TO : ALL CONCERNED

SUBJECT : FINAL PEOPLE'S FREEDOM OF INFORMATION (FOI) MANUAL

In compliance with the directive of President Rodrigo R. Duterte under Executive Order No. 2 series of 2018, in relation to the Presidential Communications Operations Office (PCOO) Memorandum Circular (FOI-MC No. 01 s. 2016), the final People's FOI Manual, as approved by Senior Management, is herein attached and uploaded.

Thank you.

ACMAD RIZALOY P. MOTI
Chief Executive Officer
PEOPLE’S FREEDOM OF INFORMATION (Pag-IBIG Fund) MANUAL
TABLE OF CONTENTS

Section 1. Overview
  1.1. Purposes
  1.2. Structure of the Manual
  1.3. Coverage of the Manual
  1.4. Public Assistance and Complaints Desk (PACD)
  1.5. Member Relations Department (MRD)
  1.6. Task Force on Corporate Affairs Sector
  1.7. Approval and Denial of Request for Information

Section 2. Definition of Terms

Section 3. Exceptions to Access to Information
  3.1. Protection of privacy
  3.2. Exceptions issued by the Office of the Executive Secretary or any other appropriate office

Section 4. Standard Procedure
  4.1. Receipt of Request for Information
  4.2. Transmittal of the request
  4.3. Processing the Request
    4.3.1. Requested information is already available online
    4.3.2. Requested information is not in the custody of the FUND
    4.3.3. Requested information is substantially similar or identical to previous request
  4.4. Request for an Extension of Time
  4.5. Approval/Denial of the Requested Information
  4.6. Release of the Requested Information

Section 5. Remedies in Case of Denial

Section 6. FOI Request Registration and Tracking System

Section 7. Fees
  7.1. No request fee
  7.2. Reasonable cost of reproduction

Section 8. Administrative Liability
  8.1. Non-compliance with FOI
  8.2. Procedure
  8.3. Provisions for more stringent Laws, Rules and Regulations

Section 9. Amendments

Section 10. Effectivity

Annexes
  A. Executive Order No. 02
  B. FOI Receiving Offices of the FUND
  C. List of Exceptions to FOI
  D. Flow Chart
SECTION 1: OVERVIEW

1.1. PURPOSES:

The purpose of this Manual on Freedom of Information (Manual) is to provide the process to guide and assist the requesting party on information to be requested under Executive Order (E.O.) No. 2 on Freedom of Information (FOI). (Annex “A”)

Specifically, it aims to provide mechanism for individuals to check information held by the FUND and enhance transparency and accountability of policy making and administrative decision making.

1.2. Structure of the Manual: This Manual shall set out the rules and procedures to be followed by the requesting party. The CEO shall delegate a specific officer to act as FOI Decision Maker (FDM) who shall have overall responsibility for the initial decisions on FOI requests. The CEO shall also assign an FOI Appeals Committee which shall have overall responsibility for all requests submitted for appeal.

1.3. Coverage of the Manual: The Manual shall cover all requests for documents, records, reports or information directed to any department or unit, Housing Business Center (HBC), Technical and Administrative Support (TAS), Member Services Branch (MSB) and Member Services Office (MSO) of the FUND.

1.4. Public Assistance and Complaints Desk (PACD): There shall be a designated FOI Receiving Officer in every Public Assistance and Complaints Desk (PACD).

The functions of the PACD shall include receiving on behalf of the FUND all requests for information and simultaneously forward the same to the Member Relations Department and the Task Force on Corporate Affairs Sector.

The list of PACD addresses and contact details is hereto attached as Annex “B”.

1.5. Member Relations Department (MRD): There shall be an FOI Monitoring Officer (FMO) from the MRD designated by its head who shall be responsible in monitoring progress and resolution of all FOI requests and appeals.

In addition, it shall be the duty of the MRD to submit a quarterly and annual report to the PCOO containing the following information, to wit:
1.5.1. The number of requests for information received, approved in full or in part, and denied;

1.5.2. Actual number of hours used to attend to all FOI requests.

Based on the information from the above-mentioned reports, the MRD may from time to time evaluate the frequency of information or documents requested from the FUND and may recommend for publication frequently released information or documents, if possible.

1.6. **TASK FORCE ON CORPORATE AFFAIRS SECTOR:** The Chairman on Task Force on Corporate Affairs Sector (the “Chairman”) is hereby designated by the CEO as the FOI Decision Maker (FDO) who shall conduct initial evaluation of the request for information and has the authority to grant the request, or deny it based on the following:

1.6.1. The FUND does not have the information requested;

1.6.2. The information requested contains personal information protected by the Data Privacy Act of 2012;

1.6.3. The information requested falls under the list of exceptions to FOI to be issued by the Office of the Executive Secretary or any other appropriate office;

1.6.4. The request requires processing of data or information not readily available with the FUND; or

1.6.5. The request is an unreasonable subsequent identical or substantially similar request from the same requesting party whose request has already been previously granted or denied by the FUND.

1.7. **Approval and Denial of Request for Information:** The Chairman shall approve or deny all request for information based on the preliminary recommendation of a legal officer. In case where the Chairman is on official leave, all duties and responsibilities shall be automatically delegated to the Officer-in-Charge.

**SECTION 2: DEFINITION OF TERMS**

**ADMINISTRATIVE APPEAL.** An independent review of the initial determination made in response to an FOI request. Requesting parties who are dissatisfied with the response made on their request have a right to appeal that initial determination
to the Senior Management Committee, which will then conduct an independent review.

**QUARTERLY AND ANNUAL FOI REPORT:** A report to be filed each quarter and at the end of the year with the Presidential Communications Operations Office (PCOO) by all government agencies detailing the administration of the FOI. The report shall be submitted with the accomplished FOI Registry starting on March 2017. Quarterly and annual FOI Reports contain detailed statistics on the number of FOI requests and appeals received, processed, and pending at each government office. Failure to submit the report will be labelled as non-compliance.

