



# Office of Government Information Services Open Cases

as of November 24, 2010

Case #	Received	Dept/Agency	Category	Description	Status	Notes
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.
10-0023	1/25/2010	DOT	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.	Facilitating resolution	Agency reviewed and remanded request for reprocessing; produced additional records on 05/06/10 but did not address other records requested. Agency initially worked with OGIS but did not respond after mid-July. Customer appealed 09/10; appeal is pending.
10-0071	3/3/2010	NASA	Ombuds issues	Customer is processing an extremely voluminous request and the FOIA requester is unwilling to narrow its scope.	Fact finding	OGIS scheduled an initial meeting for 11/29/10 to discuss the request with agency representatives.
10-0088	3/19/2010	DOJ	Denial	Customer disputes withholding of information under Exemptions 3 (42 U.S.C. 300aa-12(d)(4)(A) and 6.	Facilitating resolution	Discussed issues with FPL and requested OIP reconsideration of appeal decision.

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10-0104	3/26/2010	State	Denial	Customer is requesting assistance in getting documents that were withheld in a FOIA request.	Facilitating resolution	Analyst been in contact with agency and requester on numerous occasions regarding requests pending. Awaiting a response from agency regarding a 2nd request from customer to move that one along. Followed up with agency again 10/26/10.
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 began discussing the issue with the agency and the Justice Department's Office of Information Policy in May to try to reach a resolution. OIP said it would update OGIS on the progress. OGIS informed the customer the agency is still working on it.
10-0139	4/14/2010	n/a	Denial	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.
10-0144	4/16/2010	USPS, DOJ, NSA, CIA, Treasury	Ombuds issues	Customer is seeking assistance from OGIS on Privacy Act cases to 6 agencies.	Ombuds service provided	PA requests, however OGIS assisted with the status of requests and appeals. All agencies have provided updates and OGIS informed customer. Customer has not sent updated consent. Drafting letter to requester with update and closing case.

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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.
10-0168	4/29/2010	DOJ	Denial	Customer disputes withholding of information under Exemptions 6 and 7(C).	Facilitating resolution	OGIS and OIP called the requester on 08/04/10 to discuss the matter and potential resolutions. The agency's component said 11/5 that it is still evaluating options to resolve the dispute.
10-0200	5/17/2010	DOJ	Denial	Customer disputes the withholding of information requested.	Fact finding	Analyst sent a letter to customer and contacted OIP regarding the appeal. Awaiting a response.
10-0202	5/17/2010	State and DHS	Delay	Customer seeks information on the status of 20 delayed requests	Facilitating resolution	Department of State forwarded an updated status of all cases (28). Analyst has followed up with the customer and attorney, awaiting response. Also received USCIS statuses.

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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.	Facilitating resolution	Customer appealed the agency's response. The agency remanded the appeal with a suggestion to work with the requester on the fee issue. The agency is currently sampling some records to provide an estimate.
10-0245	6/17/2010	Treasury	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.	Facilitating resolution	The requester appealed the adverse decision; OGIS has asked to speak with the person working on the appeal.
10-0246	6/24/2010	Multiple	Denial	Customer filed the same request with approximately 40 departments and agencies; some have denied citing one or more exemptions while one agency released it. The customer asked if OGIS could help determine the appropriate consistent response.	Fact finding	OGIS, OMB and OIP held a fact finding meeting and call with representatives to gather information on 09/16/10. OGIS set a second meeting for 11/29/10.
10-0248	6/24/2010	DHS, HHS, DOD, Natl Endowment for Democracy	Delay	Customer is looking for the status of multiple requests.	Fact finding	Sent acknowledgement letter 7/6/10, received consent. Obtained status of all agencies except DoD at this point. Customer has been informed via phone of the current statuses. Follow up on 9/25.

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10-0259	7/7/2010	DOI	Denial	Customer disputes the withholding of information.	Facilitating resolution	Had three phone conversations with the customer regarding request, have consulted with agency regarding denial (9/17). Received a response that there will be releases every two weeks from here on out. I sent another email to NPS 10/7, awaiting a response.
10-0264	7/8/2010	DOJ	Denial	Customer disputes the denial of appeal.	Assigned to analyst	
10-0278	7/20/2010	DHS	Denial	Customer questions both the substance of the exemptions claimed and the fact that some were claimed for the first time on appeal, leaving no opportunity to provide arguments against them.	Fact finding	The agency reviewed the records and explained to OGIS why it cannot release anything: some were provided by private entities and requester would need to seek release from them; others are part of the investigatory file and the agency position stands.
10-0282	7/22/2010	DOD	Fees	Customer is disputing the denial of a fee waiver	Fact finding	

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10-0284	7/20/2010	DOJ	Delay	Customer is looking for the status of request.	Fact finding	Customer also seeking information on agency practices.
10-0285	7/20/2010	DOJ	Delay	Customer is looking for the status of request.	Fact finding	Customer also seeking information on agency practice.
10-0296	7/30/2010	Commerce	Delay	Customer is looking for the status of a request for expedited processing.	Admin closure	This issue has been added to case no. 10-0196, which has been re-opened.
10-0303	8/9/2010	VA, DOL	Delay	Customer is looking for the status of request.	Ombuds service provided	Sent customer info on OGIS/FOIA and consent form. Awaiting consent.

