

Article 1

**SHORT TITLE AND LEGAL BASES OF PROMULGATION**

Section 1. **Short Title.** – This shall be known as the People's Freedom of Information Manual of the Eastern Visayas State University, hereinafter referred to as the 2017 PFOI Manual of EVSU or 2017 EVSU-PFOI.

Section 2. **Legal Bases of Promulgation.** – This 2017 People's Freedom of Information (PFOI) Manual of the Eastern Visayas State University is promulgated pursuant to the powers and functions of the Board of Regents of the Eastern Visayas State University or EVSU Board of Regents as provided below:

- 2.1. 1987 Philippines Constitution mandates, among others, "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,"<sup>1</sup> and "the right of the people to information on matters of public concern"<sup>2</sup>;
- 2.2. Section 8 of Executive Order No. 02, s. 2016<sup>3</sup>;

"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 of this Order;
- (d) The standard forms for the submission of requests and for the proper acknowledgement 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

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<sup>1</sup> Section 28, Article II.

<sup>2</sup> Section 7, Article III.

<sup>3</sup> "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 Thereof."

(g) The schedule of applicable fees.”

The said provision is also provided under Section 17.1, Article 6, Chapter III, Preliminary Title, Book I of the 2017 Revised Code of Eastern Visayas State University.

2.3. Section 7, paragraph w of R.A. No. 9311<sup>4</sup>, and Section 19.23, Article 7, Chapter IV, Title II, Book II of the 2017 Revised Code of Eastern Visayas State University, approved per Board Resolution No. 115, s. 2017, mandate:

“To establish policy guidelines and procedures for participative decision-making and transparency within the University;”

2.4. Section 4, paragraph v of R.A. No. 8292<sup>5</sup> and Section 18, paragraph v, Rule V of its IRR<sup>6</sup>, provide:

“To establish policy guidelines and procedures for participative decision-making and transparency within the University;”

2.5. Pertinent laws, rules and regulations promulgated by competent authority/ies.

## Article 2

### **COVERAGE, PURPOSE, OBJECTIVES AND RESPONSIBILITY**

Section 3. **Coverage.** – This Manual shall cover the Eastern Visayas State University (EVSU) comprised of its Main Campus located in Tacloban City and its External or Integrated Campuses located in the City of Ormoc and Municipalities of Burauen, Carigara and Tanauan, and Community Satellite Campus in Dulag, all in the Province of Leyte.

Section 4. **Purpose.** – The purpose of this FOI Manual is to provide the process to guide and assist the University in dealing with requests of information pursuant to Executive Order No. 2, s. 2016 and its subsequent issuances and related or laws, rules and regulations.

Section 5. **Objectives.** – This Manual sets the guidelines and procedures which shall strictly be observed by the University Campuses, branches, offices, centers, sections and units, whenever a request for access to information is received.

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<sup>4</sup> “An Act Converting the Leyte Institute of Technology (LIT) in the Province of Leyte into a State University to be known as the Eastern Visayas State University and Appropriating Funds Therefor

<sup>5</sup> “An Providing for the Uniform Composition and Powers of the Governing Boards, the manner of Appointment and Term Office of the President of Chartered State Universities and Colleges, and for Other Purposes”, otherwise known as the “Higher Education Modernization Act of 1997.”

<sup>6</sup> CHED Memorandum Order No. 03, s. 2011 entitled, Implementing Rules and Regulations of Republic Act No. 8292.

Section 6. **Overall Responsibility.** – The University President shall be responsible for all actions carried under this Manual and may delegate this responsibility to the Offices of Vice Presidents, Campus Directors, College Deans, and Directors of Administrative and Academic Branches of the University.

Section 7. **Delegation of the EVSU Board of Regents.** – The EVSU Board of Regents may, upon the recommendation by the University President, delegate to a specific Committee or official/s of the University the authority to act as the Decision Maker (DM) and shall have the overall responsibility for the initial decision on FOI request i.e. to decide whether to release all the records, partially release the records or deny access, except as expressly provided under existing laws and/or in this Manual.

### Article 3

## **CONSTRUCTION AND INTERPRETATION, DEFINITION OF TERMS, AND SUPPLEMENTARY APPLICATION OF RELEVANT LAWS, RULES AND REGULATIONS PROMULGATED BY COMPETENT AUTHORITIES**

Section 8. **Construction and Interpretation of the Manual.** – All doubts in the implementation of any of the provisions of this Manual shall be interpreted and resolved in favor of the University.

*Provided*, that in matters affecting the welfare of a student, all doubts in the implementation and interpretation of pertinent provisions of this Manual shall be resolved in favor to the student subject to applicable laws, rules and regulations. *Provided, further*, that in matters affecting the welfare of a teaching and non-teaching personnel, all doubts in the implementation and interpretation of pertinent provisions of this Manual shall be resolved in favor of the faculty member or personnel, as the case may be, subject to applicable laws, rules and regulations.

Section 9. **Definition of Terms.** – Notwithstanding as may be provided in relevant laws, rules and regulations, the following terms are hereby defined as used in this Manual:

- 9.1. *Academic Officers* – refers to the Deans of Colleges and their Heads or Chairpersons or Coordinators of various academic departments or units.
- 9.2. *Administrative FOI Appeal* – refers to an independent review of the initial determination made in response to the FOI request. Requesting parties who are dissatisfied with the response made on their initial request have a right to appeal that initial determination to an office within the University, which will then conduct an independent review.
- 9.3. *Administrative Services* – refer to the functions of the University which directly relates to the supervision and control of administration of the University other than academic in nature.

- 9.4. *Administrative Officials* – refer to the Chief Administrative Officer, Directors for Finance, Administration, Human Resource Development, IGP, research, extension and such other offices or units of the University.
- 9.5. *Annual FOI Report* – refers to a report to be filed each year with the Presidential Communications Operations Office (PCOO) by the University detailing the administration of the FOI, Annual FOI Reports containing, among others, detailed statistics on the number of FOI requests received, processed, and pending at the University.
- 9.6. *Board* – refers to the Board of Regents of Eastern Visayas State University which is the highest policy-making body of the University.
- 9.7. *Campuses* – refer to the Main Campus of the University located in Tacloban City, external or integrated Campuses in City of Ormoc and Municipalities of Burauen, Carigara, and Tanauan, and a Community Satellite Campus in the Municipality of Dulag, all in the Province of Leyte.
- 9.8. *Code* – refers to the 2017 Revised Code of the Eastern Visayas State University approved per Board Resolution No. 115, s. 2017.
- 9.9. *Community Laboratory* – is a community adopted by the University as part of its extension program where research and civic services are conducted by its students and/or faculty.
- 9.10. *Community Satellite Campus* – refers to a Campus established and funded by a Local Government Unit (LGU) and the responsibility of the University is limited to academic administration and management services only.
- 9.11. *Consultation* – When the University locates a record that contained information of interest to another office, it will ask for the views of that other agency on the disclosability of the records before any final determination is made. This process is called a “consultation.”
- 9.12. *data.gov.ph* – refers to the Open Data website that serves as the government’s comprehensive portal for all public government data is searchable, understandable, and accessible;
- 9.13. *Decision Maker* – refers to the Director of the University People’s Freedom of Information (UPFOI) duly designated by the University President and confirmed by the EVSU Board of Regents in accordance with the provisions of this Manual and/or University Code.
- 9.14. *Duly recognized campus alumni association* – is an alumni association established and recognized by the University where

each Campus shall have only one (1) organization comprised of alumni from the tertiary level programs of the University Campus.

- 9.15. *Duly recognized campus faculty association* – is a faculty association established and recognized by the University where each Campus shall have only one (1) organization comprised of the regular faculty members and instructional staff of the University Campus.
- 9.16. *Duly recognized campus student council* – is a student council established and recognized by the University where each Campus shall have only one (1) organization comprised of *bona fide* students from tertiary level programs of the University Campus.
- 9.17. *Duly recognized federation of alumni associations* – is the federation of the duly recognized alumni associations in the different Campuses of the University which has been extended recognition by the EVSU Board of Regents to be the legitimate and lawful organization of its alumni.
- 9.18. *Duly recognized federation of faculty associations* – is the federation of the duly recognized faculty associations in the different Campuses of the University which has been extended recognition by the EVSU Board of Regents to be its legitimate and lawful faculty association as manifested by its Constitution and By-Laws being ratified by 2/3 of its members.
- 9.19. *Duly recognized federation of student councils* – is the federation of the duly recognized student councils in the different Campuses of the University which has been extended recognition by the EVSU Board of Regents.
- 9.20. *eFOI.gov.ph* – refers to the website that serves as the government's comprehensive FOI website for all information on the FOI. Among any other features, EFOI.gov.ph provides a central resource for the public to understand the FOI, to locate records that are already available online, and learn how to make a request for information that is not yet publicly available. eFOI.gov.ph also promotes agency accountability for the administration of the FOI by graphically displaying the detailed statistics contained in Annual FOI reports, so that they can be compared by agency and overtime.
- 9.21. *Executive Officials* – refers to the University President, Vice Presidents and Campuses Directors whose primary duty and function is to ensure proper, effective and efficient execution of policies and directions laid down by the Board and such competent authorities.
- 9.22. *Extension Campus* – is the Campus that responds to special needs/demand (i.e. instruction, research or extension) with no

administrative structure duly created by the EVSU Board of Regents or enabling law.

- 9.23. *Extension Services* – refers to a function of the University and the faculty members and non-teaching personnel comprised of programs, projects, studies or activities conducted in accordance with the policies of the University directed towards the improvement on the quality of life ad target clients and further expand the social contributions of the University to the constituents in various localities of Leyte or its nearby localities.

*Provided,* That for this purpose, the University shall, after the occurrence of disaster or calamity and upon declaration of the State of Calamity by the President of the Philippines and/or invitation by the DDRMC national, regional or local levels, or by Local Government Unit (LGU) concerned or any organization, mobilize its personnel and students to constitute as volunteers in disaster or calamity hit area/s pursuant to the provisions of R.A No. 10121<sup>7</sup> and IRR and the provisions of the University Code.

- 9.24. *External Campus* – is a campus classified as CHED-Supervised Institution integrated to the University pursuant to the provisions of Republic Act No. 9311 ad pertinent laws, rules and regulations.
- 9.25. *EVSU* –refers to the Eastern Visayas State University.
- 9.26. *EVSU-BOR* – refers to the Board of Regents of Eastern Visayas State University.
- 9.27. *Exceptions/Exemptions* – refers to information that should not be released and disclosed in response to a FOI request because they are protected by the Constitution, laws or jurisprudence.
- 9.28. *Final Decision Maker (FDM)* – refers to the EVSU Board of Regents or the University President in so far as expressly authorized by the Board and/or under this Manual.
- 9.29. *First-in-first-out Basis* – refers to a manner of acting or disposing requests by sequence wherein the first FOIE request or accomplished form stamped received shall takes precedence over other subsequent or preceding FOI requests or forms regardless of the nature or content and requesting party/ies thereof.
- 9.30. *FOI Contact* – refers to the name, address and phone number at the University where a requesting party makes a FOI request.

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<sup>7</sup> An Act Strengthening the Philippine Disaster Risk Reduction and Management System, Providing for the National Disaster Risk Reduction and Management Framework and Institutionalizing the National Disaster Risk Reduction and Management Plan, Appropriating Funds Therefor and for Other Purposes.

- 9.31. *FOI Receiving Office* – refers to the primary contact of the University where the requesting party can call and ask questions about the FOI processor of the pending FOI request.
- 9.32. *Freedom of Information (FOI)* – refers to 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 and its subsequent issuances and such relevant laws. 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.
- 9.33. *Frequently Requested Information* – refers to information released in response to a FOI request that the University determines have become or are likely to become the subject of subsequent requests for substantially the same records.
- 9.34. *FRO* – refers to Freedom of Information Receiving Officer duly designated by the University President in accordance with the provisions of this Manual and/or University Code.
- 9.35. *Full Denial* – When the Office of the University President and/or Office of the Campus Director or their respective representative/s cannot release any records in response to an FOI request, because the requested information is exempt from disclosure in its entirety or, no records responsive to the request could be located.
- 9.36. *Full Grant* – when the University is able to disclose all records in full in response to a FOI request.
- 9.37. *Faculty Member* – is an employee or personnel of the University who is hired with the primary duties and functions that include instruction, research, extension services and production.
- 9.38. *Governing Board* – refers to the EVSU Board of Regents.
- 9.39. *Hard to Fill Positions* – refers to faculty positions in the University in which the pool of graduates are scarce or few or rare and that these professions are offered higher salaries in the private sector or the entry salary in other government agencies is higher than in the University such as but not limited to, Engineers, Architects, Interior Designers, Marine Engineers or Ship Captains, Artists, Chef, Nutritionist, Chemists, Certified Public Accounts (CPAs), and such professions as the President may determine duly approved by the Board and CSC.
- 9.40. *Head of the University* – refers to the President of the University or University President.

