



NARRATIVE FEEDBACK REPORT

I. OVERVIEW

The Guinayangan Water District (GWD) has made deliberate efforts to integrate the FOI Feedback Survey as part of its operationalization of the citizen's constitutional right to access information, ensuring transparency, accountability, and responsiveness in its governance.

This initiative ensures that citizens can exercise their right to access information while providing structured feedback on the District's FOI services, thereby closing the loop between information provision and public participation.

The Freedom of Information (FOI) Program in the Philippines mandates government agencies, including water districts, to provide citizens access to public records and decisions.

GWD formalized its FOI processes through its FOI Manual (December 2024 revision), which outlines procedures for requesting information, roles of FOI officers, and remedies in case of denial.

As part of compliance, GWD adopted the FOI Feedback Survey, a mechanism to gather citizen input on the accessibility, efficiency, and fairness of its FOI services.

By institutionalizing feedback, GWD empowers citizens to not only request information but also influence how the District manages transparency.

The Guinayangan Water District's creation and integration of the FOI Feedback Survey represents a concrete step in operationalizing the citizen's right to information. By embedding feedback into its FOI system, GWD strengthens transparency, accountability, and citizen engagement in local water governance.

II. SCOPE

The FOI feedback survey form is limited in scope because it only measures user satisfaction with the process of requesting information, not the substantive quality of the information itself. Its coverage applies to two request types: standard FOI requests filed directly with agencies and requests submitted through the eFOI portal, but each has distinct boundaries in terms of application and feedback collection.

The survey form is designed to capture user experience (ease of filing, timeliness, responsiveness of the agency) rather than the accuracy or completeness of the information released.

It does not serve as a grievance mechanism or a formal appeal process; complaints about denial of requests must follow the FOI appeals procedure under Executive Order No. 2 (s. 2016).

Feedback is aggregated for program monitoring by the Freedom of Information Program Management Office (FOIPMO), but individual survey responses do not directly influence the outcome of a specific request.

III. METHODOLOGY

The survey will be administered immediately after a requester has lodged and received a response to their FOI request. This applies whether the FOI request was successful (information provided) or unsuccessful (information denied or not available).

Requesters are asked to fill out the google survey form through a link generated and maintained by the agency. The link will be included in the official response communication sent to the requester (e.g., email or letter) and will be accessible regardless of the outcome of their FOI request.

The invitation will emphasize that participation is voluntary and responses will be used to improve FOI services.

The survey will capture:

Requester's Basic Demographic Data

Requester experience (ease of lodging request, clarity of process).

Timeliness of response.

Satisfaction on the effective communication in handling the request.

Suggestions for improvement.

Responses will be automatically collected via Google Forms.

Data will be stored securely within the agency's designated Google account.

Access to raw survey data will be restricted to authorized personnel only.

Survey responses will be compiled and analyzed on a quarterly basis.

Key metrics (e.g., satisfaction rate, average response time rating) will be reported to management.

Findings will inform policy adjustments and process improvements in FOI handling.

Data will be used solely for service improvement purposes.

IV. DATA INTERPRETATION

For CY 2025, **NO RESPONSE** was received for the 5 standard requests received and processed:

- One (1) during the first quarter of CY 2025
- Two (2) during the second quarter of CY 2025
- Two (2) during the third quarter of CY 2025
- None (0) on the fourth quarter of CY 2025

Moreover, no request was also received thru the EFOI portal of the Guinayangan Water District in CY 2025, thus no FOI Feedback survey form was distributed.

The survey link is <https://forms.gle/fb3Mk3WtLVyhUhpY9>

When data will be available, the Data Result will be interpreted thru this standard data interpretation matrix as provided by the FOI system.

Data Interpretation

- ★ Outstanding
 - 96-100% or 4.5-5.0 satisfactory rating
- ★ Very Satisfactory
 - 91-95% or 4.49-4.0 satisfactory rating
- ★ Satisfactory
 - 85-90% or 3.9-3.5 satisfactory rating
- ★ Good
 - 80-85% or 3.4-3.0 satisfactory rating
- ★ Poor
 - below 80% or below 3.0 satisfactory rating

Approved:


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