

FREEDOM OF INFORMATION FEEDBACK REPORT 2025

I – OVERVIEW

In compliance with FOI, this report intends to present the narrative assessment of feedback received on the implementation of the Freedom of Information (FOI) Program of the Buenavista Water District (BWD) for calendar year 2025. Feedbacks were gathered from concessionaires, private and public groups, who requested for FOI, for evaluation of the effectiveness, responsiveness and overall compliance of the BWD with the FOI policies, procedures, and service standards

Its purpose is to identify strengths, areas for improvements, and recommendations to ensure transparency, accountability, and public service delivery under the context FOI.

II – Scope

The scope of this report includes all FOI requests received, processed, and resolved by the BWD for the period January to December 2025. It includes requests from concessionaires, stakeholders, public and private offices submitted via walk-in and online.

The feedback survey form evaluates the requester's FOI experience, focusing on efficiency of procedure, courtesy of staff, timeliness, accuracy of response and overall satisfaction. Its application is limited to official FOI requests only, simple or complex in nature. Thus, excluding customer service complaints, and/or issues concerning water bills/consumption.

III – Methodology

BWD gathers feedback through:

- Standard Requests – printed feedback survey form are provided upon release of requested documents. Requests are received through the Public Assistance and Complaints Desk using a customized system on Service Request and FOI Monitoring.
- eFOI Requests – soft copy of the feedback survey form is sent via email upon closing of the request ticket.

The feedback survey form covers the following areas:

1. Timeliness of response
2. Courtesy and professionalism
3. Clarity and completeness of information provided
4. Overall satisfaction

The FOI Receiving Officer encourages the requester to complete the survey to help improve the service.

IV . Date Interpretation

FOI Feedback Monitoring Form Report for FY 2025

Tracking No.	Name	Feedback				
		A	B	C	D	E
25-01-001	Laures Buton	5	5	-	5	5
25-01-002	Dan Michael Murillo	5	5	-	5	5
25-01-003	Susan Tolibas Kikoy	4	4	-	5	5
25-01-004	Cindy Gumapac	5	5	-	5	5
25-01-005	Johanna Codilla	3	3	-	3	3
25-01-006	Elvira B. Caseñas	4	4	-	4	4
25-03-007	Raquel C. Cabilogan	4	4	-	4	4
25-03-008	Nicole Pepito	4	4	-	4	4
25-03-009	Darwin D. Ruiz	4	4	-	4	4
25-04-010	Arlyn M. Bayeta	4	4	-	4	4
25-04-011	Arman C. Solen	5	5	-	5	5
25-05-012	Elvie Escalante	5	5	-	5	5
25-05-013	Dianara Martinez	5	5	-	5	5
25-05-014	Carl Richardbon Soria	5	5	-	5	5
25-05-015	Marjun N. Corpuz	4	4	-	4	5
25-05-016	Ruel O. Cadiz	5	5	-	5	5
25-05-017	Jhocel Frances Mae Pamatong	5	5	-	5	5
25-06-018	Brian Kim E. Micabalo	5	5	-	5	5
25-06-019	Emerson De Villa	5	5	-	5	5
25-06-020	Steffi Gel U. Ocho	5	5	-	5	5
25-07-021	Frederick Talan	5	5	-	5	5
25-07-022	Marc Henly S. Kuizon	5	5	-	5	5
25-07-023	Francis B. Bual	5	5	-	5	5
25-07-024	Tessie L. Pacas	1	1	-	1	1
25-08-025	Roland D. Dolinog	5	5	-	5	5
25-08-026	Hermileo T. Salo	5	5	-	5	5
25-09-027	Eduardo R. Burillo	5	5	-	5	5
25-09-028	Mary Rose B. Cañete	5	5	-	5	5
25-09-029	Leonora M. Gomo	5	-	-	-	5
25-09-030	Angelica Lim	1	1	-	1	1
25-09-031	Jim S. Granada	1	1	-	1	1

