

# GENERAL MARIANO ALVAREZ WATER DISTRICT

LWUA CCC No. 393  
Block 4, Lot 1, Congressional Road, Brgy. Poblacion 2, GMA, Cavite

## FREEDOM OF INFORMATION MANUAL



Updated as of September 2024







## GENERAL MARIANO ALVAREZ WATER DISTRICT

LWUA CCC No. 393

General Mariano Alvarez, Cavite

### Freedom of Information (FOI) Manual

Pursuant to the Executive Order No. 02 signed on 23 July 2016 entitled “*Operationalizing in the Executive Branch the People’s Constitutional Right to Information and the State Policies to Full Disclosure and Transparency in the Public Service and Providing Guidelines Therefor*”, the **General Mariano Alvarez Water District - Freedom of Information (GMAWD – FOI)** manual is hereby adopted.

#### HISTORY OF THE GENERAL MARIANO ALVAREZ WATER DISTRICT

The General Mariano Alvarez Water District (GMAWD) was created by virtue of SB Resolution No. 30- 88 dated May 24, 1988 and was issued a Conditional Certificate of Conformance (CCC) No. 393 by the Local Water Utilities Administration (LWUA) on April 14, 1989. The Board of Directors upon its creation were Concepcion C. Iglesias, Danilo L. Tuatis, Jesus R. Villamartin, Pablo P. Garachico and Engr. Cesario R. Mullet with Mr. Sabrina P. Aranda as General Manager.

The municipality of General Mariano Alvarez is situated approximately 42 km south of Manila in the province of Cavite. The GMA Water District covers a service area of approximately 9.4 square kilometres, and contains twenty seven (27) barangays. The service area is generally residential and some commercial enterprises.

The Municipality of General Mariano Alvarez (GMA) is geographically located at coordinates approximately 120 degree 59’15’ longitude and 14 degree 18’30’ latitude. It is at the northeastern boundaries of Cavite Province with Laguna Province. It is bounded on the north by the Municipality of San Pedro, Laguna on the east by the Municipality of Carmona, on the west by the Municipality of Dasmaringas and on the south by the Municipality of Silang. General Mariano Alvarez is approximately forty two (42) kilometers south of the City of Manila, the premier city of the country and seventeen (17) kilometers east of Trece Martirez City, the capital of the province.

General Mariano Alvarez has a total land area of 962 hectares more or less. These areas are currently occupied by twenty-seven (27) barangays of which five (5) are considered Poblacion barangays and twenty-two (22) others are regular barangays.

GMAWD was in a state of extreme crisis in all aspect: institutional, financial and operational. Internal and external publics were thoroughly attended to a form of image building for GMAWD.

In Nov. 28, 2009, Ms. Juliet M. Nacita (Admin & Finance Division Manager) was appointed Acting General Manager and became full pledge General Manager in February 20, 2010. Currently, there are five (5) Board of Directors composed of Atty. Iluminada M. Vaflor- Fabroa from the Professional Sector, Engr. Cesario R. Mullet from the Civic Sector; Rev. Dr. Mely S. Mojica from the Education Sector, Engr. Michael I. Torres representing the Business Sector and Janet L. Ayala representing the Women Sector. We also have Engr. Antonio B. Magtibay as Technical Consultant.

Today, GMAWD as World Class Water Service Provider after being ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 Certified issued by TUV Nord, Inc. - Philippines, maintains a work force composed of God- fearing servants, professionals, skilled and well-trained employees. GMAWD nowadays has an affirmative working milieu that promotes solidarity and optimism. It is envisioned to uphold superior service delivery and guidance by constantly fortifying its course and procedure in advancing its utilities for global transformation.

## **MISSION**

GENERAL MARIANO ALVAREZ WATER DISTRICT shall deliver world class and high-quality water services that meet the needs for safe and sustainable water of the Municipality of General Mariano Alvarez, Cavite and other interested parties in a consistent, cost-effective and environmentally conscious manner, prompting water conservation, sanitation and environmental protection and maintaining the highest standards and exceptional public service delivery by professional and competent civil servants of the District.

## **VISION**

GENERAL MARIANO ALVAREZ WATER DISTRICT, a committed to serve and globally competitive public utility in the Historic Province of Cavite recognized for providing clean, potable, reliable, safe, and sustainable water in General Mariano Alvarez, Cavite, demonstrating devotion to environmental, sanitation and water stewardship for the well-being of present and future generations.

## **CORE VALUES**

### **W. A. T. E. R**

#### **Willingness**

We are more than willing to perform our duties and responsibilities with transparency and honesty to creatively think and adopt practices to continually enhance our service delivery and resource management.

#### **Accountability**

We take our responsibility as a government entity and caretaker of our water resources extremely, working diligently to manage and protect these critical assets.

#### **Teamwork**

We value the power of collaboration and actively seek opportunities to work as a team and to partner with other entities and the community to achieve our mission and vision.

#### **Excellence**

We, in GMAWD, are dedicated to delivering high-quality water services and consistently improving our processes in timely and prompt manner to ensure best results for our community.

#### **Respect**

As public servants, we respect our environment, concessionaires, community partners, and each other that foster an inclusive and supportive workplace culture.

## **OBJECTIVES**

### **SERVANT**

Sustaining effective service delivery towards the public that

Enables General Mariano Alvarez Water District to

Render Twenty-Four hours of

Vigorous, clean, sustainable potable and

Abundant supply of water

Necessary for the youngest yet progressive

Town of General Mariano Alvarez, Cavite.

## **MANDATE**

The General Mariano Alvarez Water District (GMAWD) is a Government-Owned and Controlled Corporation (GOCC) created by virtue of Presidential Decree (PD) 198, also known as the Provincial Water Utilities Act of 1973, and by Sangguniang Bayan No. 30-88 dated May 24, 1988 and was issued Conditional Certificate of Conformance No. 393 by the Local Water Utilities Administration (LWUA) on April 14, 1989 is mandated to:

- (a) Acquiring, installing, improving, maintaining and operating water supply and distribution systems for domestic, industrial, municipal and agricultural uses for residents and lands within the boundaries of GMAWD;
- (b) Providing, maintaining and operating waste-water collection, treatment and disposal facilities, and
- (c) Conducting such other functions and operations incidental to water resource development, utilization and disposal within such districts, as are necessary or incidental to said purpose.

## **INTEGRATED QUALITY ENVIRONMENTAL, HEALTH AND SAFETY POLICIES**

GENERAL MARIANO ALVAREZ WATER DISTRICT, a service-oriented and socially conscious public utility agency, professionally managed by highly motivated workforce, define quality as conformance to our customer's needs, both internal and external, and conformance to all quality parameters required by international and statutory standards. With this in mind, we strive to be a positive force in the water industry while providing professional and ethical water management services with a total commitment to maximum customer satisfaction.

In order to achieve this goal, we think and act as a team to give our customers the best service that we can give.

Towards this end, we commit:

- a.** To meet, if not exceed the standards set by the Philippine National Standard for Drinking Water (PNSDW).
- b.** To communicate our quality policy with our customers, and all other interested parties and encourage our employees to embrace quality as their personal commitment to GENERAL MARIANO ALVAREZ WATER DISTRICT.
- c.** To identify areas for continual improvement by conducting a regular review of the Integrated QEHS Management System and subjecting the performance of GENERAL MARIANO ALVAREZ WATER DISTRICT to regular internal audit.
- d.** To comply the requirements provided under the provisions of RA 9275 of the Clean Water Act of 2004 and the Supreme Court Mandamus of 2008 ensuring environmental protection and proper management of waste and waste water disposal and sanitation.
- e.** To adopt digital and technological innovations in coping up with the fast-changing business process, modern equipment facilities as well as personnel advancement and competitiveness.
- f.** To hasten preparedness in times of natural and man-made adversities; reduce the effects of these calamities to water system facilities; and manage the risks of water supply shortage, interruptions and water quality.
- g.** To prevent pollution on land, water and air.
- h.** To comply with the guidelines on environmental, health and safety (EHS) standards for GMAWD employees and workplace required by implementing government agencies.

