



OFFICE OF THE CORPORATE SECRETARY

EXACT COPY OF RES. NO. 113 ADOPTED BY THE GSIS BOARD OF TRUSTEES IN ITS MEETING NO. 19 HELD ON 27 OCTOBER 2020

Approval of the 2020 GSIS Freedom of Information Manual¹

RESOLUTION NO. 113

WHEREAS, on 24 November 2016, the GSIS Freedom of Information (FOI) Manual was first issued pursuant to Executive Order No. 2, s. 2016 (Operationalizing in the Executive Branch the People's Constitutional Right to Information and the State Policies of Full Public Disclosure and Transparency in Public Service and Providing Guidelines Therefor);

WHEREAS, on 28 November 2017, Board Resolution No. 233 restored the offices of Executive Vice Presidents in the organizational setup;


WHEREAS, on 31 January 2019, the Presidential Communications Operations Office (PCOO) issued Memorandum Circular No. 001, s. 2019 mandating the creation of the Central Appeals and Review Committee composed of at least three senior officers with equal rank or higher rank than the FOI Decision Maker, and launched the eFOI Platform;

WHEREAS, there is a need to revise the existing GSIS FOI Manual to harmonize its provisions with the PCOO issuance and the new eFOI platform as well as to update the roles of GSIS FOI Officers given the present organizational setup;

RESOLVED, to **APPROVE** and **CONFIRM** the adoption of the 2020 GSIS FOI Manual as proposed by the Acting Executive Vice President for Research, Innovation, and Strategic Advisory in his memorandum dated 24 September 2020;

¹ Classification: General Dissemination

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M.A. RUTH ALMIRA G. VASQUEZ
Records Officer
Office of the Corporate Secretary

11 November 2020

RESOLVED FURTHER, to **APPROVE** the submission of the 2020 GSIS FOI Manual to the PCOO for evaluation.

A copy of the 2020 GSIS FOI Manual is made an integral part of this Resolution.

CERTIFIED CORRECT:

ORIGINAL SIGNED
ATTY. LUZ VICTORIA F. REYES MORANDO
Corporate Secretary

CONFIRMED:

ORIGINAL SIGNED
LUCAS P. BERSAMIN
Chairman

ORIGINAL SIGNED
ROLANDO L. MACASAET
Vice Chairman

ORIGINAL SIGNED
WILFREDO C. MALDIA
Trustee

ORIGINAL SIGNED
JOCELYN DE GUZMAN CABREZA
Trustee

ORIGINAL SIGNED
ALAN R. LUGA
Trustee

ORIGINAL SIGNED
NINA/RICCI A. YNARES-CHIONGBIAN
Trustee

ORIGINAL SIGNED
ANTHONY B. SASIN
Trustee

ORIGINAL SIGNED
KAHAR H. MACASAYON
Trustee

ORIGINAL SIGNED
CARLO ANTONIO B. ALMIRANTE
Trustee

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R. Vasquez
M. RUTH ALMIRA G. VASQUEZ
Records Officer
Office of the Corporate Secretary

11 November 2020

THE 2020 GOVERNMENT SERVICE INSURANCE SYSTEM FREEDOM OF INFORMATION MANUAL

I. BACKGROUND

Executive Order (EO) No. 02, s. 2016 (*Operationalizing in the Executive Branch the People's Constitutional Right to Information and the State Policies of Full Public Disclosure and Transparency in Public Service and Providing Guidelines Therefor*) was issued on 23 July 2016 to implement the constitutional policy of full public disclosure of government transactions involving public interest, and the constitutional guarantee of the right of the people to information of public concern.

This also recognizes the fundamental role of free and open exchange of information in a democracy, which is meant to enhance transparency and accountability in government official acts, transactions, or decisions.¹

In order to effectively implement the provisions of said EO, all government offices, including the Government Service Insurance System (GSIS), were directed to prepare their own People's Freedom of Information (FOI) Manual. In compliance therewith, the GSIS FOI Manual was first issued on 24 November 2016.

On 31 January 2019, the Presidential Communications Operations Office (PCOO) issued Memorandum Circular (MC) No. 001, s. 2019 providing the Guidelines on the Freedom of Information Appeals Mechanism. Under this MC, the implementing agencies were advised to create a Central Appeals and Review Committee to be composed of at least three (3) senior officers with equal or higher rank to the Decision Maker.

Moreover, the PCOO launched the eFOI Platform, where requests made online (<https://www.foi.gov.ph>) will be automatically sent to the agencies concerned for immediate processing.

Also, the Executive Vice President (EVP) positions have been recently restored in the GSIS through the issuance of Board Resolution No. 233 dated 28 November 2017.

Thus, to harmonize the existing provisions of this Manual with PCOO MC No. 001, s. 2019 and the eFOI program, as well as update the roles given the present set-up, the Revised GSIS FOI Manual is hereby issued.

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M.A. RUTH ALMIRA G. VASQUEZ
Records Officer
Office of the Corporate Secretary

11 November 2020

¹ EO 02 dated 23 July 2016.

II. OBJECTIVES

This PPG aims to:

- A. Provide the revised guidelines that will effectively implement the provisions of EO No. 2, s. 2016 and subsequent related issuances in all GSIS offices;
- B. Provide the updated procedures in filing and processing requests to access information under the custody of the GSIS;
- C. Identify responsibilities for the implementation of the provisions of this Revised Manual; and
- D. Prescribe the administrative and criminal liability of GSIS officers and employees who fail to comply with the provisions hereof.

III. DEFINITION OF TERMS

Unless the context otherwise indicates, the following terms shall mean:

- A. **GSIS Records Disposition Schedule (GSIS RDS)** – Records control schedule arranged by Functional Group (FG), governing the retention of GSIS records, to define the active and inactive period including the conditions that must be met before the actual disposal of records.²
- B. **eFOI Platform** – An online facility which allows Filipino citizens to request any information about government transactions and operations, provided that it shall not put into jeopardy privacy and matters of national security.³
- C. **Information** – pertains to 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.⁴
- D. **Inventory of Exceptions** – list prepared by the Department of Justice (DOJ) and the Office of the Solicitor General (OSG), and circularized by the Office of the President for the guidance of all government offices and

² Policy and Procedural Guidelines (PPG) No. 335-19, *Enhanced Guidelines on the Records Management System* dated 08 May 2019.

³ The online facility may be accessed through www.foi.gov.ph.

⁴ EO 02 dated 23 July 2016.

the general public, enumerating information which cannot be accessed by the requesting parties.

- E. **List of GSIS Information** – list prepared by the GSIS enumerating information which may or may not be accessed by the requesting parties.
- F. **Official record(s)** – 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.⁵
- G. **Open Data** – a publicly available data that is fully discoverable and usable by end-users.
- H. **Personal information** – 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.⁶
- I. **Public record(s)** – information required by laws, executive orders, rules, or regulations to be entered, kept and made publicly available by a government office.⁷
- J. **Sensitive Personal Information** – are personal information:
 - 1. About an individual's race, ethnic origin, marital status, age, color, and religious, philosophical or political affiliations;
 - 2. About an individual's health, education, genetic or sexual life of a person, or to any proceeding for any offense committed or alleged to have been committed by such person, the disposal of such proceedings, or the sentence of any court in such proceedings;
 - 3. 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
 - 4. Specifically established by an executive order or an act of Congress to be kept classified.⁸

IV. COVERAGE

The provisions of this Manual shall cover handling of GSIS information and processing of requests from any Filipino citizen regarding GSIS information

⁵ EO 02 dated 23 July 2016.

⁶ Republic Act 10173 or the Data Privacy Act of 2012.

⁷ *Ibid.*

⁸ Republic Act 10173 or the Data Privacy Act of 2012.

on matters of public concern⁹ and GSIS transactions involving public interest¹⁰.

These provisions shall not apply to the following:

- A. Requests for information by members and pensioners pertaining to their membership, loans, insurance coverage, claims, retirement and pension records;
- B. Requests for information by Agency Authorized Officers, Electronic Remittance File Handlers, and Liaison Officers relating to the members of their respective agencies;
- C. Requests by third parties for member or pensioner information considered not of public concern such as individual and unauthorized request made by a relative of a member on the member's GSIS benefits;
- D. Requests made by account holders or other interested persons for housing account information considered not of public concern;
- E. Requests for information by other government agencies and/or public sector offices;
- F. All other transactions covered by the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 and its Implementing Rules and Regulations.¹¹

V. PROTECTION OF PRIVACY¹²

While providing access to information, public records, and official records, GSIS shall afford full protection to the right to privacy of the individual as follows:

- A. GSIS shall ensure that personal and sensitive 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 EO 02, s. 2016, Data Privacy Act of 2012 or existing law, rules or regulations;
- B. GSIS must protect personal information in its custody or control by making reasonable security arrangements against leaks or premature

⁹ EO 02 dated 23 July 2016 citing Section 7, Article III of the 1987 Constitution.

