



## ZAMBOANGA CITY WATER DISTRICT

Document Title:  
**Abridged ZCWD FOI Manual**

Document Type:  
**Organizational Manual**

# ZCWD Freedom of Information (FOI) Program

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

*How to submit an FOI request?*

### **For walk-in submissions:**



**Download the ZCWD FOI Request Form from this Link: <https://bit.ly/453jNTC>**



**Fill out the request form with the necessary details.**  
*Be specific as possible on the nature and details of the request*



**Attach a photocopy of a valid government-issued ID. Present original ID upon submission.**



**Submit filled-out request form and ID photocopy to the FOI Receiving Officer located at the 2<sup>nd</sup> floor of the ZCWD Main Office.**



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### For online submissions:



**Create an account on the eFOI portal ([www.foi.gov.ph](http://www.foi.gov.ph)).** You are required to upload a scanned image of any valid ID upon signing up.



**Login the eFOI portal ([www.foi.gov.ph](http://www.foi.gov.ph)).**  
**Click on *Make a New Request* button.**  
**Choose *Zamboanga City Water District* from the drop-down list.**  
*Provide the required details on the field provided. Be specific and concise on your request.*



**Once done, click on *Submit Request*.** You can monitor the progress of the request via the User Dashboard on the homepage.

### *How are requests evaluated and when could a response be expected?*

**FRO receives request and checks requirements.** Endorses to the secondary FOI Decision Maker for evaluation and recommendation



**Secondary FDM evaluates and recommends to approve or deny the request.** Forwards it to the primary FDM for final evaluation and decision



**Primary FDM decides to approve or deny the request.** Informs FRO of final decision. FRO prepares cover letter and all attachments. Notifies the requesting party of the decision and transmits the response.

### **A response is available within:**

- **15 working days** from confirmation of receipt of request by FOI Receiving Officer (FRO)
- **+20 working days:** for complex requests as evaluated by the FOI team.



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*How is the response transmitted to the requesting party?*

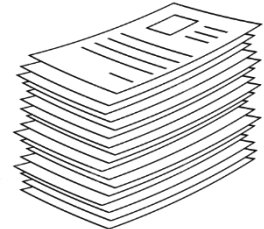


FREEDOM OF INFORMATION

**1. via the eFOI portal;** response shall be posted in the request message thread



**2. via email;** response and attachments shall be emailed to the requesting party



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

*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 2<sup>nd</sup> floor, ZCWD Main Office or email it to [foi@zcwd.gov.ph](mailto: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.'*