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

**FREEDOM OF INFORMATION (FOI).** The Executive Branch recognizes the right of the people to information on matters of public concern and adopts and implements a policy of full public disclosure of all its transactions involving public interest, subject to the procedures and limitations provided in Executive Order No. 2. This right is indispensable to the exercise of the right of the people and their organizations to effective and reasonable participation at all levels of social, political, and economic decision-making.

**FOI CONTACT.** The name, office address, email address, and phone number at each government office where you can make an FOI request. In the case of the FUND, this shall refer to the PACD.

**FOI REQUEST.** A request for information written on the approved form prescribed by PCOO FOI-MC No. 1 s. 2016 and submitted to the FUND personally or filed through the FOI Online Request Registration and Tracking System. An FOI request can generally be made by any Filipino to any government office.

**FOI RECEIVING OFFICE.** The primary contact at the FUND where the requesting party can ask questions about the FOI process or the pending FOI request. This shall refer to the PACD identified under “Annex B”

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

**FULL DENIAL.** When the FUND cannot release any record in response to an FOI request because, for example, the requested information is exempt from disclosure in its entirety or no record/s responsive to the request could be located.
FULL GRANT. When a government office is able to disclose all records in full in response to an FOI request.

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

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

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

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

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

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

PERFECTED REQUEST. An FOI request that reasonably describes the records sought and is made in accordance with the form prescribed by PCOO FOI-MC No. 1 s. 2016.

PERSONAL INFORMATION. Shall refer to any information, whether recorded in a material form or not, from which the identity of an individual is apparent or can
be reasonably and directly ascertained by the entity holding the information, or when put together with other information would directly and certainly identify an individual.

**PROACTIVE DISCLOSURE.** Information made publicly available by government agencies without waiting for a specific FOI request. Government agencies may now post in their websites a vast amount of material concerning their functions and mission.

**PROCESSED REQUEST OR PROCESSED APPEAL.** The number of requests or appeals where the agency has completed its work and sent a final response to the requesting party.

**PUBLIC RECORDS.** Includes information required by laws, executive orders, rules, or regulations to be entered, kept and made publicly available by a government office.

**RECEIVED REQUEST OR RECEIVED APPEAL.** An FOI request or administrative appeal that an agency has received within a fiscal year.

**SENSITIVE PERSONAL INFORMATION.** As defined in the Data Privacy Act of 2012, shall refer to personal information:

a. About an individual’s race, ethnic origin, marital status, age, color, and religious, philosophical or political affiliations;

b. About an individual’s health, education, genetic or sexual life, or to any proceedings 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;

c. Issued by government agencies peculiar to an individual which includes, but is not limited to, social security numbers, previous or current health records, licenses or its denials, suspension or revocation, and tax returns; and

d. Specifically established by an executive order or an act of Congress to be kept classified.

**SIMPLE REQUEST.** An FOI request that the FUND anticipates will involve a small volume of material or which can be processed relatively quickly.
SECTION 3. EXCEPTIONS TO ACCESS TO INFORMATION

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

3.1. Protection of Privacy - 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.

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

3.1.1. The FUND shall ensure that personal information, particularly sensitive personal information, in its custody or under its control is disclosed only as permitted by existing laws;

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

3.1.3. Any employee or official who has access, whether authorized or unauthorized, to personal information in the custody of the FUND, shall not disclose that information except as authorized by existing laws.

Notwithstanding the foregoing, the above-enumerated prohibition does not apply to the following personal information, to wit:

a. Information about any individual who is or was an officer or employee of government that relates to his or her position or functions, including:

1. The fact that the individual is or was an officer or employee of the government;

2. The title, office 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 he or she prepared in the course of his or her employment with the government;

b. Information about an individual who is or was performing a service under contract for a government institution that relates to such services performed,
including the terms of the contract, and the name of the individual given in the course of the performance of those services;

c. Information relating to any discretionary benefit of a financial nature, such as the granting of a license or permit given by the government to an individual, including the name of the individual and the exact nature of the benefit;

d. Personal information processed for journalistic, artistic or literary purposes;

e. Information necessary to carry out the functions of public authority which includes the processing of personal data for the performance of the functions by the independent, central monetary authority and law enforcement and regulatory agencies of their constitutionally and statutorily mandated functions;

f. Information necessary for banks, other financial institutions under the jurisdiction of the independent, central monetary authority or Bangko Sentral ng Pilipinas to comply with Republic Act No. 9510 otherwise known as the “Credit Information System Act”, Republic Act No. 9160, as amended, otherwise known as the Anti-Money Laundering Act, and other applicable laws;

In any case, request for personal information shall be approved whenever a written consent of the subject may be obtained or upon a subpoena issued by Courts, Senate, House of Representatives, Ombudsman or any other office or officer authorized by law.

3.2. Exceptions issued by the Office of the Executive Secretary. (Annex “C”)

SECTION 4. STANDARD PROCEDURE
(See Annex “D” for flowchart)

4.1. Receipt of Request for Information.

4.1.1. The PACD shall receive the request for information from the requesting party, which must be in writing using the approved form prescribed by PCOO FOI-MC No. 1 s. 2016 (See Annex “E”), and check its completeness in terms of the following requirements:

a. Name of the requesting party;

b. Contact information such as mobile number and email address;

c. Valid proof of 2 government issued Identifications (IDs);

d. When applicable, authorization letter and valid proof of 2 government issued IDs of authorized representative;
e. Description of the information requested with as much detail as possible to help the FUND locate the requested documents; and

f. Reason or purpose of the request for information.

4.1.2. In case the requesting party is unable to make a written request, because of illiteracy or due to being a person with disability, he or she may make an oral request, and the PACD personnel shall reduce it in writing using the approved form prescribed by PCOO FOI-MC No. 1 s. 2016 or encode the same in the FOI Online Request Registration and Tracking System once available.

4.1.3. The request shall be stamped received by the PACD, indicating the date and time of the receipt of the written request, and the name of the PACD personnel who received it, with a corresponding signature and a copy furnished to the requesting party. The PACD shall input the details of the request on the FOI Request Registration and Tracking System. The system shall automatically send all requests to the Task Force on Corporate Affairs Sector and MRD.