¹⁰ EO 02 dated 23 July 2016 citing Section 28, Article II of the 1987 Constitution.

¹¹ Business-related and nonbusiness transactions referring to permitting, licensing, and issuance of any privilege, right, reward, clearance, authorization, or concession, including frontline services enrolled in the existing Citizen's Charter, whether or not related to business, corresponding back-end/support services, and regulatory functions related to permitting, licensing and issuance of a privilege, right, reward, clearance, authorization or concession (*Implementing Rules and Regulations of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018*).

¹² EO 02 dated 23 July 2016.

disclosure of personal information which unduly exposes the individual whose personal information is requested to vilification, harassment or any other wrongful acts; and

- C. Any personnel of GSIS 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 Manual or pursuant to existing laws, rules or regulation.

VI. GSIS OPEN DATA

The GSIS Website shall contain information readily accessible to the public without need for written request such as, but not limited to, GSIS mandate and functions, names of its officials with their positions and designations, annual reports, approved budgets and audited financial statements.

VII. LIST OF GSIS INFORMATION

The List of GSIS Information shall be periodically updated to reflect any change in the said list and as a result of any change in existing laws, jurisprudence and Inventory of Exceptions circularized by the Office of the President.

The information contained in the List shall be classified according to the following¹³:

1. Public - information that can be disclosed for public consumption regardless of identity;
2. Exception - information that is under the Exception List issued by the Office of the President and cannot be disclosed to the public;
3. Internal - information that is only for the agency's consumption; and
4. Limited - information that upon verification of the requesting party's identity, can only be disclosed to specific person(s) and/or entity/ies.

For this purpose, the FG shall identify through an Office Order the persons authorized to receive information that are classified as Limited.

The List of GSIS Information shall be submitted to the PCOO by the Records Management Department in compliance with FOI requirements on the month following the issuance of said List or its subsequent amendments, if any.

¹³ PCOO FOI-MC No. 05, s. 2017 dated 11 July 2017.

VIII. FOI CHAMPIONS, DECISION MAKER AND RECEIVING OFFICER/S

A. The GSIS FOI Champions shall be the following:

Sector/Office	FOI Champion
Core Business Sector	Executive Vice President Concerned
Support Services Sector	
Research, Innovation and Strategic Advisory Sector	
Finance Sector	
Office of the President and General Manager (OPGM)	Chief of Staff-OPGM
Office of the Corporate Secretary	Corporate Secretary

The FOI Champions shall be responsible for overseeing compliance by their respective Sectors or Offices with E.O. No. 02, s. 2016. They shall likewise act on appeals filed by the requesting party on the denial of request for information falling under their respective jurisdictions.

B. The FOI Decision Maker, eFOI Decision Maker, FOI Receiving Officer and eFOI Receiving Officer shall be the following GSIS officials and employees:

Role	Central Office (CO)	Branch Office (BO) / Extension Office (EO)
FOI Decision Maker	Records Management Department (RMD) Manager	
eFOI Decision Maker	RMD Manager	
FOI Receiving Officer	RMD personnel other than the Information Custodian (IC)	BO or EO personnel other than the IC
eFOI Receiving Officer	RMD personnel	

C. The GSIS FOI Decision Maker shall be responsible for granting or denying requests for information which are not included in the latest List of GSIS Information.

The eFOI Decision Maker shall evaluate requests logged in the eFOI portal and grant or deny these requests based on the GSIS List of Information, including requests for information classified as Limited.

- D. The Receiving Officer shall receive, log and forward requests for information to the Information Custodian (IC) for appropriate action.

For the eFOI portal, the eFOI Receiving Officer shall receive, log and forward requests for information to the eFOI Decision Maker for appropriate action.

- E. In case of absence of the above officials or if the position vested with the authority is vacant, their duly designated Officers-in-Charge (OIC) or officials designated in an acting capacity, respectively, shall assume their responsibilities.

IX. HANDLING OF INFORMATION

A. Custody and Accountability

1. Designation of IC

The RMD Officer I in the CO, Branch Managers (BMs) in the BO and EO Heads in the EOs shall be the Information Custodians (ICs).

The ICs shall:

- a. Maintain the records and/or information of the GSIS except for the records of units which were authorized to safekeep their own records;
- b. Ensure that released information are properly coded (**Annex A**) for tracking, monitoring, retrieval and documentation purposes; and
- c. Serve as the officers authorized to release information or deny requests for information which are not for disclosure under the List of GSIS Information, except those coursed through the eFOI portal which shall be acted upon by the RMD Manager.

The location and contact information of the IC in the CO, BOs and EOs where the public can obtain information or submit requests are contained in **Annex B**.

2. Designation of Point Persons

The Department Managers, Unit Heads and Committee Secretariat Heads in the CO shall be designated as the Point Persons between RMD and Department, Unit or Committee Secretariat concerned for information requested by a third party but currently not in the custody

of the RMD. For the BOs and EOs, the ICs shall be the Point Persons.

B. Request for Access to Information

1. Any person who needs access to records or information shall submit a duly accomplished FOI Request Form (**Annex C**)¹⁴ with the GSIS (through the FOI booth for CO, Receiving Officer for BO or EO, as the case may be), a copy of at least one (1) government-issued identification card (ID), and consent from the owner of the information if the record or document requested contains sensitive personal and/or personal information.

The written consent of the owner of information shall be accompanied by a copy of a government-issued ID for verification by the Receiving Officer.

2. A request may also be submitted through the following:
 - a. A Letter or FOI email account (gsisfoi@gsis.gov.ph), provided that the following are included:
 - 1) Title of requested document;
 - 2) Period covered;
 - 3) Reason for or purpose of the request for information;
 - 4) Name, address and contact number of requesting party;
 - 5) A copy of at least one (1) government-issued ID; and
 - 6) Verified consent from the owner of the information if the record or document requested contains sensitive personal and/or personal information
 - b. eFOI platform where the requester shall be required to create an eFOI account and log an eFOI transaction request.

Requests made through the eFOI platform shall be automatically sent to GSIS for immediate processing and shall be accessed daily by the designated eFOI Receiving Officer.

3. In case the requesting party cannot fill out the FOI Request Form, the Receiving Officer shall translate such request into the Form.

However, for requests submitted through letter or FOI email account, which are found to be sufficient based on the requirements under

¹⁴ Available in the GSIS website and offices nationwide.

Section IX.B.2, the Receiving Officer need not translate said request into the FOI Request Form.

4. The request shall be considered valid only when the requirements set in items 1 and 2 in this Section are satisfied.

The information provided by the GSIS shall not be used for commercial purposes, and shall not be sold or shared to any person or entity without the consent of the GSIS.

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 of Exceptions as hereinabove provided.

C. Receipt of Request

The Receiving Officer shall log the request, whether valid or invalid, in the GSIS FOI Registry (**Annex D**).

If the request is invalid or found to be ambiguous, the Receiving Officer shall not accept the request, explain the deficiency to the requester and require resubmission of complete requirements. For requests received through mail, email and eFOI portal, the Receiving Officer shall communicate the deficiency/ies to the requester within two (2) working days from receipt thereof.

Requests for information which are not readily available in the receiving office shall be forwarded to the concerned IC or Point Person, as follows:

Receiving Office	Forward To
RMD	FG concerned
	BO/EO
BO/EO	RMD
	Another BO/EO
	FG Concerned

*Refer to detailed procedures in Section X.

The request shall be stamped, indicating the date and time of receipt and the name and position of the Receiving Officer with the corresponding signature. An acknowledgement receipt (**Annex E**) shall be given personally or sent through mail or email to the requesting party as proof of receipt of request.

The GSIS shall respond to a request fully compliant with the requirements of Section IX.B hereof within fifteen (15) working days from receipt thereof.

D. Evaluation of Request

The receiving IC shall evaluate requests based on the List of GSIS Information.

