



SOCIAL SECURITY SYSTEM

FREEDOM OF INFORMATION

M A N U A L



SOCIAL SECURITY SYSTEM (SSS)

PEOPLE'S FREEDOM OF INFORMATION MANUAL

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I. OVERVIEW

Pursuant to Executive Order (EO) No. 02 entitled, *"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"* issued by President Rodrigo Roa Duterte on 23 July 2016, the Social Security System (SSS) hereby adopts and implements its People's Freedom of Information (FOI) Manual.

The FOI Manual operationalizes the provisions in the 1987 Constitution declaring the State's policy of full public disclosure of all its transactions involving public interest, subject to reasonable conditions prescribed by law in relation to the Constitutional guarantee on the right of the people to information on matters of public concern. SSS policies and guidelines based on existing laws, jurisprudence, and executive issuances are established to afford full protection to the right to privacy while providing access to public records and official records.

The SSS FOI Manual is compliant with the requirements of Section 8 of EO No. 02 and contains the following provisions:

- a) The location of SSS Branches and the contact information of their respective heads;
- b) The procedure for the filing of requests for information;
- c) The FOI Request Form;
- d) The process for the disposition of requests; and
- e) The schedule of applicable fees.

The SSS FOI Manual likewise lays down the procedure governing the filing and processing of requests for access to information, and provides for the appeal mechanism and remedy in cases of denial of such requests.

II. DEFINITION OF TERMS

- 1. **FOI APPEALS COMMITTEE** - refers to the Body designated to handle appeals of denied FOI requests.
- 2. **FOI RECEIVING BRANCH** – refers to the Branch with tellering facility and which releases information to which a Requesting Party shall submit requests and pay applicable fees.
- 3. **FOI REQUEST FORM** – refers to the duly prescribed form to be filled out and signed by the Requesting Party.

4. **INFORMATION** – refers to any records, documents, papers, reports, letters, contracts, books, photographs, data, research materials, films, sound and video recordings, magnetic 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 the SSS pursuant to law, executive order, and rules and regulations or in connection with the performance or transaction of its official business.
5. **INFORMATION CONTROLLER** – refers to the Office that is the source or custodian of the information.
6. **LIST OF INFORMATION** – refers to the matrix that contains SSS information that are identified as available for disclosure/release to the Requesting Parties, their corresponding codes, and Information Controllers.
7. **LIST OF EXCEPTIONS** – refers to the document/inventory of exceptions issued by the Office of the President of the Philippines that enumerates the information which are prohibited from being disclosed to the public and the corresponding legal bases.
8. **REQUESTING PARTY** – refers to a person or duly authorized representative of an entity requesting information from SSS.
9. **VEXATIOUS REQUEST** – refers to a request that is frivolous, malicious, made in bad faith, intending to harass, vilify or embarrass, or posing an actual or imminent danger to the office, its officials or employees.

III. GENERAL POLICIES

1. All information enumerated in the attached SSS List of Information (**Annex A**) are available for disclosure. Said list shall be reviewed regularly by the SSS and shall be updated, if necessary. It shall also be posted in the SSS Website at www.sss.gov.ph.
2. Any Requesting Party or duly authorized representative of an entity shall fill out and submit an FOI Request form (FRF) (**Annex B**), which is downloadable through the SSS website, to the Office of the Head of any SSS FOI Receiving Branch (**Annex D**) stating the reason/purpose for making such request.

The Requesting Party shall present proper identification upon filing of said FRF. A representative of an entity must also present a written authority.

3. The Requesting Party shall indicate in the FRF the specific subject and period, or scope of information being requested. These shall be evaluated and acted upon accordingly taking into consideration the availability of the information.
4. Applicable fees shall be charged for all requested information (See Item X of this Manual).
5. All FOI requests shall immediately be processed and released to Requesting Party within 15 working days from the date of receipt.

If the requested information requires extensive search of the SSS records facilities and examination of voluminous records; or in case of fortuitous events or other analogous cases affecting its processing, the Information Controller shall inform the Requesting Party of the extension setting forth the reason/s for such extension.

In no case shall the extension exceed 20 working days on top of the mandated 15 working days to act on the request, unless exceptional circumstances warrant a longer period.

6. The period for processing the request for information shall be deemed suspended from the time the Requesting Party receives the notice of the requirement to pay applicable fees until the submission of the official receipt to the FOI Receiving Branch.

The processing period shall also be deemed suspended when the processing of request is delayed due to causes attributable to the Requesting Party.

7. The requested information, upon the option of the Requesting Party, shall be released either through a courier service or for personal pick-up.

The Requesting Party or duly authorized representative who shall pick up the requested information from the FOI Receiving Branch must present proper identification and/or authorization, and must acknowledge the receipt of the information.

The Requesting Party acknowledges that any available intellectual property rights, such as copyright, in the information are owned by the SSS. Under no circumstance shall the Requesting Party reproduce, distribute, sell, or lend the entire information or parts thereof to any other user.

SSS shall hold the Requesting Party fully responsible for safeguarding the information from any unauthorized access or use.

IV. PROTECTION OF PRIVACY

While providing access to information, SSS shall afford full protection to the right to privacy, as follows:

- a) SSS shall ensure the privacy of personal information, particularly sensitive personal information, in its custody or under its control and that it is disclosed only as may be permitted by existing laws;
- b) SSS shall protect personal information, particularly sensitive personal information in its custody or under its control by continuously undertaking reasonable security measures arrangements against unauthorized access, leaks, or premature disclosure;
- c) Any SSS employee or official who has access, whether authorized or unauthorized, to personal information, particularly sensitive personal information, in the custody of SSS shall not disclose such information except as may be authorized under existing laws, rules, or issuances.

V. STANDARD PROCEDURES AND PROCESSING TIME

(See **Annex C** for flowchart)

1. The FOI Receiving Officer (FRO) shall receive the request for information from the Requesting Party (RP) and shall ensure that the request for information complies with the following requirements:
 - 1.1. Must in be writing or through the eFOI Portal;
 - 1.2. Must state the name and contact information of the RP, as well as provide valid proof of identification or authorization;
 - 1.3. Must reasonably describe the information requested and the reason for or purpose of the request (See Annex B); and,
 - 1.4. Must include a scanned copy of the FOI application request and a copy of a duly recognized government ID with photo if the request is sent through email.
2. If the RP is unable to make a written request due to being illiterate or to being a Person With Disability (PWD), he or she may make an oral request and the FRO shall reduce it in writing. The request shall be stamped received by the FRO, indicating the following:
 - 2.1. The date and time of the receipt of the written request;
 - 2.2. The name, rank, and title, and position of the public officer who received the request, with a corresponding signature and a copy, furnished to the RP.
3. If the request is sent through email, the email shall be printed out and shall follow the procedure mentioned above and the following additional procedures.
 - 3.1. The FRO shall acknowledge the receipt of the email by replying to the same email.

- 3.2. The FRO shall input the details of the request for information on the FOI Monitoring Tracker (FMT)
 - 3.3. The FRO shall include the reference number from the FMT in the acknowledgement sent to the RP.
4. The SSS or any of its branches must respond to requests promptly within fifteen (15) working days following the date of receipt of the request. A working day is any day other than a Saturday, Sunday, or a day which is declared a national public holiday in the Philippines.
5. The date of receipt of the request will either be:
 - 5.1. From the day on which the request is physically or electronically delivered to the government office, or directly into the FRO's email inbox; or,
 - 5.2. From the day on which the necessary clarification is received if the government office asked the RP for further details or clarification in order to identify and locate the requested information.
6. Should the requested information need further details to identify or locate, the request shall be tagged as "Awaiting Clarification," then the fifteen (15) working days will commence the day after it receives the required clarification from the RP. If no clarification is received from the RP after sixty (60) calendar days, the request shall be tagged as "Closed."
7. Upon receipt of the requested information, the FRO shall evaluate the contents of the request.
 - 7.1. If a request for information is received which requires to be complied with by different departments within the SSS, the FRO shall forward such request to the concerned departments, and monitor each concerned office for compliance.
 - 7.2. If the requested information is not in the custody of the SSS and upon discussion with the FDM, the FRO shall undertake the following steps in accordance with FOI Memorandum Circular No. 21-05, otherwise known as the "No Wrong Door Policy for FOI" (See Annex E):
 - 7.2.1. If the information or records requested is not in the possession of a government agency (government agency no. 1 or GA1), but is available in another government agency (government agency no. 2 or GA2), under the Executive Branch, the request shall be immediately referred by GA1 to GA2 through the most expeditious manner but not exceeding three (3) working days from the receipt of the request. This shall be considered as the "**First Referral**" and a fresh period will apply.

Referral to the appropriate government agency shall mean that another government office is the proper repository or custodian of the requested information or records, or have control over the said information or records.

- 7.2.2. If GA1 fails to refer the request within three (3) working days upon its receipt, the FRO shall act on it within the remaining period to respond pursuant to EO No. 02, s. 2016. No fresh period shall apply.
- 7.2.3. If GA1, in good faith, erroneously referred the request to GA2, the latter shall immediately notify the former as well as the requesting party, that the requested information is not available in their agency.
- 7.2.4. GA2, to whom the request was referred under the First Referral may subsequently refer the request to another government agency (government agency no. 3 or GA3) under the procedure set forth in the first paragraph of this Section. This shall be considered as the **“Second Referral”** and another fresh period shall apply. Referrals under this Order shall only be limited to two (2) subsequent transfers of request. A written or email acknowledgement of the referral shall be made by the FRO of the government agency where it was referred. The RP shall be notified of the referral and must be provided with the reason or rationale thereof, and contact details of the government office where the request was referred.
- 7.3. If the requested information is already posted and publicly available on the SSS website, uSSSap Tayo Customer Relationship Management System, and SSS official social media channels, the FRO shall inform the RP of the said fact and provide him or her with the website link where the information is posted.
- 7.4. If the requested information can be viewed or known by the RP through its My.SSS account, the FRO shall inform the RP of the said fact and provide him or her with the instructions how the information can be seen.
- 7.5. If the requested information is substantially similar or identical to a previous request by the same RP, the request shall be denied. The FRO shall inform the RP of the reason for such denial with corresponding previous ticket number of the previous request.
- 7.6. If the requested information is presumed to be vexatious in nature due to frequent or overlapping requests; personal grudges; unfounded accusations; unreasonably complex request; reprocessed data; premature requests or requests that are yet to be processed by the agency; or all other requests that are meant to harass, embarrass, or put into actual or imminent danger the life of property of the agency, its officials or employees, the FRO shall forward it to FDM for final evaluation before denial of request. (Annex F)

8. Upon receipt of the request for information, the FRO shall:
 - 8.1. Evaluate the requested information;
 - 8.2. Notify the FDM of such a request by forwarding him or her the copy of the request within one (1) day from receipt of the FRO; and
9. Upon receipt of the request of information from the FRO, the FDM shall:
 - 9.1. Assess and clarify the request if necessary;
 - 9.2. Located and retrieve the information requested;
 - 9.3. Ensure that the complete information requested be submitted to the FRO within seven (7) working days upon receipt of such request;
 - 9.4. Clarify from the RP any information needed to better locate or identify the information through the FRO. The counting of 15-working day requirement shall stop upon the sending of the clarificatory questions to the RP. The count shall commence upon the FRO's receipt of RP's response to the query; and
 - 9.5. Consult with the concerned information controller if the involved record contains information that is of interest to them or is of a confidential in nature before making any final determination.
10. Upon receipt of the requested information from the FDM, the FRO shall:
 - 10.1. Collate and ensure that the information is complete;
 - 10.2. Attach the FOI Receipt Form (See Annex B);
 - 10.3. Ensure the transmission of the information to the requesting party within fifteen (15) working days of receipt of the request of information.
11. The FDM shall instruct the FRO to request for extension of time from the requesting party if the information requested requires extensive search of the government's office records or in the occurrence of fortuitous events or other analogous cases.
12. The FRO shall inform the requesting party of the extension, setting forth the reasons for such extension. In no case shall the extension exceed twenty (20) working days on top of the mandated fifteen (15) working days to act on the request, unless exceptional circumstances warrant a longer period.
13. Upon his or her approval or denial of the request for information, the FDM shall immediately notify the FRO who shall, in turn, prepare the response to the requesting party either in writing or by email.
14. Upon the approval of the request for information, the FRO shall ensure that all records that have been retrieved and considered be checked for possible exemptions, prior to actual release. The FRO shall

prepare the letter or email informing the requesting party within the prescribed period that the request was granted. The FRO shall also direct the requesting party to settle applicable fees, if there are any.

15. Upon the denial of the request wholly or partially, the FRO shall notify the requesting party of the denial in writing. The notice shall clearly set forth the ground/s and the circumstance for the denial. Failure to notify the requesting party of the action/s taken on the request within the fifteen (15) working day period shall be deemed as denial of the request for information.

VI. GROUNDS FOR DENIAL

1. The information requested is included in the List of Exceptions issued by the Office of the President of the Philippines.
2. The information requested is not included in the SSS List of Information (**Annex A**).
3. The information requested is classified as confidential under existing statutes e.g., Sec. 24 (c) of Republic Act No. 11199, otherwise known as the Social Security Act of 2018; Republic Act No. 10173, otherwise known as the Data Privacy Act; Republic Act No. 1405, otherwise known as the Secrecy of Bank Deposits Law; and other applicable laws, jurisprudence, or executive issuances.
4. The SSS is not the author/primary source and/or the legal custodian of the information requested (See Item V, Sec. 7.2 of this Manual). For proper guidance, the Information Controller shall communicate to the Requesting Party the name of the author/primary source and/or the legal custodian of requested information e.g., Philippine Statistics Agency for Civil Registry Records.
5. The information being requested is already subject of earlier or repeated denied requests.