## **TABLE OF CONTENTS**

### **1. Overview**

1. Purpose of the Manual
2. Structure of the Manual
3. Coverage of the Manual
4. FOI Receiving Officer (FRO)
5. FOI Decision Maker (FDM)
6. Approval and Denial of Request
7. Central Appeals and Review Committee

### **2. Definition of Terms**

### **3. Promotion of Openness in Government**

### **4. Protection of Privacy**

### **5. Standard Procedure**

1. Receipt of Request for Information
2. Evaluation of the Request
  - 2.1. Request relating to more than one office under the GMA Water District
  - 2.2. Requested information is not in the custody of the GMA Water District
  - 2.3. Requested information is already posted and available in the GMA Water District website
  - 2.4. Requested information is substantially similar or identical to the previous request
  - 2.5. Requested information is under the Exception List
  - 2.6. Requested Information is under Restricted Information
3. Transmittal from FOI Receiving Officer (FRO) to Decision Maker
4. Processing the Request
5. Role of FRO to transmit the Information
6. Request for an Extension of Time



## 7. Notifying the Requesting Party of the Decision

### a. Approval of Request

### b. Denial of Request

## 6. Remedies in Case of Denial of Request

## 7. Request Tracking System

## 8. Fees

## 9. Administrative Liability

## 10. Annexes

### a. FOI Frequently Asked Questions

### b. Executive Order No. 02

### c. FOI Receiving Officer of the GMA Water District

### d. Information Inventory

### e. Inventory of Exceptions

### f. FOI Process General Flow Chart

- f-1. Detailed FOI Request Process
- f-2. FOI Request Process in days
- f-3. Modified one-page FOI Manual
- f-4. FOI No Wrong Door Policy

### g. FOI Request Form

### h. FOI Response Templates

## SECTION 1: OVERVIEW

1. **Purpose:** The purpose of this GMA Water District Freedom of Information Manual (Manual) is to provide the process to guide and assist the GMA Water District (GMAWD) in dealing with requests for information received under Executive Order (E.O.) No. 2 on Freedom of Information (FOI). **(Annex B).**
2. **Structure of the Manual:** This Manual shall set out the rules and procedures to be followed by the GMAWD when a request for access to information is received. The GMAWD General Manager is responsible for all actions carried out under this Manual and shall act as the FOI Decision Maker (FDM), who shall have overall responsibility for the final decision on FOI requests (i.e. to decide whether to release all the records, partially release the records or deny access).
3. **Coverage of the Manual:** The Manual shall cover all requests for information directed to the GMA Water District.
4. **FOI Receiving Officer:** There shall be an FOI Receiving Officer (FRO) designated at the GMA Water District. As such that the request for information is a public service, the General Manager may act or delegate the task of FRO to any Official or Personnel who collaborates with the public. The FRO shall hold Office at GMA Water District Main Office, Blk. 4 Lot 1 Congressional Road, Barangay Poblacion 2, GMA, Cavite. The functions of the FRO shall include the following:
  - a. Receives all requests for information and conducts initial evaluation of the request, whether there is a need to forward the same to the Decision Maker or can address or deny the request based on:
    1. an incomplete FOI Request Form or absence of a valid written FOI request. A valid written FOI request should contain the full name of the requestor, contact information, details of information being requested, copy of government-issued ID for proof of identity;
    2. no government-issued Identification Card presented;
    3. the information is already disclosed in the GMA Water District [website: https://gmawaterdistrict.gov.ph](https://gmawaterdistrict.gov.ph)
  - b. Advises the requesting party accordingly, whether the request will be forwarded to the Decision Maker for further evaluation, or, if the information is already in the GMAWD website;
  - c. Forwards the requests for information not available in the GMAWD website to the Decision Maker;
  - d. Monitors all FOI requests and appeals (all requests for information shall be acted upon within fifteen (15) working days upon receipt);
  - e. Provides assistance and support to the public and Decision Maker with regard to FOI;

- f. Prepares a Monthly Report on FOI Requests received and compiles statistical information of FOI requests. The Monthly Status Report shall include the complete name of the FOI requestor, type of information being requested.
5. **FOI Decision Maker:** The GMA Water District General Manager shall be the FOI Decision Maker. The FDM shall conduct evaluation of the request for information and has the authority to grant the request or deny it based on the following:
  1. the GMA Water District does not have the information requested;
  2. the information requested contains sensitive personal information protected by the Data Privacy Act of 2012;
  3. the information is not in the list of Agency Information Inventory; or,
  4. the request is an unreasonable subsequent identical or substantially similar request from the same requesting party whose request has already been previously granted or denied by the GMA Water District.
6. **Approval and Denial of Request for Information:** The FOI Decision Maker shall approve or deny all requests for information. In case where the FDM is on official leave, the FDM may delegate the Caretaker or GMAWD Officer-in-Charge.
7. **Central Appeals and Review Committee:** The Board of Directors of GMAWD shall act as the Central Appeals and Review Committee. They shall review, analyze and provide expert advice on the appeal for denial of the requested information.

## **SECTION 2: DEFINITION OF TERMS<sup>1</sup>**

<sup>1</sup> Taken from the Agency Model FOI Manual provided by the Presidential Communications Operations Office (PCOO)

**AGENCY INFORMATION INVENTORY.** Shall mean list of information kept by the Agency and is available to the public.

**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.

**data.gov.ph.** The Open Data website that serves as the government's comprehensive portal for all public government data that is searchable, understandable, and accessible.

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

**FREEDOM OF INFORMATION (FOI).** The Executive Branch recognizes the right of the people to information on matters of public concerns and adopts and implements a policy of full public disclosure of all its transactions involving public interest, subject to the procedures and limitations provided in Executive Order No. 2. This right is indispensable to the exercise of the right of the people and their organizations to effective and reasonable participation at all levels of social, political and economic decision-making.

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

**FOI REQUEST.** A written request submitted to a government office personally or by email asking for records on any topic. 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 FOI request that the agency determines have become or are likely to become the subject of subsequent request for substantially the same records.

**FULL DENIAL.** When the agency cannot release any record in response to FOI request, because, for example, the requested information is exempt from disclosure in its entirety or no records responsive to the request could be located.

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

**INFORMATION.** Shall mean any records, documents, papers, reports, letters, contracts, minutes and transcripts of official meetings, maps, books, photographs, data, research materials, films, sound and video recording, magnetic or other tapes, electronic data, computer stored data, any other like or similar data or materials recorded, stored or archived in whatever format, whether offline or online, which are made, received, or kept in or under the control and custody of any government office pursuant to law, executive order, and rules and regulations or in connection with the performance or transaction of official business by any government office.

**INFORMATION FOR DISCLOSURE.** Information promoting the awareness and understanding of policies, programs, activities, rules or revisions affecting the public, government agencies, and the community and economy. It also includes information encouraging familiarity with the general operations, thrusts, and programs of the government. In line with the concept of proactive disclosure and open data, these types of information can already be posted to government websites, such as data.gov.ph, without need for written requests from the public.

**MULTI-TRACK PROCESSING.** A system that divides incoming FOI requests according to their complexity so that simple requests requiring relatively minimal

review are placed in one processing track and more complex requests are placed in one or more tracks. Requests granted expedited processing are placed in yet another track. Requests in each track are processed on a first in/first out basis.

