



# Office of Government Information Services Full Case Log

as of July 9, 2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
09-0001	9/9/2009	VA	Info	Customer stated that 20 days have expired and no word from the Agency.	Request withdrawn	Requester withdrew request when records sought were received.	10/6/2009
09-0002	9/8/2009	N/A	Info	Customer wanted info on filing a FOIA request.	Ombuds service provided		10/22/2009
09-0003	9/30/2009	DOE & DOL	info	Customer wanted OGIS info and to inform OGIS about DOE and DOL issues.	Complaint logged; no direct action requested, Request for info satisfied		10/7/2009
09-0004	10/26/2009	N/A	info	Info needed regarding mediation services.	Request for info satisfied		10/28/2009
09-0005	10/1/2009	HHS	agency practices	Requester complained that agency has systematically been denying requests. Appeal pending.	Dispute resolved via facilitation	Letter sent to customer informing him of appeal still pending and informed him that OGIS will take his complaint into consideration when performing agency reviews.	11/17/2009

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09-0006	10/13/2009	HHS	denial	Dispute between requester and agency regarding the necessary information required to perfect a request for agency to be able to respond.	Dispute resolved via facilitation	Requester contacted OGIS for additional assistance on 12/10/09 for a tel-con with agency. Unable to schedule in December; completed tel-con 1/15/10.	11/24/2009
09-0007	10/23/2009	OPM	delay	Complaint regarding the non-response of agency for two requests submitted by requester.	Request for info satisfied	Advised customer of the contact information for the FOIA Public Liaison and FOIA Coordinators at OPM and informed requester he could contact us back if needed upon contact.	2/8/2010
09-0008	10/29/2009	N/A	info	Requester wanted to know how OGIS will be working with DOJ.	Request for info satisfied	Analyst contacted customer and explained how the collaboration has already been working and the future plans.	11/2/2009
09-0009	10/30/2009	NASA	delay	Requester complained that agency was not adequately responding to request, thus denying access to information.	Dispute resolved via facilitation	Customer was given the current status of the cases and was informed that NASA had not denied the request.	11/16/2009
09-0010	11/3/2009	DHS	agency practices	Agency's mailing address changed and was not published in Federal Register, as required. When a request is submitted via e-mail, auto-reply generated does not acknowledge receipt of request and asks requester to mail copy to incorrect address.	Dispute resolved via facilitation	Phone calls and e-mail exchanged with both requester and agency. Requester satisfied that steps will be taken to address problems. E-mailed requester on 01/05/09 to follow up.	12/16/2009
09-0011	11/5/2009	FDIC	denial	Dispute between the requester and agency as to whether the reports requested can be provided based on the information given in request. OGIS cc'd in correspondence.	Dispute resolved via facilitation	Analyst spoke with both the agency rep and the customer on numerous occasions and an understanding was made regarding what types of reports FDIC would have.	2/4/2010

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09-0012	11/9/2009	DOI	denial	The customer was denied a contract between the agency and a third party under Ex. 5. The customer appealed in 2006 and was told in Nov. 2009 that his appeal is no. 331 in the queue. Customer had two related denial issues he sought help with as well.	Dispute resolved via facilitation	Customer denied a contract between the agency and a third party under Ex. 5 because the contract was still a draft; requester appealed in 2006 arguing the contract was being treated as a final version and was told in Nov. 2009 he was no. 331 in the queue.	5/3/2010
09-0013	11/12/2009	DOD	delay	Dispute between agency and requester regarding the extensive delay of request.	Dispute resolved via facilitation	OGIS was in regular contact with DIA FOIA office to try to limit the delay in request.	4/2/2010
09-0014	11/12/2009	DOJ	delay	Customer had not heard from the agency whether it found responsive records to a nearly 10-year-old request.	Dispute resolved via facilitation	Agency found responsive records and determined search time; customer can now determine whether to pay for the search to see if the information sought is contained within.	3/31/2010
09-0015	11/13/2009	DOJ	info	Request for information on OGIS mediation services for complaint with agency.	Ombuds service provided	General information provided.	11/30/2009
09-0016	11/16/2009	DOD, CIA & NSA	fees	Customer noted inconsistencies with agencies' treatment for fee status; also noted some agencies request high fees before responding to request.	Admin closure	Analyst followed-up via email 3/30/10 to inform customer to work with the FPL's in the agencies (no response).	4/30/2010
09-0017	11/19/2009	DOL	fees	Dispute over fees in previous FOIA request that are delaying production in current FOIA request.	Admin closure	Requester was unresponsive to three attempts at contact.	12/31/2009

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09-0018	11/20/2009	DOJ	Privacy Act	Privacy Act request.	Ombuds service provided	Spoke to requester to inform that OGIS does not handle Privacy Act requests.	12/15/2009
09-0019	11/24/2009	DOL	denial	Customer disputed redactions upheld on appeal and would like OGIS to mediate the dispute.	Facilitating resolution	Agency initially agreed to voluntarily re-review the document to see if it could release more of the redacted information but is now unclear whether agency will re-review. Agency will get back to OGIS to update.	
09-0020	11/27/2009	EOP	denial	Customer complained that agency did not respond to all items of request. Issue not resolved by appeal.	Dispute resolved via facilitation	Discussed deficiencies in responding to request with ONDCP; also discussed approach to supplementing its response. Advised customer of conversations with ONDCP and proposed action to resolve issue.	1/26/2010
09-0021	12/7/2009	State, CIA & DOD	denial	Request for classified records denied under Exs. 1 and 3; refusal to confirm or deny their existence. Unclassified records were not searched for.	Ombuds service provided	Customer from Australia. OGIS responded with assistance to ODNI's final action; advised requester to appeal CIA denial and said he could come back for more assistance if need be.	1/7/2010
09-0022	12/8/2009	DOI	fees	Agency inquired into how to fairly assess search fees after new employee unfamiliar with records assigned to process request. Requester had already received 2 hours of search time and first 100 pgs of duplication free of charge.	Dispute resolved via facilitation	Agency had voluntarily reduced estimated fees by 50% and requester agreed to pay reduced amount.	12/23/2009
09-0023	12/10/2009	DOD	delay	Sen. Leahy's office recommended the requester contact OGIS for assistance. 2005 request to agency has not resulted in release of documents though requester has been told both in 2007 and 2009 that it should not be much longer.	Dispute resolved via facilitation	OGIS contact with DIA resolved the delay and the records were released on 01/13/10.	1/15/2010

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09-0024	12/10/2009	DOJ	denial	OIP referred requester here to discuss the possibility of mediating the release of information withheld under Ex. 7(C) before filing an administrative appeal. Appeal time will run on 12/21/2009.	Admin closure	Customer agreed to contact INTERPOL to discuss a resolution and did not re-contact OGIS for further assistance.	12/30/2009
09-0025	12/6/2009	State	Privacy Act	Privacy Act request.	Ombuds service provided	Spoke to requester to inform that OGIS does not handle Privacy Act requests.	12/16/2009
09-0026	12/11/2009	CIA	fees	Dispute between requester and agency regarding the fee/requester category. Referred from Sen. Leahy's office.	Dispute resolved via facilitation	Fees waived for requester.	1/22/2010
09-0027	12/15/2009	NASA	delay	Sen. Cornyn referred this to OGIS. Agency has not produced records in timely fashion; agreed to partial production est. for 01/06/10 but requester not satisfied, as the agency has said it won't include an index of all records even those not yet produced.	Request withdrawn	Requester reviewed documents and determined he will appeal and if necessary litigate the matter.	1/25/2010
09-0029	12/30/2009	EEOC	Info	Information sought was not contained in document requester believed it would be in, so requester had to ask for second set of records at great cost; disputes the cost since believes information should have been in first set of records.	Dispute resolved via facilitation	Agency refunded fees charged on second set of records.	5/3/2010
09-0030	12/29/2009	N/A	info	Requester wanted OGIS to advise whether certain contract information would be released under FOIA, if requested.	Ombuds service provided	General information provided.	12/29/2009

