



# FREEDOM OF INFORMATION MANUAL

CORPORATE COMMUNICATIONS STAFF

(Version 1)

CAAP-ODG-CCS-FOIM v1 r0

Date: 30 JAN 2026

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**Freedom of Information Manual**

**FOREWORD**

The Civil Aviation Authority of the Philippines (CAAP) is committed to the highest standards of transparency, accountability, and good governance. As a pillar of the nation's aviation industry, we recognize that public trust is built upon the foundation of open communication and the proactive disclosure of information.

In full compliance with Executive Order No. 2, series of 2016, and the constitutional right of every Filipino to information on matters of public concern, we are pleased to present the CAAP Freedom of Information (FOI) Manual.

This manual serves as a comprehensive guide for both the public and our internal offices. It outlines the procedures, requirements, and timelines for requesting information, ensuring that every inquiry is handled with efficiency and integrity. Our goal is to promote transparency, providing our stakeholders and the public with a clear window into the policies, operations, and decision-making processes that shape the Philippine aviation landscape.

While we remain steadfast in our commitment to transparency, this manual also balances the right to information with the critical need for national security, passenger safety, and data privacy. In an industry as sensitive as aviation, protecting classified information and personal data is paramount to maintaining the safety and security of our skies.

Transparency is not merely a legal obligation; it is a vital tool for empowering our stakeholders. By providing access to information, we invite the public to become active participants in our mission to provide safe, reliable, and efficient air travel.

We enjoin all CAAP officials and employees to uphold the principles contained within this manual. Let us work together to foster a culture of openness that strengthens our institution and serves the best interests of the Filipino people.



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**RECORD OF AMENDMENT AND CORRIGENDA**

**A. Record of Amendment**

Revision Number	Date of Revision	Effective Date	Service/Office Head

**B. Record of Corrigenda**

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Prepared by:

**CHARLEY C. VILLENA**  
 CAAP FOI Receiving Officer

Date: 26 JAN 2026

Prepared by:

**DIANARA L. OBINA**  
 CAAP FOI Decision Maker

Date: 26 JAN 2026

Concurred by:

**NICOLE M. RAMOS-MENDOZA**  
 Chief, Corporate Communications Staff

Date: 26 JAN 2026

Approved by:

**LTGEN RAUL I. DEL ROSARIO AFP (RET)**  
 Director General

Date: 30 JAN 2026



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**ADMINISTRATION AND CONTROL**

**A. SYSTEM ADMINISTRATION AND CONTROL**

**1. Revisions to the Manual**

Revisions shall be made as appropriate to maintain this manual in compliance with existing CAAP policies, processes, and procedures, as well as standards set forth by the Freedom of Information-Project Management Office and other pertinent laws and regulations.

**2. Distribution**

- i. This manual shall be distributed in a timely manner to all authorized users specified in the Distribution List (DL). Proof of receipt or acknowledgement shall be documented whether provided electronically, in printed copy or through email.
- ii. Upon approval by the Director General (DG) and registration in the CAAP Master List of Documented Information, this manual shall be made available as an electronic copy in the CAAP Document Management System (DMS) administered by the Central Records and Archives Division (CRAD) and on the CAAP Website managed by the Information Technology Division (ITD).

**3. Control of Printed and Electronic Copy**

- i. The Master Copy of this Manual shall be maintained by the Corporate Communications Staff (CCS) for safekeeping.
  - ii. Printed copies of this manual are kept in the following offices and CAAP Units specified in the DL. Each printed copy shall have a designated manual control number. Proof of receipt or acknowledgement shall be documented whether provided electronically, in printed copy or through email.
  - iii. These printed copies and the online versions found on the CAAP DMS and Website are the only controlled copies of the manual. Any copy—whether digital or physical—obtained from other sources or printed
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without official validation shall be deemed uncontrolled and may not reflect the most recent updates.

**4. Change Control**

The Document Review and Approval Form (DRAF) shall be used in proposing for the creation, revision, or deletion to any part of this manual.

**B. Rules of Construction**

1. The core elements for the use of visual and branding identity standards in this manual shall be in accordance with the CAAP Memorandum dated 14 May 2024.
2. The Elements and formatting of this manual shall be in accordance with the policies and procedures set out in the CAAP Memoranda dated 24 May 2024 and 20 November 2024.



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**ACRONYMS AND ABBREVIATIONS**

<b>AAIIB</b>	- Aircraft Accident and Incident Investigation Board
<b>AANSOO</b>	- Aerodrome and Air Navigation Safety Oversight Office
<b>ADMS</b>	- Aerodrome Development and Management Service
<b>AISG</b>	- Aeronautical Information Service Group
<b>ANS</b>	- Air Navigation Service
<b>ATS</b>	- Air Traffic Service
<b>CAAP</b>	- Civil Aviation Authority of the Philippines
<b>ANS</b>	- Air Navigation Service
<b>CCS</b>	- Corporate Communications Staff
<b>CRAD</b>	- Central Records and Archives Division
<b>DG</b>	- Director General
<b>DDG</b>	- Deputy Director General
<b>DL</b>	- Distribution List
<b>DMS</b>	- Document Management System
<b>DRAF</b>	- Document Review and Approval Form
<b>EFOI</b>	- Electronic Freedom of Information
<b>ELS</b>	- Enforcement and Legal Service
<b>EO</b>	- Executive Order
<b>FDM</b>	- FOI Decision Maker
<b>FRO</b>	- FOI Receiving Officer
<b>FSIS</b>	- Flight Standards Inspectorate Service
<b>ICACS</b>	- International Civil Aviation Coordinating Staff
<b>ITD</b>	- Information Technology Division
<b>MC</b>	- Memorandum Circular



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- ODG** - Office of the Director General
- PCO** - Presidential Communications Office
- PMO** - Project Management Office
- RSD** - Regulatory Standards Department
- RSDD** - Regulatory Standards Development Division
- RSSD** - Regulatory Safety Standards Division
- SQMO** - Safety and Quality Management Office



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**REFERENCES**

- A. Data Privacy Act of 2012
- B. Executive Order No. 2, Series of 2016, on Freedom of Information (FOI)
- C. Freedom of Information MC No. 5, Series of 2017
- D. Freedom of Information MC No. 01-05, Series of 2021
- E. Office of the President Administrative Order No. 22, s. 2011
- F. Presidential Communications Office MC No. 24-004
- G. Presidential Communications Office MC No. 25-003
- H. Presidential Communications Operations Office FOI-MC No. 21-05



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<b>2</b>	<b>LTGEN ROZZANO D BRIGUEZ AFP (RET)</b> Deputy Director General for Operations	P & E		
<b>3</b>	<b>ATTY. DANJUN G. LUCAS</b> Deputy Director General for Administration	P & E		
<b>4</b>	<b>CAPTAIN THOMAS TANNHAUSER A. FORTUN</b> Chief, Administrative and Finance Service (AFS)	P & E		
<b>5</b>	<b>CAPTAIN FLORENDO C. AQUINO III</b> Chief, Flight Standards Inspectorate Service (AFS)	P & E		
<b>6</b>	<b>MGEN RICARDO C BANAYAT AFP (RET)</b> Chief, CAAP Security and Intelligence Service (CSIS)	P & E		
<b>7.</b>	<b>LTCOL VALENTINO A DIONELA PAF (RET)</b> Chief, Aerodrome Development and Management Service (ADMS)	P & E		



