



DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES
KAGAWARAN NG KAPALIGIRAN AT LIKAS YAMAN



MEMORANDUM

TO : ALL DENR REGIONAL EXECUTIVE DIRECTORS
ALL EMB AND MGB REGIONAL DIRECTORS
ALL BUREAU DIRECTORS
ALL HEADS OF ATTACHED AGENCIES

ATTENTION : RECORDS OFFICER/ FOI OFFICER

FROM : THE UNDERSECRETARY
Legal and Administration
CHAIRPERSON
DENR Freedom of Information Committee

SUBJECT : SUBMISSION OF REQUIREMENTS IN COMPLIANCE TO
MEMORANDUM CIRCULAR NO. 23-02 FOR FISCAL
YEAR (FY) 2023 PERFORMANCE-BASED BONUS (PBB)
ELIGIBILITY

DATE : NOV 21 2023

In compliance with MC No. 23-02, s. 2023 dated October 9, 2023, entitled "Freedom of Information (FOI) Program Criteria and Validation Process for the Determination of Eligibility for the Grant of Fiscal Year 2023 Performance-Based Bonus (PBB)", all offices are hereby instructed to comply and accomplish the validation form of the PCO FOI-Project Management Office through the link <bit.ly/2023FOIPBB>, copy furnished rmdd@denr.gov.ph:

REQUIREMENTS	DEADLINE
Updated People's FOI Manual	31 January 2024 (Wednesday)
Updated One-Page FOI Manual	
Updated FOI Reports (Agency Information Inventory, 2023 FOI Registry, and 2023 FOI Summary Report, and FOI Feedback Report)	
Onboarding to the eFOI portal (www.foi.gov.ph)	
Certification that the Agency has no overdue pending FOI Requests	

FOI reports should be accomplished in one (1) Excel sheet (.xls) based on the templates provided in <bit.ly/2023FOIPBBTEMPLATE>. Manual FOI requests to CENROs and PENROs must be consolidated per Region. Online requests from the eFOI portal are already included in the DENR Central Office's submission.

Offices with no revision to their People's FOI Manual, duly signed by the Head of the Office, may retain their existing uploaded manual in their respective Transparency Seal.

All offices shall accomplish the validation form through the link "[<bit.ly/2023FOIPBB>](https://bit.ly/2023FOIPBB)", on or before the deadline containing the following information:

- a) Name of Agency;
- b) Head of Agency and Designation;
- c) Office Address;
- d) FOI Receiving Officer/ Focal Person and Designation;
- e) Contact Details of FOI Receiving Officer/ Focal Person;
- f) Direct hyperlink to the following uploaded requirements in the Transparency Seal page:
 - Updated People's FOI Manual (including new designated list of FOI Receiving Officer/s with corresponding contact details and No Wrong Door Policy provision) duly signed by the Head of the Agency;
 - Updated One-Page FOI Manual (including the name of FOI Receiving Officer/s with corresponding contact details and the step-by-step procedure for FOI Request in both standard paper-based and electronic formats, process of raising appeal to the government agencies) and ;
 - Updated FOI Report (Agency Information Inventory, 2023 FOI Registry, 2023 FOI Summary Report, and FOI Feedback Report);
- g) eFOI portal dashboard link of government agency;
- h) Certification that the Agency has no overdue pending FOI Requests (as of 31 December 2023).


Further, all requirements enumerated above must be posted as part of the Transparency Seal on their website.

Lastly, all Regional Offices must submit their consolidated FOI Reports to the Records Management Division through email address provided below on or before January 05, 2024. Failure to do so will make the office ineligible for PBB.

For questions or clarifications, please contact the following:

Name	Office	Contact No.	Email Address
Ms. Maribel D. Garcia	Record Management Division, DENR Central Office	(02) 8926-8079	rmdd@denr.gov.ph
Representative	FOI-Project Management Office, PCO	(02) 8733-1102	foi.pco@gmail.com

For immediate compliance.


