



FREEDOM OF INFORMATION (FOI) NARRATIVE FEEDBACK REPORT CY 2025

I. OVERVIEW

This Freedom of Information (FOI) Feedback Report for Calendar Year 2025 presents the performance of Lemery Water District in handling and responding to requests for information received from the public pursuant to Executive Order No. 2, s. 2016, and other applicable FOI guidelines.

For CY 2025, the agency received a total of two (2) standard FOI requests. Both requests were acted upon in accordance with existing FOI procedures and monitoring mechanisms established by the agency.

This report highlights the agency's commitment to transparency, accountability, and efficient public service by evaluating the status of requests received, processing timelines, and compliance with FOI standards.

II. SCOPE

This report covers all FOI requests received by Lemery Water District from January 1, 2025 to December 31, 2025.

Specifically, the report includes:

- Total number of standard requests received;
- Status of processed and ongoing requests;
- Processing timelines and completion dates; and
- Overall assessment of FOI implementation during the reporting period.

For CY 2025, only two (2) standard requests were officially received and recorded by the agency.

III. METHODOLOGY

Data used in this report were gathered from the agency's FOI Registry, monitoring sheets, and official records maintained by the designated FOI Receiving Officer (FRO) and FOI Decision Maker (DM).

The following procedures were undertaken:



1. Consolidation of all FOI requests received during CY 2025;
2. Verification of request details, processing dates, and completion status;
3. Classification of requests according to processing outcome;
4. Identification of requests that remain unresolved or ongoing; and
5. Preparation of narrative analysis based on available records and monitoring reports.

Requests without completed processing dates were classified as “ONGOING” in accordance with reporting guidelines.

IV. DATA INTERPRETATION

Based on the records reviewed, Lemery Water District received only two (2) standard FOI requests during Calendar Year 2025.

The low volume of requests indicates manageable public information transactions within the agency during the reporting period. The requests received were properly recorded, monitored, and processed in compliance with FOI procedures and prescribed timelines.

The agency demonstrated responsiveness and adherence to transparency mechanisms by ensuring that requests were appropriately acted upon and coordinated with concerned offices when necessary. Any request without a completed processing date was properly reflected as “ONGOING” in the monitoring records.

Overall, the agency maintained compliance with FOI reporting and monitoring requirements while continuing to uphold accountability and public access to information.

V. RECOMMENDATIONS

To further strengthen FOI implementation and improve public service delivery, the following measures are recommended:

1. The LEWAD crafted an FOI Customer Feedback Form with the following Service Quality Dimension to be rated from Needs Improvement to Excellent:
 - a. Are you satisfied with the handling of your FOI request?
 - b. For unsuccessful request, are you satisfied with the reason provided?
 - c. For successful request, was the response you received easy to understand?



Republic of the Philippines
Lemery Water District
Carnero Subdivision, Sangalang, Lemery, Batangas
Tel No. (043) 406-1776
Email Add.: lemerywd@yahoo.com
Website: lemerywaterdistrict.ph



d. Did you feel that we communicated with you effectively from start to finish?

Attached herewith as Annex A is a copy of FOI Customer Feedback Form.

2. Enhance FOI Monitoring Mechanisms
Maintain updated tracking and monitoring of requests to ensure timely submission of reports and status updates.
3. Sustain FOI Awareness Activities
Continue informing the public about the agency's FOI program and available channels for information requests.
4. Improve Inter-Office Coordination
Strengthen coordination among offices and personnel involved in processing FOI requests to maintain efficient service delivery.
5. Promote Proactive Disclosure
Regularly upload frequently requested information and reports on the agency website and official platforms to minimize repetitive requests and enhance transparency.

Prepared by

: 
JOSEPHINE S. MANABAT
FOI Receiving Officer

Reviewed by:


MARIA CECILIA M. MENDOZA
Administrative Chief C

Approved by:


HYDEE DELA LUNA-RAMIREZ, CE, DPA, AER.
General Manager



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ANNEX A

FOI CLIENT/CUSTOMER FEEDBACK FORM

Client Name:	Control No:
Address:	Date:

Kindly rate the service of the Lemery Water District in partnership with Primewater Lemery in answering the information/data requested using the following scale:

- | | |
|-----------------------|-----------------------|
| 5 – EXCELLENT | 2 – FAIR |
| 4 – VERY SATISFACTORY | 1 – NEEDS IMPROVEMENT |
| 3 – SATISFACTORY | |

**If rating = "Needs improvement", please state how we can improve in the "Remarks" column.*



SERVICE QUALITY DIMENSION	5	4	3	2	1	REMARKS
1. Are you satisfied with the handling of your FOI request?						
2. For unsuccessful request, are you satisfied with the reason provided?						
3. For successful request, was the response you received easy to understand?						
4. Did you feel that we communicated with you effectively, from start to						

SIGNATURE:

