO. 02

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 recordings, magnetic or other tapes, electronic data, computer-stored data, or 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, and instrumentalities, including government-owned or -controlled corporations, and state universities and colleges. Local government units (LGUs) are enjoined 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 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 laws 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

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EXECUTIVE ORDER NO. 02

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 as provided in Section 4 hereof.

The determination of the applicability of any of the exceptions to the request shall be the responsibility of the Head of the Office which has custody or control of the information, public record or official record, or of 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 an individual's right to privacy 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 laws, 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; and
- (c) Any employee or official 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 regulations.

SECTION 8. People's Freedom of 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

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EXECUTIVE ORDER NO. 02

own People's FOI Manual, which shall include, among others, the following information:

- (a) The location and contact information of the head, regional, provincial, and field offices, and other established places where the public can submit requests to obtain information.
- (b) The person or officer responsible for receiving requests for information.
- (c) The procedure for the filing and processing of the request, as provided in the succeeding Section 9 of this Order.
- (d) The standard forms for the submission of requests and for the proper acknowledgment of such requests.
- (e) The process for the disposition of requests.
- (f) The procedure for administrative appeal of any denial of request for access to information; and
- (g) The schedule of applicable fees.

SECTION 9. Procedure. The following procedure shall govern the filing and processing of requests 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 of exceptions as hereinabove provided.
- (b) The public official receiving the request shall provide reasonable assistance, free of charge, to enable all requesting parties, 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 or 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 the 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 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 events or other analogous cases. The government office shall

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notify the person making the request of such extension, setting forth the reasons for the extension. In no case shall the extension go beyond twenty (20) working days counted from the end of the original period, 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 requested, 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 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 wholly or partially, it shall, as soon as practicable and within fifteen (15) working days from the receipt of the request, 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 for access to information.

SECTION 13. Remedies in Case of Denial of Request for Access to Information. A person whose request for access to information has been denied may avail himself of the remedies set forth below:

- (a) Denial of any request for access to information may be appealed to the person or office next higher in authority, following the procedure mentioned in Section 8 (f) of this Order. Provided, that the written appeal must be filed by the same person making the request within fifteen (15) calendar days from the notice of denial or from the lapse of the relevant period to respond to the request.
- (b) The appeal shall 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 party may file the appropriate judicial action 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

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EXECUTIVE ORDER NO. 02

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 and 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.

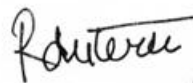
SECTION 19. Effectivity This Order shall take effect immediately upon publication in a newspaper of general circulation.

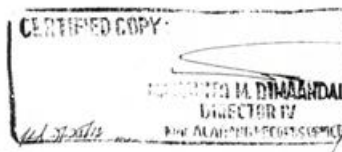
Done, in the City of Manila, this 23rd day of July in the year of our Lord Two Thousand and Sixteen.

By the President:


SALVADOR C. MEDIALDEA
Executive Secretary







6

Annex "B"

List of DdOSC FOI Officers

NAME	POSITION / DESIGNATION	Telephone	Email Address
Lilybeth M. Matunhay SUC President I	president@ddosc.edu.ph	09291695328	president@ddosc.edu. ph
FOI OFFICERS			
Gloryjean C. Altamera, Ph.D.	Decision-Maker for Academic Affairs	N/A	ovpaa@ddosc.edu.ph
Kim F. Baloca, CPA	Decision-Maker for Administrative Affairs	N/A	ocaf@ddosc.edu.ph
Wendy Mae W. Dulos	Decision-Maker for Academic and Administrative Affairs at the New Bataan Branch	N/A	director.newbataan@ ddosc.edu.ph
Grace O. Tulang, PhD Grac	Decision-Maker for Academic and Administrative Affairs at the Maragusan Branch	N/A	director.maragusan@ ddosc.edu.ph
Rieshia P. Vale, MAEd	Decision-Maker for Academic and Administrative Affairs at the Montevista Branch	N/A	director.montevista@d dosc.edu.ph
Mr. Joecel Jan M. Gomez	FOI Receiving Officers	09541691920	foi@ddosc.edu.ph
Mr. Louie Carlo T. De Los Reyes		09071896547	foi.newbataan@ddosc .edu.ph
Ms. Margarita E. Candido		09151761045	foi.montevista@ddosc .edu.ph
Ms. Rhiza C. Tubato		N/A	foi.maragusan@ddosc .edu.ph

Annex "C"

LIST OF EXCEPTIONS

Office of the President
of the Philippines
Malacañang

MEMORANDUM CIRCULAR NO. 15

UPDATING THE INVENTORY OF EXCEPTIONS TO THE RIGHT TO
ACCESS OF INFORMATION UNDER EXECUTIVE ORDER NO. 02, (S. 2016)

WHEREAS, pursuant to Section 4 of Executive Order (EO) No. 02, (s. 2016), the Office of the President (OP) issued a Memorandum circularizing the inventory of exceptions to the right to access information under EO No. 02 (Inventory of Exceptions) on 24 November 2016;

WHEREAS, Section 4 of EO No. 02 directs the Department of Justice (DOJ) and the Office of the Solicitor General (OSG) to update the Inventory of Exceptions as the need to do so arises and the OP to accordingly circularize the same;

WHEREAS, Section 1 of Memorandum Circular (MC) No. 49, (s. 2018), created the Inter-Agency Freedom of Information Exceptions Policy Committee (IA-FOI-EPC), with the DOJ and the OSG as co-chairs, to review the Inventory of Exceptions and periodically update the same to reflect changes in existing laws and jurisprudence;

WHEREAS, On 16 September 2021, MC No. 89, (s. 2021) was issued circularizing the updated Inventory of Exceptions;

WHEREAS, the IA-FOI-EPC, through IA-FOI-EPC Resolution Nos. 2021-002 and 2022-001, proposed further updates to the Inventory of Exceptions;

NOW THEREFORE, the attached updated Inventory of Exceptions is hereby circularized for the guidance of all government offices and instrumentalities covered by EO No. 02 and the general public.

The foregoing list of exceptions shall be without prejudice to existing laws, jurisprudence, rules or regulations authorizing the disclosure of the excepted information upon satisfaction of certain conditions in certain cases, such as the consent of the concerned party or as may be ordered by the courts.

In evaluating requests for information, all heads of offices are enjoined to ensure the meaningful exercise of the public of their right to access to information on public concerns.

DONE, in the City of Manila, this 17th day of March in the Year of our Lord, Two Thousand and Twenty-Three.

By authority of the President:


LUCAS P. BERSAMIN
Executive Secretary

Office of the President
MALACAÑANG RECORDS OFFICE
CERTIFIED COPY

ATTY. CONCEPCION ZENY E. FERROLINO-ENAD
8-20-2023 DIRECTOR IV

Annex "C"

LIST OF EXCEPTIONS

Exceptions to Right to Access of Information

For the guidance of all government offices and instrumentalities covered by EO No. 02 (s. 2016) and the general public, the following are the exceptions to the right of access to information, as recognized by the Constitution, existing laws, or jurisprudence:¹

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 amendatory laws; and
9. Other exceptions to the right to information under laws, jurisprudence, rules and regulations.

¹ 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.

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LIST OF EXCEPTIONS

For the implementation of the exceptions to the right of access to information, the following provide the salient details and legal bases that define the extent and application of the exceptions.

