



Republic of the Philippines
DEPARTMENT OF LABOR AND EMPLOYMENT
Intramuros, Manila

FREEDOM OF INFORMATION

FOI | PEOPLE'S MANUAL



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DOLE PROFILE

A. CREATION OF THE DEPARTMENT

The Department of Labor and Employment (DOLE) traces its roots to 1908 when it was created as a small bureau– the Bureau of Labor–through the passage of Act No. 1868¹. The Bureau was given the principal functions of: 1) seeing to the proper enforcement of laws with reference to labor and capital in the Philippines; 2) promoting the enactment of all other legislation that establishes the material, social, intellectual, and moral improvement of workers; 3) acquire, collect, compile, systematize statistical data relating to the hours and wages of labor, the number of workers in each trade or occupation, among others; 4) inspect all shops, factories, industrial and commercial establishments and take the proper legal steps to prevent the exposure of the health or lives of laborers; 5) aid and assist by all proper legal means laborers and workers in securing just compensation for their labor, and the indemnity prescribed by law for injuries resulting from accidents when engaged in the performance of their duties; and 6) secure the settlement of differences between employer and laborer and to avert strikes and lockouts by inducing all parties to the controversy to submit their differences to arbitration.

By 8 December 1933, the Bureau was instituted as a line agency by virtue of Republic Act 4121. Its functions and policy environment were further outlined by the Philippine Labor Code (PD No. 442) in 1974, a landmark issuance which still serves as the foundational legislation for the labor and employment sector. Six years after, former President Ferdinand Marcos directed through Executive Order 591² the restructuring and rationalization of the agency to be relevant in the light of changing circumstances and new developments at the time. Reforms provided for the headship of the agency by a Minister of Labor, creation (and abolition) of specific offices within the Ministry, creation of regional district offices and the renaming of the Ministry of Labor into the Ministry of Labor and Employment.

In 1987, President Corazon Aquino issued Executive Order 126³ to further rationalize and lay out the mandates, powers and functions of the Ministry of Labor and Employment. A section in the issuance established the change of the Ministry into the Department of Labor and Employment upon adoption of the new Constitution which provides for a presidential form of government. It was in the same year when Executive Order 292 (Administrative Code of 1987) was effected establishing the mandates, powers, functions, and structures of line agencies, including the DOLE.

B. VISION, MISSION, FUNCTIONS

The Department of Labor and Employment is mandated as the primary policy-making, programming, coordinating and administrative entity of the Executive Branch of the government in the field of labor and employment. It assumes the primary responsibilities of promoting gainful employment opportunities and optimizing the development and utilization of the country's manpower resources; advancing workers' welfare by providing for just and humane working

¹ "An Act creating the Bureau of Labor, under the Department of Commerce and Police" (enacted on 18 June 1908).

² "Instituting Certain Critical Changes in the Organizational Structure of the Ministry of Labor" (issued on 1 May 1980).

³ "Reorganizing the Ministry of Labor and Employment and for other Purposes" (issued on 30 January 1987).

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conditions and terms of employment; and maintaining industrial peace by promoting harmonious, equitable, and stable employment relations that assure equal protection for the rights of all concerned parties.

The Department's long-term vision is that every Filipino worker attains full, decent and productive employment. To attain this vision, the DOLE's continuing mission is to promote gainful employment opportunities, develop the country's human resources, protect workers and promote their welfare, and maintain industrial peace.

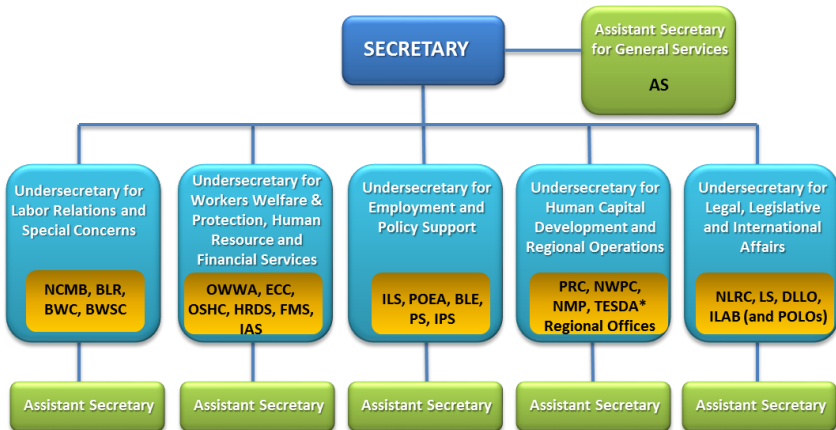
C. POWERS AND FUNCTIONS

Under the Administrative Code of 1986, the DOLE's continuing powers and functions include:

1. enforcing social and labor legislation to protect the working class and regulate the relations between the worker and his employer;
2. formulating and recommending policies, plans and programs for manpower development, training, allocation, and utilization;
3. recommending legislation to enhance the material, social and intellectual improvement of the nation's labor force;
4. protecting and promoting the interest of every citizen desiring to work locally or overseas by securing for him the most equitable terms and conditions of employment, and by providing social and welfare services;
5. regulating the employment of aliens, including the enforcement of a registration or work permit system for such aliens, as provided for by law;
6. formulating general guidelines concerning wage and income policy;
7. recommending necessary adjustments in wage structures with a view to developing a wage system that is consistent with national economic and social development plans;
8. providing for safe, decent, humane and improved working conditions and environment for all workers, particularly women and young workers;
9. maintaining a harmonious, equitable and stable labor relations system that is supportive of the national economic policies and programs;
10. upholding the right of workers and employers to organize and promote free collective bargaining as the foundation of the labor relations system;
11. providing and ensuring the fair and expeditious settlement and disposition of labor and industrial disputes through collective bargaining, grievance machinery, conciliation, mediation, voluntary arbitration, compulsory arbitration as may be provided by law, and other modes that may be voluntarily agreed upon by the parties concerned; and
12. other functions as may be provided by law.

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D. ORGANIZATIONAL STRUCTURE



**By virtue of Office of the President (OP) Executive Order (EO) No. 1, Series of 2016, the Technical Education and Skills Development Authority (TESDA) is transferred under the supervision of the Office of the Cabinet Secretary (OCS). However, per Republic Act (RA) No. 7796 (or the TESDA Act of 1994), the Chairperson of the TESDA Board is the Secretary of Labor and Employment.*

Acronyms:

Attached Agencies	Bureaus	Services
ECC - Employees Compensation Commission	BLE – Bureau of Local Employment	AS – Administrative Service
ILS – Institute for Labor Studies	BLR – Bureau of Labor Relations	FMS – Financial and Management Service
NCMB – National Conciliation Mediation Board	BWC – Bureau of Working Conditions	HRDS – Human Resource Development Service
NLRC – National Labor Relations Commission	BWSC – Bureau of Workers with Special Concerns	IAS – Internal Audit Service
NMP – National Maritime Polytechnic	ILAB – International Labor Affairs Bureau	IPS – Information Publication Service
POEA – Philippine Overseas Employment Administration		LS – Legal Service
PRC – Professional Regulations Commission		PS – Planning Service
NWPC – National Wages Productivity Commission		DLLO – Department Legislative Liaison Office
OSHC – Occupational Safety and Health Center		
OWWA – Overseas Workers Welfare Administration		

SECTION I. OVERVIEW

1. Purpose:

The purpose of this Department of Labor and Employment Freedom of Information Manual (DOLE-FOI Manual) is to provide the guidelines and procedure for the general public in requesting for information covered under the Executive Order (E.O.) No. 2, Series of 2016 on Freedom of Information (FOI).

2. Structure:

This Manual shall set out the rules and procedures to be followed by the DOLE when a request for access to information is received. The Department Secretary is responsible for all actions carried out under this Manual and may delegate this responsibility to the Head of Offices. The Head of Offices may delegate a specific officer to act as the FOI Decision Maker (FDM), who shall have overall responsibility for the initial decision on FOI requests or who will recommend to the Head of Office, (i.e. to decide whether to release all the records or partially release the records, or deny access).

FOI Champion/s: The Secretary is the overall FOI Champion in the Department. The heads of offices are the FOI Champion in their respective offices. Their primary functions are: oversee the overall implementation of FOI program; ensure that all requested information is provided by the office; review and ensure that inventory of exceptions is periodically updated and reflects any change in existing law and jurisprudence; and has the final approval to grant or deny the requested information as decided or recommended by the FDM.

FOI Receiving Officer/s (FROs): The primary person duly designated by the head of office who shall receive and record all requests for information and forward the same to the appropriate FDM/office who has custody of the records; monitor all FOI requests and appeals; provide assistance to the requesting party and FDMs; compile inventory of information, data and records as required; maintain a Registry of all FOI requests received and acted upon; prepare and submit quarterly report of compliance and accomplishments.