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10-0001	1/4/2010	DOJ	info	Requester asked OGIS to assist in obtaining grand jury testimony.	Admin closure	Requester did not identify agency or provide request/appeal number. Sent letter (01/08/10) seeking additional information, but advised that grand jury material is normally exempt. Administrative Closure 2/9/09. No response from customer	2/9/2009
10-0002	1/6/2010	Commerce & EOP	delay, denial	Request was sent to two agencies on consult. Requester appealed the delay with one agency because records are needed in a more timely fashion. Requester disputes the full denial of the records held at the second agency.	Dispute resolved via facilitation, Request for info satisfied	OGIS spoke to CEQ and it reconsidered full denial and produced document. Documents on consult with Commerce were produced on 01/27/10.	1/29/2010
10-0003	1/6/2010	Treasury	delay	Request sent, no acknowledgement received and customer states unable to reach FOIA staff.	Dispute resolved via facilitation	OGIS provided USSS with further documentation from requester which perfected request; processing to begin. Notified requester and case closed 01/19/10.	1/19/2010
10-0004	1/6/2010	FAA	fees	FAA charged search fees for EIS-related documents in contradiction of CEQ regulations pertaining to NEPA.	Facilitating resolution	Spoke to FAA FOIA Officer and FPL, both of whom have spoken to customer regarding issue. Consulted with CEQ and OIP; drafting final response.	
10-0005	1/5/2010	DOD & NARA	info	Requested info on how to make a request to NARA and/or DOD for possibly transferred records.	Request for info satisfied	Analyst spoke to customer and gave him the information on how to make his requests and followed up with an email.	4/30/2010
10-0006	1/7/2010	DOJ	denial	Requester denied investigative report, in part. Appeal upheld by OIP. Letter unclear, but appears customer wants to change his confinement designation.	Ombuds service provided	Obtained final appeal decision from OIP. Spoke to BOP FPL for additional information on confinement designation. Final letter to customer with additional information regarding procedure for requesting change of confinement designation.	2/22/1010

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10-0007	1/7/2010	N/A	info	Request for the release of documents regarding an address.	Admin closure	OGIS is not responsible for those types of documents. Letter sent to requester.	1/25/2010
10-0008	1/7/2010	DOJ	denial	Sought access to files on 3 deceased individuals and learned that one file had been destroyed. Concerned that FBI has not released all requested information. Sent additional information on NARA's policies on 3/5.	Ombuds service provided	FBI confirmed that it processed (and has identified) all records related to 4 subjects of requests. Advised customer of conversation with FBI and memorialized in letter.	2/2/2010
10-0009	1/8/2010	California & All federal agencies	info	Customer needs information about NARA and how to make FOIA requests to numerous agencies.	Ombuds service provided	Letter sent to requester with information.	1/27/2010
10-0010	1/4/2010	N/A	info	Customer sought assistance from OGIS with regard to his Privacy Act requests.	Ombuds service provided	Explained to customer's attorney and to customer that OGIS does not handle issues related to Privacy Act requests.	1/25/2010
10-0011	1/8/2010	N/A	info	Customer wanted info on OGIS and its mission	Ombuds service provided	Staff responded to customer's specific questions.	1/8/2010
10-0012	1/11/2010	US Comm on Int'l Religious Freedom	info	Customer wanted to know if the Commission is subject to FOIA.	Ombuds service provided	Staff responded that legislative branch was not subject to FOIA.	1/11/2010

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10-0013	1/13/2010	DOJ	denial	Customer seeks assistance in obtaining information about a trial witness.	Request for info satisfied	Advised customer that the USMS confirmed that it had no responsive records.	2/4/2010
10-0014	1/13/2010	DOEd	delay	Customer seeking to know status of appeal and agency personnel have not provided sufficient details in response to his calls.	Request for info satisfied	DOEd advised appeal being reviewed by legal office. 2/1/10 advised customer of status of appeal.	2/19/2010
10-0015	1/14/2010	State	fee waiver	Requester seeks to appeal denial of a fee waiver but agency has not provide specific information on why it was denied, despite several requests to do so.	Dispute resolved via facilitation	Requester narrowed the scope of the request and it fell under the 100 pages/2 hours of search time so no fees will be generated to fill the request. Agency said it has already pulled the materials and will produce them shortly.	2/4/2010
10-0016	1/14/2010	DOD	delay	Requests pending for more than two years are "still in process" without a more specific response timeframe.	Dispute resolved via facilitation	Obtained status on a request and appeal from DIA, as requested.	3/3/2010
10-0017	1/19/2010	DOE	delay	Customer seeking assistance in obtaining documents.	Dispute resolved via facilitation	Discussed inquiry with DOE FOIA office and provided customer with copy of ack'mt letter. Advised customer that DOE anticipates making release week of 2/22/10.	2/24/2010
10-0018	1/19/2010	DOJ	denial	Customer seeking assistance with closed 2005 request-- nature of dispute is unclear.	Ombuds service provided	OGIS advised customer of the type information withheld, and asked for clarification of nature of dispute.	3/4/2010

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10-0019	1/19/2010	USPS	denial	Requester disputes agency's interpretations of the records it has provided in one request. The requester disputes Exemption 6 withholding in a second consolidated request.	Dispute resolved via facilitation	Agency is determining whether all responsive records were provided in the first request. Agency does not have any additional statistical data or responsive records with regard to the second series of requests. OGIS has communicated this with the customer	6/7/2010
10-0020	1/21/2010	DOD	delay	Customer seeking OGIS assistance to obtain more resources for DoD office processing one of his requests that has been pending 10 years and to improve interagency consultation process.	Complaint logged; no direct action requested	OGIS provided customer with details of status of request, issues with processing his complex request, and estimated time line for completion.	3/4/2010
10-0021	1/22/2010	DOL	denial	Request for "native electronic format" of OSHA Admin. Manual posted pursuant to (a)(2) denied. Preparing appeal and customer seeking OGIS input on case.	Fact finding	Spoke to DOL OGC and customer on several occasions. Met with customer to discuss issues. Consulting with DOJ OIP and DOL.	
10-0022	1/25/2010	BBG	denial	Requester is asking for assistance in the release of a denied report.	Facilitation failed to resolve dispute	OGIS requested BBG to consider discretionary disclosure, discussed harms in release of withheld information with BBG FOIA attorney and explained BBG's position to customer as well as options. Customer will consider further options.	5/5/2010
10-0023	1/25/2010	FAA	delay	The appeal deadline has run out but there are about 80 requests ahead of the requester in the queue; wants help resolving the delay.	Dispute resolved via facilitation, Request for info satisfied	Agency reviewed request and realized there were more responsive records and remanded to original office for reprocessing promising release by 03/31/10. Agency had not responded to customer by that date but eventually produced the records on 05/06/10.	5/7/2010
10-0024	1/26/2010	DOJ	ombuds	Requester is asking for access to EOUSA documents.	Ombuds service provided	Recommended customer to contact EOUSA for request.	2/4/2010

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10-0025	1/25/2010	DOJ	denial	Agency found no responsive documents and invited requester to provide more information to assist with search; the additional information the requester provided also did not result any responsive documents and the agency closed the case.	Dispute resolved via facilitation	OGIS advised that if the requester had any other potentially helpful information, providing it might aid in a future search, otherwise there is nothing further the agency can do.	2/3/2010
10-0026	1/25/2010	DOD	fee waiver, delay	Customer disputes the fees associated with a request and believes information to be missing from the documents received.	Facilitating resolution	Agency said it provided customer with a response and fee refund on 05/11/10 but customer had not received either by 06/08/10; the agency is determining what happened and will let OGIS know.	
10-0027	1/28/2010	DOE	delay	Agency is processing request, but requester cannot get more specific ETA on release.	Dispute resolved via facilitation	Agency expects to respond to requester by 02/05/10.	2/3/2010
10-0028	1/28/2010	DOJ	Privacy Act	Privacy Act request.	Admin closure	Response to requester that OGIS is not handling requests for first-party	2/4/2010
10-0029	1/28/2010	NARA	info	Customer requesting info on how to request military personnel records.	Ombuds service provided	Analyst contacted NPRC and sent form to customer to request the records.	1/29/2010
10-0030	1/29/2010	DOJ	Privacy Act	Privacy Act request.	Admin closure	Analyst sent response 2/4/10 informing requester that OGIS is not handling Privacy Act requests.	2/4/2010

