



GSIS Government Service Insurance System
Financial Center, Pasay City, Metro Manila 1308

OFFICE OF THE CORPORATE SECRETARY

EXACT COPY OF RES. NO. 54 ADOPTED BY THE GSIS BOARD OF TRUSTEES IN ITS MEETING NO. 6 HELD ON 12 APRIL 2023

Approval of the 2023 GSIS Freedom of Information Manual¹

RESOLUTION NO. 54

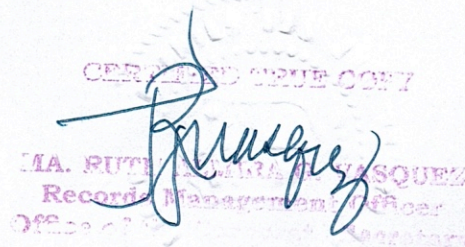
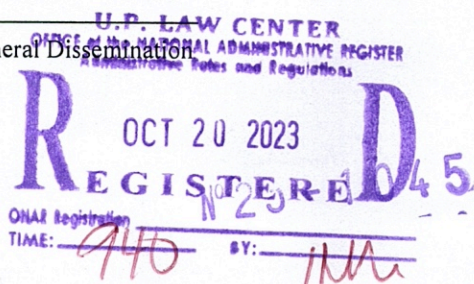
WHEREAS, the GSIS Freedom of Information (FOI) Manual was first issued on 24 November 2016 pursuant to Executive Order No. 2, s. 2016 (Operationalizing in the Executive Branch the People's Constitutional Right to Information and the State Policies of Full Public Disclosure and Transparency in Public Service and Providing Guidelines Therefor);

WHEREAS, 2020 GSIS FOI Manual was approved through Board Resolution No. 113 dated 27 October 2020 to harmonize its provisions with Presidential Communications Operations Office Memorandum Circular No. 001, s. 2019 providing the Guidelines on the FOI Appeals Mechanism, to incorporate the use of the eFOI Platform, and to include the Executive Vice President positions in the FOI process

WHEREAS, the Manager for the Policies and Systems Department of the Office for Strategy Management, in a memorandum dated 15 March 2023, submitted the proposed 2023 GSIS FOI Manual to cover new FOI Programs such as the "No Wrong Door" Policy for FOI and guidelines on vexatious request, the alternative mode of releasing replies and receiving payment for FOI requests as necessitated by the COVID-19 pandemic, and the conduct of the GSIS FOI Feedback Survey, among others;

WHEREAS, the Corporate Governance Committee, in a memorandum dated 3 April 2023, endorsed the proposed 2023 GSIS FOI Manual for approval of the Board;

¹ Category: General Dissemination



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RESOLVED, to **APPROVE** and **CONFIRM** the
2023 GSIS FOI Manual;

RESOLVED FURTHER, to **APPROVE** the
submission of the 2023 GSIS FOI Manual to the FOI
– Program Management Office for evaluation;

RESOLVED FINALLY, that Board Resolution
No. 113 dated 27 October 2020 and the 2020 GSIS
FOI Manual are hereby superseded;

A copy of the 2023 GSIS FOI Manual is made
an integral part of this Resolution.

CERTIFIED CORRECT:

ORIGINAL SIGNED
ATTY. LUZ VICTORIA F. REYES-MORANDO
Corporate Secretary

CONFIRMED:

ORIGINAL SIGNED
JOSE ARNULFO A. VELOSO
Acting Chairman

ORIGINAL SIGNED
JOCELYN G. CABREZA
Trustee

ORIGINAL SIGNED
ALAN R. LUGA
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RITA E. RIDDLE
Trustee

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PASEGURAHAN NG MGA NAGLILINGKOD SA PAMAHALAAN
(GOVERNMENT SERVICE INSURANCE SYSTEM)
Financial Center, Pasay City, Metro Manila 1308

THE 2023 GOVERNMENT SERVICE INSURANCE SYSTEM FREEDOM OF INFORMATION MANUAL

I. BACKGROUND

Executive Order (EO) No. 02, s. 2016 (*Operationalizing in the Executive Branch the People's Constitutional Right to Information and the State Policies of Full Public Disclosure and Transparency in Public Service and Providing Guidelines Therefor*) was issued on 23 July 2016 to implement the constitutional policy of full public disclosure of government transactions involving public interest, and the constitutional guarantee of the right of the people to information of public concern.

This also recognizes the fundamental role of free and open exchange of information in a democracy, which is meant to enhance transparency and accountability in government official acts, transactions, or decisions.¹

In order to effectively implement the provisions of said EO, all government offices, including the Government Service Insurance System (GSIS), were directed to prepare their own People's Freedom of Information (FOI) Manual. In compliance therewith, the GSIS FOI Manual was first issued on 24 November 2016.

On 06 November 2020, the GSIS FOI Manual was updated to harmonize its provisions with Presidential Communications Operations Office (PCOO)-Memorandum Circular (MC) No. 001, s. 2019 providing the Guidelines on the FOI Appeals Mechanism, to incorporate the use of the eFOI Platform (<https://www.foi.gov.ph>), and to include the Executive Vice President positions in the FOI process.

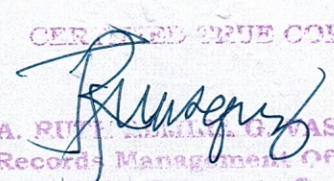
The 2023 GSIS FOI Manual is being issued to cover new FOI programs and related issuances, update and include the alternative mode of releasing replies and receiving payment for FOI requests, as necessitated by the COVID-19 pandemic, and the conduct of GSIS FOI Feedback Survey, among others.

II. OBJECTIVES

This Manual aims to:

- A. Provide the updated guidelines that will effectively implement the provisions of EO No. 2, s. 2016, its subsequent related issuances, and FOI nationwide programs in all GSIS offices;

¹ EO No. 02 dated 23 July 2016.

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- B. Provide the updated policies and procedures on releasing replies and receiving payment for FOI requests, including alternative modes, and conduct of GSIS FOI Feedback Survey;
- C. Identify responsibilities for the implementation of the provisions of this updated Manual; and
- D. Define the offense and prescribe the administrative and criminal liability of GSIS officers and employees who fail to comply with the provisions hereof.

III. DEFINITION OF TERMS

Unless the context otherwise indicates, the following terms shall mean:

- A. **Central Appeals and Review Committee** – The Committee designated to handle appeals of denied FOI requests.
- B. **GSIS Records Disposition Schedule** – Records control schedule arranged by Functional Group (FG), governing the retention of GSIS records, to define the active and inactive period including the conditions that must be met before the actual disposal of records.²
- C. **eFOI Platform** – An online facility which allows Filipino citizens to request any information about government transactions and operations, provided that it shall not put into jeopardy privacy and matters of national security.³
- D. **FOI Feedback Survey** – Survey administered by the GSIS for the FOI Program as required by the FOI - Program Management Office (FOI-PMO) under the Philippine Information Agency to capture and measure the client's experience, expectations and satisfaction with GSIS's implementation of its FOI Program.⁴
- E. **Information** – pertains to records, documents, papers, reports, letters, contracts, minutes and transcripts of official meetings, maps, books, photographs, data, research materials, films, sound and video recording, magnetic or other tapes, electronic data, computer stored data, any other like or similar data or materials recorded, stored or archived in whatever format, whether offline or online, which are made, received, or kept in or under the control and custody of any government office pursuant to law, executive order, and rules and regulations or in connection with the performance or transaction of official business by any government office.⁵

² Policy and Procedural Guidelines No. 335-19, *Enhanced Guidelines on the Records Management System*, dated 08 May 2019.

³ The online facility may be accessed through www.foi.gov.ph.

⁴ Based on Annex E (Guidelines for the FOI Requests Feedback Survey) of PCOO FOI-MC No. 22-01, *FOI Program Criteria and Validation Process for the Eligibility to Fiscal Year 2022 Performance Based Bonus*, 02 May 2022.

⁵ EO No. 02 dated 23 July 2016.

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- F. **Information Custodian** - Designated personnel of the office or unit that is the source or custodian of the information.
- G. **Inventory of Exceptions** – list prepared by the Department of Justice and the Office of the Solicitor General, and circularized by the Office of the President for the guidance of all government offices and the general public, enumerating information which cannot be accessed by the requesting parties.
- H. **List of GSIS Information** – list prepared by the GSIS enumerating information which may or may not be accessed by the requesting parties.
- I. **Official record(s)** – information produced or received by a public officer or employee, or by a government office in an official capacity or pursuant to a public function or duty.⁶
- J. **Open Data** – a publicly available data that is fully discoverable and usable by end-users.
- K. **Personal information** – any information whether recorded in a material form or not, from which the identity of an individual is apparent or can be reasonably and directly ascertained by the entity holding the information, or when put together with other information would directly and certainly identify an individual.⁷
- L. **Public record(s)** – information required by laws, executive orders, rules, or regulations to be entered, kept and made publicly available by a government office.⁸
- M. **Sensitive Personal Information** – are personal information:
1. About an individual's race, ethnic origin, marital status, age, color, and religious, philosophical or political affiliations;
 2. About an individual's health, education, genetic or sexual life of a person, or to any proceeding for any offense committed or alleged to have been committed by such person, the disposal of such proceedings, or the sentence of any court in such proceedings;
 3. Issued by government agencies peculiar to an individual which includes, but are not limited to, social security numbers, previous or current health records, licenses or its denials, suspension or revocation, and tax returns; and
 4. Specifically established by an executive order or an act of Congress to be kept classified.⁹

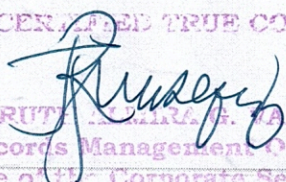
⁶ EO No. 02 dated 23 July 2016.

⁷ Republic Act No. 10173 or the Data Privacy Act of 2012.

⁸ *Ibid.*

⁹ Republic Act No. 10173 or the Data Privacy Act of 2012.

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N. **Vexatious Request** – A request that is frivolous, malicious, made in bad faith, intending to harass, vilify or embarrass, or posing an actual or imminent danger to the office, its officials or employees.¹⁰

IV. COVERAGE

The provisions of this Manual shall cover handling of GSIS information and processing of requests from any Filipino citizen regarding GSIS information on matters of public concern¹¹ and GSIS transactions involving public interest¹².

These provisions shall not apply to the following:

- A. Requests for information by members and pensioners pertaining to their membership, loans, insurance coverage, claims, retirement and pension records;
- B. Requests for information by Agency Authorized Officers, Electronic Remittance File Handlers, and Liaison Officers relating to the members of their respective agencies;
- C. Requests by third parties for member or pensioner information considered not of public concern such as individual and unauthorized request made by a relative of a member on the member's GSIS benefits;
- D. Requests made by account holders or other interested persons for housing account information considered not of public concern;
- E. Requests for information by other government agencies and/or public sector offices;
- F. All other transactions covered by the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 and its Implementing Rules and Regulations.¹³

V. PROTECTION OF PRIVACY¹⁴

While providing access to information, public records, and official records, GSIS shall afford full protection to the right to privacy of the individual as follows:

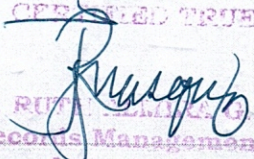
¹⁰ PCOO FOI-MC No. 5, s. 2020, *Guidelines on Vexatious Freedom of Information Requests and Abuse of Rights Thereunder*.

¹¹ EO No. 02 dated 23 July 2016 citing Section 7, Article III of the 1987 Constitution.

¹² EO No. 02 dated 23 July 2016 citing Section 28, Article II of the 1987 Constitution.

¹³ Business-related and nonbusiness transactions referring to permitting, licensing, and issuance of any privilege, right, reward, clearance, authorization, or concession, including frontline services enrolled in the existing Citizen's Charter, whether or not related to business, corresponding back-end/support services, and regulatory functions related to permitting, licensing and issuance of a privilege, right, reward, clearance, authorization or concession (*Implementing Rules and Regulations of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018*).

¹⁴ EO No. 02 dated 23 July 2016.

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- A. GSIS shall ensure that personal and sensitive personal information in its custody or under its control is disclosed or released only if it is material or relevant to the subject matter of the request and its disclosure is permissible under EO No. 02, s. 2016, Data Privacy Act of 2012 or other existing laws, rules or regulations;
- B. GSIS must protect personal information in its custody or control by making reasonable security arrangements against leaks or premature disclosure of personal information which unduly exposes the individual whose personal information is requested to vilification, harassment or any other wrongful acts; and
- C. Any personnel of GSIS who has access, authorized or unauthorized, to personal information in the custody of the office, must not disclose that information except when authorized under this Manual or pursuant to existing laws, rules or regulations.