25-09-032	Laures O. Buton	5	4	-	4	4
25-10-033	Emelio Barsobia	4	4	-	4	4
25-10-034	Arlyn Bayeta	5	4	-	5	5
25-10-035	Raymart G. Ramada	4	4	-	5	5
25-10-036	Jimmy A. Escolano	5	5	-	5	5
25-10-037	Edgardo M. Miras, Jr.	5	5	-	5	5
25-11-038	Jade Ivy G. Azarcon	3	3	-	3	3
25-11-039	Randy Domosmog	5	5	-	5	5
25-11-040	Louella L. Chan	4	4	-	4	4
25-11-041	Dennis C. Gabato	4	4	-	4	4
25-11-042	York Jay C. Losaynon	4	4	-	4	4
25-11-043	Wenar A. Dalagan	4	4	-	4	4
25-11-044	Raquel Cabilogan	4	4	-	4	4

Legend:

Feedback Questions:

A – Are you satisfied with the handling of your FOI?

B – Did you receive your information within 15 to 35 working days?

C – A. For unsuccessful request, was the response you received easy to understand?

D – B. For successful request, was the response you received easy to understand?

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

Rating

1 - Strongly Disagree

2 - Disagree

3 - Neither agree or disagree

4 - Agree

5 - Strongly Agree

A. Quantitative Interpretation

The above report shows positive response from the respondents by their satisfaction as “Outstanding”. With regards to timeliness, majority of the request were released within the time frame of 15 to 30 working days. Most of which are released within one (1) hour, which contributed to high level of satisfaction and trust in the agency. Communication was also conveyed clearly which resulted to a quick and smooth completion of transaction.

It was also noteworthy that there are a few who rated their experience as unsatisfactory. Nevertheless, the BWD values these feedbacks and are continuously

enhancing its process to ensure that all customers are satisfied with the services rendered.

B. Qualitative Interpretation

- **1st Quarter** – overall rating for the 1st quarter rated 4.28. which is equivalent to Very Satisfactory. This shows that the BWD efficiently in responding to their requests. Requested information was released promptly and information was clearly conveyed.
- **2nd Quarter** – 2nd quarter garnered a total of 4.84, equivalent to Outstanding. This reflects the improved services in receiving and responding to information requests.
- **3rd Quarter** – there was a significantly decrease of the rating for the 3rd Quarter at 3.94. Although it is equivalent to Satisfactory, these were noted so that the district will maintain a higher score, thus ensuring satisfaction of the services rendered.
- **4th Quarter** – the last quarter rating is back to Very Satisfactory at 4.27. This reflects the effectiveness of the measures to improve the services by closely monitoring the request to release it on time.

The overall performance for 2025 was rated at 4.32, achieving a Very Satisfactory rating.

V – Recommendation

The BWD remains dedicated to delivering excellent service to its valued customers. To this end, we are constantly enhancing our Service Requests and Freedom of Information (FOI) Monitoring system to better serve the public. Regular evaluations are conducted to ensure staff efficiency, effectiveness, and the consistent delivery of high-quality service.

Prepared by:



ALONA G. ORIHUELA

Administrative/General Services Officer B

Noted by:



ELISA B. ALIBAY

General Manager

Annex A – FOI Feedback Survey Form

BUENAVISTA WATER DISTRICT FOI REQUEST FEEDBACK FORM

We would love to hear your thoughts or feedback on how we can improve your experience!

This Feedback Form is in compliance with Section 6.6.1 of Anti-Red Tape Authority (ARTA) Memorandum Circular (MC) No. 2019-002, series of 2019 entitled Guidelines on the Implementation of the Citizen's Charter in Compliance with Republic Act 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018," and Its Implementing Rules and Regulations (IRR) which mandates all government agencies to establish their own feedback and complaints mechanism to ensure that the citizens availing their services are heard and to enable the agency to continuously improve their services.

Please answer the questions below to provide your feedback for the service we provided for you.

Mark your rating in the space provided.

Date requested: _____

FOI Tracking No: _____

Name: _____

Name of Organization/Affiliation : _____

Gender: Male Female

Age Group: 20-30 31-40 41-50 51-60

Contact No.: _____


Signature: _____

Questions	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree
	1	2	3	4	5
1. Are you satisfied with the handling of your FOI request?					
2. Did you receive your information within 15 to 35 working days?					
A. For unsuccessful request, are you satisfied with the reason provided?					
B. For successful request, was the response you received easy to understand?					
3. Did you feel that we communicated with you effectively, from start to finish?					
4. Is there anything we could do to improve our services in the future?					