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10-0031	1/28/2010	HHS	delay	Requester is seeking assistance in getting a response for an appeal.	Ombuds service provided	information of status of appeal and additional searches was provided to requester on 2/17/2010.	2/17/2010
10-0032	2/1/2010	DOJ	Privacy Act	Privacy Act request.	Admin closure	Response to requester that OGIS does not handle first-party information requests.	2/4/2010
10-0033	2/2/2010	N/A	info	Customer seeking information on how to file a FOIA request.	Ombuds service provided		2/4/2010
10-0034	2/2/2010	DOJ	Privacy Act	Privacy Act request.	Admin closure	Informed requester that OGIS is not handling Privacy Act Requests or requests for first-party information.	2/18/2010
10-0035	2/3/2010	N/A	denial	Customer is seeking assistance with an appeal that was denied.	Admin closure	OGIS requested additional information due to the possibility that it was a Privacy Act request. Administrative closed 3/4/10 due to lack of response from customer.	3/4/2010
10-0036	2/4/2010	N/A	info	Customer seeking information on how to file a FOIA request.	Ombuds service provided		2/4/2010

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10-0037	2/4/2010	VA	denial	Customer disputes agency's use of Exemption 4.	Dispute resolved via facilitation	Customer has appealed the denial and will allow that process to take its course. Customer is free to seek OGIS assistance if the appeal does not resolve the dispute.	3/22/2010
10-0038	2/16/2010	DOJ	Privacy Act	Privacy Act request.	Ombuds service provided	Sent letter to customer that OGIS is not handling Privacy Act requests and provided requested information pertaining to mediation.	2/19/2010
10-0039	2/16/2010	N/A	info	Customer is seeking information about mediation procedures.	Ombuds service provided	Sent requested information to customer via e-mail.	2/19/2010
10-0040	2/16/2010	N/A	info	Customer seeking information on FOIA Agency Contacts.	Ombuds service provided	Information sent via e-mail.	2/16/2010
10-0041	2/16/2010	N/A	Privacy Act	Privacy Act request.	Admin closure	Sent e-mail advising that OGIS does not handle Privacy Act requests.	2/19/2010
10-0042	2/16/2010	N/A	Privacy Act	Customer wants help on an appeal denial/delay.	Ombuds service provided	Sent letter 2/17/10 requesting more information. No response from customer as of 3/12/10. Administrative closure 3/12/10. Case re-opened 5/10/10. OGIS advised that we do not handle Privacy Act and provided info on grand jury exemption statute.	5/18/2010

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10-0043	2/16/2010	DOJ	denial	Customer requested mediation to resolve his pending lawsuit.	Admin closure	Sent letter advising that OGIS is not authorized to provide mediation after a lawsuit is filed.	2/22/2010
10-0044	2/16/2010	DOJ	info	Customer requested information related to correcting investigatory records.	Ombuds service provided	Customer sent additional information regarding issue. Sent letter advising customer of ways to request a correction of information in a record.	3/4/2010
10-0045	2/16/2010	N/A	info	Customer wants general information about FOIA requests.	Ombuds service provided		2/16/2010
10-0046	2/16/2010	VA and NPRC	Privacy Act	Customer made request to NPRC for military records and did not receive acknowledgment of receipt.	Ombuds service provided	NPRC confirmed receipt of request and customer advised.	2/24/2010
10-0047	2/16/2010	HHS	agency practices, delay	Requester seeks assistance in obtaining information related to research misconduct and says the agency regularly does not respond in a timely fashion.	Dispute resolved via facilitation	Agency will allow this frequent requester to prioritize her own requests so she can move more recent pressing requests to the top of her queue and have them addressed in the order she prefers.	3/4/2010
10-0048	2/16/2010	DOJ	Privacy Act	Privacy Act request.	Admin closure	Sent letter advising customer that OGIS is not handling Privacy Act requests.	3/5/2010

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10-0049	2/17/2010	DOJ	Privacy Act	Misdirected follow-up letter to an appeal adjudication.	Ombuds service provided	Sent letter advising customer to contact OIP an returned the documents that were submitted.	2/19/2010
10-0050	2/19/2010	NARA	info	Customer wanted info on submitting a FOIA request	Ombuds service provided	Customer wanted info on submitting a FOIA request and was given info via phone	2/19/2010
10-0051	2/19/2010	DOJ	Privacy Act	Privacy Act request.	Admin closure	Sent letter advising that OGIS does not handle Privacy Act requests.	3/3/2010
10-0052	2/23/2010	DOJ and DHS	info	Customer wanted info on how to make a request for records regarding a court immigration hearing.	Ombuds service provided	Customer was given the contact info and websites for the agencies, and was given a basic overview of how FOIA/PA works.	2/23/2010
10-0053	2/23/2010	NARA	info	Customer wanted information regarding an internal breach of information.	Ombuds service provided	Customer was given the information about who to contact.	2/23/2010
10-0054	2/22/2010	DOI	delay and denial	Customer seeks assist in receiving documents delayed and denied that was requested to NPS.	Facilitating resolution		

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10-0055	2/22/2010	CIA	denial/info	Customer wanted info on how to obtain classified records.	Ombuds service provided	Spoke to customer about MDR process; provide further information and ISOO contact information.	4/8/2010
10-0056	2/25/2010	DOJ	denial	Requester was denied records under Exemptions 6 and 7(C) and wants to know what options may exist to obtain them.	Dispute resolved via facilitation	Helped customer understand that those records could not be released without a waiver signed by the subject and the differences on release between state and federal FOI laws.	3/8/2010
10-0057	3/1/2010	VA	denial	Customer sent appeal to OGIS rather than to agency. OGIS forwarded appeal to correct office.	Admin closure	Emailed agency for direction 3/2. Learned they had also received appeal. Faxed letter to customer telling him to work with VA's GC. Copied VA and forwarded original appeal.	3/5/2010
10-0058	3/1/2010	N/A	Privacy Act	Privacy Act request.	Admin closure	Sent e-mail advising that OGIS does not handle Privacy Act requests.	3/3/2010
10-0059	3/2/2010	CIA	denial	Customer seeking assistance in filing his appeal to the agency since records were denied (Glomar). Also seeking assistance in getting the status of other FOIAs to other agencies as well.	Ombuds service provided	Administrative closure 3/9/2010. Sent customer information on how to file an appeal as well as the contact information to the FOIA Public Liaisons at the agencies.	3/9/2010
10-0060	3/2/2010	DOL	delay	Public interest fee waiver denied and appeal affirmed denial.	Facilitating resolution	Spoke to customer to clarify issues in dispute and in discussions with DOL.	

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10-0061	3/2/2010	VA	info	Customer did not want OGIS to intervene, but needed contact info for VA FOIA office to discuss his request.	Ombuds service provided	Provided contact info to customer.	3/3/2010
10-0062	3/2/2010	VA	info	Customer received material from VA in response to his request that included a third party's medical records. Customer sought direction on how to return records to VA.	Request for info satisfied	VA advised customer it would reimburse him to return third party's records.	3/4/2010
10-0063	3/4/2010	DOJ	delay	Customer was told in mid-December that documents were forthcoming but no contact since (has left multiple voicemails with ATF).	Admin closure	Contacted ATF, got information on request status, provided information to customer. Customer was told in mid-December that documents were forthcoming but no contact since (has left multiple voicemails with ATF).	3/11/2010
10-0064	3/4/2010	DOJ	Privacy Act	Privacy Act request.	Admin closure	Sent letter advising that OGIS does not handle Privacy Act requests.	3/31/2010
10-0065	3/9/2010	DOJ	Privacy Act	Privacy Act request.	Admin closure	Sent letter 3/10/10 advising that OGIS does not handle Privacy Act requests.	3/12/2010
10-0066	3/9/2010	DOJ	Privacy Act	Privacy Act request.	Admin closure	Sent letter 3/10/10 advising that OGIS does not handle Privacy Act requests.	3/12/2010