VI. GSIS OPEN DATA

The GSIS Website shall contain information readily accessible to the public without need for written request such as, but not limited to, GSIS mandate and functions, names of its officials with their positions and designations, list of branch offices and contact details, GSIS Privacy Statement, annual reports, approved budgets and audited financial statements.

VII. LIST OF GSIS INFORMATION

The List of GSIS Information shall be updated periodically or when necessary to reflect any change in the said list and as a result of any change in existing laws, jurisprudence, and Inventory of Exceptions circularized by the Office of the President.

The information contained in the List shall be classified according to the following:¹⁵

- 1. Public - information that can be disclosed for public consumption regardless of identity;
- 2. Exception - information that is under the Exception List issued by the Office of the President and cannot be disclosed to the public;
- 3. Internal - information that is only for the agency's consumption; and
- 4. Limited - information that upon verification of the requesting party's identity, can only be disclosed to specific person(s) and/or entity/ies.

For this purpose, the FG shall identify through an Office Order the persons authorized to receive information that are classified as Limited.

¹⁵ PCOO FOI-MC No. 05, Call for Submission: Accomplished Second Quarter Agency Information Inventory and the Standard FOI Registry for April 1 to June 30, 2017, dated 11 July 2017.

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The List of GSIS Information shall be submitted to the FOI-PMO by the Records Management Department in compliance with FOI requirements on the month following the issuance of said List or its subsequent amendments, if any.

VIII. FOI CHAMPIONS, DECISION MAKER AND RECEIVING OFFICER/S

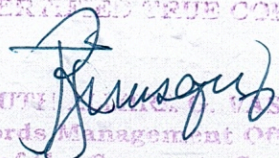
A. The GSIS FOI Champions shall be the following:

Sector/Office	FOI Champion
Core Business Sector	Executive Vice President Concerned
Support Services Sector	
Research, Innovation and Strategic Advisory Sector	
Finance Sector	
Office of the President and General Manager (OPGM)	Chief of Staff-OPGM
Office of the Corporate Secretary	Corporate Secretary

The FOI Champions shall be responsible for overseeing compliance by their respective Sectors or Offices with EO No. 02, s. 2016. They shall likewise act on appeals filed by the requesting party on the denial of request for information falling under their respective jurisdictions.

B. The FOI Decision Maker, eFOI Decision Maker, FOI Receiving Officer and eFOI Receiving Officer shall be the following GSIS officials and employees:

Role	Central Office (CO)	Branch Office (BO) / Extension Office (EO)
FOI/eFOI Decision Maker	Records Management Department (RMD) Manager	
FOI Receiving Officer	RMD personnel other than the Information Custodian (IC)	BO or EO personnel other than the IC
eFOI Receiving Officer	RMD personnel	

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- C. The GSIS FOI Decision Maker shall be mainly responsible for granting or denying requests for information which are not included in the latest List of GSIS Information.

The eFOI Decision Maker shall evaluate requests logged in the eFOI portal and grant or deny these requests based on the GSIS List of Information, including requests for information classified as Limited.

The FOI/eFOI Decision Maker shall also approve or disapprove the recommendation of the IC concerned if a request is determined to be vexatious based on the guidelines in Section IX.D hereof.

- D. The Receiving Officer shall receive, log and forward requests for information to the IC for appropriate action.

For the eFOI portal, the eFOI Receiving Officer shall receive, log and forward requests for information to the eFOI Decision Maker for appropriate action.

- E. In the absence of the above officials or if the position vested with the authority is vacant, their duly designated Officers-in-Charge (OIC) or officials designated in an acting capacity, respectively, shall assume their responsibilities.

IX. HANDLING OF INFORMATION

A. Custody and Accountability

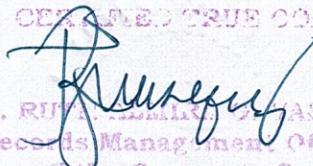
1. Designation of IC

The RMD Officer I in the CO, Branch Managers in the BO and EO Heads in the EOs shall be the ICs.

The ICs shall:

- a. Maintain the records and/or information of the GSIS except for the records of units which were authorized to safekeep their own records;
- b. Ensure that released information are properly coded (**Annex A**) for tracking, monitoring, retrieval and documentation purposes;
- c. Serve as the officers authorized to release information or deny requests for information which are not for disclosure under the List of GSIS Information, except those coursed through the eFOI portal which shall be acted upon by the RMD Manager; and
- d. Perform such other functions as may be prescribed herein.

In the absence of the IC, the OIC or official in acting capacity shall assume the IC's functions. In case there is no designated OIC or

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official in an acting capacity, an alternate IC shall be internally designated to ensure process continuity.

The location and contact information of the IC in the CO, BOs and EOs where the public can obtain information or submit requests are contained in **Annex B**.

2. Designation of Point Persons

The Department Managers, Unit Heads and Committee Secretariat Heads in the CO shall be designated as the Point Persons between RMD and Department, Unit or Committee Secretariat concerned for information requested by a third party but currently not in the custody of the RMD. For the BOs and EOs, the ICs shall be the Point Persons.

In the absence of the Point Person, the OIC or official in acting capacity shall assume the Point Person's functions. In case there is no designated OIC or official in an acting capacity, an alternate Point Person shall be internally designated to ensure process continuity.

B. Request for Access to Information

1. Any person who needs access to records or information shall submit a duly accomplished FOI Request Form (**Annex C**)¹⁶ with the GSIS (through the FOI booth for CO, Receiving Officer for BO or EO, as the case may be), a copy of at least one (1) government-issued identification card (ID), a Letter of Authorization or Special Power of Attorney if the request is made by a representative, and a written consent from the owner of the information if the record or document requested contains sensitive personal and/or personal information.

The written consent of the owner of information shall be accompanied by a copy of a government-issued ID for verification by the Receiving Officer.

2. A request may also be submitted through the following:
 - a. A Letter or FOI email account (gsisfoi@gsis.gov.ph), provided that the following are included:
 - 1) Title of requested document;
 - 2) Period covered;
 - 3) Reason for or purpose of the request for information;
 - 4) Name, address and contact number of requesting party;

¹⁶ Available in the GSIS website and offices nationwide.

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- 5) A copy of at least one (1) government-issued ID; and
 - 6) Verified consent from the owner of the information if the record or document requested contains sensitive personal and/or personal information
- b. eFOI platform where the requester shall be required to create an eFOI account and log an eFOI transaction request.

Requests made through the eFOI platform shall be automatically sent to GSIS for immediate processing and shall be accessed daily by the designated eFOI Receiving Officer.

3. In case the requesting party cannot fill out the FOI Request Form, the Receiving Officer shall translate such request into the Form.

However, for requests submitted through letter or FOI email account, which are found to be sufficient based on the requirements under Section IX.B.2, the Receiving Officer need not translate said request into the FOI Request Form.

4. The request shall be considered valid only when the requirements set in Items 1 and 2 in this Section are satisfied.

The information provided by the GSIS shall not be used for commercial purposes, and shall not be sold or shared to any person or entity without the consent of the GSIS.

No request shall be denied or refused acceptance unless the reason for the request is contrary to law, existing rules and regulations or it is one of the exceptions contained in the Inventory of Exceptions as hereinabove provided.

C. Receipt of Request

The Receiving Officer shall log the request, whether valid or invalid, in the GSIS FOI Registry (**Annex D**).

If the request is invalid or found to be ambiguous, the Receiving Officer shall not accept the request, explain the deficiency/ies to the requester and require resubmission of complete requirements. For requests received through mail, email and eFOI portal, the Receiving Officer shall communicate the deficiency/ies to the requester within two (2) working days from receipt thereof.

The request shall be stamped, indicating the date and time of receipt and the name and position of the Receiving Officer with the corresponding signature. An acknowledgement receipt (**Annex E**) shall be given personally or sent through mail or email to the requesting party as proof of receipt of request.

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The GSIS shall respond to a request fully compliant with the requirements of Section IX.B hereof within fifteen (15) working days from receipt thereof.

D. Vexatious Request

The FOI/eFOI Decision Maker may deny a request determined to be vexatious provided the following guidelines¹⁷ are met:

1. The following factors are taken into consideration:
 - a. Language of the request;
 - b. Burden on the concerned government agency;
 - c. Purpose, motive, or intention for making the request;
 - d. Value of the requested information; or
 - e. History and context of the request.
2. A request is presumed to be vexatious if it involves:
 - a. Frequent or overlapping requests – occurs when a requesting party submits a correspondence involving the same issue frequently, or submits the same request over a period of time before the office can have the opportunity to address the earlier request. However, there is no frequent overlapping request when the information that was previously released has been updated or has already changed.

The GSIS shall not be required to act upon an unreasonable subsequent identical or substantially similar request from the same requesting party whose request has already been previously granted or denied by the System.
 - b. Personal grudges – occurs when the requesting party submits a correspondence on a particular government official or employee against whom he/she has some personal enmity; or the said request is made to express hatred to a particular official or employee;
 - c. Unfounded accusations – occurs when the request makes completely unsubstantiated accusations against the public authority or specific employees;
 - d. Unreasonably complex request – Complex information means requests involving more than one subject matter which can be processed within thirty-five (35) working days or more. In requests for complex information, a valid reason/valid explanation should always be provided by the requesting party;

¹⁷ PCOO FOI-MC No. 5, s. 2020, *Guidelines on Vexatious Freedom of Information Requests and Abuse of Rights Thereunder*.

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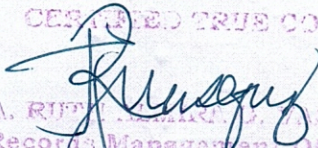
- e. Reprocessed data – means requests for information that will require the agency to re-process the data. Re-processed data means that the data was already proactively disclosed or the data was requested and previously disclosed.
 - f. Premature requests or requests that are yet to be processed by the agency – means information which will soon be published, or the disclosure of which would be premature in relation to a planned announcement or publication; or
 - g. All other requests that are meant to harass, embarrass or put into actual or imminent danger the life or property of the agency, its officials or employees.
3. In case of doubt as to the nature of the request and upon the recommendation of the IC, the FOI/eFOI Decision Maker may grant the requesting party the opportunity to clarify and/or modify the request. As such, the FOI/eFOI Decision Maker shall not immediately deny the same, but shall facilitate the extension of assistance so that a valid request may be filed.
- The IC shall provide assistance to the requester within the prescribed period to fully respond to a request. However, if necessary, such as when the clarified and/or modified request was received near the expiration of said period, the IC may recommend the extension of period to provide the information based on the clarified and/or modified request.
- If despite clarification and extension of reasonable assistance to the requesting party, the request still falls under Item 2, the FOI/eFOI Decision Maker shall deny the request, clearly setting forth the ground/s for denial and the circumstance/s on which the denial is based.
4. The request denied on the ground that it is vexatious may be appealed with the GSIS FOI Central Appeals and Review Committee (CARC).

E. Evaluation of Request

Requests for information which are not readily available in the receiving office shall be forwarded to the concerned IC or Point Person, as follows:

Receiving Office	Forward To
RMD	FG concerned
	BO/EO
BO/EO	RMD
	Another BO/EO
	FG Concerned

*Refer to detailed procedures in Section X.

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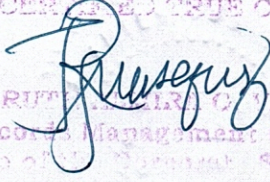
The receiving IC shall evaluate requests based on the List of GSIS Information.

1. If requested information may be disclosed to the public, the IC shall facilitate the retrieval of the requested information.
2. If requested information may not be disclosed to the public, the requesting party shall be notified in writing of the denial of the request (**Annex F**). The notice shall clearly set forth the ground or grounds for denial, the circumstances on which the denial is based, and advice that the requester may make a written appeal addressed to the GSIS FOI CARC.
3. If requested information is not in the List, the IC for CO, or the IC for BO or EO shall coordinate with the concerned Point Person, IC for BO or EO, or IC for CO to confirm if requested information is in their custody.

- a. The Point Person, IC for CO, or IC for BO or EO shall confirm the availability of the information to the inquiring IC.