- 9.41. *Head of the Campus* – refers to the Campus Director who is authorized to manage the administrative operations of the Campus. He/she is also tasked to coordinate the plans, programs, projects and activities of the campus in accordance with the overall vision, mission, goals and objectives of the University<sup>8</sup>.
- 9.42. *Head of the College* – refers to the Dean who is authorized to manage the administrative operations of the College. He/she is also tasked to coordinate the plans, programs, projects and activities of the campus in accordance with the overall vision, mission, goals and objectives of the University.
- 9.43. *Head of the Department, Unit or Section* – refers to the Director or head, chairperson or coordinator, as the case may be.
- 9.44. *Hold-over Capacity (Principle)* – refers to the preservation of continuity in the transaction of official business and prevents a hiatus in government or in any office of the University pending the assumption of a successor into office<sup>9</sup>.
- 9.45. *Instruction Services* – refers to a function of the University and faculty members which include among others, the pedagogy and academic activities necessary for the delivery of educational services and degree programs, or educational services to the students, professionals and other clients which are vital in the realization of the mandates, vision, mission, goals and objectives of the University.
- 9.46. *IRR* – refers to Implementing Rules and Regulations of any law or statute enacted by the Congress of the Philippines or issued by the President of the Philippines and such competent authority/ies.
- 9.47. *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 available, and learn how to make a request for information that is not yet publicly available pursuant to law, executive order, and rules and regulations or in connection with the performance or transaction of official business by the different Campuses of offices of the University.

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<sup>8</sup> Section 3(b), Article I of CHED Memorandum Order No. 20, s. 2011.

<sup>9</sup> ***Adap, etal vs. Commission on Elections*** (G.R. No. 161984, February 21, 2007), citing ***Nueno, etal. vs. Angeles, etal.*** (G.R. No. L-89, February 1, 1946), the Supreme Court ruled:

“The application of the hold-over principle preserves continuity in the transaction of official business and prevents a hiatus in government pending the assumption of a successor into office. As held in *Topacio Nueno v. Angeles*, cases of extreme necessity justify the application of the hold-over principle.”



- 9.48. *Information for Disclosure* – refers to the information promoting the awareness and understanding of policies, programs, activities, rules or revisions affecting the University, 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 can already be posted to government websites, such as data.gov.ph, without need for written requests from the public.
- 9.49. *Main Campus* – is the Campus located in Tacloban City where the administrative services of the University are located and/or where the University President holds office permanently.
- 9.50. *Manual* – refers to the 2017 People's Freedom of Information Manual of the Eastern Visayas State University or the University People's Freedom of Information (UPFOI) Manual approved per Board Resolution No. 116, s. 2017.
- 9.51. *Multi-track Processing* – a system that divides incoming FOI requests according to their complexity so that simple requests requiring relatively minimal review are placed in one processing track and more complex requests are placed in one or more other tracks. Requests granted expedited processing are placed in yet another track. Requests in each track are processed on a first in-first-out basis.
- 9.52. *Official Record/s* – refers to information produced or received by a University official or officer or employee in an official capacity or pursuant to a public function or duty.
- 9.53. *Open Data* – refers to the publicly available data of the University structured in a way that enables the data to be fully discoverable and usable by end users.
- 9.54. *Partial Grant/Partial Denial* – refers an instance when the University is able to disclose portions of the records in response to an FOI request, but must deny other portions of the request.
- 9.55. *Pending Request or Pending Appeal* – refers to an FOI request or administrative appeal for which the University 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.
- 9.56. *Perfected Request* – refers to an FOI request, which reasonably describes the records, sought and is made in accordance with the University's regulations.
- 9.57. *Personal Information* – refers to any information, whether recorded in a material form or not, from which the identify 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 or certainly identify an individual.

- 9.58. *Personnel* – refers to executive officials, officers, faculty members and non-teaching personnel of the University which they are also called as employees.
- 9.59. *Production Services* – is a function of the University and faculty members which covers the implementation of generating resources such as, but not limited to, instructional materials development and commercialization of technologies and other intellectual properties to augment the income and sustain sound financial condition of the University.
- 9.60. *R.A. or RA* – refers to Republic Act duly enacted by the Congress of the Philippines and approved by the President of the Philippines or lapse into law as provided under the 1987 Philippine Constitution.
- 9.61. *Regent* – refers to the Chairperson or Vice Chairperson or any Member of the Board.
- 9.62. *Research Services* – is a function of the University and faculty members directed to the development, transfer, utilization and commercialization and protection of new knowledge, technologies, methods, procedures, intellectual properties and scholarly works necessary for continuing improvement in the capacity of the University in the realization of its legal mandates, vision, mission, goals and objectives.
- 9.63. *Proactive Disclosure* – refers to information made publicly available by the University without waiting for specific FOI request. The University now post on its websites as vast amount of material concerning their functions and mission.
- 9.64. *Processed Request or Processed Appeal* – refers to the number of request or appeals where the agency has completed its work and sent a final response to the requester.
- 9.65. *Public Records* – include information required by laws, executive orders, rules, or regulations to be entered, kept, and made publicly available by the University.
- 9.66. *Public Service Contractor* – refers to any private entity that has dealing, contract, or a transaction in whatever form or kind with the University that utilizes public funds.
- 9.67. *Received Request or Received Appeal* – An FOI request or administrative appeal that the University has received within a fiscal year.

- 9.68. *Referral* – When the University locates a record that originated with, or is of otherwise primary interest to another agency, it will forward that record to the other agency to process the record and to provide the final determination directly to the requester. This process is called a “referral.”
- 9.69. *Requesting Party or Requester* – refers to any individual who accomplishes and submits an FOI form with the purpose of generating or securing information or data under the custody or position of the University subject to the limitations set forth under this Manual.
- 9.70. *Review of Documents* – is processing of examining documents to determine whether any portion is exempt from disclosure.
- 9.71. *Sensitive Personal Information* – As defined under the Data Privacy Act of 2012, shall refer to personal information comprised of the following:
- a. About an individual race, ethnic origin, marital status, age, color, and religious philosophical or political affiliations;
  - b. About an individual health, education, genetic or sexual life of a person, or to any proceedings for any offense committed or alleged to have 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 not limited to, social security or SSS card, GSIS card, passport, Tax Identification Number (TIN) card, PhilHealth Card 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.
- 9.72. *Searching for Documents* – is an act or process of reviewing manually or automated/mechanically.
- 9.73. *Simple Request* – an FOI request that the University anticipates which involve a small volume of material or which will be able to be processed relatively quickly.
- 9.74. *Tertiary programs* – refer to four to five year degree programs in the undergraduate level and graduate programs such as master’s and doctoral degrees offered by the University.
- 9.75. *University* – refers to Eastern Visayas State University or EVSU.
- 9.76. *University Code* – refers to the 2017 Revised Code of the Eastern Visayas State University approved per Board Resolution No. 115, s. 2017.

Section 10. **Suppletory Application of Laws, Rules and Regulations.**  
– Notwithstanding as explicitly adopted or provided under this Code, all laws, rules and regulations promulgated by competent authorities such as, but not limited to, the President of the Republic of the Philippines, Congress of the Philippines, Commission on Higher Education (CHED), Civil Service Commission (CSC), jurisprudence laid down by the Supreme Court of the Philippines, and such government agencies concerned, shall apply suppletorily and serve as governing guidelines to this Manual, in so far as expressly determined and duly adopted by the EVSU Board of Regents.

Article 4  
**APPLICATION OF ACCOUNTABILITY OF THE OFFICIALS  
AND EMPLOYEES OF EVSU**

Section 11. **Application of Accountability of the Officials and Employees of the University.** – The University Regents, officials or officers, faculty members and non-teaching personnel or employees shall be fully accountable in the discharge of their respective duties relative to the implementation of this Manual, to wit:

“Public Office is a public trust. Public officers and employees must at all times be accountable to the people, serve them with utmost responsibility, integrity, loyalty, and efficiency, act with patriotism and just, and lead modest lives.<sup>10</sup> These constitutionally-enshrined principles, oft-repeated in our case law, are not mere rhetorical flourishes or idealistic sentiments. They should be taken as working standards by all in the public service<sup>11</sup>. Public office therefore is given utmost regard, and the highest standards of service are expected from it”<sup>12</sup>.

Further, the University shall adhere to the policies laid down under Republic Act No. 9485<sup>13</sup> and its IRR<sup>14</sup> and subsequent issuances thereof. Relatedly, all Offices, Centers, Units and Sections of the University Campuses shall strictly observe the “no noon break” policy and ensure that frontline services must at all times be complemented with adequate staff by adopting mechanisms such as rotation system among office personnel, sliding flexi-time, reliever system especially in peak times of the transaction, or providing skeletal personnel during lunch and snack time<sup>15</sup>.

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<sup>10</sup> Section 1, Article XI of the 1987 Philippine Constitution.

<sup>11</sup> **GSIS v. Mayordom** (G.R. No. 191218, May 31, 2011).

<sup>12</sup> **Palecpec v. Davis** (G.R. No. 171048, July 31, 2007) citing *Bernardo v. Court of Appeals*, G.R. No. 124261, 27 May 2004, 429 SCRA 285, 298-299.

<sup>13</sup> “An Act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Thereof” or the Anti-Red Tape Act of 2007.”

<sup>14</sup> Implementing Rules and Regulations of Republic Act No. 9485.

<sup>15</sup> Section 3, Rule VI of CSC MC No. 12, s. 2008.

Section 12. ***Norms of Conduct of the Executive Officials, Officers or Managers of Administrative Offices, Faculty Members, and Non-Teaching Personnel of the University.*** – Pursuant to Section 4 of R.A. No. 6713<sup>16</sup> and its IRR, every Regent, Executive Official, Officer or Manager of Administrative Offices, Faculty Member and Non-Teaching Personnel of the University, shall observe the following as standards of personal conduct in the discharge and execution of official duties:

- 12.1. *Commitment to public interest.* – University officials and employees shall always uphold the public interest over and above personal interest. All government resources and powers of their respective offices must be employed and used efficiently, effectively, honestly and economically, particularly to avoid wastage in University funds and revenues.
- 12.2. *Professionalism.* – University officials and employees shall perform and discharge their duties with the highest degree of excellence, professionalism, intelligence and skill. They shall enter public service with utmost devotion and dedication to duty. They shall endeavor to discourage wrong perceptions of their roles as dispensers or peddlers of undue patronage.
- 12.3. *Justness and sincerity.* – University officials and employees shall remain true to the people at all times. They must act with justness and sincerity and shall not discriminate against anyone, especially the poor and the underprivileged. They shall at all times respect the rights of others, and shall refrain from doing acts contrary to law, good, morals, good customs, public policy, public order, public safety and public interest. They shall not dispense or extend undue favors on account of their office to their relatives whether by consanguinity or affinity except with respect to appointments of such relatives to positions considered strictly confidential or as members of their personal staff whose terms are coterminous with theirs.
- 12.4. *Political neutrality.* – University officials and employees shall provide service to everyone without unfair discrimination and regardless of party affiliation or preference.
- 12.5. *Responsiveness to the public.* University officials and employees shall extend prompt, courteous, and adequate service to the public. Unless otherwise provided by law or when required by the public interest, University officials and employees shall provide information of their policies and procedures in clear and understandable language, ensure openness of information, public consultations and hearings whenever appropriate, encourage

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<sup>16</sup> "An Act Establishing a Code of Conduct and Ethnical Standards for Public Officials and Employees, To Uphold the Time-Honored Principle of Public Office Being a Public Trust, Granting Incentives and Rewards for Example Service, Enumerating Prohibited Acts and Transactions and Providing Penalties for Violations Thereof and for Other Purposes."

suggestions, simplify and systematize policy, rules and procedures, avoid red tape and develop an understanding and appreciation of the socio-economic conditions prevailing in the country, especially in the depressed and rural and urban areas.

