



# **Freedom of Information Agency's Manual**

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## **SECTION I: OVERVIEW**

### **1. Purpose**

The purpose of this Freedom of Information (FOI) Manual is to provide the process for the **LAND TRANSPORTATION OFFICE (LTO)** in dealing with request of information received under Executive Order No. 2 on Freedom of Information (FOI). (**Annex "B"**)

### **2. Structure**

This manual shall contain rules and procedures of the Land Transportation Office (LTO) when a request to information is received. The Assistant Secretary of the LTO is responsible for all actions carried out under this Manual.

The Assistant Secretary, acting as FOI Champion may delegate the Service Directors/ Division Chiefs to act as Decision Maker/s (DM) for Central Office and Regional Directors for the Regional Offices and shall have overall responsibility for the initial decision on FOI request to decide whether to release all records, partially release the records, and deny access to records.

### **3. Coverage**

The Manual shall cover all request for information directed to the LTO subject to reasonable conditions prescribed by law.

## **SECTION II: DEFINITION OF TERMS**

**CONSULTATION.** When a government office locates a record that contains information of interest to another office, it will ask for the views of that other agency on the disclosability of the records before any final determination is made. This process is called a "consultation."

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

**eFOI.gov.ph.** The website that serves as the government's comprehensive FOI website for all information on the FOI. Among many other features, eFOI.gov.ph provides a central resource for the public to understand the FOI, to locate records that are already available online, and to learn how to make a request for information that is not yet publicly available. eFOI.gov.ph also promotes agency accountability for the administration of the FOI by graphically displaying the detailed statistics contained in Annual FOI Reports, so that they can be compared by agency and over time.

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

**FREEDOM OF INFORMATION (FOI).** The Executive Branch recognizes the right of the people to information on matters of public concern, and adopts and implements a policy of full public disclosure of all its transactions involving public interest, subject to the procedures and limitations

provided in Executive Order No. 2. This right is indispensable to the exercise of the right of the people and their organizations to effective and reasonable participation at all levels of social, political and economic decision-making.

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

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

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

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

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

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

**Ito.gov.ph.** Official website of the Land Transportation Office where client can download the FOI Request Form and other information, materials, and data on transparency.

**MULTI-TRACK PROCESSING.** A system that divides incoming FOI requests according to their complexity so that simple requests requiring relatively minimal review are placed in one processing track and more complex requests are placed in one or more other tracks. Requests granted expedited processing are placed in yet another track. Requests in each track are processed on a first in/first out basis.

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

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

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

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

**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 identify of an individual is apparent or can be reasonably and directly ascertained by the entity holding the information, or when put together with other information would directly and certainly identify an individual.

**PROACTIVE DISCLOSURE.** Information made publicly available by 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.** An FOI request or administrative appeal that an agency has received within a fiscal year.

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

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

### **SECTION III: SCOPE AND LIMITATIONS**

#### **Scope**

This manual shall govern all requests for information from the Land Transportation Office. All Regional Offices under LTO will create their own FOI Team.

## **Limitations**

- 1. Sensitive Personal Information.** Request for information that would constitute an unwarranted invasion to a person's privacy will be denied. However, the requesting party can be provided access to such personal information if the official/personnel have consented, in writing, to the disclosure of information.

As defined in the Data Privacy Act of 2012, sensitive personal information shall refer to personal information:

- (1) 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;
  - (2) About an individual race, ethnic origin, marital status, age, color, and religious philosophical or political affiliations;
  - (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.
- 2. Restricted Documents.** Information classified or marked as restricted documents in a legal proceeding (e.g. appealed cases, orders and resolutions pertaining to employees and officials of the Department).
  - 3. Confidential Documents.** The information is classified or marked as confidential documents (e.g. audit reports ,investigation reports against officials or employees).
  - 4. List 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; and

- (9) Other exceptions to the right to information under laws, jurisprudence, rules and regulations.

## 5. Files of the Employees

Files that reveal personal information such as address and contact details.

## 6. Proactive Disclosure

Information made publicly available by government agencies without waiting for a specific FOI request. The LTO posts on its website and other online platforms various information such as:

### 1. Budgetary and Financial Records

- Approved Budget under General Appropriations
- Financial Statements
- Financial Reports

### 2. Administrative Records

- LTO Organizational Chart and Structure
- Mandate, Mission, and Vision
- Office Directory
- Citizen's Charter
- Job Vacancies
- Memorandum Circular and Issuances
- Department/Office Orders

### 3. Public Bidding Documents

### 4. Programs and Projects

- List of Projects
- Accomplishment and Technical Reports
- Status of Projects

## SECTION IV: PROTECTION OF PRIVACY

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

- a. The LTO 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 LTO shall protect personal information in its custody or under its control by making reasonable security arrangements against unauthorized access, leaks or premature disclosure;

## SECTION V: OFFICERS AND FUNCTIONS

### **1. FOI Receiving Officer (FRO)**

The designated FRO of LTO Central Office/Regional Offices shall come from the Administrative Division and Records Unit or designated officers for Field Offices, respectively. (See **Annex "C"**)

The functions of the FRO shall include the following:

#### **1. Processing of the request**

- a. Receives all requests for information;
- b. Conducts initial evaluation of the request;
- c. Forwards the same to the appropriate office who has custody of the records;
- d. Collates documents requested;
- e. Advises the requesting party whether the request will be forwarded to the FOI Decision Maker for further evaluation, or deny the request based on the following:
  - Form is incomplete; or
  - Information is already disclosed in the LTO's Official Website *lto.gov.ph; foi.gov.ph or data.gov.ph*.
- f. Forwards request to the Decision Maker;
- g. Receives approved request;
- h. Prepares response to the requesting party if denied;
- i. Receives appeals and forwards to the Central Appeal and Review Committee;
- j. Release documents to the requesting party.

#### **2. Preparation and Submission of Reports**

- a. Monitors all FOI requests and appeals;
- b. Compiles statistical information as required;
- c. Accomplishes FOI registry and Agency Information Inventory
- d. Submits reports to the Presidential Communications Operations Office (PCOO)

### **2. FOI Decision Maker (FDM)**

The Central Office Division Chiefs and the Regional Directors or their equivalent shall be the FOI Decision Maker (see **Annex "C"**).

- 1. Conducts evaluation on the request for information;
- 2. Approves/Denies the request based on the following:

- a. LTO does not have the information requested;
- b. Information requested contains sensitive personal information protected by the Data Privacy Act of 2012;
- c. Information requested falls under the list of exceptions of the FOI; or
- d. 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 LTO.

In case where the Decision Maker is on Official Leave, The Assistant Secretary may delegate such authority to his Chief of Staff or any Officer not below the rank of Director.

### **3. Central Appeals and Review Committee**

The Assistant Secretary shall create Central Appeals and Review Committee to be composed of an Executive Director, two (2) Service Directors or their equivalent.

1. Reviews and evaluates the appeal of the requesting party;
2. Approves/Denies the appeal;
3. Forwards to FRO for releasing.

In case of denial of the request for information that pertains to either of the office of the two service directors, the Assistant Secretary shall designate the alternate review officer.

## **SECTION VI: STANDARD PROCEDURE (see Annex "D")**

### **1. Making a Request**

A written request must be submitted by the requesting party by filling out a request form (**Annex "E"**), which may be downloaded from [www.lto.gov.ph](http://www.lto.gov.ph). The form may be accomplished manually (walk-ins) or electronically (eFOI.gov.ph). In case of e-mail, the requesting party must send a scanned accomplished copy of the LTO Request Form to E-mail address.

A. The request shall contain/state the following information:

- Date of Request
- Name of the Requesting Party
- Mailing Address
- Contact Number
- E-mail Address, if any
- Type of information requested
- Purpose of Request
- Signature of the Requesting Party

B. The Requesting Party shall present at least one(1) government-issued ID with picture and signature of bearer:

- GSIS/SSS ID
- Voter's ID
- Passport
- Driver's License
- PRC ID
- Senior Citizen's ID
- Postal ID
- Philhealth ID

- C. If the Requesting Party is asking for public information on behalf of someone else, he/she must submit an authorization letter or Special Power of Attorney;
- D. Students shall be required to present a Student ID or Registration Form for the current Academic Year with an endorsement letter from Dean, Professor, or Adviser;
- E. All requests must be in writing. If the Requesting Party is illiterate, has a disability, or a senior citizen who is unable to complete a written request, the FRO shall assist him or her in accomplishing the request form.

## 2. Receipt of Request

- A. **Walk-in.** The request shall be stamped "RECEIVED" by the FRO, indicating the date and time of the receipt, and name and position of the public officer who received it with corresponding signature. After which, a stamped copy shall be furnished to the Requesting Party. The FRO shall input the details of the request on the Request Tracking System and allocate a reference number.
- B. **Electronic.** An acknowledgement electronic mail shall be sent to the Requesting Party. Day 1 of processing shall commence upon acknowledgement of request.

## 3. Processing of Request

The processing of a request shall not exceed fifteen (15) working days from receipt of a request. Processing shall commence upon acknowledgement of request by the FRO. If the request was emailed to FRO or FDM on leave, an 'out of office' message with instructions on how to re-direct the message to another contact is required.

If the information is already available in the agency website, e-FOI portal, or Open Data portal, the FRO shall immediately inform the Requesting Party that the information requested may be accessed online.

- A. The processing period may be **extended** beyond 15 days if:

- There is a need for extensive search in the LTO records facilities or examination of voluminous records;
- There are fortuitous events (e.g. typhoon, suspension of office) or other similar circumstances;
- The information requested is related to records that are part of a court proceeding;
- Should the requested information need further details to identify or locate, then the 15 working days will commence the day after it receives the required clarification from the requesting party.

In such cases, the FRO shall notify the Requesting Party of a need for extension for another twenty (20) working days.

- B. In the event that the information requested is not under the custody of the LTO, the FDM, upon the recommendation of the FRO, shall advise the requesting party or his authorized representative to file the request to the concerned agency or unit.

- C. If the information being requested is no longer available for reason of disposal or no such record is being maintained, a Certificate of non-availability of the document or record shall be provided to the requesting party.
- D. In case of a full denial of request, the FDM should immediately instruct the FRO to notify the requesting party so that he/she shall have the option to file for an appeal.

#### **4. Approval of the Request**

- A. The FDM shall be responsible for granting the request to information.
- B. The FDM shall instruct the FRO to notify the Requesting Party that the request has been accomplished. A cover/transmittal letter signed by the Assistant Secretary shall be forwarded to the requesting party.
- C. A Partial Grant of Request is when a government office is able to disclose only certain portions of the records in response to a FOI request.