FOI Decision Maker/s (FDMs): The FDM is designated by the head of office, with a rank of not lower than a Division Chief or its equivalent, who shall conduct evaluation, processing of requests for information, and accorded the authority to recommend to the Head of Office the grant or denial of the request; provide regular update on the inventory of information, data and records that may be accessed by the public thru the FOI.

Central Appeals and Review Committee: The Committee shall be composed of three (3) officials with a rank not lower than Division Chief or its equivalent responsible in conducting review of FOI decisions submitted for internal review or on appeal, provide

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recommendations/expert advice to the head of Office on the approval or denial of FOI decision on appeal.

3. Coverage:

This Manual shall cover all requests for information directed to the DOLE Central Office (Bureaus, Services), its Regional Offices (ROs) and Philippine Overseas Labor Offices (POLOs). All Agencies attached to DOLE will have their own separate FOI Manual.

SECTION II. DEFINITION OF TERMS

1. **Appeals and Review Committee.** The Appeals and Review Committee is composed of three (3) officers with a rank not lower than Division Chief or its equivalent, designated by the Head of Office to review and analyze FOI decisions for internal review or on appeal.
2. **Consultation.** When any of the Department's offices (Bureaus, Services, Regional Offices, and Philippine Overseas Labor Offices) places a record that contains information of interest pertaining to another office (i.e. attached agency), it shall seek the office' validation and affirmation to disclose the said record before it is released to the requesting party or to the public.
3. **data.gov.ph.** The open data website that serves as the government's comprehensive portal for all public government data that is searchable, understandable, and accessible.
4. **eFOI.gov.ph.** The portal that serves as the government's comprehensive website for all information on the FOI. Among many other features, eFOI.gov.ph provides a central resource for the public to understand the FOI, to locate records that are already available online, and to learn how to make a request for information that is not yet publicly available. eFOI.gov.ph also promotes agency accountability for the administration of the FOI by graphically displaying the detailed statistics contained in Annual FOI Reports, so that comparison of agency FOI implementation can be made over time.
5. **Exceptions.** Information identified not to be disclosed and/or released under the FOI, the non-disclosure of said information is in accordance with the Constitution, laws or jurisprudence. Identified exceptions are listed in Annex A of this manual.
6. **Freedom of Information (FOI).** The Executive Branch recognizes the right of the people to information on matters of public concern, and adopts and implements a policy of full public disclosure of all its transactions involving public interest, subject to the procedures and limitations provided in Executive Order No. 2 Series of 2016. This right is indispensable to the exercise of the right of the people and their organizations to effective and reasonable participation at all levels of social, political and economic decision-making.

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7. **FOI Contact.** The name, address and phone number of FOI Champion, designated FOI Receiving Officer/s in the DOLE offices where FOI request can be made is included in this manual as Annex B.
8. **FOI Decision Maker.** DOLE Office personnel designated by the Head of Office, with a rank of not lower than a Division Chief or its equivalent, who shall conduct evaluation and processing of request for information, and accorded the authority to recommend to the Head of Office the grant or denial of the request.
9. **FOI Request.** A written duly signed request submitted to any DOLE Office, personally or by e-mail asking for records related to the function, policies and programs of the Department.
10. **FOI Receiving Officer.** DOLE Office personnel duly designated by the Head of Office who shall receive, record and monitor all requests for information, provide assistance to the requesting party and/or public on FOI matters, among others. The name, office address and contact number of FROs is included in this FOI Manual as Annex B, and the same shall be posted in the DOLE website: www.dole.gov.ph
11. **Frequently Requested Information.** Information that has become or likely to become the subject of FOI requests.
12. **Full Denial.** The act of an authorized DOLE personnel/officer to deny the release of any record in response to the FOI request for reason that the information requested is among the listed exceptions.
13. **Full Grant.** The act of an authorized DOLE officer to allow the full disclosure of information based on the details specified in the FOI request.
14. **Information.** Any records, documents, papers, reports, letters, contracts, minutes and transcripts of official meetings, maps, books, photographs, data, research materials, films, sound and video recording, magnetic or other tapes, electronic data, computer stored data, any other like or similar data or materials recorded, stored or archived in whatever format, whether offline or online, which are made, received, or kept in or under the control and custody of the Department pursuant to law, executive order, and rules and regulations or in connection with the performance of its official business.
15. **Information for Disclosure.** Information that promotes the awareness and understanding of policies, programs, activities, rules and regulations affecting the public, government, community and the economy. It also includes information on the general operations, thrusts, and programs of the Department. In line with the concept of proactive disclosure and open data, such types of information can be posted in government websites, such as data.gov.ph without need for written requests from the public.

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16. **Multi-Track Processing.** A system that divides incoming FOI requests according to its complexity, so that simple requests requiring relatively minimal review are placed in one processing track and the more complex requests are placed in one or more tracks. Requests that are to be expedited are placed in a separate track. Requests in each track are to be processed on a first in/first out basis.
17. **Official Record/s.** Shall refer to information produced or received by a DOLE officer or employee in an official capacity, function or duty.
18. **Open Data.** Refers to publicly available data, structured in a way that enable users to freely use, copy and/or download the information, subject to the protocols/requirements of the office' website.
19. **Partial Grant/Partial Denial.** Refers to the ability of the Department to disclose portion of the records in response to a FOI request. It also refers to the denial of the office of a portion of the request, with reference to the exemptions enumerated in Annex A.
20. **Pending Request or Pending Appeal.** An FOI request or administrative appeal of which the Department has not yet taken final action on it. It includes all request/appeal that is still open or not acted upon at a given time, including request that is well within the statutory response time.
21. **Perfect Request.** A FOI request which describes the records sought, duly accomplished by the requesting party in accordance with the requirements of the Department.
22. **Personal Information.** Shall refer to any information, whether recorded in a material form or not, from which the identity and personal circumstances of an individual is apparent or can be reasonably and directly ascertained by the office holding the information, or when put together with other information would directly and certainly identify an individual.
23. **Proactive Disclosure.** Information made publicly available without waiting for a specific FOI request. The Department's initiative to post in the website information concerning its mandates/functions, major policies and programs, among others.
24. **Processed Request or Processed Appeal.** The number of requests or appeals where the Department has completed its work and sent a final response to the requesting party.
25. **Public Records.** A record required by law, executive order, rules and regulations to be entered, kept, and made by an officer of the Department in the course of the performance of its function, filed and may be made available to the public upon request.

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26. **Received Request or Received Appeal.** A FOI request or administrative appeal received by the Department within a fiscal year.
27. **Referral.** The receiving DOLE office forwards the FOI request to an appropriate agency for further determination of primary interest and processing of the request.
28. **Sensitive Personal Information.** As defined in the Data Privacy Act of 2012, shall refer to personal information:
 - a. About an individual race, ethnic origin, marital status, age, color, and religious philosophical or political affiliations;
 - b. About an individual health, education, genetic or sexual life of a person, or to any proceedings for any offense committed or alleged to have committed by such person, the disposal of such proceedings or the sentence of any court in such proceedings;
 - c. Issued by government agencies peculiar to an individual which includes, but not limited to, social security numbers, previous or current health records, licenses or its denials, suspension or revocation, and tax returns; and
 - d. Specifically established by an executive order or an act of Congress to be kept classified.
29. **Simple Request.** FOI request requiring minimal processing and review, placed in one processing track, and anticipated to have faster response/delivery time, depending on the volume and/or simplicity of the records requested.
30. **Complex Request.** FOI request that requires multi-track processing, requires more time to retrieve and/or generate the information, depending on the volume and/or complexity of the records requested.

SECTION III. PROMOTION OF OPENNESS IN GOVERNMENT

1. **Duty to Publish Information.** DOLE Offices shall regularly publish, print and disseminate at no cost to the public and in an accessible form, in conjunction with Republic Act 9485, or the Anti-Red Tape Act of 2007, through their official website, provide timely, true, accurate and updated information including, but not limited to:
 - a. A description of its mandate, structure, powers, functions, duties and decision-making processes;
 - b. A description of its frontline services, the procedure and documentary requirements, and the process cycle time;
 - c. The names and contact details of its key officials;
 - d. Major programs/projects, performance targets and accomplishments, budget allotments and expenditures;
 - e. Department orders, labor advisories, and decisions;

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- f. Data/statistics it generates and researches completed;
 - g. Bidding processes and requirements; and
 - h. Feedback mechanism by which the public may participate in influencing policy formulation.
 - i. Hotline call/text number/s
2. **Keeping of Records.** The DOLE shall maintain in appropriate format, accurate and reasonably complete documentation or records of policies, transactions, decisions, resolutions, procedures, communications and documents received or filed, and data generated and collected.