- 12.6. *Nationalism and patriotism.* – University officials and employees shall at all times be loyal to the Republic and to the Filipino people, promote the use of locally-produced goods, resources and technology and encourage appreciation and pride of country and people. They shall endeavor to maintain and defend Philippine sovereignty against foreign intrusion.
- 12.7. *Commitment to democracy.* – University officials and employees shall commit themselves to the democratic way of life and values, maintain the principles of public accountability, and manifest by deeds the supremacy of civilian authority over the military. They shall at all times uphold the Constitution and put loyalty to country above loyalty to persons or party.
- 12.8. *Simple living.* University officials and employees and their families shall lead modest lives appropriate to their positions and income. They shall not indulge in extravagant or ostentatious display of wealth in any form.

Section 13. ***Duties of Conduct of the Executive Officials, Officers or Managers of Administrative Offices, Faculty Members, and Non-Teaching Personnel of the University.*** – In the performance of their duties, all Regents, Executive Officials, Officers or Managers of Administrative Offices, Faculty Members and Non-Teaching Personnel of the University hereinafter referred to as employees of the University, *for brevity*, are under obligation to:

- 13.1. *Act promptly on letters and requests.* – All University officials and employees shall, within fifteen (15) working days from receipt thereof, respond to letters, telegrams or other means of communications sent by the public. The reply must contain the action taken on the request.
- 13.2. *Submit annual performance reports.* – All University officials and other responsible officers and offices of the University shall, within forty-five (45) working days from the end of the year, render a performance report of the University or office. Such report shall be open and available to the public within regular office hours.
- 13.3. *Process documents and papers expeditiously.* – All official papers and documents must be processed and completed within a reasonable time from the preparation thereof and must contain, as far as practicable, not more than three (3) signatories therein. In the absence duly authorized signatories, the official next-in-rank or officer-in-charge shall sign for and in their behalf.

13.4. *Act immediately on the public's personal transactions.* – All University officials and employees must attend to anyone who wants to avail himself of the services of their offices and must, at all times, act promptly and expeditiously.

13.5. *Make documents accessible to the public.* – All public documents must be made accessible to, and readily available for inspection by the public within reasonable working hours.

Section 14. **Membership to the EVSU Board of Regents as a Public Office.** – As enunciated in **Serana**<sup>17</sup> and **Javier**<sup>18</sup> doctrines, Membership in the EVSU Board of Regents is a public office and therefore, Regents are public officers during their incumbency.

#### Article 5

### DOCUMENTS THAT CAN BE REQUESTED FROM THE CONCERNED OFFICES OF THE UNIVERSITY

Section 15. **General Policies.** – The University shall adhere to the provisions of Section 17.1, Article III, Chapter IV, Title I, Book I of the University Code approved per Board Resolution No. 115, s. 2017 and in compliance to Executive Order No. 02, s. 2016, to wit:

"Every Filipino shall have access to information, official records, and documents and papers pertaining to University official acts, transactions or decisions, as well as to the University research data used as basis for policy development."

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<sup>17</sup> **Serana vs. Sandigabayan** (G.R. No. 162059, January 22, 2008), citing, G.R. No. 125296, July 20, 2006, 495 SCRA 452, 458-459, G.R. No. L-30057, January 31, 1984, 127 SCRA 231, 237-238, 430 Phil. 658 (2002), *Laurel v. Desierto*, citing F.R. Mechem, A Treatise on the Law of Public Offices and Officers, Sec. 1., G.R. No. 158187, February 11, 2005, 451 SCRA 187, Presidential Decree No. 1606, Sec. 4(A)(1)(g), **University of the Philippines v. Court of Industrial Relations**, 107 Phil. 848 (1960), the Supreme Court held:

**"Petitioner UP student regent is a public officer.**

X X X

In **Aparri v. Court of Appeals**, the Court held that:

"A public office is the right, authority, and duty created and conferred by law, by which for a given period, either fixed by law or enduring at the pleasure of the creating power, an individual is invested with some portion of the sovereign functions of the government, to be exercised by him for the benefit of the public (*[Mechem Public Offices and Officers,]* Sec. 1).

x x x.

In **Laurel v. Desierto**, the Court adopted the definition of Mechem of a public office:

"The individual so invested is a public officer.

X X X

Petitioner claims that she is not a public officer with Salary Grade 27; she is, in fact, a regular tuition fee-paying student. This is likewise bereft of merit. It is not only the salary grade that determines the jurisdiction of the Sandiganbayan. x x x.

X X X

Moreover, it is well established that compensation is not an essential element of public office. At most, it is merely incidental to the public office."

<sup>18</sup> **Javier vs. Sandiganbayan** (G.R. Nos. 147026-27, September 11, 2009), the Supreme Court ruled:

"A perusal of the above powers and functions leads us to conclude that they partake of the nature of public functions. A public office is the right, authority and duty, created and conferred by law, by which, for a given period, either fixed by law or enduring at the pleasure of the creating power, an individual is invested with some portion of the sovereign functions of the government, to be exercised by him for the benefit of the public." (*Italics supplied*).

Section 16. **Types of Documents that Can be Secured from the Concerned Office of the University.** – The documents which can be requested or secured from the Offices, Branches, Centers, Departments, Sections or Units of the University Campuses and Colleges shall be those listed in **Annex B** hereof.

Section 17. **Submission of Additional List of Documents.** – Within thirty (30) days upon the approval of this Manual, Executive Officials, Administrative and Academic Officers, Directors, Heads, Chairperson and Coordinators shall submit additional list of documents, which can be secured from their respective offices, to the Office of the Director of the University Freedom of Information (UPFOI) for review and to the Office of the University President for approval.

#### Article 6

### **EXCEPTIONS/EXEMPTIONS, AND APPLICATION OF THE DATA PROTECTION AND PRIVACY**

Section 18. **General Policies.** – The University shall adhere to the provisions of Section 17.2, Article III, Chapter IV, Title I, Book I of the University Code approved per Board Resolution No. 115, s. 2017 and in compliance to Executive Order No. 02, s. 2016, to wit:

"Access to information shall be denied when the information falls under any of the exceptions enshrined in the Constitutions, existing laws or jurisprudence."

Section 19. **List of Exemptions/Exceptions.** – In addition to sensitive information as defined under this Manual, the documents shall not be released to any requesting party/ies, whose purpose other than internal use and reportorial compliance of the University; unless a proper court order is obtained with the specific instructions therein of producing the same, shall be those listed in **Annex C** hereof.

Section 20. **Suppletory Application of the Data Privacy.** – As provided under Section 4 of Executive Order No. 02, s. 2017 and Section 17.5, Article 6, Chapter III, Preliminary Title, Book I of the University Code and such applicable policies, the provisions of R.A. No. 10173<sup>19</sup> and its IRR shall be applied suppletorily to this Manual.

#### Article 7

### **PROMOTION OF TRANSPARENCY IN THE UNIVERSITY**

Section 21. **Duty to Disclose and Publish Information.** – The University Campuses shall regularly disclose, publish, print and disseminate at no cost to the public and in an accessible form, in conjunction with R.A. No.

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<sup>19</sup> An Act Protecting Individual Personal Information in Information and Communications Systems in the Government and the Private Sector, Creating for this Purpose a National Privacy Commission, and for Other Purposes."



9485<sup>20</sup>, and through their website, timely, true, accurate and updated key information including, but not limited to:

- 21.1. A description of mandates, structures, powers, functions, duties and decision-making processes;
- 21.2. A description of frontline services it delivers and the procedure and length of time by which they may be availed of;
- 21.3. The names of the Regents, executive officials, administrative and academic officers including their respective powers, functions and responsibilities, profiles and curriculum vitae;
- 21.4. Work programs, development plans, investment plans, performance targets and accomplishments, and budgets, revenue allotments and expenditures;
- 21.5. Human Resource (HR) Systems such as, but not limited to:
  - a. Recruitment;
  - b. Selection and Placement;
  - c. Learning and Development; and
  - d. Performance Managements and Rewards and Recognition.
- 21.6. Plantilla positions and vacancies;
- 21.7. Important rules and regulations, orders and decisions;
- 21.8. Current database and important database and statistics that it generates;
- 21.9. Bidding processes and requirements; and
- 21.10. Mechanisms or procedures by which the public may participate in or otherwise influence the formulation of policy or the exercise of its powers, duties and functions.

*Provided*, that there shall be bulletin boards for full disclosure, transparency, and people's freedom of information in all offices, branches, centers, departments, sections or units of the different Campuses and Colleges of the University. *Provided, further*, that the existing bulletin boards of the University shall be renamed or labeled as Full Disclosure, Transparency and People's Freedom of Information within fifteen (15) days from the effectivity of this Manual.

Section 22. **Accessibility of Language and Form.** – The Office of the Director for UPFOI shall endeavor to translate key information into major Filipino languages and present them in popular form and means.

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<sup>20</sup> Anti- Rate Tape of 2007.

Section 23. **Keeping of Records.** – The Office of the UPFOI shall create and/or maintain in appropriate formats, accurate and reasonably complete documentation or records, policies, transactions, decisions, resolutions, enactments, actions, procedures, operations, activities, communications and documents received or filed therein and the data gathered or collected.

Article 8

**OFFICE OF THE PEOPLE'S FREEDOM OF INFORMATION OF THE UNIVERSITY**

Section 24. **Management, Mandates and Functions of the University People's Freedom of Information (UPFOI).** – People's Freedom of Information shall be created in the University to be known as the Office of the University People's Freedom of Information (UPFOI) to be directly attached to and supervised by the Office of the University President.

The UPFOI shall be headed by a Director who shall be assisted by the FROs in the different Campuses, Colleges and Offices of the University and such personnel to be designated by the University President subject to the provisions of this Manual, 2017 Revised University Code, and applicable laws, rules and regulations.

The UPFOI shall primarily be responsible in the proper, effective and efficient implementation of this Manual and such related policies by the government and University on freedom of information, transparency and full disclosures.

Section 25. **Duties and Functions of the Director, Heads and Personnel of the Office of the University People's Freedom of Information (UPFOI).** – The Director, Heads and Personnel of the Office of the University People's Freedom of Information (UPFOI) shall perform the following duties and functions:

- 25.1. *Duties and functions of the Director.* – The duties and functions of the Director shall be as follows:
  - a. Provides progressive leadership in the Office of the University People's Freedom of Information (UPFOI);
  - b. Reviews and approves all requests for information filed and processed as the various University academic and administrative offices, branches, centers, units or sections;
  - c. Recommends the procurement of the necessary equipment and facilities necessary in the implementation of this Manual;
  - d. Directly supervises and monitors the performance of the FROs of the different Campuses, Colleges, Academic and Administrative Centers or Offices of the University;

- e. Formulates and executes such measures deemed essentials in ensuring proper, effective and efficient implementation of this Manual in so far as expressly authorized by the University President and/or EVSU Board of Regents;
- f. Represents the University, upon the authority of the University President, in external meetings and where such representation is deemed necessary;
- g. Prepares reports on Freedom of Information and submit the same to the University President for further review and to the appropriate government agencies concerned;
- h. Determines the agenda of the Committees on FOI created under this Manual;
- i. Submits budget, programs and activities prepared by the heads or coordinators on FOI of the different academic and administrative offices, sections or units; and
- j. Performs the duties and functions as expressly provided under this Manual, University Code and/or as may be delegated by the University President and/or EVSU-Board of Regents.

25.2. *The duties and functions of the FOI Receiving Officers (FROs).* – There shall be an FOI Receiving Officers (FROs) in various Campuses, offices, sections or units who shall discharge the following duties and functions, to wit:

- a. Receives, on behalf of the University or any of its Campuses, offices, centers, sections or units, all requests for information;
- b. Maintains a logbook of all requests chronologically received for tracing or tracking and accountability purpose;
- c. Forwards or refers to the appropriate person which has the custody of the records as defined under Section 4 of this Manual;
- d. Provide assistance and support to the public with regard to FOI requests, compile statistical information as required, and conduct initial evaluation of the request;
- e. Monitors all FOI requests and appeals, provide assistance to the FOI Decision Maker (FDM);
- f. Upon completion of the evaluation within the period set in Executive Order No. 02, advises the requesting party/ies of any decision on request;

- g. Assists the requesting party/ies or requester/s in the accomplishment, referral and processing of their respective requests for information including appeal or requests for reviews;
- h. Assists the Director for UPFOI in the realization of the mandates of the UPFOI Office and in the discharge of his or her duties and functions;
- i. Prepares reports on Freedom of Information and submit the same to the Director for UPFOI and University President for further review and to the appropriate government agencies concerned; and
- j. Performs the duties and functions as expressly provided under this Manual, University Code and/or as may be delegated by the Director for UPFOI and/or University President.