The inquiring IC shall coordinate with them the classification of the requested information and shall recommend the grant or denial of request to the FOI Decision Maker. The inquiring IC shall thereafter communicate to the concerned Point Person, IC for CO, or IC for BO or EO the action taken on the document.

- b. If the information is not in the custody of GSIS, a letter to be signed by the IC shall be sent to the requester informing him or her of such, except when the information being requested is available in another agency under the Executive branch (see item 5 below).
4. If the requested information is classified as Limited, the IC for CO, or IC for BO or EO shall refer to the Office Order identifying the specific persons and/or entities to whom the requested information may be disclosed.
 - a. If the requester is among the specified persons and/or entities, the receiving IC shall grant the request upon verification of requester's identity.
 - b. If the requester is NOT among the specified persons and/or entities, the receiving IC shall deny the request.
5. If the requested information is reasonably known to be available in another government agency under the Executive Branch and is the proper repository or custodian of the requested information or

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records, or have control over the said information or records, the following guidelines shall apply:¹⁸

- a. The Receiving Officer shall identify the possible government agency/ies that could provide the requested information and confirm through FOI Internal Messenger or any available means if the agency has the control and custody of the information being requested.

Once confirmed, the request shall be immediately referred by the GSIS to the appropriate agency, copy furnished the requesting party, through the most expeditious manner, but not exceeding three (3) working days from receipt of the request. This shall be considered as the "First Referral" (**Annex G**) and a fresh period will apply.

The receiving agency shall ensure that requested information is provided to the requesting party within the prescribed turnaround time, subject to the existing laws and policies.

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

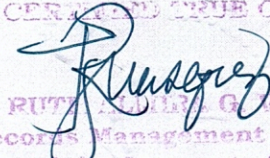
If the GSIS, in good faith, erroneously referred the request to another agency, the latter shall immediately notify the former as well as the requesting party, that the information requested is not available in their agency.

- b. If the GSIS is the agency to whom the request was referred under the First Referral but the requested information is not in the custody of the GSIS, it may subsequently refer the request to another government agency within three (3) working days from receipt of request. This shall be considered as the "Second Referral" (**Annex H**) and another fresh period shall apply.

Referrals shall only be limited to two (2) subsequent transfers of request. A written or email acknowledgement of the referral shall be made by the FOI Receiving Officer if the GSIS is the agency to whom the request was referred.

If the GSIS received the Second Referral but does not have the requested information, the GSIS shall deny the said request and inform the requester to file another FOI request addressed to the appropriate agency (**Annex I**).

¹⁸ PCOO FOI-MC No. 21-05, *Guidelines on the Referral of Requested Information, Official Record/s and Public Record/s to the Appropriate Government Agency Otherwise Known as the "No Wrong Door Policy For FOI"*, section 5.

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PCOO - Department of Government Organization

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

The Decision Maker for CO and IC for BO/EO shall review and approve referrals, whether first or second, including denial after receipt of erroneous Second Referral.

6. If the requested information is an open data, the IC or eFOI Decision Maker shall inform the requester that such may be accessed through the GSIS Website.

F. Reproduction and Release of Requested Information

If the information requested may be disclosed to the public, the IC shall facilitate reproduction of requested information. It shall be photocopied, certified (if necessary) and coded.

The IC concerned shall inform the requester of the availability of the requested information for pick-up or for release through email or courier service. The requester shall assume the mailing or courier service provider fee and this shall be included in the total amount to be paid.

Upon payment of applicable fees, the requested information shall be released to the requester either personally or to his or her duly authorized representative, or through the requester's personal email or GSIS servicing couriers.

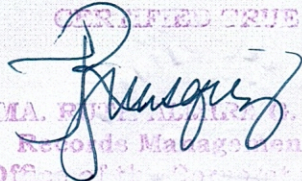
The authorized representative shall be required to present and/or submit the following:

1. Authorization letter or Special Power of Attorney duly signed by the requester, stating the details/facts of the requested documents;
2. Photocopy of valid government-issued ID of the requester as allowed under the existing GSIS Citizen's Charter; and
3. Valid government-issued ID of the authorized representative as allowed under the existing GSIS Citizen's Charter.

G. Applicable Fees

The IC shall charge reasonable fees to reimburse necessary costs, as follows:

Cost	To Cover Expenses For
Php5.00 per page (photocopy or Certified True Copy)	Reproduction and Copying of Information
Php100.00 per disc for electronic information saved in a disc	

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The fees shall be paid at the Cashiering Unit or in any of the available online and over-the-counter payment facilities of the GSIS pursuant to existing policies.

Such fees shall be reviewed by the FOI Champions every three (3) years and adjusted, if necessary.

The GSIS may waive the fees whenever it is satisfied that the requester is indigent as evidenced by a Certificate of Indigency issued by any of the following:

1. Punong Barangay where he or she resides;
2. Department of Social Welfare and Development, its local district office; or
3. City/Municipal Social Welfare and Development Office having jurisdiction over the residence of the indigent.

In no case shall the applicable fees be so onerous as to defeat the purpose of this Manual.

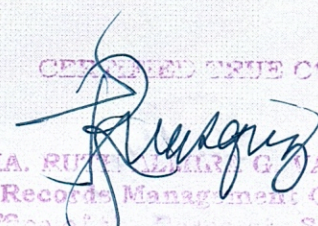
H. Notice of Extension

The IC may request from his or her Vice President (VP) extension of period to provide the requested information in any of the following cases:

1. The requested information is not in the custody of the IC;
2. The requested information is not included in the List of GSIS Information;
3. The request requires examination of voluminous records;
4. The requested information requires extraction, processing, and highly technical analysis of the data and information per the specifications or the request of the requesting party;
5. The requested information is considered vexatious and needs further clarification and/or modification from the requester; or
6. Occurrence of fortuitous events or other analogous cases.

After approval of the concerned VP, the IC or eFOI Decision Maker shall inform the requesting party of the extension, setting forth the reason for such extension (**Annex J**).

In no case shall the extension go beyond twenty (20) working days unless exceptional circumstances warrant a longer period.

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I. FOI Feedback Survey

The GSIS shall conduct an FOI Feedback Survey upon conclusion of an FOI transaction.¹⁹ Pursuant to the guidelines issued by the FOI-PMO, a GSIS FOI Feedback Survey Form in traditional (paper-based) (**Annex K**) or electronic (online) (**Annex L**) format shall be used.

The results of the survey shall be analyzed by the FOI Decision Maker to improve the FOI-related services of the GSIS. The FOI Request Feedback Score shall be reported through the FOI Registry and Summary Sheet. The results shall likewise be used by the FOI Decision Maker and IC in recommending improvements on the services of GSIS.

J. Remedies in Cases of Denial of Request for Access to Information²⁰

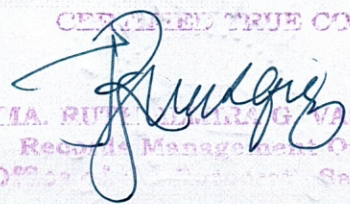
A requesting party may file a written appeal on a denied request to any GSIS Office, which shall then be referred to the GSIS FOI CARC, within fifteen (15) working days upon receipt of notice of denial or upon lapse of the period within which the GSIS should have notified the requesting party in writing either through a Denial Letter or Notice of Extension.

The GSIS FOI CARC shall be composed of the following:

- Chairperson : The VP-Adjudication and Policy Office
- Vice Chairperson : The VP-Information Security Office
- Members : One (1) Manager representing the OPGM
- One (1) Manager representing the Real Estate Asset Disposition and Management Office
- One (1) Manager representing the Operations Groups
- One (1) Manager representing the Insurance Group
- One (1) Manager representing the Human Resources Office
- One (1) Manager representing the Risk Management Office
- One (1) Manager representing the FI Systems Maintenance and Other Accounting Services Office
- Secretariat Head : The FOI Decision Maker

¹⁹ In compliance with the FOI Program for calendar year 2022.

²⁰ Based on the requirements of FOI – MC No. 001, s. 2019 on *Guidelines on the Freedom of Information Appeals Mechanism*.

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Office of the Assistant Secretary

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Secretariat Members : Officer I, RMD
Two (2) Staff Officers II, RMD

The CARC shall have the following functions:

1. Receive, review, evaluate, and assess the appeal on the denial of the request for information;
2. Determine if the appeal was filed within the prescribed period provided under EO No. 2, s. 2016;
3. Recommend to the FOI Champion concerned the actions on the appeal filed by the requesting party (**Pro-forma Memo-recommendation of CARC and Denial Letter in case of Denied Appeal attached as Annex M**);
4. Ensure that the appeal is decided within thirty (30) working days from the filing of said appeal; and
5. Implement the decision of the FOI Champion concerned regarding the appeal.

In case of denial by the concerned FOI Champion, the requesting party may further appeal such denial to the Office of the President of the Philippines.²¹

For appealed cases which have been decided in favor of the requesting party, the requested information shall be released by the IC of the receiving office (CO, BO or EO) in accordance with the general procedures set forth in this Manual.

K. Storage, Retention, Maintenance and Disposal

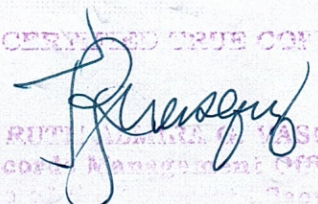
The storage, retention, maintenance and disposal of GSIS documents and records shall be in accordance with existing policies on records management, retention and disposal, and GSIS Records Disposition Schedule (RDS).

L. Reportorial Requirements

The IC of the BO or EO shall submit a monthly report to the IC for CO on the status of FOI requests in the branch for consolidation purposes not later than the 5th day of the following month.

The IC for CO shall report to the Management Committee and to the FOI-PMO the status of FOI requests every quarter or as necessary.

²¹ Based on the requirements of FOI – MC No. 001, s. 2019 on *Guidelines on the Freedom of Information Appeals Mechanism*.

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Office of the President of the Philippines

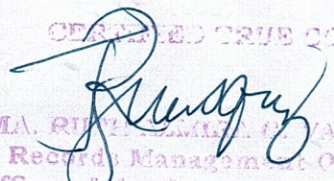
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X. PROCEDURES

A. General Procedure

STEP	ACTIVITY	RESPONSIBILITY	
		CO	BO/EO
1	Receive, log in the FOI Registry and validate request for information. 1.1 If valid, print acknowledgment receipt and issue to requester. Forward request to IC concerned. Proceed to Activity 2. 1.2 If invalid or found to be ambiguous, inform requester of deficiency/ies. Return the request. Revert to Activity 1.	Receiving Officer	Receiving Officer
2	Evaluate request. 2.1 If information is for disclosure, facilitate the retrieval of the requested information. 2.1.1 If information is with receiving IC, facilitate reproduction. Proceed to Activity 3. 2.1.2 If information is not with receiving IC or under other conditions in Section IX.G (Notice of Extension), prepare pro-forma letter notifying requester of extension in processing and reason for such extension, if necessary. Endorse to concerned VP for approval. Once signed, instruct RMD/BO/EO Staff to release letter. Update FOI Registry. Once requested information is available, revert to Activity 2.1.1.	IC for CO	IC for BO/EO

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STEP	ACTIVITY	RESPONSIBILITY	
		CO	BO/EO
	2.2 If information is not for disclosure, sign pro-forma denial letter and instruct RMD/BO/EO Staff to release letter to the requester. Update FOI Registry. (END) 2.3 If information is not in the List of GSIS Information, coordinate with Point Person/IC for BO or EO/IC for CO to confirm if requested information is in their custody. 2.3.1 If custody is confirmed, coordinate with Point Person/IC for BO or EO/IC for CO the classification of information. Submit to the FOI Decision Maker the recommendation of the Point Person/IC for BO or EO/IC for CO. a. If action approved by the FOI Decision Maker is to disclose information, update RDS and FOI Registry. Facilitate reproduction of information. Inform Point Person/IC for BO or EO/IC for CO of the action taken. Proceed to Activity 3. b. If action approved by the FOI Decision Maker is not to disclose information, prepare and sign pro-forma denial letter and instruct RMD/BO/EO Staff to release letter to the requester. Update List of GSIS Information, FOI Registry, and inform the Point Person/IC for BO		

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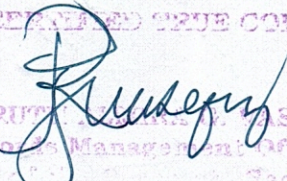
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Office of Information Management

