



UNIVERSITY OF THE PHILIPPINES  
DILIMAN QUEZON CITY  
VOIP TRUNKLINE: 8981-8500 LOCAL: 2558; 2556  
DIRECT LINE: (632) 8981-8505, (632) 8981-8506  
(632) 8981-8508  
E-Mail: chancellor.updiliman@up.edu.ph

## OFFICE OF THE CHANCELLOR

### UP DILIMAN FOI FEEDBACK SURVEY REPORT 2025

#### Overview

This is a report on the results of the feedback mechanism required in the implementation of the FOI in UP Diliman. The objective is to provide users the means to communicate their questions, suggestions and comments to UP Diliman for efficiency in service.

#### Scope

The feedback covers the year 2025 and target respondents are the FOI requestors who submitted their requests through the standard or the eFOI mode.

#### Methodology

The feedback survey was prepared using Google Form and contains the following:

- Profile of the Respondent
- Questionnaire containing the following:
  - 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 requests, are you satisfied with the reason provided?
    - B. For a 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?

In both eFOI and Standard requests, the feedback form is displayed after the signature of the FOI Receiving Officer. Each requestor shall receive this link: <https://bit.ly/3PIbGW1> at any time that they file a request and receive a response. A copy of the survey form can be found on Annex A. For the sample reply with the feedback form link, please refer to Annex B.

#### Data Interpretation

As of 2025, a total of 227 survey forms were released. However, there were no accomplished forms received by UP Diliman.

Prepared by:

  
Paulyn A. Tusi  
FOI Receiving Officer

JAN 30 2026

Noted by:

  
Chancellor Edgardo Carlo L. Vistan, II  
FOI Decision Maker

JAN 30 2026

# FOI Request Feedback Report.

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.

## PRIVACY NOTICE

Accomplishing this Feedback Form signifies authorizing the government agency to collect the information provided in this form. All personal information provided using this form shall be treated with utmost confidentiality. The data collected will be aggregated for analysis to help us continually improve our services. Disclosure of the personal information of the customers shall only be disclosed pursuant to applicable laws, guidelines, and regulations.

## DIRECTIONS:

- Please answer the questions below to provide your feedback for the service provided by the agency.
- Mark your rating in the space provided.

fro.updiliman@up.edu.ph [Switch account](#)



Not shared

\* Indicates required question

FIRST NAME \*

Your answer

MIDDLE NAME \*

Your answer



LAST NAME \*

Your answer

EMAIL ADDRESS \*

Your answer



FOI REQUEST FEEDBACK QUESTION. \*

	1. Strongly Disagree	2. Disagree	3. Neither Agree nor Disagree	4. Agree	5. Strongly Agree
1. Are you satisfied with the handling of your FOI request?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Did you receive your information within 15 to 35 working days?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.A. For unsuccessful request, are you satisfied with the reason provided?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.B. For successful request, was the response you received easy to understand?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Did you feel that we communicated with you effectively, from start to finish?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there anything we could do to improve our service in the future?

Your answer

Submit

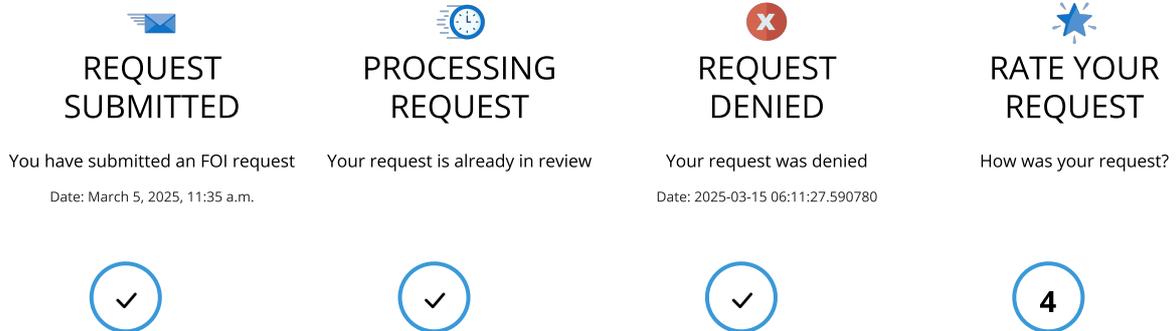
Clear form



Never submit passwords through Google Forms.

## Annex B: One copy of FOI Request Replies with Attached FOI Feedback Survey

University of the Philippines Diliman(UPD)



### UPCAT results

Published by University of the Philippines Diliman(UPD) on March 5, 2025.

Requested from UPD by M. Gaba at 11:35 AM on March 5, 2025.

