



CARCAR WATER DISTRICT

San Vicente St., Pob. I, Carcar City, Cebu, Philippines
Tel. No. 487-8525/487-9141/487-8500
www.carcarwaterdistrict.gov.ph



Management
System
ISO 9001:2015



www.tuv.com
ID 9108633697

FREEDOM OF INFORMATION PROGRAM

AGENCY: CARCAR WATER DISTRICT

Receiving Officer (Designate): Ren Anthony G. Paderes Jr.

Designation: Records Officer D

Division: Administrative Division

Contact Nos.: (032) 487-9141 or Telefax no 487-8525

STANDARD PROCEDURE

1. REQUESTS FOR INFORMATION MUST

- (a) Be in writing and be accomplished using the prescribed form; (b) Provide the full name and contact information of the requesting party, including a valid ID; and (c) Reasonably describe the information requested and the purpose of the request for information.
- (b) Manner of Making Request: A request for information shall be made by delivering it personally to the CWD office, by sending it by mail, or by sending it thru electronic mail.
- (c) Receipt of Request: A complete request for information shall be signed and stamped received by the FRO. For email requests sent on a non-working day, and during non-working hours, receipt shall be at the start of the working hours of the next working day. A confirmation email shall then be sent to the requesting party. For email requests to be considered received: (1) they must be sent to *do* Kimberly Alesna; and (2) an acknowledgement email must be sent to the requesting party within 1 working day.

2. PERIOD TO RESPOND:

The CWD office shall respond to the requesting party within fifteen (15) working days from the date of receipt of the complete request for information.

3. APPROVAL OF REQUEST: Upon receipt of the requested information from the FDM, the FRO shall collate the information, notify the requesting party, and direct the party to pay any applicable fees.

4. DENIAL OF REQUEST: No request shall be denied by the FDM unless (i) the reason for the request is contrary to law or rules and regulations, or (ii) the request falls under the exceptions provided by law.

5. REMEDIES IN CASE OF DENIAL In case of denial of a request for information, the requesting party may appeal to the Appellate Authority. The appeal shall be in writing and shall be filed within fifteen (15) working days from the notice of denial or from the lapse of the period to respond to the request. The appeal shall be decided within thirty (30) working days from receipt of the appeal.

For more information, visit www.carcarwaterdistrict.gov.ph