VII. EXCEPTIONS TO RIGHT TO ACCESS OF INFORMATION

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

1. 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 investigations 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.

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

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

- b. Diplomatic negotiations and other information required to be kept secret in the conduct of foreign affairs; and
 - c. Patent applications, the publication of which would prejudice national security and interests;
- 3. Information concerning law enforcement and protection of public and personal safety:
 - a. Investigation records compiled for law enforcement purposes or information which if written would be contained in such records, but only to the extent that the production of such records or information would —
 - i. interfere with enforcement proceedings;
 - ii. disclose the identity of a confidential source and in the case of a record compiled by a criminal law enforcement authority in the course of a criminal investigation, or by an agency conducting a lawful national security intelligence investigation, confidential information furnished only by the confidential source; or
 - iii. unjustifiably disclose investigative techniques and procedures;
 - b. Informer's privilege or the privilege of the Government not to disclose the identity of a person or persons who furnish information of violations of law to officers charged with the enforcement of law;
 - c. When disclosure of information would put the life and safety of an individual in imminent danger;
 - d. Any information given by informants leading to the recovery of carnapped vehicles and apprehension of the persons charged with carnapping; and
 - e. All proceedings involving application for admission into the Witness Protection Program and the action taken thereon;
- 4. Information deemed confidential for the protection of the privacy of persons and certain individuals such as minors, victims of crimes, or the accused. These include:
 - a. Information of a personal nature where disclosure would constitute a clearly unwarranted invasion of personal privacy, personal information or records, including sensitive personal information, birth records, school records, or medical or health records;

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

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

However, personal information may be disclosed to the extent that the requested information is shown to be a matter of public concern or interest, shall not meddle with or disturb the private life or family relations of the individual and is not prohibited by any law or regulation. Any disclosure of personal information shall be in accordance with the principles of transparency, legitimate purpose, and proportionality.

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

- b. Source of any news report or information appearing in newspapers, magazines, or periodicals of general circulation obtained in confidence; and
- c. Records of proceedings and processes deemed confidential by law for the privacy and/or protection of certain individuals, such as children, victims of crime, witnesses to a crime or rehabilitated drug offenders, including those pertaining to the following:
 - (1) records of child and family cases;
 - (2) children in conflict with the law from initial contact until final disposition of the case;

- (3) a child who is a victim of any offense under the *Anti-Child Pornography Act of 2009*, including the name personal circumstances of the child, or the child's immediate family, or any other information tending to establish the child's identity;
- (4) a child witness, who is a victim of a crime, an accused of a crime, or a witness to a crime, including the name, address, telephone number, school, or other identifying information of a child or an immediate family of the child;
- (5) cases involving violence against women and their children, including the name, address, telephone number, school, business, address, employer, or other identifying information of a victim or an immediate family member;
- (6) records of cases and documents involving actions for support including petitions for recognition and enforcement of foreign decisions or judgments on support.
- (7) trafficked persons, including their names and personal circumstances, or any other information tending to establish the identity of the trafficked person;
- (8) names of victims of child abuse, exploitation, or discrimination;
- (9) cases of gender-based streets and public spaces sexual harassment, including information on the victim and the accused who is a minor;
- (10) disclosure which would result in undue and sensationalized publicity of any case involving a child in conflict with the law, child abuse, or violation of anti-trafficking of persons;
- (11) records, documents, and communications of proceedings involving domestic, inter-country, and administrative, adoptions, including the identity of the child, natural parents, and adoptive parents;
- (12) names of students who committed acts of bullying or retaliation;
- (13) children in situations of armed conflict;
- (14) first time minor (drug) offenders under suspended sentence who comply with applicable rules and regulations of the Dangerous Drugs Board and who are subsequently discharged; judicial and medical records of drug dependents under the voluntary submission program; and records of drug dependent who was rehabilitated and discharged from treatment and rehabilitation centers under the compulsory submission program, or who was charged for violation of Section 15 (use of dangerous drugs) of the *Comprehensive Dangerous Drugs Act of 2002*, as amended; and

- (15) identity, status and medical records of individuals with Human Immunodeficiency Virus (HIV), as well as results of HIV/Acquired Immune Deficiency Syndrome (AIDS) testing;
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, board, or officers, in relation to the performance of their functions, or to inquiries or investigations conducted by them in the exercise of their administrative, regulatory or quasi-judicial powers, such as but not limited to the following:
- a. Trade secrets, intellectual property, business, commercial, financial, and other proprietary information;
 - b. Data furnished to statistical inquiries, surveys and censuses of the Philippine Statistics Authority;
 - c. Records and reports submitted to the Social Security System by the employer or member;
 - d. Information of registered persons with the Philippine Identification System;
 - e. Information gathered for the HIV and AIDS monitoring and evaluation program under RA No. 11166 and all other related health intelligence activities;
 - f. Confidential information submitted to the Philippine Competition Commission prohibited from disclosure by law, including the identity of the person who provided the information under condition of anonymity;
 - g. Applications and supporting documents filed pursuant to the *Omnibus Investments Code of 1987*;
 - h. Documents submitted through the Government Electronic Procurement System;
 - i. Information obtained from accessing any electronic key, electronic data message, or electronic document, book, register, correspondence, information, or other material pursuant to any powers conferred under the *Electronic Commerce Act of 2000*;
 - j. Any confidential information supplied by the contractors in mineral agreements, and financial or technical assistance agreements pursuant to the *Philippine Mining Act of 1995* and its Implementing Rules and Regulations (IRR), during the term of the project to which it relates;
 - k. Information received by the Department of Tourism (DOT) in relation to the accreditation of accommodation establishments (such as hotels and resorts) and travel and tour agencies;

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

- a. Mediation and domestic or international arbitration proceedings, including records, evidence, and the arbitral awards, pursuant to the *Alternative Dispute Resolution Act of 2004*;
 - b. Matters involved in an Investor-State mediation;
 - c. Information and statements made at conciliation proceedings under the *Labor Code*;
 - d. Arbitration proceedings before the Construction Industry Arbitration Commission (CIAC);
 - e. Results of examinations made by the Securities and Exchange Commission (SEC) on the operations, books, and records of any corporation, and all interrogatories propounded by it and the answers thereto;
 - f. Information related to investigations which are deemed confidential under the *Securities Regulations Code*;
 - g. All proceedings prior to the issuance of a cease and desist order against pre-need companies by the Insurance Commission;
 - h. Information related to the assignment of the cases to the reviewing prosecutors or the undersecretaries in cases involving violations of the *Comprehensive Dangerous Drugs Act of 2002*;
 - i. Investigation report and the supervision history of a probationer;
 - j. Those matters classified as confidential under the *Anti-Terrorism Act of 2020* and its IRR;
 - k. Preliminary investigation proceedings before the committee on decorum and investigation of government agencies;
 - l. Investigation proceedings before the committee on decorum and investigation of government agencies;
 - m. That information deemed confidential or privileged pursuant to pertinent rules and regulations issued by the Supreme Court, such as information on disbarment proceedings, DNA profiles and results, or those ordered by courts to be kept confidential; and
 - n. Information on bank inquiry orders issued by the Court of Appeals, including its contents and its receipt.
8. Matters considered confidential under banking and finance laws and their amendatory laws, such as:

- a. RA No. 1405 (*Law on Secrecy of Bank Deposits*)
 - b. RA No. 6426 (*Foreign Currency Deposit Act of the Philippines*) and relevant regulations;
 - c. RA No. 8791 (*The General Banking Law of 2000*);
 - d. RA No. 9160 (*Anti-Money Laundering Act of 2001*), as amended by RA No. 11521;
 - e. RA No. 9510 (*Credit Information System Act*); and
 - f. RA No. 245, as amended by Presidential Decree No. 1878;
9. Other exceptions to the right to information under laws, jurisprudence, rules and regulations, such as:
- a. Those deemed confidential pursuant to treaties, executive agreements, other international agreements, or international proceedings, such as:
 - (1) When the disclosure would prejudice legitimate commercial interest or competitive position of investor-states pursuant to investment agreements;^{6^}
 - (2) Those deemed confidential or protected information pursuant to United Nations Commission on International Trade Law Rules on Transparency in Treaty-based Investor-State Arbitration and Arbitration Rules (UNCITRAL Transparency Rules);^{7^} and
 - (3) Refugee proceedings and documents under the 1951 Convention Relating to the Status of Refugees, as implemented by DOJ Circular No. 58 (s. 2012);
 - b. Testimony from a government official, unless pursuant to a court or legal order;
 - c. When the purpose for the request of Statement of Assets, Liabilities, and Net Worth is any of the following:
 - (1) any purpose contrary to morals or public policy; or
 - (2) any commercial purpose other than by news and communications media for dissemination to the general public;
 - d. Failure to comply with regulations on access of records imposed by the records custodian;

- e. Lists, abstracts, summaries of information requested when such lists, abstracts, or summaries are not part of the duties of the government office requested;
- f. Those information and proceedings deemed confidential under rules and regulations issued by relevant government agencies or as decided by the court;
- g. Requested information pertains to comments and disclosures on pending cases in judicial proceedings; and
- h. Attorney-client privilege existing between government lawyers and their client.

VIII. APPEAL

1. A Requesting Party may appeal a denied request to the FOI Appeals Committee within 15 working days from receipt of the said denial. The Requesting Party shall fill out the appeal portion of the FRF and submit the same through the FOI Receiving Branch. The said Office shall forward the appeal within 24 hours from its receipt to the FOI Appeals Committee.
2. A decision must be rendered by the FOI Appeals Committee within 30 working days from receipt of the appeal. Failure to decide within the said period shall be deemed a denial of the appeal.
3. The FOI Appeals Committee shall be composed of the following:

Chairperson	:	Head, Public Affairs and Special Events Division (PASED)
Members	:	Immediate Head of the Concerned Information Controller
		Head, Risk Management
		Head, Corporate Legal Services
		Head, Policy Research and Governance

The FOI Appeals Committee shall adopt its own rules of procedure and appoint its Secretariat.

IX. TRACKING AND MONITORING SYSTEM

The SSS shall establish a tracking and monitoring system on all FOI requests. PASED may adopt a reporting and other data gathering system for this purpose and may seek technical assistance from other SSS units in this regard.

The primary responsibility for handling SSS' compliance with the requirements of EO No. 02 operationalizing the people's right to information and the policy on public disclosure shall form part of PASED's mandate in relation to its SSS information dissemination and public communications functions.

X. FEES

1. The Requesting Party shall pay the reasonable processing fees as the SSS may prescribe.
2. Applicable fees will vary depending on the number of pages/volume of documents to be released and the manner by which the requested information shall be released.

XI. ADMINISTRATIVE LIABILITY

Failure to comply with the provisions of this FOI Manual may be a ground for administrative liability and disciplinary sanctions against any erring SSS officer or employee as provided for under existing law or regulations.


ROBERT JOSEPH M. DE CLARO

President and CEO

Date Signed: 26 DEC 2024





MALACANAN 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 OF FULL PUBLIC DISCLOSURE AND TRANSPARENCY
IN THE PUBLIC SERVICE AND PROVIDING GUIDELINES
THEREFOR**

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

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

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

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

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

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

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

THE PRESIDENT OF THE PHILIPPINES

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

- (a) "Information" shall mean any records, documents, papers, reports, letters, contracts, minutes and transcripts of official meetings, maps, books, photographs, data, research materials, films, sound and video recordings, magnetic or other tapes, electronic data, computer-stored data, or any other like or similar data or materials recorded, stored or archived in whatever format, whether offline or online, which are made, received, or kept in or under the control and custody of any government office pursuant to law, executive order, and rules and regulations or in connection with the performance or transaction of official business by any government office.
- (b) "Official record/records" shall refer to information produced or received by a public officer or employee, or by a government office in an official capacity or pursuant to a public function or duty.
- (c) "Public record/records" shall include information required by laws, executive orders, rules, or regulations to be entered, kept and made publicly available by a government office.

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

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

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

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

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

Said inventory of exceptions shall periodically be updated to properly reflect any change in existing law and jurisprudence and the Department of Justice and the Office of the Solicitor General are directed to update the inventory of exceptions as

the need to do so arises, for circularization as hereinabove stated.

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

SECTION 6. Application and Interpretation. There shall be a legal presumption in favor of access to information, public records and official records. No request for information shall be denied unless it clearly falls under any of the exceptions listed in the inventory or updated inventory of exceptions circularized by the Office of the President as provided in Section 4 hereof.

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

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

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

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

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

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

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

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

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

notify the person making the request of such extension, setting forth the reasons for the extension. In no case shall the extension go beyond twenty (20) working days counted from the end of the original period, unless exceptional circumstances warrant a longer period.

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

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

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

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

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

- (a) Denial of any request for access to information may be appealed to the person or office next higher in authority, following the procedure mentioned in Section 8 (f) of this Order: Provided, that the written appeal must be filed by the same person making the request within fifteen (15) calendar days from the notice of denial or from the lapse of the relevant period to respond to the request.
- (b) The appeal shall be decided by the person or office next higher in authority within thirty (30) working days from the filing of said written appeal. Failure of such person or office to decide within the afore-stated period shall be deemed a denial of the appeal.
- (c) Upon exhaustion of administrative appeal remedies, the requesting party may file the appropriate judicial action in accordance with the Rules of Court.

SECTION 14. Keeping of Records. Subject to existing laws, rules, and regulations, government offices shall create and/or maintain accurate and reasonably complete records of important information in appropriate formats, and implement a

records management system that facilitates easy identification, retrieval and communication of information to the public.