4.1.4. Requests may also be filed through the FOI Online Request Registration and Tracking System, which shall be made accessible through the FUND’s website.

4.1.5. Requests received through other modes shall be referred immediately to Task Force on Corporate Affairs Sector.

4.1.6. The FUND must respond to requests 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. In computing for the period, Art. 13 of the New Civil Code shall be observed.

The date of receipt of the request will be either:

a. The day on which the request is registered in the FOI Request Registration and Tracking System; or

b. If the FUND asks the requesting party for further details to identify and locate the requested information, the date on which the necessary clarification is received from the requesting party.
FOI requests received after 5:00pm shall be considered received on the next working day.

4.2. **Transmittal of the request:** After registration of the request in the system, it shall be simultaneously routed to the Task Force on Corporate Affairs Sector and the MRD.

4.3. **Processing the request:** Upon receipt of the request for information, the Task Force on Corporate Affairs Sector, through an assigned legal officer, shall make an initial determination of the request.

4.3.1. **Requested information is already available online:** In case the information requested is already available online, the Task Force on Corporate Affairs Sector, through an assigned legal officer, shall inform the requesting party of the said fact and provide them the website link where the information is posted.

4.3.2. **Requested information is not in the custody of the FUND:** If the records requested refer to another agency, department or office of the Government or to an office not within the coverage of E.O. No. 2, the assigned legal officer shall advise the requesting party accordingly.

4.3.3. **Requested information is substantially similar or identical to the previous request:** Should the requested information be substantially similar or identical to a previous request by the same requesting party, the request shall be denied and the requesting party shall be informed accordingly.

The legal officer shall recommend whether to approve or deny the request to the Chairman. After the receipt of the recommendation from the legal officer, the Chairman shall render a decision.

In case of approval, the Chairman shall direct the concerned Manager of Department, Head of HBC, Head of TAS, Area Head of MSBs or Head of any office or unit in possession of the information to forward a copy of the requested information to the assigned legal officer for further evaluation. The concerned Manager of Department, Head of HBC, Head of TAS, Area Head of MSBs or Head of any office or unit shall likewise determine the total cost of reproduction and inform the Chairman and assigned legal officer of the detailed computation thereof.
If the information supposedly in the possession of the unit concerned cannot be found or lost for any reason, the Manager, Head of HBCs or Area Head of MSBs or Head of any office or unit should issue a certification to that effect.

After the receipt of the requested information from the concerned Manager, Head of HBC, Head of TAS, or Area Head or Head of any office or unit, the assigned legal officer shall conduct further evaluation of the copy of the information reproduced and make a final recommendation to the Chairman.

4.4. **Request for an Extension of Time:** If the information requested requires extensive search of the FUND’s office records facilities, examination of voluminous records, the occurrence of fortuitous events or other analogous cases, the Chairman should inform the requesting party setting forth the reasons for such extension. In no case shall 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.

4.5. **Approval/Denial of the Requested Information:** Once the Chairman approves or denies the release of the requested information, legal officer shall immediately notify the requesting party and the concerned PACD.

If the requested information is approved, a reasonable fee for the cost of reproduction shall be required. The legal officer shall inform the requesting party accordingly. The requesting party has sixty (60) days from the receipt of the notice to claim the requested information. The FOI request is deemed complied in case of non-payment of fees.

All actions or decisions on FOI requests, whether approval or denial, shall be reported to the MRD.

4.6. **Release of the information requested:** Upon receipt of the requested information from the concerned Manager, Head of HBC, Head of TAS or Area Head or Head of any office or unit, the legal officer, subject to prior clearance and approval of the Chairman, shall indorse the requested information to the concerned PACD for release. The PACD shall ensure that requested information shall only be released to the requesting party or his or her authorized representative.

The PACD shall release copies of the requested information after the requesting party presents the following:

4.6.1. Pag-IBIG FUND Receipt (PFR) evidencing payment of the prescribed fees; and,
4.6.2. Proofs of identification and authorization as required in Section 5.1.1 hereof.

SECTION 5. REMEDIES IN CASE OF DENIAL

A person whose request for access to information has been denied may avail himself of the remedy set forth below:

5.1. An Administrative FOI Appeal to the FUND’s Senior Management Committee (SMC) can be made provided the same requesting party files the written appeal within fifteen (15) working days from the notice of denial or from the lapse of the period to respond to the request. The SMC shall decide on the appeal within thirty (30) working days from the filing of said written appeal. Failure to decide within the 30-day period shall be deemed a denial of the appeal.

5.2. Upon exhaustion of administrative FOI appeal remedies, the requesting party may file the appropriate judicial action in accordance with the Rules of Court.

SECTION 6. FOI REQUEST REGISTRATION AND TRACKING SYSTEM

The FUND shall establish a system to trace the status of all requests for information it receives, which may be paper-based, on-line or both. The Data Center Department shall develop the system for the registration, encoding, and monitoring of all FOI requests.

SECTION 7. FEES

7.1. No request Fee. The FUND shall not charge any fee for accepting requests for access to information.

7.2. Reasonable Cost of Reproduction. The payment of the Reproduction Fee is necessary for the release of the information or documents requested. The schedule of fees (which may be adjusted from time to time) shall be as follows:

a. P5.00 per page for short bond paper
b. P6.00 per page for long bond paper

SECTION 8. ADMINISTRATIVE LIABILITY

8.1. Non-compliance with FOI. Failure to comply with the provisions of this Manual shall be a ground for the following administrative penalties:

a. 1st Offense – Reprimand
b. 2nd Offense – Suspension of one (1) to thirty (30) days; and

c. 3rd Offense – Dismissal from the service.

It must be understood that administrative liability shall attach to the officer/s responsible for the delay which resulted in non-compliance with the provisions of this Manual.

8.2. Procedure. The Revised Rules on Administrative Cases in the Civil Service (RRACCS) shall be applicable in the disposition of cases under this Manual.