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<b>8</b>	<b>ENGR. GARY M. JADIE</b> Chief, Air Navigation Service (ANS)	P & E		
<b>9</b>	<b>MARLENE I. SINGSON</b> Chief, Air Traffic Service (ATS)	P & E		
<b>10</b>	<b>ATTY. ROBERTO MARTIN S. BUENAVENTURA</b> Chief, Enforcement and Legal Service (ELS)	P & E		
<b>11</b>	<b>GINA MARIE CARRILLO-LAZO</b> Chief, Civil Aviation Training Center (CATC)	P & E		
<b>12.</b>	<b>NICOLE M. RAMOS-MENDOZA</b> Chief, Corporate Communications Staff (CCS)	P & E		
<b>13.</b>	<b>REDMAR S. CRUZ</b> Liaison Assistant I / DCO, CCS	Master Copy		
<b>14.</b>	<b>Area Center 1</b>	E		
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**SECTION 1: OVERVIEW**

**A. Purpose:** The purpose of this Civil Aviation Authority of the Philippines (CAAP) Freedom of Information Manual (MANUAL) is to provide the process to guide and assist the CAAP including its attached agencies, bureaus and offices, in dealing with requests of information received under Executive Order (E.O.) No. 2, Series of 2016, on Freedom of Information (FOI). **(Annex "A")**

**B. Structure of the Manual:** This MANUAL shall set out the rules and procedures to be followed by the CAAP when a request for access to information is received. The CAAP Director General is responsible for all actions carried out under this MANUAL and may delegate this responsibility to the Deputies Director General. The Director General and Deputies Director General may delegate Service Chiefs, or any Area Center Manager to act as the Decision Maker (DM) for matter under their respective areas of expertise and responsibility and shall have overall responsibility for the initial decision on FOI requests, (i.e. to decide whether to release all the records, partially release the records or deny access).

**C. Coverage of the Manual:** The MANUAL shall cover all requests for information directed to the CAAP, including Area Centers.

**1. Internal Audit Service**

**2. Office of the Director General (ODG)**

- a. Civil Aviation Training Center (CATC)
- b. Corporate Planning Office (CorPlan)
- c. Corporate Communications Staff (CCS)
- d. Aerodrome and Air Navigation Safety Oversight Office (AANSOO)
- e. Aircraft Accident Investigation and Inquiry Board (AAIIB)
- f. International Civil Aviation Coordinating Staff (ICACS)
- g. Flight Inspection and Calibration Group (FICG)
- h. Enforcement and Legal Service (ELS)
- i. Aeronautical Information Service Group (AISG)

**3. Administrative and Finance Services (AFS)**

- a. Administrative Department, CAAP
- b. Finance Department, CAAP

**4. Aerodrome Development and Management Service (ADMS)**

- a. Aerodrome Engineering Department, CAAP
- b. Aerodrome Operations Department, CAAP



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**5. Air Navigation Service (ANS)**

- a. Air Navigation Project Planning and Design Department, CAAP
- b. Air Navigation Project Implementation Department, CAAP
- c. Air Navigation Quality Management Department, CAAP
- d. Air Navigation Operations Department, CAAP

**6. Air Traffic Service (ATS)**

- a. Air Traffic Planning and Progression Department, CAAP
- b. Aeronautical Information and Communication Department, CAAP
- c. Philippine Aeronautical Rescue Coordination Center (PARCC)

**7. CAAP Security and Intelligence Service (CSIS)**

- a. Security Division, CAAP
- b. Intelligence and Investigation Division, CAAP

**8. Flight Standards Inspectorate Service (FSIS)**

- a. Airworthiness Department, CAAP
- b. Airmen Examination Board, CAAP
- c. Flight Operations Department, CAAP
- d. Licensing And Certification Department, CAAP
- e. Office of the Flight Surgeon and Aviation Medicine, CAAP
- f. Regulatory Standards Department, CAAP

**9. Area Centers**

**D. FOI Receiving Officer:** An FOI receiving officer (FRO) from the Corporate Communications Staff under the Office of the Director General and/or other CAAP personnel shall be designated by the Director General. The FRO shall hold office at the Corporate Communications Staff Receiving Counter at the Administration Building, CAAP Head Office, Old MIA Road, Pasay City. In the absence of the designated FRO, an alternate FRO shall be assigned and automatically perform the functions of FRO until the designation of the official CAAP-FRO is undertaken.

The functions of the FRO shall include:

- 1. Receiving, on behalf of the CAAP or Area Centers, all requests for information and forward the same to the appropriate Service through its Chief of Service, Office Chief or Area Center Manager who has custody of the records or is responsible for the matter sought to be requested or otherwise is the most knowledgeable in the field under which the information requested falls;





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2. monitor all FOI requests and appeals;
3. provide assistance to the FOI Decision Maker;
4. provide assistance and support to the public and staff with regard to FOI;
5. compile statistical information as required; and,
6. conduct initial evaluation of the request and advise the requesting party whether the request will be forwarded to the FOI Decision Maker for further evaluation, or deny the request based on:
  - a. that the form is incomplete; or
  - b. that the information is already disclosed in the CAAP's Official Website or at data.gov.ph.

Attached offices of the CAAP shall assign their respective FROs.

**E. FOI Decision Maker:** An FOI Decision Maker (FDM) from the Corporate Communications Staff under the Office of the Director General and/or other CAAP personnel shall be designated by the Director General. The designated FDM shall evaluate requests for information and has the authority to grant the request, or deny it based on the following:

1. The CAAP does not have the information requested;
2. The information requested contains any of the following:
  - a. Personal information wherein no conditions exist for its lawful processing, or does not adhere to the general principles provided under the Data Privacy Act of 2012; or
  - b. Sensitive personal information and privileged information, wherein no exceptions for its processing and/or disclosure is provided, pursuant to the Data Privacy Act of 2012.
3. The information requested falls under the list of exceptions to FOI; or
4. The request is an unreasonable, subsequent, identical or substantially similar request from the same requesting party whose request was already previously granted or denied by the CAAP.

**F. Central Appeals and Review Committee:** There shall be a central appeals and review committee, designated by the Director General, composed of:

1. The Deputy Director General exercising supervisory function over the Service / Area Center;
2. Two (2) Service Chiefs other than the Service Chief who initially evaluated the request now submitted for appeal; or two Area Center Managers if an Area Center Manager already undertook the initial evaluation subject to appeal.

The review committee shall be tasked to review and analyze the grant or denial of request of information. The Committee shall also provide expert advice to the Director



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General on the denial of such request. The heads of the offices that later may be attached to CAAP shall likewise create a Central Appeals and Review Committee within their offices in similar manner stated herein.

**G. Approval and Denial of Request to Information:** Pursuant to the factors outlined in Section 1.E, the FOI Decision Maker shall determine the approval or denial of all information requests. In cases where the Decision Maker is on official leave, the Director General may delegate such authority to his Chief of Staff or any Officer not below the rank of a Director/Service Chief. The heads of offices that may later be attached to CAAP shall likewise have the authority to delegate such authority in the same manner.



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**SECTION 2: DEFINITION OF TERMS**

***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.

***eFOI.gov.ph.*** The website that serves as the government’s comprehensive FOI 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 they can be compared by agency and over time.

***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 with the performance or transaction of official business by any government office.