ATTY. ERNESTO D. ADOBO, JR., CESO I

Visayas Avenue, Diliman, Quezon City 1100, Philippines
www.denr.gov.ph



RELEASED

JERALD M. BAUTISTA

Office of the President of the Philippines
PRESIDENTIAL COMMUNICATIONS OFFICE
Manila

Date: 10 Oct. 2023 Time: 10:42

MEMORANDUM CIRCULAR NO. 23-02

**FREEDOM OF INFORMATION (FOI) PROGRAM CRITERIA AND VALIDATION
PROCESS FOR THE DETERMINATION OF ELIGIBILITY FOR THE GRANT OF
FISCAL YEAR 2023 PERFORMANCE-BASED BONUS (PBB)**

WHEREAS, Executive Order (EO) No. 2, series of (s.) 2016, was issued on 23 July 2016 to operationalize the people's constitutional right to information and the state policies to full public disclosure and transparency in the public service;

WHEREAS, Sections 8 and 16 of EO No. 2, s. 2016, instructed all government offices under the Executive Branch to prepare their respective People's Freedom of Information (FOI) Manual and implementing details within 120 days from its effectivity;

WHEREAS, by virtue of Memorandum Order (MO) No. 10, s. 2016, the Presidential Communications Operations Office (PCOO)¹ was designated as the lead agency in the implementation of EO No. 2, s. 2016, or the Freedom of Information (FOI) and electronic FOI (eFOI) Programs;

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

WHEREAS, FOI Memorandum Circular (MC) No. 01, s. 2018, instructed all government offices under the Executive Branch to submit their FOI Report, which contains the Agency Information Inventory, FOI Quarterly Registry, and FOI Quarterly Summary;

WHEREAS, FOI MC No. 3, s. 2017, required all government offices under the Executive Branch to enroll in, and be onboard to, the eFOI program (www.foi.gov.ph) to ensure public convenience in requesting for information from the different agencies under the Executive Branch;

WHEREAS, FOI MC No. 1, s. 2020, recommended that all government offices produce a One-Page FOI Manual, based on the template provided for by the FOI-PMO, and make the same available to the public for each government office;

WHEREAS, Section 9 of EO No. 2, s. 2016, requires all government offices to respond to FOI request within fifteen (15) working days or maximum of thirty-five (35) working days from the receipt thereof;

WHEREAS, the FOI-PMO aims to generate verifiable data to determine the efficiency

¹ EO No. 16, s. 2023 – Reorganizing the Presidential Communications Office

and effectiveness of the implementing agencies' compliance to the FOI Program through an FOI Request Feedback Report to be included in the FOI Report;

WHEREAS, Administrative Order (AO) No. 25, s. 2011, created the Inter- Agency Task Force on the Harmonization of National Government Performance Monitoring, Information, and Reporting System (Task Force AO 25), which is mandated to harmonize, unify, streamline and simplify all existing monitoring and reporting requirements and processes through the development of a common set performance scorecard, and the design of a government executive information system;

WHEREAS, Section 5 of EO No. 201, s. 2016, provides that Task Force AO 25 shall prescribe the conditions for eligibility, and the procedures for the grant, of the enhanced Performance-Based Bonus (PBB);

WHEREAS, Task Force AO 25 issued MC No. 2023-1, which provides for the guidelines for the grant of the PBB for Fiscal Year (FY) 2023 under EO No. 80, s. 2012, and EO No. 201, s. 2016;

WHEREAS, Section 5 (c) of MC No. 2023-1, under Agency Accountabilities, provides that agencies covered by EO No. 2 (s. 2016) must comply with the set of FOI Program requirements. Compliance with these requirements, will be used as one of the bases in determining the eligibility of responsible units and individuals to PBB.

NOW, THEREFORE, in consideration of the foregoing, strict adherence to the following is hereby ordered:

Section 1. Scope. This FOI MC shall cover all Government Offices under the Executive Branch including, but not limited to, the national government and all its offices, departments, bureaus, and instrumentalities, including government-owned or -controlled corporations (GOCCs), local water districts (LWDs), and state universities and colleges (SUCs), pursuant to Section 2 of EO No. 2 (s. 2016).

Section 2. Validation Process. Covered agencies shall accomplish the validation form through the link "bit.ly/2023FOIPBB," starting 01 January 2024 and to be submitted on or before the prescribed deadline stated under Section 4 of this Circular.

The agency shall provide the following details in the validation form:

- a) Name of Agency;
- b) Head of Agency and Designation;
- c) Office Address;
- d) FOI Receiving Officer/Focal Person and Designation;
- e) Contact Details of FOI Receiving Officer/Focal Person;
- f) Direct hyperlink to the following uploaded requirements in the Transparency Seal page:
 - Updated People's FOI Manual (including new designated list of FOI Receiving Officer/s with corresponding contact details and No Wrong Door Policy provision) duly signed by the Head of the Agency;
 - Updated One-Page FOI Manual (including the name of FOI Receiving Officer/s with corresponding contact details, the step-by-step procedure of FOI Request in both standard paper-based and electronic formats,



- process of raising appeal to the government agencies) and;
- Updated FOI Report (Agency Information Inventory, 2023 FOI Registry, 2023 FOI Summary Report, and FOI Feedback Report);
- g) eFOI portal dashboard link of government agency; and,
- h) Certification that the Agency has no overdue pending FOI Requests (as of 31 December 2023).