8.3. Provisions for More Stringent Laws, Rules and Regulations. Nothing in this Manual shall be construed to derogate from any law, any rules, or regulation prescribed by any body or agency, which provides for more stringent penalties.

Section 9. Amendments

This Manual shall be subject to continuous evaluation and review by the Committee on FOI. Any amendments to this Manual shall be subject to the approval of the Senior Management Committee.

Section 10. Effectivity

This Manual shall take effect immediately upon approval of the Senior Management (Approved on 23 November 2016).
ANNEX “A”

MALACAÑAN PALACE
MANILA

BY THE PRESIDENT OF THE PHILIPPINES

EXECUTIVE ORDER NO. 02

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

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

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

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

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

WHEREAS, the President, under Section 17, Article VII of the Constitution, has control over all executive 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:

SECTION 1. Definition. For the purpose of this Executive Order, the following terms shall mean:
(a) “Information” shall mean any records, documents, papers, reports, letters, contracts, minutes and transcripts of official meetings, maps, books, photographs, data, research materials, films, sound and video recording, magnetic or other tapes, electronic data, computer stored data, any other like or similar data or materials recorded, stored or archived in whatever format, whether offline or online, which are made, received, or kept in or under the control and custody of any government office pursuant to law, executive order, and rules and regulations or in connection with the performance or transaction of official business by any government office.

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

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

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

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

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

The 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 provided in the preceding section.

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

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

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

(a) Each government office per Section 2 hereof shall ensure that personal information in its custody or under its control is disclosed or released only if it is material or relevant to the subject-matter of the request and its disclosure is permissible under this order or existing law, rules or regulations.

(b) Each government office must protect personal information in its custody or control by making reasonable security arrangements against leaks or premature disclosure of personal information which unduly exposes the individual whose personal information is requested, to vilification, harassment or any other wrongful acts.

(c) Any employee, official or director of a government office per Section 2 hereof who has access, authorized or unauthorized, to personal information in the custody of the office, must not disclose that information except when authorized under this order or pursuant to existing laws, rules or regulation.

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

(a) The location and contact information of the head, regional, provincial, and field offices, and other established places where the public can obtain information or submit requests;
(b) The person or office responsible for receiving requests for information;
(c) The procedure for the filing and processing of the request as specified in the succeeding section 8 of this Order;
(d) The standard forms for the submission of requests and for the proper acknowledgment of requests;
(e) The process for the disposition of requests;
(f) The procedure for the administrative appeal of any denial for access to information; and
(g) The schedule of applicable fees.

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

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

(b) The public official receiving the request shall provide reasonable assistance, free of charge, to enable, to enable all requesting parties and particularly those with special needs, to comply with the request requirements under this Section.

(c) The request shall be stamped by the government office, indicating the date and time of receipt and the name, rank, title and position of the receiving public officer or employee with the corresponding signature, and a copy thereof furnished to the requesting party. Each government office shall establish a system to trace the status of all requests for information received by it.

(d) The government office shall respond to a request fully compliant with requirements of sub-section (a) hereof as soon as practicable but not exceeding fifteen (15) working days from the receipt thereof. The response mentioned above refers to the decision of the agency or office concerned to grant or deny access to the information requested.

(e) The period to respond may be extended whenever the information requested requires extensive search of the government office’s records facilities, examination of voluminous records, the occurrence of fortuitous cases or other analogous cases. The government office shall notify the person making the request of the request of the extension, setting forth the reasons for such extension. In no case shall the extension go beyond twenty (20) working days unless exceptional circumstances warrant a longer period.

(f) Once a decision is made to grant the request, the person making the request shall be notified of such decision and directed to pay any applicable fees.
SECTION 10. Fees. Government offices shall not charge any fee for accepting requests for access to information. They may, however, charge a reasonable fee to reimburse necessary costs, including actual costs of reproduction and copying of the information required, subject to existing rules and regulations. In no case shall the applicable fees be so onerous as to defeat the purpose of this Order.

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

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

SECTION 13. Remedies in Cases of Denial of Request for Access to Information.

(a) Denial of any request for access to information may be appealed to the person or office next higher in the authority, following the procedure mentioned in Section 7 (f) of this Order: Provided, that the written appeal must be filed by the same person making the request within fifteen (15) working days from the notice of denial or from the lapse of the relevant period to respond to the request.

(b) The appeal be decided by the person or office next higher in authority within thirty (30) working days from the filing of said written appeal. Failure of such person or office to decide within the afore-stated period shall be deemed a denial of the appeal.

(c) Upon exhaustion of administrative appeal remedies, the requesting part may file the appropriate case in the proper courts in accordance with the Rules of Court.

SECTION 14. Keeping of Records. Subject to existing laws, rules, and regulations, government offices shall create and/or maintain accurate and reasonably complete records of important information in appropriate formats, and implement a records management system that facilitates easy identification, retrieval and communication of information to the public.

SECTION 15. Administrative Liability. Failure to comply with the provisions of this Order may be a ground for administrative and disciplinary sanctions against any erring public officer or employee as provided under existing laws or regulations.
SECTION 16. Implementing Details. All government offices in the Executive Branch are directed to formulate their respective implementing details taking into consideration their mandates and the nature of information in their custody or control, within one hundred twenty (120) days from the effectivity of this Order.

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

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

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

DONE, in the City of Manila, this 23rd day of July in the year of our Lord two thousand and sixteen.