25.3. *The duties and functions of the Office Staff.* – The office staff shall perform the administrative and support services to the different FROs and requesting party/ies or requester/s as may be directed by the Director of the UPFOI Office.

Section 26. ***Committee on People's Freedom of Information.*** – There shall be a Committee on Freedom of Information to be created by the University President, subject to the confirmation by the EVSU BOR, to wit:

26.1. *Composition of the University Level People's Freedom of Information (ULPFOI) Committee.* – The University Level People's Freedom of Information (ULPFOI) Committee shall be composed of the following:

Chairperson: University President

Co-Chairperson: Director of the UPFOI

Vice Chairperson: Vice President for Administration and Finance

Members: Vice President for Planning, Research and Extension Services

Vice President for Academic Affairs

Vice President for Internationalization and External Affairs

Campus Directors

College Deans

Directors of Administrative, Finance and Academic Services

FOI Receiving Officers (FROs) of Colleges, Research, Extension, Production, Administrative and Finance

President of the duly recognized Federation of Faculty Associations of the University

President of the duly recognized Federation of Supreme Student Governments of the University  
President of the duly recognized Federation of Alumni Associations of the University  
President of the Federation of Non-Teaching Personnel Associations

26.2. *Composition of the University Campus Level People's Freedom of Information (CLPFOI) Committee.* – The University Campus Level People's Freedom of Information (CLPFOI) Committee shall be composed of the following:

Chairperson: Campus Heads or Directors

Co-Chairperson: Director of the UPFOI

Vice Chairperson: College Dean

Members: Directors or Heads of Administrative, Finance and Academic Services

FOI Receiving Officer/s (FRO/s)

President of the duly recognized Faculty Associations of the Campus

President of the duly recognized Supreme Student Government of the Campus

President of the duly recognized Alumni Association of the Campus

President of the Non-Teaching Personnel Association

26.3. *Duties and Functions of the University People's Freedom of Information Committee.* – The duly constituted Committee on People's Freedom of Information shall discharge the following duties and functions:

- a. To decide or dispose with dispatch all appeals or requests for review submitted by the requesting party/ies;
- b. To develop and recommend to the EVSU Board of Regents such measures necessary to ensure proper, effective and efficient implementation of the Manual;
- c. To assist the University President in the discharge of its rule-making authority;
- d. To review and approve the budget, programs and activities prepared by the heads or coordinators on FOI of the different academic and administrative offices, sections or units; and
- e. To discharge such duties and functions as may be deemed necessary or as the University President and/or EVSU Board of Regents may determine.

Section 27. **Term of Office and Hold-over Capacity of the UPFOI Director, FROs, and Personnel, and the Chairpersons, Vice Chairpersons and Members of the Committees on FOI of the University.** – The term of office of the UPFOI Director, FROs, and Personnel shall be three (3) years and renewable for such terms or extended for a period as the University President may determine subject to the confirmation by the EVSU Board of Regents.

*Provided,* that the term of office of the Chairpersons, Vice Chairpersons and Members of the Committees on FOI of the University shall be co-terminus of their respective terms in such capacities as provided under their respective appointments or designations, as the case may, subject to the provisions of the University Code.

*Provided, further,* that in order to avoid hiatus and to ensure continuity in the delivery of services, the UPFOI Director, FROs, and Personnel, and the Chairpersons, Vice Chairpersons and Members of the Committees on FOI of the University shall, upon expiration of their respective terms of office, continue to perform the duties and responsibilities in an hold-over capacity until their respective successors are duly appointed or designated, as the case may be, in accordance with applicable laws, rules and regulations.

Section 28. **People's Satisfaction Survey.** – The performance of the UPFOI Director, FRO and personnel involved in the implementation of this Manual shall be subjected to monthly evaluation using the People's Satisfaction Survey Instrument attached to this Manual labeled as **Annex P**. The said instrument may be amended or revised by the University President upon the recommendation by Director for UPFOI after proper consultations with the stakeholders concerned. *Provided,* That the results of the survey shall be the basis whether or not the designation or assignment of the UPFOI personnel shall be rescinded, terminated or extended by the University President.

Section 29. **Credit Equivalency and Recognition of the Performance of UPFOI Director, FROs and Personnel under the Program on Awards and Incentives for Service Excellence System of Eastern Visayas State University (EVSU-PRAISE System) Manual.** – The performance of the Director, FROs and personnel of the UPFOI shall be provided with credit equivalency and recognition or may be used for their entitlement of the awards and incentives under the Program on Awards and Incentives for Service Excellence System of the University subject to the requirements and processes provided under the EVSU-PRAISE System Manual approved per Board Resolution No. 116, s. 2017 and by the Civil Service Commission.

#### Article 9

### **PROCEDURE, FLOWCHART AND REQUIREMENTS FOR REQUEST OF INFORMATION**

Section 29. **Procedure, Flowchart, and Requirements.** – The following procedures and flowchart (**Annex O**) hereof shall strictly be followed:

Step 1 - **Securing, Accomplishing and Filing of the UPFOI Request Forms or Written Request or Order.** – The requesting party shall secure and accomplish properly the UPFOI Request Form/s (**Annex D**) and any or written request or order and the same be filed at the FOI Receiving Officer (FRO) in any of the branches, offices, centers, sections or units of the University.

*Provided,* that In case the requesting party is unable to accomplish the UPFOI Request Form or to make a written request, on ground of illiteracy or being a person with disability, he or she may make an oral request, and the FRO shall reduce it in writing. *Provided, further,* that the requesting party shall indicate his or her thumb mark in the space provided, and that any person available at the time of accomplishment may be requested to sign as witness in the space provided.

Step 2 - **Receipt of the Duly Accomplished UPFOI Request Form.** – The FOI Receiving Officer (FRO) shall receive and indicate stamp "RECEIVED" with the specific date and time of receipt thereof including the name, rank or position title of the FRO or University official or employee who actually received it with the corresponding signature in the space provided in the UPFOI Request Form.

The duly received UPFOI Request Forms shall be distributed as follows: original copy to the FRO, and the remaining copy to the requesting party concerned.

The FRO shall check or evaluate the compliance of the UPFOI Request Form to the following requirements:

- a. The request must be in writing;
- b. The request shall state the name and contact information of the requesting party/ies, as well as provide valid proof of identification or authorization. *Provided,* that the photocopy of the valid proof of identification shall include government ID with photo as provided in the UPFOI Form No. 01 labeled as **Annex D** hereof. Amendment to the request for information may be undertaken using UPFOI Form No. 03 labeled as **Annex F** hereof; and
- c. The request shall reasonably describe the information request and the reason for, or purpose of, the request for information.

*Provided,* that the request can be made through email and the requesting party shall attach in the email a scanned copy of the UPFOI request form, and a copy of the duly recognized and valid government ID with photo provided above. In case of email requests, the email shall be printed out

and shall follow the procedure mentioned above, and be acknowledged by electronic email copy furnished (CC) to the University official or officer concerned.

*Provided, further,* that the FRO input the details of the request on the Request Tracking System and allocate or assign a reference number accordingly based on the first-in-first-out principle.

Step -3 **Response or Reply to the FOI Request.** – The University offices, centers, sections or sections concerned must respond to any FOI request promptly or within the fifteenth (15) working days following the date of receipt of the request.

It is understood that a working day is any day other than a Saturday, Sunday or a day which is declared a national public holiday in the Philippines.

*Provided,* that in computing for the period under Article 13<sup>21</sup> of R.A. No. 386 otherwise known as the New Civil Code of the Philippines and Section 31<sup>22</sup>, Chapter VIII, Book I of the Administrative Code of the Philippines in harmony with the doctrine laid down in **Commissioner of Internal Review v. Primetown Property Group, Inc.**<sup>23</sup> shall be observed.

*Provided, further,* that the date of receipt of the request will be either:

- a. The day on which the request is physically or electronically delivered to the University, or directly into the email inbox of a member of staff; and
- b. If the University has asked the requesting party for further details to identify and locate the requested information, the date on which the necessary clarification is received.

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<sup>21</sup> **Article 13.** When the laws speak of years, months, days or nights, it shall be understood that years are of three hundred sixty-five days each; months, of thirty days; days, of twenty-four hours; and nights from sunset to sunrise.

If months are designated by their name, they shall be computed by the number of days which they respectively have.

In computing a period, the first day shall be excluded, and the last day included. (7a)"

<sup>22</sup> **SECTION 31.** Legal Periods.—"Year" shall be understood to be twelve calendar months; "month" of thirty days, unless it refers to a specific calendar month in which case it shall be computed according to the number of days the specific month contains; "day," to a day of twenty-four hours; and "night," from sunset to sunrise.

<sup>23</sup> **Commissioner of Internal Review v. Primetown Property Group, Inc.** (G.R. No. 162155, August 28, 2007), the Supreme of the Philippines held:

"There obviously exists a manifest incompatibility in the manner of computing legal periods under the Civil Code and the Administrative Code of 1987. For this reason, we hold that Section 31, Chapter VIII, Book I of the Administrative Code of 1987, being the more recent law, governs the computation of legal periods. *Lex posteriori derogat priori.*"



*Provided, furthermore,* that an exception to this will be where the request has been emailed to an absent member or staff, and this has generated an "out of office" message with instructions on how to re-direct the message to another contact. Where this is the case, the date of receipt will be the day the request arrives in the inbox of that contact.

*Provided, moreover,* that should the request for information need further details to identify or locate, then the 15 working days will commence the day after it receives the required clarification from the requesting party/ies.

Step -4 **Initial Evaluation.** – After receipt of the request for information, the FRO shall evaluate the contents of the request.

4.1. Requests exempted from coverage: If the request is exempted from coverage as provided under Section 19, Article 6 of this Manual and in applicable laws, rules and regulations, the FRO shall recommend the denial of the request for information to the FDM. The FDM shall evaluate the recommendation of the FRO and shall notify the requesting party/ies of the decision on the request.

4.2. Request relating to more than one office other than the Commission: If a request for information is received which requires to be complied with, of different attached agencies, bureaus and offices , the FRO shall forward such request to the said attached agency, bureau and office concerned and ensure that it is well coordinated and monitor its compliance. The FRO shall also clear with the respective FROs of such agencies, bureaus and offices that they will be only provided the specific information that relates to their agencies, bureaus and offices.

4.3. Request information is not in the custody of the University Campuses, Offices, Centers, Departments, Sections or Units: If the request information is not in the custody of the University Campuses, Offices, Departments, Centers, Sections or Units, upon referral and discussions with the FDM, the FRO shall undertake the following steps:

a. If the records requested refer to another department, the request will be immediately transferred to such appropriate department through the most expeditious manner and the transferring office must inform the requesting party/ies that the information is not held within the fifteen (15) working days limit. The fifteen (15) working days requirement for the receiving office commences the day after it receives the request.

- b. If the records refer to an office not within the coverage of E.O. No. 2, the requesting party shall be advised accordingly and provided with the contact details of that office, if known.

Step -5 **Transmittal of Request by the FRO to the FDM.** – After receipt of the request for information from the FRO, the FDM shall assess and clarify the request if necessary. He or she shall make all necessary steps to locate and retrieve the information requested be submitted to the FRO within ten (10) days upon receipt of such request.

Step -6 **Role of FDM in Processing the Request.** – Upon receipt of the request for information from the FRO, the FDM shall assess and clarify the request if necessary. He or she shall make all necessary steps to locate and retrieve the information requested. The FDM shall ensure that the complete information requested be submitted to the FRO within ten (10) days upon receipt of such request.

The FRO shall note the date and time of receipt of the information from the FDM and report to the Office of the University President or Office of the Campus Directors concerned, in case submission is beyond the ten (10)-day period.

If the FDM needs further details to identify or locate the information, he or she shall, through the FRO, seek clarification from the requesting party/ies. The clarification shall stop the running of the fifteen (15) working days period and will commence the day after it receives the required clarification from the requesting party/ies.

If the FDM determines that a record contains information of interest to another office, the FDM shall consult with the agency concerned on the disclosability of the records before making any final determination.

Step -7 **Role of FRO to Transmit the Information to the Requesting Party.** – Upon receipt of the request for information from the FDM, the FRO shall collate and ensure that the information is complete. He or she shall attach a cover/transmittal letter signed by the University President or Campus Director concerned or Director for UPFOI and ensure the transmittal of such to the requesting party/ies within fifteen (15) working days upon receipt of the request for information.

Step -8 **Request for an Extension of Time.** – If the information requested requires extensive search of the University's office records facilities, examination of voluminous records, the occurrence of fortuitous events or other analogous cases, the FDM should inform the FRO.