1. If requested information may be disclosed to the public, the IC shall facilitate the retrieval of the requested information.
2. If requested information may not be disclosed to the public, the requesting party shall be notified in writing of the denial of the request (**Annex F**). The notice shall clearly set forth the ground or grounds for denial, the circumstances on which the denial is based, and advice that the requester may make a written appeal addressed to the GSIS FOI Central Appeals and Review Committee (CARC).
3. If requested information is not in the List, the IC for CO, or the IC for BO or EO shall coordinate with the concerned Point Person, IC for BO or EO, or IC for CO to confirm if requested information is in their custody.
 - a. The Point Person, IC for CO, or IC for BO or EO shall confirm the availability of the information to the inquiring IC.

The inquiring IC shall coordinate with them the classification of the requested information and shall recommend the grant or denial of request to the FOI Decision Maker. The inquiring IC shall thereafter communicate to the concerned Point Person, IC for CO, or IC for BO or EO the action taken on the document.

- b. If the information is not in the custody of GSIS, a letter to be signed by the IC shall be sent to the requester informing him or her of such.
4. If the requested information is classified as Limited, the IC for CO, or IC for BO or EO shall refer to the Office Order identifying the specific persons and/or entities to whom the requested information may be disclosed.
 - a. If the requester is among the specified persons and/or entities, the receiving IC shall grant the request upon verification of requester's identity.
 - b. If the requester is NOT among the specified persons and/or entities, the receiving IC shall deny the request.
5. If the requested information is an open data, the IC or eFOI Decision Maker shall inform the requester that such may be accessed through the GSIS Website.

E. Reproduction and Release of Requested Information

If the information requested may be disclosed to the public, the IC shall facilitate reproduction of requested information. It shall be photocopied, certified (if necessary) and coded.

The IC concerned shall inform the requester of the availability of the requested information for pick-up.

The requested information shall be released to the requester personally or to his or her duly authorized representative upon payment of applicable fees.

The authorized representative shall be required to present and/or submit the following:

1. Authorization letter duly signed by the requester;
2. Photocopy of government-issued ID of the requester; and
3. Government-issued ID of the authorized representative.

F. Applicable Fees

The IC shall charge reasonable fees to reimburse necessary costs, as follows:

Cost	To Cover Expenses For
Php5.00 per page (photocopy or Certified True Copy)	Reproduction and Copying of Information
Php100.00 per disc for electronic information saved in a disc	

The fees shall be paid at the Cashiering Unit. Such fees shall be reviewed by the FOI Champions every three (3) years and adjusted, if necessary.

The GSIS may waive the fees whenever it is satisfied that the requester is indigent as evidenced by a Certificate of Indigency issued by any of the following:

1. Punong Barangay where he or she resides;
2. Department of Social Welfare and Development, its local district office; or
3. City/Municipal Social Welfare and Development Office having jurisdiction over the residence of the indigent.

In no case shall the applicable fees be so onerous as to defeat the purpose of this Manual.

G. Notice of Extension

The IC may request from his or her VP extension of period to provide the requested information in any of the following cases:

1. The requested information is not in the custody of the IC;
2. The requested information is not included in the List of GSIS Information;
3. The request requires examination of voluminous records; or
4. Occurrence of fortuitous events or other analogous cases.

After approval of the concerned VP, the IC or eFOI Decision Maker shall inform the requesting party of the extension, setting forth the reason for such extension (**Annex G**).

In no case shall the extension go beyond twenty (20) working days unless exceptional circumstances warrant a longer period.

H. Remedies in Cases of Denial of Request for Access to Information¹⁵

A requesting party may file a written appeal on a denied request to any GSIS Office, which shall then be referred to the GSIS FOI CARC, within fifteen (15) working days upon receipt of notice of denial or upon lapse of the period within which the GSIS should have notified the requesting party in writing either through a Denial Letter or Notice of Extension.

The GSIS FOI CARC shall be composed of the following:

Chairperson : The Vice President-Adjudication and Policy Office

Vice Chairperson : The Vice President-Information Security Office

Members : One (1) Manager representing the OPGM

One (1) Manager representing the Real Estate Asset
Disposition and Management Office

One (1) Manager representing the Operations
Groups

One (1) Manager representing the Insurance Group

One (1) Manager representing the Human
Resources Office

¹⁵ Based on the requirements of FOI – MC No. 001, s. 2019 on Guidelines on the Freedom of Information Appeals Mechanism.

One (1) Manager representing the Risk Management Office

One (1) Manager representing the FI Systems Maintenance and Other Accounting Services Office

Secretariat Head : The FOI Decision Maker

Secretariat Members : Officer I, RMD
Two (2) Staff Officers II, RMD

The CARC shall have the following functions:

1. Receive, review, evaluate, and assess the appeal on the denial of the request for information;
2. Determine if the appeal was filed within the prescribed period provided under EO No. 2, s. 2016;
3. Recommend to the FOI Champion concerned the actions on the appeal filed by the requesting party (**Pro-forma Memo-recommendation of CARC and Denial Letter in case of Denied Appeal attached as Annex H**);
4. Ensure that the appeal is decided within thirty (30) working days from the filing of said appeal; and
5. Implement the decision of the FOI Champion concerned regarding the appeal.

For appealed cases which have been decided in favor of the requesting party, the requested information shall be released by the IC of the receiving office (CO, BO or EO) in accordance with the general procedures set forth in this Manual.

In case of denial by the concerned FOI Champion, the requesting party may further appeal such denial to the Office of the President of the Philippines.¹⁶

I. Storage, Retention, Maintenance and Disposal

The storage, retention, maintenance and disposal of GSIS documents and records shall be in accordance with existing policies on records management, retention and disposal, and GSIS Records Disposition Schedule (RDS).

¹⁶ Based on the requirements of FOI – MC No. 001, s. 2019 on Guidelines on the Freedom of Information Appeals Mechanism.

J. Reportorial Requirements

The IC of the BO or EO shall submit a monthly report to the IC for CO on the status of FOI requests in the branch for consolidation purposes not later than the 5th day of the following month.

The IC for CO shall report to the Management Committee and to the PCOO the status of FOI requests every quarter or as necessary.

X. PROCEDURES

A. General Procedure

STEP	ACTIVITY	RESPONSIBILITY	
		CO	BO/EO
1	Receive, log in the FOI Registry and validate request for information. 1.1 If valid, print acknowledgment receipt and issue to requester. Forward request to IC concerned. Proceed to Activity 2. 1.2 If invalid or found to be ambiguous, inform requester of deficiency/ies. Return the request. Revert to Activity 1.	Receiving Officer	Receiving Officer
2	Evaluate request based on the List of GSIS Information. 2.1 If information is for disclosure, facilitate the retrieval of the requested information. 2.1.1 If information is with receiving IC, facilitate reproduction. Proceed to Activity 3. 2.1.2 If information is not with receiving IC or under other conditions in Section IX.G (Notice of Extension), prepare pro-forma letter notifying requester of extension in processing and reason for such extension, if necessary. Endorse to concerned VP	IC for CO	IC for BO/EO

STEP	ACTIVITY	RESPONSIBILITY	
		CO	BO/EO
	<p>for approval.</p> <p>Once signed, instruct RMD/BO/EO Staff to release letter. Update FOI Registry.</p> <p>Once requested information is available, revert to Activity 2.1.1.</p> <p>2.2 If information is not for disclosure, sign pro-forma denial letter and instruct RMD/BO/EO Staff to release letter to the requester. Update FOI Registry. (END)</p> <p>2.3 If information is not in the List of GSIS Information, coordinate with Point Person/IC for BO or EO/IC for CO to confirm if requested information is in their custody.</p> <p>2.3.1 If custody is confirmed, coordinate with Point Person/IC for BO or EO/IC for CO the classification of information. Submit to the FOI Decision Maker the recommendation of the Point Person/IC for BO or EO/IC for CO.</p> <p>a. If action approved by the FOI Decision Maker is to disclose information, update RDS and FOI Registry. Facilitate reproduction of information. Inform Point Person/IC for BO or EO/IC for CO of the action taken. Proceed to Activity 3.</p> <p>b. If action approved by the FOI Decision Maker is not to disclose</p>		