(Sgd.) RODRIGO ROA DUTERTE
President of the Philippines

By the President:
(Sgd.) SALVADOR C. MEDIALDEA
Executive Secretary
## ANNEX “B”

**FOI RECEIVING OFFICERS OF PAG-IBIG FUND**

<table>
<thead>
<tr>
<th>NCR BRANCH OFFICE</th>
<th></th>
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</thead>
<tbody>
<tr>
<td><strong>CUBAO MSB</strong></td>
<td><strong>KAMIAS MSB</strong></td>
<td></td>
</tr>
<tr>
<td>Spark Place Building</td>
<td># 795, Anchor Center</td>
<td></td>
</tr>
<tr>
<td>2nd Level Spark Place Building</td>
<td>EDSA, Quezon City</td>
<td></td>
</tr>
<tr>
<td>P. Tuazon corner 10th Avenue</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Brgy. Socorro, Cubao, Quezon City</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>QUEZON AVENUE MSB</strong></td>
<td><strong>COMMONWEALTH MSB</strong></td>
<td></td>
</tr>
<tr>
<td># 12 Quezon Avenue corner</td>
<td>LGF Diliman Commercial Center, Commonwealth Ave., Batasan Hills, Quezon City</td>
<td></td>
</tr>
<tr>
<td>7 Kitanlad Street, Quezon City</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>BUENDIA I MSB</strong></td>
<td><strong>BUENDIA II MSB</strong></td>
<td></td>
</tr>
<tr>
<td>2nd Flr., 317 Justine Bldg. Sen. Gil Puyat Avenue, Makati City</td>
<td>Ground Flr., 317 Justine Bldg. Sen. Gil Puyat Avenue, Makati City</td>
<td></td>
</tr>
<tr>
<td><strong>OFW CENTER OPERATIONS DEPT.</strong></td>
<td><strong>AYALA AVENUE MSB</strong></td>
<td></td>
</tr>
<tr>
<td>6th flr., 317 Justine Bldg. Sen. Gil Puyat Avenue, Makati City</td>
<td>2nd Flr., SSS Building 6782 Ayala Avenue corner V. A. Rufino Street, Makati City</td>
<td></td>
</tr>
<tr>
<td><strong>GUADALUPE MSB</strong></td>
<td><strong>POBLACION MSB</strong></td>
<td></td>
</tr>
<tr>
<td>2nd Flr., Guadalupe Commercial Complex, No. 9, EDSA-Guadalupe, Makati City</td>
<td>4/F KBC Bldg., J. P. Rizal St. Brgy. Olympia, Poblacion, Makati City</td>
<td></td>
</tr>
<tr>
<td><strong>MUNTINLUPA MSB</strong></td>
<td><strong>SM AURA-TAGUIG MSB</strong></td>
<td></td>
</tr>
<tr>
<td>3rd Floor, ARCS1 Sycamore Building, Buencamino St. corner Alabang-Zapote Road, Alabang, Muntinlupa City</td>
<td>7/F SM Aura, Taguig City</td>
<td></td>
</tr>
<tr>
<td><strong>BINAN MSB</strong></td>
<td><strong>IMUS MSB</strong></td>
<td></td>
</tr>
<tr>
<td>Royal Star Marketing, Appliances Building, National Highway, Brgy. San Vicente, Biñan, Laguna</td>
<td>Olma Building, Emilio Aguinaldo Highway, Imus, Cavite</td>
<td></td>
</tr>
<tr>
<td><strong>ROSARIO MSB</strong></td>
<td><strong>MANILA MSB</strong></td>
<td></td>
</tr>
<tr>
<td>MGS Building, General Trias Drive, Tejeros, Rosario, Cavite</td>
<td>Palacio del Gobernador Condominium A. Soriano Ave., corner General Luna St., Intramuros, Manila, 1002</td>
<td></td>
</tr>
<tr>
<td><strong>BINONDO MSB</strong></td>
<td><strong>PASAY MSB</strong></td>
<td></td>
</tr>
<tr>
<td>Lucky Chinatown Annex B (Cityplace Square) Calle Felipe corner La Chambre Brgy 293 Zone 28 Binondo Manila 1006</td>
<td>Roxas Strip Building, Libertad corner Roxas Boulevard, Pasay City</td>
<td></td>
</tr>
<tr>
<td>Location</td>
<td>Address</td>
<td></td>
</tr>
<tr>
<td>-------------------</td>
<td>-------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>CALOOCAN MSB</td>
<td>Puritan Philippines, Inc. (PPI) Building 355 EDSA cor Gen. Tirona Street, Bagong Bario, Caloocan City</td>
<td></td>
</tr>
<tr>
<td>ANTIPOLO MSB</td>
<td>Budget Lane Shopping Center Provincial Road, San Jose, Antipolo City</td>
<td></td>
</tr>
<tr>
<td>ORTIGAS MSB</td>
<td>611 Westar Building Shaw Bouleva;rd, Pasig City</td>
<td></td>
</tr>
<tr>
<td>MANDALUYONG MSB</td>
<td>500 Shaw Zentrum, Shaw Boulevard, Mandaluyong City</td>
<td></td>
</tr>
<tr>
<td>MARIKINA MSB</td>
<td>2F Graceland Plaza, Sta. Teresita Village, J.P. Rizal St., Lamuan, Malanday, Marikina</td>
<td></td>
</tr>
<tr>
<td>VALENZUELA MSB</td>
<td>286 ARCA North Center, McArthur Highway, Brgy. Karuhatan, Valenzuela City</td>
<td></td>
</tr>
</tbody>
</table>

