



# CITY OF SAN FERNANDO WATER DISTRICT

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

## FREEDOM OF INFORMATION (FOI) MANUAL (ENGLISH)

### WHAT IS FREEDOM OF INFORMATION (FOI)?

Freedom of Information (FOI) is the right of the Filipino people to access information, records, and documents held by the government, subject to limitations provided by law, pursuant to **Executive Order No. 2, s. 2016**.

The City of San Fernando Water District (CSFWD) upholds transparency, accountability, and good governance through the implementation of the FOI Program.

### WHO MAY FILE AN FOI REQUEST?

Any **Filipino citizen** may file a request for information with CSFWD.

### WHAT INFORMATION MAY BE REQUESTED?

Requests may cover information related to:

- CSFWD programs, projects, and policies
- Reports, records, and official documents
- Other information relevant to agency operations

*Information covered by FOI exceptions under existing laws cannot be disclosed.*

### HOW TO FILE AN FOI REQUEST

FOI requests may be submitted through any of the following channels:

- **FOI Portal:** <https://www.foi.gov.ph/agencies/csfwd/>
- **Email:** csfwd@yahoo.com
- **In person:** CSFWD Office during official working hours

Please ensure that the request clearly describes the information being sought and includes complete contact details.

### HOW FOI REQUESTS ARE PROCESSED

- Requests are acknowledged within **15 working days**
- Evaluation is conducted to determine availability and disclosure
- Processing may be extended for up to **20 additional working days** when necessary
- Approved information is released in the agreed format

### ARE THERE FEES?

Filing an FOI request is free of charge, except for reasonable reproduction or certification costs.

### WHAT IF MY REQUEST IS DENIED?

An **administrative appeal** may be filed within **15 calendar days** from receipt of the notice of denial.

### FOI CONTACT INFORMATION

#### FOI Receiving Officer:

Ms. Leila S. Sambilay  
Public Relations Officer A

#### FOI Decision Maker / Appeals Authority:

ENGR. NELSON G. LINGAT, DPA  
General Manager

*This One-Page FOI Manual is issued in accordance with Executive Order No. 2, s. 2016 and Presidential Communications Office (PCO) guidelines.*

APPROVED BY:

ENGR. NELSON G. LINGAT, DPA  
General Manager  
Date: 01/28/2026



*"Malinis at sapat a danum para kareng Ferdinandinos"*