Note: The review of the submitted and/or posted FOI requirements shall commence once the validation form has been successfully completed. The agencies shall be deemed noncompliant with the set FOI requirements in the absence of a validation request.

Section 3. Deadline of Submission. The FOI-PMO shall commence the validation process on the following dates:

REQUIREMENTS	DEADLINE
Updated People's FOI Manual	31 January 2024 (Wednesday)
Updated One-Page FOI Manual	
Updated FOI Reports (Agency Information Inventory, 2023 FOI Registry, 2023 FOI Summary Report, and FOI Feedback Report)	
Onboarding to the eFOI portal (www.foi.gov.ph)	
Certification that the Agency has no overdue pending FOI Requests	

Note: Delayed submission will not be entertained unless accompanied by a justification signed by the head of the agency. Only cause/s outside the scope of influence of the agency shall be accepted.

Section 4. Format of Requirements. Submissions that do not comply with the file format and templates below shall not be considered for validation. However, modifications to said file to reflect agency identity and information shall be allowed by the Validating Agency (PCO FOI-PMO).

Agencies with no revision in their existing People's FOI Manual shall retain their existing uploaded manual in their respective Transparency Seal. Further, Agencies shall submit the accomplished FOI Report, strictly in single Excel sheet (.xls) and in conformance with the template provided in the link "<bit.ly/2023FOIPBBTEMPLATE>," to the FOI-PMO and shall incorporate the same in their respective Transparency Seals with the file name "FOI Reports".

All templates—One-page FOI Manual, FOI Reports, Onboarding Form, and Certification—may be downloaded from the link "<bit.ly/2023FOIPBBTEMPLATE>."

Section 5. Compliance Status. Agencies are classified into the following categories based on the results of the validation conducted by the Compliance Monitoring Officers and/or the completeness of the requirements submitted through the validation form:

- a) **Compliant.** The agency submitted all requirements and have complied with the prescribed conditions and formats stated herein.
- b) **Noncompliant.** Failure of the agency to comply with Section 2 or one or more of the requirements stated under Section 4.

Section 6. Issuance of Compliance Certificates. A Certificate of Compliance shall be issued to agencies that have complied with Sections 2 and 3 of this Circular.

Section 7. Non-compliance. In February 2024, the FOI-PMO shall notify agencies who have failed to comply with the requirements and deadlines prescribed by this Circular.

A request for reconsideration may be filed by a non-compliant agency through a letter from its head of agency, addressed to the Head of the Presidential Communications Office (PCO), as the lead implementing agency of the FOI Program. The request shall be supported by proper documentation, and the justifications for which must be due to factors beyond the control of the agency.

The request for reconsideration regarding non-compliance will only be accepted **on or before 29 February 2024**, and shall be addressed to:

The Secretary
Presidential Communications Office (PCO)

Thru: Assistant Secretary for Operations
Presidential Communications Office (PCO)

Section 8. Contact Information. Concerned agencies may reach the FOI-PMO through email address: foi@pco.gov.ph (copy furnished foi.pco@gmail.com) or telephone number (02) 8734-7420 loc 117.

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

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

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

Manila, Philippines, 9th day of October year 2023.


ATTY. CHELOY E. VELICARIA-GARAFIL, MNSA
Secretary and FOI Champion

ANNEX A
Sample of Posting in the Transparency Seal

GOVPH



Office of the President of the Philippines
PRESIDENTIAL COMMUNICATIONS OFFICE
TANGGAPANG PAMPANGULUHAN SA KOMUNIKASYON
MALACANANG



PCO SECRETARY'S CORNER CITIZEN'S SERVICE DIRECTORY LEGAL BASIS

TRANSPARENCY SEAL



PRESIDENTIAL COMMUNICATIONS OFFICE
TRANSPARENCY SEAL

Content

I. Agency Mandate & Functions

I. The agency's mandates and functions, names of its officials with their position designation, and contact information

- a. The Agency's Mandates, Vision, Mission and Functions
- b. Position, Designation and Contact Information