#### **5. Denial of Request**

The FRO, upon the instruction of the FDM, shall notify the requesting party of the Denial through writing, e-mail, or phone call. The notice shall clearly set forth the grounds for denial and the circumstances on which the denial is based.

All denials on FOI request shall pass through the Office of the Assistant Secretary.

- A. **Grounds for Denial.** The request may be denied on any of these conditions:

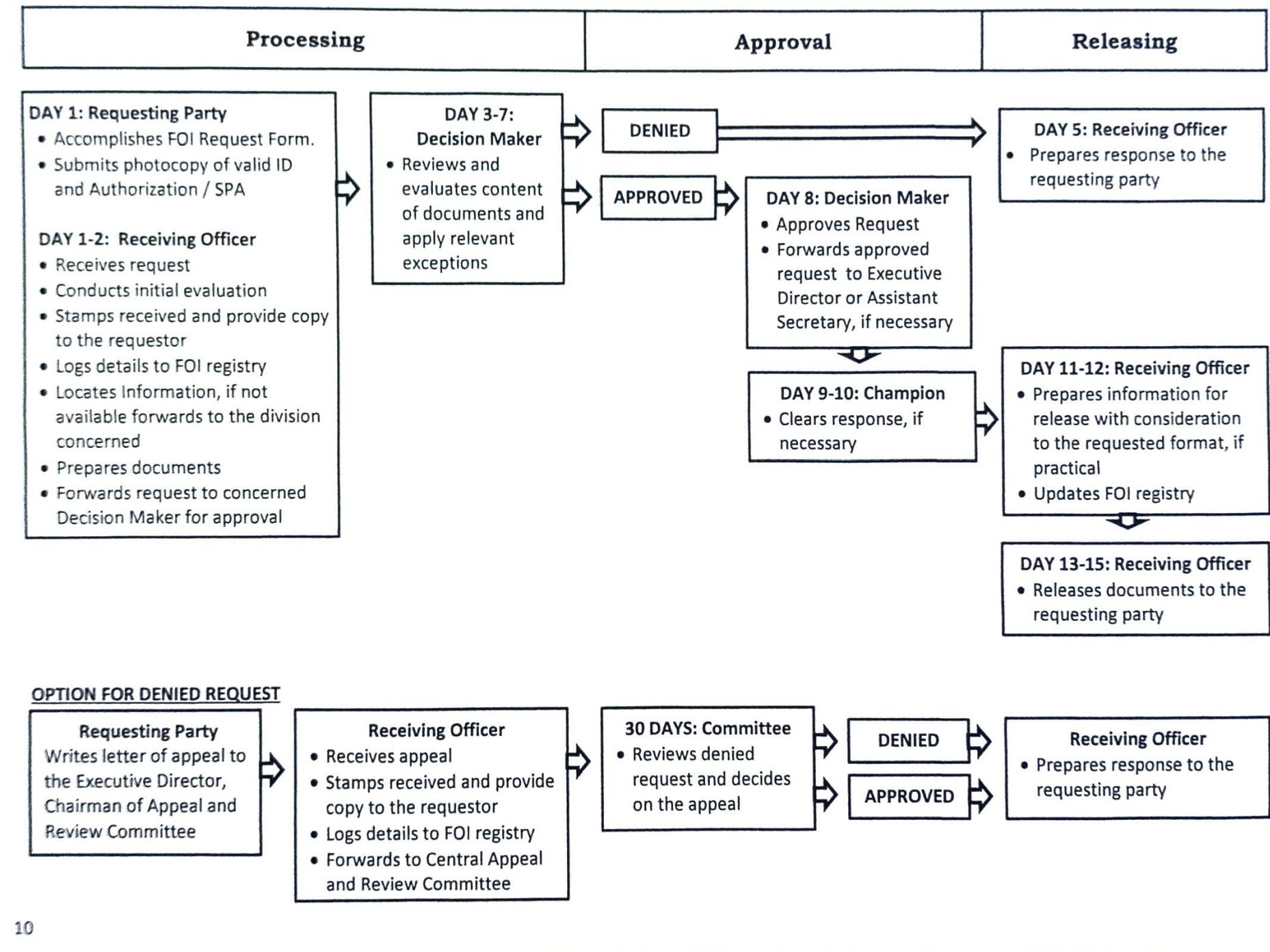
- The LTO does not have the information requested;
- The information requested contains sensitive personal information protected by the Data Privacy Act of 2012;
- The information requested falls under the list of exceptions to FOI;
- There is a similar request made by the same requesting party granted or denied by the LTO.

- B. **Remedies for Denial.** A person whose request for access to information has been denied may avail of the remedy set forth below:

1. Appeal to the LTO Central Appeals and Review Committee provided that the written appeal must be filed by the same requesting party within fifteen (15) calendar days from the notice of denial;
2. Upon exhaustion of appeal remedies, the requesting party may file the appropriate judicial action in accordance with the Rules of Court.

- C. **Issuance of Denial.** All notices of denial shall be issued by the FRO, upon instructions of the FDM, within 15 working days from the acknowledgement of request. Notice may be issued in writing, e-mail, or phone call.

## VII. PROCESS FLOW



## **SECTION VIII: FEES**

- 1. No Request Fee.** The LTO shall not charge any fee for accepting requests for access to information.
- 2. Reasonable Cost of Reproduction, Copying, and/or Delivery of the Information.** The FRO shall immediately notify the requesting party in case there shall be a reproduction, copying and/or delivery fee in order to provide the information. Such fee shall be the amount spent by the LTO in providing the information to the requesting party. The requesting party shall be charged P1.00 per page for reproduction. An Official Receipt shall be given to the requesting party.
- 3. Exemption from Fees.** The LTO 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 IX: KEEPING RECORDS**

The LTO 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.

- 1. Request Tracking System.** The LTO 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.
- 2. Records Keeper.** The LTO shall delegate a personnel in-charge of filing and keeping records.
- 3. Records Format.** The following are considered records for the purpose of this Manual:
  - **Hard Copy.** Public records, reports, minutes of meetings, papers, periodicals, books or other items, articles or materials
  - **Soft Copy.** Information in electronic form, including but not limited to documents, signatures, seals, texts, images, sounds, speeches, or data compiled, created, received, recorded, or stored by means of any recording device, process, computer or other electric device or process in the conduct of an office's affairs
  - **Web-based.** Information prepared, processed, or stored online and which can be shared to any type of computer device

## **SECTION X: ADMINISTRATIVE LIABILITY**

- 1. Non-compliance with FOI.** Any designated official who fails to perform his/her duties and responsibilities under this Manual shall be ground for the following administrative penalties:

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

### **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.

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

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

**ANNEX "B"**

**MALACAÑANG PALACE  
MANILA**

**BY THE PRESIDENT OF THE  
PHILIPPINES EXECUTIVE ORDER NO.**

**02**

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

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

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

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

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

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

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

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

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

- (a) "Information" shall mean any records, documents, papers, reports, letters, contracts, minutes and transcripts of official meetings, maps, books, photographs, data, research materials, films, sound and video recording, magnetic or other

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

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

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

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

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

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

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

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

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

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

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

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

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

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

- (a) Each government office per Section 2 hereof shall ensure that personal information in its custody or under its control is disclosed or released only if it is material or relevant to the subject matter of the request and its disclosure is permissible under this order or existing law, rules or regulations;
- (b) Each government office must protect personal information in its custody or control by making reasonable security arrangements against leaks or premature disclosure of personal information, which unduly exposes the individual, whose personal information is requested, to vilification, harassment or any other wrongful acts.
- (c) Any employee, official or director of a government office per Section 2 hereof who has access, authorized or unauthorized, to personal information in the custody of the office, must not disclose that information except when authorized under this order or *pursuant to* existing laws, rules or regulation.

**SECTION 8. People's Freedom to Information (FOI) Manual.** For the effective implementation of this Order, every government office is directed to prepare within one hundred twenty (120) calendar days from the effectivity of this Order, its own People's FOI Manual, which shall include among others the following provisions:

- (a) The location and contact information of the head, regional, provincial, and field offices, and other established places where the public can obtain information or submit requests;
  - (b) The person or office responsible for receiving requests for information;
  - (c) The procedure for the filing and processing of the request as specified in the succeeding section 9 of this Order.
- (d) The standard forms for the submission of requests and for the proper acknowledgment of requests;

- (e) The process for the disposition of requests;
- (f) The procedure for the administrative appeal of any denial for access to information; and
- (g) The schedule of applicable fees.

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

- (a) Any person who requests access to information shall submit a written request to the government office concerned. The request shall state the name and contact information of the requesting party, provide valid proof of his identification or authorization, reasonably describe the information requested, and the reason for, or purpose of, the request for information: *Provided*, that no request shall be denied or refused acceptance unless the reason for the request is contrary to law, existing rules and regulations or it is one of the exceptions contained in the inventory or updated inventory of exception as hereinabove provided.
- (b) The public official receiving the request shall provide reasonable assistance, 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 party 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 Champion**

<b>Designated Officer</b>	<b>Office Location</b>	<b>Contact Details</b>
Assistant Secretary	LTO Central Office Compound, East Avenue, Quezon City	921-9072 926-1063 Fax 926-9071 Loc. 236 / 228

**FOI Central Appeal and Review Committee**

<b>Designated Officer</b>	<b>Office Location</b>	<b>Contact Details</b>
Executive Director	LTO Central Office Compound, East Avenue, Quezon City	921-9077 Fax 926-9882 Loc. 247 / 243
Director Law Enforcement Service	LTO Central Office Compound, East Avenue, Quezon City	927-1851
Director Traffic Adjudication Service	LTO Central Office Compound, East Avenue, Quezon City	927-7458 921-9056

**FOI Decision Makers of the LTO and its local offices**

<b>Designated Officer</b>	<b>Office Location</b>	<b>Contact Details</b>
<b>Central Office</b>		
Chief, Administrative Division	LTO Central Office Compound, East Avenue, Quezon City	928-4315 Loc. 262 /281
Chief, Financial and Management Division	LTO Central Office Compound, East Avenue, Quezon City	927-7616 Loc. 256
Chief, Internal Audit Division	LTO Central Office Compound, East Avenue, Quezon City	927-1494 926-2650 Loc. 257
OIC-Director I, Law Enforcement Service	LTO Central Office Compound, East Avenue, Quezon City	927-1851 Loc. 230 / 232
Chief, Traffic Safety Division	LTO Central Office Compound, East Avenue, Quezon City	921-9058 Loc. 249
Chief, Management Information Division	LTO Central Office Compound, East Avenue, Quezon City	920-5869 Loc.266