***Information for Disclosure.*** Information promoting the awareness and understanding of policies, programs, activities, rules or revisions affecting the public, government agencies, and the community and economy. It also includes information encouraging familiarity with the general operations, thrusts, and programs of the government. In line with the concept of proactive disclosure and open data, these types of information can already be posted to government websites, such as data.gov.ph, without need for written requests from the public.

***Official Record/s.*** 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.

***Open Data.*** Refers to publicly available data structured in a way that enables the data to be fully discoverable and usable by end users.

***Public Records.*** Shall include information required by laws, executive orders, rules, or regulations to be entered, kept, and made publicly available by a government office.



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**Public Service Contractor.** Shall be defined as a private entity that has dealing, contract, or a transaction of whatever form or kind with the government or a government agency or office that utilizes public funds.

**Personal Information.** Shall refer to any information, whether recorded in a material form or not, from which the identity of an individual is apparent or can be reasonably and directly ascertained by the entity holding the information, or when put together with other information would directly and certainly identify an individual.

**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.

**SECTION 3. GLOSSARY OF TERMS**

**Administrative FOI Appeal.** An independent review of the initial determination made in response to a FOI request. Requesting parties who are dissatisfied with the response made on their initial request have a right to appeal that initial determination to an office within the agency, which will then conduct an independent review.

**Annual FOI Report.** A report to be filed each year with the Presidential Communications Operations Office (PCOO) by all government agencies detailing the administration of the FOI. Annual FOI Reports contain detailed statistics on the number of FOI requests and appeals received, processed, and pending at each government office.

**Consultation.** When a government office locates a record that contains information of interest to another agency or office, it will ask for the view of such agency or office on whether the documents originating from them contain information of such nature that it may be disclosed for public consumption. This process is called a "consultation."



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**Exceptions.** Information that should not be released and disclosed in response to a FOI request because they are protected by the Constitution, laws or jurisprudence.

**Freedom of Information.** 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. 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.

**FOI Contact.** The name, address and phone number at each government office where you can make a FOI request.

**FOI Request.** A written request submitted to a government office personally or by email asking for records on any topic. A FOI request can generally be made by any Filipino to any government office.

**FOI Receiving Office.** The primary contact at each agency where the requesting party can call and ask questions about the FOI process or the pending FOI request.

**Frequently Requested Information.** Info released in response to a FOI request that the agency determines have become or are likely to become the subject of subsequent requests for substantially the same records.

**Full Denial.** When the CAAP or any of its affiliated agencies or offices cannot release any records in response to a FOI request, because, for example, the requested information is exempt from disclosure in its entirety or no records responsive to the request could be located.

**Full Grant.** When a government office is able to disclose all records in full in response to a FOI request.

**Multi-Track Processing.** A system that divides incoming FOI requests according to their complexity so that simple requests requiring relatively minimal review are placed in one processing track and more complex requests are placed in one or more other tracks. Requests granted expedited processing are placed in yet another track. Requests in each track are processed on a first in/first out basis.

**Partial Grant/Partial Denial.** When a government office is able to disclose portions of the records in response to a FOI request but must deny other portions of the request.



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**Pending Request or Pending Appeal.** An FOI request or administrative appeal for which a government office has not yet taken final action in all respects. It captures anything that is open at a given time including requests that are well within the statutory response time.

**Perfected Request.** A FOI request, which reasonably describes the records, is sought and is made in accordance with the government office's regulations.

**Proactive Disclosure.** Information made publicly available by government agencies without waiting for a specific FOI request. Government agencies now post on their websites a vast amount of material concerning their functions and mission.

**Processed Request or Processed Appeal.** The number of requests or appeals where the agency has completed its work and sent a final response to the requester.

**Received Request or Received Appeal.** An FOI request or administrative appeal that an agency has received within a fiscal year.

**Referral.** When a government office locates a record that originated from or, is otherwise, of primary interest to another agency, it will forward that record to the other agency to process the record and to provide the final determination directly to the requester. This process is called a "referral."

**Simple Request.** A FOI request that an agency anticipates will involve a small volume of material or which may be processed relatively quickly.



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**SECTION 4. PROMOTION OF OPENNESS IN GOVERNMENT**

**A. Duty to Publish Information.** The CAAP 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, and through their website, timely, true, accurate and updated key information including, but not limited to:

1. A description of its mandate, structure, powers, functions, duties and decision-making processes;
2. A description of the frontline services it delivers and the procedure and length of time by which they may be availed of;
3. The names of its key officials, their powers, functions and responsibilities, and their profiles and curriculum vitae;
4. Work programs, development plans, investment plans, projects, performance targets and accomplishments, and budgets, revenue allotments and expenditures;
5. Important rules and regulations, orders or decisions;
6. Current and important database and statistics that it generates;
7. Bidding processes and requirements; and
8. Mechanisms or procedures by which the public may participate in or otherwise influence the formulation of policy or the exercise of its powers.

**B. Accessibility of Language and Form.** The CAAP shall endeavor to translate key information into major Filipino languages and present them in popular form and means.

**C. Keeping of Records.** The CAAP shall create and/or maintain in appropriate formats accurate, reasonably complete documentation or records, policies, transactions, decisions, resolutions, enactments, actions, procedures, operations, activities, communications and documents received or filed with them, and the data generated or collected.



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**SECTION 5. PROTECTION OF PRIVACY**

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

- A. The CAAP shall ensure that personal information, particularly sensitive personal information, in its custody or under its control is disclosed only as permitted by existing laws;
- B. The CAAP shall protect personal information in its custody or under its control by making reasonable security arrangements 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 in the custody of the CAAP, shall not disclose that information except as authorized by existing laws.

**SECTION 6. STANDARD PROCEDURE**

*(See Annex "D" for flowchart)*

**A. Receipt of Request for Information.**

- 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, as well as provide valid proof of identification or authorization; and
  - c. The request shall reasonably describe the information requested, and the reason for, or purpose of, the request for information. (See **Annex "E"**)

The request may be through email, provided, that the requesting party shall attach in the email a scanned copy of the FOI application request, and a copy of a duly recognized government ID with photo.

- 2. **Standard Requests.** The request can be made through walk-in, email, snail mail and other electronic or paper-based means. In case of a request received through email or any electronic means (other than the eFOI portal), the requesting party shall attach in the said email (or in any electronic means) a scanned copy of the FOI request form, and a copy of a valid proof of identification. The Authority may entertain requests received through telephone calls and social media platforms. However, FRO must instruct the requesting party to comply with the necessary requirements provided under EO No. 2, s. 2016. The 15- working period will commence upon the receipt of the said requirements.
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**Freedom of Information Manual**

3. The request shall be stamped received by the FRO, indicating the date and time of the receipt of the written request, and the name, rank, title and position of the public officer who actually received it, with a corresponding signature and a copy, furnished to the requesting party. In case of email requests, the email shall be printed out and shall follow the procedure mentioned above and be acknowledged by electronic mail. The FRO shall input the details of the request on the Request Tracking System and allocate a reference number.
4. In case the requesting party is unable to make a written request, because of illiteracy or due to being a person with disability, they may make an oral request, and the FRO shall reduce to writing.
5. The CAAP or any of its offices must respond to requests 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 national 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 government office, or directly into the email inbox of a member of staff; or
- b. If the government office has asked the requesting party for further details to identify and locate the requested information, the date on which the necessary clarification is received.

