



CASTILLEJOS WATER DISTRICT

National Highway, Brgy. Nagbunga Castillejos, Zambales
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FOI FEEDBACK REPORT

I. Overview

The Castillejos Water District (CSWD) remains committed to upholding transparency and accountability through the implementation of the Freedom of Information (FOI) Program. As part of this commitment, the agency has established clear mechanisms for receiving, processing, and responding to FOI requests, including the integration of the FOI Feedback Survey into its standard operating procedures.

However, during **Calendar Year (CY) 2025**, the Castillejos Water District did **not receive any FOI requests**, whether through the Standard FOI process or the electronic FOI (eFOI) system. Consequently, no FOI responses were issued, and no feedback surveys were administered for the period under review.

II. Scope

The FOI Feedback Survey Form is designed to cover all completed FOI requests received by the Castillejos Water District, including both Standard FOI Requests and eFOI Requests submitted through official platforms. The survey is administered only after the release of a final response to the requesting party.

For **CY 2025**, since no FOI requests were filed with the agency, the implementation of the FOI Feedback Survey was **not applicable** for the said period.

III. Methodology

Under normal circumstances, the FOI Feedback Survey Form is attached to the official reply issued to the requesting party, either in printed or electronic form, for both Standard FOI and eFOI Requests. Completed survey forms are collected, recorded, and consolidated on a quarterly basis for evaluation by the designated FOI personnel.

Requesting parties are encouraged to assess their experience based on the clarity of information provided, timeliness of the response, courtesy of personnel, and overall satisfaction with the service.

For **CY 2025**, the methodology for gathering feedback was **not implemented** due to the absence of FOI requests received by the Castillejos Water District.

IV. Data Interpretation

Quantitative Analysis

No quantitative data were generated for **CY 2025**, as there were **no FOI requests and, consequently, no feedback survey responses** during the reporting period. As such, no satisfaction ratings were computed or classified under the prescribed interpretation scale.

Should FOI requests be received in the future, feedback results will be summarized on a quarterly basis for the covered fiscal year. The overall satisfaction rating will be computed based on the total responses received and translated into *both percentage and numerical ratings*. In accordance with the prescribed interpretation scale, quarterly ratings will be classified as follows:

- **Outstanding** –4.5–5.0 rating
- **Very Satisfactory** –4.0–4.49 rating
- **Satisfactory** –3.5–3.9 rating
- **Good** –3.0–3.4 rating
- **Poor** –below 3.0 rating

Qualitative Analysis

Similarly, no qualitative feedback was obtained for the year due to the absence of FOI transactions. Nevertheless, the agency continues to ensure that its FOI systems, procedures, and designated personnel remain in place and ready to respond to any future FOI requests in a timely and responsive manner.

V. Recommendation

In view of the absence of FOI requests during CY 2025, the preparation of an Improvement Action Plan is not applicable for the reporting period. The Castillejos Water District shall continue to maintain its FOI mechanisms, conduct periodic orientation for concerned personnel, and sustain operational readiness to effectively address any FOI requests that may be received in the succeeding years.

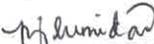


Should the agency receive a Satisfactory to Poor rating in any quarter in the future, an Improvement Action Plan shall be formulated and implemented to address identified gaps and further enhance service delivery.

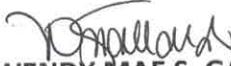
Annexes

- **Annex A:** FOI Feedback Survey Form
- **Annex B:** One copy of FOI Request Replies with Attached FOI Feedback Survey Form for each quarter for both Standard and eFOI Requests **(Not applicable for CY 2025 due to the absence of FOI requests for both Standard and eFOI channels)**

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FREEDOM OF INFORMATION REQUEST FEEDBACK

This survey is used to capture the citizens/client's experience, expectations, and satisfaction with the agencies' compliance to the FOI Program implementation

RATING SCALE: A 5-point Likert scale is used, with the following rating scale:

STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE OR DISAGREE AGREE STRONGLY	AGREE	STRONGLY AGREE
1	2	3	4	5

INSTRUCTIONS:

Please put a **check mark (✓)** on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree
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 service in the future?

THANK YOU!