Chief, Operation Division	LTO Central Office Compound, East Avenue, Quezon City	928-7306 921-9075 Fax. 921-9069 Loc. 222 / 245
Director, Traffic Adjudication Service	LTO Central Office Compound, East Avenue, Quezon City	927-7458 921-9056 Loc. 259 / 273 /255
<b>Regional Offices</b>		
Regional Director, Region I	Aguila Road, City of San Fernando, La Union	(072)607-4108 <a href="mailto:ltoregion1@yahoo.com">ltoregion1@yahoo.com</a>
Regional Director, Region II	San Gabriel Village, Tuguegarao, Cagayan	(078)844-9364 <a href="mailto:ltoregionaloffice2@gmail.com">ltoregionaloffice2@gmail.com</a>
Regional Director, Region III	Gov't Center, Brgy. Maimpis, City of San Fernando, Pampanga	(045)860-2050 <a href="mailto:alice_salunga@yahoo.com">alice_salunga@yahoo.com</a>
Regional Director, Region IV-A	Old City Hall Compound, B. Morada Avenue, Lipa City, Batangas	(043)784-2250 <a href="mailto:0400personnelregion@gmail.com">0400personnelregion@gmail.com</a>
Regional Director, Region IV-B	LTO Central Office Compound, East Avenue, Quezon City	(02)092-20301 <a href="mailto:lto4b@gmail.com">lto4b@gmail.com</a>
Regional Director, Region V	Regional Gov't Center, Rawis, Legazpi City,4500, Albay	(052)480-9676 <a href="mailto:lto_r0v@yahoo.com">lto_r0v@yahoo.com</a>
Director II/Regional Director, Region VI	Tabuc Suba, Jaro Iloilo City	(033)329-5238 <a href="mailto:ltoregionvi@yahoo.com.ph">ltoregionvi@yahoo.com.ph</a>
OIC, Regional Director, Region VII	Natalio Bacalso Avenue, Cebu Clty	(032)258-2745 <a href="mailto:ltovii@yahoo.com.ph">ltovii@yahoo.com.ph</a>
Regional Director, Region VIII	Old Army Road, Tacloban City 6500	(053)3213878 <a href="mailto:bandolonmaribel@yahoo.com">bandolonmaribel@yahoo.com</a>
Director II/Regional Director, Region IX	Veterans Avenue, Zamboanga City	(062)992-4110 <a href="mailto:lto_r9@yahoo.com">lto_r9@yahoo.com</a>
Regional Director, Region X	MVIS Compound, Zone 7 Bulua, Cagayan De Oro City	(088)-738-261 <a href="mailto:lto10@yahoo.com.ph">lto10@yahoo.com.ph</a>
Regional Director, Region XI	Quimpo Blvd., Davao City	(082)227-7014 <a href="mailto:ltoi1@yahoo.com.ph">ltoi1@yahoo.com.ph</a>
Regional Director, Region XII	#79 G. Del Pilar St., Koronadal City	(083)878-0764 <a href="mailto:helenrefamonte@yahoo.com">helenrefamonte@yahoo.com</a>
Regional Director, NCR	5/F LTO-NCR Bldg., No. 20, G. Araneta Avenue, Quezon City	(02)7112805 / 4105459 <a href="mailto:ncrlto@yahoo.com">ncrlto@yahoo.com</a>
Regional Director, CAR	2 <sup>nd</sup> Flr, Post Office Loop, Upper Session Road., Baguio City	(074)432-1662 <a href="mailto:dotc_car@yahoo.com">dotc_car@yahoo.com</a>
OIC, Regional Director, CARAGA	Capitol Avenue, Butuan City	(085)360-2008 <a href="mailto:dotc13caraga@yahoo.com.ph">dotc13caraga@yahoo.com.ph</a>

**FOI Receiving Officers of the LTO and its local offices**

<b>Designated Officer</b>	<b>Location</b>	<b>Contact Details</b>
<b>Central Office</b>		
Administrative Officer	General Service Section, Administrative Division, LTO Central Office Compound, East Avenue, Quezon City	9284958 9281063
<b>Regional Offices</b>		
Administrative Officer Region I	Aguila Road, City of San Fernando, La Union	(072) 6073249
Administrative Officer Region II	San Gabriel Village, Tuguegarao, Cagayan	(078) 8449364 0917 5013891 0917 8243747
Administrative Officer Region III	Gov't Center, Brgy. Maimpis, City of San Fernando, Pampanga	(045) 4551764
Administrative Officer Region IV-A	Old City Hall Compound, B. Morada Avenue, Lipa City, Batangas	(043) 7026968
Administrative Officer Region IV-B	LTO Central Office Compound, East Avenue, Quezon City	(922) 0301 loc. 265
Administrative Officer Region V	Regional Gov't Center, Rawis, Legazpi City, 4500, Albay	Fax (052) 4809676
Administrative Officer Region VI	Tabuc Suba, Jaro Iloilo City	(033) 3295238 to 39 local no. 04
Administrative Officer Region VII	Natalio Bacalso Avenue, Cebu City	(032) 2661304
Administrative Officer Region VIII	Old Army Road, Tacloban City 6500	(053) 3216108
Administrative Officer Region IX	Veterans Avenue, Zamboanga City	(062) 9925650
Administrative Officer Region X	MVIS Compound, Zone 7 Bulua, Cagayan De Oro City	(088) 8802456 0917 5792111
Administrative Officer Region XI	Quimpo Blvd., Davao City	(082) 2223227 0918-9260903
Administrative Officer Region XII	#79 G. Del Pilar St., Koronadal City	(083) 8780770
Administrative Officer NCR	5/F LTO-NCR Bldg., No. 20, G. Araneta Avenue, Quezon City	4144872
Administrative Officer CAR	2 <sup>nd</sup> Flr, Post Office Loop, Upper Session Road., Baguio City	(074) 3042459
Administrative Officer Director, CARAGA	Capitol Avenue, Butuan City	(085) 3422010 0919 2558385

<b>Field Offices</b>		
Records Officer or Equivalent Agoo Extension Office	San Agustin Sur, Agoo, La Union	(072) 6870701
Records Officer or Equivalent Alaminos District Office	Tanaytay, Alaminos City	(075) 6332559
Records Officer or Equivalent Burgos Extension Office	Poblacion, Burgos, Ilocos Norte	0919 9949016
Records Officer or Equivalent Batac District Office	Quiling Sur, Batac City	(077) 6000470
Records Officer or Equivalent Candon District Office	San Nicolas, Candon City	(077) 6040102
Records Officer or Equivalent Dagupan District Office	AB Fernandez West Ave., Dagupan City	(075) 5402071
Records Officer or Equivalent Laoag City District Office	P. Gomez St., Laoag City	(077) 6771146
Records Officer or Equivalent Lingayen District Office	Capitol Compound, Lingayen, Pangasinan	(075) 6325566
Records Officer or Equivalent Naguillan Extension Office	Cabaritan Sur, Naguillan, La Union	(072) 6091340
Records Officer or Equivalent San Carlos District Office	Rizal Ave., San Carlos City, Pangasinan	(075) 6327431
Records Officer or Equivalent San Fernando LU Licensing	Aguila Road, City of San Fernando (La Union)	(072) 6070635
Records Officer or Equivalent San Fernando District Office	Aguila Road, City of San Fernando (La Union)	(072) 2421036
Records Officer or Equivalent Rosales Extension Office	Carmay East, Rosales, Pangasinan	(075) 6328197
Records Officer or Equivalent Urdaneta District Office	Alexander St., Urdaneta City	(075) 5297537
Records Officer or Equivalent Vigan District Office	Tamag, Vigan City	(075) 6741030
Records Officer or Equivalent Bayambang Kiosk (E-Patrol)	CSF Cmpd., Quezon Blvd., Poblacion Sur, Bayambang, Pangasinan	(075) 5924486
Records Officer or Equivalent Aparri District Office	Minanga, Aparri, Cagayan	(078) 8228314 0917 5084540
Records Officer or Equivalent Aritao Extension Office	Poblacion, Aritao, Nueva Viscaya	0917 5036159
Records Officer or Equivalent Basco District Office	Kaybaloganan, Basco, Batanes	0917 4218710
Records Officer or Equivalent Bayombong District Office	Capitol Cmpd., Bayombong, N. Vizcaya	(078) 3212334 0920 5630200

Records Officer or Equivalent Cabagan Extension Office	Magassi, Cabagan, Isabela	0917 5808859
Records Officer or Equivalent Cabarroguis District Office	Zamora, Cabarroguis, Quirino	0917 6803898
Records Officer or Equivalent Cauayan Extension Office	Central Terminal, Cabaruan, Cauayan, Isabela	0927 6136887
Records Officer or Equivalent Gattaran Extension Office	Centro Sur, Gattaran, Cagayan	(078) 8524085 0936 8263515
Records Officer or Equivalent Ilagan District Office	Osmena, Ilagan, Isabela	(078) 6222084 0977 1334083
Records Officer or Equivalent Tuao Extension Office	Lakambini, Tuao, Cagayan	0917 8017111
Records Officer or Equivalent Roxas District Office	San Antonio, Roxas, Isabela	(078) 6428246 0906 1971366
Records Officer or Equivalent Sanchez Mira Extension Office	Centro Uno, Sanchez Mira, Cagayan	0919 3444567
Records Officer or Equivalent San Isidro District Office	Ramos East, San Isidro, Isabela	0916 7550038
Records Officer or Equivalent Santiago Extension Office	Sinsayon, Santiago City, Isabela	0917 7881714
Records Officer or Equivalent Tuguegarao District Office	San Gabriel Village, Tuguegarao, Cagayan	(078) 8448046 0917 5785115
Records Officer or Equivalent Angeles District Office	Mc Arthur Hi-way, Brgy. Sto Domingo, Angeles City	0943 6780826
Records Officer or Equivalent Apalit Extension Office	San Agustin, San Simon, Pampanga	0921 4865272
Records Officer or Equivalent Balanga District Office	Gov't. Center, Ala-Uli Pilar, Bataan	(047) 7911772
Records Officer or Equivalent Baler District Office	Brgy. Bacong, San Luis, Aurora	0920 9042595
Records Officer or Equivalent San Rafael District Office	DRT Hi-way, Ulingao, San Rafael, Bulacan	(044) 7661747
Records Officer or Equivalent Baloc District Office	Purok III, Baloc, Sto Domingo, Nueva Ecija	0922 8763213
Records Officer or Equivalent Bataan Licensing Center	Gov't. Center, Ala-Uli, Pilar, Bataan	0999 9572897
Records Officer or Equivalent Bulacan Licensing Center	McArthur Hi-way, Tabang, Guiguinto, Bulacan	0915 7916545
Records Officer or Equivalent Cabanatuan District Office	Sanciangco Ext., Brgy. Barrera, Cabanatuan City, NE	0906 2429824