SECTION IV. PROTECTION OF PRIVACY

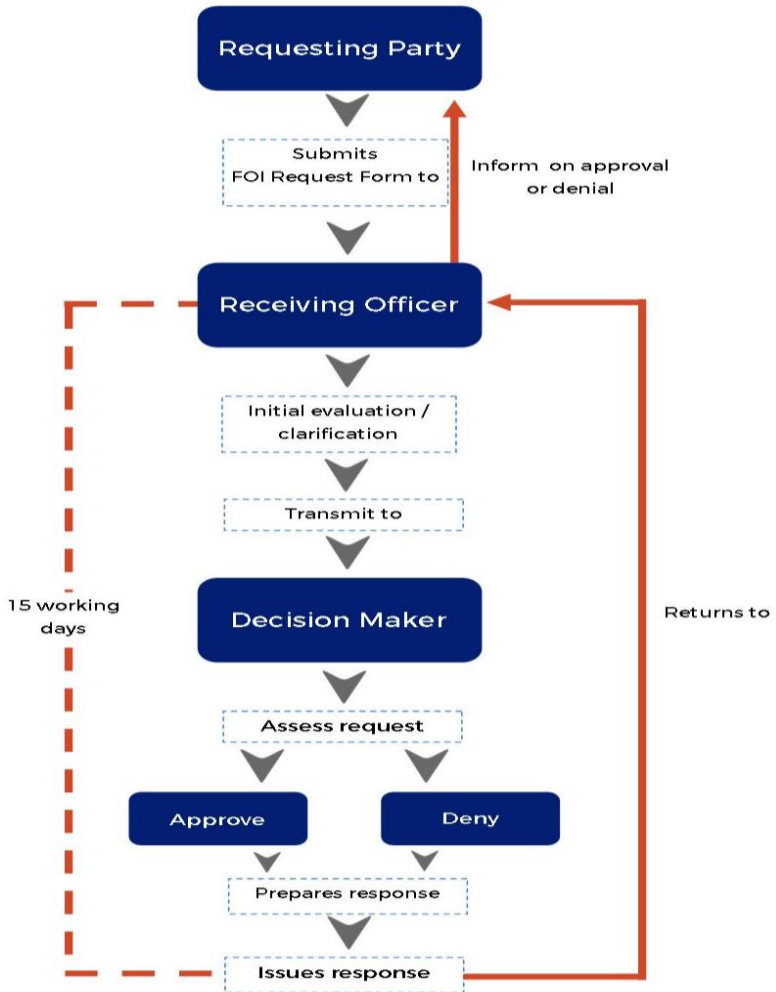
While providing for access to information, the DOLE shall afford full protection to a person's right to privacy, as follows:

- a. Ensure that personal information, particularly sensitive personal information, in its custody or under its control is disclosed only as permitted by existing laws;
- b. Protect personal information in its custody or under its control by making reasonable document security protocol against unauthorized access, leaks or premature disclosure;
- c. The FRO, FDM, or any employee or official who has access, whether authorized or unauthorized, to personal information, the DOLE shall not disclose that information except authorized by existing laws.

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SECTION V. STANDARD PROCEDURE

PROCESS FLOWCHART



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1. Receipt of Request for Information

1.1 The FOI Receiving Officer (FRO) shall receive the request for information from the requesting party and check compliance of the following requirements:

- a. The request must be in writing;
- b. The request shall state the name and contact information of the requesting party, accompanied with a valid proof of identification or authorization; and
- c. The request shall clearly describe the information requested, covered period, and the purpose of by which the information shall be used; and
- d. The request may be filed through e-mail provided, the requesting party shall attach a scanned copy of the completely filled up FOI Request Form (Annex C), and copy of government issued identification (ID) with photo and signature.

1.2 In case the requesting party is unable to make a written request, because of illiteracy or due to being a person with disability, he can make an oral request, and the FRO shall reduce it in writing.

1.3 Filed written request for FOI shall be stamped received by the FRO, indicating the date and time of receipt, name, position/designation, and signature of the FRO. The FRO shall provide the requesting party a copy of the duly filed FOI request. In case the FOI request was filed thru e-mail, the FRO shall acknowledge receipt of the same by e-mail, his name and position/designation supplied. The filled up request form shall be printed, details of the request shall be inputted in the Record Tracking System and a Reference Number shall be assigned for traceability purposes.

1.4 The DOLE must respond to request promptly, within the fifteenth (15) working day following the date of receipt of the request. A working day is any day other than a Saturday, Sunday or a day which is declared a public holiday in the Philippines. In computing for the period, Art. 13 of the New Civil Code shall be observed.

The date of receipt of the request will be either:

- a. The day on which the request is physically or electronically delivered to the office of FRO, or directly into the official e-mail inbox of the concerned DOLE Office; or
- b. If the FDM has asked the requesting party additional details or clarification on the information being requested, the counting of the 15 days will stop and shall commence again the day after the receipt of the clarification from the requesting party. If no clarification is received from the requesting party after sixty (60) calendar days, the request shall be closed.

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2. Initial Evaluation

After receipt of the request for information, the FRO shall evaluate the contents of the request.

- 2.1 Request relating to more than one office under the DOLE:** If a request for information is received which requires different offices/divisions/units to provide the information, the FRO shall forward such request to concerned offices/divisions/units and ensure timely completion/delivery of the information requested, in a well coordinated manner. The 15 -days standard process cycle time applies starting the day after the request was forwarded to the concerned offices. FDMs shall only provide the specific information that relates to their respective offices.
- 2.2 Requested information is not in the custody of concerned DOLE Office where the request for FOI was filed:** If the requested information is not in the custody of the DOLE Office, after referral or discussion with the FDMs, the FRO shall undertake the following steps:
- a. If the records requested is within the authority or custody of other DOLE Offices, i.e. Regional Offices, Philippine Overseas Labor Offices, Attached Agencies, Bureaus and Services, other than the office where the FOI request was filed, the request will be immediately referred to the appropriate office/agency through the most expeditious manner, inform the requesting party that his FOI request was transmitted to the appropriate office/agency that can provide the information. In such case, the 15 -days process cycle time of the receiving office/agency commences the day after it received the forwarded request.
 - b. If the records requested is not within the authority or custody of the Department, or it refers to an office not within the coverage of E.O. No. 2 series of 2016, the requesting party shall be advised accordingly and provided with the contact details of that office, if known.
- 2.3 Requested information is already posted and available on-line:** If the information being requested is already posted and publicly available in the DOLE website – www.dole.gov.ph, or DOLE Offices’ official website, or data.gov.ph or foi.gov.ph or other websites, the FRO shall inform the requesting party of the availability of the information in public use platforms, provide the website link where the information is posted/available.
- 2.4 Requested information is substantially similar or identical to the previous request:** If the requested information is substantially similar or identical to a previous request by the same party, the request shall be denied. The FRO upon

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recommendation of the FDM shall issue a reply to the requesting party and state the reason/s for the denial of his request.

3. Transmittal of Request by the FRO to the FDM:

Upon receipt of the FOI request, the FRO shall initially evaluate the request. If the request is recommended for processing, the request shall be forwarded to the FDM within one (1) day from receipt of the request (written, e-mailed) indicating the date, time and name of the FDM who will process the request. All requests transmitted from FRO to FDM should be recorded in the record and tracking system maintained by the Office (i.e. record book or computer based record and tracking system). The FRO shall regularly monitor compliance by FDM of the 10 - days process cycle time. The FRO shall inform the Head of Office or the designated Officer of the status of the request in case the process cycle time (PCT) is already beyond the 10-day period.

Moreover, the FRO upon initial evaluation of the request resulted to any of the following circumstances, may already advise the requesting party that the FOI request is denied and an official response letter shall be issued:

- a. the information/document requested is not available or not within the authority of the Office to issue such information; or
- b. the information requested is listed as one of the exceptions; or
- c. the information/document requested is substantially similar or identical to a request previously made.

4. Role of the FDM in processing the request:

The FDM upon receipt of the FOI request from the FRO, shall determine, clarify the information requested (if necessary), and provide/retrieve/generate the specific information in response to the request. Upon completion of the information, he shall endorse the documents to the FRO within 10 days from receipt of the request. The FRO shall record the date and time of receipt of the processed/approved FOI request from the FDM.

In case the FDM needs clarification on the information being requested, he shall, through the FRO, seek further details from the requesting party. During the period of clarification, the counting of the 15 days will stop and shall commence again the day after it receives the clarification from the party.

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5. Role of FRO in Transmitting the Information to the Requesting Party:

The FRO upon receipt of the information/documents from the FDM, shall check completeness of the documents/information provided with reference to the FOI request. If found complete, the FRO shall prepare the response letter, (template attached as Annex D), and endorse the same to the Head of Office or his designated officer for approval. The approved FOI request shall be transmitted to the requesting party within 15 days upon receipt of the FOI request.