Republic of the Philippines
BUENAVISTA WATER DISTRICT
Buenvista, Agusan del Norte

REQUEST FOR INFORMATION

Info. Request #	: 25-01-000002	Proof of Identity presented :	Drivers License
Date	: 01/21/2025	Id # :	390982890
Name of Requestor	: Murillo Dan Michael		
Address	: P-5 Brgy. 1 Buenvista A.D.N		
Contact #	: 0910-044-1075	E-mail Address :	
Requested info.	: Certificate	: - (change name)	
Reason for Request	: For Personal Purposes		
# of Copies	: 1		
		 Murillo Dan Michael	
		Signature of Requestor / Representative	

(To be accomplished by Record Officer)

Request	<input checked="" type="checkbox"/> Approved	<input type="checkbox"/> Disapproved
Remarks / Others	:	
	 Alona Chihuela Record Officer	 Aloyon Janette Head of Division

Official Receipt # : 414278

Claim Slip

CLAIM SLIP

Requestor	: Murillo Dan Michael		
Date of Release	: 01/21/2025	# of Copies	: 1
Official Receipt #	: 414278	Total Amount	: 300.00
		De Torres Revina	
		Prepared By	

Reminders :

1. Fees for reproduction (Ph 10.00 / page) apply as per BOD Resolution No. 18 s. 2017
2. For authorized representative, please bring authorization letter, valid ID and photocopy of valid ID of requestor
3. Documents should be claimed within (30) working days from due date of release
4. Information / records not claimed within thirty (30) working days shall be disposed of accordingly.

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Please answer the questions below to provide your feedback for the service we provided for you.

Mark your rating in the space provided.

Date requested: _____

FOI Tracking No: 25-01-00002
1-21-25

Name: DAN MICHAEL MULLO

Name of Organization/Affiliation: _____

Gender: Male Female

Age Group: 20-30 31-40 41-50 51-60

Contact No.: _____

Signature: _____

Questions	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree
	1	2	3	4	5
1. Are you satisfied with the handling of your FOI request?					/
2. Did you receive your information within 15 to 35 working days?					/
A. For unsuccessful request, are you satisfied with the reason provided?					/
B. For successful request, was the response you received easy to understand?					/
3. Did you feel that we communicated with you effectively, from start to finish?					/
4. Is there anything we could do to improve our services in the future?					/


2nd Quarter



Republic of the Philippines
BUENAVISTA WATER DISTRICT
Buenvista, Agusan del Norte

REQUEST FOR INFORMATION

Info Request #	: 25-04-000003	Proof of Identity presented:	PRC ID
Date	: 04/29/2025	Id #	: 5022090
Name of Requestor	: Solen, Arman		
Address	: Matabao Buenvista Agusan del Norte		
Contact #	: 0949-960-1762	E-mail Address :	
Requested Info.	: Water Bill (copy of water bill)	2281-22-110	
Reason for Request	: For Reimbursement	Bta National High School	
# of Copies	: 1		


Signature of Requestor / Representative

(To be accomplished by Record Officer)

Request : Approved Disapproved

Remarks / Others : _____

Alona Orihuea
Record Officer

Aloyon Janette
Head of Division

Official Receipt # : 440765

Claim Slip

CLAIM SLIP

Requestor	: Solen, Arman		
Date of Release	: 04/29/2025	# of Copies	: 1
Official Receipt #	: 440765	Total Amount	: 10.00

De Torres Revina
Prepared By

Reminders :

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FOI REQUEST FEEDBACK FORM

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Please answer the questions below to provide your feedback for the service we provided for you.

Mark your rating in the space provided.