Records Officer or Equivalent Mabalacat Extension Office	2nd Flr., Marina Arcade, Dau, Mabalacat, Pampanga	(045) 8926313
Records Officer or Equivalent Gapan District Office	Bayanihan, Gapan City, Nueva Ecija	(044) 4860004
Records Officer or Equivalent Guagua District Office	Brgy. Quilo, San Matias, Guagua, Pampanga	(045) 9011045
Records Officer or Equivalent Iba District Office	Balili, Palanginan, Iba, Zambales	0932 6113518
Records Officer or Equivalent Malolos District Office	McArthur Hi-way, Tabang, Guiguinto, Bulacan	(044) 7955559
Records Officer or Equivalent Meycauayan District Office	Brgy. Camalig, Meycauayan, Bulacan	0927 6033523
Records Officer or Equivalent DLRC-SM Marilao	SMMR 140-141 SM City Marilao, Brgy. Ibayo, Marilao, Bulacan	0917 8797582
Records Officer or Equivalent Nueva Ecija Licensing Center	Sanciang Ext., Brgy. Barerra, Cabanatuan City, Nueva Ecija	0925 3121761
Records Officer or Equivalent Olongapo District Office	Ohio St., Upper Kalaklan, Olongapo City	0922 8391316
Records Officer or Equivalent Palayan Extension Office	Barrio Caimito, Palayan City	0932 1388814
Records Officer or Equivalent San Fernando Licensing Center	Capitol Compound., Sto Nino, Sn. Fdo., Pampanga	(045) 4355355
Records Officer or Equivalent Paniqui District Office	Brgy. Samput, Paniqui, Tarlac	0928 9780844
Records Officer or Equivalent San Fernando District Office	Govt. Cntr., Brgy. Maimpis, City of San Fernando, Pampanga	0928 2889538
Records Officer or Equivalent San Jose City District Office	R. Eugenio St., Brgy. R. Eugenio San Jose City, Nueva Ecija	(044) 5112051
Records Officer or Equivalent Sta. Maria Extension Office	Bagbaguin, Sta Maria, Bulacan	0916 3649083
Records Officer or Equivalent SBMA Extension Office	308 Canal Rd., Subic Bay Freeport Zone, Olongapo City	(047) 2523728
Records Officer or Equivalent Capas Extension Office	McArthur Hi-way, Dolores, Capas, Tarlac	(045) 4913077
Records Officer or Equivalent Tarlac District Office	Macabulos Drive, San Roque, Tarlac City	0915 3928213
Records Officer or Equivalent Tarlac Licensing Center	3rd Flr., Metrotown Mall, Sto Cristo, Tarlac City	0922 8935863
Records Officer or Equivalent DLRC-SM Clark	G/F 168 SM City Clark, M.A. Roxas Hway, Brgy. Malabanas, Angeles City	(045) 4990295

Records Officer or Equivalent Zambales Licensing Center	Gordon Ave., Pag-Asa, Olongapo City	(047) 2223872
Records Officer or Equivalent Batangas City Dist. Office	Brgy. Concepcion, National Highway, Batangas City	(043) 7409738
Records Officer or Equivalent Batangas Licensing Center	Brgy. Concepcion, Nat'l. Hiway, Batangas	(043) 3002400
Records Officer or Equivalent Biñan Licensing Center	154 Areza Town Center,Brgy.Canlalay,Biñan Laguna	(049) 5113902
Records Officer or Equivalent Imus District Office	Aguinaldo Highway, Palico, Imus, Cavite	(046) 4711604
Records Officer or Equivalent Dasmarinas District Office	CC Cmpd., Brgy. Sabang, Dasmarinas, Cavite	(046) 4897988
Records Officer or Equivalent Binan District Office	Areza Town Center, Brgy. Canlalay, Binan, Laguna	(049) 5113902
Records Officer or Equivalent DLRC Robinson's Sta Rosa	3rd Flr., Robinson's Market, Sta Rosa, Laguna	(049) 8377153
Records Officer or Equivalent Calamba City District Office	Brgy. Uno, Crossing, Calamba City	(049) 5761254 (049) 5022228
Records Officer or Equivalent DLRC Robinson's Place Cainta	Ortigas Avenue Ext., Brgy. Sto. Domingo, Cainta Rizal	(02) 6619344
Records Officer or Equivalent Kawit District Office	Brgy. Putol, Kawit, Cavite	(046) 6834735
Records Officer or Equivalent Cavite Licensing Center	Brgy. Putol, Kawit, Cavite	(046) 4841409
Records Officer or Equivalent Gumaca District Office	Brgy. Villa Nava, Gumaca, Quezon	(042) 3176418
Records Officer or Equivalent Laguna Licensing Center	Highway, Brgy. San Nicolas, San Pablo City	0917-7896328
Records Officer or Equivalent Balayan Extension Office	Brgy. Calzada (Ermita), Balayan, Batangas	(043) 2116777
Records Officer or Equivalent Lipa City District Office	Tanco Drive, Maraouy, Lipa City	0995 2207585 (043) 4048336
Records Officer or Equivalent Lucena City District Office	Lucena Grand Central Terminal, Diversion Rd., Ilayang Dupay, Lucena City	0995 4327620
Records Officer or Equivalent Quezon Licensing Center	Lucena Grand Central Term., Diversion Rd., Ilayang Dupay, Lucena City	(042) 7106017
Records Officer or Equivalent San Pablo City District Office	Alaminos Cmpd.,Brgy.San Benito,Alaminos, Laguna 0917 8363086	0995-2207579
Records Officer or Equivalent Pila District Office	Brgy. Sta Clara Sur, Pila, Laguna	(049) 2501712

Records Officer or Equivalent Tagaytay City Extension Office	Areza Compound, Mahogany Market, Kaybagal South, Tagaytay City	(046) 4134321 0929 6089285
Records Officer or Equivalent Binangonan Extension Office	Manila East Rd., Brgy. Pag-aso, Binangonan, Rizal	0995-2217018
Records Officer or Equivalent Cainta Extension Office	Softball Field, Taktak Road, Brgy. Dela Paz, Antipolo City, Rizal	0929 7116351 0915 6056146
Records Officer or Equivalent Taal Extension Office	Taal Sports Complex, Brgy. Tierra Alta, Taal, Batangas	(043) 7404039
Records Officer or Equivalent MVIC Alaminos	Alaminos Cmpd., Brgy. San Benito, Alaminos, Laguna	0995 1662123
Records Officer or Equivalent E-Patrol Service	Old City Hall Compound, B. Morada Avenue, Lipa City, Batangas	(043) 7566731
Records Officer or Equivalent Boac District Office	Brgy.Bangbangalon, Boac, Marinduque	(042) 3111526
Records Officer or Equivalent Calapan District Office	Brgy.San Rafael, Calapan City, Oriental Mindoro	0917 5352945 0947 8854707 (043) 4413206
Records Officer or Equivalent Romblon District Office	J.P Rizal St., Tabing-Dagat, Odiongan, Romblon	0917 5352993
Records Officer or Equivalent Palawan District Office	Valencia St., Puerto Princesa City, Palawan	(048) 4340562 0917 5352960 0928 5053968
Records Officer or Equivalent Pinamalyan Extension Office	Brgy.Papandayan, Pinamalyan, Oriental Mindoro	0916 3718193
Records Officer or Equivalent San Jose District Office	Municipal Compound, San Jose, Occidental Mindoro	0917 6742940
Records Officer or Equivalent E-Patrol4B	Municipality of Palawan	0917 8344749
Records Officer or Equivalent Daet District Office	San Gregorio Village, Mancruz, Daet, 4600 Camarines N.	(054) 4403411
Records Officer or Equivalent Partido District Office (Former GOA Extension Office)	Fuentebellan Highway, Tigaon, 4420 Camarines Sur	(054) 4531441
Records Officer or Equivalent Ligao (Guinobatan)District Office	Maharlika Highway, Sta.Cruz,Ligao City,4504 Albay	(052) 4851078
Records Officer or Equivalent Iriga City District Office	Maharlika Highway, San Isidro, Iriga City Camarines Sur	(054) 4561780
Records Officer or Equivalent Legaspi City District Office	Capitan F. Aquinde Drive, Legaspi City	(052) 4810838

Records Officer or Equivalent Masbate City District Office	Capitol Site, Airport Road, Masbate City	0925 8838530
Records Officer or Equivalent Naga City District Office	LCC Mall Compound, Feliz Plaza St. Naga City 4400 Camarines Sur	(054) 4724057
Records Officer or Equivalent Ragay District Office	Brgy. Banga, Andaya Hi-way, Ragay 44100 Camarines Sur	0908 8130503
Records Officer or Equivalent Sorsogon District Office	Provincial Capitol Cmpd., Sorsogon City, 4700	(056) 4215408
Records Officer or Equivalent Tabaco District Office	San Lorenzo, Tabaco City, 4511 Albay	(052) 4876719
Records Officer or Equivalent Virac District Office	San Isidro Village, Airport Road, Virac, 4800 Catanduanes	0919 4204541
Records Officer or Equivalent REV-UP, E-Patrol	Talisay Camarines Norte	0915 8039322
Records Officer or Equivalent Bacolod City District Office	Cottage Rd., Bacolod City, Negros Occ.	(034) 7090108 0906 5478115
Records Officer or Equivalent Bacolod DLRC	Robinsons Place, Bacolod City	0918 4106217
Records Officer or Equivalent Barotac Viejo District Office	Barotac Viejo Municipal Compound, Iloilo	0917 6256333
Records Officer or Equivalent Himamaylan District Office	Gatuslao Park, Himamaylan, Negros Occidental	(034) 7446284 0917 7222833
Records Officer or Equivalent Cadiz City District Office	Gustilo Blvd., Cadiz City, Negros Occidental	0917 6245535
Records Officer or Equivalent Calinog District Office	Calinog Municipal Compound, Calinog, Iloilo	(033) 3200029
Records Officer or Equivalent Guimaras Extension Office	San Miguel, Jordan, Guimaras	0917 7222332
Records Officer or Equivalent Guimbal Extension Office	Guimbal Municipal Compound, Guimbal, Iloilo	(033) 3155450 0915 8977224
Records Officer or Equivalent Iloilo City District Office	Tabuc Suba, Jaro, Iloilo City	(033) 3295238 to 39 (033) 3295241 Fax (033) 3290781 & (033) 3290399
Records Officer or Equivalent Iloilo Licensing Center	Tabuc Suba, Jaro, Iloilo City	(033) 3295238 to 39 (033) 3295241 Fax (033) 3290781 & (033) 3290399
Records Officer or Equivalent Iloilo DLRC	Robinsons Place, Iloilo City	0998 9934663
Records Officer or Equivalent Kalibo District Office	Brgy. Tigayon, Kalibo, Aklan	(036) 2687428 0917 7256883