**Provincial Branches and Extension Offices**

<table>
<thead>
<tr>
<th>Region</th>
<th>Location</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Ilocos Region</td>
<td>LA UNION MSB</td>
<td>Ground Floor, Pag-IBIG Fund Building Government Center, Sevilla San Fernando City, La Union</td>
</tr>
<tr>
<td></td>
<td>LAOAG MSB</td>
<td>G/F Jomel 1 Building A. Castro Street,Brgy. 15, Laoag City</td>
</tr>
<tr>
<td></td>
<td>VIGAN MSB</td>
<td>3/F Plaza Maestro Commercial Complex, Burgos Street, Vigan City</td>
</tr>
<tr>
<td></td>
<td>BAGUIO MSB</td>
<td>S Building, Upper Session Rd Ext., Engineers Hill, Baguio City</td>
</tr>
<tr>
<td></td>
<td>DAGUPAN MSB</td>
<td>ARDC Building, #20 Burgos Street, Dagupan City, Pangasinan 2400</td>
</tr>
<tr>
<td></td>
<td>URDANETE MSB</td>
<td>3/F, CB Mall, McArthur Highway, Nancayasan, Urdaneta City, Pangasinan</td>
</tr>
<tr>
<td>B. Cagayan Valley</td>
<td>TUGUEGARAO MSB</td>
<td>Editha Tuddao Building, Balzain Road, Tuguegarao City, Cagayan</td>
</tr>
<tr>
<td></td>
<td>CAUAYAN MSB</td>
<td>2nd Floor, Bucag Bldg., corner F. L. Dy and Caciller Sts. Cauayan City, Isabela</td>
</tr>
<tr>
<td></td>
<td>SOLANO MSB</td>
<td>One Asia Place, Benigno Aquino Ave. Barangay Quezon, Solano, Nueva Vizcaya</td>
</tr>
<tr>
<td>C. Central Luzon I</td>
<td>SAN FERNANDO MSB</td>
<td>Suburbia Commercial Center Maimpis, City of San Fernando, Pampanga</td>
</tr>
<tr>
<td></td>
<td>ANGELES MSB</td>
<td>105 Angeles Business Center Building, Nepo Business Center corner Teresa Avenue, Angeles City</td>
</tr>
<tr>
<td></td>
<td>SUBIC BAY MSB</td>
<td>2nd Floor Formosa Tower, Manila Ave., CBD Area, Subic Bay Freeport Zone 2200</td>
</tr>
<tr>
<td></td>
<td>BALANGA MSB</td>
<td>C. T. Edifice Building Capitol Drive, Balanga City</td>
</tr>
</tbody>
</table>
### TARLAC MSB
MyMetrotown Mall Plaza  
Sto. Cristo, Tarlac City

#### D. Central Luzon II

<table>
<thead>
<tr>
<th>BALIUAG MSB</th>
<th>MALOLOS MSB</th>
</tr>
</thead>
</table>
| 3006 Augustine Square  
DRT Highway, Pinagbarilan  
Baliuag, Bulacan | 1215 Javier Building, Mac Arthur Highway, Sumapang Matanda, City of Malolos, Bulacan |

<table>
<thead>
<tr>
<th>MARILAO MSB</th>
<th>CABANATUAN MSB</th>
</tr>
</thead>
</table>
| Supima Square Commercial Complex  
Malhacan Road, Malhacan  
Meycauayan, Bulacan | Duran Building, Quezon District  
Maharlika Highway, Cabanatuan City |

#### E. Southern Tagalog

<table>
<thead>
<tr>
<th>CALAMBA MSB</th>
<th>SAN PABLO MSB</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ground Flr., High Rise Business Center, National Hwy, Halang, Calamba City, Laguna</td>
<td>1st &amp; 2nd Floor of El Coco Grande Building, located at Gen. Malvar St., San Pablo City</td>
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</table>

<table>
<thead>
<tr>
<th>LUCENA MSB</th>
<th>STA ROSA MSB</th>
</tr>
</thead>
</table>
| Ground & 2nd Floor Lucena Grand Central Terminal Building  
Ilayang Dupay, Lucena City | Cross Town Mall Plaza  
Brgy. Pulong-Sta.Cruz, Tagaytay-Sta.Rosa Road, Sta. Rosa City, Laguna |

<table>
<thead>
<tr>
<th>CALAPAN MSB</th>
<th>PALAWAN MSB</th>
</tr>
</thead>
<tbody>
<tr>
<td>RKT Building, J. P. Rizal St., Brgy. Lalud, Calapan City, Oriental Mindoro</td>
<td>Goland Heights Leasing House, Malvar Street, Barangay San Pedro, Puerto Princesa City</td>
</tr>
</tbody>
</table>

#### F. Bicol Region

<table>
<thead>
<tr>
<th>NAGA MSB</th>
<th>LEGAZPI MSB</th>
</tr>
</thead>
</table>
| 2nd flr., Bldg. 1, ALDP Plaza Mall  
Roxas Avenue (Diversion Road), Naga City | Hi-Tone Construction and Development Corp. Bldg., F. Imperial Street, Bitano, Legazpi City |

#### G. South Central Visayas

<table>
<thead>
<tr>
<th>CEBU AYALA MSB</th>
<th>CEBU DOWNTOWN MSB</th>
</tr>
</thead>
</table>
| Pag-IBIG Fund - W T Corporate Tower  
Mindanao Avenue, corner Archbishop Street, Cebu Business Park, Cebu City | Gaisano South, Leon Kilat St., Cebu City |