6. Request for an Extension of Processing Time:

If the information requested requires extensive search from the office' records and storage facilities, examination of voluminous records, or the presence/occurrence of fortuitous events or other analogous cases within the period by which the request is being processed, the FDM shall advise the FRO to inform the party for an extension in the process cycle time, a definite date is stated within which the request is expected to be completely acted upon.

The FRO shall inform the requesting party of the extension in the process cycle time and cite the reasons and/or circumstances for the request for extension. In no case, shall the extension exceed twenty (20) days, on top of the mandated fifteen (15) days to act on the request, unless exceptional circumstances warrant a longer period.

7. Notice to the Requesting Party of the Approval/Denial of the Request:

The notice to the requesting party of the approval or denial of the request shall be covered by a response letter, duly signed by the Head of Office or his designated Officer.

8. Approval of Request:

In case of approval, the FRO shall ensure that the information requested (as indicated in the FOI Request Form) is completely provided. Check however, if the data/information to be released does not fall in any of the listed exclusions in Annex A. The FRO shall within the prescribed period, prepare the response letter to the requesting party informing him that his FOI request was already processed, ready for release, and directed to pay the applicable fees, if any.

9. Denial of Request:

In case of denial of the request wholly or partially, the FRO shall, within the prescribed period, notify the requesting party of the denial in writing using the prescribed response template. The notice shall clearly set forth the ground or grounds for denial and the circumstances on which the denial is based. Failure to notify the requesting party of the action taken on the request within the period herein provided shall be deemed a denial of

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the request to information. All denials on FOI requests shall pass through the Head of Office or his designated Officer.

SECTION VI. REMEDIES IN CASE OF DENIAL

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

1. Denial of a request may be appealed by filing a written appeal to the DOLE Central Appeals and Review Committee within fifteen (15) calendar days from the notice of denial or from the lapse of the period to respond to the request.

The appeal shall be decided by the Head of the DOLE office concerned upon the recommendation of the Central Appeals and Review Committee within thirty (30) working days from the filing of said written appeal. The party requesting for the appeal shall be informed of the decision within 10 working days from promulgation, through the FRO. Failure to decide within the 30-day period shall be deemed a denial of the appeal.

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

SECTION VII. REQUEST TRACKING SYSTEM

The DOLE shall establish a system to trace the status of all requests for information received or released by it, which may be paper-based, on-line or both.

SECTION VIII. FEES

1. **No Request Fee.** The DOLE shall not charge any fee for accepting requests for access to information.
2. **Reasonable Cost of Reproduction and Copying of the Information:** The FRO shall immediately notify the requesting party of any reproduction and copying fee to provide the information. Such fee shall be the actual amount spent by the concerned DOLE Office in providing the information to the requesting party. Official Receipts shall be issued upon payment of applicable fees. The schedule of fees shall be posted by the concerned DOLE Offices.

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3. **Exemption from Fees:** The DOLE may exempt any requesting party from payment of fees, in case of pauper or indigent clients upon presentation of certificate of indigency from the barangay.

SECTION IX. ADMINISTRATIVE LIABILITY

1. **Non-compliance with FOI.** Failure to comply with the provisions of this Manual shall be a ground for the following administrative penalties:
 - a. 1st Offense - Reprimand;
 - b. 2nd Offense - Suspension of one (1) to thirty (30) days; and
 - c. 3rd Offense - Dismissal from the service.

2. **Procedure.**

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

3. **Provisions for More Stringent Laws, Rules and Regulations.**

Nothing in this Manual shall be construed to derogate from any law, any rules, or regulation prescribed by any body or agency, which provides for more stringent penalties.

EXCEPTIONS

The DOLE recognizes the right of the people to information on matters of public concern. Access to official records, documents and information pertaining to official acts, transactions, or decisions, as well as government generated data/information and researches used as basis for policy development shall be afforded the public, subject to such limitations as may be provided under Executive Order No. 2 Series of 2016.

1. Information covered by Executive privilege;
2. Information classified as confidential or privileged relating to national security, defense or international relations;
3. Information concerning law enforcement and protection of public and personal safety;
4. Information classified as confidential for the protection of the privacy of persons and certain individuals such as minors, victims or crimes, or the accused;
5. Information, documents or records known by reason of official capacity and are deemed as confidential, including those submitted or disclosed by entities to government agencies, tribunals, boards, or officers, in relation to the performance of their functions, or to inquiries or investigation conducted by them in the exercise of their administrative, regulatory or quasi-judicial powers;
6. Prejudicial premature disclosure and drafts;
7. Records of proceedings or information from proceedings which, pursuant to law or relevant rules and regulations, are treated as confidential or privileged;
8. Matters classified as confidential under banking and finance laws, and their amendatory laws; and
9. Other exceptions to the right to information under laws, jurisprudence, rules and regulations.

Republic of the Philippines
DEPARTMENT OF LABOR AND EMPLOYMENT

ANNEX B

OFFICE OF THE SECRETARY
7th Floor, DOLE Building, Intramuros, Manila

Overall FOI Champion
SILVESTRE H. BELLO III
Secretary
DL: 527-5523
F: 336-8182
TL: 527-3000 loc. 701, 703-707

DOLE Heads of Offices/FOI Champions and FOI Receiving Officers

OFFICE	HEAD OF OFFICE / FOI CHAMPION	CONTACT INFORMATION	DESIGNATED FOI RECEIVING OFFICER
OSEC SERVICES			
OSEC Records	MA. SOCORRO S. TAGRA Executive Assistant IV	7 th Floor, DOLE Bldg., Intramuros, Manila 527-3000 loc. 706/707 dole_osecrecords@yahoo.com	Edgar Samson
Administrative Service	CRISTINA O. QUISMUNDO Director IV	2nd Floor, DOLE Bldg., Intramuros, Manila 527-3000 loc. 202 administrativeservice@gmail.com	Lorna R. Fernandez
Financial and Management Service	WARREN M. MICLAT Director IV	4th Floor, DOLE Bldg., Intramuros, Manila 527-3000 loc. 412 fmsod.dole@yahoo.com	Princess R. Sevilla
Human Resource Development Service	VIOLETA N. MUÑOZ Director IV	5th Floor, DOLE Bldg., Intramuros, Manila 527-3000 loc. 502 dolehrds.od@gmail.com	Aledith Bucacao
Internal Audit Service	ROVELINDA A. DELA ROSA Director III	4th Floor, DOLE Bldg., Intramuros, Manila 527-3000 loc. 455	Herminia L. Salazar

Republic of the Philippines
DEPARTMENT OF LABOR AND EMPLOYMENT

OFFICE	HEAD OF OFFICE / FOI CHAMPION	CONTACT INFORMATION	DESIGNATED FOI RECEIVING OFFICER
Information and Publication Service	GERRY S. RUBIO Officer-in-Charge	ias_dole@yahoo.com 6th Floor, DOLE Bldg., Intramuros, Manila 527-3000 loc. 625 laborcommunications@gmail.com dole_lco@yahoo.com	Cecille C. Ejunrango
Legal Service	ATTY. JAL A. MARQUEZ Officer-in-Charge	6th Floor, DOLE Bldg., Intramuros, Manila 527-3000 loc. 610 dole.ls.od@gmail.com	Cristine Anthonette Parong
Planning Service	ADELINE T. DE CASTRO Director IV	6th Floor, DOLE Bldg., Intramuros, Manila 527-3000 loc. 617 ps@dole.gov.ph	Jasmine Cabebe
BUREAUS			
Bureau of Local Employment	DOMINIQUE R. TUTAY Director IV	6th Floor, First Intramuros BF Condominium Corporation, Solana St., corner Andres Soriano Ave. (Aduana St.), Intramuros, Manila 528-0087 od_ble@yahoo.com http://ble.gov.ph	Pag-Asa DR. Mendoza
Bureau of Labor Relations	ATTY. BENJO SANTOS M. BENAVIDEZ Director IV	6th Floor, First Intramuros BF Condominium Corporation, Solana St., corner Andres Soriano Ave. (Aduana St.), Intramuros, Manila 527-2551 527-2459 blr_od@yahoo.com http://blr.gov.ph	Vivian P. Orencillo
Bureau of Working Conditions	DR. MA. TERESITA S. CUCUECO Director IV	3rd Floor, DOLE Bldg., Intramuros, Manila 527-3000 loc. 308 dole.bwc@gmail.com http://bwc.gov.ph	Rusell D. Cabalin