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STEP	ACTIVITY	RESPONSIBILITY	
		CO	BO/EO
	or EO/IC for CO of the action taken. (END) 2.3.2 If information is not in the custody of the GSIS, sign a letter informing the requester of such, except when the information being requested is reasonably known to be available in another agency under the Executive branch (Proceed to Procedure H). Instruct RMD/BO/EO Staff to release letter to the requester. Update FOI Registry. (END) 2.4 If information is classified as Limited, refer to the Office Order identifying the specific persons and/or entities to whom the requested information may be disclosed. 2.4.1 If the requester is among the identified persons and/or entities, grant the request upon verification of requester's identity. Update RDS and FOI Registry. Facilitate reproduction of information. Proceed to Activity 3. 2.4.2 If the requester is NOT among the identified persons and/or entities, deny the request. Prepare and sign pro-forma denial letter and instruct RMD/BO/EO Staff to release letter to the requester. Update RDS and FOI		

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STEP	ACTIVITY	RESPONSIBILITY	
		CO	BO/EO
	Registry. (END) 2.5 If an open data, inform the requester that such may be accessed through the GSIS Website. (END) 2.6 If determined to be a vexatious request, recommend to the FOI Decision Maker the denial of the request or the grant of opportunity to the requesting party to clarify and/or modify the request so that a valid request may be filed. 2.6.1 If the FOI Decision Maker approved the denial of the request, prepare and sign pro-forma denial letter and instruct RMD/BO/EO Staff to release letter to the requester. Update FOI Registry. (END) 2.6.2 If the FOI Decision Maker approved the grant of opportunity for the requesting party to clarify and/or modify the request, clarify or extend reasonable assistance to requester within the prescribed period to fully respond to a request. Request extension of period to respond if necessary. Update FOI Registry. (END)		
3	Certify (if request is for a certified true copy). Note: Documents certified by the Point Person shall be returned to the IC for CO / IC for BO/EO for assignment of Code	IC for CO or Point Person (owner of information)	IC for BO/EO
4	Assign code on the requested information.	IC for CO	IC for BO/EO

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STEP	ACTIVITY	RESPONSIBILITY	
		CO	BO/EO
5	Contact requester on the availability of requested information for pick-up or for release through email or GSIS courier service.		
6	(Requester or authorized representative complied with requirements for release of requested information in accordance with Section IX.F hereof) Release requested information to requester or authorized representative. Update FOI Registry. Conduct FOI Feedback Survey.		
End of Process			

B. Request Received Through the eFOI Portal

STEP	ACTIVITY	RESPONSIBILITY	
		CO	BO/EO
1	Receive, log in the FOI Registry and validate request for information coursed through the eFOI portal. 1.1 If valid, send acknowledgment receipt to requester via email. Forward request to eFOI Decision Maker for appropriate action. Proceed to Activity 2. 1.2 If invalid based on the requirements of the portal, deny request. Revert to Activity 1.	eFOI Receiving Officer	(No eFOI Receiving Officer for BO/EO)
2	Evaluate request. Note: The grant or denial of eFOI requests by the eFOI Decision Maker shall follow the procedural design of the eFOI portal. 2.1 If information is for disclosure, grant request and facilitate the retrieval of requested information. Update FOI Registry. Proceed to	eFOI Decision Maker	(No eFOI Decision Maker in BO/EO)

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STEP	ACTIVITY	RESPONSIBILITY	
		CO	BO/EO
	Activity 3. 2.2 If information is not for disclosure, deny request. Update FOI Registry. Proceed to Activity 7. 2.3 If information is not in the List of GSIS Information, coordinate with IC for CO/Point Person/IC for BO or EO to inquire on the availability of information and classification of the same. 2.3.1 If information is for disclosure, grant request and facilitate the retrieval of the requested information. Inform concerned IC/Point Person of the action taken. Proceed to Activity 3. 2.3.2 If information is not for disclosure, deny request. Inform concerned IC/Point Person of the action taken. Update FOI Registry. Proceed to Activity 7. 2.4 If information is classified as Limited, refer to the Office Order identifying the specific persons and/or entities to whom the requested information may be disclosed. 2.4.1 If the requester is among the identified persons and/or entities, grant the request upon verification of requester's identity. Update RDS and FOI Registry. Facilitate reproduction of information. Proceed to Activity 3. 2.4.2 If the requester is NOT among the identified persons and/or entities, deny the		

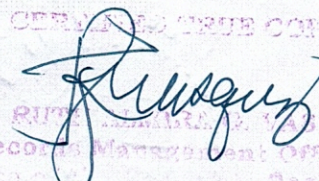
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Records Management Officer

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STEP	ACTIVITY	RESPONSIBILITY	
		CO	BO/EO
	request. Update RDS and FOI Registry. Proceed to Activity 7. 2.5 If requested information is an open data, deny the request and inform the requester that such may be accessed through the GSIS Website. Update FOI Registry. Proceed to Activity 7.		
3	Certify (if request is for a certified true copy). Note: Documents certified by the Point Person shall be returned to the IC for CO / IC for BO/EO for assignment of Code	IC for CO or Point Person (owner of information)	IC for BO/EO
4	Assign code on the requested information.	IC for CO	IC for BO/EO
5	Contact requester on the availability of requested information for pick-up or for release through email or courier service.		
6	(Requester or authorized representative complied with requirements for release of requested information in accordance with Section IX.E hereof) Release requested information to requester or authorized representative. Inform eFOI Decision Maker of the release of information. Update FOI Registry.		
7	Close transaction in eFOI portal. Instruct the IC to conduct the FOI Feedback Survey.	eFOI Decision Maker	(No eFOI Decision Maker)
End of Process			

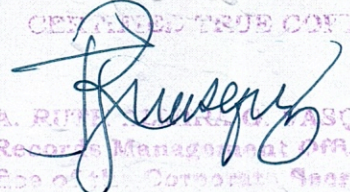
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C. Request Received in RMD but Information is with another FG

STEP	ACTIVITY	RESPONSIBILITY	
		CO	FG Concerned
1	Receive, log in the FOI Registry and validate request for information. 1.1 If valid, print acknowledgment receipt and issue to requester. Forward request to IC concerned. Proceed to Activity 2. 1.2 If invalid or found to be ambiguous, inform requester of deficiency/ies. Return the request. Revert to Activity 1.	Receiving Officer	N/A
2	Evaluate request based on the List of GSIS Information. 2.1 If information is for disclosure, proceed to Activity 3. 2.2 If information is not for disclosure, proceed to Activity 2.2 of Procedure A (General Procedures). (END) 2.3 If information is not in the List of GSIS Information, proceed to Activity 2.3 of Procedure A (General Procedures). (END) 2.4 If information is classified as Limited, proceed to Activity 2.4 of Procedure A (General Procedures). (END) 2.5 If information is an open data, proceed to Activity 2.5 of Procedure A (General Procedures). (END) 2.6 If request is determined to be vexatious, proceed to Activity 2.6 of Procedure A (General Procedures). (END)	IC for CO	N/A

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STEP	ACTIVITY	RESPONSIBILITY	
		CO	FG Concerned
3	Determine if requested information is with RMD. 3.1 If with RMD, proceed to Procedure A (General Procedures). (END) 3.2 If with another FG, coordinate with concerned point person of the FG. Once requested information is located, proceed to Activity 4.	IC for CO	N/A
4	Certify (if request is for a certified true copy). Forward information to IC for CO.	N/A	Point Person
Refer to Activities 4 to 6 of Procedure A (General Procedures).			
End of Process			

D. Request Received in RMD but Information is with BO/EO

STEP	ACTIVITY	RESPONSIBILITY	
		CO	BO/EO
1	Receive, log in the FOI Registry and validate request for information. 1.1 If valid, print acknowledgment receipt and issue to requester. Forward request to IC concerned. Proceed to Activity 2. 1.2 If invalid or found to be ambiguous, inform requester of deficiency/ies. Return the request. Revert to Activity 1.	Receiving Officer	N/A
2	Evaluate request based on the List of GSIS Information. 2.1 If information is for disclosure, proceed to Activity 3. 2.2 If information is not for disclosure, proceed to Activity 2.2 of Procedure A (General Procedures). (END)	IC for CO	N/A

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STEP	ACTIVITY	RESPONSIBILITY	
		CO	BO/EO
	2.3 If information is not in the List of GSIS Information, proceed to Activity 2.3 of Procedure A (General Procedures). (END) 2.4 If information is classified as Limited, proceed to Activity 2.4 of Procedure A. (General Procedures). (END) 2.5 If information is an open data, proceed to Activity 2.5 of Procedure A (General Procedures). (END) 2.6 If request is determined to be vexatious, proceed to Activity 2.6 of Procedure A (General Procedures). (END)		
3	Determine if requested information is with RMD. 3.1 If with RMD, proceed to Procedure A (General Procedures). (END) 3.2 If with the BO/EO, coordinate with IC for BO/EO. Once requested information is located, proceed to Activity 4.	IC for CO	N/A
4	Certify (if request is for a certified true copy). Forward information to IC for CO.	N/A	IC for BO/EO
Refer to Activities 4 to 6 of Procedure A (General Procedures).			
End of Process			

E. Request Received in BO/EO but Information is with RMD

STEP	ACTIVITY	RESPONSIBILITY	
		CO	BO/EO
1	Receive, log in the FOI Registry and validate request for information.	N/A	Receiving Officer
	1.1 If valid, print acknowledgment		

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STEP	ACTIVITY	RESPONSIBILITY	
		CO	BO/EO
	receipt and issue to requester. Forward request to IC concerned. Proceed to Activity 2. 1.2 If invalid or found to be ambiguous, inform requester of deficiency/ies. Return the request. Revert to Activity 1.		
2	Evaluate request based on the List of GSIS Information. 2.1 If information is for disclosure, proceed to Activity 3. 2.2 If information is not for disclosure, proceed to Activity 2.2 of Procedure A (General Procedures). (END) 2.3 If information is not in the List of GSIS Information, proceed to Activity 2.3 of Procedure A (General Procedures). 2.4 If information is classified as Limited, proceed to Activity 2.4 of Procedure A (General Procedures). (END) 2.5 If information is an open data, proceed to Activity 2.5 of Procedure A (General Procedures). (END) 2.6 If request is determined to be vexatious, proceed to Activity 2.6 of Procedure A (General Procedures). (END)	N/A	IC for BO/EO
3	Determine if requested information is with BO/EO. 3.1 If with BO/EO, proceed to Procedure A (General Procedures). (END) 3.2 If with RMD, coordinate with IC for	N/A	IC for BO/EO

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STEP	ACTIVITY	RESPONSIBILITY	
		CO	BO/EO
	CO. Once requested information is located, proceed to Activity 4.		
4	Certify (if request is for a certified true copy). Forward requested information to BO/EO.	IC for CO	N/A
Refer to Activities 4 to 6 of Procedure A (General Procedures).			
End of Process			

F. Request Received in BO/EO but Information is with Another BO/EO

STEP	ACTIVITY	RESPONSIBILITY	
		BO/EO	Another BO/EO
1	Receive, log in the FOI Registry and validate request for information. 1.1 If valid, print acknowledgment receipt and issue to requester. Forward request to IC concerned. Proceed to Activity 2. 1.2 If invalid or found to be ambiguous, inform requester of deficiency/ies. Return the request. Revert to Activity 1.	Receiving Officer	N/A
2	Evaluate request based on the List of GSIS Information. 2.1 If information is for disclosure, proceed to Activity 3. 2.2 If information is not for disclosure, proceed to Activity 2.2 of Procedure A (General Procedures). (END) 2.3 If information is not in the List of GSIS Information, proceed to Activity 2.3 of Procedure A (General Procedures). (END) 2.4 If information is classified as Limited, proceed to Activity 2.4 of Procedure A (General Procedures). (END)	IC for BO/EO	N/A

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STEP	ACTIVITY	RESPONSIBILITY	
		BO/EO	Another BO/EO
	2.5 If information is an open data, proceed to Activity 2.5 of Procedure A (General Procedures). (END) 2.6 If request is determined to be vexatious, proceed to Activity 2.6 of Procedure A (General Procedures). (END)		
3	Determine if requested information is with BO/EO. 3.1 If with BO/EO, proceed to Procedure A (General Procedures). (END) 3.2 If with another BO/EO, coordinate with concerned IC of BO/EO. Once requested information is located, proceed to Activity 4.	IC for BO/EO	N/A
4	Certify (if request is for a certified true copy). Forward information to requesting BO/EO.	N/A	IC for BO/EO
Refer to Activities 4 to 6 of Procedure A (General Procedures).			
End of Process			

G. Request Received in BO/EO but Information is with FG Concerned

STEP	ACTIVITY	RESPONSIBILITY	
		BO/EO	FG Concerned
1	Receive, log in the FOI Registry and validate request for information. 1.1 If valid, print acknowledgment receipt and issue to requester. Forward request to IC concerned. Proceed to Activity 2. 1.2 If invalid or found to be ambiguous, inform requester of deficiency/ies. Return the request. Revert to Activity 1.	Receiving Officer	N/A

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STEP	ACTIVITY	RESPONSIBILITY	
		BO/EO	FG Concerned
2	Evaluate request based on the List of GSIS Information. 2.1 If information is for disclosure, proceed to Activity 3. 2.2 If information is not for disclosure, proceed to Activity 2.2 of Procedure A (General Procedures). (END) 2.3 If information is not in the List of GSIS Information, proceed to Activity 2.3 of Procedure A (General Procedures). (END) 2.4 If information is classified as Limited, proceed to Activity 2.4 of Procedure A (General Procedures). (END) 2.5 If information is an open data, proceed to Activity 2.5 of Procedure A (General Procedures). (END) 2.6 If request is determined to be vexatious, proceed to Activity 2.6 of Procedure A (General Procedures). (END)	IC of BO/EO	N/A
3	Determine if requested information is with BO/EO. 3.1 If with BO/EO, proceed to Procedure A (General Procedures). (END) 3.2 If with FG in CO, coordinate with concerned Point Person. Once requested information is located, proceed to Activity 4.	IC of BO/EO	N/A
4	Certify (if request is for a certified true copy). Forward information to requesting BO/EO.	N/A	Point Person
Refer to Activities 4 to 6 of Procedure A (General Procedures).			
End of Process			

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Office of the Executive Secretary

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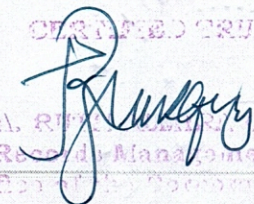
Nº23-1045

H. Referral to the Appropriate Government Agency

STEP	ACTIVITY	RESPONSIBILITY	
		CO	BO/EO
1	Identify the possible government agency/ies that could provide the requested information and confirm through FOI Internal Messenger or any available means if agency has the control and custody of the information being requested. 1.1 If agency has the control and custody of the requested information, prepare Referral (First or Second Referral pursuant to Section IX.D.5 hereof) and submit to Decision Maker for CO and to IC for BO/EO. Proceed to Activity 2. 1.2 If agency has no control and custody of the requested information, revert to Activity 1.	Receiving Officer	Receiving Officer
2	Review Referral. 2.1 If in order, sign Referral and instruct RMD/BO/EO Staff to release the same to the identified government agency. Update FOI Registry. 2.2 If not in order, return Referral with instructions. Revert to Activity 1.1.	Decision Maker	IC for BO/EO
End of Process			

I. Receipt of Referral from Another Government Agency

STEP	ACTIVITY	RESPONSIBILITY	
		CO	BO/EO
1	Receive, log in the FOI Registry and validate request for information. 1.1 If valid, prepare a written or email acknowledgment of the referral, copy furnished the requesting party, and submit to Decision Maker for CO and to IC for	Receiving Officer	Receiving Officer


 MA. RUTH L. VASQUEZ
 Records Management Officer
 Office of the Records Section

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STEP	ACTIVITY	RESPONSIBILITY	
		CO	BO/EO
	BO/EO. Proceed to Activity 2. 1.2 If invalid or found to be ambiguous, inform requester of deficiency/ies. Return the request. Revert to Activity 1. 1.3 If request is erroneously referred to GSIS (as First Referral), refer to Procedure H on Second Referral. 1.4 If request is erroneously referred to GSIS (as Second Referral), refer to the Decision Maker for CO or to IC for BO/EO for denial of request and notification for the requesting party to file another FOI request addressed to the appropriate agency. (END)		
2	Review acknowledgment. 2.1 If in order, sign written acknowledgment or provide clearance on the email acknowledgment. Instruct RMD/BO/EO Staff to release written acknowledgment or Receiving Officer to send email acknowledgment. Update FOI Registry. 2.2 If not in order, return acknowledgment with instructions. Revert to Activity 1.1.	Decision Maker	IC for BO/EO
Refer to Activities 2 to 6 of Procedure A (General Procedures).			
End of Process			

XI. UPDATING AND REVISION

The depository of the Manual rests with the Office for Strategy Management – Policies and Systems Department and shall be reviewed, updated, and/or revised periodically.

OCT 18 2023
 MA. RHEMILYN C. VASQUEZ
 Records Management Officer
 Office of the Secretary

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XII. SUPPLEMENTAL GUIDELINES AND PROCESSES

The Management Committee may issue supplemental guidelines and rules to comply with FOI issuances promulgated by the Office of the President of the Philippines, FOI-PMO, and other government regulatory agencies.

XIII. ADMINISTRATIVE AND CRIMINAL LIABILITY

Any unauthorized disclosure, sharing, publication or use of the information contained in the classified documents or materials shall be considered a grave offense and shall be punishable in accordance with civil service rules and regulations. The filing of an administrative case against an erring personnel or officer does not preclude the filing of any other appropriate criminal or civil case in violation of existing laws.²²

XIV. DATA PRIVACY CLAUSE

The Operating Units Concerned shall ensure that the creation and collection, storage and transmittal, use and distribution, retention, as well as disposal and destruction of the personal and sensitive personal data of members, pensioners and other stakeholders, as required by this Manual, adhere to the requirements of Republic Act No. 10173 or the Data Privacy Act of 2012, its Implementing Rules and Regulations, and other issuances of the National Privacy Commission.

XV. INFORMATION DISSEMINATION

The Corporate Communications Office shall prepare information materials for the dissemination of this Manual.

XVI. REPEALING CLAUSE

This Manual shall supersede the 2020 GSIS FOI Manual dated 06 November 2020 approved by the Board of Trustees through Board Resolution No. 113, s. 2020.

XVII. EFFECTIVITY

This Manual shall take effect after fifteen (15) days from the date of publication in the Official Gazette or in a newspaper of general circulation.

JOSE ARNULFO A. VELOSO
President and General Manager

Date Signed: _____

²² Rule 12, IRR of EO No. 608, *Establishing a National Security Clearance System for Government Personnel with Access to Classified Matters and for Other Purposes* dated 30 March 2007.

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Records Management Officer
Office of the Corporate Secretary

OCT 18 2023

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Annex A

Coding of Released GSIS Information

Department or Office of Releasing IC-date of release-number series

Ex. Dag – mmddyy – 001

List of ICs – NCR/Luzon/VisMin

	Department/Branch	Code
Central Office	Records Management Department	RMD
	Quezon City	QCB
Luzon North	Baguio	BAG
	Bataan	BTN
	Bayombong	BAY
	Bulacan	BUL
	Cabanatuan	CAB
	Cauayan	CAU
	Dagupan	DAG
	Iba	IBA
	La Union	LAU
	Laoag	LAOA
	Pampanga	PAM
	Tarlac	TAR
	Tuguegarao	TUG
	Luzon South	
	Batangas	BAT
	Boac	BOA
	Calapan	CAL
	Laguna	LAG
	Legaspi	LEG
	Lucena	LUC
	Mamburao	MAM
	Masbate	MAS
	Naga	NAG
	Palawan	PAL
	Sorsogon	SOR
	Virac	VIR
Visayas	Cebu	CEB

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	Department/Branch	Code
	Iloilo	ILO
	Aklan	AKL
	Antique	ANT
	Bacolod	BAC
	Tacloban	TAC
	Maasin	MAA
	Ormoc	ORM
	Catbalogan	CAT
	Catarman	CTR
	Borongan	BOR
	Dumaguete	DUM
	Bohol	BOH
	Roxas	ROX
Mindanao	Davao	DAV
	GenSan	GEN
	Zamboanga	ZAM
	Basilan	BAS
	CDO	CDO
	Iligan	ILI
	Dipolog	DIP
	Butuan	BUT
	Tagum	TAG
	Pagadian	PAG
	Cotabato	COT
	Malaybalay	MAL
	Kidapawan	KID
	Surigao	SUR
	Tandag	TAN

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Records Management Officer
Office of the Corporate Secretary

OCT 18 2023

Nº23-1045



PASEGURUHAN NG MGA NAGLILINGKOD SA PAMAHALAAN
(GOVERNMENT SERVICE INSURANCE SYSTEM)
Financial Center, Pasay City, Metro Manila 1308

ANNEX B

GSIS Directory

Home Office Government Service Insurance System Financial Center Pasay City Metro Manila Trunk line (connecting all departments): (+632)8-479-3600 and (+632)7-976-4900 Records Management Department (+632)7-976-4684 List of All GSIS Branch Offices (BOs) and Extension Offices (EOs) Aklan EO Leyson-Escalona Bldg., Roxas Ave. Ext., Brgy. Andagao, Kalibo, Aklan Tel: (036)268 9379 email: gsisaklan@gsis.gov.ph Antique EO G/F AML Bldg. cor. Dalipe-Atabay Sts., San Jose, Antique Tel: (036) 540 9596 email: gsisantique@gsis.gov.ph Bacolod BO Araneta St., Brgy. Tangub, Bacolod City Tel: (034) 704-1832 Fax: (034) 444-0982 email: gsisbacolod@gsis.gov.ph Baguio BO 3F EDY Bldg., 143 Kisad Rd, Baguio City, 2600 Tel: (074) 446-8060 Fax: (074) 446-8060 Territorial Coverage: Provinces of Benguet and Mountain Province email: gsisbaguio@gsis.gov.ph Basilan EO Valderosa St., Isabela City, 7300 Tel: +639151257605 email: gsisbasilan@gsis.gov.ph	Bataan BO San Ramon, Dinalupihan, Bataan, 2110 Tel: (047) 636-1482 / (047) 636-1481 Territorial Coverage: Province of Bataan email: gsisbataan@gsis.gov.ph Batangas BO Alangilan, Batangas City, 4200 Tel: (043) 723-4345 / (043) 723-4123 Fax: (043) 723-4345 / (043) 723-4123 Territorial Coverage: Province of Batangas and Romblon email: gsisbatangas@gsis.gov.ph; gsisromblon@gsis.gov.ph Bayombong BO UBAP Building, NVSU Bayombong Compound, Don Domingo Maddela, Bayombong, Nueva Vizcaya, 3700 Cellphone No.: 0915-332-3961, 0929-223-9876 Territorial Coverage: Nueva Vizcaya, Ifugao, Quirino email: gsisbayombong@gsis.gov.ph Boac EO R.E.B. Abetria Bldg. Santol, Boac, Marinduque, 4900 Tel: (042) 332-2460 Territorial Coverage: Marinduque email: gsisboac@gsis.gov.ph Bohol BO C.P.G. North Avenue, Cogon District, Tagbilaran City Tel: (038) 235-5208; (038) 501-0579 Fax: (038) 501-0579 email: gsisbohol@gsis.gov.ph Borongan EO JRC Bldg. Brgy. Songco Borongan, 6800 Eastern Samar Tel/Fax: (02) 976-4900 local 3300 email: gsisborongan@gsis.gov.ph
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[Signature]
MA. RUTH ALMIRA G. VASQUEZ
Records Management Officer
Office of the Corporate Secretary

OCT 18 2023

Nº 23-1045



PASEGURAHAN NG MGA NAGLILINGKOD SA PAMAHALAAN
(GOVERNMENT SERVICE INSURANCE SYSTEM)
Financial Center, Pasay City, Metro Manila 1308