STEP	ACTIVITY	RESPONSIBILITY	
		CO	BO/EO
	<p>information, prepare and sign pro-forma denial letter and instruct RMD/BO/EO Staff to release letter to the requester.</p> <p>Update List of GSIS Information, FOI Registry, and inform the Point Person/IC for BO or EO/IC for CO of the action taken. (END)</p> <p>2.3.2 If information is not in the custody of the GSIS, sign a letter informing the requester of such. Instruct RMD/BO/EO Staff to release letter to the requester. Update FOI Registry. (END)</p> <p>2.4 If information is classified as Limited, refer to the Office Order identifying the specific persons and/or entities to whom the requested information may be disclosed.</p> <p>2.4.1 If the requester is among the identified persons and/or entities, grant the request upon verification of requester's identity.</p> <p>Update RDS and FOI Registry. Facilitate reproduction of information. Proceed to Activity 3.</p> <p>2.4.2 If the requester is NOT among the identified persons and/or entities, deny the request.</p> <p>Prepare and sign pro-forma denial letter and instruct</p>		

STEP	ACTIVITY	RESPONSIBILITY	
		CO	BO/EO
	<p>RMD/BO/EO Staff to release letter to the requester.</p> <p>Update RDS and FOI Registry. (END)</p> <p>2.5 If an open data, inform the requester that such may be accessed through the GSIS Website. (END)</p>		
3	<p>Certify (if request is for a certified true copy).</p> <p>Note: Documents certified by the Point Person shall be returned to the IC for CO / IC for BO/EO for assignment of Code</p>	IC for CO or Point Person (owner of information)	IC for BO/EO
4	Assign code on the requested information.	IC for CO	IC for BO/EO
5	Contact requester on the availability of requested information for pick-up.		
6	<p>(Requester or authorized representative complied with requirements for release of requested information in accordance with Section IX.E hereof)</p> <p>Release requested information to requester or authorized representative. Update FOI Registry.</p>		
End of Process			

B. Request Received Through the eFOI Portal

STEP	ACTIVITY	RESPONSIBILITY	
		CO	BO/EO
1	<p>Receive, log in the FOI Registry and validate request for information coursed through the eFOI portal.</p> <p>1.1 If valid, send acknowledgment</p>	eFOI Receiving Officer	(No eFOI Receiving Officer for BO/EO)

STEP	ACTIVITY	RESPONSIBILITY	
		CO	BO/EO
	<p>receipt to requester via email. Forward request to eFOI Decision Maker for appropriate action. Proceed to Activity 2.</p> <p>1.2 If invalid based on the requirements of the portal, deny request. Revert to Activity 1.</p>		
2	<p>Evaluate request based on the requirements of the portal and List of GSIS Information.</p> <p>Note: The grant or denial of eFOI requests by the eFOI Decision Maker shall follow the procedural design of the eFOI portal</p> <p>2.1 If information is for disclosure, grant request and facilitate the retrieval of requested information. Update FOI Registry. Proceed to Activity 3.</p> <p>2.2 If information is not for disclosure, deny request. Update FOI Registry. Proceed to Activity 7.</p> <p>2.3 If information is not in the List of GSIS Information, coordinate with IC for CO/Point Person/IC for BO or EO to inquire on the availability of information and classification of the same.</p> <p>2.3.1 If information is for disclosure, grant request and facilitate the retrieval of the requested information. Inform concerned IC/Point Person of the action taken. Proceed to Activity 3.</p> <p>2.3.2 If information is not for disclosure, deny request. Inform concerned IC/Point Person of the action taken. Update FOI Registry.</p>	eFOI Decision Maker	(No eFOI Decision Maker in BO/EO)

STEP	ACTIVITY	RESPONSIBILITY	
		CO	BO/EO
	<p>Proceed to Activity 7.</p> <p>2.4 If information is classified as Limited, refer to the Office Order identifying the specific persons and/or entities to whom the requested information may be disclosed.</p> <p>2.4.1 If the requester is among the identified persons and/or entities, grant the request upon verification of requester's identity.</p> <p>Update RDS and FOI Registry. Facilitate reproduction of information. Proceed to Activity 3.</p> <p>2.4.2 If the requester is NOT among the identified persons and/or entities, deny the request.</p> <p>Update RDS and FOI Registry. Proceed to Activity 7.</p> <p>2.5 If requested information is an open data, deny the request and inform the requester that such may be accessed through the GSIS Website. Update FOI Registry. Proceed to Activity 7.</p>		
3	<p>Certify (if request is for a certified true copy).</p> <p>Note: Documents certified by the Point Person shall be returned to the IC for CO / IC for BO/EO for assignment of Code</p>	IC for CO or Point Person (owner of information)	IC for BO/EO
4	Assign code on the requested information.	IC for CO	IC for BO/EO

STEP	ACTIVITY	RESPONSIBILITY	
		CO	BO/EO
5	Contact requester on the availability of requested information for pick-up.		
6	(Requester or authorized representative complied with requirements for release of requested information in accordance with Section IX.E hereof) Release requested information to requester or authorized representative. Inform eFOI Decision Maker of the release of information. Update FOI Registry.		
7	Close transaction in eFOI portal.	eFOI Decision Maker	(No eFOI Decision Maker)
<i>End of Process</i>			

C. Request Received in RMD but Information is with another FG

STEP	ACTIVITY	RESPONSIBILITY	
		CO	FG Concerned
1	Receive, log in the FOI Registry and validate request for information. 1.1 If valid, print acknowledgment receipt and issue to requester. Forward request to IC concerned. Proceed to Activity 2. 1.2 If invalid or found to be ambiguous, inform requester of deficiency/ies. Return the request. Revert to Activity 1.	Receiving Officer	N/A
2	Evaluate request based on the List of GSIS Information. 2.1 If information is for disclosure, proceed to Activity 3. 2.2 If information is not for disclosure, proceed to Activity 2.2 of Procedure A (General	IC for CO	N/A

STEP	ACTIVITY	RESPONSIBILITY	
		CO	FG Concerned
	Procedures). (END) 2.3 If information is not in the List of GSIS Information, proceed to Activity 2.3 of Procedure A (General Procedures). (END) 2.4 If information is classified as Limited, proceed to Activity 2.4 of Procedure A (General Procedures). (END) 2.5 If information is an open data, proceed to Activity 2.5 of Procedure A (General Procedures). (END)		
3	Determine if requested information is with RMD. 3.1 If with RMD, proceed to Procedure A (General Procedures). (END) 3.2 If with another FG, coordinate with concerned point person of the FG. Once requested information is located, proceed to Activity 4.	IC for CO	N/A
4	Certify (if request is for a certified true copy). Forward information to IC for CO.	N/A	Point Person
Refer to Activities 4 to 6 of Procedure A (General Procedures).			
End of Process			

D. Request Received in RMD but Information is with BO/EO

STEP	ACTIVITY	RESPONSIBILITY	
		CO	BO/EO
1	Receive, log in the FOI Registry and validate request for information. 1.1 If valid, print acknowledgment receipt and issue to requester. Forward request to IC concerned.	Receiving Officer	N/A

STEP	ACTIVITY	RESPONSIBILITY	
		CO	BO/EO
	<p>Proceed to Activity 2.</p> <p>1.2 If invalid or found to be ambiguous, inform requester of deficiency/ies. Return the request. Revert to Activity 1.</p>		
2	<p>Evaluate request based on the List of GSIS Information.</p> <p>2.1 If information is for disclosure, proceed to Activity 3.</p> <p>2.2 If information is not for disclosure, proceed to Activity 2.2 of Procedure A (General Procedures). (END)</p> <p>2.3 If information is not in the List of GSIS Information, proceed to Activity 2.3 of Procedure A (General Procedures). (END)</p> <p>2.4 If information is classified as Limited, proceed to Activity 2.4 of Procedure A. (General Procedures). (END)</p> <p>2.5 If information is an open data, proceed to Activity 2.5 of Procedure A (General Procedures). (END)</p>	IC for CO	N/A
3	<p>Determine if requested information is with RMD.</p> <p>3.1 If with RMD, proceed to Procedure A (General Procedures). (END)</p> <p>3.2 If with the BO/EO, coordinate with IC for BO/EO. Once requested information is located, proceed to Activity 4.</p>	IC for CO	N/A
4	<p>Certify (if request is for a certified true copy). Forward information to IC for CO.</p>	N/A	IC for BO/EO

STEP	ACTIVITY	RESPONSIBILITY	
		CO	BO/EO
Refer to Activities 4 to 6 of Procedure A (General Procedures).			
End of Process			