Republic of the Philippines
DEPARTMENT OF LABOR AND EMPLOYMENT

OFFICE	HEAD OF OFFICE / FOI CHAMPION	CONTACT INFORMATION	DESIGNATED FOI RECEIVING OFFICER
Bureau of Workers with Special Concerns	AHMMA CHARISMA LOBRIN- SATUMBA Director IV	9/F G.E. Antonino Bldg. J. Bocobo St. cor T.M Kalaw Ave. Ermita, Manila 404-3336; 527-5856 527-2857; 527-3116; 527-2558; 528-0119 mail@bwsc.dole.gov.ph http://bwsc.gov.ph	Cecilia D. Santiago
Internal Labor Affairs Bureau	MARY SOL D. DELA CRUZ Officer-in-Charge	2nd Floor, DOLE Bldg., Intramuros, Manila 527-3000 loc. 103 dole.ilab@ymail.com http://ilab.dole.gov.ph	Emma Angelica Feir
National Reintegration Center for OFWs	CHONA M. MANTILLA Director IV	Ground Flr., Blas F. Ople Development Center, cor. Solana and Victoria Sts., Intramuros, Manila 527-6184 526-2633	Rachelle Pagsanjan & Josephine Rengen
REGIONAL OFFICES			
National Capital Region	Atty. Johnson G. Cañete Regional Director	DOLE-NCR Building, 967 Maligaya St., Malate, Manila (02) 310-4018 ncr@dole.gov.ph http://ncr.dole.gov.ph/	Loui Curtina
Cordillera Administrative Region	Exequiel Ronie A. Guzman OIC-Assistant Regional Director	Cabinet Hill, Baguio City (074) 442-2447 dolecar88@yahoo.com http://car.dole.gov.ph/	Lorna Lumanog
Regional Office No. 1	Henry John S. Jalbuena Regional Director	Arnel Building, Mabini St., Catbangan, San Fernando City, La Union (072) 242-1753 dole_ro1@yahoo.com http://ro1.dole.gov.ph/	Trinidad Estigoy
Regional Office No. 2	Atty. Sixto T. Rodriguez, Jr. OIC-Regional Director	Turingan Building, Campos St., Caritan Centro, Tuguegarao City, Cagayan (078) 844-2728	Pedro B. Lagundi

Republic of the Philippines
DEPARTMENT OF LABOR AND EMPLOYMENT

OFFICE	HEAD OF OFFICE / FOI CHAMPION	CONTACT INFORMATION	DESIGNATED FOI RECEIVING OFFICER
		ro2@dole.gov.ph http://ro2.dole.gov.ph/	
Regional Office No. 3	Atty. Ana C. Dione Regional Director	Diosdado Macapagal Regional Government Center, Barangay Maimpis, City of San Fernando, Pampanga (045) 861-4383 (045) 455-1614 dolero3@gmail.com http://ro3.dole.gov.ph/	Alona A. Soliman
Regional Office No. 4-A	Ma. Zenaida Eusebia A. Campita Regional Director	3rd and 4th Floors Andenson Building II, Parian, Calamba City, Laguna (049) 545-0292 ro4a@dole.gov.ph dole4a_observe@yahoo.com http://calabarzon.dole.gov.ph	Josefina Ogate
Regional Office No. 4-B	Atty. Alvin M. Villamor Regional Director	3rd Floor, Confil Building, Roxas Drive corner Sampaguita St., Lumangbayan Calapan City, Oriental Mindoro (043) 288-2080/2078 (043) 288-2129 doleregion4b@yahoo.com http://mimaropa.dole.gov.ph	Bienuinido Agua
Regional Office No. 5	Atty. Ma. Karina Perida- Trayvilla Regional Director	Doña Aurora St., Old Albay, Legaspi City (052) 480-5830 ro5dole@yahoo.com http://ro5.dole.gov.ph	Alma Corve
Regional Office No. 6	Salome O. Siaton OIC-Regional Director	Swan Rose Building, Commission Civil St., Jaro, Iloilo City (033) 320-8026 DOLE I-txt: 0917-327-6515 http://ro6.dole.gov.ph doleregion6@yahoo.com http://ro6.dole.gov.ph	Elsie A. Oñaza

Republic of the Philippines
DEPARTMENT OF LABOR AND EMPLOYMENT

OFFICE	HEAD OF OFFICE / FOI CHAMPION	CONTACT INFORMATION	DESIGNATED FOI RECEIVING OFFICER
Regional Office No. 7	Exequiel R. Sarcauga Regional Director	3rd and 4th Flr. DOLE-RO7 Building General Maxilom Avenue Corner Gorordo Avenue Cebu City (032) 266-2792 http://ro7.dole.gov.ph dole_centralvisayas@yahoo.com	Merly Lao
Negros Island Region (NIR)	Cyril L. Ticao OIC-Regional Director	St. Therese of Child Jesus St. Claytown Daro, Dumaguete City (035) 422-9741 dolenir@yahoo.com	Cripon Didican
Regional Office No. 8	Elias A. Cayanong Regional Director	DOLE Compound, Trece Martires St., Tacloban City (053) 832-0697 doletacloban@yahoo.com http://ro8.dole.gov.ph	Maribel L. Culinayo
Regional Office No. 9	Sisinio B. Cano Regional Director	3rd Flr. QNS Bldg., Vet. Ave. Ext., Tumaga Rd., Zamboanga City (062) 991-2673 dole9record@yahoo.com http://ro9.dole.gov.ph	Isabelito Lazaro
Regional Office No. 10	Raymundo G. Agravante Regional Director	Monte Carlo Building, RER Phase I, Kauswagan National Highway, Cagayan De Oro City (08822) 727682 dole10_imsd@yahoo.com http://ro10.dole.gov.ph	Floribes Ferres
Regional Office No. 11	Atty. Joffrey M. Suyao Regional Director	4th Floor Davao Ching Printers Bldg., Corner Dacudao Ave. and Lakandula St., Agdao, Davao City (082) 227-4289 dole11davao@yahoo.com http://ro11.dole.gov.ph	Claudette Galacgac & Kimberly Salvana

Republic of the Philippines
DEPARTMENT OF LABOR AND EMPLOYMENT

OFFICE	HEAD OF OFFICE / FOI CHAMPION	CONTACT INFORMATION	DESIGNATED FOI RECEIVING OFFICER
Regional Office No. 12	Albert E. Gutib OIC-Regional Director	102 Acepal Building, Mabini Extension, Koronadal City (083) 228-2190 dole12.ro@gmail.com http://ro12.dole.gov.ph	Vanessa Ramo
Regional Office No. 13 (CARAGA)	Atty. Evelyn R. Ramos OIC-Regional Director	Nimfa Tiu Building III, J. P. Rosales Avenue, Butuan City (085) 342-9503 dolecaraga13@gmail.com http://caraga.dole.gov.ph	Nida Baybay
PHILIPPINE OVERSEAS LABOR OFFICES: ASIA AND THE PACIFIC			
Hongkong	Labor Attaché II Jalilo O. dela Torre Labor Attaché I Ma. Nena G. German Labor Attaché I Henry P. Tianero	Philippine Consulate General 1101 & 1601 Tower 1, Admiralty Center, 18 Harcourt Road, Hongkong tel: (852) 2866-4882 / 2823-8567 fax: (852) 2861-3521 / 2866-4882	Maybelle P. Frianeza
Macau	Labor Attaché II Vivian F. Tornea	Philippine Consulate General Unit 1407, 14th Floor AIA Tower 251-A 301, Avenida Commercial de Macau Macau SAR Telefax: (853) 2871-5039	
Tokyo	Labor Attaché II Ma. Luz L. Talento	Philippine Embassy 1-15-5 Roppongi Minato-Ku, Tokyo, Japan tel: (813) 5562-1574 / 1600 / 1573(OWWA) fax: (813) 5545-3447	Erika Jersey Oliceros
Singapore	Labor Attaché I Ramon Lamberto C. Pastrana	Philippine Embassy 20 Nassim Road, Singapore 258395 tel: (65) 6835-3780 / 6733-2991 / 6834-1690 / 6732-7509 (OWWA) fax: (65) 6732-5789	Cheryl Tanchinco
Kuala Lumpur	Labor Attaché II Elizabeth	Philippine Embassy No. 1 Changkat Kia Peng, 50450	Augusto Gwyne Lasay

Republic of the Philippines
DEPARTMENT OF LABOR AND EMPLOYMENT

OFFICE	HEAD OF OFFICE / FOI CHAMPION	CONTACT INFORMATION	DESIGNATED FOI RECEIVING OFFICER
	Marie R. Estrada Labor Attaché I Nelia Olivera	Kuala Lumpur, Malaysia 50450 tel: (603) 2148-4233 loc 122 fax: (603) 2143-3051	
Brunei Darussalam	OIC, Welfare Officer Luisa Reyes	Philippine Embassy Simpang 336, Diplomatic Enclave, JalanKebangsaan Bandar Seri Begawan, Brunei Darussalam BA1210 tel: (6732) 237-052 (DL) / 236- 981 Hotline: 874-1972 / 883-0933 fax: (6732) 236-980	Tito Baldago Jr.
Taipei	Labor Attaché II Melchor B. Dizon	MECO Labor Center 10F, 309Song Jiang Road, Zhong Shan District Taipei City 10483, Taiwan Tel: (8862) 250-79803 / 04 / 250- 79812 fax: (8862) 250-79805	Imelda Bugayong
Kaohsiung	Labor Attaché II Cynthia R. Cruz	MECO Labor Center 9F-2, No. 80, Grand 50 Tower, Mintzu First Road San Min District, Kaohsiung City, Taiwan tel: (8867) 398-2475 / 398-7078 fax: (8867) 398-0541	Ronald N. Raymundo
Taichung	Labor Attaché II Nasser B. Munder	MECO Labor Center Cathay Insurance Chung Gang Building 4/F, Suite 2A, No. 239 Min Quan Road West District Taichung City 40341, Taiwan tel: (88642) 302-9089 / 302-9093 (OWWA) fax: (88642) 302-9091 / 302-9095 (OWWA)	Maridel L. Macaraeg
Korea	OIC, Welfare Officer Manuela Peña	Philippine Embassy No. 5-1 Itaewon-dong, Yongsan- gu, Seoul	Rene Mangune