ANNEX B

Bulacan BO CPKP Bldg., Km.40 Mc Arthur Hi-Way Sumapang Matanda, City of Malolos, 3000 Bulacan Tel: 859-0213 Telefax: (044)792-0611 Territorial Coverage: Bulacan Province email: gsisbulacan@gsis.gov.ph Butuan BO Libertad, Butuan City Tel: (085) 341-5029 Fax: (085) 342-1650 email: gsisbutuan@gsis.gov.ph Cabanatuan BO NFA Compound, Maharlika Highway, Cabanatuan City, Nueva Ecija, 3100 Tel: (044) 958-9702 Fax: (044) 958-9703 Territorial Coverage: Provinces of Nueva Ecija and Aurora email: gsiscabanatuan@gsis.gov.ph Cagayan de Oro BO Mayor P.N. Roa St., Brgy. Carmen, Cagayan De Oro City Tel/Fax: (088) 858-5818 email: gsiscdo@gsis.gov.ph Calapan EO Triple E Casapao Bldg., Roxas Drive, Sto. Niño, Calapan City, Oriental Mindoro, 5200 Tel: (043) 288-2491 Territorial Coverage: Oriental Mindoro email: gsiscalapan@gsis.gov.ph Catarman EO NSDWCC Building, Brgy. Lapu-Lapu, J. P. Rizal Ave. Catarman, 6400 Northern Samar Tel/Fax: (02) 976-4900 local 4193 email: gsiscatarman@gsis.gov.ph Catbalogan BO Del Rosario St., Catbalogan, Samar Tel/Fax: (055) 251-5496 email: gsiscatbalogan@gsis.gov.ph	Cauayan BO Tagaran, Cauayan City, Isabela Tel: (078) 652-1127 Fax: (078) 652-1042 Territorial Coverage: Isabela email: gsiscauayan@gsis.gov.ph Cebu BO Leon Kilat St., Cebu City, 6000 Tel: (032) 253-2940; Fax: (032) 253-2940 email: gsiscebu@gsis.gov.ph Cotabato BO Gov. Gutierrez Ave., Cotabato City, 9600 Tel: (064) 421-1168 Fax: (064) 421-3215 email: gsiscotabato@gsis.gov.ph Dagupan BO PNR Site, Mayombo Dist., Dagupan City, Pangasinan 2400 Tel: (075) 522-0436; (075) 523-7511 Fax: (075) 523-7511 email: gsisdagupan@gsis.gov.ph Davao BO McArthur Highway, Matina, Davao City, 8000 Tel: (082) 296-2431 Fax: (082) 299-0141 email: gsisdavao@gsis.gov.ph Dipolog BO Minaog, Dipolog City 7100 Tel/Fax: (065) 917-5226, (065) 917-5232 email: gsisdipolog@gsis.gov.ph Dumaguete BO National North Road, Dumaguete City, 6200 Tel: (035) 225-0370; (035) 422-4032 Fax: (035) 225-0370 email: gsisdumaguete@gsis.gov.ph General Santos BO LLIDO Bldg., Santiago Blvd., Gen. Santos City, 9500 Tel: (083) 887-2677 Fax: (083) 301-6213 email: gsisgeneralsantos@gsis.gov.ph
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MA. RUTH ALMIRA G. VASQUEZ
Records Management Officer
Office of the Corporate Secretary

OCT 18 2023

Nº23-1045



PASEGURUHAN NG MGA NAGLILINGKOD SA PAMAHALAAN
(GOVERNMENT SERVICE INSURANCE SYSTEM)
Financial Center, Pasay City, Metro Manila 1308

ANNEX B

Iba EO PEO Compound, Sitio Balili, Bgy Palanginan, Iba, Zambales, 2201 Cellphone No.: 0998-1747665 Territorial Coverage: Province of Zambales email: gsisiba@gsis.gov.ph Iligan BO YIMA Bldg. Badelles St., Iligan City, 9200, Lanao Del Norte Tel: (063) 221-8698; (063) 221-8020; (063) 221-8362 email: gsisiligan@gsis.gov.ph Iloilo BO Cor. Sto. Rosario and Zamora Sts., Iloilo City Tel: (033) 335-0638 Fax: (033) 337-4308 email: gsisiloilo@gsis.gov.ph Kidapawan BO 1st floor, Dimaano Building, National Highway, Kidapawan City Tel/Fax: (064) 577-5111 email: gsiskidapawan@gsis.gov.ph La Union BO Bugayong Bldg., Quezon Ave., Brgy. Catbangan, San Fernando City, La Union, 2500 Tel/Fax: (072) 242-6893 / (072) 687-0377 Territorial Coverage: Provinces of La Union and Abra email: gsislaunion@gsis.gov.ph Laguna BO Barangay Binan, Pagsanjan, Laguna, 4008 Tel/Fax: (049) 5016955 Territorial Coverage: Laguna email: gsislaguna@gsis.gov.ph Laoag BO Brgy. 23, P. Paterno St., Laoag City, 2900 Tel: (077) 772-0053 Territorial Coverage: Laoag, Ilocos Norte, Vigan and Candon, Ilocos Sur email: gsislaoag@gsis.gov.ph	Legazpi BO Alternate Rd, Bitano, Legazpi City Tel: (052) 480-4685 Territorial Coverage: Province of Albay, Legazpi City, Ligao City, Tabaco City email: gsislegazpi@gsis.gov.ph Lucena BO GSIS Bldg., Maharlika Highway, Bgy. Isabang, Lucena City, 4301 Tel: (042) 710-7772 / (042) 373-6358 Territorial Coverage: Province of Quezon email: gsislucena@gsis.gov.ph Maasin BO Servacio Building, R. Kangleon Street, Brgy. Mantahan, Maasin City, Southern Leyte Tel: (053) 381-3786 & 570-8011 Fax: (053) 381-3786 email: gsismaasin@gsis.gov.ph Malaybalay BO Onda Bldg. Sayre Highway, Casisang, Malaybalay City, 8700, Bukidnon Tel/Fax: (088) 813-4711 email: gsismalaybalay@gsis.gov.ph Mamburao EO Rizal St., Brgy 1, Mamburao, Occ Mindoro 5106 Tel/Fax: (043) 711-1943 Territorial Coverage: Province of Occidental Mindoro email: gsismamburao@gsis.gov.ph Masbate EO Susana Bldg., Masbate City Hall Compound, Brgy. Kalipay, Masbate City 5400 Cellphone no: (0939)583-4538 Territorial Coverage: Province of Masbate, Masbate City email: gsismasbate@gsis.gov.ph Naga BO Del Rosario, Naga City, 4400 Tel: (054) 472-1250 / (054) 472-6184 Territorial Coverage: Camarines Sur, Camarines Norte, Naga City email: gsisnaga@gsis.gov.ph
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MA. RUTH ALMIRA G. VASQUEZ
Records Management Officer
Office of the Corporate Secretary

OCT 18 2023

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PASEGURUHAN NG MGA NAGLILINGKOD SA PAMAHALAAN
(GOVERNMENT SERVICE INSURANCE SYSTEM)
Financial Center, Pasay City, Metro Manila 1308

ANNEX B

Ormoc EO Yuvallos Building D Veloso St. Walingwaling Subdivision, Punta Ormoc City Tel/Fax: (053) 255-7901 email: gsisormoc@gsis.gov.ph Pagadian BO Jaloux Bldg., Purok Subida, Dao, Pagadian City 7016 Tel: (062) 214-4475 email: gsispagadian@gsis.gov.ph Palawan BO National Highway, Bgy San Miguel, Puerto Princesa City Tel: (048) 433-2579 Fax: (048) 433-6826 email: gsispalawan@gsis.gov.ph Pampanga BO Sindalan, San Fernando, Pampanga, 2000 Tel: (045) 455-1261 Territorial Coverage: Province of Pampanga email: gsispampanga@gsis.gov.ph Quezon City BO M. Geronimo Building, No. 746 Mindanao Ave., Tandang Sora, Quezon City Tel: (02) 8-859-0265 email: gsisquezoncity@gsis.gov.ph Roxas BO A. Belo St., Roxas City, Capiz, 5800 Tel: (036) 621 3127 email: gsisroxas@gsis.gov.ph Sorsogon BO Flores St., Capitol Compound, Sorsogon City Tel: Smart-0939-1129181, Globe-0995-6515740 email: gsissorsogon@gsis.gov.ph Surigao BO Ground Floor, Parkway Building, National Highway, Surigao City 8400 Tel: (086) 827-0502 email: gsissurigao@gsis.gov.ph	Tacloban BO Marasbaras, Tacloban City, Leyte Tel/Fax: (053) 323-2506 email: gsistacloban@gsis.gov.ph Tagum BO Osmeña Street, Tagum City, Davao del Norte 8100 Tel/Fax: (084) 655-6168 email: gsistagum@gsis.gov.ph Tandag EO Capitol Rd., Brgy. Telaje, Tandag, Surigao Del Sur Tel: (086) 211-4423 Fax: (086) 211-4484 email: gsistandag@gsis.gov.ph Tarlac BO Urquico Oval, San Roque, Tarlac City Tel: (045) 982-9866 Territorial Coverage: Province of Tarlac email: gsistarlac@gsis.gov.ph Tuguegarao BO Carig, Tuguegarao City, Cagayan, 3500 Tel: (078) 396-0650 (1st Floor) Tel: (078) 396-0673 (2nd Floor) Fax: (078) 304-9394 Territorial Coverage: Cagayan, Kalinga, Apayao, and some agencies under Batanes email: gsistuguegarao@gsis.gov.ph Virac EO P. Arajo Arcade Building, Cavinitan, Virac, Catanduanes 4800 Office cell phone: (0928)-836-6564 Territorial Coverage: Province of Catanduanes email: gsisvirac@gsis.gov.ph Zamboanga BO Moret Field, Baliwasan, Zamboanga City, 7000 Tel. and Fax No.: (062) 991-1258 email: gsiszamboanga@gsis.gov.ph
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[Signature]
MA. RUTH ALMIRA G. VASQUEZ
Records Management Officer
Office of the Corporate Secretary

OCT 18 2023

Nº23-1045



PASEGURUHAN NG MGA NAGLILINGKOD SA PAMAHALAAN
(GOVERNMENT SERVICE INSURANCE SYSTEM)
Financial Center, Pasay City, Metro Manila 1308

Annex C

FREEDOM OF INFORMATION REQUEST FORM

(Pursuant to Executive Order No. 2, s. 2016)
(as of date of approval)

A. Requesting Party		
Title (e.g. Mr., Mrs., Ms., Miss)	Given Name/s (including M.I.)	Surname
Complete Address (Apt/House Number, Street, City /Municipality, Province)		Citizenship
Landline/Fax	Mobile	Email
Preferred Mode of Communication ☐ Landline ☐ Mobile Number ☐ Email ☐ Postal Address		
Type of Valid ID Given (Please ensure your IDs contain photo & signature)		
☐ Passport ☐ Driver's License ☐ PhilID/ePhilID ☐ Postal ID		
☐ Voter's ID ☐ School ID ☐ SSS ID ☐ Others		

B. Requested Information	
Document/Record Requested (Please be as detailed as possible)	
Period Covered (DD/MM/YY)	
Purpose	

C. Privacy Notice
The information provided by the GSIS shall be used only for the purpose indicated. In no instance shall it be used for commercial purposes, and shall neither be sold nor shared to any person or entity without the consent of the GSIS.

Signature : _____

Date Accomplished (DD/MM/YYYY) : _____

D. FOI Receiving Officer [INTERNAL USE ONLY]	
Name (Print name)	
The request is recommended to be: ☐ Approved ☐ Denied ☐ Referred to the Appropriate Government Agency:	
If Denied, please tick the Reason for the denial:	
☐ Invalid Request ☐ Incomplete ☐ Data already available online ☐ Data not for disclosure	

Signature : _____

Date Signed (DD/MM/YYYY) : _____

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Records Management Officer
Office of the Corporate Secretary

Nº 23 - 1045

OCT 18 2023



PASEGURAHAN NG MGA NAGLINGKOD SA PAMAHALAAN
(GOVERNMENT SERVICE INSURANCE SYSTEM)
Financial Center, Pasay City, Metro Manila 1308

Annex D

GSIS FREEDOM OF INFORMATION REGISTRY

Year-Quarter (year and quarter of coverage)	Tracking Number (Internal FOI Tracking number)	Request Type (If request was lodged through eFOI or standard paper-based)	Date Received (date request was lodged by requesting party: "YYYY-MM-DD")	Title of Request (title of information requested)	Extension (if the agency requested for extension or additional 20 working days: "YES/NO")	Status (status of request)	Date Finished (date request was processed/ finished by the agency; if not yet finished, indicate "ONGOING")	Days Lapsed (number of days lapsed facilitating the request)	Cost (fees paid by the requesting party for facilitation of request; if none, indicate "FREE")	Appeal/s Filed (if the requesting party or any other citizen filed an appeal for the specific request: "YES/NO")	Remarks (additional details about the request)
2017-Q1	001	Standard	2017-01-24	GSIS records bearing signature for submission to NBI	NO	Closed	2017-01-27	4	FREE	NO	Released to requester on 27 January 2017.