**OFFICIAL RECORD/S.** Shall refer to information produced or received by a public officer or employee, or by a government office in an official capacity or pursuant to a public function or duty.

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

**PARTIAL GRANT/PARTIAL DENIAL.** When a government office is able to disclose portions of the records in response to FOI request, but must deny other portions of the request.

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

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

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

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

**PROCESSED REQUEST OR PROCESSED APPEAL.** The number of requests or appeals where the agency has completed its work and sent a final response to the requester.

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

**RECEIVED REQUEST OR RECEIVED APPEAL.** 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.

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

1. About an individual race, ethnic origin, marital status, age, color, and religious philosophical or political affiliations;
2. About an individual health, education, genetic or sexual life of a person, or to any proceedings for any offense committed or alleged to have committed by such person, the disposal of such proceedings or the sentence of any court in such proceedings;
3. Issued by government agencies peculiar to an individual which includes, but not limited to, social security numbers, previous or current health records, licenses or its denials, suspension or revocation, and tax returns; and
4. Specifically established by an executive order or an act of Congress to be kept classified.

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

### **SECTION 3. PROMOTION OF OPENNESS IN GOVERNMENT**

1. **Duty to Publish Information:** The GMA Water District shall 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 profile.
2. **Accessibility:** The GMA Water District profile and frontline services shall be made accessible in its simplest forms.
3. **Keeping of Records:** The GMAWD shall create and maintain accurate and reasonably complete safe-keeping and archiving of records.

### **SECTION 4. PROTECTION OF PRIVACY**

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

- a. The GMA Water District shall ensure that personal information, particularly sensitive personal information, in its custody or under its control is disclosed only as permitted by existing laws;
- b. The GMA Water District shall protect personal information in its custody or under its control by making reasonable security arrangements against unauthorized access, leaks or premature disclosure;

- c. The FRO, FDM, or any employee or official who has access, whether authorized or unauthorized, to personal information in the custody of the GMA Water District, shall not disclose that information except as authorized by existing laws.

## **SECTION 5. STANDARD PROCEDURE** *(See Annex "F" for flowchart)*

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

- 1.1** The FOI Receiving Officer (FRO) shall receive the request for information from the requesting party and check compliance of the following requirements:
  - The request must be in writing;
  - The request shall state the name and contact information of the requesting party, as well as provide valid proof of identification or authorization; and,
  - The request shall reasonably describe the information requested, and the reason for, or purpose of, the request for information. (See **Annex G**)

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

- 1.2** In case the requesting party is unable to make a written request, because of illiteracy or by reason of disability, he or she may make an oral request, and the FRO shall reduce it in writing. The requesting party shall signify his intent by affixing his right thumb mark.
- 1.3** The request shall be stamped received by the FRO, indicating the date and time of the receipt of the written request, and the name, rank, title and position of the public officer who actually received it, with a corresponding signature and a copy, furnished to the requesting party.

In case of email requests, the email shall be printed out and shall follow the procedure mentioned above, and be acknowledged by electronic mail. The FRO shall input the details of the request on the Request Tracking System and allocate a reference number.

- 1.4** The GMA Water District shall respond to requests promptly, within the fifteenth (15) working day following the date of receipt of the request. A working day is any day other than a Saturday, Sunday or a day which is declared a national public holiday in the Philippines. In computing for the period, Art. 13 of the New Civil Code shall be observed, where in computing a period, the first day shall be excluded, and the last day included.

The date of receipt of the request will be either:

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

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

Should the requested information need further details to identify or locate, then the 15 working days will commence the day after GMA Water District receives the required clarification from the requesting party.

- 2. Initial Evaluation.** After receipt of the request for information, the FRO shall evaluate the contents of the request.
- 2.1 Requested Information is Available.** If the requested information is known to the FRO to be available at GMA Water District either wholly or partially, the FRO shall endorse the request to the FDM for appropriate action.
- 2.2 Requested information is not in the custody of the GMA Water District:** If the requested information is not in the custody of the GMA Water District. The requesting party shall be advised accordingly and shall be provided with the contact details of the concerned office, if known.
- 2.3 Requested information is already posted and available on-line:** Should the information being requested is already posted and publicly available in the GMA Water District website, data.gov.ph or foi.gov.ph, the FRO shall inform the requesting party of the said fact and provide them the website link where the information is posted.
- 2.4 Requested information is substantially similar or identical to the previous request:** Should the requested information be substantially similar or identical to a previous request by the same requester, the request shall be denied. However, the FRO shall inform the applicant of the reason of such denial.
- 2.5 Requested information is not included in the list of Agency Information Inventory:** If the requested information is not included in the list of Agency Information Inventory, the FRO shall forward the FOI request to the FDM. The FDM shall evaluate if the requested document can indeed not be given to the requesting party. The requesting party should be properly informed of the denial and the reason for the denial. Information not included in the list of Agency Information Inventory and is covered under the Exception List are the following information:
  - a. Minimum Performance Standards and Specifications (MPSS)
  - b. Bidding Documents prior to Advertisement, pursuant to R.A. 9184 or the Government Procurement Reform Act
  - c. Those to be provided by other Government Offices

Moreover, Restricted or Classified Information (MC No. 78 s. 1964 and other pertinent laws) falls under Exception List. It covers the following information:

- a. Transcripts and Minutes of the Board Meetings



- b. Bidding documents after submission, pursuant to R.A. 9184
- c. Personal information pursuant to Data Privacy Act of 2012, CSC MC No. 56, s. 1990 and other pertinent laws

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

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

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

If the FDM determines that a record contains information of interest to another office, the requesting party shall only be provided with information that pertains to GMA Water District.

**5. Role of FRO to transmit the Clarificatory information of the FDM to the Requesting Party:** Upon receipt of the requested clarificatory information from the FDM, the FRO shall ensure that the requested information is complete. The FRO shall attach a cover/transmittal letter signed by the FDM and ensure the transmittal of such to the requesting party within 15 working days upon receipt of the request for more information.

**6. Request for an Extension of Time:** If the information requested requires extensive search of the government's office records facilities, or examination of voluminous records, the FDM should inform the FRO.

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

**7. Notice to the Requesting Party of the Decision:** Once the FDM approved or denied the request, the FDM shall prepare the response to the requesting party immediately and forward the same to the FRO for transmittal to the requesting party either in writing or by email.

a. **Approval of Request:** In case of approval, the FDM shall ensure that all records, that have been retrieved and considered, have been checked for possible

exemptions, prior to actual release. The FRO shall prepare the letter or email informing the requesting party within the prescribed period that the request was granted and be directed to pay the applicable fees, if any.

- b. Denial of Request:** In case of denial of the request wholly or partially, the FDM shall write a notice of denial in writing. The notice shall clearly set forth the ground or grounds for denial and the circumstances on which the denial is based. The FRO shall, within the prescribed period, notify and transmit the notice of denial to the requesting party. 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.

## **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. Administrative FOI Appeal to the GMA Water District Board of Directors: 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 written appeal shall be submitted to GMAWD Administrative Building located at Block 04, Lot 01, Congressional Road, Brgy. Poblacion 2, GMA, Cavite or can be sent via email at [gmawaterdistrict@yahoo.co.in](mailto:gmawaterdistrict@yahoo.co.in).
  - a. The appeal shall be decided by the GMA Water District Board of Directors within thirty (30) working days from the filing of said written appeal. Failure to decide within the 30-day period shall be deemed a denial of the appeal.
  - b. The denial of the Appeal by the GMA Water District Board of Directors 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.
2. Upon exhaustion of administrative FOI appeal remedies, the requesting party may file the appropriate judicial action in accordance with the Rules of Court.

## **SECTION 7. REQUEST TRACKING SYSTEM\**

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

The information on the said tracking system will form the bases for the contents of the Annual FOI Report required of all government agencies to be submitted to the PCOO.

## **SECTION 8. FEES**

1. **No Request Fee.** The GMA Water District shall not charge any fee for accepting requests for access to information.
  
2. **Reasonable Cost of Reproduction and Copying of the Information:**

The FRO shall immediately notify the requesting party in case there shall be a reproduction and copying fee in order to provide the information. The schedule of fees is as follows:

<b>FREE OF CHARGE</b>	-	If the requested information consumed only Ten (10) pages or less for the print out;
<b>PHP3.00 PER PAGE</b>	-	If the requested information consumed More than Ten (10) pages for the print out;

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

## **SECTION 9. ADMINISTRATIVE LIABILITY**

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

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

**2. Procedure.** The Revised Rules on Administrative Cases in the Civil Service (**RRACS**) 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.

## **SECTION 10. REPEALING CLAUSE**

All circulars, orders, rules and regulations, issuance or any part thereof inconsistent with the provision of this Manual are hereby repealed, amended or modified accordingly consistent with Executive Order No. 2 series of 2016.

## **SECTION 11. SEPARABILITY CLAUSE**

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

## **SECTION 12. EFFECTIVITY**

This Manual has took effect this 25th day of September, 2017 upon the issuance of the approval by GMAWD Board of Directors by virtue of the Board Resolution No. 41, S. 2017 and updated on September 2024

This Manual or part hereof, may be revised or updated as the need arises.

Signed and Certified as Final:

  
**JULIET M. NACITA**  
General Manager

## ANNEX "A"

### FOI FREQUENTLY ASKED QUESTIONS

#### **Introduction to FOI**

#### **1. What is FOI?**

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

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

#### **2. What is Executive Order No. 2 S. 2016?**

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

EO 2 was signed by President Rodrigo Roa Duterte on July 23, 2016.

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

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

#### **Making a Request**

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

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

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

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

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

An FOI request under EO 2 can be made before all government offices under the Executive Branch, including government owned or controlled corporations (GOCCs) and state universities and colleges (SUCs).

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

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

- a. The requestor is to fill up a request form and submits to the agency's Receiving Officer. The Receiving Officer shall validate the request and logs it accordingly on the FOI tracker.
- b. If deemed necessary, the Receiving Officer may clarify the request on the same day it was filed, such as specifying the information requested, and providing other assistance needed by the Requestor.
- c. The request is forwarded to the Decision Maker for proper assessment. The Decision Maker shall check if the agency holds the information requested, if it is already accessible, or if the request is a repeat of any previous request.
- d. The request shall be forwarded to the officials involved to locate the requested information.
- e. Once all relevant information is retrieved, officials will check if any exemptions apply, and will recommend appropriate response to the request.
- f. If necessary, the head of the agency shall provide clearance to the response.
- g. The agency shall prepare the information for release, based on the desired format of the Requestor. It shall be sent to the Requestor depending on the receipt preference.

## **8. How much does it cost to make an FOI request?**

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

## **9. What will I receive in response to an FOI request?**

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

If the request is granted, the information requested will be attached, using a format that you specified. Otherwise, the agency will explain why the request was denied.

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

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

## **11. What if I never get a response?**

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

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

## **12. What will happen if my request is not granted?**

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

A written appeal shall be submitted to GMAWD Administrative Building located at Block 04, Lot 01, Congressional Road, Brgy. Poblacion 2, GMA, Cavite or can be sent via email at [gmawaterdistrict@yahoo.co.in](mailto:gmawaterdistrict@yahoo.co.in).

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

## **ANNEX B**

MALACAÑAN PALACE  
MANILA

**BY THE PRESIDENT OF THE PHILIPPINES**

**EXECUTIVE ORDER NO. 02**

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

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

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

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

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

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

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

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

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

(a) "Information" shall mean any records, documents, papers, reports, letters, contracts, minutes and transcripts of official meetings, maps, books,



photographs, data, research materials, films, sound and video recording, magnetic or other tapes, electronic data, computer stored data, any other like or similar data or materials recorded, stored or archived in whatever format, whether offline or online, which are made, received, or kept in or under the control and custody of any government office pursuant to law, executive order, and rules and regulations or in connection with the performance or transaction of official business by any government office.

(b) "Official record/records" shall refer to information produced or received by a public officer or employee, or by a government office in an official capacity or pursuant to a public function or duty.

(c) "Public record/records" shall include information required by laws, executive orders, rules, or regulations to be entered, kept and made publicly available by a government office.

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

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

**SECTION 4. Exception.** Access to information shall be denied when the information falls under any of the exceptions enshrined in the Constitution, existing law or jurisprudence.

The Department of Justice and the Office of the Solicitor General are hereby directed to prepare an inventory of such exceptions and submit the same to the Office of the President within thirty (30) calendar days from the date of effectivity of this Order.

The Office of the President shall thereafter, immediately circularize the inventory of exceptions for the guidance of all government offices and instrumentalities covered by this Order and the general public.

Said inventory of exceptions shall periodically be updated to properly reflect any change in existing law and jurisprudence and the Department of Justice and the Office of the Solicitor General are directed to update the inventory of exceptions as the need to do so arises, for circularization as hereinabove stated.

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

**SECTION 6. Application and Interpretation.** There shall be a legal presumption in favor of access to information, public records and official records. No request for information shall be denied unless it clearly falls under any of the exceptions listed in the inventory or updated inventory of exceptions circularized by the Office of the President provided in the preceding section.

The determination of the applicability of any of the exceptions to the request shall be the responsibility of the Head of the Office, which is in custody or control of the information, public record or official record, or the responsible central or field officer duly designated by him in writing.

In making such determination, the Head of the Office or his designated officer shall exercise reasonable diligence to ensure that no exception shall be used or availed of to deny any request for information or access to public records, or official records if the denial is intended primarily and purposely to cover up a crime, wrongdoing, graft or corruption.

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

(a) Each government office per Section 2 hereof shall ensure that personal information in its custody or under its control is disclosed or released only if it is material or relevant to the subject matter of the request and its disclosure is permissible under this order or existing law, rules or regulations;

(b) Each government office must protect personal information in its custody or control by making reasonable security arrangements against leaks or premature disclosure of personal information, which unduly exposes the individual, whose personal information is requested, to vilification, harassment or any other wrongful acts.

(c) Any employee, official or director of a government office per Section 2 hereof who has access, authorized or unauthorized, to personal information in the custody of the office, must not disclose that information except when authorized under this order or *pursuant to* existing laws, rules or regulation.

**SECTION 8. People's Freedom to Information (FOI) Manual.** For the effective implementation of this Order, every government office is directed to prepare within one hundred twenty (120) calendar days from the effectivity of this

Order, its own People's FOI Manual, which shall include among others the following provisions:

(a) The location and contact information of the head, regional, provincial, and field offices, and other established places where the public can obtain information or submit requests;

(b) The person or office responsible for receiving requests for information;

- (c) The procedure for the filing and processing of the request as specified in the succeeding section 9 of this Order.
- (d) The standard forms for the submission of requests and for the proper acknowledgment of requests;
- (e) The process for the disposition of requests;
- (f) The procedure for the administrative appeal of any denial for access to information; and
- (g) The schedule of applicable fees.

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

- (a) Any person who requests access to information shall submit a written request to the government office concerned. The request shall state the name and contact information of the requesting party, provide valid proof of his identification or authorization, reasonably describe the information requested, and the reason for, or purpose of, the request for information: *Provided*, that no request shall be denied or refused acceptance unless the reason for the request is contrary to law, existing rules and regulations or it is one of the exceptions contained in the inventory or updated inventory of exception as hereinabove provided.
- (b) The public official receiving the request shall provide reasonable assistance, free of charge, to enable, to enable all requesting parties and particularly those with special needs, to comply with the request requirements under this Section.
- (c) The request shall be stamped by the government office, indicating the date and time of receipt and the name, rank, title and position of the receiving public officer or employee with the corresponding signature, and a copy thereof furnished to the requesting party. Each government office shall establish a system to trace the status of all requests for information received by it.
- (d) The government office shall respond to a request fully compliant with requirements of sub-section (a) hereof as soon as practicable but not exceeding fifteen (15) working days from the receipt thereof. The response mentioned above refers to the decision of the agency or office concerned to grant or deny access to the information requested.
- (e) The period to respond may be extended whenever the information requested requires extensive search of the government office's records facilities, examination of voluminous records, the occurrence of fortuitous cases or other analogous cases. The government office shall notify the person making the request of the extension, setting forth the reasons for such extension. In no case shall the extension go beyond twenty (20) working days unless exceptional circumstances warrant a longer period.

(f) Once a decision is made to grant the request, the person making the request shall be notified of such decision and directed to pay any applicable fees.

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

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

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

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

(a) Denial of any request for access to information may be appealed to the person or office next higher in the authority, following the procedure mentioned in Section 9 of this Order: Provided, that the written appeal must be filed by the same person making the request within fifteen (15) working days from the notice of denial or from the lapse of the relevant period to respond to the request.

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

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

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

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

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

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

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

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

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

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

By the President:

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

ANNEX C

FOI RECEIVING OFFICERS OF GMA WATER DISTRICT

<b>Name of Agency</b>	<b>Location of FOI Receiving Office</b>	<b>Contact Details</b>	<b>Assigned FOI Receiving Officers</b>
GMA Water District	Office of the General Manager  GMAWD Administrative Building Block 04, Lot 01, Congressional Road, Brgy. Poblacion 2, GMA, Cavite	(046) 460-4645	Name: Julius P. Abellanos Position: Technical Assistant to the General Manager  Email: <a href="mailto:juliusabellanos@gmail.com">juliusabellanos@gmail.com</a>  Contact No. (046) 460-4645 0912-538 1461 / 0925-710 4223
			Name: Charisma A. Gonzaga Position: Clerk Processor B  Email: <a href="mailto:cgonzaga.gmawd@gmail.com">cgonzaga.gmawd@gmail.com</a>  Contact No. (046) 460-4645 0943-680 3950 / 0925-710 4224

## **ANNEX D**

### **INVENTORY OF EXCEPTIONS**

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

1. Information covered by Executive privilege;
2. Privileged information relating to national security, defense or international relations;
3. Information concerning law enforcement and protection of public and personal safety;
4. Information deemed confidential for the protection of the privacy 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;
9. Other exceptions to the right to information under laws, jurisprudence, rules and regulations;
10. Plantilla of Personnel;
11. Those to be provided by other Government Agencies; and
12. Restricted or Classified Information as per MC No. 78 s. 1964 such as but not limited to,
  - a. Transcript of Minutes of Meetings
  - b. Bidding Documents prior to Advertisement pursuant to RA 1984
  - c. Personal Information pursuant to Data Privacy Act of 2012, CSC MC No. 56 s. 1990 and other pertinent laws

**ANNEX E**  
**INFORMATION INVENTORY**

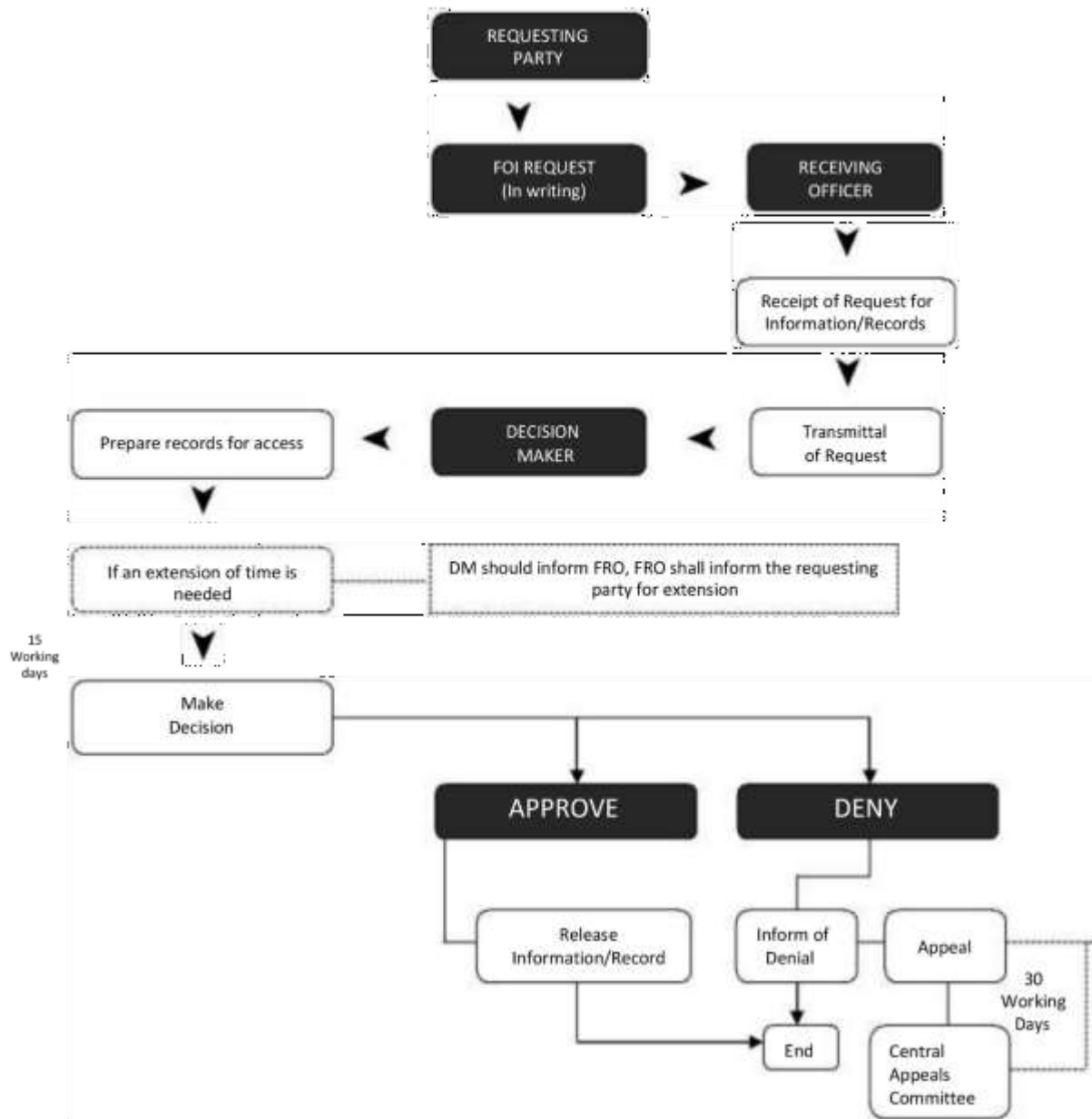
List of information that can be disclosed or given out to the public:

1. Water District Profile;
2. Citizen's Charter/Frontline Services;
3. Bacteriological Test/PhyChem Results;
4. List of Services Areas; and
5. Documentations as contained in the Transparency Seal (the public/requesting party shall be the ones to download. The GMAWD can deny the request outright).