II. Annual Reports

III. PCO Approved Budgets and Corresponding Targets

III. PCO Approved Budgets and Corresponding Targets

IV. Major Programs and Projects
Not Applicable

V. The program/projects beneficiaries
Not Applicable

[VI. Status of implementation and program/project evaluation and/or assessment reports](#)
Not Applicable

VII. Annual Procurement Plan, Contracts awarded and the name of contractors/suppliers/consultar

VIII. Citizen's Charter

XI. PCO People's Manual:

- a. People's FOI Manual
- b. FOI Reports
- c. One-Page FOI Manual

XII. PCO Systems Manual on Administration and Finance

XIII. PCO Quality Management System Manual

XIV. PCO Procedures and Work Instructions Manual

XV. PCO Budget Operations Manual

Reminder: Ensure that only three (3) items are published under the FOI Requirement in the Transparency Seal of the agency's website with the following file name format:

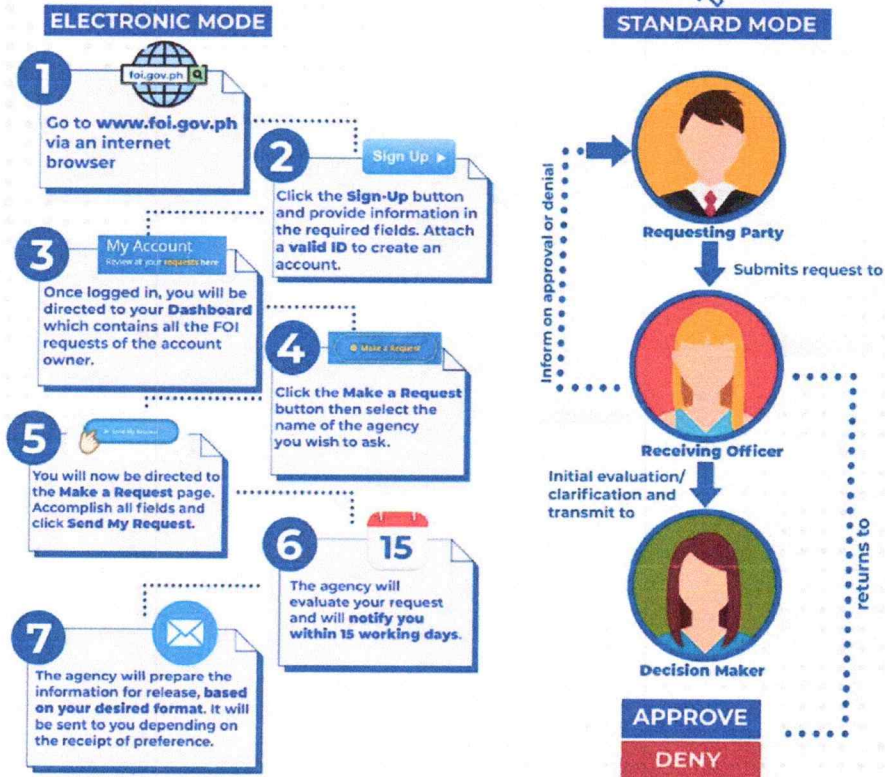
- a) People's FOI Manual
- b) One-page FOI Manual
- c) FOI Report

ANNEX B Sample One-page FOI Manual



Office of the President of the Philippines
PRESIDENTIAL COMMUNICATIONS OFFICE
Manila

HOW TO MAKE AN FOI REQUEST?



YOUR REQUEST WILL BE DONE IN 15 DAYS

<p>Receiving Officer: Atty. Anna Farinah B. Mindalano Attorney IV Office of the Secretary</p> <p>Receiving Office: 7th Floor, Times Plaza Building, United Nations Ave, Ermita, Manila, 1000 Metro Manila</p> <p>Contact Nos.: (02) 8734-7420 or (02) 8734-5966, Local 101 & 102</p> <p>Email Address: osec@pco.gov.ph</p>	<p>Unsatisfied with our FOI response?</p> <ul style="list-style-type: none"> If you're not satisfied with the response to your FOI request, you may ask us to carry out an internal review of the response by writing to osec@pco.gov.ph. Your review request should explain why you are unsatisfied with the 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 appeal.
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Reminders: Please see **FOI Memorandum Circular No. 1 (s. 2020)** for the full guidelines in the development of a One-page FOI Manual through foi.gov.ph/resources/policies.