1. Information covered by Executive privilege:
 - a. Presidential conversations, correspondences, and discussions in closed-door Cabinet meetings;² and
 - b. Matters covered by deliberative process privilege, namely:
 - i. advisory opinions, recommendations, resolutions, minutes of meetings, and deliberations comprising part of a process by which governmental decisions and policies are formulated; intra-agency or inter-agency recommendations or communications during the stage when common assertions are still in the process of being formulated or are in the exploratory stage; or information pertaining to the decision-making of executive officials;³ and
 - ii. information, record or document comprising drafts of decisions, orders, rulings, policy decisions, memoranda, etc.;⁴
2. Privileged information relating to national security, defense or international relations:
 - a. Information, record, or document that must be kept secret in the interest of national defense or security;⁵

² This exception may only be invoked by the President and his close advisors. The extent of the privilege is defined by applicable jurisprudence: *Senate v. Ermita*, G.R. No. 169777, 20 April 2006, 488 SCRA 1; *Neri v. Senate Committee on Accountability of Public Officers and Investigations*, G.R. No. 180643, 4 September 2008, 564 SCRA 152; *Akbayan v. Aquino*, G.R. No. 170516, 16 July 2008, 558 SCRA 468; and *Chavez v. PCGG*, G.R. No. 130716, 9 December 1998, 299 SCRA 744.

³ *Akbayan v. Aquino*, *supra*; *Chavez v. NHA*, G.R. No. 164527, 15 August 2007; and *Chavez v. PCGG*, *supra*; *Sereno v. Committee on Trade and Related Matters of the National Economic Development Authority*, G.R. No. 175210, 01 February 2016, 780 PHIL 1-18; and *Department of Foreign Affairs v. BCA International Corporation*, G.R. No. 210858, 29 June 2016. The privilege of invoking this exception ends when the executive agency adopts a definite proposition.

⁴ Section 3(d) Rule IV, *Rules Implementing the Code of Conduct and Ethical Standards for Public Officials and Employees* (Rules on CCESPOE). Drafts of decisions, orders, rulings, policy decisions, memoranda, and the like, such as resolutions prepared by the investigating prosecutor prior to approval for promulgation and release to parties [*Revised Manual for Prosecutors of the Department of Justice (DOJ)*] are also covered under this category of exceptions.

⁵ *Almonte v. Vasquez*, G.R. No. 95367, 23 May 1995, 244 SCRA 286; *Chavez v. PCGG*, *supra*; *Legaspi v. Civil Service Commission*, L-72119, 29 May 1987, 150 SCRA 530; *Chavez v. NHA*, *supra*; *Neri v. Senate*, *supra*; *Chavez v. Public Estates Authority*, G.R. No. 133250, 9 July 2002, 384 SCRA 152; *Lagman v. Medialdea*, G.R. Nos. 231658, 231771, and 231774, 4 July 2017, 812 PHIL 179-853; and Section 3(a), Rule IV, Rules on CCESPOE. This exception generally includes matters classified under Memorandum Circular (MC) No. 78, as amended by MC No. 196 as "Top Secret," "Secret," "Confidential," and "Restricted." This exception also includes records, papers, and information related to matters provided under Sections 16, 18, and 45, *The Anti-Terrorism Act of 2020* [Republic Act (RA) No. 11479] and its Implementing Rules and Regulations (IRR), as may be invoked by the government agency involved.

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LIST OF EXCEPTIONS

- b. Diplomatic negotiations and other information required to be kept secret in the conduct of foreign affairs;⁶ and
- c. Patent applications, the publication of which would prejudice national security and interests;⁷
- 3. Information concerning law enforcement and protection of public and personal safety:
 - a. Investigation records compiled for law enforcement purposes or information which if written would be contained in such records, but only to the extent that the production of such records or information would –
 - i. interfere with enforcement proceedings;
 - ii. deprive a person of a right to a fair trial or an impartial adjudication;
 - iii. disclose the identity of a confidential source and in the case of a record compiled by a criminal law enforcement authority in the course of a criminal investigation, or by an agency conducting a lawful national security intelligence investigation, confidential information furnished only by the confidential source; or
 - iv. unjustifiably disclose investigative techniques and procedures;⁸
 - b. Informer's privilege or the privilege of the Government not to disclose the identity of a person or persons who furnish information of violations of law to officers charged with the enforcement of law;⁹
 - c. When disclosure of information would put the life and safety of an individual in imminent danger;¹⁰
 - d. Any information given by informants leading to the recovery of carnaped vehicles and apprehension of the persons charged with carnaping;¹¹ and
 - e. All proceedings involving application for admission into the Witness Protection Program and the action taken thereon;¹²

⁶ *Akbayan v. Aquino, supra*; Section 3(a) Rule IV, Rules on CCESPOE. This privilege may be invoked by the Department of Foreign Affairs and other government bodies involved in diplomatic negotiations.

⁷ The applicability of this exception is determined by the Director General of the Intellectual Property Office and subject to the approval of the Secretary of the Department of Trade and Industry. Section 44.3 of the *Intellectual Property Code* (RA No. 8293, as amended by RA No. 10372).

⁸ Section 3(f), Rule IV, Rules on CCESPOE; *Chavez v. PCGG, supra*. May be invoked by law enforcement agencies.

⁹ *Akbayan v. Aquino, supra*; and Section 51, *Human Security Act of 2007* (RA No. 9372). May be invoked by law enforcement agencies.

¹⁰ Section 3(b), Rule IV, Rules on CCESPOE.

¹¹ Section 19, *New Anti Carnapping Act of 2016* (RA No. 10883). May be invoked by law enforcement agencies.

¹² Section 7, *Witness Protection, Security and Benefit Act* (RA No. 6981).

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4. Information deemed confidential for the protection of the privacy of persons and certain individuals such as minors, victims of crimes, or the accused. These include:
 - a. Information of a personal nature where disclosure would constitute a clearly unwarranted invasion of personal privacy,¹³ personal information or records,¹⁴ including sensitive personal information, birth records,¹⁵ school records,¹⁶ or medical or health records;¹⁷

Sensitive personal information as defined under the *Data Privacy Act of 2012* refers to personal information:¹⁸

- (1) about an individual's race, ethnic origin, marital status, age, color, and religious, philosophical or political affiliations;
- (2) about an individual's health, education, genetic or sexual life of a person, or to any proceeding for any offense committed or alleged to have been 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.

However, personal information may be disclosed to the extent that the requested information is shown to be a matter of public concern or interest, shall not meddle with or disturb the private life or family relations of the

¹³ Section 3(e), Rule IV, Rules on CCESPOE.

¹⁴ Sections 8 and 15, *Data Privacy Act of 2012* (RA No. 10173); *Personal information* refers to any information whether recorded in a material form or not, from which the identity of an individual is apparent or can be reasonably and directly ascertained by the entity holding the information, or when put together with other information would directly and certainly identify an individual [Section 3(g), *Data Privacy Act of 2012*]; Article 26, Civil Code. May be invoked by National Privacy Commission and government personal information controllers. This includes information collected pursuant to Section 18 of the *Department of Migrant Workers Act* (RA No. 11641).

¹⁵ Article 7, *The Child and Youth Welfare Code* [Presidential Decree (PD) No. 603].

¹⁶ Section 9(4), *Education Act of 1982* [Batas Pambansa (BP) Blg. 232].

¹⁷ Medical and health records are considered as sensitive personal information pursuant to Section 3(l)(2), *Data Privacy Act of 2012*; See also Department of Health-Department of Science and Technology (DOST)-Philippine Health Insurance Corporation Joint Administrative Order No. 2016-0002 (Privacy Guidelines for the Implementation of the Philippine Health Information Exchange); Section 9, *Mandatory Reporting of Notifiable Diseases and Health Events of Public Health Concern Act* (RA No. 11332); Section 36, *Universal Health Care Act* (RA No. 11223); Section 28, *National Integrated Cancer Control Act* (RA No. 11215); and Section 5(l), *Mental Health Act* (RA No. 11036). Mental health records under RA No. 11036 include information on any aspect of the mental health, treatment, or care of the service user.