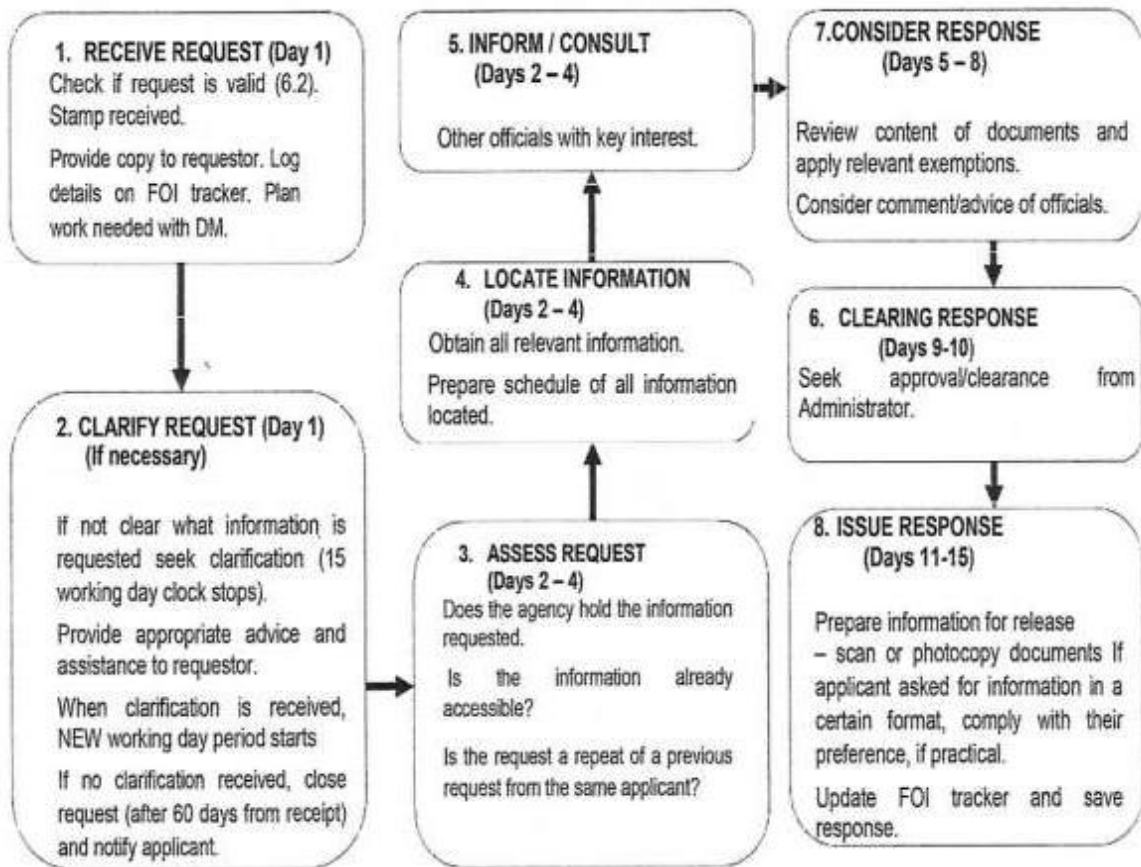
## ANNEX F

### FOI Process General Flow Chart



ANNEX F-1

DETAILED FOI REQUEST PROCESS



**ANNEX F - 2**  
**FOI REQUEST PROCESS IN DAYS**

Day 1	Days 2 - 4	Day 5 - 8	Days 9 - 10	Days 11 - 15
<b>RECEIVE REQUEST</b>	<b>ASSESS REQUEST</b>	<b>CONSIDER RESPONSE</b>	<b>CLEARING RESPONSE</b>	<b>ISSUE RESPONSE</b>
<p>Check if request is valid.</p> <p>Stamp received.</p> <p>Provide copy to requestor.</p> <p>Log details on FOI tracker.</p> <p>Plan work needed in DM.</p> <p><b>CLARIFY REQUEST</b> (If necessary)</p> <p>If not clear what information is requested seek clarification (15 working days clock stops).</p> <p>Provide appropriate advice and assistance to requestor.</p> <p>When clarification is received, NEW working day period starts if no clarification received, close request (after 60 days from receipt) and notify applicant.</p> <p>Forward to DM</p>	<p>Does the agency hold the information requested?</p> <p>Is the information already accessible?</p> <p>Is the request a repeat of a previous request from the same applicant?</p> <p style="text-align: center;"><b>LOCATE INFORMATION</b></p> <p>Obtain all relevant information.</p> <p>Prepare schedule of all information located.</p> <p style="text-align: center;"><b>INFORM / CONSULT</b></p> <p>Other officials with key interest.</p>	<p>Review content of documents and apply relevant exemptions.</p> <p>Consider comment / advice of officials.</p>	<p>Seek clearance from Administrator.</p>	<p>Prepare information for release – scan or photocopy documents.</p> <p>If applicant asked for information in a certain format, comply with their preference, if practical.</p> <p>Update FOI tracker and save response.</p>

**Notes:**

1. 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.
2. 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.**
3. For any request, it is essential to start looking at it as soon as it is received, to assess what work needs to be done and to plan that work so that the request is answered on time. This table is intended to help with that planning



Access information from the **GOVERNMENT**

[www.foi.gov.ph](http://www.foi.gov.ph)

## Freedom of Information Program

Pangalan ng Ahensiya: **GENERAL MARIANO ALVAREZ WATER DISTRICT**

Adres: **Block 4, Lot 1, Congressional Road, Brgy. Poblacion 2, GMA, Cavite, Philippines**

Pangalan ng FOI Receiving Officer: **Julius P. Abellanosa at Charisma A. Gonzaga**

Impormasyon sa Pakikipag-ugnayan: **(046) 460-4645**

Email Address: **juliusabellanosa.gmawd@gmail.com** at **cgonzaga.gmawd@gmail.com**

## PARAAN NG PAGHILING

### Electronic Request



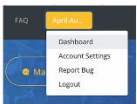
#### HAKBANG 1

Magtungo sa **www.foi.gov.ph** gamit ang home address ng inyong browser



#### HAKBANG 2

I-click ang **Sign Up** at ibigay ang mga hinihinging impormasyon. **Maglakip ng valid ID.**



#### HAKBANG 3

Kapag nakapag-log in na, dadalhin ka sa iyong **Dashboard**. Ang Dashboard ay naglalaman ng lahat ng mga kahilingan FOI ng may-ari ng account.

Make a Request

#### HAKBANG 4

I-click ang **Make a Request** at piliin ang pangalan ng ahensiyang nais hingan ng impormasyon.

Send my Request

#### HAKBANG 5

Dadalhin ka ngayon sa pahinang Make a Request. Sagutan ang lahat ng patlang at i-click ang **Send My Request**.