Records Officer or Equivalent Pontevedra Extension Office	Pontevedra Municipal Compound, Pontevedra, Negros Occ.	(034) 3777358 0999 3628295
Records Officer or Equivalent Negros Occidental Licensing Center	Cottage Rd., Bacolod City, Negros Occidental	0919 8116118
Records Officer or Equivalent Roxas City District Office	Brgy. Tiza, Roxas City, Capiz	(036) 5221836 0921 3199542
Records Officer or Equivalent San Carlos City District Office	Center Mall, San Carlos City, Negros Occidental	(034) 3126851 0917 7256766
Records Officer or Equivalent Antique District Office	Precioso St., DPWH Compound, San Jose, Antique	0906 3847906
Records Officer or Equivalent Sigma Extension Office	Poblacion Norte, Sigma, Capiz	0917 7222770
Records Officer or Equivalent Bais District Office	Bais City, Negros Oriental	(035) 4024342
Records Officer or Equivalent Bayawan Extension Office	National Highway, Bayawan Negros Oriental	0971 3143458
Records Officer or Equivalent Carcar City District Office	Valladolid, Carcar, Cebu	(032) 4878257
Records Officer or Equivalent Cebu City District Office	Natalio Bacalso Ave., Cebu City	(032) 2563767 (032) 5203234
Records Officer or Equivalent Cebu City Licensing Center	Natalio Bacalso Ave., Cebu City	(032) 2554251
Records Officer or Equivalent DLRC-SM Cebu	SM North Reclamation Area, Cebu City	(032) 2323022
Records Officer or Equivalent Danao City District Office	Taytay, Danao City, Cebu	0917 6241541
Records Officer or Equivalent Dumaguete City District Office	Dumaguete City, Negros Oriental	(035) 4220442
Records Officer or Equivalent DLRC - Robinsons Dumaguete	Dumaguete City, Negros Oriental	0926 9947688
Records Officer or Equivalent Jagna District Office	Can Upao, Jagna, Bohol	(038) 5318251
Records Officer or Equivalent Mandaue City District Office	Antipolo St., Mandaue City	(032) 4143394
Records Officer or Equivalent Mandaue City Licensing Center	Antipolo St., Mandaue City	0927 9374000
Records Officer or Equivalent Medellin Extension Office	New Medellin Public Market, Medellin, Cebu	(032) 4362037

Records Officer or Equivalent Siquijor District Office	Caipilan, Siquijor, Siquijor	(035) 4803100
Records Officer or Equivalent Tagbilaran City District Office	Dampas Rd., Tagbilaran City, Bohol	(038) 5017781
Records Officer or Equivalent Talisay Extension Office	Talisay South Central Square, Lawaan II, Talisay City	0928 3013377
Records Officer or Equivalent Toledo City District Office	Poloyapoy St., Toledo, Cebu	(032) 4661933 0917 3011061
Records Officer or Equivalent Talibon Extension Office	Poblacion, Talibon, Bohol	0917 7252143
Records Officer or Equivalent Lapu-Lapu City Extension Office	Lapu-Lapu City Hall, Lapu-Lapu City	(032) 3414517
Records Officer or Equivalent Baybay Extension Office	Government Center Magsaysay Ave., Zone 23, Baybay City	(053) 3353113
Records Officer or Equivalent Borongan District Office	Brgy. Bato, Borongan, Eastern Samar 680	(055) 2612417
Records Officer or Equivalent Calbayog District Office	Pido St., Calbayog City 6710	(055) 2091595
Records Officer or Equivalent Carigara District Office	Sitio Bariis, Brgy. Visoria West Carigara, Leyte 6529	(053) 3312197
Records Officer or Equivalent Catarman District Office	Brgy. Dalakit, Catarman, Northern Samar 6400	(055) 5009419
Records Officer or Equivalent Catbalogan District Office	Capitol Ground, Rizal Ave., Ext. Catbalogan, Samar 6700	(055) 2515929
Records Officer or Equivalent Maasin District Office	Brgy. Agbao, Maasin City 6600	(053) 5008145
Records Officer or Equivalent Naval District Office	Brgy. Calumpang, Naval, Biliran 6543	(053) 3812340
Records Officer or Equivalent Ormoc District Office	Brgy. Cogon, Anubing St., Ormoc 6541	(053) 8321521
Records Officer or Equivalent Palompon District Office	LTO Heights Guiwan I, Palompon, Leyte 6538	(053) 3382014
Records Officer or Equivalent San Juan District Office	Carillo St., San Juan, Southern Leyte 6611	
Records Officer or Equivalent Tacloban District Office	LTO R8 Compound, Old Army Rd., Tacloban City 6500	(053) 3255005
Records Officer or Equivalent Tacloban Extension Office	LTO R8 Compound, Old Army Rd., Tacloban City 6500	(053) 3218941
Records Officer or Equivalent Tacloban City Licensing Center	LTO R8 Compound, Old Army Rd., Tacloban City 6500	(053) 3258275

Records Officer or Equivalent E-Patrol Sogod	LGU Sogod Compound, Sogod, Southern Leyte	(053) 5774891
Records Officer or Equivalent Basilan District Office	Strong Boulevard, Isabela City, Basilan	0905 8236150
Records Officer or Equivalent Buug Extension Office	Buug, Zamboanga, Sibugay	0927 4795466
Records Officer or Equivalent Dipolog City District Office	Upper Turno, Dipolog City	(065) 2123898 Fax (065) 2126971
Records Officer or Equivalent Dipolog City Licensing Center	3/f Dipolog Center Mall, Dipolog City	(065) 2121175
Records Officer or Equivalent Ipil District Office	Ipil Poblacion, Zamboanga Sibugay	(062) 3332595
Records Officer or Equivalent Jolo District Office	Provincial Capital Site, Jolo, Sulu	0917 3197570
Records Officer or Equivalent Pagadian City District Office	Upper Turno, Dipolog City	(062) 2151519 (062) 2152791
Records Officer or Equivalent Sindangan Extension Office	Zamora St., Sindangan, Zamboanga del Norte	(065) 2242385
Records Officer or Equivalent DLRC Yubengco Star Mall Putik	Putik, Zamboanga City	(062) 9556649
Records Officer or Equivalent Zamboanga City District Office	Veterans Avenue, Zamboanga City	(062) 9924110
Records Officer or Equivalent Molave Extension Office	Rizal Avenue, Molave, Zamboanga del Sur	(062) 2251986
Records Officer or Equivalent Zamboanga City Licensing	Veterans Avenue, Zamboanga City	(062) 9901536
Records Officer or Equivalent Rev Up E-Patrol	LB Supermarket, Veterans Avenue Ext., Zamboanga City	(062) 9550096
Records Officer or Equivalent Pagadian Satellite Office	Upper Tiguma, Pagadian City	(062) 2154231
Records Officer or Equivalent DLRC Cagayan de Oro City	Limketkai Mall, Lapasan, Cagayan de Oro City	(088) 8563006 0995 1931949
Records Officer or Equivalent Cagayan de Oro District Office	MVIS Cmpd., Zone 7, Bulua, Cagayan De Oro City	(088) 8806813 0921 7136317
Records Officer or Equivalent Cagayan de Oro Licensing Center	MVIS Cmpd., Zone 7, Bulua, Cagayan De Oro City	0995 2230774 0920 8771153 0917 6666221
Records Officer or Equivalent Maramag Extension Office	Maramag, Bukidnon	0936 8662227 0917 6248473

Records Officer or Equivalent Gingoog District Office	F. Dugenio St., Sta Clara Rd., Brgy. 26, Gingoog City	(088) 8613221 0906 3053999 0917 8697495
Records Officer or Equivalent Iligan City District Office	Rosario Heights, Iligan City	(063) 2217691 (063) 2230052 0927 8899938 0998 8651109
Records Officer or Equivalent Malaybalay District Office	Brgy. 9, Malaybalay City	(088) 8134106 0905 3388596
Records Officer or Equivalent Valencia Mobile Unit	New Bus Terminal, Lumbo, Valencia City	(088) 8285194 0915 8325373
Records Officer or Equivalent Camiguin District Office	Mambajao, Camiguin	(088) 3871228 0915 1498437
Records Officer or Equivalent Oroquieta District Office	Oroquieta City	0917 3233014 0917 7023124
Records Officer or Equivalent Ozamis City District Office	Bernard St., Ozamis City	(088) 5451507 0917 7278765
Records Officer or Equivalent Tangub District Office	Tangub City	(088) 5450980 0918 5714137
Records Officer or Equivalent Tubod District Office	Tubod, Lanao del Norte	(063) 2276299 0917 7024320
Records Officer or Equivalent Lugait Mobile Unit	Lugait, Misamis Oriental	(063) 2220335 0917 8386484 0908 8761977
Records Officer or Equivalent E-Patrol	Puerto, Cagayan de Oro City	(088) 8805570 0917 8072180
Records Officer or Equivalent DLRC SM Davao	2 <sup>nd</sup> level SM City, Davao City	(082) 2975265
Records Officer or Equivalent Digos District Office	Aurora 6 <sup>th</sup> Street, San Jose, Digos City	0917-7185158
Records Officer or Equivalent Mati District Office	Government Center, NHA Dahican, Mati City, Davao Oriental	(087) 3384040
Records Officer or Equivalent Samal District Office	Brgy. Miranda, Babak District, Island Garden City of Samal	0917-7185918
Records Officer or Equivalent Tagum District Office	Provincial Government Center, Brgy. Mankilam, Tagum City	(084) 2185562 (084) 4002555 0917-7211862
Records Officer or Equivalent DLRC Gaisano Mall Tagum	Gaisano Mall of Tagum, Lower Ground Floor, Tagum City	0927 4089633
Records Officer or Equivalent Compostella Valley District Office	Nabunturan, ComVal Province	0917 7003521