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10-0067	3/9/2010	DOJ	denial	Customer denied access to cost of BOP program and requests assistance in obtaining information.	Facilitating resolution	FPL confirmed that BOP does not maintain information. Will speak to FPL to discuss week of 3/29/2010	
10-0068	3/9/2010	OPM	Privacy Act	Privacy Act request.	Admin closure	Spoke to customer on March 9, 2010. Sent letter 3/12/10 memorializing phone conversation advising that OGIS does not handle Privacy Act requests and provided information on how to contact the FOIA Public Liaison.	3/12/2010
10-0069	3/9/2010	DOJ	denial	Customer received "no records" response on third party request, but believes that records should exist.	Facilitating resolution	FPL will confirm search conducted and report findings.	
10-0070	3/9/2010	CIA	delay	Customer appealed a denial that was received 12/2/09 but has not had a response from the agency.	Dispute resolved via facilitation	Agency review panel will take up the case and respond to customer by 4/19/10.	4/1/2010
10-0071	3/3/2010	NASA	requester practices	Customer is processing an extremely voluminous request and the FOIA requester is unwilling to narrow its scope.	Complaint logged; no direct action requested	Spoke with customer to hear concerns but no OGIS action was requested.	3/22/2010
10-0072	3/9/2010	DOJ	denial	Customer wanted details on type of material withheld.	Dispute resolved via facilitation	Provided FPL contact information to customer. FPL provided details of withheld information to customer.	3/11/2010

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10-0073	3/11/2010	DHS	Privacy Act	Privacy Act request.	Admin closure	OGIS sent a letter advising that OGIS does not handle Privacy Act requests.	4/16/2010
10-0074	3/10/2010	Unknown	info	Appears to be a misdirected clarification of a FOIA request.	Admin closure	Appears to be a misdirected clarification of a FOIA request. Sent e-mail on 3/11/2010 to customer for clarification of intent of e-mail to OGIS. No response received.	4/1/2010
10-0075	3/12/2010	DOJ	Privacy Act	Privacy Act request.	Admin closure	OGIS sent a letter advising that OGIS does not handle Privacy Act requests.	4/16/2010
10-0076	3/12/2010	DOJ	Privacy Act	Privacy Act request.	Admin closure	OGIS sent a letter advising that OGIS does not handle Privacy Act requests.	4/16/2010
10-0077	3/12/2010	DOJ and OGIS	info	Customer made a request to EOUSA for 'bonding' records related to a state criminal case and was referred to OGIS to find out the appropriate state authorities to make the request.	Ombuds service provided	Information requested was provided by letter dated 3/31/10.	3/31/2010
10-0078	3/12/2010	DOJ	Privacy Act	Privacy Act request.	Admin closure	OGIS sent a letter advising that OGIS does not handle Privacy Act requests.	4/16/2010

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10-0079	3/12/2010	VA	ombuds	Customer wants help getting information regarding filing an appeal to the agency for a denial of first-party information.	Ombuds service provided	Information requested was sent via email 3/30/10. Analyst sent information on how to file her appeal and additional info regarding the exemptions cited for the particular request in question, and also given the contact info for the component's FPL .	3/31/2010
10-0080	3/12/2010	DOJ	Privacy Act	Privacy Act request.	Admin closure	OGIS sent a letter advising that OGIS does not handle Privacy Act requests.	4/16/2010
10-0081	3/15/2010	DHS	Privacy Act	Privacy Act.	Admin closure	OGIS sent a letter advising that OGIS does not handle Privacy Act requests.	4/16/2010
10-0082	3/12/2010	Treas	delay	FOIA request was acknowledged by agency but customer has not heard anything since 11/6/09.	Dispute resolved via facilitation	Treasury replied to customer that it would respond within 4-6 weeks.	3/30/2010
10-0083	3/15/2010	State	delay	Customer contacted OGIS for assistance with getting a response from the agency.	Dispute resolved via facilitation	Dispute resolved via informal mediation/facilitation 3/19/10. Analyst contacted the agency and they were already prepared to send out the documents to the requester 3/16/10. Analyst informed the customer to appeal and if dissatisfied to contact us back.	3/19/2010
10-0084	3/15/2010	DoD	denial/delay	Customer is an agency working on a difficult request and is seeking OGIS assistance to mediate a dispute involving scope of request and fees.	Facilitation failed to resolve dispute	Spoke to customer and requester's attorneys; customer submitted proposal for mediation. Requester's attorney advised not interested in mediation in this case.	4/14/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
10-0085	3/17/2010	VA	delay, agency practices	Customer is having trouble getting agency representatives to return calls and give status updates on several requests.	Ombuds service provided	3/31/2010 received clarification from customer regarding nature of requests at issue. Obtain information from GC and provided to customer.	6/18/2010
10-0086	3/18/2010	N/A	info	Customer wanted information on OGIS budget for FY 2011.	Request for info satisfied		3/24/2010
10-0087	3/19/2010	CIA	denial/info	Customer dissatisfied with processing of request and denial of appeal.	Ombuds service provided	Met with customer and provided info related to NARA CIA holdings, and provided further info on MDR process as well as ISOO contact information.	4/8/2010
10-0088	3/19/2010	DOJ	denial	Customer disputes withholding of information under Exemptions 3 and 6.	Facilitating resolution	Discussed issues with FPL and will contact customer to discuss.	
10-0089	3/19/2010	NSA	denial	Customer disputes withholding of information under Exemptions 1 and 3.	Facilitating resolution	The agency asked that the customer call the FOIA Public Liaison directly to discuss the issue and what the agency might be able to do to help. OGIS will stay involved if need be.	
10-0090	3/19/2010	DHS	denial	Customer disputes withholding of information under Exemptions 2 and 5.	Fact finding	OGIS was to discuss in a conference call with agency representatives on 05/24/10 but an emergency arose and the agency canceled the call. The agency has not committed to rescheduling despite email, phone and in-person requests.	