An exception to this will be where the request has been emailed to an absent member of staff, and this has generated an 'out of office' message with instructions on how to re-direct the message to another contact. Where this is the case, the date of receipt will be the day the request arrives in the inbox of that contact.

Should the requested information need further details to identify or locate, then the fifteen (15) working days will commence the day after it receives the required clarification from the requesting party.

**B. Initial Evaluation.** After receipt of the request for information, the FRO shall evaluate the contents of the request.

- 1. Request relating to more than one office under the CAAP:** If a request for information is received which may be complied through information supplied by offices attached to CAAP, the FRO shall forward such request to the said attached agency, bureau and office concerned and ensure that it is well coordinated and



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monitor its compliance. The FRO shall also clear with the respective FROs of such attached offices that they will only provide the specific information that relates to their office.

**2. Requested information is not in the custody of the CAAP or any of its offices:**

If the requested information is not in the custody of the CAAP or any of its offices, following referral and discussions with the FDM, the FRO shall undertake the following steps:

- b. If the records requested refer to another office outside of CAAP, the request will be immediately transferred to such an appropriate office through the most expeditious manner, and the transferring office must inform the requesting party that the information is not held within the 15-working day limit. The Fifteen (15)-working day requirement for the receiving office commences the day after it receives the request.
- c. If the records refer to an office not within the coverage of E.O. No. 2, the requesting party shall be advised accordingly and provided with the contact details of that office, if known.

**3. Requested information is already posted and available on-line:** Should the information being requested is already posted and publicly available in the CAAP website, data.gov.ph or foi.gov.ph, the FRO shall inform the requesting party of the said fact and provide them the website link where the information is posted.

**4. Requested information is substantially similar or identical to the previous request:** Should the requested information be substantially similar or identical to a previous request by the same requester, the request shall be denied. However, the FRO shall inform the applicant of the reason for such denial.

**C. Transmittal of Request by the FRO to the FDM:** After receipt of the request for information, the FRO shall evaluate the information being requested, and notify the FDM of such request. The copy of the request shall be forwarded to such FDM within one (1) day from receipt of the written request. The FRO shall record the date, time and name of the FDM who received the request in a record book with the corresponding signature of acknowledgement of receipt of the request.

**D. Role of FDM in processing the request:** Upon receipt of the request for information from the FRO, the FDM shall assess and clarify the request if necessary. They shall make all necessary steps to locate and retrieve the information requested. The FDM



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shall ensure that the complete information requested be submitted to the FRO within 10 days upon receipt of such request.

The FRO shall note the date and time of receipt of the information from the FDM and report to the CAAP Director General or the designated Deputies Director General, or Service Chiefs, Area Center Managers, in case the submission is beyond the Ten (10)-day period.

If the FDM needs further details to identify or locate the information, they shall, through the FRO, seek clarification from the requesting party. The clarification shall stop the running of the 15 working day period and will commence the day after it receives the required clarification from the requesting party.

If the FDM determines that a record contains information of interest to another agency or office, the FDM shall consult with such agency or office on whether the information contained in documents originating from them is of such nature that it may be disclosed for public consumption before making any final determination.

**E. Role of FRO to transmit the information to the requesting party:** Upon receipt of the requested information from the FDM, the FRO shall collate and ensure that the information is complete. They shall attach a cover/transmittal letter signed by the CAAP Director General or the designated Deputies Director General, or Service Chiefs and Area Center Managers concerned and ensure the transmittal of such to the requesting party within 15 working days upon receipt of the request for information.

**F. Request for an Extension of Time:** If the information requested requires extensive search of the government's office records facilities, examination of voluminous records, the occurrence of fortuitous events or other analogous cases, the FDM should inform the FRO.

The FRO shall inform the requesting party of the extension, setting forth the reasons for such extension. In no case shall the extension exceed twenty (20) working days on top of the mandated fifteen (15) working days to act on the request, unless exceptional circumstances warrant a longer period.

**G. Notice to the Requesting Party of the Approval/Denial of the Request:** Once the DM approved or denied the request, they shall immediately notify the FRO who shall prepare the response to the requesting party either in writing or by email. All actions on FOI requests, whether approval or denial, shall pass through the CAAP Director General or any of his designated Deputies Director General, Service Chiefs or Area Center Managers for final approval.



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**H. Approval of Request:** In case of approval, the FRO shall ensure that all records that have been retrieved and considered be checked for possible exemptions, prior to actual release.

The FRO shall prepare the letter or email informing the requesting party within the prescribed period that the request was granted and be directed to pay the applicable fees, if any.

**I. 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. 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 the request to information. All denials on FOI requests shall pass through the Office of the CAAP Director General or to his designated Deputies Director General or Service Chiefs and Area Center Managers.

**J. "No Wrong Door Policy":** In compliance with FOI-MC No. 21-05 of the Guidelines on the Referral of Requested Information, Official Record/s and Public Record/s to the Appropriate Government Agency, otherwise known as the "No Wrong Door Policy for FOI," the CAAP will refer the request to the appropriate government agency that is the proper repository or custodian of the requested information or records, or have control over the said information of records. (See **Annex "E"**)



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**SECTION 7. REMEDIES IN CASE OF DENIAL**

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

- A.** Administrative FOI Appeal to the CAAP Central Appeals and Review Committee: Provided that the written appeal must be filed by the same requesting party within fifteen (15) calendar days from the notice of denial or from the lapse of the period to respond to the request.
  - 1. Denial of the Appeal by the Deputy Director General for Administration of the CAAP attached agencies, bureaus and offices may be appealed by filing a written appeal to the CAAP 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.
  - 2. The appeal shall be decided by the CAAP Director General upon the recommendation of the Central Appeals and Review Committee within thirty (30) working days from the filing of said written appeal. Failure to decide within the 30-day period shall be deemed a denial of the appeal.
  - 3. The denial of the Appeal by the CAAP Director General or the lapse of the period to respond to the request may be appealed further to the Office of the President under Administrative Order No. 22, s. 2011.
  
- B.** Upon exhaustion of administrative FOI appeal remedies, the requesting party may file the appropriate judicial action in accordance with the Rules of Court.

**SECTION 8. REQUEST TRACKING SYSTEM**

The CAAP shall maintain a tracking system for all information requests, whether received through physical or digital channels. Valid eFOI requests will be monitored using the tracking number generated by the eFOI Portal. Conversely, Standard FOI requests submitted outside the portal will be assigned a tracking number using the following format: STA-FOI-YEAR-### (e.g., STA-FOI-2026-001).



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**SECTION 9. FEES**

- A. No Request Fee.** The CAAP shall not charge any fee for accepting requests for access to information.
- B. Reasonable Cost of Reproduction and Copying of the Information:** The FRO shall immediately notify the requesting party in case there shall be a reproduction and copying fee in order to provide the information. Such fee shall be the actual amount spent by the CAAP in providing the information to the requesting party. The schedule of fees shall be posted by the CAAP.
- C. Exemption from Fees:** The CAAP may exempt any requesting party from payment of fees, upon request stating the valid reason why such requesting party shall not pay the fee.

