



OFFICE of GOVERNMENT INFORMATION SERVICES

January 12, 2016 - Sent via email

[REDACTED]  
[REDACTED]

Re: Case No. 201600105  
NG: CM: KG

NATIONAL  
ARCHIVES  
and RECORDS  
ADMINISTRATION

8601 ADELPHI ROAD  
OGIS  
COLLEGE PARK, MD  
20740-6001

web: [www.ogis.archives.gov](http://www.ogis.archives.gov)  
e-mail: [ogis@nara.gov](mailto:ogis@nara.gov)  
phone: 202-741-5770  
toll-free: 1-877-684-6448  
fax: 202-741-5769

Dear [REDACTED]:

This responds to your October 19, 2015 request to the Office of Government Information Services (OGIS), which we received via email. Your request for assistance concerns a Freedom of Information Act (FOIA) request to the National Security Agency (NSA) submitted by your client, [REDACTED].

Congress created OGIS to complement existing FOIA practice and procedure and we strive to work in conjunction with the existing request and appeal process. OGIS's goal, whenever practical, is to allow the requester to exhaust his or her remedies within the agency, including the appeal process. OGIS has no investigatory or enforcement power, nor can we compel an agency to release documents. OGIS serves as the Federal FOIA Ombudsman and our jurisdiction is limited to assisting with the FOIA process.

We have carefully reviewed your submission of information, and we understand that [REDACTED] made a request to NSA for information regarding himself. NSA acknowledged your client's request on [REDACTED] and denied his request for expedited processing. On [REDACTED] [REDACTED] appealed the agency's denial of expedited processing; on [REDACTED], he submitted a second appeal of NSA's failure to respond to his request. You seek OGIS's assistance with this matter.

OGIS contacted NSA's FOIA Public Liaison, John Chapman, to discuss [REDACTED] request. According to Mr. Chapman, the NSA acknowledged [REDACTED] first appeal via an email addressed to [REDACTED] on [REDACTED], assigning it appeal number [REDACTED]. On [REDACTED] NSA called [REDACTED] to explain some changes to NSA's FOIA and appeals processes. As for the second appeal, NSA's FOIA office informed OGIS that it was assigned tracking [REDACTED]. Mr. Chapman apologized for the agency's failure to acknowledge that appeal, and explained that the recent reorganization has caused some delays in the request and appeal processes.

In our communication with Mr. Chapman, we asked for an estimated date of completion. Mr. Chapman estimated that it will take the agency 4 years to process your request. Mr. Chapman also asked me to convey to you to encourage your client to resume addressing his questions directly to the NSA.



[REDACTED]  
January 12, 2016

Page 2 of 2

I hope you find this information useful in understanding why the NSA was delayed in responding to your client's request. You should hear from the agency shortly. At this time, OGIS can offer no further assistance. Thank you for bringing this matter to OGIS. We will close your case.

Sincerely,

/s/

JAMES V.M.L. HOLZER

Director

cc: John Chapman, Chief, FOIA and Privacy Act Office, National Security Agency

We appreciate your feedback. Please visit <https://www.surveymonkey.com/s/OGIS> to take a brief anonymous survey on the service you received from OGIS.