E. Request Received in BO/EO but Information is with RMD

STEP	ACTIVITY	RESPONSIBILITY	
		CO	BO/EO
1	<p>Receive, log in the FOI Registry and validate request for information.</p> <p>1.1 If valid, print acknowledgment receipt and issue to requester. Forward request to IC concerned. Proceed to Activity 2.</p> <p>1.2 If invalid or found to be ambiguous, inform requester of deficiency/ies. Return the request. Revert to Activity 1.</p>	N/A	Receiving Officer
2	<p>Evaluate request based on the List of GSIS Information.</p> <p>2.1 If information is for disclosure, proceed to Activity 3.</p> <p>2.2 If information is not for disclosure, proceed to Activity 2.2 of Procedure A (General Procedures). (END)</p> <p>2.3 If information is not in the List of GSIS Information, proceed to Activity 2.3 of Procedure A (General Procedures).</p> <p>2.4 If information is classified as Limited, proceed to Activity 2.4 of Procedure A (General Procedures). (END)</p> <p>2.5 If information is an open data, proceed to Activity 2.5 of Procedure A (General Procedures). (END)</p>	N/A	IC for BO/EO

STEP	ACTIVITY	RESPONSIBILITY	
		CO	BO/EO
3	Determine if requested information is with BO/EO. 3.1 If with BO/EO, proceed to Procedure A (General Procedures). (END) 3.2 If with RMD, coordinate with IC for CO. Once requested information is located, proceed to Activity 4.	N/A	IC for BO/EO
4	Certify (if request is for a certified true copy). Forward requested information to BO/EO.	IC for CO	N/A
Refer to Activities 4 to 6 of Procedure A (General Procedures).			
<i>End of Process</i>			

F. Request Received in BO/EO but Information is with Another BO/EO

STEP	ACTIVITY	RESPONSIBILITY	
		BO/EO	Another BO/EO
1	Receive, log in the FOI Registry and validate request for information. 1.1 If valid, print acknowledgment receipt and issue to requester. Forward request to IC concerned. Proceed to Activity 2. 1.2 If invalid or found to be ambiguous, inform requester of deficiency/ies. Return the request. Revert to Activity 1.	Receiving Officer	N/A
2	Evaluate request based on the List of GSIS Information. 2.1 If information is for disclosure, proceed to Activity 3. 2.2 If information is not for disclosure, proceed to Activity 2.2 of Procedure A (General Procedures). (END)	IC for BO/EO	N/A

STEP	ACTIVITY	RESPONSIBILITY	
		BO/EO	Another BO/EO
	<p>2.3 If information is not in the List of GSIS Information, proceed to Activity 2.3 of Procedure A (General Procedures). (END)</p> <p>2.4 If information is classified as Limited, proceed to Activity 2.4 of Procedure A (General Procedures). (END)</p> <p>2.5 If information is an open data, proceed to Activity 2.5 of Procedure A (General Procedures). (END)</p>		
3	<p>Determine if requested information is with BO/EO.</p> <p>3.1 If with BO/EO, proceed to Procedure A (General Procedures). (END)</p> <p>3.2 If with another BO/EO, coordinate with concerned IC of BO/EO. Once requested information is located, proceed to Activity 4.</p>	IC for BO/EO	N/A
4	Certify (if request is for a certified true copy). Forward information to requesting BO/EO.	N/A	IC for BO/EO
Refer to Activities 4 to 6 of Procedure A (General Procedures).			
End of Process			

G. Request Received in BO/EO but Information is with FG Concerned

STEP	ACTIVITY	RESPONSIBILITY	
		BO/EO	FG Concerned
1	<p>Receive, log in the FOI Registry and validate request for information.</p> <p>1.1 If valid, print acknowledgment receipt and issue to requester. Forward request to IC concerned. Proceed to Activity 2.</p>	Receiving Officer	N/A

STEP	ACTIVITY	RESPONSIBILITY	
		BO/EO	FG Concerned
	1.2 If invalid or found to be ambiguous, inform requester of deficiency/ies. Return the request. Revert to Activity 1.		
2	<p>Evaluate request based on the List of GSIS Information.</p> <p>2.1 If information is for disclosure, proceed to Activity 3.</p> <p>2.2 If information is not for disclosure, proceed to Activity 2.2 of Procedure A (General Procedures). (END)</p> <p>2.3 If information is not in the List of GSIS Information, proceed to Activity 2.3 of Procedure A (General Procedures). (END)</p> <p>2.4 If information is classified as Limited, proceed to Activity 2.4 of Procedure A (General Procedures). (END)</p> <p>2.5 If information is an open data, proceed to Activity 2.5 of Procedure A (General Procedures). (END)</p>	IC of BO/EO	N/A
3	<p>Determine if requested information is with BO/EO.</p> <p>3.1 If with BO/EO, proceed to Procedure A (General Procedures). (END)</p> <p>3.2 If with FG in CO, coordinate with concerned Point Person. Once requested information is located, proceed to Activity 4.</p>	IC of BO/EO	N/A
4	Certify (if request is for a certified true copy). Forward information to requesting BO/EO.	N/A	Point Person
Refer to Activities 4 to 6 of Procedure A (General Procedures).			
End of Process			

XI. UPDATING AND REVISION

The depository of the Manual rests with the Office for Strategy Management – Policies and Systems Department (OSM-PSD) and shall be reviewed, updated, and/or revised periodically.

XII. SUPPLEMENTAL GUIDELINES AND PROCESSES

The Management Committee may issue supplemental guidelines and rules to comply with FOI issuances promulgated by the Office of the President of the Philippines, PCOO, and other government regulatory agencies.

XIII. ADMINISTRATIVE AND CRIMINAL LIABILITY

Any unauthorized disclosure, sharing, publication or use of the information contained in the classified documents or materials shall be considered a grave offense and shall be punishable in accordance with civil service rules and regulations. The filing of an administrative case against an erring personnel or officer does not preclude the filing of any other appropriate criminal or civil case in violation of existing laws.¹⁷

XIV. DATA PRIVACY CLAUSE

The Operating Units Concerned shall ensure that the creation and collection, storage and transmittal, use and distribution, retention, as well as disposal and destruction of the personal and sensitive personal data of members, pensioners and other stakeholders, as required by this Manual, adhere to the requirements of Republic Act No. 10173 or the Data Privacy Act of 2012.

XV. INFORMATION DISSEMINATION

The Corporate Communications Office shall prepare information materials for the dissemination of this Manual.

XVI. REPEALING CLAUSE

This Manual shall supersede the GSIS FOI Manual dated 24 November 2016 approved by the Board of Trustees through Board Resolution No. 99, s. 2016.

XVII. EFFECTIVITY

This Manual shall take effect after fifteen (15) days from the date of publication in the Official Gazette or in a newspaper of general circulation.

ORIGINAL SIGNED

ROLANDO L. MACASAET

President and General Manager

Date Signed: Nov 16/2020

¹⁷ Rule 12, IRR of EO No. 608, *Establishing a National Security Clearance System for Government Personnel with Access to Classified Matters and for Other Purposes* dated 30 March 2007. **CERTIFIED TRUE COPY**

Annex A

Coding of Released GSIS Information

Department or Office of Releasing IC-date of release-number series

Ex. Dag – mmddyy – 001

List of ICs – NCR/Luzon/VisMin

	Department/Branch	Code
Central Office	Records Management Department	RMD
	Quezon City	QCB
Luzon North	Baguio	BAG
	Bataan	BTN
	Bayombong	BAY
	Bulacan	BUL
	Cabanatuan	CAB
	Cauayan	CAU
	Dagupan	DAG
	Iba	IBA
	La Union	LAU
	Laoag	LAOA
	Pampanga	PAM
	Tarlac	TAR
	Tuguegarao	TUG
Luzon South	Batangas	BAT
	Boac	BOA
	Calapan	CAL
	Laguna	LAG
	Legaspi	LEG
	Lucena	LUC
	Mamburao	MAM
	Masbate	MAS
	Naga	NAG
	Palawan	PAL
	Sorsogon	SOR
	Virac	VIR
Visayas	Cebu	CEB

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Office of the Corporate Secretary

11 November 2020

	Department/Branch	Code
	Iloilo	ILO
	Aklan	AKL
	Antique	ANT
	Bacolod	BAC
	Tacloban	TAC
	Maasin	MAA
	Ormoc	ORM
	Catbalogan	CAT
	Catarman	CTR
	Borongan	BOR
	Dumaguete	DUM
	Bohol	BOH
	Roxas	ROX
Mindanao	Davao	DAV
	GenSan	GEN
	Zamboanga	ZAM
	Basilan	BAS
	CDO	CDO
	Iligan	ILI
	Dipolog	DIP
	Butuan	BUT
	Tagum	TAG
	Pagadian	PAG
	Cotabato	COT
	Malaybalay	MAL
	Kidapawan	KID
	Surigao	SUR
	Tandag	TAN