**SECTION 10. ADMINISTRATIVE LIABILITY**

- A. Non-compliance with FOI.** Failure to comply with the provisions of this MANUAL shall be a ground for the following administrative penalties:
  - a. 1<sup>st</sup> Offense - Reprimand;
  - b. 2<sup>nd</sup> Offense - Suspension of one (1) to thirty (30) days; and
  - c. 3<sup>rd</sup> Offense - Dismissal from the service.
- B. Procedure.** The Revised Rules on Administrative Cases in the Civil Service shall be applicable in the disposition of cases under this Manual.
- C. 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 anybody or agency, which provides for penalties that are more stringent.



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**ANNEX "A"**

MALACAÑAN PALACE  
MANILA

**BY THE PRESIDENT OF THE PHILIPPINES**

**EXECUTIVE ORDER NO. 02**

**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 the faithful execution the laws;

**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:



**Freedom of Information Manual**

**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 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, CAAPs, 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 CAAP 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.



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Said inventory of exceptions shall periodically be updated to properly reflect any change in existing law and jurisprudence and the CAAP 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.

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.



**Freedom of Information Manual**

- (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 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 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.
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- (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 of 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 higher in the authority, following the procedure



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mentioned in Section 9 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.



Republic of the Philippines  
CIVIL AVIATION AUTHORITY OF THE PHILIPPINES

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**Page:**  
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**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 Director General



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**ANNEX "B"**

**FOI OFFICERS OF CAAP**

<b>Name of Office</b>	<b>Location of FOI Receiving Office</b>	<b>Contact Details</b>	<b>Assigned FOI Officers</b>
Office of the Director General- Corporate Communications Staff	Administration Bldg., Old MIA Road, Pasay City	(02) 8246 4988 local 2295  foi_officer@caap.gov.ph	<b>Ms. Dianara L. Obina,</b> Public Relations Officer IV (FDM)
			<b>Mr. Charley C. Villena,</b> Public Relations Officer I (FRO)



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**ANNEX "C"**

**Authority Order Designating CAAP FOI Officers**



24 JAN 2025  
Date

**AUTHORITY ORDER NO. 019-2025**

In the interest of public service, pursuant to the provisions of Executive Order No. 2 Series of 2016, also known as the Freedom of Information (FOI) Program, **MS. DIANARA L. OBINA**, Public Relations Officer IV, and **MR. CHARLEY C. VILLENA**, Public Relations Officer I under the Corporate Communications Staff (CCS), are hereby designated as FOI Decision Maker (FDM), and FOI Receiving Officer (FRO), respectively.

The designated CAAP FDM and FRO shall directly report to the Chief, Corporate Communications Staff and shall be tasked to perform the following:

**FOI Receiving Officer:**

1. Receiving on behalf of CAAP, all requests for information and forwarding the same to the appropriate office who has custody of the records or is most competent to respond to the query;
2. Monitor all FOI requests and appeals;
3. Provide assistance and support to the FOI Decision Maker, the public, and staff with regard to FOI;
4. Consolidate statistical information as required;
5. Conduct initial evaluation of the request and advise the requesting party whether the request will be forwarded to the FOI Decision maker for further evaluation. Or deny the request based on:
  - a. Completeness of the information on the form/request; or
  - b. Disclosed information at the CAAP official website, official social media page, or at data.gov.ph.
6. Shall perform all other duties and functions in pursuit of the duties required of the FRO.

**FOI Decision Maker:**

1. Evaluate the request forwarded by the FOI Receiving Officer and determine which office, service, or Area Center shall respond to the request for information;
2. Grant request or denial based on the following:
  - a. CAAP does not have the information being requested;
  - b. The information requested contains information protected by the Data Privacy Act of 2012;
  - c. The information requested falls under the list of exceptions to FOI; or
  - d. The request is an unreasonable subsequent, identical or a substantially similar request from the same requesting party whose request was already previously granted or denied by CAAP.
3. Shall perform all other duties and functions in pursuit of the duties of the FDM.

This order takes effect immediately and shall remain effective unless amended or revised.

All issuances in conflict herewith are hereby revoked.

**CAPTAIN MANUEL ANTONIO L. TAMAYO**  
Director General

**CIVIL AVIATION AUTHORITY  
OF THE PHILIPPINES  
CERTIFIED PHOTOCOPY  
(NOT VALID WITH ERASURE/ALTERATION)**

*M. Tabirao* 1-24-25  
**MARISSA T. TABIRAO**  
Records Officer IV  
Central Records and Archives Division



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**ANNEX "D"**

**LIST OF EXCEPTIONS**

**Memorandum Circular No. 89** - Updating the Inventory of Exceptions to the Right to Access of Information under Executive Order 02, s.2016.

**Exceptions to Right to Access of Information**

For the guidance of all government offices and instrumentalities covered by EO No. 2 (s. 2016) and the general public, the following are the exceptions to the right of access to information, as recognized by the Constitution, existing laws, or jurisprudence:<sup>1</sup>

1. Information covered by Executive privilege;
2. Privileged information relating to national security, defense or international relations;
3. Information concerning law enforcement and protection of public and personal safety;
4. Information deemed confidential for the protection of the privacy of persons and certain individuals such as minors, victims of 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;
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 considered 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.

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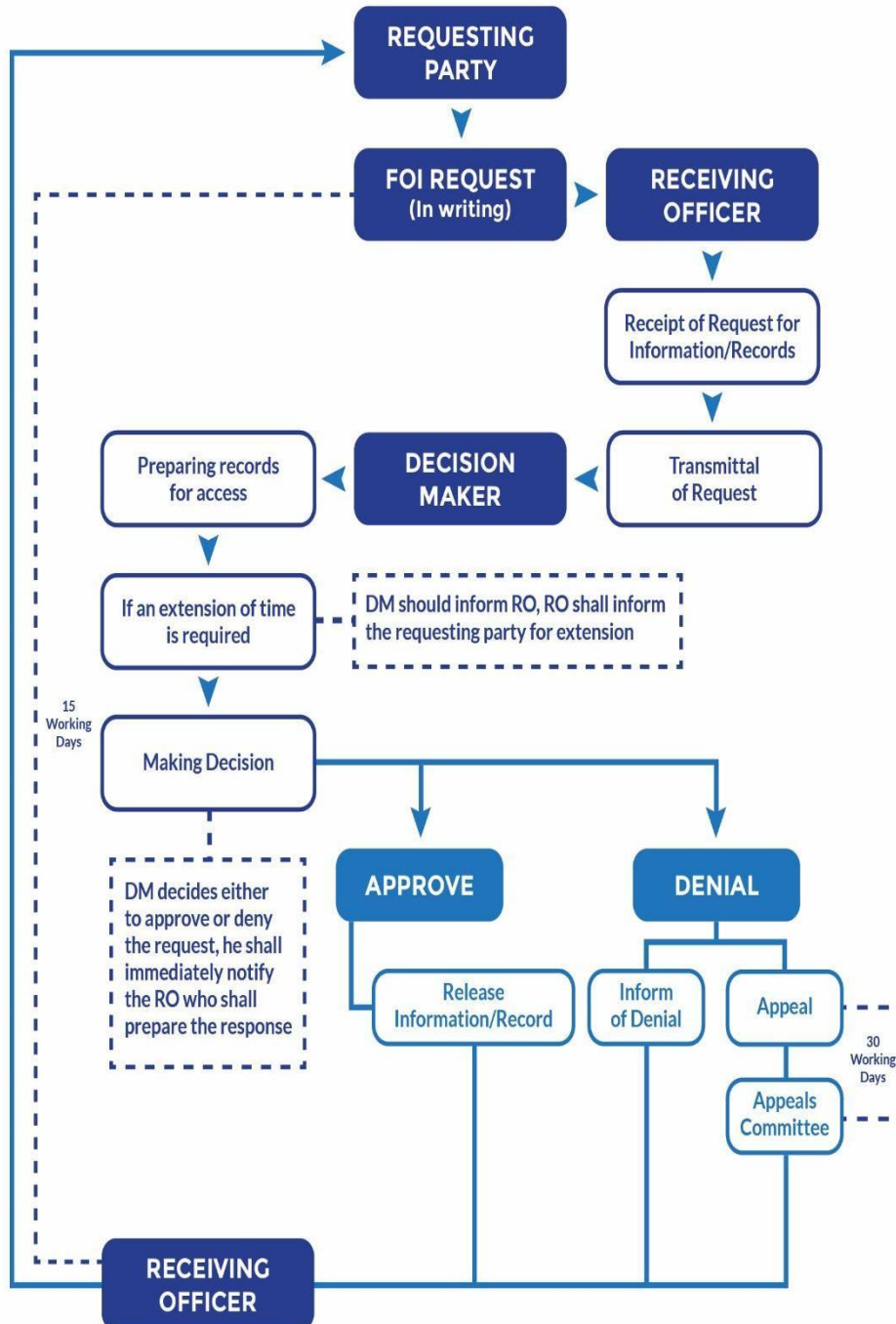
<sup>1</sup> These exceptions only apply to governmental bodies within the control and supervision of the Executive department. Unless specifically identified, these exceptions may be invoked by all officials, officers, or employees in the Executive branch in possession of the relevant records or information.