¹⁸ Section 3(l), *Data Privacy Act of 2012*. See also Section 9, *Free Internet Access in Public Places Act* (RA No. 10929); Section 26, *Safe Spaces Act* (RA No. 11313); and Section 21, *Tax Amnesty Act* (RA No. 11213).

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individual¹⁹ and is not prohibited by any law or regulation. Any disclosure of personal information shall be in accordance with the principles of transparency, legitimate purpose and proportionality.²⁰

Disclosure of personal information about any individual who is or was an officer or employee of a government institution shall be allowed, provided that such information relates to the position or functions of the individual, including: (1) the fact that the individual is or was an officer or employee of the government institution; (2) the title, business address and office telephone number of the individual; (3) the classification, salary range and responsibilities of the position held by the individual; and (4) the name of the individual on a document prepared by the individual in the course of employment with the government;²¹

- b. Source of any news report or information appearing in newspapers, magazines or periodicals of general circulation obtained in confidence;²² and
- c. Records of proceedings and processes deemed confidential by law for the privacy and/or protection of certain individuals, such as children, victims of crime, witnesses to a crime or rehabilitated drug offenders, including those pertaining to the following:
 - (1) records of child and family cases;²³
 - (2) children in conflict with the law from initial contact until final disposition of the case;²⁴
 - (3) a child who is a victim of any offense under the *Anti-Child Pornography Act of 2009*, including the name and personal circumstances of the child, or the child's immediate family, or any other information tending to establish the child's identity;²⁵
 - (4) a child witness, who is a victim of a crime, an accused of a crime, or a witness to a crime, including the name, address, telephone number, school, or other identifying information of a child or an immediate family of the child;²⁶
 - (5) cases involving violence against women and their children, including the name, address, telephone number, school, business, address,

¹⁹ Article 26(2), *Civil Code*.

²⁰ Section 11, *Data Privacy Act of 2012*.

²¹ Section 4, *Data Privacy Act of 2012*.

²² *An Act Expanding the Coverage of Exemptions from Revealing the Source of Published News or Information Obtained in Confidence by Including Journalists from Broadcasts, and News Agencies, Amending for the Purpose Section 1 of RA No. 53, as Amended By RA No. 1477 (RA No. 11458)*. May be invoked by government newspapers.

²³ Section 12, *Family Courts Act of 1997* (RA Act No. 8369).

²⁴ Section 43, *Juvenile Justice and Welfare Act of 2006* (RA No. 9344).

²⁵ Section 13, *Anti-Child Pornography Act of 2009* (RA No. 9775).

²⁶ Section 31, A.M. No. 00-4-07-SC, *Re: Proposed Rule on Examination of a Child Witness*.

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- employer, or other identifying information of a victim or an immediate family member;²⁷
- (6) records of cases and documents involving actions for support including petitions for recognition and enforcement of foreign decisions or judgments on support;²⁸
 - (7) trafficked persons, including their names and personal circumstances, or any other information tending to establish the identity of the trafficked person;²⁹
 - (8) names of victims of child abuse, exploitation or discrimination;³⁰
 - (9) cases of gender-based streets and public spaces sexual harassment, including information on the victim and the accused who is a minor;³¹
 - (10) disclosure which would result in undue and sensationalized publicity of any case involving a child in conflict with the law, child abuse, or violation of anti-trafficking of persons;³²
 - (11) records, documents, and communications of proceedings involving domestic, inter-country, and administrative, adoptions, including the identity of the child, natural parents and adoptive parents;³³
 - (12) names of students who committed acts of bullying or retaliation;³⁴
 - (13) children in situations of armed conflict;³⁵
 - (14) first time minor (drug) offenders under suspended sentence who comply with applicable rules and regulations of the Dangerous Drugs Board and who are subsequently discharged; judicial and medical records of drug dependents under the voluntary submission program; and records of a drug dependent who was rehabilitated and discharged from treatment and rehabilitation centers under the compulsory submission program, or who was charged for violation of Section 15 (use of dangerous drugs) of the *Comprehensive Dangerous Drugs Act of 2002*, as amended;³⁶ and

²⁷ Section 44, *Anti-Violence Against Women and their Children Act of 2004* (RA No. 9262); and *People v. Cabalquinto*, G.R. No. 167693, 19 September 2006.

²⁸ Sections 29 and 30, A.M. No. 21-03-02-SC, *Re: Rules on Action for Support and Petition for Recognition and Enforcement of Foreign Decisions or Judgments on Support*.

²⁹ Section 7, *Anti-Trafficking in Persons Act of 2003* (RA No. 9208), as amended by RA No. 10364.

³⁰ Section 29, *Special Protection of Children Against Abuse, Exploitation and Discrimination Act* (RA No. 7610).

³¹ Section 26, *Safe Spaces Act* (RA No. 11313).

³² Section 14, *Juvenile Justice and Welfare Act of 2006*; Section 7, *Anti-Trafficking in Persons Act of 2003*, as amended; and Section 29, *Special Protection of Children Against Abuse, Exploitation and Discrimination Act*.

³³ Section 39, *Domestic Administrative Adoption and Alternative Child Care Act* (RA No. 11642); Sections 6 and 16(b), *Inter-Country Adoption Act of 1995* (RA No. 8043) and Sections 53, 54 and 55 of IRR of RA No. 8043; Section 14, *Simulated Birth Rectification Act* (RA No. 11222) and Section 28 of IRR of RA No. 11222.

³⁴ Section 3(h), *Anti-Bullying Act* (RA No. 10627).

³⁵ Section 19, *Special Protection of Children in Situations of Armed Conflict Act* (RA No. 11188).

³⁶ Sections 60, 64 and 67, *Comprehensive Dangerous Drugs Act of 2002* (RA No. 9165).

Annex "C"

LIST OF EXCEPTIONS

- (15) identity, status and medical records of individuals with Human Immunodeficiency Virus (HIV), as well as results of HIV/Acquired Immune Deficiency Syndrome (AIDS) testing.³⁷
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, such as but not limited to the following:
 - a. Trade secrets, intellectual property, business, commercial, financial and other proprietary information;³⁸
 - b. Data furnished to statistical inquiries, surveys and censuses of the Philippine Statistics Authority;³⁹
 - c. Records and reports submitted to the Social Security System by the employer or member;⁴⁰
 - d. Information of registered persons with the Philippine Identification System;⁴¹
 - e. Information gathered for the HIV and AIDS monitoring and evaluation program under RA No. 11166 and all other related health intelligence activities;⁴²

³⁷ Section 44, *Philippine HIV and AIDS Policy Act* (RA No. 11166). Information covered by Section 44 may be disclosed with the written consent of the affected person or in accordance with Sections 45 and 46 of RA No. 11166.

³⁸ Sections 45, 106.1, and 150.2, *The Intellectual Property Code* (RA No. 8293, as amended by RA No. 10372); Section 66.2, *Securities Regulation Code* (RA No. 8799); DOST Administrative Order No. 004-16; Section 142, *The Corporation Code* (BP Blg. 68); Section 34, *Philippine Competition Act* (RA No. 10667); Sections 23 and 27 (c), *The New Central Bank Act* (RA No. 7653); *Anti-Money Laundering Act* (RA No. 9160); Section 18, *Strategic Trade Management Act* (RA No. 10697); Sections 10 and 14, *Safeguard Measures Act* (RA No. 8800); Section 12, *Toxic Substances and Hazardous and Nuclear Wastes Control Act of 1990* (RA No. 6969); Article 290, *Revised Penal Code*; Section 10.10, Rule 10, 2012 Revised IRR of *Build-Operate-Transfer Law* (RA No. 6957); *Revised Philippine Ports Authority Manual of Corporate Governance*; Section 18, *Energy Virtual One-Stop Shop Act* (RA No. 11234); Section 14, *Philippine Energy Research and Policy Institute Act* (RA No. 11572); Section 270, *National Internal Revenue Code* (RA No. 8424, as amended by RA No. 10963); and Section 33, *LPG Industry Regulation Act* (RA No. 11592).