<table>
<thead>
<tr>
<th>DUMAGUETE MSB</th>
<th>TALISAY MSB</th>
</tr>
</thead>
</table>
| Manuel L. Teves St., Taclobo  
Dumaguete City | 2/F, Gaisano Capital SRP  
Brgy. San Roque, SRP Highway  
Talisay City, Cebu |
<table>
<thead>
<tr>
<th>Branch</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>TOLEDO MSB</strong></td>
<td>2F Gerongco Building, D. Macapagal Highway, Luray II 6038 Toledo City, Cebu</td>
</tr>
<tr>
<td><strong>H. North Central and Eastern Visayas</strong></td>
<td></td>
</tr>
<tr>
<td><strong>MANDAUE MSB</strong></td>
<td>2F Gaisano Capital Building, Casuntingan, Mandaue City</td>
</tr>
<tr>
<td><strong>TAGBILARAN MSB</strong></td>
<td>Galleria Luisa, Gallares Street, Tagbilaran City, Bohol</td>
</tr>
<tr>
<td><strong>MACTAN MSB</strong></td>
<td>LGF, Gaisano Mactan Island Mall, Pajo, Lapulapu City, Cebu</td>
</tr>
<tr>
<td><strong>TACLOBAN MSB</strong></td>
<td>Pag-IBIG Building, Brgy. Abucay, Maharlika Highway, Tacloban City, Leyte, 6500</td>
</tr>
<tr>
<td><strong>DANAO MSB</strong></td>
<td>LGF, Gaisano Mactan Island Mall, Pajo, Lapulapu City, Cebu</td>
</tr>
<tr>
<td><strong>CALBAYOG MSB</strong></td>
<td>ACLC Bldg., Maharlika Hi-way, Brgy. Obrero, Calbayog City, Samar</td>
</tr>
<tr>
<td><strong>ORMOC MSB</strong></td>
<td>Gaisano Riverside, Brgy. Alegria, Ormoc City, Leyte. 6541</td>
</tr>
<tr>
<td><strong>DANAO MSB</strong></td>
<td>Gaisano Capital Danao, F. Ralota St., Danao City</td>
</tr>
<tr>
<td><strong>I. Western Visayas</strong></td>
<td></td>
</tr>
<tr>
<td><strong>BACOLOD MSB</strong></td>
<td>G/F., Gaisano Grand City Mall, Araneta St., Singcang, Bacolod City</td>
</tr>
<tr>
<td><strong>KABANKALAN MSB</strong></td>
<td>Farmers Training Center, Rizal Street, Kabankalan City</td>
</tr>
<tr>
<td><strong>SAGAY MSB</strong></td>
<td>Espino Bldg., Cabalawan Rd., corner Gonzaga St., Poblacion, Sagay City, Negros Occidental</td>
</tr>
<tr>
<td><strong>MOLO MSB</strong></td>
<td>2F GT Plaza Mall, M.H. del Pilar St., Molo, Iloilo City</td>
</tr>
<tr>
<td><strong>ILOILO CITY MSB</strong></td>
<td>Plazuela De Iloilo, Benigno Aquino Avenue, Diversion Road, Mandurriao, Iloilo City</td>
</tr>
<tr>
<td><strong>KALIBO MSB</strong></td>
<td>2nd Floor, St. Ignatius Square, Maagma Street, Kalibo, Aklan</td>
</tr>
<tr>
<td><strong>CAPIZ MSB</strong></td>
<td>A&amp;T Santos Bldg., Sacred Heart of Jesus Avenue, Pueblo De Panay, Lawa-an, Roxas City</td>
</tr>
<tr>
<td>J. Northern Mindanao</td>
<td></td>
</tr>
<tr>
<td>---</td>
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</tr>
</tbody>
</table>
| **CAGAYAN DE ORO CENTRAL MSB**  
2nd Flr., Pag-IBIG Fund Building  
J. R. Borja -Mortola St., Cogon, Cagayan De Oro City | **CAGAYAN DE ORO WEST MSB**  
GF Stary Building, Max Suniel Street  
Brgy. Carmen, Cagayan de Oro |
| **MALAYBALAY MSB**  
PAZ Building,  
Carbajal St. cor San Isidro St.,  
Malaybalay City, Bukidnon | **BUTUAN MSB**  
Ong Building, JC Aquino Avenue  
across / infront of Butuan Doctor's Hospital  
Butuan City |
| **SURIGAO MSB**  
Ground Floor, Gaisano Capital Surigao Mall  
Km 4 Brgy., Luna, National Highway,  
Surigao City | **SAN FRANCISCO MSB**  
G/F Gaisano Capital, Brgy. 4 National Highway  
San Francisco, Agusan del Sur |
| **ILIGAN MSB**  
Gonzales-Gimeno Building IV  
Tubod Highway, Iligan City |  |

<table>
<thead>
<tr>
<th>K. Western Mindanao</th>
<th></th>
</tr>
</thead>
</table>
| **ZAMBOANGA MSB**  
Pag-IBIG Fund Building  
San Jose Road, Baliwasan  
Zamboanga City | **DIPLOG MSB**  
Nicole’s 22 Building, Assessors Village,  
Apokon, Tagum City |
| **PAGADIAN MSB**  
2nd Floor DBP Building,  
Rizal Avenue, Balangasan District, Pagadian City |  |

<table>
<thead>
<tr>
<th>L. Southern Mindanao</th>
<th></th>
</tr>
</thead>
</table>
| **DAVAO CENTRAL MSB**  
Ground Flr., Pryce Tower Building  
JP Laurel Street  
Davao City | **DAVAO SOUTH MSB**  
# 31 LCI Building, Quimpo Blvd.,  
Ecoland, Davao City |
| **DAVAO NORTH MSB**  
2nd Floor Alpha Building  
Lanang, Business Park, Anglioniito, Lanang | **TAGUM MSB**  
Nicole’s 22 Building, Assessors Village,  
Apokon, Tagum City |
| **DIGOS MSB**  
USPD Commercial Building,  
Rizal Avenue, Digos City | **DAVAO CENTRAL MSB**  
Ground Flr., Pryce Tower Building  
JP Laurel Street  
Davao City |

<table>
<thead>
<tr>
<th>M. Southwestern Mindanao</th>
<th></th>
</tr>
</thead>
</table>
| **GEN. SANTOS MSB**  
EJ Yomon Building, Santiago Boulevard,  
General Santos City | **KORONADAL MSB**  
Ground Floor JYSL Building Corner  
Balmores - Arellano Sts.  
Koronalad City 9506, South Cotabato |
| **KIDAPAWAN MSB**  
ABLC Building, Ninoy Aquino Road,  
Kidapawan City | **COTABATO MSB**  
R. Chio Building, Notre Dame Avenue cor  
Clemente Allinio St., Cotabato City |
| **POLOMOLOK MSB**  
WJ Building, Cannery Road, Sanchez Subdivision,  
Brgy. Poblacion, Polomolok, South Cotabato | **PANABO MSB**  
2F Nixon Lim Building, National Highway  
San Francisco, Panabo City, Davao del Norte |

|  |  |
LIST OF EXCEPTIONS

As provided by the Presidential Communications Operations Office (PCOO), 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 the government agencies, tribunals, boards, or officers, in relation to the performance of their functions, or to inquiries or investigation conducted by them in the exercise of their administrative, regulatory or quasi-judicial powers;
6. Prejudicial premature disclosure;
7. Records of proceedings or information from proceedings which, pursuant to law or relevant rules and regulations, are treated as confidential or privileged;
8. Matters considered confidential under banking and finance laws, and their amendatory laws; and
9. Other exceptions to the right to information under laws, jurisprudence, rules and regulations.