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Ruth Vasquez
M.A. RUTH ALMIRA G. VASQUEZ
 Records Officer
 Office of the Corporate Secretary

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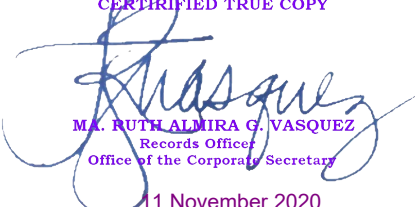
PASEGURUHAN NG MGA NAGLILINGKOD SA PAMAHALAAN
(GOVERNMENT SERVICE INSURANCE SYSTEM)
Financial Center, Pasay City, Metro Manila 1308

ANNEX B

GSIS Directory

<p>Home Office</p> <p>Government Service Insurance System Financial Center Pasay City Metro Manila Trunk line (connecting all departments): (+632)8-479-3600 and (+632)7-976-4900</p> <p>Records Management Department (+632)7-976-4684</p> <p>List of All GSIS Branches and Extension Offices</p> <p>Aklan Leyson-Escalona Bldg., Roxas Ave. Ext., Brgy. Andagao, Kalibo, Aklan Tel: (036)268 9379 Extension Office Head: Ronnie Abella email: rabella@gsis.gov.ph</p> <p>Antique G/F AML Bldg. cor. Dalipe-Atabay Sts., San Jose, Antique Tel: (036) 540 9596 Extension Office Head: Antofe B. Abelarde email: ababelarde@gsis.gov.ph</p> <p>Bacolod Araneta St., Brgy. Tangub, Bacolod City Tel: (034) 704-1832 Fax: (034) 444-0982 Branch Head: Sol A. Orcullo email: saorcullo@gsis.gov.ph</p> <p>Baguio 3F EDY Bldg., 143 Kisad Rd, Baguio City, 2600 Tel: (074) 446-8060 Fax: (074) 446-8060 Territorial Coverage: Provinces of Benguet and Mountain Province Branch Head: Quintin S. Bañez email: gsbanez@gsis.gov.ph</p>	<p>Basilan Valderosa St., Isabela City, 7300 Tel: +639151257605 Extension Office Head: Luisito Sabado email: luitsabado@gsis.gov.ph</p> <p>Bataan San Ramon, Dinalupihan, Bataan, 2110 Tel: (047) 636-1482 / (047) 636-1481 Territorial Coverage: Province of Bataan Branch Head: Joselito C. Roldan Sr. email: jcrolan@gsis.gov.ph</p> <p>Batangas Alangilan, Batangas City, 4200 Tel: (043) 723-4345 / (043) 723-4123 Fax: (043) 723-4345 / (043) 723-4123 Territorial Coverage: Province of Batangas and Romblon Branch Head: Leon Ma. E. Fajardo email: lmefajardo@gsis.gov.ph</p> <p>Bayombong UBAP Building, NVSU Bayombong Compound, Don Domingo Maddela, Bayombong, Nueva Vizcaya, 3700 Cellphone No.: 0915-332-3961, 0929-223-9876 Territorial Coverage: Nueva Vizcaya, Ifugao, Quirino Officer-In-Charge: Haydee S. Delinela email: hsdelinela@gsis.gov.ph</p> <p>Boac R.E.B. Abetria Bldg. Santol, Boac, Marinduque, 4900 Tel: (042) 332-2460 Territorial Coverage: Marinduque Extension Office Head: Eleanor Espina email: ecespina@gsis.gov.ph</p>
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M.A. RUTH ALMIRA G. VASQUEZ
Records Officer
Office of the Corporate Secretary
11 November 2020



PASEGURUHAN NG MGA NAGLILINGKOD SA PAMAHALAAN
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Financial Center, Pasay City, Metro Manila 1308

ANNEX B

<p>Bohol C.P.G. North Avenue, Cogon District, Tagbilaran City Tel: (038) 235-5208; (038) 501-0579 Fax: (038) 501-0579 Branch Head: Edna D. Elicot email: edelicot@gsis.gov.ph</p> <p>Borongan JRC Bldg. Brgy. Songco Borongan, 6800 Eastern Samar Tel/Fax: (02) 976-4900 local 3300 Extension Office Head: Hector B. Uy email: hbuy@gsis.gov.ph</p> <p>Bulacan CPKP Bldg., Km.40 Mc Arthur Hi-Way Sumapang Matanda, City of Malolos, 3000 Bulacan Tel: 859-0213 Telefax: (044)792-0611 Territorial Coverage: Bulacan Province Branch Head: Araceli A. Santos email: aasantos@gsis.gov.ph</p> <p>Butuan Libertad, Butuan City Tel: (085) 341-5029 Fax: (085) 342-1650 Officer-In-Charge: Belen E. Talita email: betalita@gsis.gov.ph</p> <p>Cabanatuan NFA Compound, Maharlika Highway, Cabanatuan City, Nueva Ecija, 3100 Tel: (044) 958-9702 Fax: (044) 958-9703 Territorial Coverage: Provinces of Nueva Ecija and Aurora Branch Head: Ireen I. Dimaano email: iidimaano@gsis.gov.ph</p> <p>Cagayan de Oro Mayor P.N. Roa St., Brgy. Carmen, Cagayan De Oro City Tel/Fax: (088) 858-5818 Branch Head: Ma. Cecilia G. Vega email: mcgvega@gsis.gov.ph</p>	<p>Calapan Triple E Casapao Bldg., Roxas Drive, Sto. Niño, Calapan City, Oriental Mindoro, 5200 Tel: (043) 288-2491 Territorial Coverage: Oriental Mindoro Extension Office Head: Lorelie A. Cetron email: lacetron@gsis.gov.ph</p> <p>Catarman NSDWCC Building, Brgy. Lapu-Lapu, J. P. Rizal Ave. Catarman, 6400 Northern Samar Tel/Fax: (02) 976-4900 local 4193 Extension Office Head: Evalyn P. Otic email: epotic@gsis.gov.ph</p> <p>Catbalogan Del Rosario St., Catbalogan, Samar Tel/Fax: (055) 251-5496 Branch Head: Nelia B. Lastimosa email: nblastimosa@gsis.gov.ph</p> <p>Cauayan Tagaran, Cauayan City, Isabela Tel: (078) 652-1127 Fax: (078) 652-1042 Territorial Coverage: Isabela Officer-in-Charge: Leilani Mariana G. Castelo email: lqcastelo@gsis.gov.ph</p> <p>Cebu Leon Kilat St., Cebu City, 6000 Tel: (032) 253-2940; Fax: (032) 253-2940 Branch Head: Atty. Mercedes Victoria E. Enriquez email: mvpeenriquez@gsis.gov.ph</p> <p>Cotabato Gov. Gutierrez Ave., Cotabato City, 9600 Tel: (064) 421-1168 Fax: (064) 421-3215 Branch Head: Bai Cerynea B. Aquino email: bcbaquino@gsis.gov.ph</p>
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R. Vasquez
M. RUTH ALMIRA G. VASQUEZ
Records Officer
Office of the Corporate Secretary

11 November 2020



PASEGURUHAN NG MGA NAGLILINGKOD SA PAMAHALAAN
(GOVERNMENT SERVICE INSURANCE SYSTEM)
Financial Center, Pasay City, Metro Manila 1308