Republic of the Philippines
DEPARTMENT OF LABOR AND EMPLOYMENT

OFFICE	HEAD OF OFFICE / FOI CHAMPION	CONTACT INFORMATION	DESIGNATED FOI RECEIVING OFFICER
		tel: (822) 3785-3634 / 35 fax: (822) 3785-3624	
Australia	Labor Attaché II Rodolfo M. Sabulao	Philippine Embassy No. 1 Moonah Place, Yarralumla, ACT 2600, Australia tel: (612) 6273-8882 fax: (612) 6273-3984	Ma. Emelita Jose
PHILIPPINE OVERSEAS LABOR OFFICES: MIDDLE EAST			
Riyadh	Labor Attaché I Firma P.Bantilan Labor Attaché I Dominador Salanga	Philippine Overseas Labor Office No. 10 Abu Al Maali Al-Zaki Street, Sulaimaniyah District P.O. Box 94366, Riyadh 11693, Kingdom of Saudi Arabia	William E. Calina
Unaizah	Labor Attaché I Firma P.Bantilan	Philippine Overseas Labor Office No. 10 Abu Al Maali Al-Zaki Street, Sulaimaniyah District P.O. Box 94366, Riyadh 11693, Kingdom of Saudi Arabia Telefax: (9661) 480-6593	Manolo R. Barotilla
Alkhobar	OIC, Welfare Officer Dayang Dayang Sitti Jaafar	Philippine Overseas Labor Office No. 10 Abu Al Maali Al-Zaki Street, Sulaimaniyah District P.O. Box 94366, Riyadh 11693, Kingdom of Saudi Arabia Tel: (9663) 894-1846 / 894-2890/ (9665) 01269742 (hotline) fax: (9663) 899-5714	Marissa Villanueva
Jeddah	Attaché I Rosario S. Mangahas	Philippine Consulate General Building No. 4663, Fajer Street, Al Rehab District 6 P.O. Box 16254, Jeddah 21464 tel: (9665) 698-19720	Anthony Alermo
Abu Dhabi	Labor Attach é II Ophelia N. Almenario	Philippine Embassy W-48, Street No. 8, Sector 2-23 Plot 51, Al Qubaisat,	Ma. Fe Teoxon

Republic of the Philippines
DEPARTMENT OF LABOR AND EMPLOYMENT

OFFICE	HEAD OF OFFICE / FOI CHAMPION	CONTACT INFORMATION	DESIGNATED FOI RECEIVING OFFICER
	Labor Attaché I Jay Jasper B. Javines	Abu Dhabi, UAE P.O Box 3215	
Dubai	Labor Attaché II Ofelia B. Domingo	Philippine Overseas Labor Office Villa No. 2 Beirut Street No. 35-A Al Qusais 3, P.O. Box 4960 Dubai UAE tel: (9714) 220-7011	Antonio Mutiuc
Bahrain	Labor Attaché II Cynthia Q. Lamban	Philippine Embassy Villa 939 Road 3220, Blk 332, Mahooz Area, PO Box 22681 Kingdom of Bahrain 1299 tel: (973)177-40951 / 177-40139 fax: (973) 177-40829	Arlene Marasigan
Kuwait	Labor Attaché I Lily Pearl L. Guerrero	Philippine Embassy Block 6 Villa 152, Nouman Bin Basher Street corner Damascus Road, Faiha, State of Kuwait 1002 tel: (+965) 2252-5082 / 2252- 8433	Patricia Katherine Aggabao
Lebanon	Labor Attaché II Bulyok S. Nilong	Philippine Embassy 2nd Floor W Building, Mar Geriess Street Hadath, Baabda, Lebanon 1003 Tel: (961) 595-3532	Genevieve de Castro
Syria		Philippine Embassy 56 Hamze IBM Abdul Mutaleb Street, West Mezzeh, Damascus, Syria	
Libya	OIC, Welfare Officer Habib Malik	Philippine Embassy Gargarish Road, Km. 7, Hay Andalous, Tripoli, Libya P.O.Box 12508 tel: (21821) 483-7059 (FWRC/OWWA) fax: (21821) 483-2544	Abdulrazak O. Inalang
Qatar	Labor Attaché II David Des	Philippine Embassy	Wilfredo

Republic of the Philippines
DEPARTMENT OF LABOR AND EMPLOYMENT

OFFICE	HEAD OF OFFICE / FOI CHAMPION	CONTACT INFORMATION	DESIGNATED FOI RECEIVING OFFICER
	T. Dicang	Corner Al Furat St and Al Quosoun St, Bldg 2 Zone 66, Onaiza Area, Dafna, West Bay, Doha, State of Qatar PO Box 24900 tel: (974) 4486-1220 (DL) / 4488-4485 (OWWA) fax: (974) 4488-3858	Santizo
Oman	Labor Attaché II Nasser S Mustafa	Philippine Embassy P.O. Box 420 PC 115 Madinat Qaboos, Muscat, Sultanate of Oman TeleFax: (96824) 605- 177(POLO)/ 605-171(OWWA)	Oscar Anthony C. David
Israel	Labor Attaché I Rodolfo G. Gabasan	Philippine Embassy 18 Rehov Bnei Dan 66260, Tel- Aviv, Israel Tel: (9723) 544-4531 / 601-0517 / 601-0521 Fax: (9723) 544-4580 / 602-2496 (OWWA)	Iris Asis
Jordan	Labor Attaché II Florenda L. Herrera	Philippine Overseas Labor Office No.113 Almanar Bldg., Khalil Yassin Al Talhoni St., Der Ghabar Amman, Jordan Tel. : (9626) 593-0464	Eva Gabon
PHILIPPINE OVERSEAS LABOR OFFICES: AMERICAS & TRUST TERRITORIES			
Washington D.C.	Labor Attaché Saul T. de Vries	Philippine Embassy 1600 Massachusetts Ave., N.W. Washington, D.C. 20036 tel: (1202) 467-9426 fax: (1202) 887-5830	Eliza Lucido
Toronto	OIC, Administrative Staff	Philippine Consulate General	Ann Apasra S.

Republic of the Philippines
DEPARTMENT OF LABOR AND EMPLOYMENT

OFFICE	HEAD OF OFFICE / FOI CHAMPION	CONTACT INFORMATION	DESIGNATED FOI RECEIVING OFFICER
	Ethel Magtibay	160Eglinton Avenue East, Suite 200, Toronto Ontario M4P3B5 Canada tel: (1416) 975-8252 fax: (1416) 975-8277	Abas
Vancouver	OIC, Administrative Staff Violeta Buenaventura	Philippine Consulate General Philippine Overseas Labor Office Suite 611, World Trade Center Office Complex 999 Canada Place, Vancouver, BC, Canada V6C3E1 Tel: (1604) 641-1234 Fax: (1604) 641-1279	Violeta J. Buenaventura
PHILIPPINE OVERSEAS LABOR OFFICES: EUROPE			
Rome	Labor Attaché Ponciano M. Ligutom	Philippine Embassy Via Delle Medaglie D'Oro, 112- 114, 00136 Rome, Italy tel: (3906) 397-46101 / 397- 51751 (OWWA) / 397-21505 (SSS) fax: (3906) 397-46101/397- 40872	Laami Cordova
Milan	OIC, Welfare Officer Jocelyn O. Hapal	Philippine Consulate General Via Stromboli 1, 20144 Milan, Italy Tel: (3902) 435-11524 / 435- 11529 loc 214/219 Fax: (3902) 439-86538	Mary Rose Usaraga
Geneva	Labor Attaché Delmer Cruz	Philippine Mission to the United Nations 47 Avenue Blanc 1202 Geneva, Switzerland tel: (4122) 716-1930 fax: (4122) 738-7513	Suzanne Rodriguez
Madrid	OIC, Welfare Officer Nesa S. Nolido	Philippine Overseas Labor Office Calle Alcalá 149, 2B 28009, Madrid, Spain	Avenger Marinas