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
10-0091	3/22/2010	VA	denial	Customer denied access to OIG investigatory findings into her father's death while in a VA hospital.	Dispute resolved via facilitation	Spoke to OIG FOIA Officer who will re-review records and make release of non-exempt information.	4/5/2010
10-0092	3/24/2010	State	delay	Customer is seeking assistance reaching out to the agency.	Ombuds service provided	Contacted customer by email to inform him of the status of his request.	4/30/2010
10-0093	3/22/2010	DOJ	Privacy Act	Privacy Act request.	Admin closure	OGIS sent a letter advising that OGIS does not handle Privacy Act requests.	4/16/2010
10-0094	3/22/2010	DOJ	Privacy Act	Privacy Act Request.	Admin closure	OGIS sent a letter advising that OGIS does not handle Privacy Act requests on 4/16/10. Case re-opened 4/23/10 and assigned to KF.	4/16/2010
10-0095	3/22/2010	DOJ	Privacy Act	Privacy Act request.	Admin closure	OGIS sent a letter (dated 3/31/2010) advising that OGIS does not handle Privacy Act requests	3/31/2010
10-0096	3/22/2010	DOJ	Privacy Act	Privacy Act request.	Admin closure	OGIS sent a letter advising that OGIS does not handle Privacy Act requests.	4/19/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
10-0097	3/24/2010	DOJ	Privacy Act	Privacy Act request.	Admin closure	OGIS sent a letter advising that OGIS does not handle Privacy Act requests.	4/2/2010
10-0098	3/24/2010	DOJ	Privacy Act	Privacy Act request.	Admin closure	OGIS sent a letter advising that OGIS does not handle Privacy Act requests.	4/19/2010
10-0099	3/24/2010	DOJ	Privacy Act	Privacy Act Request	Admin closure	OGIS sent a letter advising that OGIS does not handle Privacy Act requests.	4/19/2010
10-0100	3/24/2010	VA	denial	Customer was denied request under (a)(3), but lacks Internet access.	Dispute resolved via facilitation	Agency will send information.	4/1/2010
10-0101	3/24/2010	DOJ	info	Customer seeks assistance regarding making a request from DOJ regarding a deceased foreign citizen.	Ombuds service provided	Analyst sent customer an email explaining that he should contact DOJ's FPL to explain that the subject of the request is deceased.	4/30/2010
10-0102	3/24/2010	N/A	info	Customer inquired whether Congress is subject to FOIA.	Ombuds service provided	OGIS responded by email informing customer that Congress is not subject to FOIA. Directed customer to information on the Congressional web pages.	4/6/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
10-0103	3/25/2010	DOJ	Privacy Act	Privacy Act request.	Admin closure	OGIS sent a letter advising that OGIS does not handle Privacy Act requests.	4/19/2010
10-0104	3/26/2010	State	denial	Customer is requesting assistance in getting documents that were withheld in a FOIA request.	Fact finding	Analyst been in contact with agency on numerous occasions regarding requests pending. It is still unclear whether dispute is already in litigation. Awaiting a response from agency.	
10-0105	3/27/2010	DOJ	Privacy Act/ombuds	Customer dissatisfied with FOIA process.	Ombuds service provided	Advised customer FBI confirmed response and directed to TSA Redress Program.	4/5/2010
10-0106	3/25/2010	VA	info	Customer complained that agency was not being responsive to his information request.	Ombuds service provided	Analyst gave customer name and number of local FPL.	3/25/2010
10-0107	3/29/2010	DOJ	Privacy Act	Privacy Act request.	Admin closure	OGIS sent a letter advising that OGIS does not handle Privacy Act requests.	4/16/2010
10-0108	3/26/2010	EOP	denial	Customer disputes withholding of information under Exemption 5.	Dispute resolved via facilitation	Agency released some additional information but continued to claim Exemption 5 for other information.	5/11/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
10-0109	3/26/2010	VA	info	Possibly a misdirected letter to an appeal adjudication.	Ombuds service provided	OGIS checked with the VA to ensure that the appeal was received and it was not, therefore we sent to VA. OGIS responded to the customer to let them know we forwarded their submission to VA.	4/16/2010
10-0110	3/29/2010	DOD	delay	Customer stated that 20 days had expired, but he had received no information from the agency.	Dispute resolved via facilitation	Advised customer that agency reported that documents would be sent shortly.	4/5/2010
10-0111	3/30/2010	DOD	denial	Customer disputes withholding of information under Exemptions 6 and 7(A).	Fact finding	OGIS had a conference call with agency representatives on 06/18/10; agency will look into more specific alternatives to release the underlying information sought and will let OGIS know what it finds.	
10-0112	3/30/2010	N/A	info	Customer complained of unfair treatment at a correctional institution and was looking for info about other inmates at the facility.	Ombuds service provided	Upon further inquiry OGIS determined that the customer was looking for information from the State level. OGIS sent a letter with the state specific contact.	3/31/2010
10-0113	3/30/2010	DOJ	denial	Customer complained that agency improperly denied his request.	Ombuds service provided	OGIS sent a letter asking for more information while advising that OGIS does not handle Privacy Act requests. Re-opened 5/10/10. OGIS sent information to assist customer in where to send his FOIA request.	5/18/2010
10-0114	3/30/2010	DOD	denial	Customer disputed that information he was provided was complete.	Dispute resolved via facilitation	Analyst reviewed material submitted and contacted agency to research agency practices. OGIS determined agency research was in good faith and contained all responsive records. Customer requested additional review.	6/29/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
10-0115	3/25/2010	OSC	info	Customer provided information and suggestions to OGIS.	Complaint logged; no direct action requested	OGIS responded that it will take suggestions into account.	3/30/2010
10-0116	3/31/2010	DOJ	Privacy Act/info	Customer was unclear why agency would not confirm existence of records regarding a third party that he believed to be in a particular file.	Ombuds service provided	Provided information regarding third-party records and consent form.	4/8/2010
10-0117	4/5/2010	HHS	delay	Customer copied OGIS on correspondence to agency.	Fact finding	OGIS contacted customer with file number in case he needs help in the future. 5/3 - CASE REOPENED.	4/6/2010
10-0118	4/5/2010	DOJ	Privacy Act	Privacy Act request.	Admin closure	Provided information about disclosure laws related to the type of information sought.	4/19/2010
10-0119	4/5/2010	Unknown	denial	Customer seeks data that is most likely collected by a state agency.	Ombuds service provided	OGIS sent information about how to request data from state agency.	4/7/2010
10-0120	4/5/2010	DHS	delay	Customer is unclear why some records have not yet been released related to his request while others were made available in 2005.	Dispute resolved via facilitation	On 05/07/10, agency sent customer a status update explaining where in the process the request is.	4/20/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
10-0121	4/6/2010	DOJ	Privacy Act/ombuds	Privacy Act request.	Fact finding	7/7 - requested additional information from customer.	5/18/2010
10-0122	4/5/2010	HHS	agency practices	Customer questioned agency's process of deleting certain information from a preliminary response without citing an exemption or formally denying release.	Facilitating resolution	OGIS is discussing the issue with the agency and the Justice Department's Office of Information Policy. Will keep the requester updated on the discussion.	
10-0123	4/1/2010	N/A	info	Customer inquired whether Congress is subject to FOIA.	Ombuds service provided	OGIS sent information about where customer might look.	4/7/2010
10-0124	4/5/2010	DOI	info	Customer copied OGIS on a response to a response.	Admin closure		4/6/2010
10-0125	3/26/2010	HHS	ombuds	Customer states that a request was filed and after numerous attempts to contact the agency, no response.	Admin closure	Contacted FDA and received a response that the searches are still pending. Contact info for the Center for Veterinary Medicine (where request is being processed) was forwarded. Sent customer an email advising of current status as well as contact info.	6/2/2010
10-0126	4/8/2010	USPS	info/ombuds	Customer was unclear about the status of a request.	Ombuds service provided		6/2/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
10-0127	4/9/2010	DOJ	delay	Customer seeks assistance on the status of two requests.	Dispute resolved via facilitation	Agency has no record of requests. Agency provided an update on two other requests filed by the customer.	4/29/2010
10-0128	4/9/2010	CA and DOJ	info	Customer wants to know how to file a request to the State of California and the FBI.	Ombuds service provided	Information provided to customer 4/9/10. Analyst sent the customer an email with links to a non-profit to help with the state request and the link to the FBI website to make the request.	4/9/2010
10-0129	4/9/2010	DOJ BOP	delay	Customer seeks information on the status of several requests.	Request for info satisfied	Analyst consulted with agency regarding the status of two requests. Advised customer that one could be re-filed and the other had, according to the agency's records, been satisfied.	6/2/2010
10-0130	4/9/2010	DOJ	denial	Customer is unclear why grand jury records cannot be released.	Ombuds service provided	Customer is unclear why grand jury records cannot be released. OGIS provided information on laws.	5/4/2010
10-0131	4/9/2010	VA	info	Customer was sent a letter back that their request was not complete and customer wanted assistance on how to file a proper Privacy Act request to get their own medical records.	Request for info satisfied	Analyst called customer back and gave him the contact info for the FOIA/PA officer at the specific location to make the request.	4/9/2010
10-0132	4/12/2010	DOJ	Privacy Act	Privacy Act request.	Admin closure		5/6/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
10-0133	4/12/2010	DOJ	Privacy Act	Privacy Act request.	Admin closure		5/4/2010
10-0134	4/12/2010	N/A	info	Customer requested the OGIS mediation policy and information on OGIS review of agency FOIA compliance.	Ombuds service provided	OGIS provided customer with the information requested.	4/27/2010
10-0135	4/12/2010	DOJ	info	Customer is attempting to make a FOIA request to OGIS for information that it appears the U.S. Marshal Service should have.	Ombuds service provided	Analyst sent a response giving the contact info for USMS as well as every other federal agency to make a new request.	4/27/2010
10-0136	4/12/2010	DOJ	Privacy/ombuds	Customer seeking assistance with a request to FBI for records about the customer.	Ombuds service provided	Letter sent to customer explaining that mediation is not available and gave status info on case.	4/29/2010
10-0137	4/12/2010	DOJ	denial	Customer disputes withholding.	Dispute resolved via facilitation	Analyst drafted a response informing customer how to access the materials through his inmate law library.	4/27/2010
10-0138	4/13/2010	DOJ	denial	Customer disputes withholding.	Fact finding	6/17 - OGIS sent letter requesting more information about the request. Also provided advice about requester category.	5/7/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
10-0139	4/14/2010	n/a	denial/fee waiver	Customer is seeking assistance in obtaining more information regarding withholdings and for denial of fee waiver.	Fact finding	OGIS clarified issues with customer and will discuss matter with CIA.	
10-0140	4/15/2010	DOJ	denial	Customer requested NADDIS reports on deceased individuals.	Fact finding	Contacted customer for more information 5/18	
10-0141	4/15/2010	DOD	Privacy Act	Misdirected request.	Ombuds service provided	Customer is member of the US Army in Iraq. Responded to customer with information about where to send the request.	5/4/2010
10-0142	4/15/2010	N/A	information	Customer seeks information on making FOIA request of local agency.	Ombuds service provided	OGIS providing customer with information and link to state statute.	4/26/2010
10-0143	3/22/2010	DOJ	Privacy Act	Privacy Act request.	Admin closure		5/6/2010
10-0144	4/16/2010	USPS, DOJ, NSA, CIA, and IRS	Privacy Act	Customer is seeking assistance from OGIS on Privacy cases to 6 agencies.	Fact finding	Spoke with customer 7/7/10, and customer understands now that OGIS cannot assist with the PA requests, however would like OGIS to contact the agencies and ask for them to contact him for updates on the status.	