Records Officer or Equivalent DLRC (Gensan City)	Robinson's Place Mall	0919 7909264
Records Officer or Equivalent General Santos City District Office	City Hall Compound, General Santos City	(064) 5539414
Records Officer or Equivalent General Santos City Licensing Center	City Hall Compound, General Santos City	(083) 5539412
Records Officer or Equivalent Kabacan Extension Office	National Highway, Kabacan, North Cotabato	(064) 2482974
Records Officer or Equivalent Kidapawan City District Office	City Hall Compound, General Santos City	(064) 5210070
Records Officer or Equivalent Shariff Aguak Extension	National Highway, Shariff Aguak, Maguindanao	0926 6025610
Records Officer or Equivalent Koronadal City District Office	Bonifacio Street, Koronadal City.	(083) 2501533
Records Officer or Equivalent Koronadal Licensing Unit	Bonifacio Street, Koronadal City	(083) 3810128
Records Officer or Equivalent DLRC (Koronadal City)	2 floor Gaisano Mall, Koronadal City	0918 9375370
Records Officer or Equivalent Malabang District Office	National Highway, Malabang, Lanao del Sur	0926 8405827
Records Officer or Equivalent Polomolok Extension Office	National Highway Polomolok, South Cotabato	(083) 8781711
Records Officer or Equivalent Marawi City District Office	Matampay, Marawi City	0927 7165542
Records Officer or Equivalent Midsayap Extension Office	Municipal Hall Compound, Midsayap, North Cotabato	(064) 2299437
Records Officer or Equivalent Maguindanao District Office	Municipal Hall Compound, Parang, Maguindanao	0946 1903200
Records Officer or Equivalent Alabel Extension Office	President Quirino St. Pob. Alabel, Saranggani Province	(083) 5082271
Records Officer or Equivalent Surallah District Office	Purok Maligaya, Surallah South Cotabato	(083) 2383346
Records Officer or Equivalent Tacurong City District Office	City Hall Compound, General Santos City	(064) 3842620
Records Officer or Equivalent Wao Extension Office	Wao, Lanao del Norte	0912 9745972
Records Officer or Equivalent E Patrol Unit	Maasim, Saranggani Province	0921 7756415
Records Officer or Equivalent DLRC SM Manila	San Marcelino, Ermita, Manila	5252646

Records Officer or Equivalent Kaloocan District Office	Butel Bldg., Araneta Avenue, Kalookan City	3641183
Records Officer or Equivalent DLRC Araneta Square Mall	3/F Araneta Square Mall, Monumento, Kalookan City	367-3240
Records Officer or Equivalent Kaloocan Licensing Extension Office	Butel Bldg., Araneta Avenue, Kalookan City	3613884
Records Officer or Equivalent Quezon City Extension Office	#157 cor 20th Ave., Mirasol St., Cubao, Quezon City	4385617
Records Officer or Equivalent Diliman District Office	LTO Main Compound, East Avenue, Quezon City	4346416
Records Officer or Equivalent San Juan Licensing Center	N. Domingo St., San Juan City	7236821
Records Officer or Equivalent La Loma District Office	#3 Biak na Bato corner P. Florentino SMH Quezon City	7114444
Records Officer or Equivalent Las Piñas District Office	Francisco Motors Compound, Talon 1, Alabang Zapote Rd., Las Piñas City	8752030
Records Officer or Equivalent Makati District Office	Butel Bldg., Pililla St., Makati City	8958678
Records Officer or Equivalent DLRC Ayala MRT	Ayala MRT Station, Makati City	8172280 / 0919 8102601
Records Officer or Equivalent DLRC Guadalupe	Upper Level Guadalupe Commercial Complex, Makati City	8966481
Records Officer or Equivalent Malabon Extension Office	G/F. Malabon City Hall, F. Sevilla Bldg., Malabon Ctiy	3517628/7155979
Records Officer or Equivalent Mandaluyong Extension Offic	121 Shaw Blvd., Mandaluyong City	5322726
Records Officer or Equivalent DLRC Robinson's Galleria	Level 1 East Lane Robinson's Galleria, Ortigas Avenue, Mandaluyong City	6321703
Records Officer or Equivalent Manila East District Office	776 Domingo Santiago St., Sampaloc, Manila	7155979
Records Officer or Equivalent Manila North District Office	Butel Bldg., Tayuman, Sta. Cruz, Manila	7110827/4951178
Records Officer or Equivalent Manila South District Office	Anne II Bldg., Philpost Corporation, Main Office Compound, Liwasang Bonifacio, Manila	5284682
Records Officer or Equivalent Manila West District Office	2160 España St., Manila	7417182
Records Officer or Equivalent Marikina District Office	LOL Building, J. P. Rizal cor. Ming Ramos Lane, Sumulong Highway, Marikina City	9484435
Records Officer or Equivalent	Basement, Robinsons Metro East,	4770732

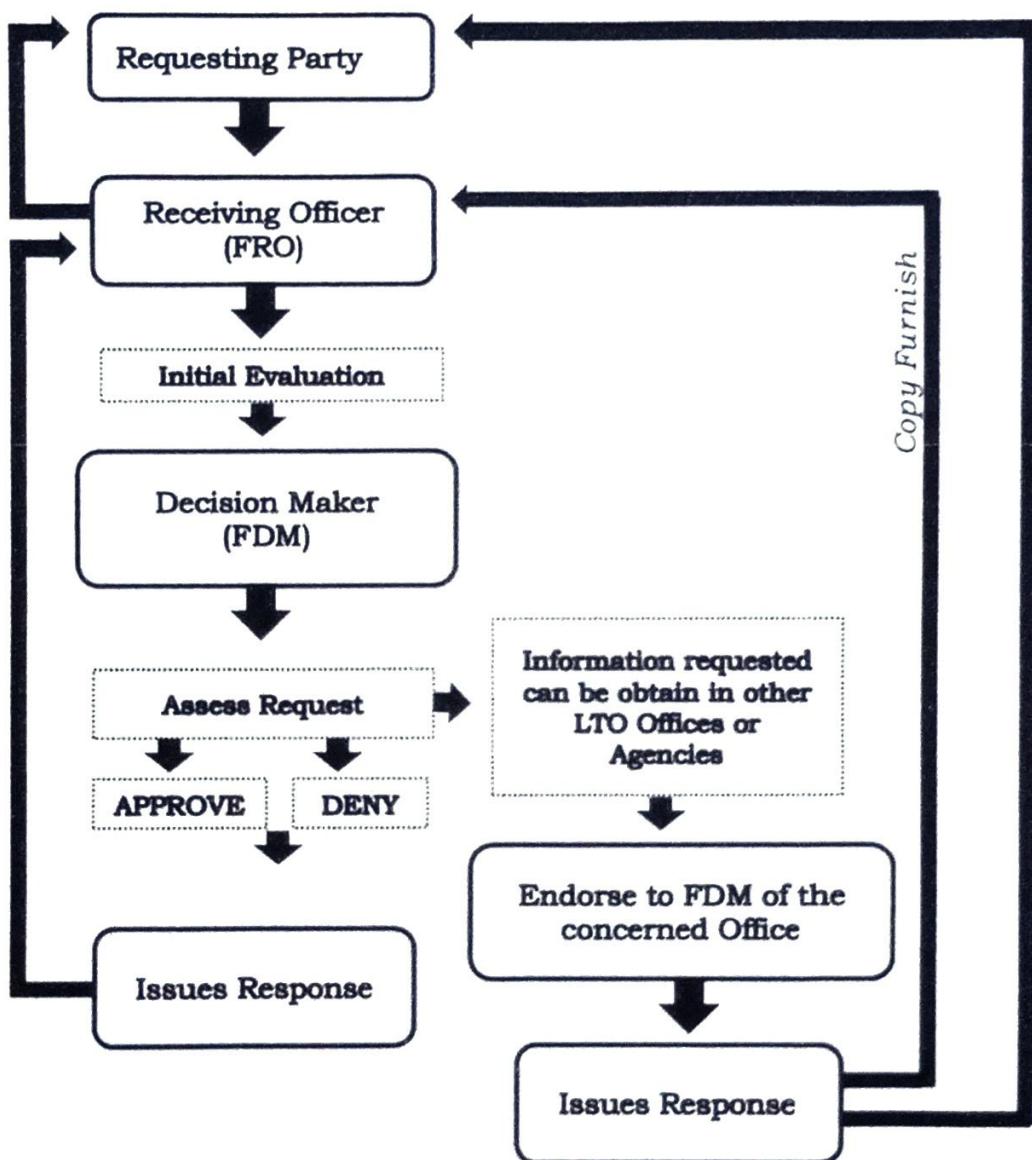
DLRC Robinson's Metro East	Marikina	
Records Officer or Equivalent Navotas Extension Office	Gen. Gas Plant Bldg., Fishport, Cplx. North Bay Complex, Navotas City	2833510
Records Officer or Equivalent Quezon City Licensing Center	LTO Main Cmpd, East Avenue, Quezon City	4365094
Records Officer or Equivalent DLRC Ever Gotesco Mall, Commonwealth	2 <sup>nd</sup> Floor Ever Gotesco Commonwealth, Quezon City	4427483
Records Officer or Equivalent Novaliches District Office	#874 Quirino Highway, Gulod Dist. II Novaliches, Q. C.	9830723
Records Officer or Equivalent DLRC Robinson's Novaliches, QC	3 <sup>rd</sup> Floor Robinson's Fairview, Novaliches, Quezon City	3551556
Records Officer or Equivalent Muntinlupa Extension Office	National Rd., Tunasan, Muntinlupa City	8621091
Records Officer or Equivalent Parañaque District Office	Olivares Plaza, San Dionisio, Parañaque City	8336379
Records Officer or Equivalent Pasay District Office	Domestic Road, Pasay City	8511954
Records Officer or Equivalent DLRC Metropoint Mall	3rd Floor Metro Point Mall, Pasay Ctiy	3592975
Records Officer or Equivalent Pasig District Office	Yñares Sports Center Compound, Pasig Ctiy	6365770
Records Officer or Equivalent PUVRC	LTO Main Cmpd, East Avenue, Quezon City	9219014
Records Officer or Equivalent PUVREC	Domestic Road, Pasay City	
Records Officer or Equivalent DLRC SM North Edsa	G/F SM North EDSA Annex, SM City Quezon City	9261446
Records Officer or Equivalent Quezon City District Office	Butel Bldg., P. Tuazon, Quezon City	4319017 / 7237740
Records Officer or Equivalent San Juan District Office	80 R. Magsaysay Blvd., Quezon City	7149113
Records Officer or Equivalent DLRC Alabang Town Center	Ayala Alabang Town Center, Muntinlupa City	7723179
Records Officer or Equivalent Pasay City Licensing Center	Domestic Road, Pasay City	
Records Officer or Equivalent Las Piñas Extension Office	Francisco Motors Compound, Alabang Zapote Road, Las Piñas City	8096267
Records Officer or Equivalent Taguig Extension Office	Admin. Bldg., FTI Complex, Taguig City	0956-2345520 / 0928-7477172