ANNEX C

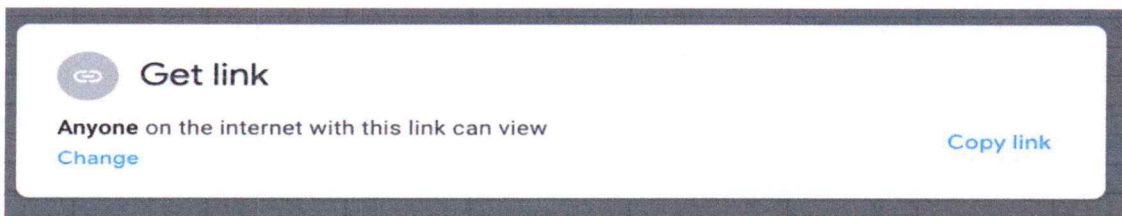
Guidelines for the FOI Report Format

Reminders:

- 1) Agencies shall submit their respective accomplished FOI Report strictly in a **single** Google spreadsheet (.xlsx), based on the template provided in the link "<bit.ly/2023FOIPBBTEMPLATE>". Further, those using an older format of Excel sheets are requested to convert to the same to Google spreadsheet;

1	agency_name	title	description	file_format	online_publication	location_or_url	disclosure	original_data_owner	data_maint
2	Name of agency (spelled out)	Title of the information	Description of the information	CIV, XLS, SHP, KML, TXT, PDF, DOC, etc.	Yes/No	Location of published information or URL for direct download	Whether the information is either of the following: - public: info can be disclosed for public consumption regardless of identity. - exception: info is under the Exemptions List - internal: info only for agency consumption with fee: info can be disclosed but with corresponding charges based on the agency's mandate/policies/business model limited: info, upon verification of the requesting party's identity, can only be disclosed to specific person(s) and/or entity/ies	Agency or office who originally owns the information	Unit responsible
6	Presidential Communications Operations Office	Index of Supplier			no	na	LIMITED	Accounting	Accounting
7	Presidential Communications Operations Office	Directory	Name, title, landline and fax of PCOO (PCOO Officials, Division Heads, Bureau/Attached Agency Heads)	TXT	yes	https://pcoo.gov/ph/about/#pcoo-g-directory	public	General Services Division (GSD)	Electronic Processing
8	Presidential Communications Operations Office	Legal Basis of PCOO	Issuances related to the establishment of PCOO	PDF	yes	https://pcoo.gov/ph/about/#legal-basis	public	Office of the Secretary	Office of A Secretary
9	Presidential Communications Operations Office	Transparency Seal	Documents relevant to PCOO's Transparency Seal	PDF	yes	https://pcoo.gov/ph/about/#transparency-seal	public	PCOO-Proper	EDI

- 2) Change the privacy settings of the Google Spreadsheet to "Anyone on the internet with this link can view"; and,



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- 3) For FOI Registry and Summary Reports, agencies must ensure that: a. all dates starting 2017-Q1 to 2023-Q4 are present; b. for FY 2022 and FY 2023, a "REFERRED" status shall be added in the status group and; c. a Feedback Score column and Average Feedback Score shall be reflected under FOI Registry and Summary, respectively.

docs.google.com/spreadsheets/d/1T1h0D0y7bHqjL0Gp1H8S2Xw70yM8/edit#gid=507462641

4_FOI_Report (pls download as Excel file)