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
10-0145	4/16/2010	DOJ	delay	Customer is seeking assistance in getting a disclosure from agency.	Ombuds service provided	Sent letter to requester explaining that OGIS does not handle PA requests, however offered consent to handle ombuds issues (status) and gave contact information for the FOIA Public Liaison at BOP.	5/28/2010
10-0146	4/19/2010	VA	delay	Agency has not given the customer a specific estimation for completion of his request despite inquiries.	Dispute resolved via facilitation	The agency expects to send a response to the requester no later than 06/04/10.	6/1/2010
10-0147	4/19/2010	VA	Privacy Act	Privacy Act request.	Admin closure		5/19/2010
10-0148	4/19/2010	VA	info	Customer is looking for info on where to submit his FOIA request	Ombuds service provided	OGIS provided the information needed for the customer to make his formal request to the proper Agency	5/5/2010
10-0149	4/19/2010	DOJ	denial	Customer disputes withholding.	Fact finding	Customer seeks evidence produced as part of a Federal trial. 6/17 - OGIS sent letter with questions about case and suggestions for places to look. Awaiting more information.	
10-0150	4/20/2010	Treasury	denial	Customer is seeking assistance in obtaining information pertaining to withholdings and search for responsive information.	Request withdrawn	Customer agreed to file administrative appeal first, then if the need arises OGIS will assist.	5/4/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
10-0151	4/21/2010	DOJ	agency practices	Customer is seeking OGIS assistance after FBI closed requests from James Madison Project because customer owed fees in Privacy Act request.	Dispute resolved via facilitation, Facilitating resolution	Consulted with FBI and OIP; FBI will reopen organization's requests.	6/29/2010
10-0152	4/21/2010	State	fee category/delay	Customer is seeking OGIS assistance in the fee category and to help facilitate communication with the agency.	Dispute resolved via facilitation	OGIS facilitated communication with agency and requester. Fee category issue became moot since no fees will more than likely be assessed. However, issue of customer service and lack of appeal rights given for fee category denial still an issue.	5/18/2010
10-0153	4/26/2010	n/a	agency practices	Customer is seeking OGIS assistance with the assignment of rights from JMP to NSC.	Facilitating resolution	OGIS to discuss matter with CIA week of 5/10/2010.	
10-0154	4/27/2010	N/A	Privacy Act	Privacy Act request.	Request for info satisfied	OGIS provided the information needed for the customer to make his formal request to the proper Agency	5/6/2010
10-0155	4/27/2010	DOJ	Privacy Act	Privacy Act Request.	Admin closure	OGIS advised that we do not handle Privacy Act requests. Re-opened 5/19/10.	6/16/2010
10-0156	4/27/2010	DOJ	denial	Agency search returned no records. Analyst provided information on research strategies and narrowing the request.	Ombuds service provided	Request appears to be overly broad. Analyst advised customer on ways to narrow and/or refine the request.	7/7/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
10-0157	4/27/2010	DOJ	denial	Customer disputes withholding.	Ombuds service provided	Request appears to be overly broad. Analyst advised customer on ways to narrow and/or refine the request.	7/7/2010
10-0158	4/27/2010	DOJ	denial	Customer disputes withholding.	Ombuds service provided	Request appears to be overly broad. Analyst advised customer on ways to narrow and/or refine the request.	7/7/2010
10-0159	4/27/2010	N/A	info	Customer is attempting to make FOIA request for records that would be either in the State of Ohio or another federal agency.	Ombuds service provided	Customer was given the contact information for the State of Ohio and all federal agencies to make a request.	5/3/2010
10-0160	4/27/2010	State	fee category	Customer disputes denial of fee waiver.	Facilitating resolution	Requester wrote back to the agency to asked to be placed in a favorable fee category; agency will consider it and respond.	
10-0161	4/27/2010	DOJ	denial	More information needed.	Ombuds service provided	Customer argues that there is an overriding public interest in the release of the records he seeks. OGIS sent information from the FOIA manual about the burden for proving the public interest.	6/17/2010
10-0162	4/27/2010	DOJ	denial	Privacy Act request.	Admin closure	OGIS advised that we do not handle Privacy Act requests and provided an information on third-party requests.	5/6/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
10-0164	4/27/2010	N/A	info	Customer is looking for information on the services that OGIS provides	Ombuds service provided	OGIS sent requested information to the customer	5/6/2010
10-0165	4/27/2010	NARA	info	Customer requested that OGIS send him a hard copy of the form needed to request his military records.	Ombuds service provided	OGIS sent SF 180 and instructions regarding how to request military records.	4/29/2010
10-0166	4/29/2010	DOJ	info	Customer is looking for information on the services OGIS provides to assist him in resolving a dispute with EOUSA	Admin closure	Admin close 5/6/10. OGIS sent a letter requesting more information and advising that we do not handle Privacy Act requests. Re-opened 5/20/10 and is pending assignment.	5/6/2010
10-0167	4/29/2010		Privacy Act/info	Privacy Act request	Ombuds service provided	OGIS advised that we do not handle Privacy Act requests and also sent info on how to make a FOIA request to the state. Re-opened 5/11/10. OGIS sent another ltr re-stating the information given in previous letter.	5/18/2010
10-0168	4/29/2010	DOJ	denial	Customer disputes withholding of information under Exemptions 6 and 7(C).	Facilitating resolution	Agency has discussed the withholding with OGIS and together we are determining next steps.	
10-0169	4/29/2010	N/A	info	Misdirected request.	Ombuds service provided	OGIS sent a letter advising customer whom to contact at the Federal and state level and how to narrow the scope of the request.	5/6/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
10-0170	4/29/2010	DOD	denial	Customer is not satisfied with the search results of his FOIA request.	Request withdrawn	The agency and customer discussed the details of the information sought to determine whether a better search could be made. The requester did not want further OGIS assistance.	6/1/2010
10-0171	5/3/2010	USDA	delay	Customer is seeking information on the status of the request	Facilitating resolution	The agency's FOIA Public Liaison advised that the responsive documents have been gathered and should be returned from the business submitter by 06/18/10 and then must be cleared up through the undersecretary's office before release. No time frame provided	
10-0172	5/4/2010	DOJ	Privacy Act	Privacy Act request.	Admin closure	OGIS sent letter advising that we do not handle Privacy Act requests	5/25/2010
10-0173	5/4/2010	DOJ	Privacy Act	Privacy Act request.	Admin closure	OGIS sent letter advising that we do not handle Privacy Act requests	5/25/2010
10-0174	5/4/2010	DOJ	Privacy Act	Privacy Act request.	Admin closure	OGIS sent letter advising that we do not handle Privacy Act requests	5/25/2010
10-0175	5/4/2010	NRC	delay	Agency approved release of records and has been delayed for several months due to coordination with third party.	Dispute resolved via facilitation	The agency expected to work out the dispute over the remaining records with the third party by 06/01/10; the requester called OGIS on 06/08/10 because no response was received. The agency then expected to get a response out by 06/18/10 which it did.	6/28/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
10-0176	5/5/2010	OIG/DOJ	denial	Customer disputes the withholding of information	Fact finding	6/17 - customer provided incomplete information; OGIS requested additional information.	
10-0177	5/5/2010	VA	delay	Customer seeks information on the status of a delayed request	Fact finding	Customer explained via phone on 6/25 that she makes requests to VA for the same information each year and they release it. She asked for OGIS to contact VA to find out the status and estimated date of completion. Left messages at VA. Follow up 7/9/10.	
10-0178	5/6/2010	VA	ombuds	Customer attempted to appeal withholding to OGIS	Ombuds service provided	Analyst sent letter to explain that he should appeal the decision and contact a veterans representative as instructed in the denial letter.	5/24/2010
10-0179	5/6/2010	DOJ	info	Misdirected request.	Ombuds service provided	OGIS returned the original materials to the customer and provide an agency contact list on where to send FOIA requests.	5/25/2010
10-0180	5/6/2010	DOJ	denial	Customer disputes withholding of information under Exemptions 2 and 7(E).	Fact finding	The agency is looking over the file and will discuss the matter with OGIS.	
10-0181	5/6/2010	Treasury	denial	Customer would like OGIS assistance with an appeal.	Complaint logged; no direct action requested	Customer had appealed and the agency replied that it would give its response within 20 days so the customer agreed to allow the agency to respond and will return to OGIS if further assistance is needed or if there is a delay.	5/10/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
10-0182	5/6/2010	Commerce	delay	Customer is looking for assistance on the status of an appeal.	Dispute resolved via facilitation	Agency said it would respond by 06/01/10 and did so, as promised.	5/14/2010
10-0183	5/7/2010	VA	ombuds	Customer was attempting to file an appeal for the request to the VA.	Admin closure	Analyst contacted customer to inform of the address to file the appeal and explained when OGIS can/will get involved.	5/7/2010
10-0184	5/7/2010	DHS	delay	Agency failed to respond to initial request and more than two months have passed since customer filed an appeal for a constructive denial without a response.	Dispute resolved via facilitation	The agency was to review the records 05/24/10 and said it would have them out to the requester shortly thereafter. Agency sent the response to the requester via FedEx on 06/29/10.	6/29/2010
10-0185	5/7/2010	DOD	delay	Customer seeks information on an incident that occurred during his time in the service.	Ombuds service provided	OGIS referred customer to other resources within OGIS (OMPF and NARA holdings) that might contain relevant information.	6/7/2010
10-0186	5/7/2010	HHS	fees	Customer is requesting OGIS assistance in regard to a dispute regarding a fee waiver denial.	Admin closure	Analyst sent an email response to customer explaining that an appeal for the waiver is necessary and also gave tips about what needs to be covered in the appeal. Also gave customer the contact info for the FPLs.	5/13/2010
10-0187	5/10/2010	N/A	info	Misdirected request.	Ombuds service provided	Provided customer with information the FOIA and the address for the U.S. District Court in the MDNC.	5/18/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
10-0188	5/11/2010	DOJ	delay	Customer seeks information on the status of a delayed request	Admin closure, Ombuds service provided	Contacted FBI's FPL who said 255 pages were reviewed & 21 pages were released to requester on 3/31/2010.	6/23/2010
10-0189	5/13/2010		Privacy Act	Privacy Act request.	Ombuds service provided	OGIS sent letter advising that we do not handle Privacy Act requests. Admin Closure 5/25/10. Case re-opened 6/8/10.	5/16/2010
10-0190	5/13/2010	n/a	info	Customer is looking for information on the services provided by OGIS	Fact finding, Ombuds service provided	Fact sheet not included w 5/28 letter, so re-sent & answered specific ombuds questions; also asked for consent	
10-0191	5/13/2010		info	Misdirected request.	Fact finding		
10-0192	5/11/2010	DHS	denial/agency practices	Customer disputed withholding information as well as the "blind" referral process.	Dispute resolved via facilitation	Because the appeal timeline ran out, customer agreed to re-request the denied information. The agencies that were referred requests have provided the requester with a either a response or a tracking number to continue monitoring the progress.	6/1/2010
10-0193	5/14/2010	DOJ	Privacy Act	Privacy Act request.	Admin closure	OGIS sent letter advising that we do not handle Privacy Act requests	5/25/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
10-0194	5/14/2010	VA	info	Misdirected request.	Ombuds service provided	Sent letter advising request be sent to NARA's NPRC.	5/25/2010
10-0195	5/14/2010	VA	Privacy Act	Privacy Act request.	Admin closure	OGIS sent letter advising that we do not handle Privacy Act requests	5/25/2010
10-0196	5/14/2010	Commerce	fees	Customer disputes the fee category.	Dispute resolved via facilitation	Customer was initially placed into "all other requesters" category. OGIS provided background and information on how to file a request for reconsideration of fee category.	6/22/2010
10-0197	5/17/2010	VA	Privacy Act/ombuds	Privacy Act request.	Ombuds service provided	OGIS assisted customer by finding correct office to receive request.	5/21/2010
10-0198	5/17/2010	DOJ	info	No records response.	Request withdrawn	Customer contacted us saying he was dropping his complaint.	6/15/2010
10-0199	5/17/2010	DOJ	denial	Customer disputes the withholding of information requested.	Admin closure, Ombuds service provided	Sent 5/25 letter seeking more info, consent & informing client about third-party requests; talked w FBI & satisfied that FBI conducted searches	6/17/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
10-0200	5/17/2010	DOJ	denial	Customer disputes the withholding of information requested.	Fact finding		
10-0201	5/13/2010	DOJ	ombuds	Customer disputes the withholding of information requested.	Ombuds service provided	Analyst researched 40 USC 3112 that the customer was disputing and figured out that the State of Wisconsin would have the records, if they exist. Sent a copy of information to second customer as well.	6/16/2010
10-0202	5/17/2010	State	delay	Customer seeks information on the status of 20 delayed requests	Fact finding	Department of State forwarded the status of all cases (28). Analyst will follow up with customer on 7/2/10 with status report and figure out next steps.	
10-0203	5/17/2010	DOJ	Privacy Act	Privacy Act request.	Admin closure, Ombuds service provided	OGIS sent letter advising that we do not handle Privacy Act requests. Letter sent 5/25/10. Case re-opened 6/11/10 assigned to KM.	7/2/2010
10-0204	5/18/2010	DOD	delay	Customer is seeking OGIS assistance on a delayed request.	Ombuds service provided	DIA's FOIA officer gave update that customer's request is 151 of 180 PA requests; client advised to await results of request	6/8/2010
10-0205	5/20/2010		unknown	Customer did not provide information on the services they were seeking from OGIS	Admin closure	It is unclear exactly how the customer would like OGIS to help. Letter sent 6-29-2010 to customer.	6/29/2010