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

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

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

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

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

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

By the President:

R. Duterte



[Signature]
SALVADOR C. MEDIALDEA
Executive Secretary



CERTIFIED COPY:

MARIANITO M. DIMAANDAL
DIRECTOR IV
MALACANANG RECORDS OFFICE

6

ANNEX A

LIST OF INFORMATION

ITEM NO.	TYPE OF INFORMATION/DOCUMENT	INFORMATION CONTROLLER
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A	PUBLIC AFFAIRS AND SPECIAL EVENTS DIVISION (PASED) SSS WEBSITE INFORMATION	
A-1	Text of SSS Mandate	Public Affairs and Special Events Division
A-2	List of Social Security Commission (SSC) Officials	Public Affairs and Special Events Division
A-3	Contact information SSS Officials and Offices	Public Affairs and Special Events Division
A-4	Scanned image of SSS Quality Management System Certificate	Public Affairs and Special Events Division
A-5	Text of Quality Policy Statement	Public Affairs and Special Events Division
A-6	Employer – Members: Overview, How to Register, Effectivity, Duties and Responsibilities	Public Affairs and Special Events Division
A-7	Employee – Members: Overview, How to Register, Effectivity, Duties and Responsibilities	Public Affairs and Special Events Division
A-8	Self Employed: Overview, How to Register, Effectivity, Duties and Responsibilities, How and Where to Pay	Public Affairs and Special Events Division
A-9	Separated Members: Overview, How to Continue your Membership, Effectivity, Duties and Responsibilities, How and Where to Pay	Public Affairs and Special Events Division
A-10	Non-Working Spouse: Overview, How to Register, Effectivity, Duties and Responsibilities, How and Where to Pay	Public Affairs and Special Events Division
A-11	Overseas Filipino Workers: Overview, How to Register, Effectivity, Duties and Responsibilities, How and Where to Pay	Public Affairs and Special Events Division
A-12	OFW Table of Contributions	Public Affairs and Special Events Division
A-13	Flexi-Fund Program: Overview, Program Details, How to Apply	Public Affairs and Special Events Division
A-14	List of available payment channels abroad and online	Public Affairs and Special Events Division
A-15	Informal Sector: Overview, Program Details, How to Apply	Public Affairs and Special Events Division
A-16	Household Employer: Overview, How to Register, Effectivity, Duties and Responsibilities, How and Where to Pay	Public Affairs and Special Events Division
A-17	Household Employee: Overview, How to Register, Effectivity, Duties and Responsibilities	Public Affairs and Special Events Division
A-18	Cooperatives: Overview, Program Details, How to Apply	Public Affairs and Special Events Division
A-19	How and where to pay your contributions	Public Affairs and Special Events Division
A-20	Glossary – Membership: List of common terms and their definitions	Public Affairs and Special Events Division
A-21	Frequently Asked Questions (FAQs) – Membership: List of frequently asked questions	Public Affairs and Special Events Division
A-22	Sickness: Overview, Qualifying Conditions, How to Apply, Benefit Computation	Public Affairs and Special Events Division
A-23	Maternity: Overview, Qualifying Conditions, How to Apply, Benefit Computation	Public Affairs and Special Events Division
A-24	Review: Overview, Qualifying Conditions, How to Apply, Benefit Computation	Public Affairs and Special Events Division
A-25	Disability: Overview, Qualifying Conditions, How to Apply, Benefit Computation	Public Affairs and Special Events Division

A-26	Death: Overview, Qualifying Conditions, How to Apply, Benefit Computation	Public Affairs and Special Events Division
A-27	Funeral: Overview, Qualifying Conditions, How to Apply, Benefit Computation	Public Affairs and Special Events Division
A-28	Unemployment: Overview, Qualifying Conditions, How to Apply, Benefit Computation	Public Affairs and Special Events Division
A-29	Employees' Compensation (EC) Program: Overview, Qualifying Conditions, How to Apply, Benefit Computation	Public Affairs and Special Events Division
A-30	Underground Mineworkers: Overview, Qualifying Conditions, How to Apply, Benefit Computation	Public Affairs and Special Events Division
A-31	Glossary – EC: List of common terms and their definitions	Public Affairs and Special Events Division
A-32	FAQs – Benefits: List of frequently asked questions	Public Affairs and Special Events Division
A-33	Salary Loan: Overview, Eligibility Requirements, How to Apply, Loan Details	Public Affairs and Special Events Division
A-34	Business Development Loan Facility: Overview, Eligibility Requirements, How to Apply, Loan Details	Public Affairs and Special Events Division
A-35	Social Development Loan Facility: Overview, Eligibility Requirements, How to Apply, Loan Details	Public Affairs and Special Events Division
A-36	Fixed Term Credit Facility: Overview, Eligibility Requirements, How to Apply, Loan Details	Public Affairs and Special Events Division
A-37	Access to Small Enterprises to Sound Lending Opportunities (ASENSO): Overview, Eligibility Requirements, How to Apply, Loan Details	Public Affairs and Special Events Division
A-38	Direct Housing Loan for Workers' Organization Members: Overview, Eligibility Requirements, How to Apply, Loan Details	Public Affairs and Special Events Division
A-39	Direct Housing Loan Facility for OFWs: Overview, Eligibility Requirements, How to Apply, Loan Details	Public Affairs and Special Events Division
A-40	Housing Loan for Repairs and/or Improvements: Overview, Eligibility Requirements, How to Apply, Loan Details	Public Affairs and Special Events Division
A-41	Assumption of Mortgage: Overview, Eligibility Requirements, How to Apply, Loan Details	Public Affairs and Special Events Division
A-42	Calamity Loan Assistance Program: Overview, Eligibility Requirements, How to Apply, Loan Details	Public Affairs and Special Events Division
A-43	Pension Loan Program: Overview, Eligibility Requirements, How to Apply, Loan Details	Public Affairs and Special Events Division
A-44	Glossary – Loans: List of common terms and their definitions	Public Affairs and Special Events Division
A-45	FAQs – Loans: List of frequently asked questions	Public Affairs and Special Events Division
A-46	Mandatory Provident Fund: Overview, Eligibility Requirements, How to Apply	Public Affairs and Special Events Division
A-47	Pension Booster: Overview, Eligibility Requirements, How to Apply	Public Affairs and Special Events Division
A-48	Branch Directory	Public Affairs and Special Events Division
A-49	SS Law	Public Affairs and Special Events Division
A-50	Portability Law	Public Affairs and Special Events Division
A-51	SSS Circulars	Public Affairs and Special Events Division
A-52	Manual on Corporate Governance	Public Affairs and Special Events Division
A-53	SSS Procurement Activities	Public Affairs and Special Events Division

A-54	List of available job openings	Public Affairs and Special Events Division
A-55	SSS Print Ads/Brochures/SSS Annual Reports/Newsletters	Public Affairs and Special Events Division
B	OFFICE OF THE COMMISSION SECRETARY/EXECUTIVE COMMISSION CLERK	
B-1	SS Law and its Amendments	SSC Office of Commission Clerk
B-2	SSC Rules of Procedures, its Amendments, and Other Rules, Regulations, and Manuals Pertaining to SSC Case Procedures and Processes	SSC Office of Commission Clerk
B-3	SSC Approved Resolutions on Cases	SSC Office of Commission Clerk
C	INVESTMENTS GROUP	
C-1	Board Seats and Ownership Report	Equities Department
C-2	Monthly Security and Exchange Commission (SEC) Report	Equities Department
C-3	Statement of Changes in Beneficial Ownership (SEC Report 23-B)	Equities Department
C-4	Short Form Report By Certain Institutional Owners of more than 5% (SEC Report 18-AS)	Equities Department
C-5	Disposal and Leasing Guidelines	Asset Management Department
C-6	Accreditation of Brokers/Appraisers	Asset Management Department
C-7	Various Communications to Lessees/Buyers	Asset Management Department
C-8	List of Acquired Assets for Disposal	Asset Management Department
C-9	Acquired Asset Disposal Guidelines	Asset Management Department
C-10	Location Map / Floor Plan / Vicinity Map / Property Pictures	Asset Management Department
C-11	Report on Collection	Treasury Division
C-12	Report on Disbursement	Treasury Division
C-13	Guidelines on Housing Loan Programs	Housing & Business Loans Division
C-14	Guidelines on Business Loans Programs	Housing & Business Loans Division
C-15	Guidelines on Acquired Asset Disposal	Housing & Business Loans Division / Lending and Asset Management Division
C-16	General Transaction Flow in Applying for Housing & Business Loans	Housing & Business Loans Division
C-17	Information Brochures on Housing and Business Loans	Housing & Business Loans Division
C-18	Accredited Participating Financial Institutions under the Omnibus Credit Line	Housing & Business Loans Division
C-19	List of SSS Housing Acquired Assets available for sale	Lending and Asset Management Division
C-20	Guidelines on Member Loans Programs	Member Loans Division
C-21	Brochures on Member Loans Programs	Member Loans Division
D	CORPORATE POLICY AND PLANNING DEPARTMENT	
D-1	Sickness Benefit: Report on Total Claims and Amount Disbursed	Corporate Policy and Planning Department
D-2	Maternity Benefit: Report on Total Claims and Amount Disbursed	Corporate Policy and Planning Department
D-3	Unemployment Benefit: Report on Total Claims and Amount Disbursed	Corporate Policy and Planning Department
D-4	Retirement Benefit: Report on Total Claims and Amount Disbursed	Corporate Policy and Planning Department
D-5	Disability Benefit: Report on Total Claims and Amount Disbursed	Corporate Policy and Planning Department
D-6	Death Benefit: Report on Total Claims and Amount Disbursed	Corporate Policy and Planning Department
D-7	Funeral Benefit: Report on Total Claims and Amount Disbursed	Corporate Policy and Planning Department

D-8	Unemployment Benefit: Report on Total Claims and Amount Disbursed	Corporate Policy and Planning Department
D-9	Salary Loan: Report on Total Claims and Amount Disbursed	Corporate Policy and Planning Department
D-10	Calamity Loan: Report on Total Claims and Amount Disbursed	Corporate Policy and Planning Department
D-11	Pension Loan: Report on Total Claims and Amount Disbursed	Corporate Policy and Planning Department
D-12	Mandatory Provident Fund: Report on Total Amount of Collection and Amount Disbursed	Corporate Policy and Planning Department
D-13	Pension Booster: Report on Total Amount of Collections and Amount Disbursed	Corporate Policy and Planning Department
E	BIDS AND AWARDS COMMITTEE (BAC)	
	Bidding Documents	
E-1	Project Procurement Management Plan (PPMP) / Annual Procurement Plan (APP)	Procurement Management Department-BAC
E-2	Bid Tender Documents	Procurement Management Department-BAC
E-3	Plans and Specifications	Procurement Management Department-BAC
E-4	Scope of Work	Procurement Management Department-BAC
E-5	Advertisement	Procurement Management Department-BAC

ANNEX B

FORMS



PAS-01307 (03-2017)

Republic of the Philippines
**SOCIAL SECURITY SYSTEM
FOI REQUEST FORM**

THIS FORM MAY BE REPRODUCED AND IS NOT FOR SALE. THIS CAN ALSO BE DOWNLOADED THRU THE SSS WEBSITE AT www.sss.gov.ph
PLEASE READ THE INSTRUCTIONS AT THE BACK BEFORE FILLING OUT THIS FORM. PRINT ALL INFORMATION IN CAPITAL LETTERS AND USE BLACK INK ONLY.

PART I - TO BE FILLED OUT BY REQUESTING PARTY			
A. REQUESTING PARTY'S DATA			
TYPE OF REQUESTING PARTY <input type="checkbox"/> Individual <input type="checkbox"/> Company/Association/Institution, etc. (indicate name): _____			
NAME (LAST NAME)		(FIRST NAME)	(MIDDLE NAME) (SUFFIX)
DATE OF BIRTH (MMDDYYYY)			
MAILING ADDRESS (RM./FLR./UNIT NO. & BLDG. NAME) (HOUSE/LOT & BLK. NO.) (STREET NAME)			
SUBDIVISION		(BARANGAY/DISTRICT/LOCALITY)	(CITY/MUNICIPALITY) (PROVINCE)
ZIP CODE			
TELEPHONE NUMBER (AREA CODE + TEL. NO.)	MOBILE/CELLPHONE NUMBER		E-MAIL ADDRESS
B. REQUEST			
INFORMATION BEING REQUESTED		PURPOSE FOR REQUEST	
INFORMATION CODE	PERIOD COVERED		
INFORMATION TITLE			
SPECIFIC SUBJECT (write "N/A" if not applicable)		MODE OF TRANSMITTAL OF INFORMATION <input type="checkbox"/> Pick-up <input type="checkbox"/> Courier service	
C. CERTIFICATION			
I certify that the details provided in this form are true and correct and I agree to pay the corresponding fee for the reproduction and transmittal (for courier service) of the requested information.			
SIGNATURE OVER PRINTED NAME		DATE	
PART II - TO BE FILLED OUT BY FOI RECEIVING BRANCH			
RECEIVED AND SCREENED BY		TRANSACTION RESULT	
SIGNATURE OVER PRINTED NAME POSITION TITLE BRANCH NAME DATE & TIME		<input type="checkbox"/> Request referred to _____ <input type="checkbox"/> Request denied due to <input type="radio"/> requested information is not in the SSS List of Information <input type="radio"/> requested information is already available online <input type="radio"/> Others _____ <input type="checkbox"/> Request forwarded to FOI Appeals Committee for reconsideration (TO BE FILLED-OUT IF RE-FILING FOR APPEAL)	
TRANSACTION RESULT APPROVED BY		RECEIVED BY	
SIGNATURE OVER PRINTED NAME OF BRANCH HEAD DATE & TIME		SIGNATURE OVER PRINTED NAME POSITION TITLE DATE & TIME	
PART III - APPEAL		APPROVED BY	
This is to request for reconsideration of your decision to deny my request for information. My ground/s for requesting for reconsideration is/are _____ _____ _____ SIGNATURE OVER PRINTED NAME OF REQUESTING PARTY DATE		SIGNATURE OVER PRINTED NAME OF BRANCH HEAD DATE & TIME	