N^o23-1045

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IAA. RUTH A. VASQUEZ
Records Management Officer
Office of the Corporate Secretary

OCT 18 2023



**PASEGURUHAN NG MGA NAGLILINGKOD SA PAMAHALAAN
(GOVERNMENT SERVICE INSURANCE SYSTEM)**
Financial Center, Pasay City, Metro Manila 1308

ACKNOWLEDGMENT RECEIPT FORM

Reference No. :
Date Filed :

A. Requesting Party

Name :
Complete address :

B. Requested Information

Document/Record requested :
Period Covered :
Reason or Purpose of Request :
Details: :

FOI Officer on Duty/Processor :

For inquiries, please call 8-847-4747

1-800-8-8474747 (Globe/TM)

1-800-10-8474747 (PLDT/Smart/TNT/Sun) Fees and charges may apply.

GSIS Trunkline : 7976-49-00

FOI-IC (ODM) : 7976-49-00 loc 3681

e-mail address : gsisfoi@gsis.gov.ph

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MA. RUTH ALMIRA G. VASQUEZ
Records Management Officer
Office of the Corporate Secretary

OCT 18 2023

Nº 23-1045



PASEGURUHAN NG MGA NAGLILINGKOD SA PAMAHALAAN
(GOVERNMENT SERVICE INSURANCE SYSTEM)
Financial Center, Pasay City, Metro Manila 1308

GSIS FREEDOM OF INFORMATION DENIAL LETTER

(DATE)

(NAME OF REQUESTER)

Address Line 1

Address Line 2

Dear Mr./Ms. _____:

Good day.

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

While GSIS subscribes to the call for transparency and public disclosure of information whenever permissible, the information and documents requested should only be released when the requirements under the GSIS Freedom of Information (FOI) Manual (copy available at <https://www.gsis.gov.ph/>) are met.

Relatedly, you may opt to file an appeal addressed to the GSIS FOI Central Appeals and Review Committee within fifteen (15) working days from receipt of this letter. The appeal must state the reason(s) therefor and must be filed with the GSIS through any of the following:

1. GSIS Central, Branch or Extension Office;
2. Mail at GSIS Financial Center, Pasay City, Metro Manila;
3. eMail at gsisfoi@gsis.gov.ph; and
4. e-FOI portal at <https://www.foi.gov.ph>.

Thank you very much.

Very truly yours,

GSIS FOI Information Custodian/Decision Maker (as applicable)

CERTIFIED TRUE COPY

[Signature]
MA. RUTH ADMIRA G. VASQUEZ
Records Management Officer
Office of the Corporate Secretary

OCT 18 2023

N^o 23-1045

Annex G



PASEGURAHAN NG MGA NAGLILINGKOD SA PAMAHALAAN
(GOVERNMENT SERVICE INSURANCE SYSTEM)
Financial Center, Pasay City, Metro Manila 1308

FIRST REFERRAL

(DATE)

(NAME OF HEAD OF AGENCY)

Address Line 1

Address Line 2

Dear Mr./Ms. _____:

Good day.

We received a request for information on (nature of requested information) made on (date when the request was received).

Since the requested information is not in the custody of the Government Service Insurance System and confirmed to be under your agency's control and custody, we are respectfully referring the same to your good office for appropriate action.

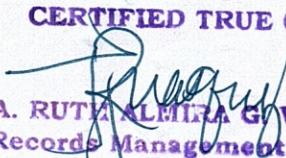
Thank you very much.

Very truly yours,

GSIS FOI Information Custodian/Decision Maker (as applicable)

cc: Requester

CERTIFIED TRUE COPY


MA. RUTH ALMIRA G. VASQUEZ
Records Management Officer
Office of the Corporate Secretary

OCT 18 2023

Nº 23-1045

Annex H



PASEGURUHAN NG MGA NAGLILINGKOD SA PAMAHALAAN
(GOVERNMENT SERVICE INSURANCE SYSTEM)
Financial Center, Pasay City, Metro Manila 1308

SECOND REFERRAL

(DATE)

(NAME OF HEAD OF AGENCY)

Address Line 1

Address Line 2

Dear Mr./Ms. _____:

Good day,

We received a referral from (name of agency) on a request for information on (nature of requested information) made on (date when the request was received).

Since the requested information is not in the custody of the Government Service Insurance System and confirmed to be under your agency's control and custody, we are respectfully referring the same to your good office for appropriate action.

Thank you very much.

Very truly yours,

GSIS FOI Information Custodian/Decision Maker (as applicable)

cc: Requester
Referring Agency

CERTIFIED TRUE COPY

[Signature]
MA. RUTH ALMELA G. VASQUEZ
Records Management Officer
Office of the Corporate Secretary

OCT 18 2023

Nº 23-1045

Annex I



PASEGURAHAN NG MGA NAGLILINGKOD SA PAMAHALAAN
(GOVERNMENT SERVICE INSURANCE SYSTEM)
Financial Center, Pasay City, Metro Manila 1308

DENIAL AFTER SECOND REFERRAL

(DATE)

(NAME OF REQUESTER)

Address Line 1

Address Line 2

Dear Mr./Ms. _____:

Good day.

We received a second referral from (name of agency) on your request for information on (nature of requested information) made on (date when the request was received).

Since the requested information is not in the custody of the Government Service Insurance System and given that referrals shall only be limited to two (2) subsequent transfers of request pursuant to existing guidelines of the Freedom of Information (FOI) – Program Management Office, we are hereby denying your request with advice that you may file another FOI request addressed to the appropriate agency. (Note: Exact agency may be provided, if reasonably known)

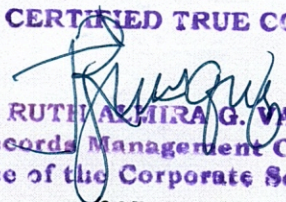
Thank you very much.

Very truly yours,

GSIS FOI Information Custodian/Decision Maker (as applicable)

cc: Referring Agency

CERTIFIED TRUE COPY


MA. RUTH ALMIRA G. VASQUEZ
Records Management Officer
Office of the Corporate Secretary

OCT 18 2023

Nº23-1045



PASEGURUHAN NG MGA NAGLILINGKOD SA PAMAHALAAN
(GOVERNMENT SERVICE INSURANCE SYSTEM)
Financial Center, Pasay City, Metro Manila 1308

GSIS FREEDOM OF INFORMATION NOTICE OF EXTENSION

(DATE)

(NAME OF REQUESTER)

Address Line 1

Address Line 2

Dear Mr./Ms. _____:

Good day.

With reference to your request made on (date when the request was received), we would like to inform you that based on initial evaluation, we will be needing additional time to process your request due to (reason for extension), but the same shall not go beyond _____ (20th working day after the lapse of the initial 15-day period to respond).

You may follow up your request with (name of the handling Information Custodian or eFOI Decision Maker) at (contact details).

In the event that you do not receive communication from GSIS after _____ (same as period above), you may file a written appeal with the GSIS Freedom of Information Central Appeals and Review Committee through any GSIS Office.

Thank you very much.

Very truly yours,

Information Custodian/ eFOI Decision Maker

CERTIFIED TRUE COPY

R. Vasquez
MA. RUTH ADMIRA G. VASQUEZ
Records Management Officer
Office of the Corporate Secretary

OCT 18 2023

Nº23-1045



ANNEX K

GSIS FOI FEEDBACK FORM**How are we doing?** (*Kumusta ang aming serbisyo sa FOI?*)

Your feedback is important to us. We are committed to providing you with the best Freedom of Information (FOI) experience possible. We are conducting this survey to gauge your satisfaction and further improve our services.

(*Ang inyong tugon o puna ay mahalaga sa amin. Nakatuon kami sa pagbibigay sa inyo ng pinakamahusay na karanasan sa Freedom of Information (FOI). Makatutulong ito sa pagsukat ng inyong kaluguran at pagpapabuti ng aming mga serbisyo.*)

Check on "I agree" if you understand, agree and are giving your consent that the information you will provide in this form will be kept strictly confidential and will be stored, processed, and analyzed in accordance with GSIS's Privacy Policy (<https://www.gsis.gov.ph/gsis-privacy-statement/>)

[*Markahan ang "Sumasang-ayon ako" kung nauunawaan mo, sumasang-ayon ka at ikaw ay nagbibigay ng pahintulot na ang impormasyong ibibigay sa survey na ito ay mahigpit na pananatiliing kumpidensyal at itatabi, ipoproseso, at susuriin alinsunod sa Patakaran sa Privacy ng GSIS (<https://www.gsis.gov.ph/gsis-privacy-statement/>)*]

☐ I agree (*Sumasang-ayon ako*)☐ I disagree (*Hindi ako sumasang-ayon*)Date (*Petsa*) _____FOI Tracking Number (*Numero ng Pagsubaybay sa FOI*) _____Organization / Affiliation (*Organisasyon / Pagkakaugnay*)

- ☐ Government
☐ Civil Society Organization / Non-Government Organization
☐ Academe (e.g., researcher, student, private school teacher / lecturer)
☐ Others _____

Name of Organization / Affiliation (*Pangalan ng Organisasyon / Pagkakaugnay*) _____Gender (*Kasarian*)

- ☐ Male (*Lalaki*) ☐ Female (*Babae*) ☐ Prefer not to say (*Piniling hindi sabihin*)

Age Group (*Edad*)

- ☐ Under 16 ☐ 16-25 ☐ 26-49 ☐ 50-65 ☐ Over 65

Q1. How satisfied are you with the way we handled your FOI request? Please indicate degree of satisfaction by encircling the corresponding number. (*Gaano ang kasiyahan mo sa aming pagtugon sa iyong kahilingan tungkol sa FOI? Ilagay ang antas ng kasiyahan sa pamamagitan ng pagbilog sa angkop na numero.*)

Very Satisfied <i>Lubos na nasiyahan</i>	Satisfied <i>Nasiyahan</i>	Neutral <i>Hindi tiyak</i>	Dissatisfied <i>Hindi nasiyahan</i>	Very Dissatisfied <i>Lubos na hindi nasiyahan</i>
5	4	3	2	1

CERTIFIED TRUE COPY

MA. RUTH A. VASQUEZ
Records Management Officer
Office of the Corporate Secretary

OCT 18 2023

Nº23-1045

Q2. Why do you say that you are [RESPONSE TO Q1] with the way we handled your FOI request?
(Bakit mo nasabi na ikaw ay [sagot/tugon sa Q1] sa pagtugon namin sa iyong kahilingan tungkol sa FOI?)

Q3. Did you receive your requested information within 15 to 35 workdays? (Natanggap mo ba ang iyong hininging impormasyon sa loob ng 15 hanggang 35 araw ng trabaho?)

☐ Yes (Oo) ☐ No (Hindi)

Q4. For successful request, was the response you received easy to understand? Please indicate the degree of satisfaction by encircling the corresponding number. (Kung matagumpay ang iyong kahilingan, madali bang maunawaan ang natanggap mong tugon? Ilagay ang antas ng kasiyahan sa pamamagitan ng pagbilog sa angkop na numero.)

Very Satisfied Lubos na nasyahan	Satisfied Nasyahan	Neutral Hindi tiyak	Dissatisfied Hindi nasyahan	Very Dissatisfied Lubos na hindi nasyahan
5	4	3	2	1

Q5. For unsuccessful request, are you satisfied with the reason provided? Please indicate the degree of satisfaction by encircling the corresponding number. (Kung hindi matagumpay ang iyong kahilingan, nasisiyahan ka ba sa ibinigay na dahilan? Ilagay ang antas ng kasiyahan sa pamamagitan ng pagbilog sa angkop na numero.)

Very Satisfied Lubos na nasyahan	Satisfied Nasyahan	Neutral Hindi tiyak	Dissatisfied Hindi nasyahan	Very Dissatisfied Lubos na hindi nasyahan
5	4	3	2	1

Q6. For request that was not granted, were you informed that you may request for an appeal? (Sa mga kahilingang hindi napagbigyan, ikaw ba ay nasabihan na ikaw ay maaaring umapela?)

☐ Yes (Oo) ☐ No (Hindi)

Q7. Did you feel that we communicated with you effectively? Please indicate the degree of satisfaction by encircling the corresponding number. (Naramdaman mo ba na epektibo kaming nakipag-ugnayan sa iyo? Ilagay ang antas ng kasiyahan sa pamamagitan ng pagbilog sa angkop na numero.)