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10-0206	5/20/2010	DOJ	fees	Customer disputes the fees being charged.	Fact finding		
10-0207	5/20/2010	DOJ	denial	Customer disputes the withholding of information requested.	Fact finding	The agency is gathering the files and will contact OGIS to discuss the matter.	
10-0208	5/19/2010	OPM	delay	Customer seeks information on the status of a delayed request	Fact finding	OGIS left a message with the agency's FOIA Public Liaison on 06/15/10 and 06/25/10 and with a FOIA attorney in the office of general counsel on 06/30/10; none have been returned.	
10-0209	5/19/2010	n/a	info	Customer sought info on OGIS authority to enforce state FOI laws	Ombuds service provided		6/3/2010
10-0210	5/20/2010	Treasury	denial	Customer disputes the withholding of information requested.	Fact finding	OGIS is reviewing the documents and correspondence provided and will call the agency to discuss the issue.	
10-0211	5/20/2010	DOT	info	Customer is unhappy with interaction with FMCSA FOIA staff.	Ombuds service provided	Customer eventually got information requested. OGIS noted customer complaint about lack of customer service, including being hung up on.	6/3/2010

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10-0212	5/24/2010	VA	fees	Agency quoted the requester \$50,000 to pull 1,000 records requested for review, not duplication, citing an agreement with the Federal Records Center to charge \$50/record. Customer disputes the fees being charged.	Fact finding	Customer appealed the agency's response and it was upheld. OGIS discussed the issue with the agency's FOIA Public Liaison to determine what the proper protocol would be.	
10-0213	5/26/2010	DOJ	ombuds	Customer attempting to make a request for records to OGIS.	Ombuds service provided	Letter sent to requester to inform them that OGIS would not have records.	7/6/2010
10-0214	5/27/2010	VA; NPRC	Privacy Act	Customer seeks assistance in locating his overseas military medical records.	Assigned to analyst, Ombuds service provided	Consulted with DoD, VA and NPRC regarding alternative route to obtaining Vietnam-era medical records and provided suggestions to customer.	7/1/2010
10-0215	5/28/2010	VA	ombuds		Admin closure, Ombuds service provided	Advised customer where to send his request for his records.	6/8/2010
10-0216	5/28/2010	DOJ	info	Customer is dissatisfied that he cannot get information from the FBI	Admin closure, Ombuds service provided	6/7 letter sent requesting docs & consent. Ombuds info also sent. 7/2 letter sent suggesting customer contact U.S. District Court which may have the information he seeks	7/2/2010
10-0217	5/28/2010	DOJ	Privacy Act	Customer is dissatisfied with DOJ decision not to release records.	Admin closure	Sent letter that the Privacy Act matters fall outside scope of office.	6/7/2010