Perforate Here

SOCIAL SECURITY SYSTEM FOI REQUEST FORM ACKNOWLEDGEMENT STUB			
NAME (LAST NAME) (FIRST NAME) (MIDDLE NAME) (SUFFIX)		COMPANY/ASSOCIATION/INSTITUTION NAME (if applicable)	
INFORMATION BEING REQUESTED			
INFORMATION CODE		PERIOD COVERED	
INFORMATION TITLE			
SPECIFIC SUBJECT (write "N/A" if not applicable)			
RECEIVED AND SCREENED BY		TRANSACTION RESULT	
SIGNATURE OVER PRINTED NAME POSITION TITLE BRANCH NAME DATE & TIME		<input type="checkbox"/> Request referred to _____ <input type="checkbox"/> Request denied due to <input type="radio"/> requested information is not in the SSS List of Information <input type="radio"/> requested information is already available online <input type="radio"/> Others _____ <input type="checkbox"/> Request forwarded to FOI Appeals Committee for reconsideration (TO BE FILLED-OUT IF RE-FILING FOR APPEAL)	
TRANSACTION RESULT APPROVED BY		RECEIVED BY	
SIGNATURE OVER PRINTED NAME OF BRANCH HEAD DATE & TIME		SIGNATURE OVER PRINTED NAME POSITION TITLE DATE & TIME	
APPROVED BY		SIGNATURE OVER PRINTED NAME OF BRANCH HEAD DATE & TIME	
CONTACT INFORMATION OF THE BRANCH:			



PAS-01308 (03-2017)

Republic of the Philippines
SOCIAL SECURITY SYSTEM
FOI RECEIPT FORM

PRINT ALL INFORMATION IN CAPITAL LETTERS AND USE BLACK INK ONLY.

PART I - TO BE FILLED OUT BY THE REQUESTING PARTY			
A. REQUESTING PARTY'S DATA			
TYPE OF REQUESTING PARTY			
<input type="checkbox"/> Individual <input type="checkbox"/> Company/Association/Institution, etc. (indicate name): _____			
NAME	(LAST NAME)	(FIRST NAME)	(MIDDLE NAME) (SUFFIX)
B. ACKNOWLEDGEMENT			
<p>This is to acknowledge receipt of the requested information from SSS. I also acknowledge that any available intellectual property rights, including copyright, in the information are owned by the SSS. Under no circumstance shall I reproduce, distribute, sell or lend the entire information or parts thereof to any other user. I assume full responsibility of the obtained information and will use it for the sole purpose indicated in my request.</p>			
SIGNATURE OVER PRINTED NAME OF REQUESTING PARTY/AUTHORIZED REPRESENTATIVE		DATE	
PART II - TO BE FILLED OUT BY SSS			
RELEASED BY			
SIGNATURE OVER PRINTED NAME		POSITION TITLE	DATE & TIME
			SSS BRANCH OFFICE



PAS-01308 (03-2017)

Republic of the Philippines
SOCIAL SECURITY SYSTEM
FOI RECEIPT FORM

PRINT ALL INFORMATION IN CAPITAL LETTERS AND USE BLACK INK ONLY.

PART I - TO BE FILLED OUT BY THE REQUESTING PARTY			
A. REQUESTING PARTY'S DATA			
TYPE OF REQUESTING PARTY			
<input type="checkbox"/> Individual <input type="checkbox"/> Company/Association/Institution, etc. (indicate name): _____			
NAME	(LAST NAME)	(FIRST NAME)	(MIDDLE NAME) (SUFFIX)
B. ACKNOWLEDGEMENT			
<p>This is to acknowledge receipt of the requested information from SSS. I also acknowledge that any available intellectual property rights, including copyright, in the information are owned by the SSS. Under no circumstance shall I reproduce, distribute, sell or lend the entire information or parts thereof to any other user. I assume full responsibility of the obtained information and will use it for the sole purpose indicated in my request.</p>			
SIGNATURE OVER PRINTED NAME OF REQUESTING PARTY/AUTHORIZED REPRESENTATIVE		DATE	
PART II - TO BE FILLED OUT BY SSS			
RELEASED BY			
SIGNATURE OVER PRINTED NAME		POSITION TITLE	DATE & TIME
			SSS BRANCH OFFICE



PAS-01311 (03-2017)

Republic of the Philippines
SOCIAL SECURITY SYSTEM
<NAME OF INFORMATION CONTROLLER>
NOTIFICATION TO REQUESTING PARTY
FOI REQUEST

NAME OF REQUESTING PARTY

DATE

SIR/MADAM:

Please be informed that your request with the following details is approved:

Date Requested:	_____	Reproduction fee:	P _____
Information Code:	_____	Courier fee:	P _____
Specific Subject (if any):	_____	Total applicable fees:	P _____
Period Covered:	_____		

In this regard, please pay the total applicable fees following the instructions below:

1. Pay the total applicable fees indicated above using Miscellaneous Payment Form (SS Form R-6) at the teller facility of the branch where the FOI request was filed.
2. Indicate the name of the Requesting Party as name of payor on SS Form R-6.
3. Check "Others" under the Type of Payment on SS Form R-6 and indicate information code, specific subject, if any, & period covered.
4. Submit the validated SS Form R-6 to the branch where the FOI request was filed.

Very truly yours,

(Name & Position Title)



PAS-01312 (03-2017)

Republic of the Philippines
SOCIAL SECURITY SYSTEM
<NAME OF INFORMATION CONTROLLER>
EXTENSION LETTER
FOI REQUEST

NAME OF REQUESTING PARTY

DATE

SIR/MADAM:

Please be informed that your request for information requires extensive search due to the following reason/s:

In this regard, the release of result of your request shall be extended until <last date of extension>. SSS will update you on the status of your request for information thru e-mail.

Thank you.

Very truly yours,

(Name & Position Title)



PAS-01313 (03-2017)

Republic of the Philippines
SOCIAL SECURITY SYSTEM
<BRANCH NAME>

PICK-UP NOTICE
FOI REQUEST

NAME OF REQUESTING PARTY

DATE

SIR/MADAM:

Please be informed that your request for information is now available for pick-up at
<Branch Name>. Please present the following upon claiming:

- duly received Acknowledgement Stub
- identification card/s or document/s of claimant
- Letter of Authority, if to be claimed by an authorized representative

Thank you.

Very truly yours,

(Name & Position Title)



LETTER OF DENIAL
(FOI REQUEST)

DD Month Year

RECIPIENT (Include honorific and post-nominal letters, if applicable)

Address Line 1

Address Line 2

Dear RECIPIENT (honorific and surname),

Mabuting Araw!

We regret to inform you that your request for information on (nature of requested information) made on (date when the request was received) with the tracking number (tracking number) is hereby denied due to (ground and circumstances of denial).

If you are dissatisfied with our response, you may opt to submit your written appeal addressed to the SSS FOI Appeals Committee via email at foi@sss.gov.ph. Please provide a detailed explanation of your dissatisfaction with our response within 15 working days from the date of receipt of this response. We will conduct the review and communicate the outcome within 30 working days from the receipt of your review request.

Should you remain unsatisfied with the review outcome, you retain the right to appeal to the Office of the President under Administrative Order No. 22 (s.2011).

Thank you very much. Respectfully yours,

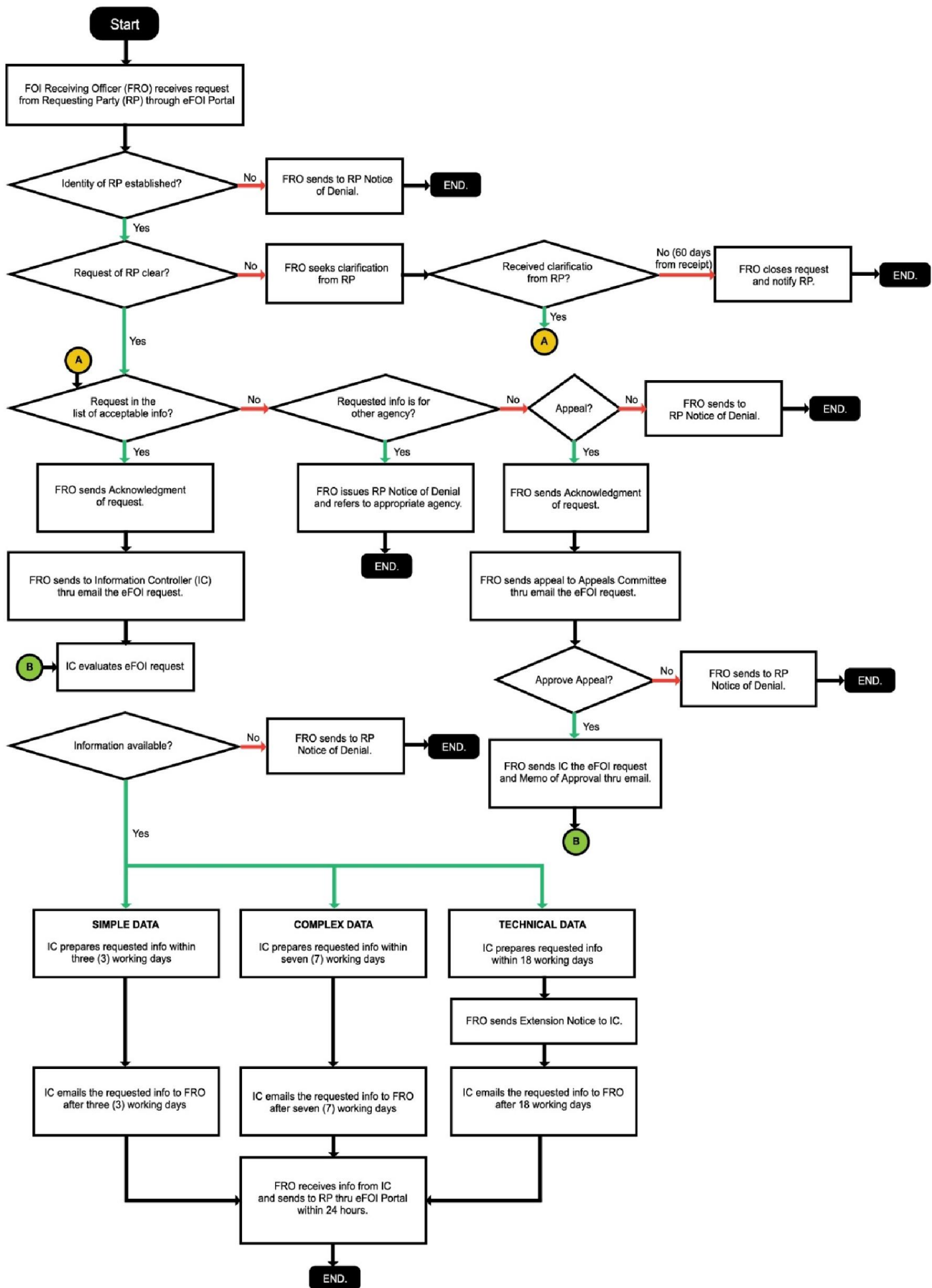
FIRST NAME MIDDLE INITIAL/NAME SURNAME

SSS FOI Information Controller/Decision Maker (as applicable)