³⁹ Section 26, *Philippine Statistical Act of 2013* (RA No. 10625) and Section 4, *Commonwealth Act No. 591*. See also Section 10, *Community-Based Monitoring System Act* (RA No. 11315).

⁴⁰ Section 24(c), *Social Security Act of 1997* (RA No. 1161), as amended by RA No. 8282).

⁴¹ Section 17, *Philippine Identification System Act* (RA No. 11055).

⁴² Section 43, *Philippine HIV and AIDS Policy Act* (RA No. 11166).

Annex "C"

LIST OF EXCEPTIONS

- f. Confidential information submitted to the Philippine Competition Commission prohibited from disclosure by law, including the identity of the person who provided the information under condition of anonymity;⁴³
- g. Applications and supporting documents filed pursuant to the *Omnibus Investments Code of 1987*;⁴⁴
- h. Documents submitted through the Government Electronic Procurement System;⁴⁵
- i. Information obtained from accessing any electronic key, electronic data message, or electronic document, book, register, correspondence, information or other material pursuant to any powers conferred under the *Electronic Commerce Act of 2000*;⁴⁶
- j. Any confidential information supplied by the contractors in mineral agreements, and financial or technical assistance agreements pursuant to the *Philippine Mining Act of 1995* and its Implementing Rules and Regulations (IRR), during the term of the project to which it relates;⁴⁷
- k. Information received by the Department of Tourism (DOT) in relation to the accreditation of accommodation establishments (such as hotels and resorts) and travel and tour agencies;⁴⁸
- l. The fact that a covered transaction report to the Anti-Money Laundering Council (AMLC) has been made, the contents thereof, or any information in relation thereto;⁴⁹
- m. Information submitted to the Tariff Commission which is by nature confidential or submitted on a confidential basis;⁵⁰
- n. Certain information and reports submitted to the Insurance Commissioner pursuant to the *Insurance Code*;⁵¹

⁴³ Section 34, *Philippine Competition Act* (PCA), RA No. 10667 and Section 13, Rule 4 of the IRR of PCA. This exception can be invoked by the Philippine Competition Commission subject to well-defined limitations under the PCA.

⁴⁴ Section 81, EO No. 226 (s. 1987), as amended.

⁴⁵ Section 9, *Government Procurement Reform Act* (RA No. 9184).

⁴⁶ Section 32, *Electronic Commerce Act of 2000* (RA No. 8792).

⁴⁷ Section 94(f), *Philippine Mining Act of 1995* (RA No. 7942).

⁴⁸ Section 1, Rule IX, DOT MC No. 2010-02 (Rules and Regulations to Govern, the Accreditation of Accommodation Establishments – Hotels, Resorts and Apartment Hotels); and Section 23, DOT MC No. 2015-06 (Revised Rules and Regulations to Govern the Accreditation of Travel and Tour Agencies).

⁴⁹ Section 9(c), *Anti-Money Laundering Act of 2001*, as amended. May be invoked by AMLC, government banks and its officers and employees.

⁵⁰ Section 10, *Safeguard Measures Act*.

⁵¹ Section 297 in relation with Section 295 and Section 356, *The Insurance Code* (as amended by RA No. 10607).

Annex "C"

LIST OF EXCEPTIONS

- o. Information on registered cultural properties owned by private individuals;⁵²
- p. Data submitted by a higher education institution to the Commission on Higher Education (CHED);⁵³
- q. Any secret, valuable or proprietary information of a confidential character known to a public officer, or secrets of private individuals;⁵⁴
- r. Records or information in connection with any investigation conducted by the Presidential Anti-Corruption Commission (PACC) when such disclosure will deprive the respondent of the right to a fair and impartial investigation;⁵⁵ and
- s. Records of surveillance of suspects and interception and recording of communications acquired by a law enforcement agent or military personnel pursuant to the *Anti-Terrorism Act of 2020*.⁵⁶
- 6. Information of which a premature disclosure would:
 - a. in the case of a department, office or agency which agency regulates currencies, securities, commodities, or financial institutions, be likely to lead to significant financial speculation in currencies, securities, or commodities, or significantly endanger the stability of any financial institution; or
 - b. be likely or significantly frustrate implementation of a proposed official action, except where such department, office or agency has already disclosed to the public the content or nature of its proposed action, or where the department, office or agency is required by law to make such disclosure on its own initiative prior to taking final official action on such proposal.⁵⁷
- 7. Records of proceedings or information from proceedings which, pursuant to law or relevant rules and regulations, are treated as confidential or privileged, including but not limited to the following:

⁵² Section 14, *National Cultural Heritage Act of 2009* (RA No. 10066).

⁵³ CHED Memorandum Order No. 015-13, 28 May 2013.

⁵⁴ Articles 229 and 230, *Revised Penal Code*; Section 3(k), *Anti-Graft and Corrupt Practices Act* (RA No. 3019); Section 7(c), *Code of Conduct and Ethical Standards for Public Officials and Employees* (RA No. 6713); Section 7, *Exchange of Information on Tax Matters Act of 2009* (RA No. 10021); and Section 6.2, *Securities Regulation Code* (RA No. 8799).

⁵⁵ Section 3, Rule IV, PACC Resolution No. 001, s. 2018 (IRR of the PACC).

⁵⁶ Section 16, *The Anti-Terrorism Act of 2020* (RA No. 11479).

⁵⁷ Section 3(g), Rule IV, Rules on CCESPOE.

Annex "C"

LIST OF EXCEPTIONS

- a. Mediation and domestic or international arbitration proceedings, including records, evidence and the arbitral awards, pursuant to the *Alternative Dispute Resolution Act of 2004*;⁵⁸
- b. Matters involved in an Investor-State mediation;⁵⁹
- c. Information and statements made at conciliation proceedings under the *Labor Code*;⁶⁰
- d. Arbitration proceedings before the Construction Industry Arbitration Commission (CIAC);⁶¹
- e. Results of examinations made by the Securities and Exchange Commission (SEC) on the operations, books and records of any corporation, and all interrogatories propounded by it and the answers thereto;⁶²
- f. Information related to investigations which are deemed confidential under the *Securities Regulations Code*;⁶³
- g. All proceedings prior to the issuance of a cease and desist order against pre-need companies by the Insurance Commission;⁶⁴
- h. Information related to the assignment of the cases to the reviewing prosecutors or the undersecretaries in cases involving violations of the *Comprehensive Dangerous Drugs Act of 2002*;⁶⁵
- i. Investigation report and the supervision history of a probationer;⁶⁶
- j. Those matters classified as confidential under the *Anti-Terrorism Act of 2020* and its IRR;⁶⁷

⁵⁸ Sections 9, 23 and 33, *Alternative Dispute Resolution (ADR) Act of 2004* (RA No. 9285); and DOJ Circular No. 98 (s. 2009) or the IRR of the ADR Act.

⁵⁹ Article 10, International Bar Association Rules for Investor-State Mediation.

⁶⁰ Article 237, *Labor Code*.

⁶¹ Section 7.1, Rule 7, CIAC Revised Rules of Procedure Governing Construction Arbitration.