Year-Quarter	Tracking Number	Request Type	Date Received	Title of Request	Extension?	Status	Date Received	Processing Days	Cost	Apper's Fee?	Apper's Fee?	Apper's Fee?	Feedback Score	Remarks
year and quarter of report coverage	Internal FOI Tracking number	If requested was judged through eFOI or Standard (paper) Status	Date received as judged by (YYYY-MM-DD)	Title of information requested	If the Agency requested for extension or additional 20 not being due (YES or NO)	Status of request	Date received as processed/mean not to the Agency, if not processed/mean not to the Agency	number of working days in processing the request	Fee paid by the requesting party for the Department of Justice	Are you satisfied with the response? (YES or NO)	Are you satisfied with the response? (YES or NO)	Are you satisfied with the response? (YES or NO)	For successful requests use the score provided	Additional details about the request
2016 Q4	WFO0000000000000000	eFOI	2016-11-26	Phases FOI manual for PCOD	NO	Closed	2016-11-28	1 FREE	No	NA	NA	NA	NA	no response from requesting party
2016 Q4	WFO0000000000000000	eFOI	2016-11-25	Transcript of Forensic Notes (FRN)	NO	Info not reexamined	2016-12-19	16 FREE	No	NA	NA	NA	NA	
2016 Q4	WFO0000000000000000	eFOI	2016-11-25	Agencies of FOI	NO	Successful	2016-11-25	0 FREE	No	NA	NA	NA	NA	
2016 Q4	WFO0000000000000000	eFOI	2016-11-25	Implementation of Republic Act no. 8790 Electronic governing law of 2012	NO	Proactively disclosed	2016-11-25	0 FREE	No	NA	NA	NA	NA	Information requested is already available online
2016 Q4	WFO0000000000000000	eFOI	2016-11-25	Wing government casual employees (rank and file)	NO	Successful	2016-11-29	2 FREE	No	NA	NA	NA	NA	
2016 Q4	WFO0000000000000000	eFOI	2016-11-25	eFOI	NO	Invalid request	2016-12-05	6 FREE	No	NA	NA	NA	NA	
2016 Q4	WFO0000000000000000	eFOI	2016-11-25	Agencies	NO	Invalid request	2016-11-28	1 FREE	No	NA	NA	NA	NA	Some other information which are required are missing. Dissemination of valid ID is needed
2016 Q4	WFO0000000000000000	eFOI	2016-11-27	Proclamation 1031	NO	Info not reexamined	2016-12-05	6 FREE	No	NA	NA	NA	NA	
2016 Q4	WFO0000000000000000	eFOI	2016-11-26	Clarification on RA No. 1294 Section 27-30 vs DA Dep. Sec. 2551 of Aquino Admin.	NO	Info not reexamined	2016-11-28	0 FREE	No	NA	NA	NA	NA	
2016 Q4	WFO0000000000000000	eFOI	2016-11-26	Republic Act 6736	NO	Info under Exemption LIR	2016-12-05	6 FREE	No	NA	NA	NA	NA	
2016 Q4	WFO0000000000000000	eFOI	2016-12-01	Construction of Mega Drug Rehabilitation Center	NO	Info not reexamined	2016-12-05	2 FREE	No	NA	NA	NA	NA	
2016 Q4	WFO0000000000000000	eFOI	2016-12-04	List of projects of Local Railroads which have having coal facilities	NO	Info not reexamined	2016-12-05	0 FREE	No	NA	NA	NA	NA	Information requested is available at the Office of the Vice President
2016 Q4	WFO0000000000000000	eFOI	2017-12-16	Shenanigans against Biya	NO	Info not reexamined	2016-12-15	4 FREE	No	NA	NA	NA	NA	Information requested is under the supervision of DOJ
2016 Q4	WFO0000000000000000	eFOI	2016-12-11	FOI Executive Order	NO	Proactively disclosed	2016-12-16	4 FREE	No	NA	NA	NA	NA	Information requested is already available online



Feedback Score

Set of questions used in the feedback form administered by the agency and accomplished by the Requesting Party

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docs.google.com/spreadsheets/d/1THoX8By2bn8jpe...
 4_FOI Report (pls download as Excel file)
 File Edit View Insert Format Data Tools Help

Attached Agency Name	Agency Acronym	Agency Type	Year-Quarter	Request Type	Total Processed Requests	Successful	Proactively Disclosed	Partially Successful	STATUS OF PROCESSED REQUESTS				Total Number of Processing Days	Average Processing Period	Average Feedback Score	
									Referred	Into Under Exceptions	Into Not Maintained	Invalid Request				Closed
name of agency	agency acronym	WLA / SDOO / SIC / LWD / LBU	year and quarter of report coverage	ef / or / Standard	total number of requests about are already processed	number of requests where information has been uploaded or provided	number of requests where information has been provided through the agency's website even before it was requested	number of requests where out of many requests, only a number has been provided by the agency	number of requests where out of many requests, referred to another government agency	number of requests denied since it is under the FOI Exemptions List	number of requests denied since information requested is not being handled or stored by the agency	number of requests denied since it is a question, the requesting party failed to provide the information needed for clarification - 60 calendar days after the "Awaiting Clarification" status	total number of working days (not including processed requests)	total number of processing days over the total number of processed requests for the period of coverage (do not include ongoing requests)	Average score given by the requesting party through the feedback survey (sum of the total score then divided by number of feedback survey questions)	
Presidential Communications Operations Office	PCOO	NGA	2016-Q4	ef	23	3	3	1	0	1	10	4	1	114	4.96	N/A
Presidential Communications Operations Office	PCOO	NGA	2016-Q4	STANDARD	35	12	0	0	0	1	21	1	0	310	8.86	N/A
Presidential Communications Operations Office	PCOO	NGA	2017-Q1	ef	24	7	1	3	0	1	10	1	1	266	11.08	N/A
Presidential Communications Operations Office	PCOO	NGA	2017-Q1	STANDARD	12	2	1	0	0	0	5	2	2	116	9.67	N/A
Presidential Communications Operations Office	PCOO	NGA	2017-Q2	ef	10	7	0	1	0	0	2	0	0	164	10.40	N/A
Presidential Communications Operations Office	PCOO	NGA	2017-Q2	STANDARD	0	0	0	0	0	0	0	0	0	0	0	N/A