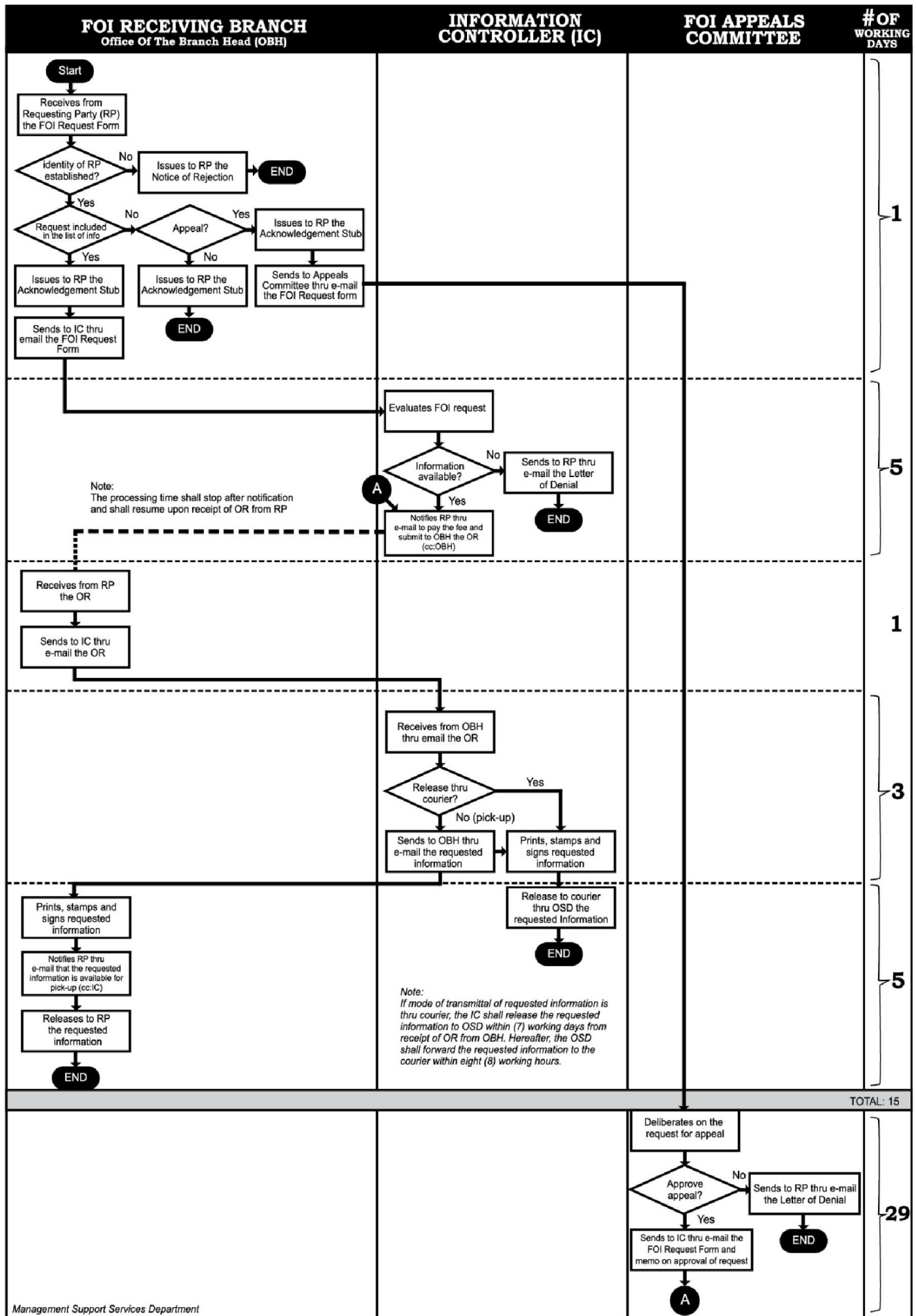
ANNEX C

PROCESS WORKFLOW

eFOI FLOWCHART



STANDARD FOI REQUEST FLOWCHART



ANNEX D
LIST OF RECEIVING FOI
BRANCHES

BRANCH**BRANCH INFORMATION**

NCR NORTH DIVISION	
Batasan Hills	Address: Diliman Commercial Center Bldg., 46 Commonwealth Ave., Brgy. Batasan Hills, Quezon City Tel. Nos.: (02) 8714-1567 * 8637-7348
Congressional	Address: 2F, Northridge Plaza Bldg., 12 Congressional Ave., Brgy. Bahay Toro, Quezon City Tel No.: +63 (02) 82943872
Cubao	Address: 2F, Puregold, Aurora Blvd. cor. Gen. Santos Ave., Brgy. Socorro, Cubao, Quezon City Tel. Nos.: +63 (02) 89111864 * 89137217 to 20 * 89112783
Deparo	Address: NC Jeam Bldg., 31 Dalia St. cor. Susano Road, Celia Subd., Brgy. 168, Deparo, Caloocan City Tel. Nos.: +63 (02) 89617510 * 82821737 * 82839098
Diliman	Address: SSS Livelihood Bldg., East Triangle Property, East Ave., Brgy. Pinyahan, Diliman, Quezon City Tel. Nos.: +63 (02) 89247854 * 89212810 * 89219388 * 89247862 * 89247901
Eastwood	Address: ABQ Bldg., E. Rodriguez Ave., Brgy. Bagumbayan, Quezon City Tel. No.: +63 (02) 83511623
Fairview	Address: GEM Bldg., Regalado Ave., Brgy. North Fairview, Quezon City Tel Nos.: +63 (02) 84616937 * 84616939 * 88064167
Kalookan	Address: Forward Group Bldg. 317 EDSA cor. Gen. Malvar St., Brgy. 135, Caloocan City Tel. Nos.: +63 (02) 83672265 to 66 * 83630383 * 83307401
Malabon	Address: 4F, Malabon Citisquare, C-4 Road cor. Dagat-Dagatan, Brgy. Longos, Malabon City Tel. Nos.: +63 (02) 82875459 * 82875620 * 82875203
Navotas	Address: Philippine Mariner Bldg., Brgy. North Bay Blvd. South, Navotas City Tel. Nos.: +63 (02) 83518890 * 83514006 * 83514010
Novaliches	Address: GF, Robinsons Novaliches, Quirino Highway, Brgy. Pasong Putik, Novaliches, Quezon City Tel. Nos.: +63 (02) 89374953 * 89374955
Paso De Blas	Address: 4F, Puregold Paso de Blas, NLEX Valenzuela Exit cor. East Service Road, Brgy. Paso De Blas, Valenzuela City Tel. Nos.: +63 (02) 89617424 * 82857866 to 67
San Francisco Del Monte	Address: 3F & 4F, SRF Bldg., 1038 Del Monte Ave., Brgy. Paraiso, Quezon City Tel. Nos.: +63 (02) 8371-1148 * 8371-1130 * 8373-9906 to 10
Valenzuela	Address: Puregold Valenzuela, 419 Mac Arthur Highway, Brgy. Dalandanan, Valenzuela City Tel. Nos.: +63 (02) 82924225 * 82924243 * 82924378 * 82910461
NCR EAST DIVISION	
Antipolo	Address: 2F, Antipolo Triangle Mall, Sen. Sumulong Memorial Circle, Brgy. San Jose, Antipolo City Tel. Nos.: +63 (02) 86507627-29 * 85706837 * 85709709
Mandaluyong-Shaw	Address: 2F, 500 Shaw Zentrum, Shaw Blvd. cor. Laurel St., Brgy. Pleasant Hills, Mandaluyong City Tel. No.: +63 (02) 86961060
Marikina	Address: 3F, Xeland, Gil Fernando Ave. cor. Guerilla St., Brgy. Sto. Niño, Marikina City Tel. Nos.: +63 (02) 86457667 * 86816261 * 86454070
Marikina-Malanday	Address: Graceland Plaza, J.P. Rizal Ave., Brgy. Malanday, Marikina City Tel. Nos.: +63 (02) 86565657 * 85321573 * 85321581
New Panaderos	Address: 2F & 3F, Tuazon Bldg., New Panaderos cor. San Roque St., Mandaluyong City Tel. Nos.: +63 (02) 85316461 * 85341445 * 85341446
Ortigas	Address: Lower Level 1, Robinsons Galleria, EDSA cor. Ortigas Ave., Brgy. Ugong Norte, Quezon City

	Tel. Nos.: +63 (02) 82340790 * 86370900
Pasig-Mabini	Address: 2F, One Victoria Plaza, A. Mabini St., Brgy. Kapasigan, Pasig City Tel. Nos.: +63 (02) 86414410 * 86417810 * 86436310 * 86438610
Pasig-Rosario	Address: Alfonso Commercial Complex, 185 Dr. Sixto Antonio Ave., Brgy. Rosario, Pasig City Tel. Nos.: +63 (02) 86333986 to 87 * 85700230
San Juan	Address: Glialcon Villas Bldg. 1, 128 F. Blumentritt St., Brgy. Batis, San Juan City Tel. Nos.: (02) 8721-5184 * 8721-5195 * 8724-0684
Tanay	Address: Km. 54, Manila East Road, Brgy. Tandang Kutyo, Tanay, Rizal Tel. No.: +63 (02) 86961079
NCR WEST DIVISION	
Binondo	Address: GF, Padilla Delos Reyes Bldg., 232 Juan Luna St., Brgy. 291, Binondo, Manila Tel. Nos.: +63 (02) 82438990 * 82440651 * 82453187
Legarda	Address: Cobee Bldg., 2485 Legarda St., Brgy. 412, Sampaloc, Manila Tel. Nos.: +63 (02) 87357438 * 87357468 * 87349293 * 87354838
Manila	Address: C-201, 2F, Zen Tower 2, 1111 Natividad A. Lopez St., Brgy. 659, Ermita, Manila Tel. Nos.: +63 (02) 85275488 * 85280694 * 85280707 * 85280709
Pasay-CCP Complex	Address: C-201, 2F, Zen Tower 2, 1111 Natividad A. Lopez St., Brgy. 659, Ermita, Manila Tel. Nos.: +63 (02) 85275488 * 85280694 * 85280707 * 85280709
Pasay-Taft	Address: ERL Investment Corp. Bldg., 2532 Taft Ave., Brgy. 93, Pasay City Tel. Nos.: +63 (02) 88322103 * 86591905 * 85529311
Sta. Mesa	Address: 2F, J & T Bldg., 3894 Ramon Magsaysay Blvd. cor. Santol Ext., Brgy. 587-A, Sampaloc, Manila Tel. No.: +63 (02) 87130509
Tondo	Address: ST Condominium, 1480 G. Masangkay St. cor. Bambang St., Brgy. 261, Tondo, Manila Tel. No.: +63 (02) 8257-1531
Welcome	Address: España Tower Condominium, España Blvd., cor. Josefina St., Brgy. 512, Sampaloc, Manila Tel. Nos.: +63 (02) 87810050 * 87810042 * 87810053 to 54
NCR SOUTH DIVISION	
Alabang-Muntinlupa	Address: GF & 2F, Norfil Bldg., 22 National Highway, Brgy. Putatan, Muntinlupa City Tel. Nos.: +63 (02) 88070600 * 88072607 * 88072608 (BH) * 88072610 * 88079864
Alabang-Zapote	Address: 2F, Estrellita Center, Alabang-Zapote Road, Brgy. New Alabang, Muntinlupa City Tel. No.: +63 (02) 88944220
Bicutan-Sun Valley	Address: FTO Bldg., 4145 Sun Valley Drive, Brgy. Sun Valley, Bicutan, Parañaque City Tel. Nos.: +63 (02) 85192406, 86527160
Las Pinas	Address: LGE, SM Southmall, Alabang-Zapote Road, Brgy. Almanza Uno, Las Piñas City Tel. Nos.: +63 (02) 88722573 * 88744744
Makati-Chino Roces	Address: 2F, Makati Central Square, 2130 Chino Roces Ave., Brgy. Pio Del Pilar, Makati City Tel. Nos.: +63 (02) 88401633 * 88300197 * 88133212 * 88137801
Makati-Gil Puyat	Address: ECC Bldg., 355 Gil Puyat Ave., Brgy. Bel-Air, Makati City Tel. Nos.: +63 (02) 88901636 * 88904762 * 88968535 * 88964706 * 88967134
Makati-Guadalupe	Address: 3F, Guadalupe Commercial Complex, 9 EDSA, Brgy. Guadalupe Nuevo, Makati City Tel. No.: +63 (02) 85561848
Makati-JP Rizal	Address: 3F, KBC Bldg., 353 J.P. Rizal St., Brgy. Olympia, Makati City Tel. Nos.: +63 (02) 88993092 * 88992213 * 88325896 * 88992916
Paranaque	Address: 2F, Puregold Sucat, Dr. A. Santos Ave., Brgy. San Isidro, Sucat, Parañaque City Tel. Nos.: +63 (02) 88250270 * 88250898 * 88282035
Paranaque-Tambo	Address: 3F, Airport Global Plaza, NAIA Road, Brgy. Tambo, Parañaque City Tel. No.: +63 (02) 88942913
Taguig	Address: Unit 705, 7F, SM Aura Tower, Fort Bonifacio, Taguig City Tel. Nos.: (02) 8828-3009 * 8556-3686 * 8556-3822