⁶² Section 178, *Revised Corporation Code of the Philippines*. May be invoked by the SEC and any other official authorized by law to make such examination.

⁶³ Sections 13.4, 15.4, 29.2 (b), and 64.2 of the *Securities Regulation Code*.

⁶⁴ Section 53(b)(1) of the *Pre-Need Code of the Philippines*. The confidentiality of the proceedings is lifted after the issuance of the cease and desist order.

⁶⁵ DOJ Department Circular No. 006-16 (No. 6), 10 February 2016.

⁶⁶ Section 17, *Probation Law of 1976* [PD No. 968 (s.1976)].

⁶⁷ Sections 18 and 45, *The Anti-Terrorism Act of 2020* (RA No. 11479) and Rules 5.8 and 5.19 of the IRR of RA No. 11479.

Annex "C"

LIST OF EXCEPTIONS

- k. Preliminary investigation proceedings before the committee on decorum and investigation of government agencies;⁶⁸
 - l. Investigation proceedings and records during the preliminary investigation in administrative cases in the civil service;⁶⁹
 - m. Those information deemed confidential or privileged pursuant to pertinent rules and regulations issued by the Supreme Court, such as information on disbarment proceedings, DNA profiles and results, or those ordered by courts to be kept confidential;⁷⁰ and
 - n. Information on a bank inquiry orders issued by the Court of Appeals, including its contents and its receipt.⁷¹
8. Matters considered confidential under banking and finance laws and their amendatory laws, such as:
- a. RA No. 1405 (*Law on Secrecy of Bank Deposits*);
 - b. RA No. 6426 (*Foreign Currency Deposit Act of the Philippines*) and relevant regulations;
 - c. RA No. 8791 (*The General Banking Law of 2000*);
 - d. RA No. 9160 (*Anti-Money Laundering Act of 2001*), as amended by RA No. 11521;
 - e. RA No. 9510 (*Credit Information System Act*); and
 - f. RA No. 245, as amended by Presidential Decree No. 1878;
9. Other exceptions to the right to information under laws, jurisprudence, rules and regulations, such as:
- a. Those deemed confidential pursuant to treaties, executive agreements, other international agreements, or international proceedings, such as:

⁶⁸ Section 14, Civil Service Commission (CSC) Resolution No. 01-0940.

⁶⁹ Section 21, 2017 Rules on Administrative Cases in the Civil Service, CSC Resolution No. 1701077.

⁷⁰ Section 18, Rule 139-B and Section 24, Rule 130 of the Rules of Court; Section 11 of the Rule on DNA Evidence, A.M. No. 06-11-5-SC; and Section 26 of the Rule on Facilitated Naturalization of Refugees and Stateless Persons, A.M. No. 21-07-22-SC.

⁷¹ Section 16, A.M. No. 21-03-5-CA, *Re: Rule of Procedure in Cases of Bank Inquiry into or Examination of Deposit and Investment Accounts Relating to an Unlawful Activity or a Money Laundering Offense under Republic Act No. 9160, as Amended*.

Annex "C"

LIST OF EXCEPTIONS

- (1) When the disclosure would prejudice legitimate commercial interest or competitive position of investor-states pursuant to investment agreements;⁷²
 - (2) Those deemed confidential or protected information pursuant to United Nations Commission on International Trade Law Rules on Transparency in Treaty-based Investor-State Arbitration and Arbitration Rules (UNCITRAL Transparency Rules);⁷³ and
 - (3) Refugee proceedings and documents under the *1951 Convention Relating to the Status of Refugees*, as implemented by DOJ Circular No. 58 (s. 2012);
- b. Testimony from a government official, unless pursuant to a court or legal order;⁷⁴
 - c. When the purpose for the request of Statement of Assets, Liabilities and Net Worth is any of the following:
 - (1) any purpose contrary to morals or public policy; or
 - (2) any commercial purpose other than by news and communications media for dissemination to the general public;⁷⁵
 - d. Failure to comply with regulations on access of records imposed by the records custodian;⁷⁶
 - e. Lists, abstracts, summaries of information requested when such lists, abstracts or summaries are not part of the duties of the government office requested;⁷⁷
 - f. Those information and proceedings deemed confidential under rules and regulations issued by relevant government agencies or as decided by the courts;⁷⁸

⁷² Examples: Article 20 (2), ASEAN Comprehensive Investment Agreement; Article 15 (2) Agreement on Investment under the Framework Agreement on the Comprehensive Economic Cooperation between the ASEAN and the Republic of India; and Article 15 (2) of the Agreement on Investment under the Framework Agreement on the Comprehensive Economic Cooperation among the Government of the Member Countries of the ASEAN and the Republic of Korea.

⁷³ Article 7, UNCITRAL Transparency Rules.

⁷⁴ *Senate v. Neri, supra; Senate v. Ermita, supra.*

⁷⁵ Section 8(D), *Code of Conduct and Ethical Standards for Public Officials and Employees.*

⁷⁶ *Biraogo v. Ombudsman Martires*, G.R. No. 254516, 02 February 2021.

⁷⁷ *Belgica v. Ochoa*, G.R. No. 208566, 19 November 2013; and *Valmonte v. Belmonte Jr.*, G.R. No. 74930, 13 February 1989, 252 Phil. 264.

⁷⁸ Examples: 2012 Guidelines and Procedures in the Investigation and Monitoring of Human Rights Violations and Abuses and the Provision of CHR Assistance; Government Service Insurance System's Rules of Procedure of the Committee on Claims; National Labor Relations Commission Resolution No. 01-02, Amending Certain Provisions of the New Rules of Procedure of the National Labor Relations Commission, 08 March 2002; Department of Agrarian Reform MC No. 07-11, 19 July 2011; Department of Social Welfare and Development MC No. 021-12, 16 October 2012; Section X808 of Bangko Sentral ng Pilipinas Circular No. 706, s. 2011; Section 42, *Investment Company Act* (RA No. 2629); When the information requested is not a matter of public concern or interest as decided in *Hilado v. Judge Amor*

Annex "C"

LIST OF EXCEPTIONS

- g. Requested information pertains to comments and disclosures on pending cases in judicial proceedings;⁷⁹ and
- h. Attorney-client privilege existing between government lawyers and their client.⁸⁰