Records Officer or Equivalent Manila Licensing Center	Butel Bldg., Tayuman, Sta. Cruz, Manila	7313833
Records Officer or Equivalent Valenzuela District Office	Gen. T. De Leon St., Karuhatan, Valenzuela City	2927846/4432938/29 49262
Records Officer or Equivalent North MVIC	LTO Main Cmpd, East Avenue, Quezon City	4265257
Records Officer or Equivalent South MVIS	Domestic Road, Pasay City	8538312
Records Officer or Equivalent Baguio District Office	LTO Compound, Pacdal, Baguio City	(074) 4447997
Records Officer or Equivalent Baguio City Licensing Center	LTO Compound, Polo Field, Pacdal, Baguio City	(074) 4466840
Records Officer or Equivalent Bangued District Office	Pratt St., Zone 4, Bangued, Abra	0995 3519537
Records Officer or Equivalent Bontoc District Office	Bontoc, Mt. Province	0939 6171753
Records Officer or Equivalent Apayao District Office	San Isidro, Luna, Apayao	0927 4280248
Records Officer or Equivalent Ifugao District Office	Lamut, Ifugao	0906 3848484
Records Officer or Equivalent La Trinidad District Office	Wangal, La Trinidad, Benguet	(074) 6614434
Records Officer or Equivalent Tabuk District Office	Bolanao, Tabuk, Kalinga	0975 4632765
Records Officer or Equivalent Bislig District Office	Bislig City, Surigao de Sur	(086) 85326740998- 9824287
Records Officer or Equivalent Butuan City District Office	J.Rosales Avenue, Butuan City	(085) 6413972 0918 4986646
Records Officer or Equivalent Cabadbaran Extension Office	Cabadbaran City, Agusan del Norte	(085) 8185343 0917-7959642
Records Officer or Equivalent Dapa District Office	Dapa Siargao Islands, Surigao del Norte	0935-1222228
Records Officer or Equivalent Patin-ay District Office	Patin-ay, Prosperidad, Agusan del Sur	0917-3114306
Records Officer or Equivalent Surigao District Office	Surigao City, Surigao del Norte	(086) 8260074 0977 8493008
Records Officer or Equivalent Tandag District Office	Tandag City, Surigao del Sur	(086) 2113322 0918-9467723
Records Officer or Equivalent Trento Extension Office	Trento, Agusan del Sur	0910-3208421

ANNEX "D"

Flow Chart

(15 Days upon Receipt)



# ANNEX "E"

## FOI Request Form

This document may be reproduced  
and is NOT FOR SALE

FOI Tracking Number:



### FREEDOM OF INFORMATION REQUEST FORM

(Pursuant to Executive Order No. 2, s. 2016)  
(as of November 2016)

Please read the following information carefully before proceeding with your application. Use blue or black ink.  
Write neatly and in BLOCK letters. Improper or incorrectly-filled out forms will not be acted upon. Tick or mark  
boxes with "X" where necessary. Note: (\*) denotes a MANDATORY field.

#### A. Requesting Party

You are required to supply your name and address for correspondence. Additional contact details will help us deal with your application and correspond with you in the manner you prefer.

1. Title (e.g. Mr, Mrs, Ms, Miss)

2. Given Name/s (including M.I.)

3. Surname

4. Complete Address (Apt/House Number, Street, City/Municipality, Province)

5. Landline/Fax

6. Mobile

7. Email

8. Preferred Mode of Communication

Landline  Mobile Number  Email  Postal Address

(If your request is successful, we will be sending the documents to you in this manner.)

9. Preferred Mode of Reply

Email  Fax  Postal Address  Pick-Up at Agency

10. Type of ID Given (Please ensure your IDs contain your photo and signature)

Passport  Driver's License  SSS ID  Postal ID  Voter's ID

School ID  Company ID  Others

#### B. Requested Information

11. Agency - Connecting Agency  
(if applicable)

12. Title of Document/Record Requested (Please be as detailed as possible)

13. Date or Period (DD/MM/YY)

14. Purpose

15. Document Type

16. Reference Numbers (if known)

17. Any other Relevant Information

—FREEDOM OF INFORMATION—

### C. Declaration

**Privacy Notice:** Once deemed valid, your information from your application will be used by the agency you have applied to, to deal with your application as set out in the Freedom of Information Executive Order No. 2, if the Department or Agency gives you access to a document, and if the document contains no personal information about you, the document will be published online in the Department's or Agency's disclosure log, along with your name and the date you applied, and, if another person, company or body will use or benefit from the documents sought, the name of that person, entity or body.

I declare that:

- The information provided in the form is complete and correct;
- I have read the Privacy notice;
- I have presented at least one (1) government-issued ID to establish proof of my identity

I understand that it is an offence to give misleading information about my identity, and that doing so may result in a decision to refuse to process my application.

Signature

Date Accomplished (DD/MM/YYYY)

### D. FOI Receiving Officer [INTERNAL USE ONLY]

Name (Print name)

Agency - Connecting Agency (if applicable, otherwise N/A)

Date entered on eFOI (if applicable, otherwise N/A)

Proof of ID Presented (Photocopies of original should be attached)

Passport    Driver's License    SSS ID    Postal ID    Voter's ID  
 School ID    Company ID    Others

The request is recommended to be:

If Denied, please tick the Reason for the Denial

Approved    Denied  
 Invalid Request    Incomplete    Data already available online

Second Receiving Officer Assigned (print name)

Decision Maker Assigned to Application (print name)

Decision on Application

If Denied, please tick the Reason for the Denial

Successful    Partially Successful    Denied    Cost  
 Invalid Request    Incomplete    Data already available online  
 Exception   Which Exception?

Date Request Finished (DD/MM/YYYY)

Date Documents (if any) Sent (DD/MM/YYYY)

FOI Registry Accomplished

Yes

No

RO Signature

Date (DD/MM/YYYY)

—FREEDOM OF INFORMATION—

## ANNEX "F"

### **FOI Registry Instructional Note for Completion** *Not for Circulation or Citation*

An FOI Registry has been developed by the Presidential Communications Operations Office to standardize the collection and reporting of FOI requests across the Executive Branch. All government offices under the Executive Branch as defined under Section 2 of Executive Order No. 2 are requested to complete the attached FOI Registry recording all FOI requests received and submitting the FOI Registry every quarter to PCOO thru email at [foi.pco@gmail.com](mailto:foi.pco@gmail.com) and [foi@pco.gov.ph](mailto:foi@pco.gov.ph) commencing from March 2016.

#### **I. Objectives**

The completion and timely quarterly submission of the FOI Registry by all executive agencies will allow us to accomplish the following:

1. To monitor compliance and performance of agencies including generating statistics for public disclosure on the program;
2. To compute the implementation and operational budget required to support the effective implementation of FOI program.

The FOI Registry will be provided as an interim method to standardize reporting across the Executive Branch. In time, an online electronic record management system will be developed and available to all agencies.

#### **II. Guidelines to Using the FOI Registry**

The FOI Registry is in Excel (v17) and will work in all licensed versions of the stated software.

It is advised that when completing the FOI Registry the agency has all FOI completed applications close at hand. It is noted - all information in the FOI application must be reflected and entered into the FOI Registry.

In the FOI Registry, many of the fields are mandatory, requiring them to be completed. In some cases some fields are conditional (i.e., for instance, fields marked 'Others').

The FOI Registry must be completed sequentially from up going down. This means that in cases where you have been unable to proceed to the next field (i.e., unable to enter a value or fill it out), you had missed a mandatory field that had come previously. To assist you, there is a field labeled 'Last Accomplished Field' which will inform you of the last cell you were able to accomplish. We would advise you go back to it and see what fields you had left empty right before the field you had last filled out.

The FOI Registry will automatically 'Flag' requests (by coloring the entire column) that meet the following conditions:

- Requests with extension that have gone over 15 days from date of request received
- Requests with extension that have gone over 35 days since the day of request for extension was made
- Requests with awaiting confirmation that have gone over 60 days since the day of awaiting confirmation was started

A request is only marked as 'Finished', reflected on the Last Accomplished Field, once the Request Status is changed to either Successful, Partially Successful, or Denied.

As much as possible, leave no fields blank. If possible, place N/A if no other information was supplied, or if it does not apply.

It is recommended that the same person who accepts the request be the same who fills out his/her offline version of the FOI Registry. If internet connection is sufficient, the agency may also choose to have an online version that all ROs and DMs will have access to.

Please ensure to **SAVE** the file constantly.

Submit only the compiled Registry in for your agency in .xls or .xlsx format to the PCOO on the following dates: March 31, June 30, September 30, December 31 (or before), or as necessary. Submissions must be made to <email> or sent to <address>.

### III. Step-by-Step Instructions

1. Open the file for the FOI Registry on your local computer.
2. Start from the row labeled '**Request Type**'. This pertains to whether or not the application you had received was entered into the eFOI or just processed in the Standard manner.
3. Work on the rows from up going down. Move to the row labeled '**Title of Document**'. This should have the details as to what document the Requestor is looking for. Otherwise, it would be recommended that the document be Denied by the Receiving Officer for Incomplete Information.
4. Select the '**Request Status**', the status the request is under at the point of you filling out the Registry. This must be updated as the request progresses through the queue.
5. Fill out '**Government Agency**' and choose the government agency the Requestor is requesting the information from.
  - a. If applicable, choose the **Connected Agency** to that government agency, e.g *Department of Justice – Public Attorneys Office*.
  - b. If not applicable, choose the acronym supplied for the main agency, e.g. *Department of Justice – DOJ*.
  - c. If the Connected Agency is not listed, choose Others. Fill out the cell labeled '**Others (Agency)**' following that with the name of the specific Connected Agency.
6. Fill out the full **Name** of the Requestor.
7. Fill out his/her preferred '**Mode of Communication**'. This pertains to how you will communicate with the Requestor regarding his/her FOI request.
8. Fill out his/her preferred '**Mode of Receiving Reply**'. This pertains to how the Requestor will be receiving the documents he/she had requested.
9. Fill out the Requestor's contact details:
  - a. **Landline phone** – Only mandatory if it had been chosen as the option for 'Mode of Communication. Enter it in the format of YYXXXXXXXX, wherein YY is the area code and XXXXXXXX is the phone number.
  - b. **Mobile phone** – This field is mandatory and must be entered in the format of 9XXXXXXXXX, wherein XXXXXXXXX is the 10-digit mobile number.
  - c. **Email** – Only mandatory if it had been chosen as the option for 'Mode of Receiving Reply' or 'Mode of Receiving Communication'.
  - d. **Fax** - Only mandatory if it had been chosen as the option for 'Mode of Receiving Reply'. Enter it in the format of YYXXXXXXXX, wherein YY is the area code and XXXXXXXX is the phone number.
10. Fill out the Requestor's postal details:
  - a. **Province** – You will be able to choose from a drop down list based on the PSGC.