Referred
number of requests where out of many requests, referred to another government agency

Average Feedback Score
Average score given by the requesting party through the feedback survey (sum of the total score then divided by number of feedback survey questions)

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ANNEX D
Onboarding to the eFOI portal (www.foi.gov.ph)

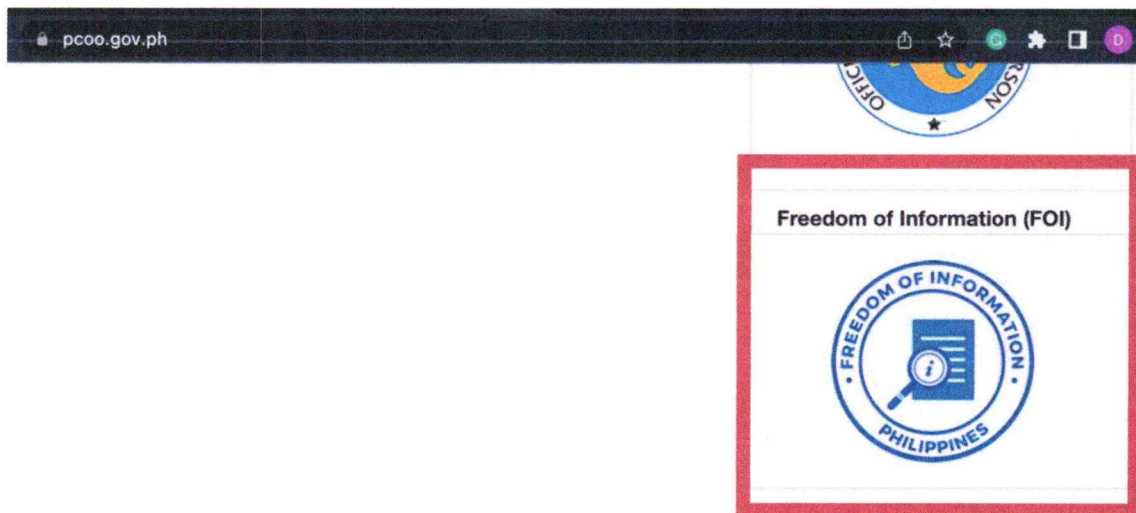


Figure 1. Homepage of the agency website

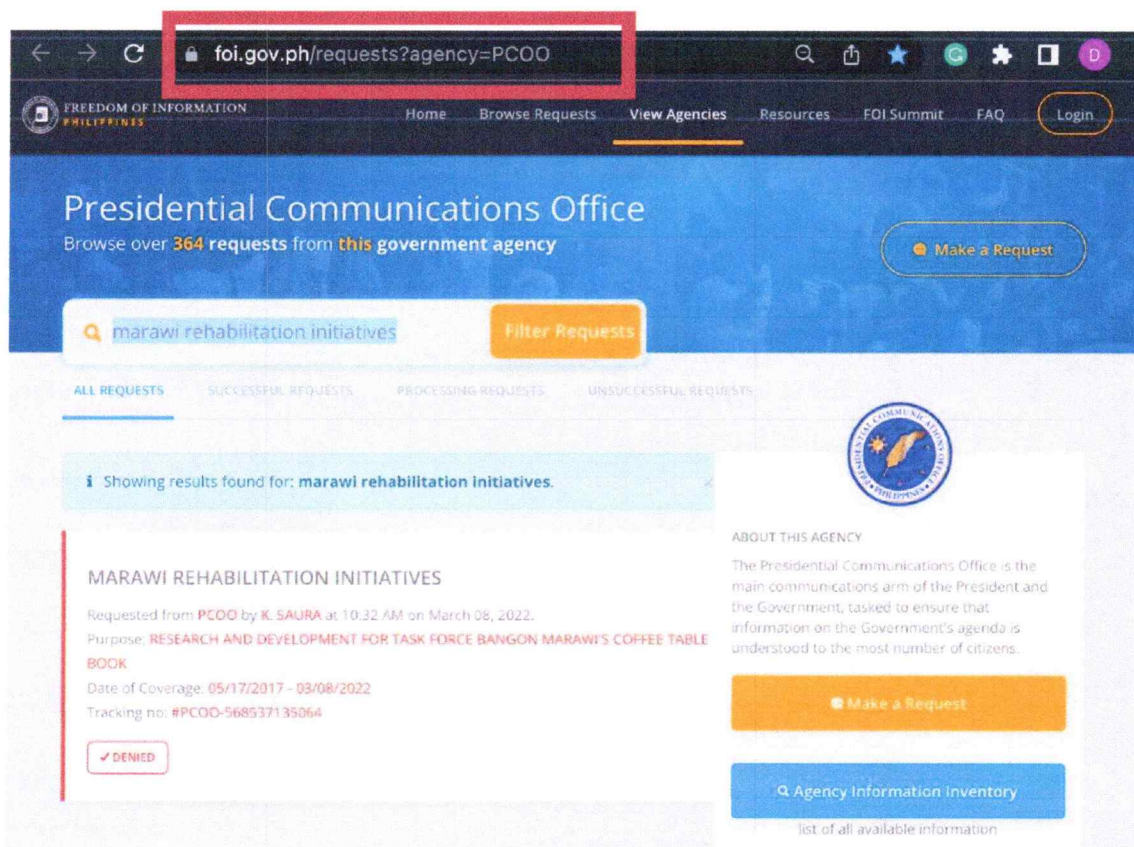


Figure 2. Agency's eFOI dashboard page

Reminder: The FOI logo posted in the agency website (*Figure No. 1*) shall be linked to the URL of the eFOI dashboard of the agency (*Figure No. 2*). A high-resolution copy of the FOI Logo may be downloaded through the link <bit.ly/foilogo>

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ANNEX E

Guidelines for the FOI Requests Feedback Survey

I. Guide in conducting the FOI Requests Feedback Survey

Agencies are encouraged to observe the following procedures in conducting the feedback survey:

a) **Survey Questionnaire.** The FOI Requests Feedback Survey must capture the citizen's/client's experience, expectations, and satisfaction with the agencies' compliance to the FOI Program implementation through the following vital questions:

- 1) Are you satisfied with the handling of your FOI request?
- 2) Did you receive your information within 15 to 35 working days?
 - A. For *unsuccessful* request, are you satisfied with the reason provided?
 - B. For *successful* request, was the response you received easy to understand?
- 3) Did you feel that we communicated with you effectively, from start to finish?
- 4) Is there anything we could do to improve our service in the future?

Note: Agencies may opt to include additional questions to determine and improve the efficiency and effectiveness of its services in implementing the FOI Program.