Strongly Agree Lubos na sumasang-ayon	Agree Sumasang-ayon	Neutral Hindi tiyak	Disagree Hindi sumasang-ayon	Strongly Disagree Lubos na hindi sumasang-ayon
5	4	3	2	1

CERTIFIED TRUE COPY

MA. RUTH ALMIRAS G. VASQUEZ
Records Management Officer
Office of the Corporate Secretary

OCT 18 2023

Nº 23-1045

Q8. Did you feel that it was easy to do business with GSIS? Please indicate the degree of satisfaction by encircling the corresponding number. (Naramdaman mo ba na madaling makipagtransaksyon sa GSIS? Ilagay ang antas ng kasiyahan sa pamamagitan ng pagbilog sa angkop na numero.)

Strongly Agree <i>Lubos na sumasang-ayon</i>	Agree <i>Sumasang-ayon</i>	Neutral <i>Hindi tiyak</i>	Disagree <i>Hindi sumasang-ayon</i>	Strongly Disagree <i>Lubos na hindi sumasang-ayon</i>
5	4	3	2	1

Q9. Please rate your overall satisfaction on the quality of our service regarding your FOI request by encircling the corresponding number. (Paki-uri ang antas ng iyong kasiyahan sa aming serbisyo tungkol sa iyong kahilingan sa FOI sa pamamagitan ng pagbilog sa angkop na numero.)

Very Satisfied <i>Lubos na nasiyahan</i>	Satisfied <i>Nasiyahan</i>	Neutral <i>Hindi tiyak</i>	Dissatisfied <i>Hindi nasiyahan</i>	Very Dissatisfied <i>Lubos na hindi nasiyahan</i>
5	4	3	2	1

Q10. Is there anything we could do to improve our service in the future? (Mayroon pa ba kaming magagawa para mapabuti ang aming serbisyo sa hinaharap?)

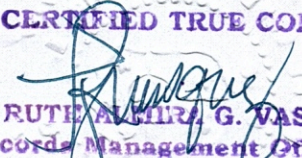
Q11. Do you have any unresolved concerns or issues pertaining to your FOI request? If yes, please indicate them below and provide your contact details so we can act on these and communicate with you accordingly. If none, please skip this question. (Mayroon pa ba kayong anumang hindi nalutas na mga alalahanin o isyu sa inyong FOI request? Kung mayroon, mangyaring isulat ito at magbigay ng inyong "contact details" upang matugunan namin ito at malaperating sa inyo ang aming naging aksyon. Kung wala, pakilaktawan ang katanungang ito.)

Details of concern or issue/ Detalye ng alalahanin o isyu:

Please provide your contact number and email address:
(Mangyaring ibigay ang inyong contact number at email address :)

Contact number: _____

Email address: _____

CERTIFIED TRUE COPY

MA. RUTH ANITA G. VASQUEZ
Records Management Officer
Office of the Corporate Secretary
OCT 18 2023

Nº23-1045



ANNEX L

GSIS FOI FEEDBACK FORM**How are we doing?** (*Kumusta ang aming serbisyo sa FOI?*)

Your feedback is important to us. We are committed to providing you with the best Freedom of Information (FOI) experience possible. We are conducting this survey to gauge your satisfaction and to further improve our services.

(Ang inyong tugon ay mahalaga sa amin. Nakatuon kami sa pagbibigay sa inyo ng pinakamahusay na karanasan sa Freedom of Information (FOI). Makatutulong ito sa pagsukat ng inyong kaluguran at pagpapabuti ng aming mga serbisyo.)

Click on "I agree" if you understand, agree and are giving your consent that the information you will provide in this form will be kept strictly confidential and will be stored, processed, and analyzed in accordance with GSIS's Privacy Policy (<https://www.gsis.gov.ph/gsis-privacy-statement/>)

[I-klik ang "Sumasang-ayon ako" kung nauunawaan mo, sumasang-ayon ka at ikaw ay nagbibigay ng pahintulot na ang impormasyong ibibigay sa survey na ito ay mahigpit na pananatiliing kumpidensyal at itatabi, ipoproseso, at susuriin alinsunod sa Patakaran sa Privacy ng GSIS (<https://www.gsis.gov.ph/gsis-privacy-statement/>)]

☐ I agree (*Sumasang-ayon ako*) ☐ I disagree (*Hindi ako sumasang-ayon*)

Date (*Petsa*) _____

FOI Tracking Number (*Numero ng Pagsubaybay sa FOI*) _____

Organization / Affiliation (*Organisasyon / Pagkakaugnay*)

- ☐ Government
☐ Civil Society Organization / Non-Government Organization
☐ Academe (e.g., researcher, student, private school teacher / lecturer)
☐ Others _____

Name of Organization / Affiliation (*Pangalan ng Organisasyon / Pagkakaugnay*) _____

Gender (*Kasarian*)

- ☐ Male (*Lalaki*) ☐ Female (*Babae*) ☐ Prefer not to say (*Piniling hindi sabihin*)

Age Group (*Edad*)

- ☐ Under 16 ☐ 16-25 ☐ 26-49 ☐ 50-65 ☐ Over 65

Q1. How satisfied are you with the way we handled your FOI request? Please indicate degree of satisfaction by clicking the corresponding number. (*Gaano ang kasiyahan mo sa aming pagtugon sa iyong kahilingan tungkol sa FOI? Ilagay ang antas ng kasiyahan sa pamamagitan ng pag-klik sa angkop na numero.*)

Very Satisfied <i>Lubos na nasyahan</i>	Satisfied <i>Nasyahan</i>	Neutral <i>Hindi tiyak</i>	Dissatisfied <i>Hindi nasyahan</i>	Very Dissatisfied <i>Lubos na hindi nasyahan</i>
5	4	3	2	1

CERTIFIED TRUE COPY

[Signature]
MA. RUTH ALMIR G. VASQUEZ
Records Management Officer
Office of the Corporate Secretary

OCT 18 2023

Nº 23-1045

Q2. Why do you say that you are [RESPONSE TO Q1] with the way we handled your FOI request?
(Bakit mo nasabi na ikaw ay [sagot/tugon sa Q1] sa pagtugon namin sa iyong kahilingan tungkol sa FOI?)

Q3. Did you receive your requested information within 15 to 35 workdays?
(Natanggap mo ba ang iyong hininging impormasyon sa loob ng 15 hanggang 35 araw ng trabaho?)

☐ Yes (Oo)

☐ No (Hindi)

Q4. For successful request, was the response you received easy to understand? Please indicate the degree of satisfaction by clicking the corresponding number. *(Kung matagumpay ang iyong kahilingan, madali bang maunawaan ang natanggap mong tugon? Ilagay ang antas ng kasiyahan sa pamamagitan ng pag-klik sa angkop na numero.)*

Very Satisfied Lubos na nasiyahan	Satisfied Nasiyahan	Neutral Hindi tiyak	Dissatisfied Hindi nasiyahan	Very Dissatisfied Lubos na hindi nasiyahan
5	4	3	2	1

Q5. For unsuccessful request, are you satisfied with the reason provided? Please indicate the degree of satisfaction by clicking the corresponding number. *(Kung hindi matagumpay ang iyong kahilingan, nasisiyahan ka ba sa ibinigay na dahilan? Ilagay ang antas ng kasiyahan sa pamamagitan ng pag-klik sa angkop na numero.)*

Very Satisfied Lubos na nasiyahan	Satisfied Nasiyahan	Neutral Hindi tiyak	Dissatisfied Hindi nasiyahan	Very Dissatisfied Lubos na hindi nasiyahan
5	4	3	2	1

Q6. For request that was not granted, were you informed that you may request for an appeal?
(Sa mga kahilingang hindi napagbigyan, ikaw ba ay nasabihan na ikaw ay maaaring umapela?)

☐ Yes (Oo)

☐ No (Hindi)

Q7. Did you feel that we communicated with you effectively? Please indicate the degree of satisfaction by clicking the corresponding number. *(Naramdaman mo ba na epektibo kaming nakipag-ugnayan sa iyo? Ilagay ang antas ng kasiyahan sa pamamagitan ng pag-klik sa angkop na numero.)*

Strongly Agree Lubos na sumasang-ayon	Agree Sumasang-ayon	Neutral Hindi tiyak	Disagree Hindi sumasang-ayon	Strongly Disagree Lubos na hindi sumasang-ayon
5	4	3	2	1

CERTIFIED TRUE COPY

MA. RUTH ALDURA G. VASQUEZ
 Records Management Officer
 Office of the Corporate Secretary

OCT 18 2023

Nº23-1045

Q8. Did you feel that it was easy to do business with GSIS? Please indicate the degree of satisfaction by clicking the corresponding number. (Naramdaman mo ba na madaling makipagtransaksyon sa GSIS? Ilagay ang antas ng kasiyahan sa pamamagitan ng pag-klik sa angkop na numero.)

Strongly Agree <i>Lubos na sumasang-ayon</i>	Agree <i>Sumasang-ayon</i>	Neutral <i>Hindi tiyak</i>	Disagree <i>Hindi sumasang-ayon</i>	Strongly Disagree <i>Lubos na hindi sumasang-ayon</i>
5	4	3	2	1

Q9. Please rate your overall satisfaction on the quality of our service regarding your FOI request by clicking the corresponding number. (Paki-uri ang antas ng iyong kasiyahan sa aming serbisyo tungkol sa iyong kahilingan sa FOI sa pamamagitan ng pag-klik sa angkop na numero.)

Very Satisfied <i>Lubos na nasiyahan</i>	Satisfied <i>Nasiyahan</i>	Neutral <i>Hindi tiyak</i>	Dissatisfied <i>Hindi nasiyahan</i>	Very Dissatisfied <i>Lubos na hindi nasiyahan</i>
5	4	3	2	1

Q10. Is there anything we could do to improve our service in the future? (Mayroon pa ba kaming magagawa para mapabuti ang aming serbisyo sa hinaharap?)

Q11. Do you have any unresolved concerns or issues pertaining to your FOI request? If yes, please indicate them below and provide your contact details so we can act on these and communicate with you accordingly. If none, please skip this question. (Mayroon pa ba kayong anumang hindi nalutas na mga alalahanin o isyu sa inyong FOI request? Kung mayroon, mangyaring isulat ito at magbigay ng inyong "contact details" upang matugunan namin ito at maiparating sa inyo ang aming naging aksyon. Kung wala, pakilaktawan ang katanungang ito.)

Details of concern or issue/ Detalye ng alalahanin o isyu:

Please provide your contact number and email address:

(Mangyaring ibigay ang inyong contact number at email address:)

Contact number:

Email address:

CERTIFIED TRUE COPY

MA. RUTH ELMIRA G. VASQUEZ
Records Management Officer
Office of the Corporate Secretary

OCT 18 2023

Nº23-1045



PASEGURAHAN NG MGA NAGLILINGKOD SA PAMAHALAAN
(GOVERNMENT SERVICE INSURANCE SYSTEM)
Financial Center, Pasay City, Metro Manila 1308

MEMORANDUM

FOR : The FOI Champion Concerned
FROM : The Chairperson
GSIS Central Appeals and Review Committee (CARC)
SUBJECT : APPEAL OF _____
DATE : _____

1. Reference.
2. Background and Discussion.
3. Recommendation.

Thank you.

(CARC CHAIRPERSON)

☐ **APPROVED** – Subject to Existing and Relevant Rules,
Regulations, Guidelines and Policies

☐ **DISAPPROVED**

COMMENTS:

(The FOI Champion Concerned)

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MA. RUTH ALMERA G. VASQUEZ
Records Management Officer
Office of the Corporate Secretary
OCT 18 2023

Nº23-1045



PASEGURUHAN NG MGA NAGLILINGKOD SA PAMAHALAAN
(GOVERNMENT SERVICE INSURANCE SYSTEM)
Financial Center, Pasay City, Metro Manila 1308

GSIS FREEDOM OF INFORMATION APPEAL DENIAL LETTER

(DATE)

(NAME OF REQUESTER)

Address Line 1

Address Line 2

Dear Mr./Ms. _____:

Good day.

With reference to your appeal made on (date when the request was received), we regret to inform you that based on the evaluation conducted, the same is hereby denied due to (ground and circumstances of denial).

Relatedly, you may opt to further appeal this denial to the Office of the President of the Philippines as provided under Presidential Communications Operations Office-Freedom of Information Memorandum Circular No. 001, s. 2019.

Thank you very much.

Very truly yours,

(The FOI Champion Concerned)

CERTIFIED TRUE COPY

[Signature]
MA. RUTH M. G. VASQUEZ
Records Management Officer
Office of the Corporate Secretary

OCT 18 2023

Nº23-1045