The FRO shall inform the requesting party/ies 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.

Step -9 **Notice to the Requesting Party of the Approval/Denial of the Request.** – One the FDM approved or denied the request, he or she shall immediately notify the FRO who shall prepare the response to the requesting party/ies either in writing or by email. All actions on FOI requests, whether approval or denial, shall pass through the University President or the Campus Director concerned upon the recommendation by the Director for the UPFOI for final approval.

Step -10 **Approval of Request.** – In case of approval, 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/ies within the prescribed period that the request was granted and be directed to pay the applicable fees, if any.

Step -11 **Denial of Request.** – In case of denial of the request wholly or partially, the FRO shall, within the prescribed period, notify the requesting party/ies 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/ies of the action taken on the request within the period herein provided shall be deemed a denial of the request to information. All denials on FOI requests shall pass through the University President, upon the recommendation by the Director for UPFOI.

Section 30. **Matrix on the FIO Request Processing in Days.** – The processing in days of the FOI Requests shall strictly adhere to the Matrix provided in **Annex N** hereof.

Section 31. **Remedies in Case of Denial.** – A person whose request for access to information has been denied may avail him/herself of the remedy set forth below:

31.1. Administrative FOI Appeal to the Office of the University President or Campus Director concerned: *Provided*, that the written appeal must be filed by the same requesting party or requestor within fifteen (15) calendar days from the notice of denial or from the lapse to respond to the request.

a. Denial of the Appeal to the Office of the University President and/or Campus director concerned may be appealed by filing a written appeal to the Committee concerned within fifteen (15)

calendar days from the notice of denial or from the lapse of the period to respond to the request.

- b. The appeal shall be decided by the University President upon the recommendation of the Committee concerned within thirty (30) working days from the filing of said written appeal. Failure to decide within the thirty (30)-day period shall be deemed a denial of the appeal.
- c. The denial of the Appeal by the University President or the lapse of the period to respond to the request may be appealed further to the EVSU Board of Regents which shall be processed and disposed in accordance with the prescribed period provided under this Manual and applicable laws, rules and regulations.

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

Section 32. **Request Tracking System.** – The University Campuses through the Office of the UPFOI in coordination with the Records Office shall establish a system to trace the status of all requests for information received by it, which may be paper-based, on-line or both. *Provided*, that the University shall endeavor the procurement and use of state-of-the-art facilities for its tracking system subject to applicable laws, rules and regulations.

#### Article 10

### **FEES AND FEES WAIVER**

Section 33. **No Request Fee.** – The University shall not charge any fee for accepting requests for access to information.

Section 34. **Reasonable Cost of Reproduction and Copying of the Information.** – The FRO shall immediately notify the requesting party in case there shall be reproduction and copying fee in order to provide the information or searching or review costs, as the case may be. Such fee shall be the actual amount spent by the University in providing the information to the requesting party/requestor. The schedule of fees shall be posted in the University Campuses.

Section 35. **Exemption from Fees/Waiver of Fees.** – The University may exempt any requesting party/requestor from payment or waive the collection of fees due to indigency, lack of funds, or similar circumstances, upon request stating the valid reason why such requesting or requestor shall not pay the fee.

#### Article 11

### **ADMINISTRATIVE LIABILITY**

Section 36. **Non-compliance with FOI.** – Failure to comply with the provisions of this Manual including overdue response shall be a ground for the following administrative penalties:

- 36.1. First Offense – Reprimand
- 36.2. Second Offense – Suspension of one (1) day to thirty (30) days; and
- 36.3. Third Offense – Dismissal from the service

Section 37. **Procedure.** – The Revised Rules on Administrative Cases in the Civil Service (RACCS)<sup>24</sup> and its subsequent issuances shall be applicable in the disposition of cases under this Manual.

Section 38. **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 more stringent penalties.

## Article 12 **MISCELLANEOUS PROVISIONS**

Section 39. **Technical Assistance.** – The Presidential Communications and Operations Office of the Office of the President shall provide the necessary technical assistance to the University in the implementation of the provisions of this Manual and such subsequent issuances or laws, rules and regulations.

Section 40. **Inclusion in the Human Resource Training and Development.** – Skills enhancement and training in the implementation of the Freedom of Information and/or of this Manual shall be included in the annual or periodic human resource training and development of the University.

Section 41. **Budgetary Requirements.** – The budgetary requirements in the management and operations of the Office of the University People's Freedom of Information shall be included in the annual budget from the GAA and income of the University subject to usual accounting and auditing rules and regulations.

Section 42. **Posting and Displaying of this Manual in the University Website and Full Disclosure, Transparency and Freedom of Information Bulletin Boards.** – This Manual and/or its pertinent provisions shall be posted or displayed in the University Website and Full Disclosure, Transparency and Freedom of Information (FDTFOI) Bulletin Boards of the different offices, branches, centers, departments, sections or units of the University Campuses and Colleges.

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<sup>24</sup> CSC Resolution No. 1101502 dated November 8, 2011.

Section 43. **University Transparency and Freedom of Information Day.** – Except as may be provided by law, the effectivity date of Executive Order No. 02, s. 2016 which is July 25, 2016, and henceforth every 25<sup>th</sup> day of July and every year thereafter, is hereby designated and declared as the University Transparency and Freedom of Information Day with the primary purpose of enhancing the awareness and participation of the stakeholders and clients in improving the implementation and policies transparency and freedom of information of the University.

*Provided,* that activities shall be identified by the Office of the UPFOI to fully realize the objectives of the celebration and the expenses of which shall be charged against the appropriate fund/s of the University subject to existing accounting and auditing laws, rules and regulations.

*Provided, further,* that the Office of the UPFOI shall closely coordinate with the Presidential Communications and Operations Office and such government agencies to ensure proper, effective and efficient implementation of the University Transparency and Freedom of Information Day.

Section 44. **Parity Clause.** – All other powers, functions and privileges, responsibilities and limitations to government agencies and/or their officials or FOI Committees under existing laws shall be deemed granted to or imposed upon the University and/or its officials whenever appropriate.

Section 45. **Prohibition Against Diminution and/or Elimination.** – Nothing in this Manual shall be construed to eliminate or in any way diminish rights, benefits, privileges, powers, duties and functions, as the case may be, being enjoyed by the officials, faculty members, non-teaching personnel or employees of the University and the people at the time of the effectivity of this Manual.

#### Article 13

### **IMPLEMENTING GUIDELINES**

Section 46. **Rule-Making Authority.** – The University President shall, upon recommendation by the Director for UPFOI, formulate such implementing guidelines deemed necessary and incidental to ensure proper, effective and efficient implementation or execution of the provisions of this Manual.

Section 47. **Review and Ratification of Implementing Guidelines.** – All implementing guidelines of any and/or all of the provisions of this Manual shall be submitted to the Board for review and ratification.

#### Article 14

### **PENAL, AMENDMENT AND REVISION**

Section 48. **Penal Provisions.** – Violation/s of any of the provisions of this Manual shall be dealt with and proper penalties be imposed accordingly as provided under existing laws, rules and regulations, and jurisprudence.

Section 49. **Amendment and Revision.** – Any provision/s or part/s of this Manual may be amended or revised by the EVSU-Board of Regents upon the recommendation of the Director of the UPFOI duly endorsed by the University President and the appropriate Board Committee.

*Provided,* that the Committees and stakeholders of the University concerned are properly consulted.

Section 50. **Updating and Review of the Manual.** – It shall be the responsibility of the University President with the assistance of the Director of the UPFOI Office to ensure periodic updating of this Manual taking into account the subsequent policies approved by the EVSU-Board of Regents and such rules and regulations promulgated by competent authorities in so far as expressly adopted or authorized by the Board.

*Provided,* That any and/or all provisions of this Manual shall be reviewed by the EVSU Board of Regents every three (3) years after its approval based on the rules it may promulgate.

#### Article 15

### **REPEALING, SEPARABILITY AND EFFECTIVITY**

Section 51. **Repealing Clause.** – All Board Resolutions, orders, issuances, rules and regulations and policies of the University, or parts thereof, inconsistent with the provisions of this Manual are hereby amended or repealed accordingly.

Section 52. **Separability Clause.** – The provisions of this Manual are hereby declared separable. In the event that any provision hereof is rendered unconstitutional, those that are not affected shall remain valid and effective.

Section 53. **Effectivity.** – This Manual shall take effect immediately upon approval by the Board of Regents of the Eastern Visayas State University.

**Adopted/Approved** this 19<sup>th</sup> day of April 2017 pursuant to Board Resolution No. 118, s. 2017 approved during the 2017 Second Special Board Meeting held at the 5<sup>th</sup> Floor, Conference Room, Ironwood Hotel, P. Burgos St., cor. Juan Luna St., Barangay 34, Tacloban City.

#### **APPROVED:**

**J. PROSPERO E. DE VERA III, DPA**  
*Commissioner*  
*Commission on Higher Education*  
*Chairperson, EVSU Board of Regents*

**DOMINADOR O. AGUIRRE, JR., DM**  
*University President III*  
*Vice Chair, EVSU Board of Regents*

**FRANCIS JOSEPH G. ESCUDERO**

Chair, Committee on Education  
Senate of the Philippines

**Member**

*Represented by:*

**FRANCES ANN BASILIO PETILLA**

**EDGARDO M. ESPERANCILLA, CESO II**

Regional Director, DOST-Region VIII

**Member**

**ROGELIO D. BASAS**

President, Federation of EVSU Faculty  
Association, Inc.

**Member**

**RAUL S. SOLIVA**

President, Federation of Alumni  
Associations of EVSU, Inc.

**Member**

**DANIEL A. ARIASO SR., CESO II**

Private Sector Representative

**Member**

**I hereby certify to the correctness of the foregoing Resolution No. 118, s. 2017 as duly adopted by unanimous/affirmative vote by the EVSU Board of Regents during the 2017 Second Special Board Meeting held on April 19, 2017, as indicated above.**

Certified Correct:

**MA. BELINDA C. LORA, MAIS**

*Associate Professor III*

**Board/University Secretary**

**ANN K. HOFER**

Chair, Committee on Higher & Tech. Education  
House of Representatives

**Member**

*Represented by:*

**FLORENCIO "BEM" GABRIEL NOEL**

**BONIFACIO G. UY, CESO IV**

Regional Director, NEDA-Region VIII

**Member**

**MICHAEL L. MUZONES**

President  
Federation of Student Councils of EVSU

**Member**

**PACIENTE A. CORDERO, JR.**

Private Sector Representative

**Member**



## **COMMITMENT**

I hereby commit to implement and abide by the provisions of this 2017 People's Freedom of Information Manual of Eastern Visayas State University.

**DOMINADOR O. AGUIRRE, JR., DM**  
University President III

\_\_\_\_\_  
(Date)

## **CIVIL SERVICE COMMISSION (CSC) ACTION:**

I have evaluated the herein 2017 People's Freedom of Information Manual of Eastern Visayas State University found it to be in accordance with pertinent CSC laws, rules and regulations.

**VICTORIA F. ESBER**  
*Director IV*  
**Civil Service Commission**  
*Regional Office No. VIII*

\_\_\_\_\_  
(Date)

## **PRESIDENTIAL COMMUNICATIONS OPERATIONS OFFICE (PCOO) ACTION:**

As the lead agency pursuant to the provisions of Memorandum Order No. 10 issued on December 29, 2016<sup>25</sup>, I have evaluated the herein 2017 People's Freedom of Information Manual of Eastern Visayas State University found it to be in accordance with the provisions of Executive Order No. 02, s. 2016 and may now be implemented by the Eastern Visayas State University accordingly.

**MARTIN M. ANDANAR**  
*Secretary*  
*Presidential Communications Operations Office*  
*Office of the President, Malacanang Palace*

\_\_\_\_\_  
(Date)

<sup>25</sup> Designating the Presidential Communications Operations Office as Lead Agency in the Implementation of Executive Order No. 2 (2. 2016) and The Freedom of Information Program in the Executive Branch.