Taguig Gate 3	Address: 3F, Gate 3 Plaza, Lawton Ave. cor. Julianos Ave., PH 3, AFPOVAL, Western Bicutan, Taguig City Tel. No.: +63 (02) 89310592
LUZON NORTH 1 DIVISION	
Agoo	Address: 3/F B & D Bldg., Mc Arthur Highway, San Antonio, Agoo, La Union Tel. No.: (072) 682-2779 * 682-2776
Baguio	Address: SSS Bldg., Harrison Road, Brgy. Harrison-Claudio Carantes, Baguio City Tel. Nos. +63 (074) 444-2929 * 442-3705 * 446-0360 * 422-6013 (BH)
Bangued	Address: Seares Bldg., Rizal Street, Zone 5 Bangued, Abra Tel. No. (074) 752-7476
Bontoc	Address: A. Kiat-Ong Bldg., Loc-Ong St., Brgy. Poblacion, Bontoc Tel. No.: +63 (074) 6330007
Candon	Address: Brgy. San Nicolas, Candon, Ilocos Sur Tel. Nos.: +63 (077) 6040343 * 6040344
La Trinidad	Address: GF, Jewel Igorot Bldg., Km. 4, Brgy. Balili, La Trinidad, Benguet Tel. No.: +63 (074) 4224702
La Union	Address: SSS Bldg., Government Center, Brgy. Sevilla, San Fernando City, La Union Tel. Nos.: +63 (072) 2425812 to 13
Laoag	Address: RT Bueno Bldg., Don E. Ruiz St., Brgy. No. 18, San Quirino (Pob.), Laoag City, Ilocos Norte Tel. No.: +63 (077) 7714414
Vigan	Address: 2F, UNP Town Center, Brgy. Tamag, Vigan City, Ilocos Sur Tel. No.: (077) 722-2686 (BH)
LUZON NORTH 2 DIVISION	
Cauayan, Isabela	Address: 2F, Puregold Cauayan, Don Juan Dacanay St., Brgy. San Fermin, Cauayan City, Isabela Tel. Nos.: +63 (078) 6521215 * 6522083
Iligan	Address: 2F, North Star Mall, Alibagu, Iligan City, Isabela Tel. No.: +63 (078) 3232182
Santiago, Isabela	Address: 2F, Xentro Mall Santiago, Four Lanes St. cor. Maharlika Highway, Brgy. Villasis, Santiago City, Isabela Tel./Fax. No.: +63 (078) 3050498 (BH)
Solano	Address: Guevardan Bldg., Burgos St., Brgy. Quezon, Solano, Nueva Vizcaya Tel. Nos.: (078) 326-7325 * 326-6934
Tuguegarao	Address: Lingkod Pinoy Center, Level 2, Robinsons Place, Brgy. Tanza, Tuguegarao City, Cagayan Tel. Nos.: +63 (078) 8442108 * 8441512
LUZON CENTRAL 1 DIVISION	
Balanga	Address: G/F. Wong Chun Kar Bldg., Rotary Avenue, Tenejero, Balanga City, Bataan Tel. No.: (047) 237-3349 (BH)
Baler	Address: 2F, NE Mall Baler, National Highway, Brgy. Suklayin, Baler, Aurora Mobile No.: +63 9203883968
Cabanatuan	Address: NE Pacific Shopping Center, Km. 111, Maharlika Highway, Brgy. Hermogenes C. Concepcion Sr., Cabanatuan City, Nueva Ecija Tel. No.: +63 (044) 4630691
Camiling	Address: Julian Qui Bldg., Bonifacio St., Brgy. Poblacion H, Camiling, Tarlac Tel. No.: +63 (045) 934-0463
Dagupan	Address: East Gate Plaza, AB Fernandez Ave., Brgy. Mayombo, Dagupan City, Pangasinan Tel. Nos.: +63 (075) 5234094
Iba	Address: ACM Bldg. II, National Highway, Palanginan, Iba, Zambales Tel. No.: +63 (047) 603-0487
Marivelez-BEPZ	Address: Basement, AFAB Administration Bldg., Freeport Area of Bataan, Brgy. Malaya, Mariveles, Bataan Tel No.: +63 (047) 9354479 * 6330536
San Carlos, Pangasinan	Address: 2F, San Carlos Town Center, Rizal Ave. cor. Zamora St., Brgy. Rizal (Pob.), San Carlos City, Pangasinan Contact Nos.: +63 9564913175 * +639272574801

San Jose NE	Address: NE Bodega, Brgy. Abar 2nd, San Jose City, Nueva Ecija Tel. No.: +63 (044) 9587502
Tarlac	Address: SSS Bldg., Macabulos Drive, San Vicente, Tarlac City, Tarlac Tel. No.: (045) 982-3366 * 982-1666 * 982-3402 * 923-0832
Urdaneta	Address: 3F, Government Center, CB Mall, Mc Arthur Hiway, Brgy. Nancayasan, Urdaneta City, Pangasinan Tel. No.: +63 (075) 5688512 * 6960331
LUZON CENTRAL 2 DIVISION	
Angeles	Address: Level 3, MarQueen Mall, Francisco G. Nepo Ave., Brgy. Pulung Maragul, Angeles City Tel. Nos.: +63 (045) 3084158 * 3041912 * 3051921 * 3044136 * 3044149
Baliuag	Address: GF & 2F, AC Building, B.S. Acquino Ave., Brgy. Tangos, Baliuag, Bulacan Tel. Nos.: +63 (044) 7661162
Bocaue	Address: Oro Villas 2, No. 229 McArthur Highway, Brgy. Wakas, Bocaue, Bulacan Tel. No.: +63 (044) 7691644, 7691478
Dau	Address: GF & 2F, Puregold Dau Bldg., McArthur Highway, Dau, Mabalacat City, Pampanga
Malolos	Address: GF & 2F, N-4 Bldg., The Cabanas, Mc Arthur Highway, Brgy. Longos, Malolos City, Bulacan Tel. Nos.: +63 (044) 8963325 * 8963327 * 7605021
Meycauayan	Address: 2F, Esperanza Mall, Mac Arthur Highway, Brgy. Calvario, Meycauayan City, Bulacan Tel. Nos.: +63 (044) 2285886 * 2286020
Olongapo	Address: Wung Chun Kar Bldg., 35 Gordon Avenue, Brgy. Pag-Asa, Olongapo City, Zambales Tel. No.: +63 (047) 2235201
Pampanga	Address: SSS Bldg., Brgy. Maimpis, San Fernando City, Pampanga Tel. Nos.: +63 (045) 8613176 * 8613178 * 8613175
San Jose Del Monte	Address: Starmall, SJDM, Quirino Highway cor. Kaypian Road, Brgy. Kaypian, San Jose Del Monte, Bulacan Tel. Nos.: +63 (044) 7970394 * 7692709 * 7692743
Sta. Maria	Address: NEM Bldg. Gov. Fortunato Halil Ave., Brgy. Bagbagin, Sta. Maria, Bulacan Tel. No.: +63 (044) 8150898
LUZON SOUTH 1 DIVISION	
Bacoor	Address: Jolly Home Apartelle, Aguinaldo Highway corner Coastal Road, Talaba 7, Bacoor City Tel. Nos.: +63 (046) 4722368 * 4722319 * 4722246 * 4177524
Biñan	Address: 3rd Level Central Mall Biñan, Malvar St., San Vicente, Biñan, Laguna Tel. Nos.: (049) 511-6758 * 511-6757
Calamba	Address: SSS Bldg., National Highway, Brgy. Parian, Calamba City, Laguna Tel. Nos.: +63 (049) 5456859 * 5459663 * 5456860
Carmona	Address: 2F, Remington Plaza, Governor's Drive, Brgy. 8 (Pob.), Carmona, Cavite Tel. No.: +63 (046) 4130683
Dasmariñas	Address: 2F, Central Mall Annex, Km. 28, Salitran Road cor. Aguinaldo Highway, Brgy. Salitran II, Dasmariñas City, Cavite Tel. No.: +63 (046) 4166170
Infanta	Address: Lucena Grand Central Terminal Bldg., Diversion Road, Ilayang Dupay, Lucena City Tel. No.: (042) 710-8626 * 373-6421
Rosario	Address: 248 Abutin Bldg., Gen. Trias Drive, Brgy. Tejeros Convention, Rosario, Cavite Tel. No.: +63 (046) 4370025
San Pablo	Address: SSS Bldg., Balagtas Blvd. cor. M. Paulino St., Brgy. III-A (Pob.), San Pablo City, Laguna Tel. Nos.: +63 (049) 5210831 * 5627503 * 5624506 * 5611559 * 5213349
San Pedro	Address: 2F, Robinsons Galleria South, Km. 31, Natl. Highway, Brgy. Nueva, San Pedro City, Laguna Tel. Nos.: +63 (02) 82922554 * 82923544

Santa Rosa	Address: GF, Citywalk Bldg., Zircon Road, Sta. Rosa Commercial Complex, Brgy. Balibago, Sta. Rosa, Laguna Tel. No.: +63 (049) 5430844
Sta. Cruz	Address: GF, Metro Central Mall, Sitio Antipolo, Brgy. Labuin, Sta. Cruz, Laguna Telefax No.: +63 (049) 5014531
Tagaytay	Address: LGF, Primark Town Center, Brgy. Maharlika East, Tagaytay City
LUZON SOUTH 2 DIVISION	
Batangas	Address: SSS Bldg., National Highway, Brgy. Kumintang Ilaya, Batangas City Tel. Nos.: +63 (043) 7235185 * 7233873
Boac	Address: 10 De Oktubre St., Brgy. Malusak, Boac, Marinduque Tel. No.: +63 (042) 3321872
Calapan	Address: Aqua Tierra One Bldg., Roxas Dr., Brgy. Sto. Niño, Calapan City, Oriental Mindoro Tel. Nos.: (043) 288-2267 * 286-7133
Lemery	Address: Xentro Mall, Ilustre Ave., Brgy. Malinis, Lemery, Batangas Tel. Nos.: +63 (043) 3182623 * 3182470
Lipa	Address: G/F & 2/F, The Only Place Business Center, Brgy. Marawoy, Lipa City Tel. No.: (043) 756-7507 * 757-1365
Odiongan	Address: FLH Promenade Suite, Plaridel St., Sitio Cocoville, Brgy. Dapawan, Odiongan, Romblon Tel. No.: +63 (042) 5675114 (BH)
Puerto Princesa	Address: GF, Grandway Bldg., Eastville City Walk, San Pedro, Puerto Princesa City, Palawan Tel. Nos.: +63 (048) 4337147 * 4337148
San Jose, Occ. Mindoro	Address: 2F, Balmes Bldg., Diego Silang St., Brgy. 5, San Jose, Occidental Mindoro Tel. No.: +63 (43) 4570093
LUZON BICOL DIVISION	
Daet	Address: Ching Bldg., Merchant St., Central Plaza Complex, Brgy. Lag-on, Daet, Camarines Norte Tel. No.: +63 (054) 571-2764
Iriga	Address: Cerillo Bldg., No. 272 National Highway, Brgy. San Nicolas, Iriga City, Camarines Sur Tel. No.: +63 (054) 4560876 (BH)
Legazpi	Address: Morante Bldg., Imperial Court Subd., Phase II, Brgy. 23 (Imperial Court Subd.), Legazpi City Tel. Nos.: +63 (052) 2012700 * 4807074
Masbate	Address: GF & 2F, KLM De Luna Bldg., 30 Mabini St., Brgy. Centro (Pob.), Masbate City, Masbate Tel. No.: +63 (056) 5880711
Naga	Address: SSS Bldg., Concepcion, Pequeña, Naga City Tel. Nos.: +63 (054) 4729791 * 4725932
Sorsogon	Address: SSS Bldg., Maharlika Highway, Brgy. Guinlajon, Sorsogon City Tel. No.: +63 (056) 2111638 * 2110179
Tabaco	Address: J. Spazio Bldg., Ziga Ave., Brgy. Tagas, Tabaco City Tel. Nos.: +63 (052) 4875333
Virac	Address: P. Arajo Shopping Arcade, Cavinitan, Virac, Catanduanes
VISAYAS CENTRAL 1 DIVISION	
Bogo	Address: Osing Bldg., Sim Bogo Business Park, P. Rodriguez St., Brgy. La Purisima Concepcion, Bogo City, Cebu Tel. No.: (032) 434-8692
Cebu	Address: SSS Bldg., Osmeña Blvd., Brgy. Kalubihan, Cebu City, Cebu Tel. No.: +63 (032) 5059301
Cebu-NRA	Address: 3F, Lingkod Pinoy Center, Robinsons Galleria Cebu, Gen. Maxilom Ave. cor. Osmeña Blvd., Brgy. Tejero, Cebu City, Cebu Tel. No.: +63 (032) 2552705

Danao	Address: 2F, City Mall Danao, Olivar Sr. Ext. cor. F. Ralota St., Brgy. Poblacion, Danao City, Cebu Tel. No.: (032) 340-9200
Lapu-Lapu	Address: GF, Annex Bldg., Gaisano Mactan Island Mall, Brgy. Pajo, Lapu-Lapu City, Mactan, Cebu Tel. No.: +63 (032) 341-1004
Mandaue	Address: 2F, Parkmall, Ouano Ave., Brgy. Guizo, Mandaue City, Cebu Tel. No.: +63 (032) 346-4983
Tagbilaran	Address: 2F, Galleria Luisia Bldg., Gov. Celestino Gallares St., Brgy. Poblacion 2, Tagbilaran City, Bohol Tel. No.: +63 (038) 4123934
Talisay	Address: 2F, Rosalie Bldg., Gaisano Grand Fiesta Mall, Highway, Brgy. Tabunok, Talisay City, Cebu Tel. No.: +63 (032) 5207234
Toledo	Address: 2F, TE Bldg., Diosdado Macapagal Highway, Brgy. Sangi, Toledo City, Cebu Tel. No.: +63 (032) 4679644
VISAYAS CENTRAL 2 DIVISION	
Calbayog	Address: GF, 5RR Bldg., Rueda St., Brgy. Awang East (Pob.), Calbayog City, Western Samar Tel. No.: +63 (055) 2092738
Catbalogan	Address: Noyden Bldg., San Bartholomew St., Brgy. 7, Catbalogan City, Western Samar Mobile No.: 09178229106
Maasin	Address: JQD Bldg., Kangleon St., Brgy. Manhattan (Pob.), Maasin City, Southern Leyte Tel. Nos.: +63 (053) 381-2117 * 570-8551
Ormoc	Address: GF, Yuvallos Bldg., D. Veloso Ave., Brgy. Punta, Ormoc City, Leyte Tel. Nos.: +63 (053) 5612476 * 2554658
Tacloban	Address: GF & 2F, Caroline Cordiel Bldg., 103 Lopez Jaena St. cor. M.H. Del Pilar St., Brgy. 2, Tacloban City, Leyte Tel. No.: +63 (053) 8321160
VISAYAS WEST 1 DIVISION	
Bacolod	Address: SSS Bldg., Lacson St., Brgy. 17 (Pob.), Bacolod City, Negros Occidental Tel. Nos.: +63 (034) 4332293, 4344749
Bacolod East	Address: East One Atrium Bldg., Burgos Ext., Brgy. Villamonte, Bacolod City, Negros Occidental Tel. No.: +63 (034) 4416599
Bago	Address: Topbrands Bldg., Rizal St., Brgy. Poblacion, Bago City, Negros Occidental Tel. No.: +63 (034) 7328888
Bais	Address: Amorganda Bldg., National Highway, Brgy. Talungon, Bais City, Negros Oriental Tel. Nos.: +63 (035) 5415361 * 4023096
Dumaguete	Address: MM Kho Bldg., Romero Highway, Brgy. Bagacay, Dumaguete City, Negros Oriental Tel. Nos.: +63 (035) 2254340 * 4220134
Kabankalan	Address: GF, PPZ Enterprize-NZ Commercial Bldg., J.Y. Perez Ave., National Highway, Brgy. Talubangi, Kabankalan City, Negros Occidental Tel. Nos.: +63 (034) 4712224 * 7468130
Sagay	Address: GF, Square and Circle's Bldg., Brgy. Old Sagay, Sagay City, Negros Occidental Tel. No.: +63 (034) 4880112
San Carlos, Negros Occ.	Address: GF & 2F, BAYANILAJJ Bldg., cor. Broce Azcona St., Brgy. 4, San Carlos City, Negros Occidental Tel. Nos.: +63 (034) 3125422 * 7293928
Victorias	Address: GF, Redkey Bldg., Osmeña Ave., Brgy. 5, Victorias City, Negros Occidental Tel. No.: +63 (034) 3992953
VISAYAS WEST 2 DIVISION	
Antique	Address: Eagle's Place Dalipe Bldg., Trade Town Dalipe, Brgy. Funda-Dalipe, San Jose de Buenavista, Antique Tel. No.: +63 (036) 5408112