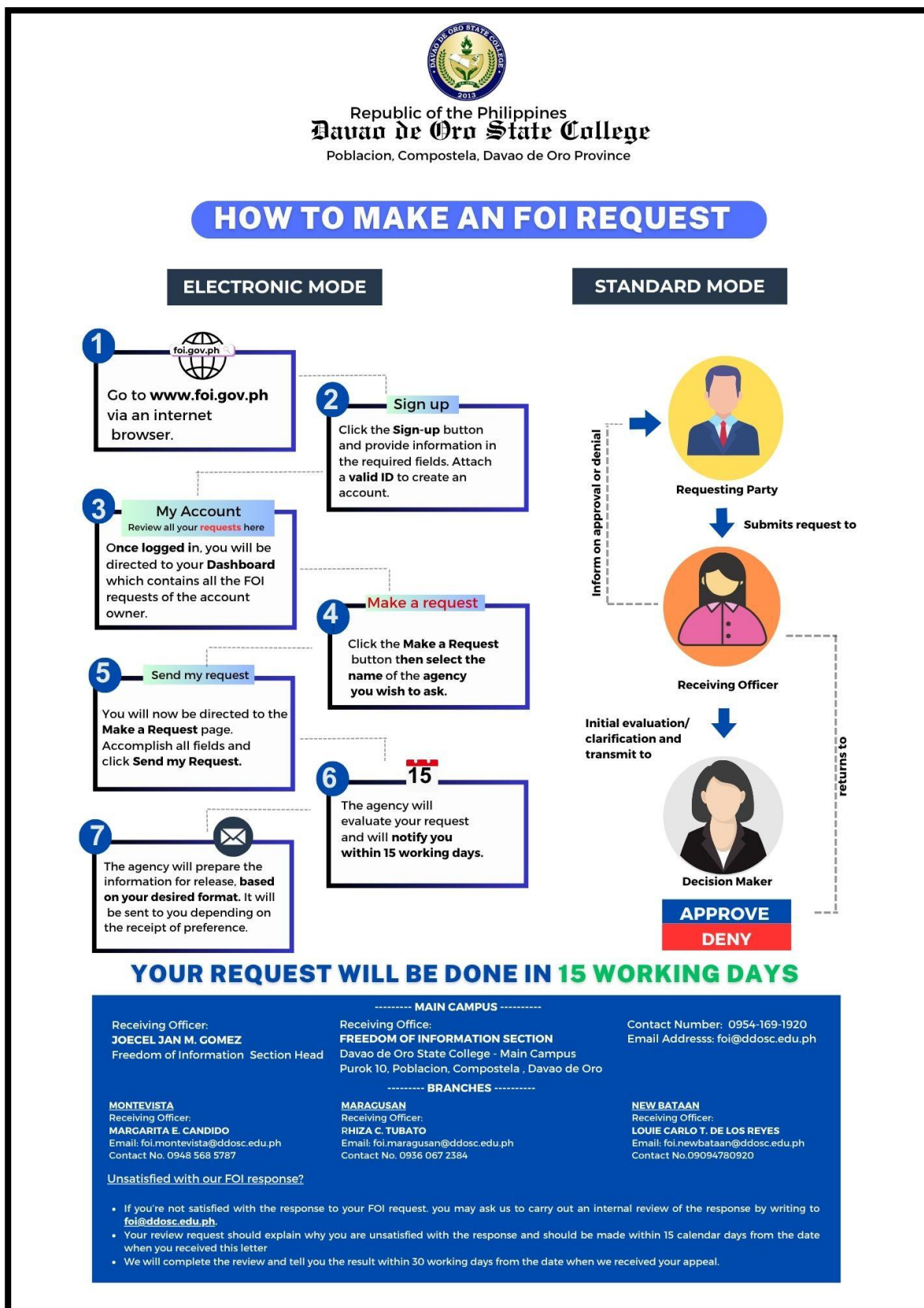
A. Reyes, G.R. No. 163155, 21 July 2006; and Questionnaires in the Professional Regulation Commission test banks, pursuant to *Antolin-Rosero v. Professional Regulation Commission*, G.R. No. 220378, 30 June 2021.

⁷⁹ *Romero v. Guerzon*, G.R. No. 211816, 18 March 2015.

⁸⁰ Canon 21 of the *Code of Professional Responsibility*.

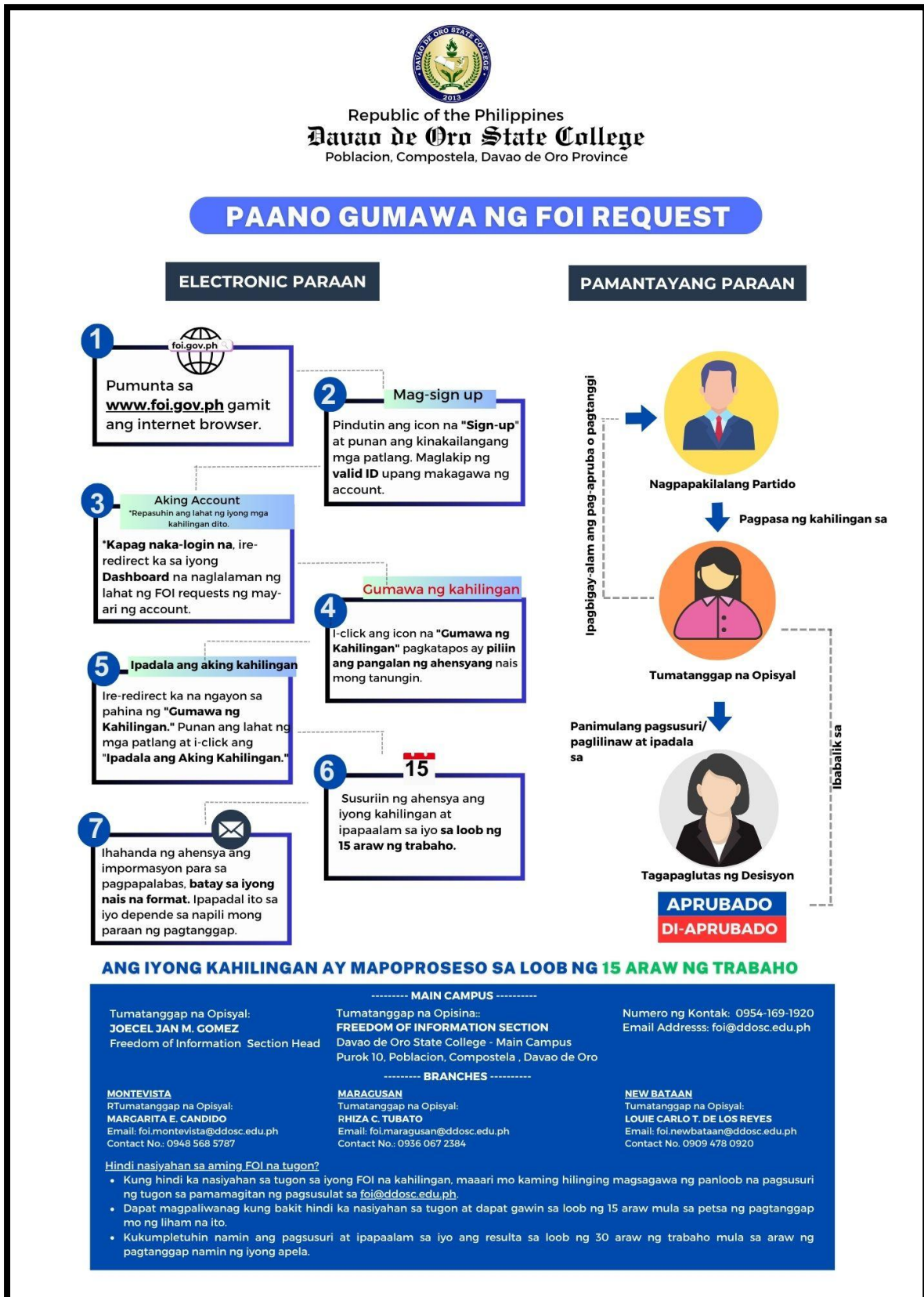
Annex "D"

ONE- PAGE MANUAL (English)



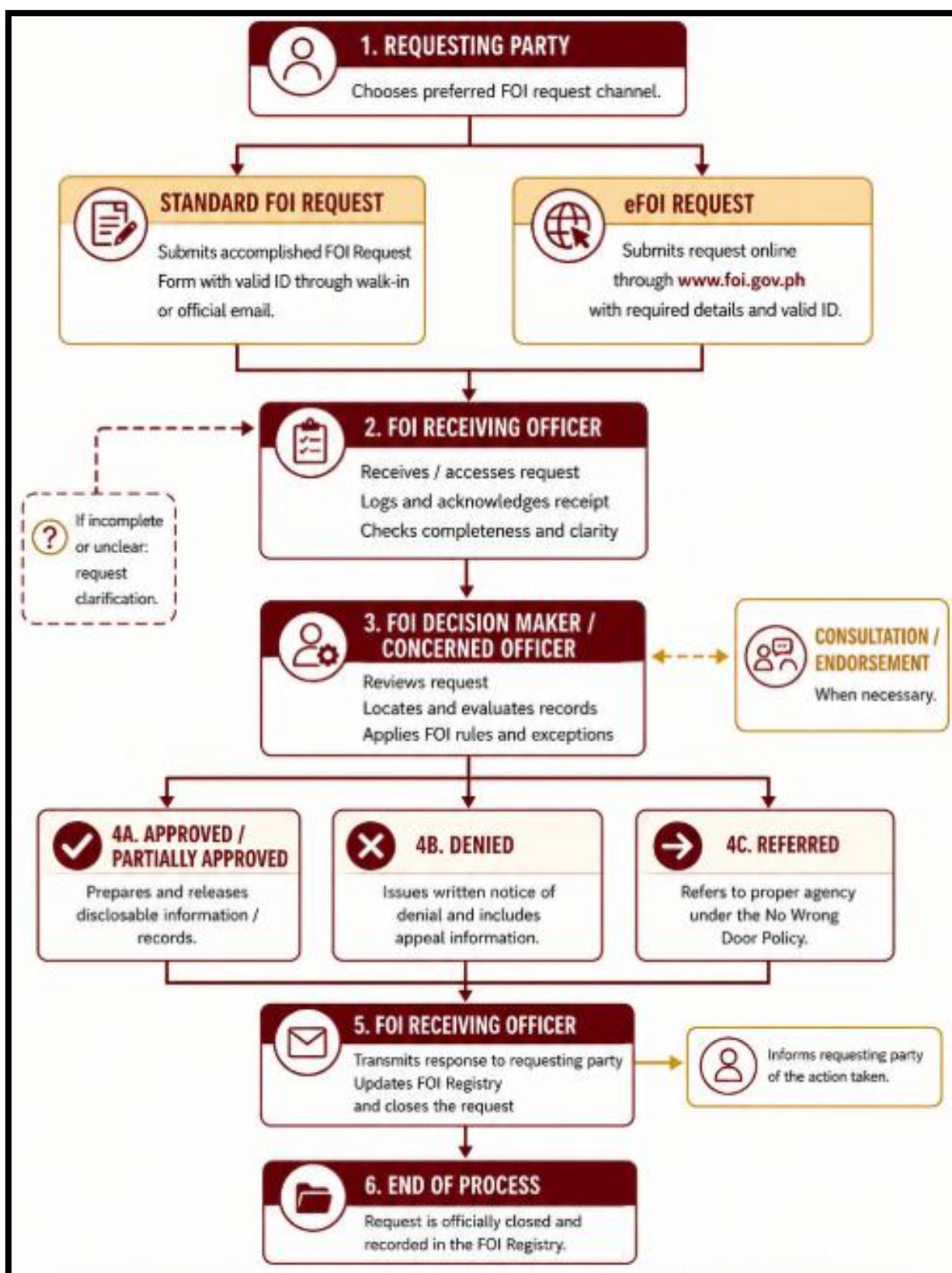
Annex "D"

ONE- PAGE MANUAL (Filipino)



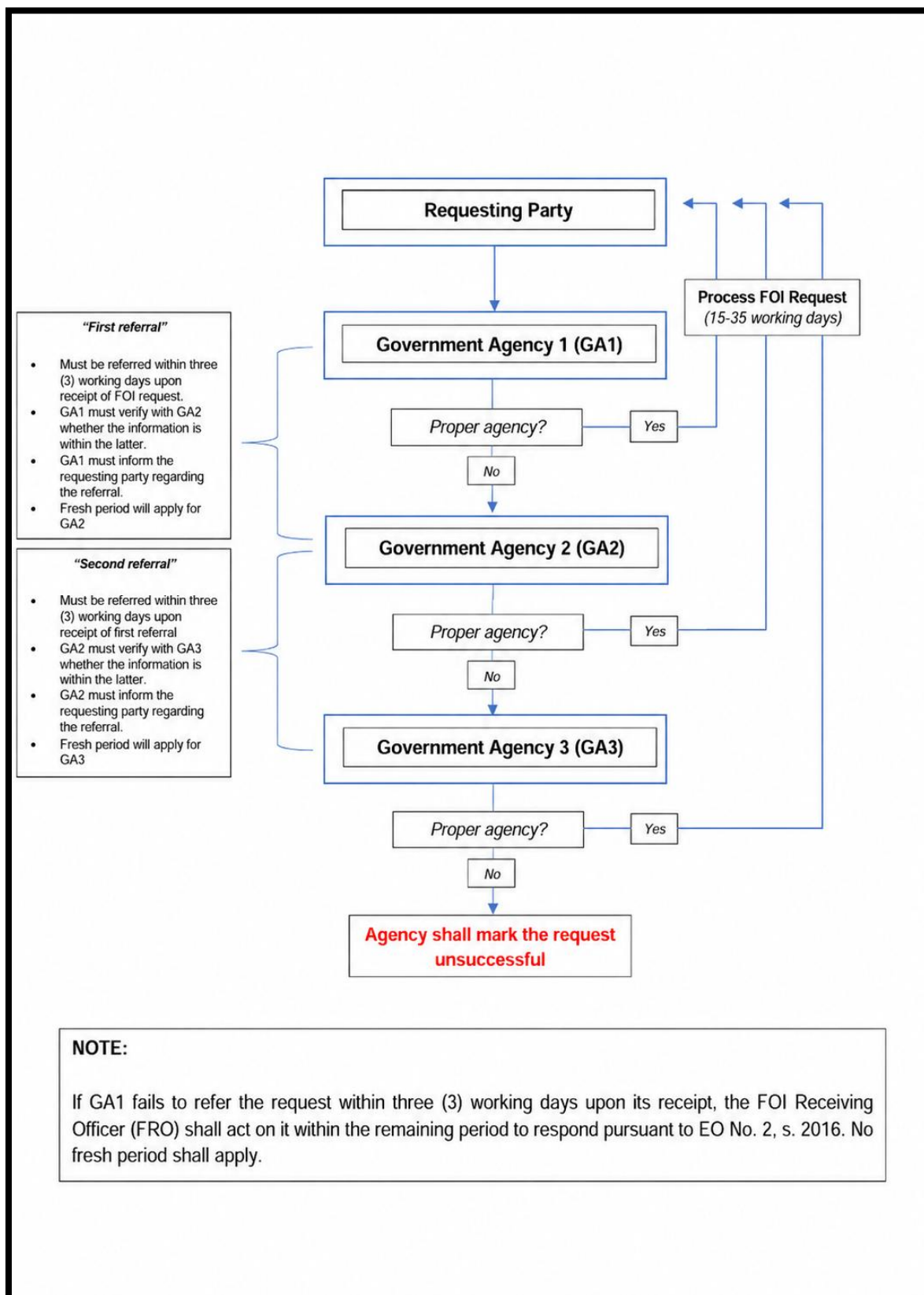
Annex "E"

Simplified DdOSC FOI Request



Annex "F"

No Wrong Door Policy Flow Chart



Annex "G"

FOI REQUEST FORM



Republic of the Philippines
DAVAO DE ORO STATE COLLEGE
Compostela, Davao de Oro
www.ddosc.edu.ph | foi@ddosc.edu.ph
DDOSC-FOI REQUEST FEEDBACK FORM



We would love to hear your thoughts or feedback on how we can improve your experience!

