



CITY OF SAN FERNANDO WATER DISTRICT

B. Mendoza St., Sto. Rosario
City of San Fernando, Pampanga
Tel. Nos.: (045) 961.3546 / 963.3729 (trunklines)

FOI FEEDBACK NARRATIVE REPORT

For Calendar Year 2025

I. BACKGROUND

Pursuant to Executive Order No. 2, s. 2016, and Presidential Communications Office (PCO) Memorandum Circular No. 26-001, the City of San Fernando Water District (CSFWD) implements a feedback mechanism as part of its Freedom of Information (FOI) Program to assess client satisfaction, responsiveness, and quality of service.

The FOI feedback mechanism aims to:

- Measure client satisfaction on FOI request handling;
- Identify areas for improvement; and
- Strengthen transparency and accountability in public service.

II. FOI FEEDBACK MECHANISM

CSFWD utilizes the **FOI Portal** (<https://www.foi.gov.ph>) feedback facility, where requesting parties are encouraged to provide feedback after the completion of their FOI request. The feedback survey covers the following areas:

- Timeliness of response
- Courtesy and professionalism
- Clarity and completeness of information provided
- Overall satisfaction

The feedback link is automatically generated through the FOI Portal upon closure of an FOI request.

III. SUMMARY OF FOI FEEDBACK PER QUARTER

First Quarter (January – March)

During the first quarter of the year, **no FOI requests were received**, hence no FOI feedback surveys were generated.

Second Quarter (April – June)

CSFWD **did not receive any FOI requests** during the second quarter. Consequently, no feedback responses were recorded for this period.

Third Quarter (July – September)

There were **no FOI requests received** during the third quarter of the year. As such, no FOI feedback forms were accomplished.

Fourth Quarter (October – December)

For the fourth quarter, **no FOI requests were recorded**, and no FOI feedback surveys were generated.

IV. OVERALL ASSESSMENT

Although no FOI requests were received during the covered period, CSFWD remains committed to ensuring that its FOI mechanisms, feedback tools, and reporting systems are in place and operational.



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The FOI Receiving Officer continues to monitor the FOI Portal and ensures readiness to process requests and collect feedback should FOI transactions occur.

V. CONTINUING IMPROVEMENT MEASURES

To further strengthen its FOI Program, CSFWD shall:

- Maintain an accessible FOI Portal and FOI webpage;
- Regularly orient concerned personnel on FOI procedures;
- Ensure availability of feedback mechanisms for all FOI requests; and
- Include FOI feedback review as part of internal monitoring.

VI. ATTACHMENTS (FOR VALIDATION)

Attached to this report are the following:

1. **Copy of the FOI Feedback Survey Form** (standard FOI Portal form)
2. **FOI Feedback Response Link** (FOI Portal – CSFWD page)
3. **Screenshot of FOI Feedback Page / Sample Reply**
 - *(If no FOI requests were received, screenshot of FOI Portal showing "No Requests" or dashboard page)*

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