## Annex A

### FOI RECEIVING OFFICERS (FRO) OF UNIVERSITY OFFICES, CENTERS, DEPARTMENTS OF MAJOR BRANCHES AND ADMINISTRATIVE, FINANCIAL AND ACADEMIC SEERVICES OF UNIVERSITY CAMPUSES AND COLLEGES

University Campus or College/Center/ Administrative and Academic Branches	Location of FOI Receiving Offices	Contact Details	Assigned Receiving Officer
<b>EVSU-Main Campus, Salazar St., Tacloban City (6500)</b>			
a. University President		(053)321-1084	
b. Director, University FOI		(053)321-1084	
c. Vice President, Administration and Finance		(053)325-4836	
d. Vice President for Academic Affairs		(053)325-4451	
e. Vice President, Planning, Research and Extension Services		(053)888-0717	
f. Vice President, Internationalization and External Affairs		(053)321-1084	
g. Main Campus Director		(053)321-1084	
h. University/Board Secretary		(053)321-9426	
i. Executive Assistant		(053)321-1084	
j. Director, Finance Services		(053)325-5386	
k. Director, Administrative Services		(053)321-2186	
l. Human Resource Management Officer		(053)321-3269	
m. Records Officer		(053)321-3269	
n. University Registrar III		(053)321-8010	
o. Head, Accounting Unit		(053)321-4989/ (053)321-5521	
p. Head, Cashier's Office		(053)321-5060	
q. Director, Student Affairs and Services Office		(053)321-4692/ (053)321-8416	
r. Chief, Medical Services Office		(053)321-8713	
s. Head, Security and Safety Services		(053)325-871	
t. Director, Data Privacy		(053) 321-1084	

and Protection			
u. Director, Quality Assurance and Accreditation		(053)321-4792	
v. Director, Planning and Development		(053)888-0717/ (053)321-1084	
w. Director, Research Services		(053)888-0717	
x. Director, Extension Services		(053)888-0717	
y. Head, University Events Management		(053)321-5060/ (053)321-1084	
z. Dean, College of Arts and Sciences		(053)321-3458	
aa. Dean, College of Architecture and Allied Disciplines		(053)321-2081	
bb. Dean, College of Business and Entrepreneurship		(053)321-2726	
cc. Dean, College of Education		(053)321-2185	
dd. Dean, College of Engineering		(053)321-6013	
ee. Dean, College of Technology		(053)325-1104	
ff. Dean, Information and Communications Technology		(053)321-1084	
gg. Dean, College of Open Distance Learning and ETEEAP		(053)321-1084	
hh. Director, National Service Training Program		(053)321-2173	
ii. Head, ASEAN and Internationalization		(053)321-1084	
jj. Director, External Affairs		(053)321-1084	
kk. Head, OJT and Job Placement		(053)321-1084	
ll. Director, PRAISE		(053)321-1084	
<b>EVSU-Burauen Campus, San Diego, Burauen, Leyte (6516)</b>			
a. Campus Director		0927-603-5660	
b. Head, Freedom of Information			
c. Dean, College of Agri-Tourism and Forestry (ATF)			
d. Registrar			
e. Human Resource Management Officer		0946-588-9499	

f. Head, Student Affairs and Services Office			
g. Head, Administrative and Finance Services			
h. Head, Research Services			
i. Head, Extension Services			
j. Head, Academic Services			
k. Chair, Cashier's Section			
l. Chair, Accounting Unit			
m. Chair, NSTP			
n. Head, Quality Assurance and Accreditation			
o. Chair, OJT and Job Placement			
p. Data Protection Coordinator			
<b>EVSU-Carigara Campus, Barugohay Norte, Carigara, Leyte (6529)</b>			
a. Campus Director		(053)530-0110/ (053) 530-2139	
b. Head, Freedom of Information		053)530-0110	
c. Dean, College of Fishery, Aquatic Resources and Marine Sciences (FARMS)		053)530-0110	
d. Registrar		053)530-0110	
e. Human Resource Management Officer		053)530-0110	
f. Head, Student Affairs and Services Office		053)530-0110	
g. Head, Administrative and Finance Services		053)530-0110	
h. Head, Research Services		053)530-0110	
i. Head, Extension Services		053)530-0110	
j. Head, Academic Services		053)530-0110	
k. Chair, Cashier's Section		053)530-0110	
l. Chair, Accounting Unit		053)530-0110	
m. Chair, NSTP		053)530-0110	
n. Head, Quality Assurance and Accreditation		053)530-0110	
o. Chair, OJT and Job Placement		053)530-0110	
p. Data Protection Coordinator		053)530-0110	
<b>EVSU-Ormoc City, Don Felipe Larrazabal, Ormoc City (6541)</b>			
a. Campus Director		(053)255-7497/ (053)255-7303	
b. Head, Freedom of Information		(053)255-7303	
c. Dean, College of		(053)255-7303	

Engineering and Information and Communications Technology (EICT)			
d. Registrar		(053)255-7303	
e. Human Resource Management Officer		(053)255-7303	
f. Head, Student Affairs and Services Office		(053)255-7303	
g. Head, Administrative and Finance Services		(053)255-7303	
h. Head, Research Services		(053)255-7303	
i. Head, Extension Services		(053)255-7303	
j. Head, Academic Services		(053)255-7303	
k. Chair, Cashier's Section		(053)255-7303	
l. Chair, Accounting Unit		(053)255-7303	
m. Chair, NSTP		(053)255-7303	
n. Head, Quality Assurance and Accreditation		(053)255-7303	
o. Chair, OJT and Job Placement		(053)255-7303	
p. Data Protection Coordinator		(053)255-7303	
<b>EVSU-Tanuan Campus, San Miguel, Tanauan, Leyte (6502)</b>			
a. Campus Director			
b. Head, Freedom of Information			
c. Dean, College of Trades, Craftsmanship and Entrepreneurship (TCE)			
d. Registrar			
e. Human Resource Management Officer			
f. Head, Student Affairs and Services Office			
g. Head, Administrative and Finance Services			
h. Head, Research Services			
i. Head, Extension Services			
j. Head, Academic Services			
k. Chair, Cashier's Section			
l. Chair, Accounting Unit			
m. Chair, NSTP			
n. Head, Quality Assurance and Accreditation			
o. Chair, OJT and Job Placement			
p. Data Protection			

Coordinator			
<b>EVSU-Dulag Extension Campus, Dulag, Leyte</b>			
a. Campus Director			
b. Coordinator, Freedom of Information			
c. Registrar			
d. Human Resource Management Officer			
e. Coordinator, Student Affairs and Services Office			
f. Coordinator, Administrative and Finance Services			
g. Coordinator, Cashier's Section			
h. Coordinator, Accounting Unit			
i. Coordinator, NSTP			
j. Coordinator, Quality Assurance and Accreditation			
k. Coordinator, OJT and Job Placement			
l. Data Protection Coordinator			

## Annex B

### DOCUMENTS THAT CAN BE REQUESTED OR SECURED FROM THE OFFICES, CENTERS, DEPARTMENTS, SECTIONS AND UNITS OF UNIVERSITY CAMPUSES

Types of Documents	Where to Request
<b>1. Policies of the University</b>	
1. Republic Act No. 9311	✓ Office of the University President
2. University Code	
3. Minutes of Board Meetings	✓ Office of the Board/University Secretary
4. Board Resolutions	
5. Administrative Issuances of the University	✓ Office of the University President ✓ University Records Office
a. Memorandum Circulars	
b. Memorandum Orders	
c. Special Orders	
d. Office Orders	
e. General records emanating from the Office of the University President such as indorsements, letters, referrals, and others	
<b>2. Reports, Summary of Statistical Data and Services Manual</b>	
1. Annual Accomplishment Reports	✓ Office of the University President ✓ Office of the Vice President for PRES ✓ Office of the Director for Planning Development ✓ Office of the Campus Directors
2. Development Plan	
3. Statement of Assets , Liabilities and Net Worth of the Regents, Executive Officials;	✓ Office of the Human Management Office ✓ Office of the Vice President for Administration and Finance ✓ Office of the Director for Administrative services
4. Faculty & Non-teaching Personnel Scholarship Data	
5. Ranking of applicants to various positions of the University	
6. List of Travels of University Officials or officers, Faculty Members, Non-Teaching Personnel, and Students	
7. Faculty & Personnel Data (Regular, Part-time and Hard to fill faculty positions)	
8. Grievance Issues Data	
9. Administrative Cases Data	
10. Merit Promotion Plans for Faculty Members, and Non-teaching Personnel	

11. Grievance Machinery Manual	
12. Administrative Services Manual	
13. Faculty Manual	
14. Industry Immersion Manual	
15. Report on Collection of Fees and Charges	✓ Office of the University Accountant
16. List or schedules of Fees and Charges	✓ Office of the Director for Finance
17. Notice of Disallowances	
18. Enrollment and Graduates Data by Course, Year Level and Gender	✓ Office of the University Registrar
19. NSTP Student's Enrollment and Graduates Data by Course, Program and Gender	✓ Office of the Director of NSTP ✓ Office of the University Registrar
20. Serial Numbers of NSTP Graduates	
21. Budget and Expenditure Program and Reports from GAA, Income and other Sources	✓ Office of the Director for Finance Services
22. Report on Savings (GAA and Income)	
23. Finance Services Manual	
24. Research Programs, Projects and Studies Data	✓ Office of the Vice President for PRES
25. Research Accomplishment Reports	✓ Office of the Director for Research
26. Research Journals	
27. Research Fund Utilizations	
28. Research and Development Manual	
29. Extension Programs, Projects and Studies Data	✓ Office of the Vice President for PRES
30. Extension Accomplishment Reports	✓ Office of the Director for Research
31. Extension Newsletters	
32. Extension Fund Utilizations	
33. Extension Services Manual	
34. Students' Scholarship Data	✓ Office of the Vice President for Academic Affairs
35. Students' Organizations Data	✓ Office of the Director for Student Affairs and Services Office
36. University Students' Handbook	
37. Graduation souvenir program and book	
38. List of Income Generating Projects	✓ Office of the Director for IGP
39. IGP collections and utilizations	✓ Office of the University Accountant
40. Services' Manuals	✓ Office of the Directors concerned



## **Annex C**

### **LIST OF EXEMPTIONS/EXCEPTIONS**

#### **A. CLASSIFIED DOCUMENTS:**

1. Results of the Search for Presidency of the University;
2. Results of the Search for Private Sector Representatives;
3. Judicial affidavit (Ombudsman, Sandiganbayan);
4. Filed cases (Courts, Ombudsman and Sandiganbayan);
5. Board Committee Report/s;
6. Proceedings of anti-sexual harassment cases;
7. Investigation Reports by committees or bodies duly constituted by the University President and/or EVSU Board of Regents or duly constituted authority/ies.

#### **B. INTERNAL PERSONNEL RULES AND PRACTICES:**

1. Proceedings, Minutes and Resolutions of the Personnel Selection for both the Faculty and Non-Teaching Personnel; Employee's Individual Performance Commitment Report (IPCR);
2. Employee's 201 Files;
3. Faculty Member's Academic Rank Evaluation Documents under National Budget Circular (NBC) No. 461 and its subsequent issuances; and
4. Proceedings of any issue under the grievance machinery.

#### **C. INFORMATION EXEMPTED UNDER OTHER LAWS**

1. Evaluation results for SUC leveling, AACUP Accreditation, ISO Certification, IQAME, ARTA-RCS Report of Findings, and DNV or Maritime Surveillance Assessment and similar quality assurance evaluations processes;

#### **D. CONFIDENTIAL BUSINESS INFORMATION:**

1. Accomplished eligibility and evaluation forms for project proposals;
2. Proceedings and Minutes of the University Bids and Awards Committee;
3. Abstract of Bids;
4. Technical Working Group (TWG) recommendation/s; and
5. Minutes of TWG Meetings.

#### **E. INTERNAL GOVERNMENT COMMUNICATIONS:**

1. Inter-office and inter-agency memorandum or correspondence; and
2. Office recommendation as member of inter-agency task force/committee/body.

**F. PERSONAL PRIVACY:**

1. Employee's Live birth certificate;
2. Document specifically indicated the birthdate and age of the person concerned;
3. Medical examination results of the employees;
4. General Payroll of the University;
5. Employee's Pay slip.
6. Duly accomplished and processed student's enrollment forms;
7. School credentials submitted by the applicant-students during enrollment period;
8. Grade sheets, class cards and class record;
9. Transcript of Records (TOR), Diploma, Certificate of Good Moral and Graduation;
10. Proceedings or notes during student's consultations with their respective advisers and counseling sessions;
11. Student's live birth certificate; and
12. Drug Test (both employees and students);
13. Medical examination results of students.

**G. FINANCIAL DOCUMENTS:**

1. Financial Report not yet audited by COA;
2. All reports not in the final form;

H. Such document/s analogous of the foregoing as may be determined by the EVSU Board of Regents upon the recommendation by the University President.

