

ZCWD Freedom of Information (FOI) Program One-Page Manual

Agency:	Zamboanga City Water District
Address:	Pilar Street, Zamboanga City
FOI Receiving Officer (FRO):	Ms. Genevieve Karen P. Genel Senior Corporate Planning Specialist
Receiving Unit:	Planning and Monitoring Division under the Corporate Planning Department, 2 nd floor, ZCWD Main Office, Pilar Street, Zamboanga City
Contact Details:	<p>a. Telephone number: (062) 991-1556 loc. 8133 or (062) 992-7831</p> <p>b. Official email: foi@zcwd.gov.ph</p> <p>c. eFOI online platform: https://www.foi.gov.ph/requests?agency=ZCWD</p>

I. How to submit an FOI request?

a. For walk-in submissions:

1. Download the ZCWD FOI Request Form from the official website (zcwd.gov.ph)	2. Fill out the request form with the necessary details. <i>Be specific as possible on the nature and details of the request</i>	3. Attach a photocopy of a valid government-issued ID. Present original ID upon submission.	4. Submit filled-out request form and ID photocopy to the FOI Receiving Officer located at the 2 nd floor of the ZCWD Main Office.
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b. For online submissions:

1. Create an account on the eFOI portal (www.foi.gov.ph). You are required to upload a scanned image of any valid ID upon signing up.	2. Login the eFOI portal (www.foi.gov.ph). Click on <i>Make a New Request</i> button. Choose <i>Zamboanga City Water District</i> from the drop-down list.	3. <i>Provide the required details on the field provided. Be specific and concise on your request.</i>	4. Once done, click on <i>Submit Request</i> . You can monitor the progress of the request via the User Dashboard on the homepage.
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II. How are FOI requests evaluated by the ZCWD?

1. FRO receives request and checks requirements. Endorses to the secondary FOI Decision Maker for evaluation and recommendation	2. Secondary FDM evaluates and recommends to approve or deny the request and forwards recommendation to the primary FDM	3. Primary FDM decides to approve or deny the request. FRO prepares the official response letter and any accompanying documents, as applicable and transmits them to the requesting party.
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III. How soon can a response be expected?

<ul style="list-style-type: none"> 15 working days from confirmation of receipt of request by FOI Receiving Officer (FRO) 	<ul style="list-style-type: none"> +20 working days: for complex requests as evaluated by the FOI team.
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IV. What are the modes of submission and response to an FOI request?

1. via the ZCWD eFOI portal:
<https://www.foi.gov.ph/requests?agency=ZCWD>

2. via email:
foi@zcwd.gov.ph

3. in-person pickup:
physical copies of the documents could be retrieved from the FRO from Mon. to Fri.; 8am to 5pm

V. How to request an appeal for denied requests? (Appeals Mechanism)

'In case you are not satisfied with the ZCWD's response, you may request us to review your request through our Appeals Mechanism. To avail of this, please write us a letter addressed to the ZCWD Central Appeals and Review Committee and explain the reason/s why you are dissatisfied and submit it to the 2nd floor, ZCWD Main Office or email it to foi@zcwd.gov.ph within twenty (20) calendar days from receipt of the response. We will review your request and will inform of the results within thirty (30) calendar days from the date when received your appeal request.'