ANNEX B

<p>Dagupan PNR Site, Mayombo Dist., Dagupan City, Pangasinan 2400 Tel: (075) 522-0436; (075) 523-7511 Fax: (075) 523-7511 Branch Head: Mabel A. De Guzman email: madguzman@gsis.gov.ph</p> <p>Davao McArthur Highway, Matina, Davao City, 8000 Tel: (082) 296-2431 Fax: (082) 299-0141 Branch Head: Deity U. Manampan email: dumanampan@gsis.gov.ph</p> <p>Dipolog Minaog, Dipolog City 7100 Tel/Fax: (065) 917-5226, (065) 917-5232 Branch Head: Leoncito S. Manuel email: lsmanuel@gsis.gov.ph</p> <p>Dumaguete National North Road, Dumaguete City, 6200 Tel: (035) 225-0370; (035) 422-4032 Fax: (035) 225-0370 Officer-In-Charge: Glorietta B. Dublas email: gbdublas@gsis.gov.ph</p> <p>General Santos LLIDO Bldg., Santiago Blvd., Gen. Santos City, 9500 Tel: (083) 887-2677 Fax: (083) 301-6213 Officer-In-Charge: Rosalinda G. Mendoza email: rgmendoza@gsis.gov.ph</p> <p>Iba PEO Compound, Sitio Balili, Bgy Palanginan, Iba, Zambales, 2201 Cellphone No.: 0998-1747665 Territorial Coverage: Province of Zambales Extension Office Head: Frederick E. Efe email: feefe@gsis.gov.ph</p>	<p>Iligan YIMA Bldg. Badelles St., Iligan City, 9200, Lanao Del Norte Tel: (063) 221-8698; (063) 221-8020; (063) 221-8362 Branch Head: Alexis D. Arumpac email: adarumpac@gsis.gov.ph</p> <p>Iloilo Cor. Sto. Rosario and Zamora Sts., Iloilo City Tel: (033) 335-0638 Fax: (033) 337-4308 Branch Head: Marciana M. Bata email: mmbata@gsis.gov.ph</p> <p>Kidapawan 1st floor, Dimaano Building, National Highway, Kidapawan City Tel/Fax: (064) 577-5111 Branch Manager: Erwin E. Casicas email: eecasicas@gsis.gov.ph</p> <p>La Union Bugayong Bldg., Quezon Ave., Brgy. Catbangan, San Fernando City, La Union, 2500 Tel/Fax: (072) 242-6893 / (072) 687-0377 Territorial Coverage: Provinces of La Union and Abra Officer-In-Charge: Myreen E. Reyes email: myereyes@gsis.gov.ph</p> <p>Laguna Barangay Binan, Pagsanjan, Laguna, 4008 Tel/Fax: (049) 5016955 Territorial Coverage: Laguna Branch Head: Maria Carmencita M. Ong email: cmong@gsis.gov.ph</p> <p>Laoag Brgy. 23, P. Paterno St., Laoag City, 2900 Tel: (077) 772-0053 Territorial Coverage: Laoag, Ilocos Norte, Vigan and Candon, Ilocos Sur Officer-in-Charge: Lord A. Bico email: labico@gsis.gov.ph</p>
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Ruth Almiras Vasquez
M.A. RUTH ALMIRA G. VASQUEZ
Records Officer
Office of the Corporate Secretary

11 November 2020



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Financial Center, Pasay City, Metro Manila 1308

ANNEX B

<p>Legazpi Alternate Rd, Bitano, Legazpi City Tel: (052) 480-4685 Territorial Coverage: Province of Albay, Legazpi City, Ligao City, Tabaco City Branch Head: Levi S. Olivar Jr. email: lsolivar@gsis.gov.ph</p> <p>Lucena GSIS Bldg., Maharlika Highway, Bgy. Isabang, Lucena City, 4301 Tel: (042) 710-7772 / (042) 373-6358 Territorial Coverage: Province of Quezon Branch Head: Marina J. Ignacio email: mjignacio@gsis.gov.ph</p> <p>Maasin Servacio Building, R. Kangleon Street, Brgy. Mantahan, Maasin City, Southern Leyte Tel: (053) 381-3786 & 570-8011 Fax: (053) 381-3786 Acting Branch Head: Ms. Cecilia C. Tenaja email: cctenaja@gsis.gov.ph</p> <p>Malaybalay Onda Bldg. Sayre Highway, Casisang, Malaybalay City, 8700, Bukidnon Tel/Fax: (088) 813-4711 Branch Head: Sonia B. Gutierrez email: sbgutierrez@gsis.gov.ph</p> <p>Mamburao Rizal St., Brgy 1, Mamburao, Occ Mindoro 5106 Tel/Fax: (043) 711-1943 Territorial Coverage: Province of Occidental Mindoro Extension Office Head: Miller B. Masicat email: mbmasicat@gsis.gov.ph</p> <p>Masbate Susana Bldg., Masbate City Hall Compound, Brgy. Kalipay, Masbate City 5400 Cellphone no: (0939)583-4538 Territorial Coverage: Province of Masbate, Masbate City Extension Office Head: Jenny R. Marifosque email: jrmarifosque@gsis.gov.ph</p>	<p>Naga Del Rosario, Naga City, 4400 Tel: (054) 472-1250 / (054) 472-6184 Territorial Coverage: Camarines Sur, Camarines Norte, Naga City Branch Head: Celeste E. Ferreras email: ceferreras@gsis.gov.ph</p> <p>Ormoc Yuvallos Building D Veloso St. Walingwaling Subdivision, Punta Ormoc City Tel/Fax: (053) 255-7901 Extension Office Head: Mark Leo C. Tabao email: mlctabao@gsis.gov.ph</p> <p>Pagadian Jaloux Bldg., Purok Subida, Dao, Pagadian City 7016 Tel: (062) 214-4475 Branch Head: Willa G. Mangubat email: wgmangubat@gsis.gov.ph</p> <p>Palawan National Highway, Bgy San Miguel, Puerto Princesa City Tel: (048) 433-2579 Fax: (048) 433-6826 Branch Head: Josefina B. Abao email: jbabao@gsis.gov.ph</p> <p>Pampanga Sindalan, San Fernando, Pampanga, 2000 Tel: (045) 455-1261 Territorial Coverage: Province of Pampanga Branch Head: Arlene M. Villanueva email: amvillanueva@gsis.gov.ph</p> <p>Quezon City M. Geronimo Building, No. 746 Mindanao Ave., Tandang Sora, Quezon City Tel: (02) 8-859-0265 Officer-In-Charge: Josefina M. Gudani email: jmgudani@gsis.gov.ph</p>
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Ruth Almira G. Vasquez
M.A. RUTH ALMIRA G. VASQUEZ
Records Officer
Office of the Corporate Secretary

11 November 2020



PASEGURUHAN NG MGA NAGLILINGKOD SA PAMAHALAAN
(GOVERNMENT SERVICE INSURANCE SYSTEM)
Financial Center, Pasay City, Metro Manila 1308

ANNEX B

Roxas

A. Belo St., Roxas City, Capiz, 5800
Tel: (036) 621 3127
Acting Branch Head: Rosenie G. Chavez
email: rgchavez@gsis.gov.ph

Sorsogon

Flores St., Capitol Compound, Sorsogon City
Tel: Smart-0939-1129181, Globe-0995-6515740
Officer-In-Charge: Purisima A. Sta. Isabel
email: pasisabel@gsis.gov.ph

Surigao

Ground Floor, Parkway Building, National Highway, Surigao City 8400
Tel: (086) 827-0502
Branch Head: Eldie P. Lozarie
email: eplozarie@gsis.gov.ph

Tacloban

Marasbaras, Tacloban City, Leyte
Tel/Fax: (053) 323-2506
Officer-In-Charge: Igmidio F. Ponay Jr.
email: ifponay@gsis.gov.ph

Tagum

Osmeña Street, Tagum City, Davao del Norte 8100
Tel/Fax: (084) 655-6168
Officer-In-Charge: Mr. Oscar Paul B. Fortuna
email: opbfortuna@gsis.gov.ph

Tandag

Capitol Rd., Brgy. Telaje, Tandag, Surigao Del Sur
Tel: (086) 211-4423
Fax: (086) 211-4484
Extension Office Head: Marygen M. Buladaco
email: mmbuladaco@gsis.gov.ph

Tarlac

Urquico Oval, San Roque, Tarlac City
Tel: (045) 982-9866
Territorial Coverage: Province of Tarlac
Officer-in-Charge: Kristine Joi G. Macam
email: kjgmacam@gsis.gov.ph

Tuguegarao

Carig, Tuguegarao City, Cagayan, 3500
Tel: (078) 396-0650 (1st Floor)
Tel: (078) 396-0673 (2nd Floor)
Fax: (078) 304-9394
Territorial Coverage: Cagayan, Kalinga, Apayao, and some agencies under Batanes
Branch Manager: Jeelady B. Isaac
email: mjbisaac@gsis.gov.ph

Virac

P. Arajo Arcade Building, Cavinitan, Virac, Catanduanes 4800
Office cell phone: (0928)-836-6564
Territorial Coverage: Province of Catanduanes
Extension Office Head: Johnson V. Dating
email: jvdating@gsis.gov.ph

Zamboanga

Moret Field, Baliwasan, Zamboanga City, 7000
Tel. and Fax No.: (062) 991-1258
Branch Head: Ms. Ruth T. Payuran
email: tpayuran@gsis.gov.ph

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Ruth Almira G. Vasquez
M.A. RUTH ALMIRA G. VASQUEZ
Records Officer
Office of the Corporate Secretary

11 November 2020



Annex C

FREEDOM OF INFORMATION REQUEST FORM

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

(as of date of approval)

A. Requesting Party		
Title (e.g. Mr, Mrs, Ms, Miss)	Given Name/s (including M.I)	Surname
Complete Address (Apt/House Number, Street, City /Municipality, Province)		Citizenship
Landline/Fax	Mobile	Email
Preferred Mode of Communication <input type="checkbox"/> Landline <input type="checkbox"/> Mobile Number <input type="checkbox"/> Email <input type="checkbox"/> Postal Address		
Type of ID Given (Please ensure your IDs contain photo & 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	
Document/Record Requested (Please be as detailed as possible)	
Period Covered (DD/MM/YY)	
Purpose	

C. Privacy Notice
The information provided by the GSIS shall be used only for the purpose indicated. In no instance shall it be used for commercial purposes, and shall neither be sold nor shared to any person or entity without the consent of the GSIS.