#### HAKBANG 6

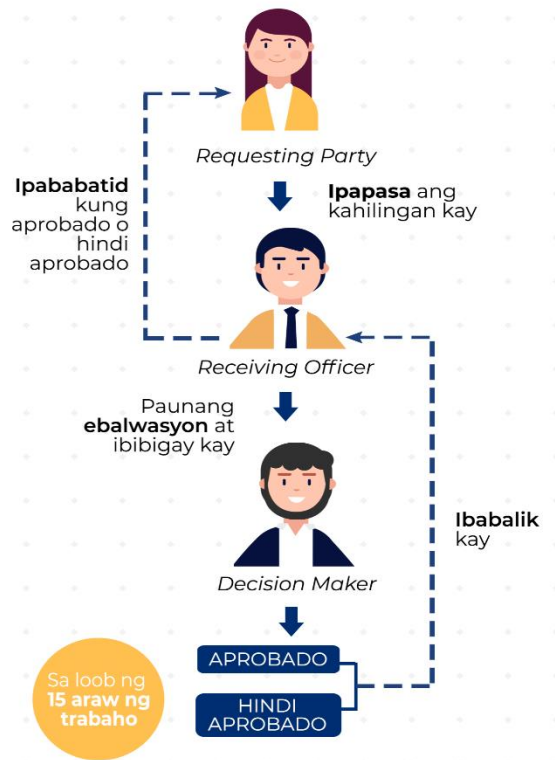
Susuriin ng ahensiya ang iyong kahilingan at padadalhan ka ng pabatid sa loob ng **15 araw ng trabaho**.



#### HAKBANG 7

Ihahanda ng ahensiya ang impormasyong ilalabas ayon sa **nais mong format**. Ipadadala ito batay sa iyong napiling paraan ng pagtanggap.

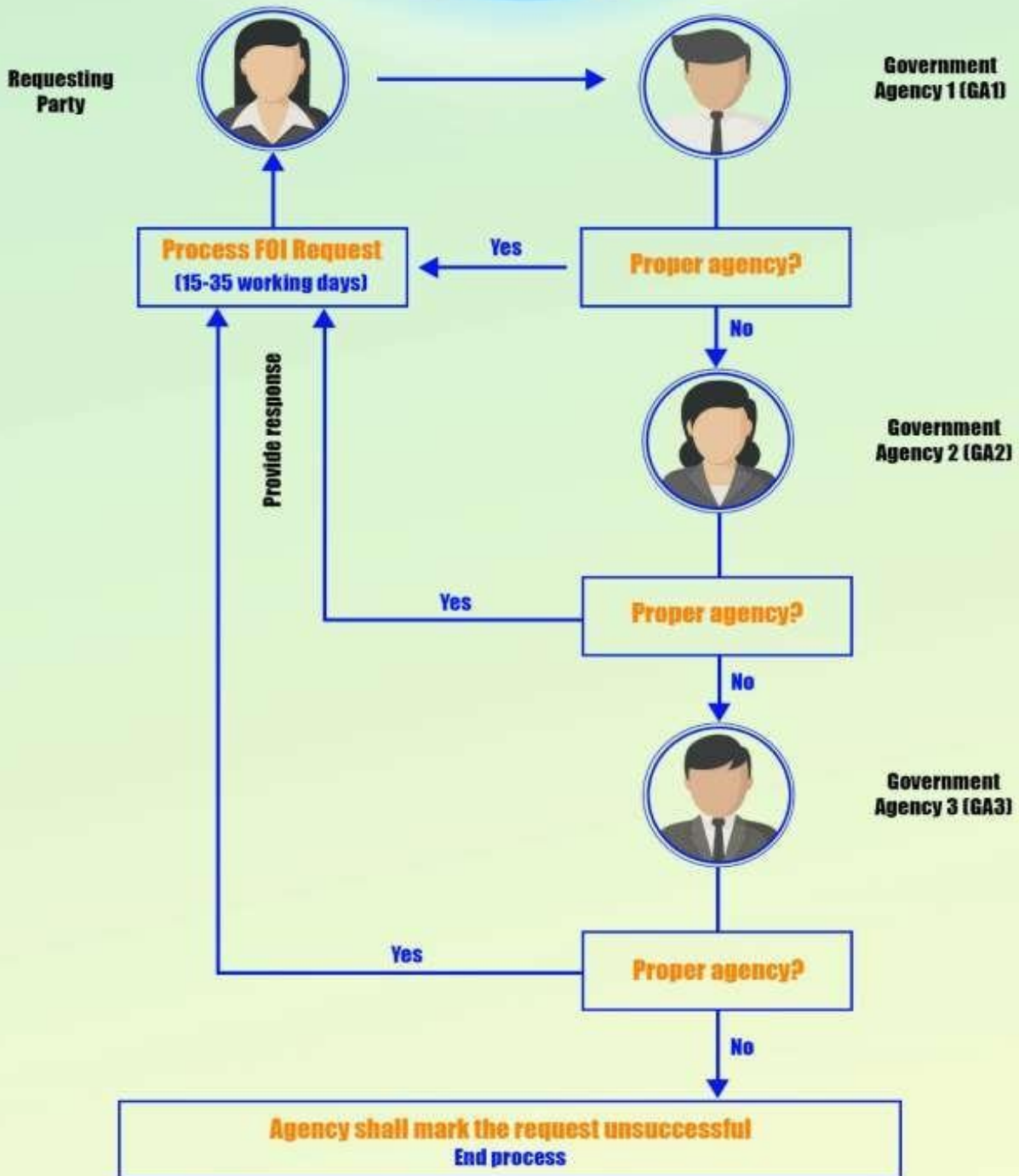
### Standard Request



## Mekanismo ng Pag-apela

Kung hindi ka nasiyahan sa naging tugon sa iyong kahilingang FOI, maaaring hilingin sa amin na magsagawa ng internal review sa tugon sa pamamamagitan ng pagliham sa [gmawaterdistrict@yahoo.co.in](mailto:gmawaterdistrict@yahoo.co.in) / [gmawaterdistrict@gmawd.gov.ph](mailto:gmawaterdistrict@gmawd.gov.ph). Kailangang ipaliwanag sa iyong hiling na review kung bakit hindi ka nasisiyahan sa tugon, at dapat na isumite ito sa loob ng 15 araw mula sa petsa ng pagkakatanggap ng liham na ito. Isasagawa namin ang review at ipababatid sa iyo ang resulta sa loob ng 30 araw mula sa petsa ng pagkakatanggap ng iyong apela.