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**ANNEX "E"**

**FOI REQUEST FLOW CHART**





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**ANNEX "F"**  
**FOI-MC No. 21-05**



REPUBLIC OF THE PHILIPPINES  
**PRESIDENTIAL COMMUNICATIONS OPERATIONS OFFICE**  
*Tanggapang Pampanguluhan sa Operasyong Komunikasyon*  
 Ermita, City of Manila

**FOI-MC No. 21-05**

**FREEDOM OF INFORMATION  
 MEMORANDUM CIRCULAR**

**FOR : ALL AGENCIES, DEPARTMENTS, BUREAUS, OFFICES AND INSTRUMENTALITIES OF THE EXECUTIVE BRANCH INCLUDING GOVERNMENT-OWNED AND/OR CONTROLLED CORPORATIONS (GOCCS), STATE UNIVERSITIES AND COLLEGES (SUCS), AND LOCAL WATER DISTRICTS (LWDS)**

**SUBJECT : GUIDELINES ON THE REFERRAL OF REQUESTED INFORMATION, OFFICIAL RECORD/S AND PUBLIC RECORD/S TO THE APPROPRIATE GOVERNMENT AGENCY OTHERWISE KNOWN AS THE "NO WRONG DOOR POLICY FOR FOI"**

**WHEREAS**, Executive Order (EO) No. 02, s. 2016 was issued by President Rodrigo Roa R. Duterte to operationalize the Constitutional Right of Access to Information, and Policy of Full Public Disclosure in the Executive Department;

**WHEREAS**, Memorandum Order (MO) No. 10, s. 2016 designated the Presidential Communications Operations Office (PCOO) as the lead agency in the implementation of EO No. 02, s. 2016;

**WHEREAS**, Department Order No. 18, s. 2017, issued by the PCOO, created the Freedom of Information – Project Management Office (FOI-PMO) to exercise the mandate of MO No. 10, s. 2016;

**WHEREAS**, in order to ensure the policy of the President to have an open, transparent and accountable government, it is the mandate of the PCOO to develop programs and mechanisms to enhance the capacity of government agencies to comply with the FOI program;

**WHEREAS**, there is a need to break the prevailing "silo system" and lack of interconnection among government agencies, with the end goal of a government acting as a singular unit serving its primary client, its citizens;





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**NOW, THEREFORE,** by virtue of PCOO’s mandate to develop programs and mechanism to ensure compliance with the FOI program, particularly on addressing the issue regarding the referral of any requested information, official record/s, or public record/s to the appropriate government agency, these rules are hereby prescribed and promulgated for the information, guidance and compliance of all concerned:

**Section 1. Purpose.** – This rule seeks to set guidelines for the referral of any requested information, official record/s, or public record/s to the appropriate government agency by another agency which does not have in its possession or custody the requested information or records, or is not authorized to release the information to the public.

**Section 2. Coverage.** – This Order shall cover all government agencies under the Executive branch implementing the FOI Program, pursuant to EO No. 2, s. 2016 and all other related issuances, and applies to both paper-based and electronic form of requesting information.

**Section 3. Request for Information.** – Any person who requests for access to information shall comply with Section 9 of EO No. 02, s. 2016 and all other pertinent laws, existing rules and regulations, issuances, and orders. For purposes of this rule, information and records shall refer to information, official record/s, or public record/s as defined under EO No. 02, s. 2016.

**Section 4. Acceptance of request.** – As a general rule, all fully compliant requests for information shall be accepted by the FOI Receiving Officer (FRO) and FOI Decision Maker (FDM). No request for information shall be denied or refused acceptance by a government office unless the reason for the request is contrary to the Constitution, pertinent laws, existing rules and regulations, or it is one of the exceptions provided under the Inventory of Exceptions.

**Section 5. Process of Referral.** – When the requested information is not in the possession of a government agency (government agency no. 1 or GA1), but is available in another government agency (government agency no. 2 or GA2) under the Executive Branch, the request shall be immediately referred by GA1 to GA2 through the most expeditious manner but not exceeding three (3) working days from the receipt of the request. This shall be considered as the “**First Referral**” and a fresh period will apply.

*Referral to the appropriate government agency* shall mean that another government office is the proper repository or custodian of the requested information or records, or have control over the said information or records.



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If GA1 fails to refer the request within three (3) working days upon its receipt, the FRO shall act on it within the remaining period to respond pursuant to EO No. 02, s. 2016. No fresh period shall apply.

If GA1, in good faith, erroneously referred the request to GA2, the latter shall immediately notify the former as well as the requesting party, that the information requested is not available in their agency.

GA2, to whom the request was referred under the First Referral may subsequently refer the request to another government agency (government agency no. 3 or GA3) under the procedure set forth in the first paragraph of this Section. This shall be considered as the “**Second Referral**” and another fresh period shall apply.

Referrals under this Order shall only be limited to two (2) subsequent transfers of request. A written or email acknowledgement of the referral shall be made by the FRO of the government agency where it was referred.

The requesting party shall be notified of the referral and must be provided with the reason or rationale thereof, and contact details of the government office where the request was referred.

**Section 6. FOI Internal Messenger.** - The FOI-PMO shall create a “**FOI Internal Messenger**”. Such feature shall be included in the dashboards of FROs and FDMs, located at the eFOI portal or [www.foi.gov.ph](http://www.foi.gov.ph), where all FROs and FDMs can ask or confirm with each other on which agency has the control and custody of any information or record being requested.

Please see Annex “A” of this Circular for the No Wrong Door Policy Flowchart.

**Section 7. Status of the Request.** – A request that is referred to the appropriate government agency is considered **successful** if the same is acknowledged and the requested information is disclosed to the requestor.

