



# 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) PEOPLE'S MANUAL

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

Freedom of Information (FOI) is the right of every Filipino citizen to request and receive information from government offices. This right is guaranteed under **Executive Order No. 2, s. 2016**, subject to certain limitations provided by law. The City of San Fernando Water District (CSFWD) supports transparency and accountability by making government information accessible to the public.

### WHO CAN REQUEST INFORMATION?

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

### WHAT INFORMATION CAN BE REQUESTED?

You may request information related to:

- CSFWD programs, projects, and activities
- Policies, plans, and official issuances
- Reports, records, and other official documents

*Some information may not be disclosed if it falls under FOI exceptions such as national security, personal privacy, or matters protected by law.*

### HOW TO REQUEST INFORMATION

You may submit your FOI request through any of the following:

- **FOI Portal:** <https://www.foi.gov.ph/agencies/csfwd/>
  - **Email:** csfwd@yahoo.com
  - **In person:** Visit the CSFWD Office during official working hours
- Please provide a clear description of the information you are requesting and your complete contact details.

### HOW LONG WILL IT TAKE?

- CSFWD will acknowledge your request within **15 working days**
- Processing may be extended for up to **20 additional working days** if necessary
- You will be informed of the status of your request

### ARE THERE FEES?

Filing an FOI request is **free of charge**. However, reasonable fees may apply for photocopying, printing, or certification of documents.

### WHAT IF MY REQUEST IS DENIED?

If your request is denied, you may file an **administrative appeal** within **15 calendar days** from receipt of the notice of denial.

### WHO HANDLES FOI REQUESTS AT CSFWD?

#### FOI Receiving Officer:

Ms. Leila S. Sambilay  
Public Relations Officer A

#### FOI Decision Maker / Appeals Authority:

ENGR. NELSON G. LINGAT, DPA  
General Manager

### OUR COMMITMENT

CSFWD is committed to responding to FOI requests promptly, fairly, and in accordance with existing laws and regulations.

*This People's FOI Manual is issued pursuant to Executive Order No. 2, s. 2016 and the guidelines of the Presidential Communications Office (PCO).*

### APPROVED BY:

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



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