Salient Details and Legal Bases on 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 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 of 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. Deprive a person of a right to a fair trial or an impartial adjudication;
iii. 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
iv. 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 and 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) Trafficked persons, including their names and personal circumstances, or any other information tending to establish the identity of the trafficked person;
(7) Names of victims of child abuse, exploitation or discrimination;
(8) 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;
(9) Records, documents and communications of proceedings involving domestic and inter-country adoptions, including the identity of the child, natural parents and adoptive parents;
(10) Names of students who committed acts of bullying or retaliation;
(11) 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 a 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
(12) 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, boards, or officers, in
relation to the performance of their functions, or to inquiries or investigation conducted by them in the exercise of their administrative, regulatory or quasi-judicial powers, 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 (PSA);
c. Records and reports submitted to the Social Security System by the employer or member;
d. Information gathered from HIV/AIDS contact tracing and all other related health intelligence activities;
e. 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;
f. Applications and supporting documents filed pursuant to the "Omnibus Investments Code of 1987";
g. Documents submitted through the Government Electronic Procurement System;
h. 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";
i. 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;
j. 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;
k. 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;
l. Information submitted to the Tariff Commission which is by nature confidential or submitted on a confidential basis;
m. Certain information and reports submitted to the Insurance Commissioner pursuant to the Insurance Code;

n. Information on registered cultural properties owned by private individuals;

o. Data submitted by a higher education institution to the Commission on Higher Education (CHED); and

p. Any secret, valuable or proprietary information of a confidential character known to a public officer, or secrets of private individuals;

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 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 official 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 Human Security Act of 2007;

k. Preliminary investigation proceedings before the committee on decorum and investigation of government agencies; and

l. Those 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;

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); and

e. RA No. 9510 (Credit Information System Act);

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;

(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); 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);

d. 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. Lists, abstracts, summaries of information requested when such lists, abstracts or summaries are not part of the duties of the government office requested;

e. Those information and proceedings deemed confidential under rules and regulations issued by relevant government agencies or as decided by the courts;

f. Requested information pertains to comments and disclosures on pending cases in judicial proceedings; and


g. Attorney-client privilege existing between government lawyers and their client.
ANNEX “D”

FOI REQUEST FLOW CHART

Start

Accomplish and submit the document to Pag-IBIG Fund

Note: The Freedom of Information (FOI) Request Form can be sent thru email to Pag-IBIG Fund. Attached are the Pag-IBIG MID No., scanned copy of FOI Request Form and duly recognized government ID with photo.

Check compliance of request to the requirements

Acknowledge receipt of request

Input details of request and allocate a Reference Number

Request Tracking System

Evaluate the information being requested

Evaluate the information being requested

Yes

Inform the requesting party on the availability of the requested information online

Provide the website link where the information is posted

Requesting Party

NO

A

Control Notes:

Legend:

- Request
- Decided
- Reasoned Action
- Effective Control

Reviewed by: Approved by:
For request re: other dept., HBC or MSB under the Fund, endorse to the Legal and General Counsel Group to assess the request.

For request not in the custody of the Fund, advise the requesting party accordingly and provide the contact no. of the concerned office.

For request similar to the previous request, deny the request and inform the requesting party of the reason.

Requesting Party

A

Release notice for not granting the request to requesting party

Assess request whether to grant or not

Request granted?

Indicate in the document the reason for not granting the request

Prepare and forward notice for not granting the request to PACD

Release notice for not granting the request to requesting party

Legal Officer/Task Force of Corporate Affairs Sector

Requesting Party

B

Recommend and forward document to Chairman of the Corporate Affairs Sector

POI Request Form

A

Note: The notice shall be approved by the Chairman of the Corporate Affairs Sector.
Approve request for information based on the preliminary recommendation of the Legal Officer

Forward documents to the Legal Officer

Forward approved request to the concerned unit for retrieval of information

Assess request for information

Legend:
- Request
- Service
- Procedure
- Information
- Officer

Locate and retrieve the information requested.

Compute cost for reproduction of requested information.

Forward the retrieved information together with a detailed computation of reproduction to Legal Officer for evaluation.

Note: The cost for reproduction shall be paid by the Requesting Party.

Review retrieved information from the concerned unit.

Forward information to Chairman for approval.

Control Notes:

Legend:

Reviewed by:  

Approved by:
Chairman of Corporate Affairs Sector

Approve the retrieved information

Forward approved information to Legal Officer for release

Legal Officer/Task Force of Corporate Affairs Sector

Forward approved information to concerned PACD

Public Assistance and Complaints Desk (PACD)

Inform Requesting Party on the availability of the requested information

Present required documents for release of the information

Requesting Party

Note: The following documents shall be presented:
- Pag-IBIG Fund Receipt (PFR) (for reproduction fee)
- Proofs of Identification

Control Notes:

- Process Title: PROCEDURE ON FREEDOM OF INFORMATION MANUAL (FOI)
- Document No.
- Effective Date

Reviewed by: 

Approved by:
Check the documents presented by requesting party

Release the requested information

Requesting Party
### eFOI Receiving Officer/s and Details

<table>
<thead>
<tr>
<th>eFOI Receiving Officer/s</th>
<th>Designation/Position</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Atty. Marcial C. Pimentel, Jr</td>
<td>Head of Compliance and Vice President</td>
<td><a href="mailto:efoi@pagibigfund.gov.ph">efoi@pagibigfund.gov.ph</a></td>
</tr>
<tr>
<td>Atty. Heidiliza G. Dalanao</td>
<td>Attorney V</td>
<td>(02) 822-1434</td>
</tr>
<tr>
<td>Atty. Stephanie Marie L. Narvaez</td>
<td>Attorney IV</td>
<td></td>
</tr>
</tbody>
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