# NO WRONG DOOR POLICY FLOWCHART (FOI Memorandum Circular No. 21-05)



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

**ANNEX H**  
**FOI Request Form**

**GMA WATER DISTRICT**  
**Blk. 4 Lot 1 Congressional Road Barangay Poblacion 2, GMA, Cavite**

**PORMULARYO NG KAHILINGAN (FOI)**

**FOI Request Form**

**TITULO NG DOKUMENTO / (Title of the Document):**

\_\_\_\_\_

**MGA TAON/PANAHONG SAKLAW / (Year):**

\_\_\_\_\_

**LAYUNIN / (Purpose):**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**PANGALAN / (Name):**

\_\_\_\_\_

**CONTACT Nos.**

\_\_\_\_\_

**LAGDA / (Signature):**

\_\_\_\_\_

**PETSA / (Date):**

\_\_\_\_\_

**TIRAHAN / (Address):**

\_\_\_\_\_

**KATIBAYAN NG PAGKAKAKILANLAN / (Proof of Identity):**

**PARAAN NG PAGTANGGAP NG IMPORMASYON/**

Passport No. \_\_\_\_\_

*(How would you like to receive the information?)*

Driver's License \_\_\_\_\_

Email \_\_\_\_\_

Other \_\_\_\_\_

Fax \_\_\_\_\_

Postal Address \_\_\_\_\_

Pick-up (Office hours) \_\_\_\_\_

**Gawaing itinalaga kay:**

\_\_\_\_\_

*(Submitted to)*

*(Lumagda sa ibaba ng pangalang nakalimbag)*

**Petsa/Oras ng Pagkatalaga:**

\_\_\_\_\_

*(Date / Time of Submission)*

**Taong nagpapatunay ng Gawaing Natapos:**

\_\_\_\_\_

*(Certified by)*

*(Lumagda sa ibaba ng pangalang nakalimbag)*

**Uri ng isinagawang aksiyon:**

\_\_\_\_\_

*(Type of action conducted)*

**Iniskedyul ni / (Received by):**

\_\_\_\_\_

**FOI Receiving Officer**

**Remarks:**

\_\_\_\_\_  
\_\_\_\_\_

ANNEX I

GMAWD FOI Manual Approval by the Board of Directors



# General Mariano Alvarez Water District

LWUA CCC No. 393  
General Mariano Alvarez, Cavite

FORM NO.: OGM-010-0

**BOARD OF DIRECTORS**

**Illuminada V. Fabroa**  
CHAIRMAN

**Cesario R. Mullet**  
VICE-CHAIRMAN

**Mely S. Mojica**  
SECRETARY

**Michael I. Torres**  
TREASURER

**Rosalinda P. Ancero**  
MEMBER

**Juliet M. Nacita**  
GENERAL MANAGER

**MEMBER:**

*Phil. Association  
of Water Districts  
(PAWD)*

*Phil. Water Works  
Association, Inc.  
(PWVA)*

*Southern Tagalog  
Association of  
Water Districts  
(STAWD)*

*Cavite Association  
of Water District  
(CAWD)*

EXCERPTS FROM THE MINUTES OF THE SPECIAL MEETING OF THE BOARD HELD ON SEPTEMBER 25, 2017; 2:20PM AT THE GMAWD OFFICE.

**RESOLUTION NO. 41, S. 2017**

**RESOLUTION APPROVING THE GENERAL MARIANO ALVAREZ WATER DISTRICT FREEDOM OF INFORMATION (GMAWD-FOI) MANUAL PURSUANT TO THE EXECUTIVE ORDER NO. 02**

**WHEREAS**, the Republic of the Philippines, pursuant to Executive Order No. 02, signed on July 23, 2016, entitled Operationalizing in the Executive Branch the People's Constitutional Right to Information and the State Policies to Full Disclosure and Transparency in the Public Service and Providing Guidelines Therefor, is requiring all the Government Agencies including GMA Water District (GMAWD) to provide Freedom of Information (FOI) Manual;

**WHEREAS**, the purpose of the FOI Manual is to provide the process to guide and assist the GMAWD in dealing with requests for information received under the E.O No. 02;

**WHEREAS**, this manual shall set out the rules and procedures to be followed by the GMAWD when a request for access to information is received;

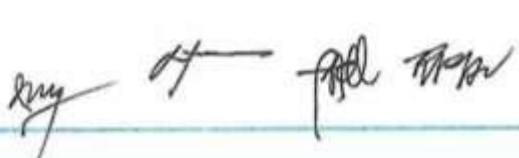
**NOW THEREFORE**, after careful and further consideration, the Board in collective motion;

**RESOLVED AS IT IS HEREBY RESOLVED**, to approve the General Mariano Alvarez Water District Freedom of Information (GMAWD-FOI) Manual pursuant to the Executive Order No. 02;

**RESOLVED FINALLY**, to furnish copy of this resolution to all concerned offices for their proper information and guidance;

**UNANIMOUSLY APPROVED.**

**CERTIFIED CORRECT:**

  
**MELY S. MOJICA**  
Secretary



# General Mariano Alvarez Water District

LWUA CCC No. 393  
General Mariano Alvarez, Cavite

FORM NO.: OGM-010-0

## BOARD OF DIRECTORS

Iluminada V. Fabroa  
CHAIRMAN

Cesario R. Mullet  
VICE-CHAIRMAN

Mely S. Mojica  
SECRETARY

Michael I. Torres  
TREASURER

Rosalinda P. Ancero  
MEMBER

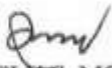
Juliet M. Nacita  
GENERAL MANAGER

Page 2 of BOD Res. No. 41, S. 2017

## ATTESTED:

  
ROSALINDA P. ANCERO  
Member

  
MICHAEL I. TORRES  
Treasurer

  
MELY S. MOJICA  
Secretary

  
CESARIO R. MULLET  
Vice Chairman

  
ILUMINADA M. VAFLOR-FABROA  
Chairman

## MEMBER:

Phil. Association  
of Water Districts  
(PAWD)

Phil. Water Works  
Association, Inc.  
(PWWA)

Southern Tagalog  
Association of  
Water Districts  
(STAWD)

Cavite Association  
of Water District  
(CAWD)



**ANNEX “J-1”**

**FOI RESPONSE TEMPLATE - DOCUMENT ENCLOSED**

DATE

Dear \_\_\_\_\_,

Greetings!

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

**Your request**

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

**Response to your request**

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

Thank you.

Respectfully,

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**FOI Receiving Officer**

**ANNEX “J-2”**

**FOI RESPONSE TEMPLATE - ANSWER**

DATE

Dear \_\_\_\_\_,

Greetings!

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

**Your request**

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

**Response to your request**

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

Thank you.

Respectfully,

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**FOI Receiving Officer**

**ANNEX “J-3”**

**FOI RESPONSE TEMPLATE - DOCUMENT AVAILABLE ONLINE**

DATE

Dear \_\_\_\_\_,

Greetings!

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

**Your request**

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

**Response to your request**

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

**Your right to request a review**

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

Thank you.

Respectfully,

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**FOI Receiving Officer**

**ANNEX “J-4”**

**FOI RESPONSE TEMPLATE - DOCUMENT NOT AVAILABLE**

DATE

Dear \_\_\_\_\_,

Greetings!

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

**Your request**

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

**Response to your request**

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

**Your right to request a review**

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

Thank you.

Respectfully,

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**FOI Receiving Officer**

## ANNEX “J-5”

### FOI RESPONSE TEMPLATE – UNDER EXCEPTIONS

DATE

Dear \_\_\_\_\_,

Greetings!

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

#### **Your request**

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

#### **Response to your request**

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

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

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

Thank you.

Respectfully,

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**FOI Receiving Officer**

**ANNEX “J-6”**

**FOI RESPONSE TEMPLATE – IDENTICAL REQUEST**

DATE

Dear \_\_\_\_\_,

Greetings!

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

**Your request**

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

**Response to your request**

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

**Your right to request a review**

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

Thank you.

Respectfully,

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**FOI Receiving Officer**

# GENERAL MARIANO ALVAREZ WATER DISTRICT

## FREEDOM OF INFORMATION MANAGEMENT COMMITTEE

### CENTRAL APPEALS AND REVIEW COMMITTEE



**BOARD OF DIRECTORS**



**JULIET M. MACITA**  
GENERAL MANAGER

### FOI DECISION MAKER



**JULIUS P. ABELANOSA**  
TECHNICAL ASSISTANT B



**CHARISMA A. GONZAGA**  
SECRETARY

### FREEDOM OF INFORMATION OFFICERS (FROs)



**NORIEL F. ZANTE**  
COMPUTER TECHNICIAN



**LEONILO L. LABORTE**  
WATER RESOURCES FACILITIES  
OPERATOR FOREMAN



**MICHAEL I. SALVO**  
CLERK PROCESSOR C

### TECHNICAL SUPPORT



**RONALIZA R. LEYNES**  
ADMINISTRATIVE  
DIVISION MANAGER B



**MARIETA G. GALANZA**  
HUMAN RESOURCE  
DIVISION MANAGER B

### TOP MANAGEMENT SUPPORT

**R****ight**  
**to Know.**  
**Right**  
**Now!**



— *Freedom* —  
*of Information*

Executive Order No. 2  
Series of 2016