Signature : _____

Date Accomplished (DD/MM/YYYY) : _____

D. FOI Receiving Officer [INTERNAL USE ONLY]
Name (Print name)
The request is recommended to be: <input type="checkbox"/> Approved <input type="checkbox"/> Denied
If Denied, please tick the Reason for the denial:
<input type="checkbox"/> Invalid Request <input type="checkbox"/> Incomplete <input type="checkbox"/> Data already available online <input type="checkbox"/> Data not for disclosure

Signature : _____

Date Signed (DD/MM/YYYY) : _____

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M. RUTH ALMIRA G. VASQUEZ
Records Officer
Office of the Corporate Secretary

11 November 2020



PASEGURUHAN NG MGA NAGLILINGKOD SA PAMAHALAAN
(GOVERNMENT SERVICE INSURANCE SYSTEM)
Financial Center, Pasay City, Metro Manila 1308

Annex D

GSIS FREEDOM OF INFORMATION REGISTRY

Year-Quarter	Tracking Number	Request Type	Date Received	Title of Request	Extension	Status	Date Finished	Days Lapsed	Cost	Appeal/s Filed	Remarks
(year and quarter of coverage)	(internal FOI Tracking number)	(if request was lodged through eFOI or standard paper-based)	(date request was lodged by requesting party: "YYYY-MM-DD")	(title of information requested)	(if the agency requested for extension of additional 20 working days: "YES/NO")	(status of request)	(date request was processed/ finished by the agency; if not yet finished, indicate "ONGOING")	(number of days lapsed facilitating the request)	(fees paid by the requesting party for facilitation of request; if none, indicate "FREE")	(if the requesting party or any other citizen filed an appeal for the specific request: "YES/NO")	(additional details about the request)

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M. Ruth Almira G. Vasquez
M.A. RUTH ALMIRA G. VASQUEZ
Records Officer
Office of the Corporate Secretary

11 November 2020



**PASEGURUHAN NG MGA NAGLILINGKOD SA PAMAHALAAN
(GOVERNMENT SERVICE INSURANCE SYSTEM)**

Financial Center, Pasay City, Metro Manila 1308

ACKNOWLEDGMENT RECEIPT FORM

Reference No. :

Date Filed :

A. Requesting Party

Name :

Complete address :

B. Requested Information

Document/Record requested :

Period Covered :

Reason or Purpose of Request :

Details: :

FOI Officer on Duty/Processor :

For inquiries, please call 847-4747

1-800-8-8474747 (Globe)

1-800-10-8474747 (PLDT/Smart) a Php8.00 fee is charged for every call

GSIS Trunkline : 976-49-00

FOI-IC (ODM) : 976-49-00 loc 3681

e-mail address : gsisfoi@gsis.gov.ph

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M.A. RUTH ALMIRA G. VASQUEZ
Records Officer
Office of the Corporate Secretary

11 November 2020



GSIS Government Service Insurance System
Financial Center, Pasay City, Metro Manila 1308

GSIS FREEDOM OF INFORMATION DENIAL LETTER

(DATE)

(NAME OF REQUESTER)

Address Line 1

Address Line 2

Dear Mr./Ms. _____:

Good day.

We regret to inform you that your request for information on (nature of requested information) made on (date when the request was received) is hereby denied due to the reason that (ground and circumstances of denial).

While GSIS subscribes to the call for transparency and public disclosure of information whenever permissible, the information and documents requested should only be released when the requirements under the 2020 GSIS Freedom of Information (FOI) Manual (copy available at <https://www.gsis.gov.ph/>) are met.

Relatedly, you may opt to file an appeal addressed to the GSIS FOI Central Appeals and Review Committee within fifteen (15) working days from receipt of this letter. The appeal must state the reason(s) therefor and must be filed with the GSIS through any of the following:

1. GSIS Central, Branch or Extension Office;
2. Mail at GSIS Financial Center, Pasay City, Metro Manila;
3. eMail at gsisfoi@gsis.gov.ph; and
4. e-FOI portal at <https://www.foi.gov.ph>.

Thank you very much.

Very truly yours,

GSIS FOI Information Custodian/Decision Maker (as applicable)

CERTIFIED TRUE COPY

Ruth Almira G. Vasquez
M.A. RUTH ALMIRA G. VASQUEZ
Records Officer
Office of the Corporate Secretary

11 November 2020



GSIS Government Service Insurance System
Financial Center, Pasay City, Metro Manila 1308

Annex G

GSIS FREEDOM OF INFORMATION NOTICE OF EXTENSION

(DATE)

(NAME OF REQUESTER)

Address Line 1

Address Line 2

Dear Mr./Ms. _____:

Good day.

With reference to your request made on (date when the request was received), we would like to inform you that based on initial evaluation, we will be needing additional time to process your request due to (reason for extension), but the same shall not go beyond _____ (20th working day after the lapse of the initial 15-day period to respond).

You may follow up your request with (name of the handling Information Custodian or eFOI Decision Maker) at (contact details).

In the event that you do not receive communication from GSIS after _____ (same as period above), you may file a written appeal with the GSIS Freedom of Information Central Appeals and Review Committee through any GSIS Office.

Thank you very much.

Very truly yours,

Information Custodian/ eFOI Decision Maker

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M.A. RUTH ALMIRA G. VASQUEZ
Records Officer
Office of the Corporate Secretary

11 November 2020



GSIS Government Service Insurance System
Financial Center, Pasay City, Metro Manila 1308

MEMORANDUM

FOR : The FOI Champion Concerned

FROM : The Chairperson
GSIS Central Appeals and Review Committee (CARC)

SUBJECT : APPEAL OF _____

DATE : _____

1. Reference.
2. Background and Discussion.
3. Recommendation.

Thank you.

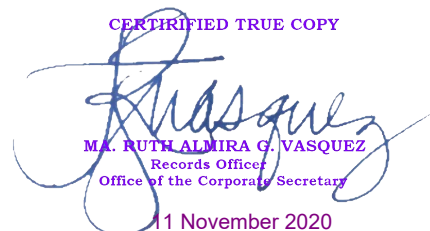
(CARC CHAIRPERSON)

- ☐ **APPROVED** – *Subject to Existing and Relevant Rules, Regulations, Guidelines and Policies*
- ☐ **DISAPPROVED**

COMMENTS:

(The FOI Champion Concerned)

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M.A. RUTH ALMIRA G. VASQUEZ
Records Officer
Office of the Corporate Secretary

11 November 2020



GSIS Government Service Insurance System
Financial Center, Pasay City, Metro Manila 1308

GSIS FREEDOM OF INFORMATION APPEAL DENIAL LETTER

(DATE)

(NAME OF REQUESTER)

Address Line 1

Address Line 2

Dear Mr./Ms. _____:

Good day.

With reference to your appeal made on (date when the request was received), we regret to inform you that based on evaluation conducted, the same is hereby denied due to (ground and circumstances of denial).

Relatedly, you may opt to further appeal this denial to the Office of the President of the Philippines as provided under Presidential Communications Operations Office-Freedom of Information Memorandum Circular No. 001, s. 2019.

Thank you very much.

Very truly yours,

(The FOI Champion Concerned)

CERTIFIED TRUE COPY


M.A. RUTH ALMIRA G. VASQUEZ
Records Officer
Office of the Corporate Secretary

11 November 2020