## Annex D UPFOI REQUEST FORM



Republic of the Philippines  
**EASTERN VISAYAS STATE UNIVERSITY**

\_\_\_\_\_  
(Name of Campus and Office)

**UPFOI Form No. 01**  
Revision No. 0  
Approved per Board Reso. No. 118,  
s. 2017 & E.O. No. 2, s. 2016  
Approved on April 19, 2017

### FOI REQUEST FORM

#### PART I. INFORMATION ON REQUESTING PARTY/REQUESTER

1. Complete Name: \_\_\_\_\_
2. Complete Address: \_\_\_\_\_
3. Company/Affiliation/Organization/School and Position: \_\_\_\_\_
4. Type of Identification (I.D.) Attached/Given (with Photograph and Signature):
 

<input type="checkbox"/> Company ID	<input type="checkbox"/> Senior Citizen	<input type="checkbox"/> Clearance
<input type="checkbox"/> GSIS	<input type="checkbox"/> Postal ID	<input type="checkbox"/> Barangay
<input type="checkbox"/> SSS	<input type="checkbox"/> Voter's ID	<input type="checkbox"/> Police
<input type="checkbox"/> TIN	<input type="checkbox"/> 4Ps	<input type="checkbox"/> Ombudsman
<input type="checkbox"/> Driver's License	<input type="checkbox"/> Passport	<input type="checkbox"/> Sandiganbayan
5. Contact Details and Preferred Mode of Communication:
  - Mobile Number/s: \_\_\_\_\_
  - Telephone/fax Number/s: \_\_\_\_\_
  - E-mail address: \_\_\_\_\_
6. Preferred Mode of Receipt of Reply/Response:
  - Pick-up       Fax       E-Mail       Postal Address
7. Name of Representative/Guardian: (if applicable): \_\_\_\_\_
8. I.D. of Representative: \_\_\_\_\_
9. Proof of Authority (*Please attach*): \_\_\_\_\_

#### PART II. REQUESTED INFORMATION

10. Title of Document/s: \_\_\_\_\_
  - Photocopy       Certified Photocopy       Certified True Copy
11. Period Covered (*Year/Month/Week/Day*): \_\_\_\_\_
12. Purpose/s: \_\_\_\_\_
13. Undertaking and Signature:

I declare and certify that the information provided in this form is complete and correct. I am aware that in giving false or misleading information or using forged documents is a criminal offense. I bind myself and my principal to use the requested information only for the specific purpose stated and subject to such other conditions as may be prescribed by the Eastern Visayas State University. I understand that the EVSU may collect, use and disclose personal information contained in this request with my full consent to that effect.

\_\_\_\_\_  
*Signature of the Requester*

Left Thumb mark	Right Thumb mark
-----------------	------------------

#### FOR OFFICIAL/FRO USE ONLY

Received by: \_\_\_\_\_  
Position: \_\_\_\_\_  
Date & time Received: \_\_\_\_\_  
Remarks: \_\_\_\_\_  
  
Signature: \_\_\_\_\_

# Annex E UPFOI ACCESS AND EXPEDITED PROCESSING FORM



Republic of the Philippines  
**EASTERN VISAYAS STATE UNIVERSITY**

**UPFOI Form No. 02**  
Revision No. 0  
Approved per Board Reso. No. 118,  
s. 2017 & E.O. No. 2, s. 2016  
Approved on April 19, 2017

\_\_\_\_\_  
(Name of Campus and Office)

## FOI ACCESS AND EXPEDITED PROCESSING FORM

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Dear \_\_\_\_\_:

Greetings!

In consideration of the request for information by \_\_\_\_\_ received by this Office on \_\_\_\_\_ under the University People's Freedom of Information (UPFOI) Manual approved per Board Resolution No. 118, s. 2017 and Executive Order No. 2, s. 2016 on Freedom of Information in the Executive Branch, you are hereby requested to kindly provide access the requesting party/requester (*please refer to the attached duly accomplished form*).

Moreover, please be guided on the following additional instruction:

- Kindly expedite the processing within \_\_\_\_\_ days or earlier.
- Please process within the normal period of fifteen (15) days or earlier.

Thank you very much and God bless.

Sincerely,

\_\_\_\_\_  
FOI Receiving Officer

**Approved:**

\_\_\_\_\_  
Director for UPFOI

<b>FOR OFFICIAL/FRO USE ONLY OF THE OFFICE CONCERNED</b>
Received by: _____
Position: _____
Date & time Received: _____
Remarks: _____
Signature: _____

# Annex F UPFOI REQUEST TO AMEND FORM



Republic of the Philippines  
**EASTERN VISAYAS STATE UNIVERSITY**

\_\_\_\_\_  
(Name of Campus and Office)

**UPFOI Form No. 03**  
Revision No. 0  
Approved per Board Reso. No. 118,  
s. 2017 & E.O. No. 2, s. 2016  
Approved on April 19, 2017

## FOI REQUEST TO AMEND FORM

**Instructions:** Kindly specify the information or data you want to change in relation to your previous request for information. It is understood that this request effectively amends/supersedes your previous duly accomplished and filed FOI Request (UPFOI No. 01) and serves as basis of processing/action.

### PART I. INFORMATION ON REQUESTING PARTY/REQUESTER

- Complete Name: \_\_\_\_\_
- Complete Address: \_\_\_\_\_
- Company/Affiliation/Organization/School and Position: \_\_\_\_\_
- Type of Identification (I.D.) Attached/Given (with Photograph and Signature):  
 Company ID     TIN     Senior Citizen     Passport  
 GSIS     4Ps     Postal ID     Clearance:  Barangay     Ombudsman  
 Driver's License     SSS     Voter's ID     Police     Sandiganbayan
- Contact Details and Preferred Mode of Communication:  
\_\_\_\_ Mobile Number/s: \_\_\_\_\_ Telephone/fax Number/s: \_\_\_\_\_  
\_\_\_\_ E-mail address: \_\_\_\_\_
- Preferred Mode of Receipt of Reply/Response:  
 Pick-up     Fax     E-Mail     Postal Address
- Name of Representative/Guardian: (if applicable): \_\_\_\_\_
- I.D. of Representative: \_\_\_\_\_
- Proof of Authority (*Please attach*): \_\_\_\_\_

### PART II. REQUESTED INFORMATION

- Title of Document/s: \_\_\_\_\_  
 Photocopy     Certified Photocopy     Certified True Copy
- Period Covered (*Year/Month/Week/Day*): \_\_\_\_\_
- Purpose/s: \_\_\_\_\_
- Undertaking and Signature:

I declare and certify that the information provided in this form is complete and correct. I am aware that in giving false or misleading information or using forged documents is a criminal offense. I bind myself and my principal to use the requested information only for the specific purpose stated and subject to such other conditions as may be prescribed by the Eastern Visayas State University. I understand that the EVSU may collect, use and disclose personal information contained in this request with my full consent to that effect.

\_\_\_\_\_  
*Signature of the Requester*

Left Thumb mark	Right Thumb mark

<b>FOR OFFICIAL/FRO USE ONLY</b>
Received by: _____
Position: _____
Date & time Received: _____
Action: <input type="checkbox"/> Approved
<input type="checkbox"/> Disapproved: _____
Signature: _____

# Annex G UPFOI DENIAL OF ACCESS FORM



Republic of the Philippines  
**EASTERN VISAYAS STATE UNIVERSITY**

\_\_\_\_\_  
(Name of Campus and Office)

**UPFOI Form No. 04**  
Revision No. 0  
Approved per Board Reso. No. 118,  
s. 2017 & E.O. No. 2, s. 2016  
Approved on April 19, 2017

## FOI DENIAL OF ACCESS FORM

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
*Director, University Freedom of Information  
Eastern Visayas State University  
Main Campus, Tacloban City*

**Attn.: FOI Receiving Officer**

Dear Sir/Madame:

Greetings!

In response to your letter dated \_\_\_\_\_ received by this Office on \_\_\_\_\_ relative to the request for information filed by \_\_\_\_\_ dated \_\_\_\_\_ under the University People's Freedom of Information (UPFOI) Manual approved per Board Resolution No. 118, s. 2017 and Executive Order No. 2, s. 2016 on Freedom of Information in the Executive Branch, with profound regrets, we most respectfully inform your good Office, that access of the information requested is denied due to the following reasons:

\_\_\_\_\_  
\_\_\_\_\_

Further, this Office recommends the following:

\_\_\_\_\_  
\_\_\_\_\_

Thank you very much and God bless.

Sincerely,

\_\_\_\_\_  
FOI Receiving Officer

**Approved:**

\_\_\_\_\_  
Immediate Supervisor

**FOR OFFICIAL/FRO USE ONLY  
OF THE OFFICE CONCERNED**

Received by: \_\_\_\_\_

Position: \_\_\_\_\_

Date & time Received: \_\_\_\_\_

Remarks: \_\_\_\_\_

Signature: \_\_\_\_\_

## Annex H UPFOI APPEAL OF REFUSAL TO AMEND FORM



Republic of the Philippines  
**EASTERN VISAYAS STATE UNIVERSITY**

\_\_\_\_\_  
(Name of Campus and Office)

**UPFOI Form No. 05**  
Revision No. 0  
Approved per Board Reso. No. 118,  
s. 2017 & E.O. No. 2, s. 2016  
Approved on April 19, 2017

## FOI APPEAL OF REFUSAL TO AMEND FORM

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
*Director, University Freedom of Information  
Eastern Visayas State University  
Main Campus, Tacloban City*

**Attn.: FOI Receiving Officer**

Dear Sir/Madame:

Greetings!

I wish to most respectfully appeal of the denial to my request for amendment indicated in the UPFOI Form No. 03 (*copy hereto attached*) to my duly accomplished and filed request for information stated in UPPFOI Form No. 01 (*copy hereto attached*) under the University People's Freedom of Information (UPFOI) Manual approved per Board Resolution No. 118, s. 2017 and Executive Order No. 2, s. 2016 on Freedom of Information in the Executive Branch, for the following grounds:

Thank you very much and God bless.

Sincerely,

\_\_\_\_\_  
Requesting Party/Requester

Recommending Approval:

\_\_\_\_\_  
Head/Coordinator, FOI

**Approved:**

\_\_\_\_\_  
Director, FOI

**FOR OFFICIAL/FRO USE ONLY  
OF THE OFFICE CONCERNED**

Received by: \_\_\_\_\_

Position: \_\_\_\_\_

Date & time Received: \_\_\_\_\_

Remarks: \_\_\_\_\_

Signature: \_\_\_\_\_

# Annex I

## UPFOI RESPONSE TEMPLATE-DOCUMENT ENCLOSED



Republic of the Philippines  
**EASTERN VISAYAS STATE UNIVERSITY**

\_\_\_\_\_  
*(Name of Campus and Office)*

<b>UPFOI Form No. 06</b> Revision No. 0 Approved per Board Reso. No. 118, s. 2017 & E.O. No. 2, s. 2016 Approved on April 19, 2017
--

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Dear \_\_\_\_\_:

Greetings!

Thank you for your request dated \_\_\_\_\_ and received by this Office on \_\_\_\_\_ under the University People's Freedom of Information (UPFOI) Manual approved per Board Resolution No. 118, s. 2017 and Executive Order No. 2, s. 2016 on Freedom of Information in the Executive Branch.

You requested as follows:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_.

Anent to your request above, it is our pleasure to inform you that the same is approved. I enclosed a copy of the following:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Thank you very much and God bless.

Sincerely,

\_\_\_\_\_  
FOI Receiving Officer

**Approved:**

\_\_\_\_\_  
Director for UPFOI



## **Annex J UPFOI RESPONSE TEMPLATE-ANSWER**



Republic of the Philippines  
**EASTERN VISAYAS STATE UNIVERSITY**

\_\_\_\_\_  
*(Name of Campus and Office)*

<b>UPFOI Form No. 07</b> Revision No. 0 Approved per Board Reso. No. 118, s. 2017 & E.O. No. 2, s. 2016 Approved on April 19, 2017
--

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Dear \_\_\_\_\_:

Greetings!

Thank you for your request dated \_\_\_\_\_ and received by this Office on \_\_\_\_\_ under the University People's Freedom of Information (UPFOI) Manual approved per Board Resolution No. 118, s. 2017 and Executive Order No. 2, s. 2016 on Freedom of Information in the Executive Branch.

You requested as follows:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_.

Anent to your request above, it is our pleasure to inform you that the same is approved. Please find our answer/s or clarification/s below:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Thank you very much and God bless.