Iloilo-Central	Address: GF, City Mall Pavia, VP Fernando Lopez Ave. cor. Iloilo Circumferential Rd. 1, Brgy. Ungka II, Pavia, Iloilo
Iloilo-Molo	Address: GT Mall Plaza, M.H. Del Pilar, Brgy. Poblacion Molo, Iloilo City, Iloilo Tel. No.: +63 (033) 3302963
Kalibo	Address: GF & 2F, Casa Constancia Bldg., Roxas Ave. Ext., Brgy. Andagao, Kalibo, Aklan Tel./Fax No.: +63 (036) 500-8360
Roxas	Address: City Mall Roxas Annex Bldg., Arnaldo Blvd., Brgy. Baybay, Roxas City, Capiz Tel. Nos.: +63 (036) 5223839 * 6210611
MINDANAO NORTH DIVISION	
Butuan	Address: Rudy Tiu Bldg., A.D. Curato St., Brgy. Rajah Soliman Pob. (Brgy. 4), Butuan City, Agusan del Norte Tel. Nos.: +63 (085) 3051003 * 8171806
Cagayan De Oro	Address: SSS Bldg., Carmen Patag Road, Carmen, Cagayan de Oro City, Misamis Oriental Tel. Nos. +63 (088) 3503529 * 3503530
Cdo - Lapasan	Address: G/F Market City and East Bound Integrated Terminal, Agora, Lapasan, CDO Tel. Nos.: (088) 880-7024 * 880-7025
Gingoog	Address: 2F, Moreno Bldg., Doña Graciana St., Brgy. 22-A, Gingoog City, Misamis Oriental Tel. Nos.: +63 (088) 861-0636 * 861-0308
Iligan	Address: GF, Hing Ramiro Bldg., No. 2, Purok 6, Isabel Ramiro St., Tambo, Brgy. Hinaplanon, Iligan City, Lanao Del Norte Tel. Nos.: +63 (063) 2212988 * 2216179 * 2215374 * 2215248
Oroquieta	Address: Oroquieta Town Center, Brgy. Canubay, Oroquieta City, Misamis Occidental Tel. No.: +63 (088) 531-1210
Ozamis	Address: Grandway Bldg., Don Anselmo Bernard Ave., Brgy. Catadman-Manabay, Ozamis City, Misamis Occidental Tel. Nos.: (088) 521-0441 * 521-3397
San Francisco, Agusan	Address: Alexander Bldg., Purok IV, Brgy. Hubang, San Francisco, Agusan del Sur Contact No.: +63 9774905731
Surigao	Address: Parkway Building., Km. 2 National Highway, Brgy. Luna, Surigao City, Surigao del Norte Tel. Nos.: (086) 231-7033
Tandag	Address: Pimentel Bldg., Donasco St., Brgy. Bagong Lungsod (Pob.), Tandag City, Surigao del Sur Tel. Nos.: (086) 211-3718
Valencia	Address: Level 2, Robinsons Place Valencia, Sayre Highway, Brgy. Bagontaas, Valencia City, Bukidnon Tel. Nos.: +63 (088) 828-0275
MINDANAO SOUTH 1 DIVISION	
Bislig	Address: Natalio Plaza Bldg., Espiritu St., Brgy. Mangagoy, Bislig City, Surigao Del Sur Tel. Nos.: +63 (086) 8532334 * 8534126 * 8532333
Davao	Address: SSS Bldg., J.P. Laurel Ave., Brgy. 20-B (Pob.), Davao City, Davao Del Sur Tel. Nos.: +63 (082) 2226810 * 2213575 * 2213493 * 2213536
Davao-San Pedro	Address: GF, Oakwood Pines Acreage Corporation Bldg., San Pedro St., Brgy. 3-A, Davao City, Davao Del Sur Tel. Nos.: +63 (082) 224-2167 * 297-6595
Digos	Address: Rebecca Sy Bldg., Lapu-Lapu Ext., Brgy. Zone 3 (Pob.), Digos City, Davao del Sur Tel. Nos.: (082) 553-5658 * 553-7343
Mati	Address: Old NIA Bldg., Limatoc St., Brgy. Matiao, Mati City, Davao Oriental Tel. Nos.: +63 (087) 3884585 * 8111448 * 3883754
Panabo	Address: GF&2F, Marcel Bldg., National Highway, Brgy. San Francisco, Panabo City Tel. Nos.: +63 (084) 6284037 * 6284091
Tagum	Address: Level 2, Gaisano Grand Mall, Apokon Road, Brgy. Apokon, Tagum City Tel. Nos.: +63 (084) 4001035 * 2181102
Toril	Address: GF, Gaisano Grand Mall-Toril, Saavedra St., Toril, Davao City Tel. Nos.: +63 (082) 291-0012 * 291-0156 * 291-1761
MINDANAO SOUTH 2 DIVISION	

Cotabato	Address: S.T. Lim Holdings, Inc. Bldg., Makakua St., Brgy. Poblacion, Cotabato City, ARMM Tel. No.: (064) 421-8289
General Santos City	Address: SSS Bldg., Macar Highway, Brgy. Labangal, General Santos City Tel. Nos.: +63 (083) 5545754 * 5545752 * 5545751 * 5528098
Kidapawan	Address: GF, ROMA Bldg., Quezon Blvd., Brgy. Poblacion, Kidapawan City, North Cotabato Tel. No.: +63 (64) 2783384
Koronadal	Address: 2F, Gaisano Grand Mall, Gen. Santos Drive, Brgy. Sto. Niño (Bo. 2), Koronadal City, South Cotabato Tel. Nos.: +63 (083) 8220916 * 8220918
Tacurong	Address: GF & 2F, Gensan Amicitia Realty Devt. Corp. Bldg., Lapulapu St., Brgy. Poblacion, Tacurong City, Sultan Kudarat Tel. No.: +63 (064) 200-3338
MINDANAO WEST DIVISION	
Dipolog	Address: Ramos Bldg., Rizal Ave., Brgy. Central (Pob.), Dipolog City, Zamboanga Del Norte Tel. No.: +63 (065) 2122518
Ipil	Address: Chiong Bldg., Brgy. Poblacion, Ipil, Zamboanga Sibugay Tel. No.: +63 (062) 3332295
Pagadian	Address: Ancajas Bldg., Sanson St., San Francisco, Pagadian City, Zamboanga del Sur Tel. Nos.: +63 (062) 2151160 * 2141633 * 2141819
Zamboanga	Address: PHIDCO Bldg., Veterans Ave., Brgy. Camino Nuevo, Zamboanga City, Zamboanga del Sur Tel. Nos.: +63 (062) 9930418 * 9912007 * 9911475
DEPARTMENT OF MIGRANT WORKERS	
DMW	Address: Blas F. Ople Bldg., Ortigas Ave. cor. EDSA, Brgy. Wack-Wack Greenhills, Mandaluyong City, Philippines Tel. Nos.: +63 (02) 8726 1679 * 8724 9853
ASIA AND PACIFIC	
Hong Kong	Address: Philippine Consulate General 14F, United Center Building, 95 Queensway, Admiralty, Hong Kong Tel. Nos.: +852 35955357 * +852 35955358
Singapore	Address: Embassy of the Philippines Level 16 (Lobby B), #12A, 13-14 Devonshire Wing Triple One, Somerset Building, Singapore 238164 Mobile. Nos.: +65 96395453 * +65 97115453
Taipei	Address: Manila Economic & Cultural Office 2F, Chang Hong New Era Bldg., 55, 57 Zhouzi St., Neihu District, Taipei City, Taiwan Tel. No.: +886 02 26588151 Mobile No.: +886 976412464
EUROPE	
London	Address: Embassy of the Philippines No. 11 Suffolk St., London, SW1Y 4HG United Kingdom Tel. Nos.: +44207 4511830 * +44208 4329864
Milan	Address: Philippine Consulate General Viale Stelvio 71-Via Bernina 18 20159 Milan, Italy Tel. No.: +3902 43511953 Mobile No.: +3938 92957784
Rome	Address: Embassy of the Philippines Via Aurelia 290A/294B 00165 Rome, Italy Tel. No.: +3906 54223720
MIDDLE EAST	
Abu Dhabi	Address: Embassy of the Philippines W-48, Street No. 8, Sector 2-23, Plot 51, Al Qubaisat, Abu Dhabi, United Arab Emirates Tel. No.: +971 024465122 Mobile No.: +971 564614435
Bahrain	Address: Embassy of the Philippines Bldg. 2186, Road 2755, Blk. 327, Adliya Manama, Kingdom of Bahrain

	Mobile No.: +973 35399658 * +973 36819348
Dubai	Address: Migrant Workers Office (MWO) 2C St., Al Twar Fourth, Dubai, United Arab Emirates Mobile No.: +971 562123426
Jeddah	Address: Philippine Consulate General Bldg. No. 4663, Fajer St., Al Rehab District 3 P.O. Box 4794, Jeddah 21412, Kingdom of Saudi Arabia Mobile No.: +966 538501047
Kuwait	Address: Migrant Workers Office (MWO) Sabah Al Salem, Block 2, Street 213, Building No. 256 State of Kuwait Mobile No.: +965 69960266
Qatar	Address: Migrant Workers Office (MWO) Building No. 17, Street No. 908, Zone No. 66, Ad Dawah Municipality, Doha, Qatar Mobile No.: +974 55915961
Riyadh	Address: Embassy of the Philippines Alradeef St., Al Safarat, Riyadh 12512, Kingdom of Saudi Arabia Mobile No.: +966 567246891
NORTH AMERICA	
Los Angeles	Address: Philippine Consulate General Equitable Plaza Bldg., 3435 Wilshire Blvd., Ste. 550 Los Angeles, CA 90010, United States of America Mobile No.: +1213 4327402
Vancouver	Address: Migrant Workers Office World Trade Center Office Complex, 999 Canada Place, Suite 601 Vancouver, BC V6C 3E1, Canada Tel. No.: 604 6411234 local 3275
Calgary	Address: Philippine Consulate General 1001-1 st St., SE Suite 100 Calgary AB T2G 5G3, Alberta, Canada Tel. No.: +1587 8343330
New York	Address: Philippine Consulate General 556, 5th Avenue, New York 10036 United States of America Tel. No.: +1646 6843872
Toronto	Address: Philippine Consulate General 202 160 Eglinton Avenue East, Toronto, Ontario, Canada M4P, 3B5 Tel. No.: +1416 4852999

ANNEX E
NO WRONG DOOR POLICY



REPUBLIC OF THE PHILIPPINES
PRESIDENTIAL COMMUNICATIONS OPERATIONS OFFICE
Tanggapang Pampanguluhan sa Operasyong Komunikasyon
Ermita, City of Manila

FOI-MC No. 21- 05

**FREEDOM OF INFORMATION
MEMORANDUM CIRCULAR**

FOR : ALL AGENCIES, DEPARTMENTS, BUREAUS, OFFICES AND INSTRUMENTALITIES OF THE EXECUTIVE BRANCH INCLUDING GOVERNMENT-OWNED AND/OR CONTROLLED CORPORATIONS (GOCCS), STATE UNIVERSITIES AND COLLEGES (SUCS), AND LOCAL WATER DISTRICTS (LWDS)

SUBJECT : GUIDELINES ON THE REFERRAL OF REQUESTED INFORMATION, OFFICIAL RECORD/S AND PUBLIC RECORD/S TO THE APPROPRIATE GOVERNMENT AGENCY OTHERWISE KNOWN AS THE “NO WRONG DOOR POLICY FOR FOI”

WHEREAS, Executive Order (EO) No. 02, s. 2016 was issued by President Rodrigo Roa R. Duterte to operationalize the Constitutional Right of Access to Information, and Policy of Full Public Disclosure in the Executive Department;

WHEREAS, Memorandum Order (MO) No. 10, s. 2016 designated the Presidential Communications Operations Office (PCOO) as the lead agency in the implementation of EO No. 02, s. 2016;

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

WHEREAS, in order to ensure the policy of the President to have an open, transparent and accountable government, it is the mandate of the PCOO to develop programs and mechanisms to enhance the capacity of government agencies to comply with the FOI program;

WHEREAS, there is a need to break the prevailing “silo system” and lack of interconnection among government agencies, with the end goal of a government acting as a singular unit serving its primary client, its citizens;

NOW, THEREFORE, by virtue of PCOO's mandate to develop programs and mechanism to ensure compliance with the FOI program, particularly on addressing the issue regarding the referral of any requested information, official record/s, or public record/s to the appropriate government agency, these rules are hereby prescribed and promulgated for the information, guidance and compliance of all concerned:

Section 1. Purpose. – This rule seeks to set guidelines for the referral of any requested information, official record/s, or public record/s to the appropriate government agency by another agency which does not have in its possession or custody the requested information or records, or is not authorized to release the information to the public.