Republic of the Philippines
DEPARTMENT OF LABOR AND EMPLOYMENT

OFFICE	HEAD OF OFFICE / FOI CHAMPION	CONTACT INFORMATION	DESIGNATED FOI RECEIVING OFFICER
		tel: (3491) 781-8624 / 7818626 (OWWA) fax: (3491) 781-8625	
Greece	Labor Attaché II Adam A. Musa	Philippine Embassy 10 Fthiotidos Street, Ambelokipi, Athens, Greece 115 23 telefax: (30210) 698-3335	Carolina Baul
Cyprus	OIC, Labor Attaché II Adam A. Musa	Philippine Overseas Labor Office Flat 13 4th Florr, 26 Grivas Digenis Avenue 1066 Nicosia , Cyprus tel: (35722) 106995 fax: (35722) 106996	Everos Evangelista
London	Labor Attaché II Reydeluz D. Conferido	Philippine Embassy 6 Suffolk Street, London, SW1Y 4HG tel: (44207) 451-1832 / 451-1833 / 839-8039 fax:(44207) 839-7345	Sharie Ann de Guzman

Republic of the Philippines
DEPARTMENT OF LABOR AND EMPLOYMENT

ANNEX C

REQUEST FORM –page1

 <small>Maka-Digma, Makabisa It's almost jobs!</small>	FREEDOM OF INFORMATION REQUEST FORM	Tracking Number: _____
<small>Please read the following information carefully before proceeding with your application. Use blue or black ink. Write neatly and in BLOCK letters. Improper or incorrectly-filled out forms will not be acted upon. Tick or mark boxes with "X" where necessary. All fields are to be filled up completely.</small>		
A. Requesting Party		
1. Given Name _____	2. Surname _____	3. Middle Initial _____
4. Complete Address (Apt/House Number, Street, City/Municipality, Province) _____		
5. Landline/Fax Number _____	6. Mobile Number _____	7. Email Address _____
8. Preferred Mode of Communication <input type="checkbox"/> Landline <input type="checkbox"/> Mobile Number <input type="checkbox"/> Email <input type="checkbox"/> Postal Address		
9. Preferred Mode of Receiving Reply <input type="checkbox"/> Email <input type="checkbox"/> Postal Address <input type="checkbox"/> Fax <input type="checkbox"/> Pick-Up		
10. Type of ID Given (Please ensure your ID's contain your photo and signature) <input type="checkbox"/> Passport <input type="checkbox"/> Driver's License <input type="checkbox"/> Postal ID <input type="checkbox"/> Voter's ID <input type="checkbox"/> School ID <input type="checkbox"/> Company ID <input type="checkbox"/> SSS ID <input type="checkbox"/> Others		
B. Requested Information		
11. Department/Agency/Office _____		
12. Title of Document/Record Requested (Please be as detailed as possible) _____		
13. Date/Period Covered _____		
14. Purpose/s _____ _____		
15. Document Type _____ 16. Reference Number _____		
C. Declaration		
<small>Privacy Notice: Once deemed valid, your information from your application will be used by the Agency you have applied to, to deal with your application as set out in the Freedom of Information Executive Order No. 2. If the Department or Agency gives you access to a document, and if the document contains no personal information about you, the document will be published online in the Department's or Agency's disclosure log, along with your name and the date you applied, and, if another person, company or body will use or benefit from the documents sought, the name of that person, entity or body.</small>		
<small>I declare that: 1) The information provided in the form is complete and correct; 2) I have read the Privacy notice; 3) I have presented at least one (1) government-issued ID to establish proof of my identity. I understand that it is an offense to give misleading information about my identity, and that doing so, may result in a decision to refuse to process my application.</small>		
Signature of Requesting Party _____		
Date Accomplished (DD/MM/YY) _____/_____/_____		
FREEDOM OF INFORMATION		

Republic of the Philippines
DEPARTMENT OF LABOR AND EMPLOYMENT

ANNEX C

REQUEST FORM –page 2

D. FOI Receiving Officer/Decision Maker [for internal use only]

FOI Receiving Officer

(Name, Position/Designation)

Date/Month/Year/ Time of Receipt

Proof of ID Presented by the

Applicant (Photocopies of
original ID should be attached)

☐ Passport ☐ Driver's License ☐ SSS ID ☐ Postal ID ☐ Voter's ID
☐ School ID ☐ Company ID ☐ Others

The request is recommended to be:

☐ Accepted/Approved ☐ Denied
☐ Document Available on File ☐ Document Not Available
☐ Document Available Online ☐ Information Identified Under Exceptions
☐ Information to be Generated ☐ Request Identical to Previous Request
☐ Request Not Valid

☐ Referred to

☐ DOLE Office/Attached Agency
☐ Other Government Agency

**Date Documents Received By/Sent
to the Applicant** (Date/Month/Year)

Date encoded in the FOI Registry
(Date/Month/Year)

FRO Signature

FOI Decision Maker (FDM)

(Name, Position/Designation)

Decision on FOI Application :

☐ Approved ☐ Referred to (state reason/s) ☐ Denied (state reason/s)

Request for Extension of Process

Cycle Time (Number of Days/Reason/s)

Date Request Completely

Acted Upon (Date/Month/Year)

FDM Signature

Date (Date/Month/Year)

FOI Champion (Head of Agency)/Designated Representative Action Taken:

Signature over Printed Name

☐ Approved
☐ Referred
☐ Denied

FREEDOM OF INFORMATION

FREEDOM OF INFORMATION RESPONSE TEMPLATE



Republic of the Philippines
DEPARTMENT OF LABOR AND EMPLOYMENT
Intramuros, Manila



[Date]

[Name of Requesting Party]

Dear _____,

Greetings!

Thank you for your request for information on (title of document/record/data requested/period covered) under the Freedom of Information (Executive Order No. 2 s.2016) filed in this Office on (date/month/year).

If FOI request is approved

Your request is (approved), we are providing you (some/most/all) the information you requested, as follows:

- 1.
- 2.
- 3.

Your request is (approved) however, may we refer you to the (i.e. DOLE website: www.dole.gov.ph, Attached Agency website: i.e. www.nwpc.dole.gov.ph) as (most/all) the information you identified/requested is already available on-line.

If FOI request is denied

Your request is (denied), further evaluation of your request, the information you identified is (among the exceptions listed in Annex A; identical to the previous FOI request acted upon by this Office on _____).

Your request is (denied), further evaluation of your request, the information you identified is (among the exceptions listed in Annex A; identical to the previous FOI request acted upon by this Office on _____).

If FOI request is referred to

Your request was referred to (state the name of office/organization, address, contact details, name and contact number of FOI Receiving Officer, if available) on (date/month/year). You may wish to contact the designated FOI Receiving Officer of said office, he/she may be able to assist you on your request.

Your right to request for a review/file an appeal

If you are not satisfied with the response to your FOI request, you may request for an internal review of the response, by writing to the <Head of Office –name/position/office address/contact details telephone/hotline numbers, official e-mail address>. Your request for review should explain why you are dissatisfied with the response, the filing of which should be made within 15 calendar days from date of receipt of the response. You will be informed of the result within 30 calendar days from date of receipt of your review request.

If you are not satisfied with result of the review, you have the right to appeal to the Office of the President under Administrative Order No. 22 [s. 2011].

Thank you.

Very truly yours,

Head of Office/Agency (or Designated Representative)

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ANNEX E

FOI REGISTRY SHEET

Particulars	Client -1
Last Accomplished Field	Request Finished
Request Type	Standard
Title of Document	2016 Budget Allocation for TUPAD Project in Iloilo City, disaggregated by LGUs/Barangays
Request Status	ACCEPTED
Internal Tracking Number	RO6-2017-01-30-0001
Government Agency	Department of Labor and Employment
Type of Agency	Regional Office
Branch of Agency	Regional Office No. 6
Name of Requestor	Nikko Bautista
Mode of Communication	E-mail
Mode of Receiving Reply	E-mail
Landline Number	+63-02-5617896
Mobile Number	+639069431107
E-Mail Address	nikko.bautista06@gmail.com
Fax	+63-02-5617896
Province	METRO MANILA
City/Municipality	CITY OF MANILA
Local Address	2284 Oro Extension Sta. Ana, Manila
Valid ID Given	Voter's ID
Others (Valid ID)	
Document Type Requested	Budget Allocation on DOLE Programs Implemented in Iloilo City
Others (Document Type Requested)	TUPAD Program Implementation Terminal Report
Start Date Covered	January 2016
End Date Covered	December 2016
Purpose	Research Study on Poverty Alleviation Programs in Iloilo City
Others (Purpose)	
Date Request Received	January 30, 2017 1:45 PM
Date Request Finished	February 10, 2016 3:20 PM
Compute Process Cycle Time/Days	9
Extension Requested	None
Date Extension Requested	N/A
Reason for Extension	N/A
Date Requested_Awaiting Clarification	N/A
Date Closed_Awaiting Clarification	N/A
Time Lapse_Awaiting Clarification	N/A
Reason for Denying Request	
Exception Type Applied	
Officer Position	
Officer Name	Ms. Elsie Onaza

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ANNEX F

MALACAÑAN PALACE
MANILA
BY THE PRESIDENT OF THE PHILIPPINES
EXECUTIVE ORDER NO. 02
Signed on July 23, 2016

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

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

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

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

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

WHEREAS, the President, under Section 17, Article VII of the Constitution, has control over all executive departments, bureaus and offices, and the duty to ensure that the laws be faithfully executed;

WHEREAS, the Data Privacy Act of 2012 (R.A. 10173), including its implementing Rules and Regulations, strengthens the fundamental human right of privacy, and of communication while ensuring the free flow of information to promote innovation and growth;

NOW, THEREFORE, I, RODRIGO ROA DUTERTE, President of the Philippines, by virtue of the powers vested in me by the Constitution and existing laws, do hereby order:

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

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with the performance or transaction of official business by any government office.
(b) "Official record/records" shall refer to information produced or received by a public officer or employee, or by a government office in an official capacity or pursuant to a public function or duty.