Date requested:

FOI Tracking No: 25-04-011

Name: ARMAN C. SOVEN

Name of Organization/Affiliation: PNHC

Gender: Male Female

Age Group: 20-30 31-40 41-50 51-60

Contact No: 09491601762

Signature: 

Questions	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree
	1	2	3	4	5
1. Are you satisfied with the handling of your FOI request?					/
2. Did you receive your information within 15 to 35 working days?					/
A. For unsuccessful request, are you satisfied with the reason provided?					/
B. For successful request, was the response you received easy to understand?					/
3. Did you feel that we communicated with you effectively, from start to finish?					/
4. Is there anything we could do to improve our services in the future?					/



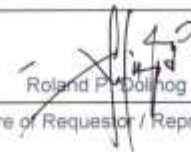
Republic of the Philippines
BUENAVISTA WATER DISTRICT
Buena Vista, Agusan del Norte

REQUEST FOR INFORMATION

Info, Request # : 25-08-000001 Proof of Identity presented : Drivers License
 Date : 08/11/2025 Id # : K01-99-039774

Name of Requestor : Roland P. Dolinog
 Address : P-6, Sumile, Butuan City
 Contact # : 0938-316-5805 E-mail Address : _____


Requested Info. : Subsidiary Ledger (0401-32-088 Calo Pamela - Philhealth Caraga)
 Reason for Request : For Office Purposes
 # of Copies : 1



 Roland P. Dolinog
 Signature of Requestor / Representative

(To be accomplished by Record Officer)

Request Approved Disapproved

Remarks / Others : _____


 Alona Orihueia
 Record Officer



 Aloyce Janette
 Head of Division

Official Receipt # : 462983

Claim Slip

CLAIM SLIP

Requestor : Roland P. Dolinog
 Date of Release : 08/11/2025 # of Copies : 1
 Official Receipt # : 462983 Total Amount : 10.00


 Ballesteros Vanessa Mae

Prepared By

Reminders :

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Please answer the questions below to provide your feedback for the service we provided for you.

Mark your rating in the space provided.

Date requested: Robert P. Doling FOI Tracking No: 25-08-025
 Name: Robert P. Doling Name of Organization/Affiliation: PhilWaffin
 Gender: Male Female
 Age Group: 20-30 31-40 41-50 51-60
 Contact No.: 0938-316-5805 Signature: _____

Questions	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree
	1	2	3	4	5
1. Are you satisfied with the handling of your FOI request?					/
2. Did you receive your information within 15 to 35 working days?					/
A. For unsuccessful request, are you satisfied with the reason provided?					/
B. For successful request, was the response you received easy to understand?					/
3. Did you feel that we communicated with you effectively, from start to finish?					/
4. Is there anything we could do to improve our services in the future?					/



Republic of the Philippines
BUENAVISTA WATER DISTRICT
Buenvista, Agusan del Norte

REQUEST FOR INFORMATION

Info. Request # : 25-10-00001
 Date : 10/02/2025
 Name of Requestor : Emelito Pilapil Barsobia
 Address : P2, Lawaan, City of Gingoog, Misamis Oriental
 Contact # : 0935-074-0766 E-mail Address :
 Requested Info. : Subsidiary Ledger (Lexand Construction and Development - 0051-32-173)
 Reason for Request : For Office Purposes
 # of Copies : 1

Proof of Identity presented : Drivers License
 Id # : 5014-9310-4802-6956

Emelito Pilapil Barsobia

Signature of Requestor / Representative

(To be accomplished by Record Officer)

Request : Approved Disapproved

Remarks / Others

Alona Orhuela
 Record Officer

Aloyon Janette
 Head of Division

Official Receipt # : 470909

Claim Slip

CLAIM SLIP

Requestor : Emelito Pilapil Barsobia
 Date of Release : 10/02/2025 # of Copies : 1
 Official Receipt # : 470909 Total Amount : 10.00

Ballesteros Vanessa Mae

Prepared By

Reminders :

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Please answer the questions below to provide your feedback for the service we provided for you.

Mark your rating in the space provided.

Date requested:

FOI Tracking No: 25-10 - 033
10. 7. 25

Name: EMELITO BARRSOPIA

Name of Organization/Affiliation: _____

Gender: Male Female

Age Group: 20-30 31-40 41-50 51-60

Contact No.: 09350740706

Signature: _____

Questions	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree
	1	2	3	4	5
1. Are you satisfied with the handling of your FOI request?				/	
2. Did you receive your information within 15 to 35 working days?				/	
A. For unsuccessful request, are you satisfied with the reason provided?				/	
B. For successful request, was the response you received easy to understand?				/	
3. Did you feel that we communicated with you effectively, from start to finish?				/	
4. Is there anything we could do to improve our services in the future?				/	