Sincerely,

\_\_\_\_\_  
FOI Receiving Officer

**Approved:**

\_\_\_\_\_  
Director for UPFOI

## Annex K UPFOI RESPONSE TEMPLATE- UNDER EXEMPTIONS/EXCEPTIONS



Republic of the Philippines  
**EASTERN VISAYAS STATE UNIVERSITY**

\_\_\_\_\_  
*(Name of Campus and Office)*

**UPFOI Form No. 08**  
Revision No. 0  
Approved per Board Reso. No. 118,  
s. 2017 & E.O. No. 2, s. 2016  
Approved on April 19, 2017

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Dear \_\_\_\_\_:

Greetings!

Thank you for your request dated \_\_\_\_\_ and received by this Office on \_\_\_\_\_ under the University People's Freedom of Information (UPFOI) Manual approved per Board Resolution No. 118, s. 2017 and Executive Order No. 2, s. 2016 on Freedom of Information in the Executive Branch.

You requested as follows:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_.

While our aim is to provide information whenever possible, in this instance we are unable to provide the following information you have requested because an exception/s under \_\_\_\_\_ of the said Manual applies as explained in the annex to this letter.

However, you have the opportunity to appeal or request for review to this decision within fifteen (15) days from receipt hereof and the same shall be filed before the Office of the University President. Your review request should explain why you are dissatisfied with this response. To facilitate the process, you may use the attached form and the same within the said period. We will complete the review and notify the result thereof within thirty (30) calendar days from the dates of receipt hereof.

Thank you very much and God bless.

Sincerely,

\_\_\_\_\_  
Director for UPFOI

## Annex L UPFOI RESPONSE TEMPLATE-EXTENSION



Republic of the Philippines  
**EASTERN VISAYAS STATE UNIVERSITY**

\_\_\_\_\_  
(Name of Campus and Office)

**UPFOI Form No. 09**  
Revision No. 0  
Approved per Board Reso. No. 118,  
s. 2017 & E.O. No. 2, s. 2016  
Approved on April 19, 2017

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Dear \_\_\_\_\_:

Greetings!

Thank you for your request dated \_\_\_\_\_ and received by this Office on \_\_\_\_\_ under the University People's Freedom of Information (UPFOI) Manual approved per Board Resolution No. 118, s. 2017 and Executive Order No. 2, s. 2016 on Freedom of Information in the Executive Branch.

You requested as follows:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_.

Anent to your request above, please be informed that after careful evaluation process thereof we arrived at the decision to extend submission of our reply for the period of twenty (20) days beginning \_\_\_\_\_ due to following:

- \_\_\_\_\_ If the information requested requires extensive search of the University's office records facilities; or
- \_\_\_\_\_ If examination of voluminous records; or
- \_\_\_\_\_ Occurrence of fortuitous events or other analogous cases

Thank you very much and God bless.

Sincerely,

\_\_\_\_\_  
FOI Receiving Officer

**Approved:**

\_\_\_\_\_  
Director for UPFOI

## **Annex M**

### **UPFOI APPEAL OR REVIEW REQUEST FORM**



Republic of the Philippines  
**EASTERN VISAYAS STATE UNIVERSITY**

\_\_\_\_\_  
*(Name of Campus and Office)*

<b>UPFOI Form No. 10</b> Revision No. 0 Approved per Board Reso. No. 118, s. 2017 & E.O. No. 2, s. 2016 Approved on April 19, 2017
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\_\_\_\_\_  
(Date)

\_\_\_\_\_  
University President  
Eastern Visayas State University  
Tacloban City

Dear \_\_\_\_\_:

Greetings!

This has reference to the letter-reply dated \_\_\_\_\_ by your Director for the University People's Freedom of Information (UPFOI), which I received on \_\_\_\_\_, under the University People's Freedom of Information (UPFOI) Manual approved per Board Resolution No. 118, s. 2017 and Executive Order No. 2, s. 2016 on Freedom of Information in the Executive Branch.

Relative thereof, I hereby submit my appeal or request for review on the following grounds:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_.

Kindly inform me on the action taken on this request based on the information I indicated in the FOI Form originally filed at your University or to the address stated in this letter.

I hope that you will reconsider the decision and provide me the information I previously requested.

Thank you very much and God bless.

Sincerely,

\_\_\_\_\_  
Requesting Party/Requester

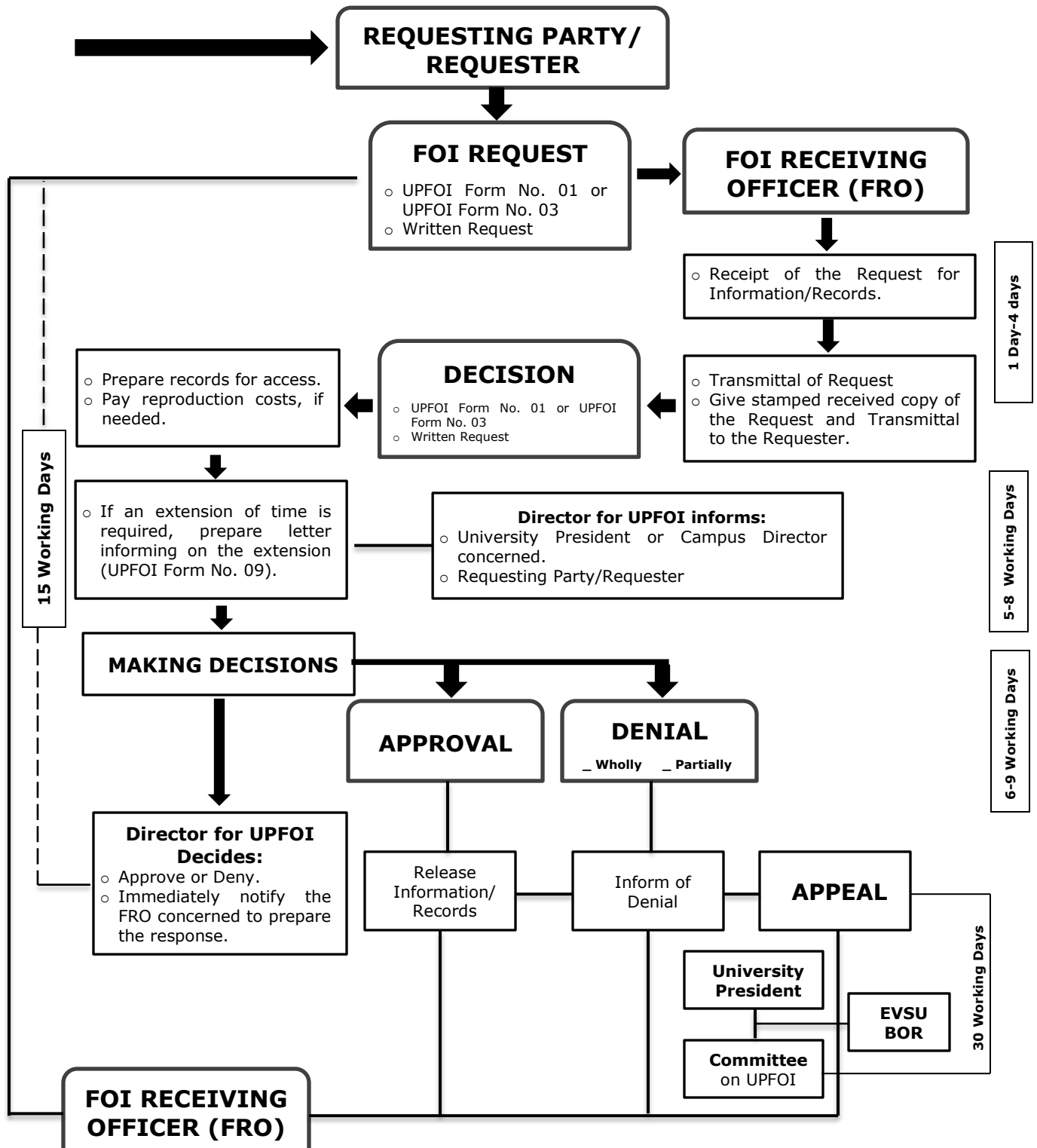
## Annex N

### MATRIX ON THE PROCESSING OF REQUEST FOR INFORMATION IN DAYS

Day 1 or earlier	Day 2-4	Day 5-8	Day 9-10	Day 11-15	Extension
RECEIVE REQUEST/S	ASSESS REQUEST/S	CONSIDER RESPONSE OR REPLY	CLEARING RESPONSE OR REPLY	ISSUE RESPONSE OR REPLY	EXTENSION MAY BE RESORTED
<ul style="list-style-type: none"> <li>✓ Check if request is valid</li> <li>✓ Stamp received.</li> <li>✓ Provide copy to the requesting party</li> <li>✓ Log details in the FOI tracker</li> <li>✓ Plan work needed with DM.</li> </ul> <p><b>CLARIFY REQUEST</b> (if necessary)</p> <ul style="list-style-type: none"> <li>✓ If not clear, what information is needed or which requesting party seeks clarification (15 working days clock stops).</li> <li>✓ Provide appropriate advice and assistance to the requester.</li> <li>✓ If no clarification received, close request (after 60 days from receipt) and notify applicant.</li> <li>✓ Forward to DM.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Does the University hold the information requested?</li> <li>✓ Is the information already accessible?</li> <li>✓ Is the request a repeat of a previous request from the same applicant?</li> </ul> <p><b>LOCATE INFORMATION</b></p> <ul style="list-style-type: none"> <li>✓ Obtain all relevant information.</li> <li>✓ Prepare schedule of all information located.</li> </ul> <p style="text-align: center;">INFORM OR CONSULT</p> <ul style="list-style-type: none"> <li>✓ Other officials with key interest.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Review content of documents and apply relevant exceptions</li> <li>✓ Consider comment or advice of officials.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Seek clearance from the University President or Campus Director.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Prepare information for release-scan or photocopy.</li> <li>✓ If applicant asked for information in a certain format comply with their preference, if practical.</li> <li>✓ Update FOI tracker and save response.</li> </ul>	<ul style="list-style-type: none"> <li>✓ If the information requested requires extensive search of the University's office records facilities; or</li> <li>✓ If examination of voluminous records; or</li> <li>✓ Occurrence of fortuitous events or other analogous cases</li> </ul> <p>The FRO shall inform the requesting party/ies of the extension, setting forth the reasons for such extension.</p> <p>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.</p>

## Annex O

### UNIVERSITY PEOPLE'S FREEDOM OF INFORMATION (UPFOI) REQUEST FLOW CHART



## Annex P PEOPLE'S SATISFACTION SURVEY INSTRUMENT



Republic of the Philippines  
**EASTERN VISAYAS STATE UNIVERSITY**

\_\_\_\_\_  
(Name of Campus and Office)

**UPFOI Form No. 11**  
Revision No. 0  
Approved per Board Reso. No. 118,  
s. 2017 & E.O. No. 2, s. 2016  
Approved on April 19, 2017

### PEOPLE'S SATISFACTION SURVEY

#### PART I – CLIENT/GUEST CIRCUMSTANCE (optional)

1. Complete Name: \_\_\_\_\_
2. Complete Address: \_\_\_\_\_
3. Company/Affiliation/Organization/School and Position: \_\_\_\_\_
4. Date of the Visit: \_\_\_\_\_
5. Name of Representative/Guardian: (if applicable): \_\_\_\_\_
6. I.D. of Representative: \_\_\_\_\_
7. Proof of Authority (*Please attach*): \_\_\_\_\_

#### PART II – CLIENT/GUEST SATISFACTION RATING

8. Please rate the services offered to the by the University during your visit by checking or ticking in the space provided corresponding to your response in every indicator by using a **5**-point scale: **5** is the highest and **1** as the lowest, to wit:

Indicators	Scale				
	5 Outstanding	4 Very Satisfactory	3 Satisfactory	2 Below satisfactory	1 Poor
1. FRO/Employee Concerned					
a. Courteous & Caring					
b. Punctual					
c. Promptness					
d. Grooming/Uniform					
e. With ID/Name Tag					
f. Quality of the Service					
2. Venue and Materials					
a. Signages					
b. User-friendly Forms					
c. Accessible					
d. Facilities					
e. Cleanliness					
f. Ventilation					
g. Illumination					
Others, <i>please specify</i> :					

**PART III – CLIENT/GUEST FEEDBACK**

9. Please check if you are providing a:  
 Compliment                       Suggestion                       Complaint

10. In reference to item 9 above, please indicate the facts or details about the incident in the space provided below:

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*(Please use separate sheet if necessary and attach the same hereof).*

11. Recommendation/suggestion/desired action from the office:

---

---

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*(Please use separate sheet if necessary and attach the same hereof).*

\_\_\_\_\_  
*Signature of the Client/Guest*