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

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

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

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

The Department of Justice and the Office of the Solicitor General are hereby directed to prepare an inventory of such exceptions and submit the same to the Office of the President within thirty (30) calendar days from the date of effectivity of this Order.

The Office of the President shall thereafter, immediately circularize the inventory of exceptions for the guidance of all government offices and instrumentalities covered by this Order and the general public.

Said inventory of exceptions shall periodically be updated to properly reflect any change in existing law and jurisprudence and the Department of Justice and the Office of the Solicitor General are directed to update the inventory of exceptions as the need to do so arises, for circularization as hereinabove stated.

SECTION 5. Availability of SALN. Subject to the provisions contained in Sections 3 and 4 of this Order, all public officials are reminded of their obligation to file and make available for scrutiny their Statements of Assets, Liabilities and Net Worth (SALN) in accordance with existing laws, rules and regulations, and the spirit and letter of this Order.

SECTION 6. Application and Interpretation. There shall be a legal presumption in favor of access to information, public records and official records. No request for information shall be denied unless it clearly falls under any of the exceptions listed in the inventory or updated inventory of exceptions circularized by the Office of the President provided in the preceding section.

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

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

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

- (a) Each government office per Section 2 hereof shall ensure that personal information in its custody or under its control is disclosed or released only if it is material or relevant to the subject-matter of the request and its disclosure is permissible under this order or existing law, rules or regulations;
- (b) Each government office must protect personal information in its custody or control by making reasonable security arrangements against leaks or premature disclosure of personal information which unduly exposes the individual whose personal information is requested, to vilification, harassment or any other wrongful acts.
- (c) Any employee, official or director of a government office per Section 2 hereof who has access, authorized or unauthorized, to personal information in the custody of the office, must not disclose that information except when authorized under this order or pursuant to existing laws, rules or regulation.

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

- (a) The location and contact information of the head, regional, provincial, and field offices, and other established places where the public can obtain information or submit requests;
- (b) The person or office responsible for receiving requests for information;
- (c) The procedure for the filing and processing of the request as specified in the succeeding section 9 of this Order.
- (d) The standard forms for the submission of requests and for the proper acknowledgment of requests;
- (e) The process for the disposition of requests;
- (f) The procedure for the administrative appeal of any denial for access to information; and
- (g) The schedule of applicable fees.

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

- (a) Any person who requests access to information shall submit a written request to the government office concerned. The request shall state the name and contact information of the requesting party, provide valid proof of his identification or authorization, reasonably

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describe the information requested, and the reason for, or purpose of, the request for information: Provided, that no request shall be denied or refused acceptance unless the reason for the request is contrary to law, existing rules and regulations or it is one of the exceptions contained in the inventory or updated inventory of exception as hereinabove provided.

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

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

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

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

(f) Once a decision is made to grant the request, the person making the request shall be notified of such decision and directed to pay any applicable fees.

SECTION 10. Fees. Government offices shall not charge any fee for accepting requests for access to information. They may, however, charge a reasonable fee to reimburse necessary costs, including actual costs of reproduction and copying of the information required, subject to existing rules and regulations. In no case shall the applicable fees be so onerous as to defeat the purpose of this Order.

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

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

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

(a) Denial of any request for access to information may be appealed to the person or office next

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

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

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

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

SECTION 15. Administrative Liability. Failure to comply with the provisions of this Order may be a ground for administrative and disciplinary sanctions against any erring public officer or employee as provided under existing laws or regulations.

SECTION 16. Implementing Details. All government offices in the Executive Branch are directed to formulate their respective implementing details taking into consideration their mandates and the nature of information in their custody or control, within one hundred twenty (120) days from the effectivity of this Order.

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

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

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

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

(Sgd.) **RODRIGO ROA DUTERTE**
President of the Philippines By the President:

(Sgd.) **SALVADOR C. MEDIALDEA**
Executive Secretary

FOI FREQUENTLY ASKED QUESTIONS

Introduction to FOI

1. What is FOI?

Freedom of Information (FOI) is the government's response to the call for transparency and full public disclosure of information. FOI is a government mechanism which allows Filipino citizens to request any information about the government transactions and operations, provided that it shall not put into jeopardy privacy and matters of national security.

The FOI mechanism for the Executive Branch is enabled via Executive Order No. 2, series of 2016.

2. What is Executive Order NO. 2, s. 2016?

Executive Order No. 2 is the enabling order for FOI. E.O. 2 operationalizes in the Executive Branch the People's Constitutional right to information. E.O. 2 also provides the State policies to full public disclosure and transparency in the public service.

E.O. 2 was signed by President Rodrigo Roa Duterte on July 23, 2016.

3. Who oversees the implementation of E.O. 2

The Presidential Communications Operations Office (PCOO) oversees the operation of the FOI program. PCOO serves as the coordinator of all government agencies to ensure that the FOI program is properly implemented.

Making a Request

4. Who can make an FOI request?

Any Filipino citizen can make an FOI Request. As a matter of policy, requestors are required to present proof of identification.

5. What can I ask for under E.O. on FOI?

Information, official records, public records, and, documents and papers pertaining to official acts, transactions or decisions, as well as to government research data used as basis for policy development.

6. What agencies can we ask information?

An FOI request under E.O. 2 can be made before all government offices under the Executive Branch, including government owned or controlled corporations (GOCCs) and state universities and colleges (SUCs).

FOI request must be sent to the specific agency of interest, to be received by its respective Receiving Officer.

7. How do I make an FOI request?

- a. The requestor is to fill up a request form and submits to the agency's Receiving Officer. The Receiving Officer shall validate the request and logs it accordingly on the FOI tracker.
- b. If deemed necessary, the Receiving Officer may clarify the request on the same day it was filed, such as specifying the information requested, and providing other assistance needed by the Requestor.
- c. The request is forwarded to the Decision Maker for proper assessment. The Decision Maker shall check if the agency holds the information requested, if it is already accessible, or if the request is a repeat of any previous request.
- d. The request shall be forwarded to the officials involved to locate the requested information.
- e. Once all relevant information is retrieved, officials will check if any exemptions apply, and will recommend appropriate response to the request.
- f. If necessary, the head of the agency shall provide clearance to the response.
- g. The agency shall prepare the information for release, based on the desired format of the Requestor. It shall be sent to the Requestor, depending on the receipt preference.

8. How much does it cost to make an FOI request?

There are no fees to make a request. But the agency may charge a reasonable fee for necessary costs, including costs of printing, reproduction and/or photocopying.

9. What will I receive in response to an FOI request?

You will be receiving a response either granting or denying your request.

If the request is granted, the information requested will be attached, using a format that you specified. Otherwise, the agency will explain why the request was denied.

10. How long will it take before I get a response?

It is mandated that all replies shall be sent fifteen (15) working days after the receipt of the request. The agency will be sending a response, informing of an extension of processing period no longer than twenty (20) working days, should the need arise.

11. What if I never get a response?

If the agency fails to provide a response within the required fifteen (15) working days, the Requestor may write an appeal letter to the Central Appeals and Review Committee within fifteen (15) working days from the lapse of required response period. The appeal shall be decided within thirty (30) working days by the Central Appeals and Review Committee.

If all administrative remedies are exhausted and no resolution is provided, requestors may file the appropriate case in the proper courts in accordance with the Rules of Court.

12. What will happen if my request is not granted?

If you are not satisfied with the response, the Requestor may write an appeal letter to the Central Appeals and Review Committee within fifteen (15) working days from the lapse of required response period. The appeal shall be decided within thirty (30) working days by the Central Appeals and Review Committee.

If all administrative remedies are exhausted and no resolution is provided, requestors may



FREEDOM OF INFORMATION
People's Manual