Section 2. Coverage. – This Order shall cover all government agencies under the Executive branch implementing the FOI Program, pursuant to EO No. 2, s. 2016 and all other related issuances, and applies to both paper-based and electronic form of requesting information.

Section 3. Request for Information. – Any person who requests for access to information shall comply with Section 9 of EO No. 02, s. 2016 and all other pertinent laws, existing rules and regulations, issuances, and orders. For purposes of this rule, information and records shall refer to information, official record/s, or public record/s as defined under EO No. 02, s. 2016.

Section 4. Acceptance of request. – As a general rule, all fully compliant requests for information shall be accepted by the FOI Receiving Officer (FRO) and FOI Decision Maker (FDM). No request for information shall be denied or refused acceptance by a government office unless the reason for the request is contrary to the Constitution, pertinent laws, existing rules and regulations, or it is one of the exceptions provided under the Inventory of Exceptions.

Section 5. Process of Referral. – When the requested information is not in the possession of a government agency (government agency no. 1 or GA1), but is available in another government agency (government agency no. 2 or GA2) under the Executive Branch, the request shall be immediately referred by GA1 to GA2 through the most expeditious manner but not exceeding three (3) working days from the receipt of the request. This shall be considered as the “**First Referral**” and a fresh period will apply.

Referral to the appropriate government agency shall mean that another government office is the proper repository or custodian of the requested information or records, or have control over the said information or records.

If GA1 fails to refer the request within three (3) working days upon its receipt, the FRO shall act on it within the remaining period to respond pursuant to EO No. 02, s. 2016. No fresh period shall apply.

If GA1, in good faith, erroneously referred the request to GA2, the latter shall immediately notify the former as well as the requesting party, that the information requested is not available in their agency.

GA2, to whom the request was referred under the First Referral may subsequently refer the request to another government agency (government agency no. 3 or GA3) under the procedure set forth in the first paragraph of this Section. This shall be considered as the **“Second Referral”** and another fresh period shall apply.

Referrals under this Order shall only be limited to two (2) subsequent transfers of request. A written or email acknowledgement of the referral shall be made by the FRO of the government agency where it was referred.

The requesting party shall be notified of the referral and must be provided with the reason or rationale thereof, and contact details of the government office where the request was referred.

Section 6. FOI Internal Messenger. - The FOI-PMO shall create a **“FOI Internal Messenger”**. Such feature shall be included in the dashboards of FROs and FDMs, located at the eFOI portal or www.foi.gov.ph, where all FROs and FDMs can ask or confirm with each other on which agency has the control and custody of any information or record being requested.

Please see Annex “A” of this Circular for the No Wrong Door Policy Flowchart.

Section 7. Status of the Request. - A request that is referred to the appropriate government agency is considered **successful** if the same is acknowledged and the requested information is disclosed to the requestor.

If GA3, after the second referral, still cannot provide the information requested, it shall deny the said request and shall properly notify the requesting party.

In all phases of the referral, the requesting party shall be informed in writing, email, and/or through the eFOI of the status of his/her request.

Section 8. Inventory of Receiving Officers and Decision Makers, and Agency Information Inventory. - For the convenience of all FROs and FDMs

in implementing this Circular, an inventory of the names and contact details of all designated FROs and FDMs of government agencies, and an Agency Information Inventory (AII) shall be compiled by the FOI-PMO.

The FOI-PMO shall be the central repository of the inventory of all designated FROs and FDMs and shall collate and update the names and contact information of the designated FROs and FDMs of each government agency. The inventory shall be posted at the eFOI portal, www.foi.gov.ph. FOI-PMO shall strictly adhere to Republic Act No. 10173 or the Data Privacy Act of 2012.

To assist the FROs in locating the requested information or record, an annual updating of the AII shall be required of all agencies on-boarded on the eFOI Portal. The consolidated inventory of information shall likewise be made available in the dashboard of the FRO and FDM for ease of access and information.

Section 9. Separability Clause. If, for any reason, any part or provision of this Memorandum Circular is declared invalid or unconstitutional, the other provisions 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 Memorandum Circular are hereby repealed, amended or modified accordingly.

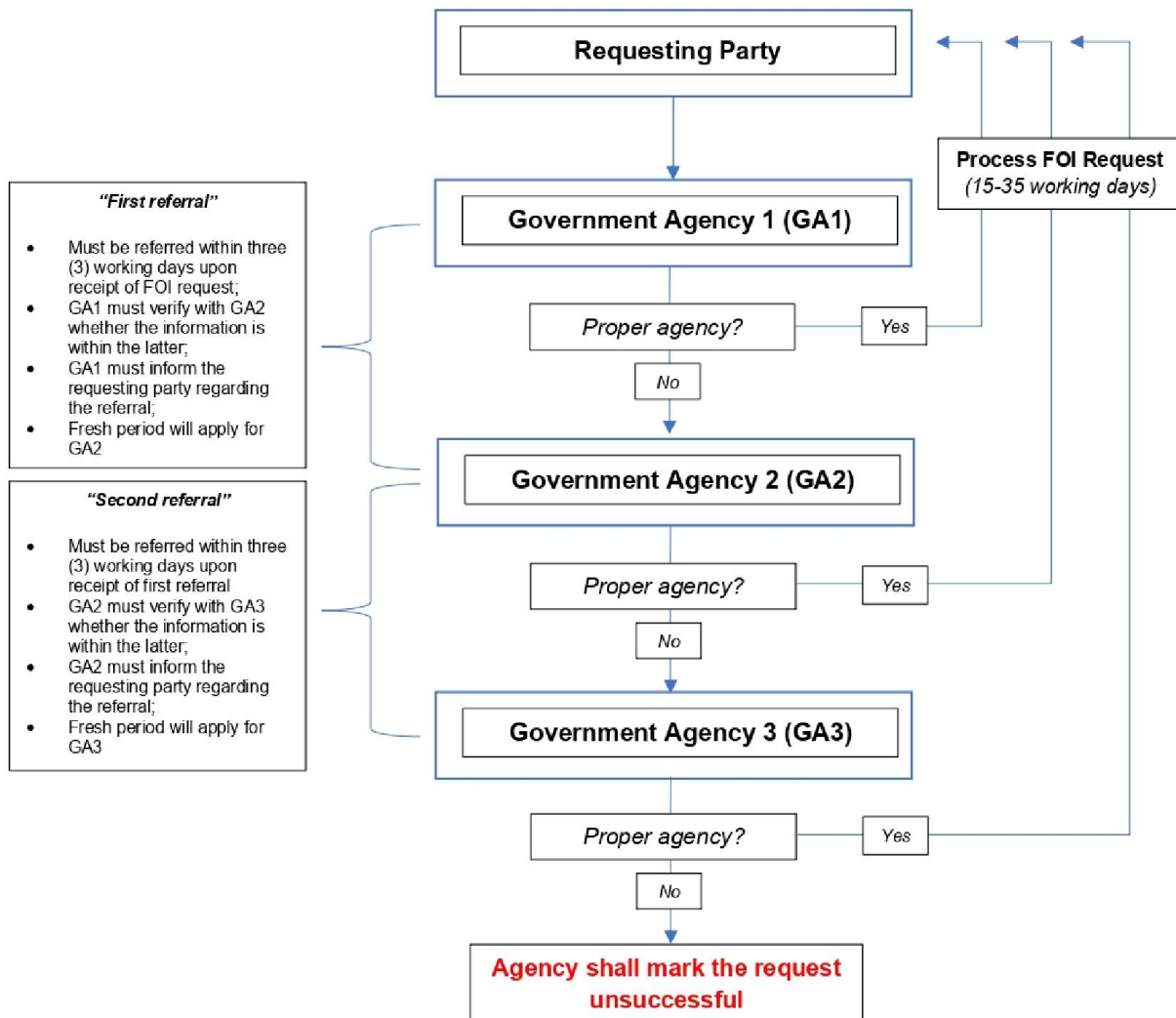
Section 11. Effectivity. This Memorandum Circular shall take effect immediately.

Manila, Philippines, 27th day of August 2021.


JOSE RUPERTO MARTIN M. ANDANAR
Secretary and FOI Champion

Annex A

NO WRONG DOOR POLICY FLOWCHART



NOTE:

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

ANNEX F
GUIDELINES ON VEXATIOUS
FREEDOM OF INFORMATION
REQUESTS



REPUBLIC OF THE PHILIPPINES
PRESIDENTIAL COMMUNICATIONS OPERATIONS OFFICE
Tanggapang Pampanguluhan sa Operasyong Pangkomunikasyon
Malacañang, Manila

FOI – MC No. 5, s. 2020

**FREEDOM OF INFORMATION
MEMORANDUM CIRCULAR**

FOR : **ALL AGENCIES OF THE EXECUTIVE BRANCH,
GOVERNMENT-OWNED OR CONTROLLED
CORPORATIONS (GOCCs), AND STATE UNIVERSITIES
AND COLLEGES (SUCs)**

SUBJECT : **GUIDELINES ON VEXATIOUS FREEDOM OF
INFORMATION REQUESTS AND ABUSE OF RIGHTS
THEREUNDER**

WHEREAS, the State, by virtue of Section 7, Article III of the 1987 Constitution, recognizes the right of the people to information on matters of public concern. Hence, access to official 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, shall be afforded the citizens, subject to such limitations as may be provided by law;

WHEREAS, President Rodrigo R. Duterte, on 23 July 2016, issued Executive Order (EO) No. 2, s. 2016 to operationalize the Constitutional mandate of the people's right to information;

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

WHEREAS, there has been a growing number of reports regarding vexatious requests and abuse in invoking rights under EO No. 2, s. 2016, or the FOI and electronic FOI Programs, which vexatious requests and abuse disenfranchise citizens with legitimate requests as well as add unnecessary burden to the affected government agencies' operations;

WHEREAS, the PCOO must ensure that the freedom of information is both an enforceable right for citizens with legitimate and reasonable requests, as well as a protected right free from vexatious requests and abuse;

WHEREAS, in order to address the foregoing concerns, the PCOO has deemed it necessary to promulgate guidelines therefor;

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

Section 1. Coverage. These guidelines shall cover all agencies under the Executive Branch, 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 2. Vexatious FOI Request. A request is considered vexatious if it is frivolous, malicious, made in bad faith, intends to harass, vilify or embarrass, or if it poses an actual or imminent danger to the office, its officials or employees.

Section 3. Determination of a Vexatious Request. The concerned government agency shall consider all relevant circumstances in determining whether or not a request is vexatious. The following may be taken into consideration in evaluating requests:

- a) language of the request;
- b) burden on the concerned government agency;
- c) purpose, motive, or intention for making the request;
- d) value of the requested information; or
- e) history and context of the request.

Section 4. Presumptions. A Request is presumed to be vexatious if it involves:

- a) *Frequent or overlapping requests* – occurs when a requesting party submits a correspondence involving the same issue frequently, or submits the same request over a period of time before the office can have the opportunity to address the earlier request. However, there is no frequent or overlapping request when the information that was previously released has been updated or has already changed.

The government office shall not be required to act upon an unreasonable subsequent identical or substantially similar request

from the same requesting party whose request has already been previously granted or denied by the same government office¹;

- b) *Personal grudges* – occurs when the requesting party submits a correspondence on a particular government official or employee against whom he/she has some personal enmity; or the said request is made to express hatred to a particular official or employee;
- c) *Unfounded accusations* – occurs when the request makes completely unsubstantiated accusations against the public authority or specific employees;
- d) *Unreasonably complex request* – Complex information means requests involving more than one subject matter which can only be processed within thirty-five (35) working days or more. In requests for *complex information*, a valid reason/valid explanation should always be provided by the requesting party;
- e) *Reprocessed data* – means requests for information that will require the agency to *re-process* the data. Re-processed data means that the data was already proactively disclosed or the data was requested and was previously disclosed.

Premature requests or requests that are yet to be processed by the agency – means information which will soon be published, or the disclosure of which would be premature in relation to a planned announcement or publication; or

- f) All other requests that are meant to harass, embarrass or put into actual or imminent danger the life or property of the agency, its officials or employees.

Section 5. Effects. Government agencies are not precluded from seeking clarification from the requesting party/ies. In case of doubt as to the nature of the request, the concerned government agency may grant the requesting party the opportunity to clarify and/or modify the request; the government agency shall not immediately deny the same, but shall instead extend advice or assistance so that a valid request may be filed.

Despite clarification and extension of reasonable assistance to the requesting party the request still falls under Section 4, the proper authority may deny

¹ Section 11 of Executive Order (EO) No. 2, s. 2016

the request, clearly setting forth the ground/s for denial and the circumstance/s on which the denial is based.

Section 6. Appeal. Denial of request on the ground that the same is vexatious may be appealed in accordance with the appeals process provided under EO No. 02, S. 2016 and FOI Memorandum Circular No. 001, S. 2019.

Section 7. 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 8. Effectivity. This Memorandum Circular shall take effect immediately.


JOSE RUPERTO MARTIN M. ANDANAR
Secretary/FOI Champion 

15 December 2020 Manila, Philippines



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