Purpose: Research and Development

Tracking no: #UPD-323643580287

REQUEST STATUS: DENIED

---

Good day,

I am currently working in the academe at Technological Institute of the Philippines. As part of our s on identifying the best high schools in the Philippines in terms of University Admissions, we would l to request access to nationwide data of UPCAT results in year 2023 or 2024 including their high schoo name.

We understand and respect data privacy regulations; thus, we only request the high schools names and number of passers per school. No personal student information is needed. This data will solely be use for research study to analyze the trends in secondary admissions and university admissions.

We sincerely appreciate your assistance and look forward to your response. Thank you for your time an consideration.

---

Dear Ms. Gaba,

Mabuhay!

Thank you for utilizing the eFOI portal ([www.foi.gov.ph](http://www.foi.gov.ph)) and exercising your right to information under Executive Order No. 128 on Freedom of Information in the Executive Branch.

We have received your request on UPCAT results, dated March 5, 2025.

While our primary objective is to provide information whenever possible, we regret to inform you that the requested information is not available at this Office. However, we recommend reaching out to Office of Admissions of the University of the Philippines System at [upcollegeapplications.oadms@up.edu.ph](mailto:upcollegeapplications.oadms@up.edu.ph) and their website <https://upcat.up.edu.ph/> for further assistance. This is UP Diliman and UP System is another agency. Alternatively, you may resubmit your request to the appropriate agency through the eFOI portal at [\[insert link here\]](#).

For additional support, we encourage you to consult the FAQ section of the eFOI site: <https://www.foi.gov.ph/help>.

*Your right to request a review*

If you are dissatisfied with our response to your FOI request, you have the option to request an internal review. To initiate the review process, kindly submit your written appeal for review addressed to [\[insert name of Secretary and postal/e-mail address\]](#). Please provide a detailed explanation of your dissatisfaction with our response within 15 calendar days from the date of receiving our response. We will conduct the review and communicate the outcome within 30 calendar days from the receipt of your review request.

Should you remain unsatisfied with the review outcome, you retain the right to appeal to the Office of the President under Administrative Order No. 22 (s. 2011).

Thank you.

Respectfully,  
PAULYN TUSI  
FOI Receiving Officer  
UP Diliman

\*Please click here for customer feedback: <https://bit.ly/3PIbGW1>



---

## FOI-REQ-2025-5367-Total Accountancy Graduates for year 2021 to 2023, and total number of female and male graduates in Accountancy for year 2021 to 2023.

---

FOI Receiving Officer UP Diliman <fro.updiliman@up.edu.ph>  
To: anavictoriadrez@gmail.com  
Cc: FOI Customer Service <foiph.customerservice@gmail.com>  
Bcc: ses\_our.updiliman@up.edu.ph, Paulyn Tusi <patusi@up.edu.ph>

Thu, Jul 3, 2025 at 2:08 PM

*This FOI request is marked "SUCCESSFUL"*

Dear Ms. Drez,

This refers to your request dated 6/17/2025 under Executive Order No. 2 (s. 2016) on Freedom of Information in the Executive Branch.

Your request:

Total Accountancy Graduates for year 2021 to 2023, and total number of female and male graduates in Accountancy for year 2021 to 2023.

You asked for:

Overall number of accounting graduates for each year from 2021 to 2023 as well as the percentage of whom are male and female

Purpose/(s) stated for request:

Research

Response to your request:

Your FOI request is approved. The answer to your request is **attached**.

This is to respectfully remind you of the information provided to you by U.P. must be processed (used) only for the purpose/(s) stated in your request

pursuant to the provisions of E.O. No. 2 Series of 2016, R.A. 6713 and its Implementing Rules and Regulations, the Philippine Data Privacy Act and other applicable laws.

The DPA which is a criminal statute imposes the penalty of imprisonment and a fine for the unauthorized processing of personal and sensitive personal information.

We request you to kindly acknowledge receipt of this letter and that you understand that you are bound to comply with the provisions of, among others, the Philippine

Data Privacy Act in using the information you requested and that you will hold the University free and harmless from all liabilities in the event that you process

the information provided in violation of applicable laws.

Thank you.

Respectfully,  
Paulyn Tusi  
FRO, UP Diliman

--

FOI Receiving Officer  
c/o Office of the Chancellor  
University of the Philippines Diliman  
Quezon City  
Tel. No. 632-89818506

**\*Please click here for customer feedback:** <https://bit.ly/3PIbGW1>

----- Forwarded message -----

From: **FOI Customer Service** <foiph.customerservice@gmail.com>

Date: Wed, Jun 18, 2025 at 1:21 PM

Subject: FOI-REQ-2025-5367-Total Accountancy Graduates for year 2021 to 2023, and total number of female and male graduates in Accountancy for year 2021 to 2023.