This Feedback Form is in compliance with Section 6.6.1 of Anti-Red Tape Authority (ARTA) Memorandum Circular (MC) No. 2019-002, series of 2019 entitled Guidelines on the Implementation of the Citizen's Charter in Compliance with Republic Act 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018," and its Implementing Rules and Regulations (IRR) which mandates all government agencies to establish their own feedback and complaints mechanism to ensure that the citizens availing their services are heard and to enable the agency to continuously improve their services.

PRIVACY NOTICE
Accomplishing this Feedback Form signifies authorizing the Davao de Oro State College - Freedom of Information Unit to collect the information provided in this form. All personal information provided using this form shall be treated with utmost confidentiality. The data collected will be aggregated for analysis to help us continually improve our services. Disclosure of the personal information of the customers shall only be disclosed pursuant to applicable laws, guidelines, and regulations.

DIRECTIONS:

- Please answer the questions below to provide your feedback for the service provided by the institution.
- Mark your rating in the space provided.

Email: _____ Date Requested: _____ FOI Tracking no: _____

Organization/Affiliation:
☐ Government Employees
☐ Civil Society Organizations/Non-Government Organizations
☐ Academe (e.g. Researchers, Students, Private School Teachers/Lecturers)
☐ None of the above

Name of Organization/Affiliation: _____

Gender: ☐ Male ☐ Female ☐ Prefer Not to Say

Region: _____

Age Group:
☐ 20 and below ☐ 21 - 30 ☐ 31 - 40
☐ 41 - 50 ☐ 51 - 60 ☐ 61 and above

Educational Attainment:
☐ High School level and below ☐ Undergraduate tertiary education
☐ College graduate ☐ Post graduate

SERVICE RESPONSIVENESS (A): Are you satisfied with the handling of your FOI request?
☐ 5 - Very Satisfied ☐ 4 - Satisfied ☐ 3 - Neither Satisfied nor dissatisfied ☐ 2 - Dissatisfied ☐ 1 - Very Dissatisfied

SERVICE RESPONSIVENESS (B): Did you receive your information within 15 to 35 working days?
☐ If YES, proceed to question B.1
☐ If NO, proceed to question B.2

SERVICE RESPONSIVENESS (B.1): For successful request, was the response you received easy to understand?
☐ 5 - Strongly Agree ☐ 4 - Agree ☐ 3 - Neither agree nor disagree ☐ 2 - Disagree ☐ 1 - Strongly disagree

SERVICE RESPONSIVENESS (B.2): For unsuccessful request, are you satisfied with the reason provided?
☐ 5 - Very Satisfied ☐ 4 - Satisfied ☐ 3 - Neither Satisfied nor dissatisfied ☐ 2 - Dissatisfied ☐ 1 - Very Dissatisfied

QUALITY OF SERVICE: The personnel provide information with accuracy.
☐ 5 - Very Satisfied ☐ 4 - Satisfied ☐ 3 - Neither Satisfied nor dissatisfied ☐ 2 - Dissatisfied ☐ 1 - Very Dissatisfied

ACCESS & FACILITIES: The personnel provide service in accessible manner.
☐ 5 - Very Satisfied ☐ 4 - Satisfied ☐ 3 - Neither Satisfied nor dissatisfied ☐ 2 - Dissatisfied ☐ 1 - Very Dissatisfied

COMMUNICATION: Did you feel that we communicated with you effectively, from start to finish?
☐ 5 - Strongly Agree ☐ 4 - Agree ☐ 3 - Neither agree nor disagree ☐ 2 - Disagree ☐ 1 - Strongly disagree

COST OF SERVICE: The personnel provide services appropriate for clients need with efficient cost to time and other resources.
☐ 5 - Very Satisfied ☐ 4 - Satisfied ☐ 3 - Neither Satisfied nor dissatisfied ☐ 2 - Dissatisfied ☐ 1 - Very Dissatisfied

INTEGRITY: The personnel convey and show trust, respect and confidence while dealing with clients.
☐ 5 - Very Satisfied ☐ 4 - Satisfied ☐ 3 - Neither Satisfied nor dissatisfied ☐ 2 - Dissatisfied ☐ 1 - Very Dissatisfied

ASSURANCE: The personnel is knowledgeable to answer queries and concerns.
☐ 5 - Very Satisfied ☐ 4 - Satisfied ☐ 3 - Neither Satisfied nor dissatisfied ☐ 2 - Dissatisfied ☐ 1 - Very Dissatisfied

OUTCOME: The personnel make you feel like a valued client.
☐ 5 - Very Satisfied ☐ 4 - Satisfied ☐ 3 - Neither Satisfied nor dissatisfied ☐ 2 - Dissatisfied ☐ 1 - Very Dissatisfied

How would you rate your OVERALL SATISFACTION with regard to the quality-of-service delivery?
☐ 5 - Very Satisfied ☐ 4 - Satisfied ☐ 3 - Neither Satisfied nor dissatisfied ☐ 2 - Dissatisfied ☐ 1 - Very Dissatisfied

Is there anything we could do to improve our service in the future?

You may also use this form for commendations or complaints.
 Simply choose the corresponding icon and provide the details on the space provided.
☐ Commendation/s ☐ Complaint/s

Details of Commendation/Complaint:

Thank you very much!

CERTIFICATION

This is to certify that Davao de Oro State College is currently implementing and observing the provisions of its duly adopted Freedom of Information Manual in the processing, evaluation, approval, denial, referral, release, monitoring, and documentation of requests for access to information.

The College, through its designated Freedom of Information Receiving Officers, Decision Makers, concerned offices, units, sections, and branch campuses, continues to implement the policies, procedures, responsibilities, response periods, privacy safeguards, disclosure requirements, appeal mechanisms, and other applicable provisions prescribed under the Manual, consistent with Executive Order No. 2, s. 2016, relevant Freedom of Information issuances, and other applicable laws, rules, and regulations.

This is further to certify that the College has duly considered the comments and recommendations of the Presidential Communications Office (PCO), through the Freedom of Information–Program Management Office (FOI-PMO), arising from the review and validation of the College’s Freedom of Information requirements. Such comments and recommendations have been incorporated into the proposed amendments, operational procedures, flowcharts, reports, and other relevant provisions of the College’s FOI Program.

Pending the completion of the prescribed institutional review, document revision, and approval processes, the College shall put into practice those recommendations that may be immediately implemented and that are consistent with the existing approved FOI Manual and applicable laws, rules, and regulations. These measures are intended to strengthen compliance, improve the processing and referral of FOI requests, promote consistency in reporting and documentation, and provide more transparent, responsive, and accessible public service.

The proposed amendments shall be further reviewed, refined, and formally incorporated into the next revision of the DDOSC Freedom of Information Manual in accordance with the College’s established document-control, institutional approval, and Board of Trustees processes.

This Certification does not amend or supersede the existing duly approved FOI Manual but affirms the College’s continuing commitment to transparency, accountability, responsive public service, and the sustained improvement of its Freedom of Information Program.

Issued this **22nd** day of **July, 2026**, at **Davao de Oro State College**, Compostela, Davao de Oro.

CERTIFIED AS TO IMPLEMENTATION AND INTEGRATION BY:


JOECEL JAN M. GOMEZ

Freedom of Information Section Head/ FOI Receiving Officer

CERTIFIED BY:


LILYBETH M. MATUNHAY
SUC President I/ FOI Champion

ATTESTATION

I hereby attest, for and on behalf of the DDOSC Board of Trustees, that the existing Davao de Oro State College Freedom of Information Manual was duly approved and adopted through Board Resolution No. **36**, s. **2022**, dated **August 04, 2022**.


JAY R. TAYABAN
Board Secretary



DAVAO DE ORO STATE COLLEGE
COMPOSTELA DAVAO DE ORO

The Cradle of Golden Opportunities