If GA3, after the second referral, still cannot provide the information requested, it shall deny the said request and shall properly notify the requesting party.

In all phases of the referral, the requesting party shall be informed in writing, email, and/or through the eFOI of the status of his/her request.

**Section 8. Inventory of Receiving Officers and Decision Makers, and Agency Information Inventory.** – For the convenience of all FROs and FDMs



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in implementing this Circular, an inventory of the names and contact details of all designated FROs and FDMs of government agencies, and an Agency Information Inventory (AII) shall be compiled by the FOI-PMO.

The FOI-PMO shall be the central repository of the inventory of all designated FROs and FDMs and shall collate and update the names and contact information of the designated FROs and FDMs of each government agency. The inventory shall be posted at the eFOI portal, [www.foi.gov.ph](http://www.foi.gov.ph). FOI-PMO shall strictly adhere to Republic Act No. 10173 or the Data Privacy Act of 2012.

To assist the FROs in locating the requested information or record, an annual updating of the AII shall be required of all agencies on-boarded on the eFOI Portal. The consolidated inventory of information shall likewise be made available in the dashboard of the FRO and FDM for ease of access and information.

**Section 9. Separability Clause.** If, for any reason, any part or provision of this Memorandum Circular is declared invalid or unconstitutional, the other provisions not affected thereby shall remain in full force and effect.

**Section 10. Repealing Clause.** All orders, rules and regulations, memoranda, circulars, and issuances or any part thereof inconsistent with the provisions of this Memorandum Circular are hereby repealed, amended or modified accordingly.

**Section 11. Effectivity.** This Memorandum Circular shall take effect immediately.

**Manila, Philippines, 27th day of August 2021.**

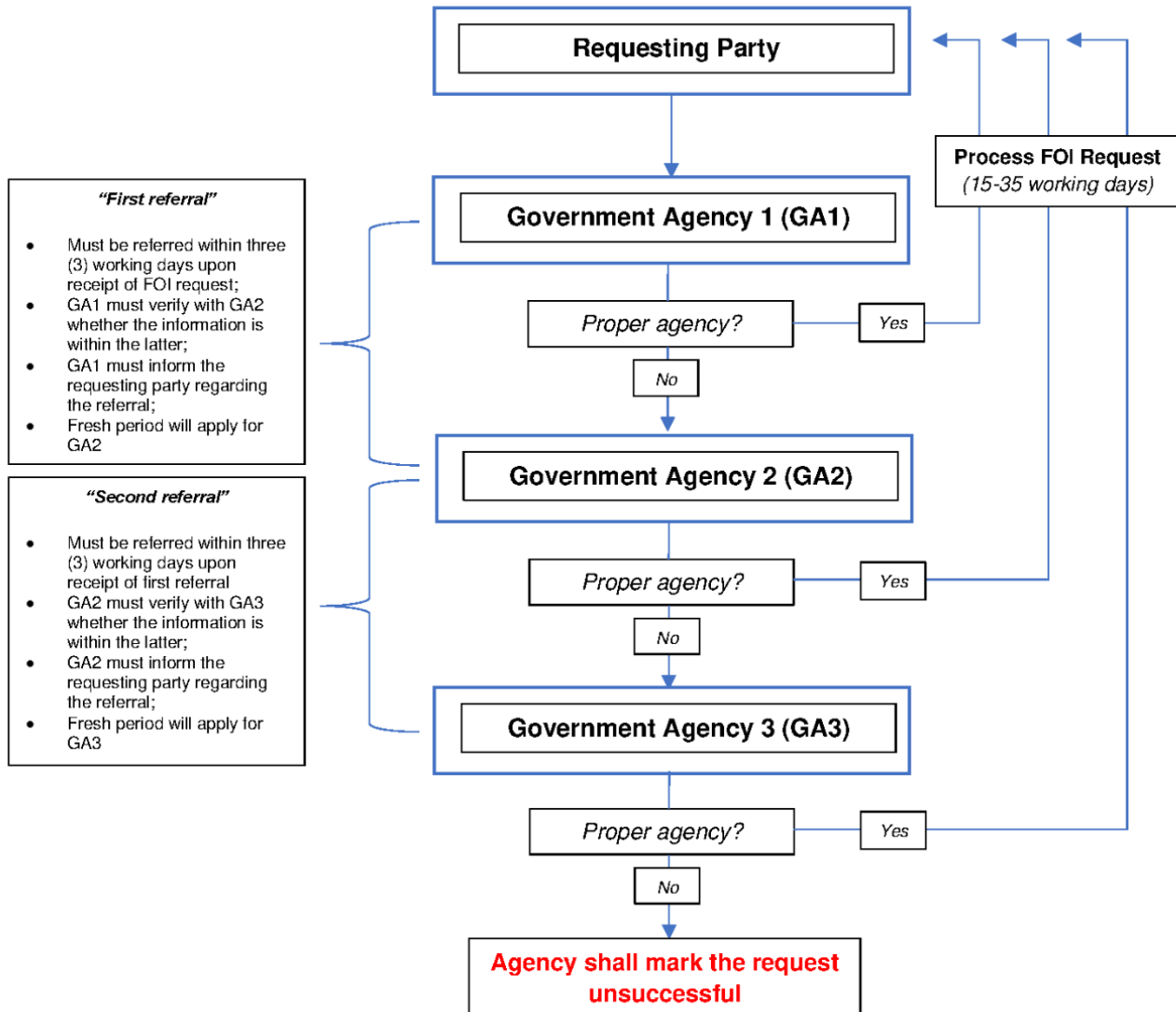
**JOSE RUPERTO MARTIN M. ANDANAR**  
Secretary and FOI Champion



**Freedom of Information Manual**

**ANNEX "G"**

**NO WRONG DOOR POLICY FLOWCHART**



**NOTE:**

If GA1 fails to refer the request within three (3) working days upon its receipt, the FOI Receiving Officer (FRO) shall act on it within the remaining period to respond pursuant to EO No. 2, s. 2016. No fresh period shall apply.



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**ANNEX "H"**

**FOI REQUEST FORM**

This document may be reproduced  
 and is NOT FOR SALE

FOI Tracking Number:



**FREEDOM OF INFORMATION REQUEST FORM**

(Pursuant to Executive Order No. 2, s. 2016)  
 (as of November 2016)

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. Note: (◀) denotes a MANDATORY field.

**A. Requesting Party**

You are required to supply your name and address for correspondence. Additional contact details will help us deal with your application and correspond with you in the manner you prefer.