- b. **City/Municipality** – Depending on the choice of province, you will be able to choose from a list as stated in the PSGC.
  - c. **Local Address** - This should state the Requestor's Apt Number/House Number, Street Number, Street, Barangay/Village.
11. All Requestors should have presented proof of ID upon application and this should have been checked and verified by the Receiving Officer. Select the type of ID that had been verified under '**Valid ID Given**'.
- a. If it had been under Others, fill out the type of ID on the field marked '**Others (Valid ID)**'.
12. Fill out the details on the citizen's request:
- a. **Document Type Requested** – Select the type of document being searched for.
  - b. **Start of Period Requested** – The start date of the coverage of the information the Requestor is looking for, in the format MM/DD/YYYY. Should it pertain to just a year, e.g. 2010, the information must be written as 01/01/2010 to 12/31/2010. If for a period spanned by months, e.g. May 2014 to July 2015, the entry must be made out as 05/01/2014, and the End of Period as 07/31/2015.
  - c. **End of Period Requested**
  - d. **Purpose** – Select the purpose for the request. If 'Others' was chosen, ensure that '**Others (Purpose)**' is also filled out.
  - e. **Date Request Received** – This should indicate the exact date and time that the request was received by the Receiving Officer, based on the stamp on the physical application.
  - f. **Date Request Finished** - This should indicate the exact date and time that the request was finished by the Decision Maker, as recorded in the eFOI, or as reported manually. This should be one of the last fields you should be filling it out.
  - g. **Compute Time Lapse/Days** – This is an automatic computation that will be filled out once both Date Request Started and Date Request Finished have been stated.
13. Fill out the rest of the fields, according to how the request progresses. You may want to base your information from the eFOI, if applicable, or if you would have an internal manual tracker in your agency.
- a. **Extension Requested** – This pertains to whether or not the Decision Maker applied an Extension to the request. If YES is selected, see the points below:
    - i. **Date Extension Requested** - If an extension was requested, a request would not be deemed as late if not finished within 15 working days. The request would only be late if the request would still not be declared as either Successful, Partially Successful, or Denied if beyond 35 working days after indicated on Date Request Received.
    - ii. **Reason for Extension** – Select the reason as to why the Decision Maker had applied an Extension to the request.
  - b. If the Status is '**Awaiting Clarification**', see the points below:
    - i. **Date Requested\_Awaiting Clarification** – This pertains to the date the Decision Maker had requested for the citizen to clarify his/her request, written in the format of MM/DD/YYYY. The Receiving Officer must always be made immediately aware of any changes to Awaiting Clarification, so he/she may contact the Requestor. The Requestor is only allowed a 60 working-day period to reply before his request status can be changed to Closed.

- ii. **Date Closed\_Awaiting Clarification** – This refers to the date, written in the format of MM/DD/YYYY, that the Requestor has sent his reply and the Decision Maker declares the status can be changed.
  - iii. **Time Lapse\_Awaiting Clarification** – This automatically computes the time between Date Closed\_Awaiting Clarification and Date Requested\_Awaiting Clarification.
- c. **Reason for Denying Request** – This only applies if the Status was 'Denied'. Select the reason from the drop down list. If it was due to an Exception, please see below:
- i. **Exception Applied** – Select whether or not an exception was applied to the request.
  - ii. **Exception Type Applied** – Select the type of exception that was applied.
14. Fill out your details. These should be filled out last, after changing the Request Status to Successful, Partially Successful, or Denied.
- a. **Officer Position** – Select your position, either Receiving Officer or Decision Maker.
  - b. **Officer Name**
15. Save your work.

#### ANNEX A. FOI Registry Fields

Variable	Type	Field Requirement	Description
#		Automatic	Sequential Number
Last Accomplished Field		Automatic	States the field the user last filled out
Request Type	Dropdown	Mandatory	Whether or not the request was logged on to the eFOI
Title of Document	Open Field	Mandatory	Title of Document being searched for.
Request Status	Dropdown	Mandatory	Status of Request
Internal Tracking Number	Open Field	Mandatory	Internal Agency ID Number
Government Agency	Dropdown	Mandatory	List of main national executive government agencies, and agencies who are part of the initial pilot of the eFOI
Connected/Sub-Agency	Conditional Dropdown	Mandatory	List of sub-agencies or connected agencies
Others (Agency)	Open Field	Mandatory if 'Others' is selected as a choice	

<b>Variable</b>	<b>Type</b>	<b>Field Requirement</b>	<b>Description</b>
Name of Requestor	Open Field	Mandatory	Name of Requestor
Mode of Communication	Dropdown	Mandatory	Preferred mode of receiving notifications from Receiving Officer
Mode of Receiving Reply	Dropdown	Mandatory	Preferred mode of receiving requested document
Landline Number	Open Field	Mandatory 'Landline' selected as a choice for Mode of Communication	The Requestor's landline number, which should conform to the format YY-XXXXXXX (for landline area code and XXXXXX is the phone number, e.g 02-1234567)
Mobile Number	Open Field	Mandatory	The Requestor's mobile number which should conform to the format 9XXXXXXXXX (10 characters for mobile), e.g. 9151234567
Email Address	Open Field	Mandatory if 'email' is selected as a choice for Mode of Receiving Reply	The Requestor's email address
Fax	Open Field	Mandatory if 'fax' is selected as a choice for Mode of Receiving Reply	The Requestor's fax number
Province	Dropdown	Mandatory	The Requestor's Province, among the 81 choices (plus Cotabato City and Isabela City), as listed in the PSGC
City/Municipality	Dropdown	Mandatory	The Requestor's City/Municipality, as listed in the PSGC and based on the Province chosen

Variable	Type	Field Requirement	Description
Local Address	Open Field	Mandatory	The Requestor's local address, e.g. Apartment Number, House Number, Street, Barangay, Subdivision
Valid ID Given	Dropdown	Mandatory	List of national government IDs that the Requestor may present as proof of his identity
Others (Valid ID)	Open Field	Mandatory if 'Others' is selected as a choice	Any other valid government-issued ID with photo and signature that was presented
Document Requested	Type Dropdown	Mandatory	Type of Document being searched for
Start of Period Requested	Open Field	Mandatory	Start of time period covered by document following the format MM/DD/YYYY. If requesting for the entire year, the entry must be made out as 01/01/YYYY. If for a period spanned by months, e.g. May 2014 to July 2015, the entry must be made out as MM/01/YYYY, and the End of Period as MM/30 or 31/YYYY.

Variable	Type	Field Requirement	Description
End of Period Requested	Open Field	Mandatory	End of time period covered by document following the format MM/DD/YYYY. If requesting for the entire year, the entry must be made out as 01/01/YYYY. If for a period spanned by months, e.g. May 2014 to July 2015, the entry must be made out as MM/01/YYYY, and the End of Period as MM/30 or 31/YYYY.
Purpose	Open Field	Mandatory	Purpose for request, as indicated by the dropdown list.
Others (Purpose)	Open Field	Mandatory if 'Others' is selected as a choice	Other purposes as apply
Date Request Received	Open Field	Mandatory	Date request was received
Date Request Finished	Open Field	Mandatory	Date request was finished
Compute Lapse/Days	Time	Formula excluding weekends	Automatic Number of days since request was received and was finished
Extension Requested	Dropdown	Mandatory	Y/N to answer if Extension was Requested
Date Requested	Extension	Open Field	Mandatory if Extension Requested 'Yes' Date Extension was requested, if applicable.
Reason for Extension	Dropdown	Mandatory if Extension Requested 'Yes'	Reason for Request for Extending

Variable	Type	Field Requirement	Description
Date Requested_Awaiting Clarification	Open Field	Mandatory if Request Status was changed to Awaiting Clarification	Date user requested customer to send clarification
Date Closed_Awaiting Clarification	Open Field	Mandatory if Request Status was changed to Awaiting Clarification	Date user received clarification from customer
Time Lapse_Awaiting Clarification	Formula excluding weekends	Automatic	Number of days since request was asked to be clarified until user received a reply or request was Closed (didn't receive a reply within 60-working day period since clarification was asked for)
Reason Request for Denying	Dropdown	Mandatory if Request Status was Denied	Reason for Denying Request
Exception Applied	Dropdown	Mandatory	Y/N if Exception was applied
Exception Type Applied	Dropdown	Mandatory	Type of Exception Applied
Officer Position	Dropdown	Mandatory	Position of Officer who last handled request
Officer Name	Open Field	Mandatory	Name of Officer who last handled request

**ANNEX "G"**

**AGENCY INFORMATION INVENTORY**

<b>Agency Name</b>	<b>Name of Department/Agency/Office</b>
Title or Full Data Name	Title of the data item
Description of Data	Description of the data item
Online Publication	Yes/No
File Format	CSV, XLS, SHP, KML, TXT, PDF, DOC, etc
Location/Download URL	Location of published data or URL for direct download
Disclosive	For unpublished items, whether it contains information that cannot be disclosed or it cannot be disclosed because of fees and other restrictions
Original Data Owner	Agency or office that originally owns the data. All processed data are owned by the agency that processed the data
Data Maintainer	Unit responsible for the data
Data Released	The date when the data item was initially released (YYYY-MM-DD)
Frequency of Update	Annually, Biannually, Quarterly, Monthly

**ANNEX "H.1"**  
**FOI RESPONSE TEMPLATE - DOCUMENT ENCLOSED**

DATE

Dear \_\_\_\_\_,  
Greetings!

Thank you for your request dated <insert date> 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 "H.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,

**FOI Receiving Officer**

**ANNEX "H.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 ask us to carry out an internal review of the response, by writing to <insert name of Secretary and postal / e-mail address>. Your review request should explain why you are dissatisfied with 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 calendar days from the date when we receive your review request.

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

Thank you.  
Respectfully,

**FOI Receiving Officer**

ANNEX "H.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 don't 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 ask us to carry out an internal review of the response, by writing to <insert name of Secretary and postal / e-mail address>. Your review request should explain why you are dissatisfied with 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 calendar days from the date when we receive your review request.

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

Thank you.  
Respectfully,

**FOI Receiving Officer**

**ANNEX "H.5"**  
**FOI RESPONSE TEMPLATE – UNDER EXCEPTIONS**

DATE

Dear \_\_\_\_\_,  
Greetings!

Thank you for your request dated <insert date> 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 ask us to carry out an internal review of the response, by writing to <insert name of Secretary and postal / e-mail address>. Your review request should explain why you are dissatisfied with 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 calendar days from the date when we receive your review request.

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

Thank you.  
Respectfully,

**FOI Receiving Officer**

**ANNEX "H.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 ask us to carry out an internal review of the response, by writing to <insert name of Secretary and postal / e-mail address>. Your review request should explain why you are dissatisfied with 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 calendar days from the date when we receive your review request.

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

Thank  
you.  
Respectf  
ully,

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**FOI Receiving Officer**