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10-0218	5/28/2010	N/A	ombuds		Ombuds service provided	6/17 letter sent w/ info on requesting recs from TN Bureau of Investigation & on OGIS	6/17/2010
10-0219	5/28/2010	NARA	info		Admin closure, Ombuds service provided	Customer seeks information about a historical event. Sent letter explaining how to make a request to NARA.	6/8/2010
10-0220	6/1/2010		info	Misdirected request.	Admin closure, Ombuds service provided	Advised customer that the information customer seeks should be available from his facility's library.	6/23/2010
10-0221	6/1/2010	DOJ	delay	Misdirected appeal and agency failure to respond to request dated 3/2/2010	Fact finding	Working with FOIA processor to determine requester's place in queue. Awaiting response.	
10-0222	6/1/2010	State	delay	Customer is trying to get the status of a request that was made to the State Department	Fact finding		
10-0223	6/8/2010	DOJ	denial	Customer is disputing the partial withholding of information requested.	Assigned to analyst	OGIS provided ombuds services and requested additional information if indeed the request was not a PA request which it appears to be.	6/16/2010

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10-0224	6/8/2010		denial	Customer diputed the withholding of information requested.	Admin closure		6/23/2010
10-0225	6/8/2010	DOJ	denial	Customer is disputing the "no records" response which was upheld on appeal.	Admin closure	Customer may be able to obtain copies of the information he seeks by contacting the district court directly.	6/29/2010
10-0226	6/8/2010	NARA	info	Customer was looking for a DD-214 form to request records	Request for info satisfied		6/10/2010
10-0227	6/10/2010	Interior	denial	Customer was denied access to requested records about leaseholders on National Parks property	Assigned to analyst	Emailed customer to encourage him to file an appeal. Requested more information.	
10-0228	6/11/2010	Ag	denial	Customer disputes withholding of addresses and locations of burn permits related to the 2008 Rich Fire in California.	Fact finding	Left a message with the agency's FOIA Public Liaison on 06/30/10.	
10-0229	6/11/2010	DOJ	Privacy Act	Privacy Act request.	Ombuds service provided	OGIS advised that we do not handle Privacy Act requests and provided ombuds services.	6/18/2010

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10-0230	6/11/2010		info	Misdirected request.	Admin closure		
10-0231	6/11/2010	DOJ	Privacy Act	Customer is trying to find out the status of PA initial request.	Ombuds service provided	OGIS advised that we do not handle Privacy Act requests and referred customer to the FOIA Public Liaison.	6/18/2010
10-0232	6/11/2010	DOJ and NARA	ombuds	Customer needed assistance with how to get access to documents relating to a film she produced that documented American Indian life in the late 1970's.	Ombuds service provided	Analyst gave customer contact information to both the FBI offices and NARA to make the request for the information.	6/11/2010
10-0233	6/14/2010	HHS	delay	Customer is looking for assistance on a delayed request.	Assigned to analyst, Dispute resolved via facilitation	FDA will resend its 12/05/09 release package to customer at new address.	7/1/2010
10-0234	6/14/2010	DOJ	info	Misdirected request.	Admin closure		6/23/2010
10-0235	6/15/2010	DOD	delay	Customer is looking for assistance on a delayed request.	Fact finding	Received consent from customer. After initial email contact with customer, left two messages at SOUTHCOM for a status of the case. Awaiting response from DoD FPL 7/7/10.	

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10-0236	6/15/2010	DOD		Customer inquired into the type of assistance that OGIS can provide with regard to several pending requests/appeals.	Assigned to analyst	Discussed issues with customer and he will send 2-3 cases for which he seeks OGIS assistance.	6/18/2010
10-0237	6/16/2010	Treasury	delay	Customer disputes an IRS practice requiring that a requester provide personal identification to request public records.	Fact finding	Left a message with the agency's FOIA Public Liaison on 06/30/10.	
10-0238	6/17/2010	DOJ	ombuds	Customers is looking for the status of appeals that were admin closed and should have been re-opened.	Fact finding		
10-0239	6/19/2010	DOJ	fees	Customer disputes the way the IRS is charging fees for CD-ROMS.	Fact finding	Contacted the agency's FOIA Public Liaison on 07/06/10 to set a time to talk about this matter.	
10-0240	6/22/2010	DHS	delay	Customer is looking for the status of FOIA request.	Request withdrawn	Customer informed OGIS that it would appeal the lack of agency response as a constructive denial.	6/23/2010
10-0241	6/23/2010	NARA	delay	Customer is upset with the length of time it has taken to receive what is only partial information.	Admin closure	Sent letter regarding NARA's backlog, significant challenges it faces in processing FOIA requests & the challenges of referrals/ consultations. Also suggested customer share ideas on NARA's Open Gov't Web page.	7/7/2010

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10-0242	6/23/2010		info	Customer is looking for information on OGIS, FOIA, and NARA.	Assigned to analyst		
10-0243	6/23/2010		info	Customer is looking for FOIA info and other information from specific agencies (misdirected).	Ombuds service provided		7/7/2010
10-0244	6/23/2010	DOJ	info	Customer is looking for guidance on obtaining information via FOIA/PA.	Fact finding		
10-0245	6/17/2010	Treasury, DOE	fees	Initial FOIA request to Department of Energy was re-routed to Department of Treasury and requester disputes the fees as well as some processing details.	Fact finding	Left a message with the agency's FOIA Public Liaison on 06/30/10.	
10-0246	6/24/2010	DOD	denial	Customer was denied access to requested records.	Fact finding	OGIS is reviewing the documents provided by the customer.	
10-0247	6/24/2010	DOD	delay	Customer is looking for the status of request.	Fact finding		

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10-0248	6/24/2010	DHS, HHS, DOD, Natl Endowme nt for Democra cy	delay	Customer is looking for the status of multiple requests.	Assigned to analyst	Sent acknowledgement letter 7/6/10, waiting for consent.	
10-0249	6/26/2010	FHFA	denial	Customer disputes the denial of request.	Request withdrawn	Upon further investigation, customer discovered that FHFA Internal Audit Office is not yet up and running.	7/8/2010
10-0250	6/29/2010	DOJ	fees	Customer disputes denial of release based on outstanding fees owed.	Fact finding	Sent acknowledgment & consent 7/7/2010.	
10-0251	6/29/2010	DOJ	denial	Customer disputes the denial of request.	Assigned to analyst		
10-0252	6/29/2010	HHS	delay	Customer is looking for the release of records requested.	Assigned to analyst		
10-0253	6/29/2010		info	Misdirected request.	Fact finding		

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10-0254	6/30/2010	VA	denial	Customer disputes the denial of request.	Assigned to analyst		
10-0255	7/1/2010	SSA	delay	Customer is looking for the release of records requested.	Assigned to analyst		
10-0256	7/1/2010	DOJ	denial	Customer looking for information about mediation and what OGIS can do regarding an appeal denial	Fact finding	Sent letter with information about OGIS, FOIA and PA along with consent.	
10-0257	6/25/2010		info	Misdirected request.	Request for info satisfied	Customer was looking for assistance in obtaining records from a private corporation. OGIS provided information on the FOIA process.	6/28/2010
10-0258	7/7/2010	USPS	denial	Customer disputes the denial of request.	Assigned to analyst		
10-0259	7/7/2010	DOI	denial	Customer disputes the withholding of information.	Assigned to analyst		

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10-0260	7/6/2010	USDA	denial	Customer disputes the withholding of information.	Assigned to analyst		
10-0261	7/7/2010	DOI	denial	Customer disputes the withholding of information.	Assigned to analyst		
10-0262	7/7/2010	VA	denial	Customer disputes the withholding of information.	Assigned to analyst		
10-0263	7/8/2010	DOT	info	Misdirected request.	Assigned to analyst		
10-0264	7/8/2010	DOJ	denial	Customer disputes the denial of appeal.	Assigned to analyst		
10-0265	7/8/2010		denial	Customer disputes the withholding of information.	Assigned to analyst		