1. Title (e.g. Mr, Mrs, Ms, Miss)	2. Given Name/s (including M.I)	3. Surname
_____	◀ _____	◀ _____
4. Complete Address (Apt/House Number, Street, City/Municipality, Province)		
◀ _____		
5. Landline/Fax	6. Mobile	7. Email
_____	◀ _____	_____
8. Preferred Mode of Communication	<input type="checkbox"/> Landline <input type="checkbox"/> Mobile Number <input type="checkbox"/> Email <input type="checkbox"/> Postal Address	
	<i>(If your request is successful, we will be sending the documents to you in this manner.)</i>	
9. Preferred Mode of Reply	<input type="checkbox"/> Email <input type="checkbox"/> Fax <input type="checkbox"/> Postal Address <input type="checkbox"/> Pick-Up at Agency	
10. Type of ID Given (Please ensure your IDs contain your photo and signature)	<input type="checkbox"/> Passport <input type="checkbox"/> Driver's License <input type="checkbox"/> SSS ID <input type="checkbox"/> Postal ID <input type="checkbox"/> Voter's ID	
	<input type="checkbox"/> School ID <input type="checkbox"/> Company ID <input type="checkbox"/> Others	

**B. Requested Information**

11. Agency - Connecting Agency (if applicable)	◀ _____	◀ _____
12. Title of Document/Record Requested (Please be as detailed as possible)	◀ _____	
13. Date or Period (DD/MM/YY)	◀ _____	
14. Purpose	◀ _____	
	_____	
	_____	
15. Document Type	◀ _____	
16. Reference Numbers (if known)	◀ _____	
17. Any other Relevant Information	◀ _____	



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**C. Declaration**

**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.

**I declare that:**

- The information provided in the form is complete and correct;
- I have read the Privacy notice;
- 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.

Signature ◀ \_\_\_\_\_

Date Accomplished (DD/MM/YYYY) ◀ \_\_\_\_\_

**D. FOI Receiving Officer [INTERNAL USE ONLY]**

Name (Print name) ◀ \_\_\_\_\_

Agency - Connecting Agency (if applicable, otherwise N/A) ◀ \_\_\_\_\_

Date entered on eFOI (if applicable, otherwise N/A) ◀ \_\_\_\_\_

Proof of ID Presented (Photocopies of original 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:  Approved  Denied

If Denied, please tick the Reason for the Denial  Invalid Request  Incomplete  Data already available online

Second Receiving Officer Assigned (print name) ◀ \_\_\_\_\_

Decision Maker Assigned to Application (print name) ◀ \_\_\_\_\_

Decision on Application  Successful  Partially Successful  Denied  Cost

If Denied, please tick the Reason for the Denial  Invalid Request  Incomplete  Data already available online  Exception Which Exception? \_\_\_\_\_

Date Request Finished (DD/MM/YYYY) ◀ \_\_\_\_\_

Date Documents (if any) Sent (DD/MM/YYYY) ◀ \_\_\_\_\_

FOI Registry Accomplished  Yes  No

RO Signature ◀ \_\_\_\_\_

Date (DD/MM/YYYY) ◀ \_\_\_\_\_



**Freedom of Information Manual**

**ANNEX "I-1"**

**FOI RESPONSE TEMPLATE - DOCUMENT ENCLOSED**

DATE

Dear \_\_\_\_\_,

Greetings from the Civil Aviation Authority of the Philippines (CAAP).

Thank you for your request dated <insert data> under Executive Order No. 2 (s. 2016) on Freedom of Information in the Executive Branch.

**Your request**

You asked for <quote request exactly, unless it is too long/complicated>.

**Response to your request**

Your FOI request is approved. I enclose a copy of [some/most/all]\* of the information you requested [in the format you asked for]

Thank you.

Respectfully,

\_\_\_\_\_  
**FOI Receiving Officer**



**Freedom of Information Manual**

**ANNEX "I-2"**

**FOI RESPONSE TEMPLATE - ANSWER**

DATE

Dear \_\_\_\_\_,

Greetings from the Civil Aviation Authority of the Philippines (CAAP).

Thank you for your request dated <insert data> under Executive Order No. 2 (s. 2016) on Freedom of Information in the Executive Branch.

**Your request**

You asked for <quote request exactly, unless it is too long/complicated>.

**Response to your request**

Your FOI request is approved. The answer to your request is <insert answer>

Thank you.

Respectfully,

\_\_\_\_\_  
**FOI Receiving Officer**



**Freedom of Information Manual**

**ANNEX "I-3"**

**FOI RESPONSE TEMPLATE - DOCUMENT AVAILABLE ONLINE**

DATE

Dear \_\_\_\_\_,

Greetings from the Civil Aviation Authority of the Philippines (CAAP).

Thank you for your request dated <insert data> under Executive Order No. 2 (s. 2016) on Freedom of Information in the Executive Branch.

**Your request**

You asked for <quote request exactly, unless it is too long/complicated>.

**Response to your request**

[Some/Most/All] of the information you have requested is already available online from <add details of where that specific information can be obtained e.g. data.gov.ph, foi.gov.ph or other government websites>.

**Your right to request a review**

If you are unhappy with this response to your FOI request, you may ask us to carry out an internal review of the response, by writing to <insert name of Director General and postal / e-mail address>. Your review request should explain why you are dissatisfied with this response, and should be made within 15 calendar days from the date when you received this letter. We will complete the review and tell you the result, within 30 calendar days from the date when we receive your review request.

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

Thank you.

Respectfully,

\_\_\_\_\_  
**FOI Receiving Officer**



**Freedom of Information Manual**

**ANNEX "I-4"**

**FOI RESPONSE TEMPLATE - DOCUMENT NOT AVAILABLE**

DATE

Dear \_\_\_\_\_,

Greetings from the Civil Aviation Authority of the Philippines (CAAP).

Thank you for your request dated <insert data> under Executive Order No. 2 (s. 2016) on Freedom of Information in the Executive Branch.

**Your request**

You asked for <quote request exactly, unless it is too long/complicated>.

**Response to your request**

While our aim is to provide information whenever possible, in this instance this Office does not have [some of]\* the information you have requested. However, you may wish to contact <insert name of other authority/organization> at<insert contact details. Who may be able to help you. The reasons why we don't have the information are explained in the Annex to this letter.

**Your right to request a review**

If you are unhappy with this response to your FOI request, you may ask us to carry out an internal review of the response, by writing to <insert name of Director General and postal / e-mail address>. Your review request should explain why you are dissatisfied with this response, and should be made within 15 calendar days from the date when you received this letter. We will complete the review and tell you the result, within 30 calendar days from the date when we receive your review request.

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

Thank you.

Respectfully

\_\_\_\_\_  
**FOI Receiving Officer**



**Freedom of Information Manual**

**ANNEX "I-5"**

**FOI RESPONSE TEMPLATE – UNDER EXCEPTIONS**

DATE

Dear \_\_\_\_\_,

Greetings from the Civil Aviation Authority of the Philippines (CAAP).

Thank you for your request dated <insert data> under Executive Order No. 2 (s. 2016) on Freedom of Information in the Executive Branch.

**Your request**

You asked for <quote request exactly, unless it is too long/complicated>.

**Response to your request**

While our aim is to provide information whenever possible, in this instance we are unable to provide [some of]\* the information you have requested because an exception(s) under section(s) <insert specific section number(s) of the List of Exceptions applies to that information. The reasons why that exemption(s) applies are explained in the Annex to this letter.

**Your right to request a review**

If you are unhappy with this response to your FOI request, you may ask us to carry out an internal review of the response, by writing to <insert name of Director General and postal / e-mail address>. Your review request should explain why you are dissatisfied with this response and should be made within 15 calendar days from the date when you received this letter. We will complete the review and tell you the result, within 30 calendar days from the date when we receive your review request.

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

Thank you.

Respectfully,

\_\_\_\_\_  
**FOI Receiving Officer**

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Republic of the Philippines  
CIVIL AVIATION AUTHORITY OF THE PHILIPPINES

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**Revision no:**  
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**Effectivity Date:**  
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**Page:**  
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