

Name of Agency: **PHILIPPINE INFORMATION AGENCY**  
Address: PIA Bldg., **Visayas Ave., Diliman, Quezon City**  
FOI Receiving Officer: **Ma. Liberty D. Aragon**  
Contact Details: **8928-6917/foi@pia.gov.ph**

## **Basic Procedures**

### **1. Submit Request**

- a. The request may be made in writing, through email or via PIA website, provided that the requesting party attach a scanned copy of the FOI application request and a copy of a duly recognized government ID with photo;
- b. The request should indicate the name and contact information of the requesting party and reasonably describe the information requested, and the purpose of the request.
- c. In case the requesting party is unable to produce a written request, due to physical or mental incapacity, he or she may make an oral request, and the FOI receiving officer (FRO) shall produce it in writing.

### **2. Evaluation of Request**

- a. Upon receipt, the FOI Receiving Officer (FRO) shall evaluate the contents of the request. If the requested information is within the custody or under the jurisdiction of PIA, the Agency shall process within the **fifteenth (15) working days** timeframe. If the request is complicated and would require more time for collation, the requesting party shall be advised accordingly of the additional time requirement and **an extension of twenty (20) working days** will be applied.
- b. If the request is denied, 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.

## **Appeals Mechanism**

**For denied requests**, the requesting party may file a written appeal within fifteen (15) calendar days from the receipt of notice. The appeal shall be decided by the Head of the Agency upon the recommendation of the Central Appeals and Review Committee within thirty (30) working days. The denial of the Appeal by the Head of the Agency 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.