b) **Rating Scale.** A 5-point Likert scale is recommended to be used, with the following rating scale:

Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree
1	2	3	4	5

II. Data Analysis and Reporting of Feedback Score

The results of the survey shall be analyzed by each respective agency to improve their services. Each agency shall report its FOI Requests Feedback Score through the FOI Registry and Summary Sheet starting 2nd Quarter of 2022.



ANNEX F

Certification of no overdue pending FOI Requests Template



Office of the President of the Philippines
PRESIDENTIAL COMMUNICATIONS OFFICE
Manila

CERTIFICATION

This is to certify that the **PRESIDENTIAL COMMUNICATIONS OFFICE** has no Overdue pending Freedom of Information (FOI) requests as of 31 December 2023, subject to compliance validation by the Presidential Communications Office (PCO).

This Certification is being issued in compliance to Section 5 (c) of Memorandum Circular (MC No. 2023-1 issued by the Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information, and Reporting System (Task Force AO 25) and FOI MC No. 2023-02 issued by the PCO, respectively.

Issued on 24 August 2023

Submitted by:

FOI Decision Maker

7th Floor Times Plaza Building, UN Avenue, Ermita, Manila City, 1000, Philippines
Tel Nos. (02) 8734-7420 • 8734-5966

**Sample only*

Reminders:

All agencies covered by the FOI Program shall address all overdue pending FOI Requests lodged in paper-based format or through the eFOI portal since the start of their FOI implementation to present.

A request is considered "**overdue pending FOI request**" if the action time, which is 15 working days for simple requests and 35 working days for complex requests, has lapsed, without any action from the end of the government agency.