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10-0304	8/10/2010	DOJ	Ombuds issues	Customer is looking for the status of requests and appeals with BOP.	Fact finding	Sent letter asking for consent on 8/18/10, awaiting response from customer before attempting to contact agency.
10-0320	8/30/2010	EPA	Delay	Customer seeks status of delayed request.	Fact finding	Analyst left several messages with EPA Region 6. Received call back on October 18 saying that a response was sent to the customer on October 8.
10-0321	8/31/2010	State	Delay	Customer is looking for the status of request.	Fact finding	Consent received. Analyst contacted State, waiting for a response (9/17/10).
10-0328	9/8/2010	DOJ	Denial	Customer disputes the appeal determination.	Fact finding	

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10-0332	9/13/2010	multiple	Delay	Customer is looking for the status of FOIA and PA requests to multiple agencies	Fact finding	
10-0338	9/13/2010	DOJ	Denial	Customer disputes the denial of request.	Assigned to analyst	
10-0343	9/20/2010	FDIC	Denial	Customer disputes the agency's withholding of information under Exemptions 4 and 6.	Fact finding	Spoke to the agency's ombudsman about the issue on 10/22 who said he would have someone call OGIS to discuss the matter in detail. Called again on 11/2 and he said someone should be in touch. Left a message on 11/9 to follow up.
10-0344	9/20/2010	VA	Denial	Customer disputes the withholding of information.	Fact finding	Appeal still pending with VA. Will make contact to the VA to determine the status fo the appeal.



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10-0345	9/16/2010	DOD	Delay	Customer is wanting an intermittent release of the data	Fact finding	
10-0346	9/16/2010	FDIC	Agency practices	Customer disputes agency practice of refusing to accept FOIA requests made with a PO Box as the originating address.	Fact finding	Spoke to the agency's ombudsman about the issue on 10/22 who said he would have someone call OGIS to discuss the matter in detail. Called again on 11/2 and he said someone should be in touch. Left a message on 11/9 to follow up.
10-0351	9/22/2010	DOD	Agency practices	Customer is not satisfied with response given by the agency	Assigned to analyst	
10-0352	9/23/2010	VA	Denial	Customer was denied access to a database and disputes exemptions claimed.	Fact finding	Spoke to the customer to clarify the details of the dispute; agency's FOIA Public Liaison will look into the matter and call back to discuss.

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10-0353	9/24/2010	Unknown	Denial	Unclear with what customer wants OGIS's help.	Fact finding	10/6 - requested more information and copies of previous correspondence.11/4 - requested more information and copies of previous correspondence.
2011-0003	10/4/2010	DOJ	Denial	Customer disputes the withholding of information	Fact finding	
2011-0005	10/4/2010	SSA	Undetermined/TB D	Nature of the dispute unclear - have requested additional information	Fact finding	10/8 - sent a letter requesting a summary of the issues with which customer would like assistance. 10/28 - received consent but no additional information. Will send another letter requesting additional information.
2011-0006	10/4/2010	HUD	Ombuds issues	Customer is attempting to make a request to OGIS for records.	Fact finding	I have left two messages for customer to explain how to make her request to HUD. Sent customer a letter 11/19/2010 asking for additional info to assist her.

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2011-0010	10/4/2010	DOJ	Delay	Customer is looking for the status of a request.	Fact finding	
2011-0012	10/12/2010	VA	Denial	Customer believes additional responsive records exist.	Facilitating resolution	Customer will file an appeal and copy OGIS; would like OGIS to leave the file open through the appeal process since she has had difficulty connecting with the agency for assistance.
2011-0014	10/12/2010	VA	Denial	Misdirected request.	Fact finding	
2011-0016	10/12/2010	DHS	Ombuds issues	Customer is not satisfied with response given by the agency.	Facilitating resolution	Spoke to agency FOIA Public Liaison about the dispute; drafting response to customer.

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2011-0020	10/19/2010	VA & DoD	Ombuds issues	Customer is looking for information but has not had success with the agencies he has tried thus far.	Facilitating resolution	Asked the customer for additional information pertaining to his FOIA requests. Awaiting information and signed consent prior to contacting the agency.
2011-0022	10/19/2010	State	Delay	Customer is looking for a clear estimate on the timeframe for receiving the materials requested.	Fact finding	Sent email to State asking for the status and details about why the request is taking so long to process (11/9/10)
2011-0026	10/21/2010	FCC	Denial	Customer requested information related to "numbers stations" and disputes the withholding in full of the information.	Fact finding	Spoke with the customer about the request. Also spoke with the agency's FOIA Public Liaison who is going to speak with the general counsel's office and follow up with OGIS.
2011-0027	10/21/2010	OPIC	Denial	Customer disputes the withholding of information.	Fact finding	Reviewing the records provided by the customer.

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2011-0028	10/22/2010	USPS	Ombuds issues	Misdirected request.	Assigned to analyst	
2011-0029	10/22/2010	USPS	Fees	Customer disputes the fees being charged.	Fact finding	Agency's FOIA Public Liaison will discuss the dispute with the general counsel's office and follow up with OGIS.
2011-0031	10/24/2010	VA	Ombuds issues	Unclear whether customer needs assistance with a FOIA request; have asked for additional information	Fact finding	Contacted the customer for clarification of the dispute and to request his consent to speak with the agency.
2011-0032	10/25/2010	DHS	Privacy Act	Privacy Act.	Fact finding	Advised customer (11/9/10) that we do not handle PA but asked for them to return a signed consent form within 30 days if they wanted OGIS to inquire with the Agency as to the status of the request.

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2011-0033	10/25/2010	DHS	Ombuds issues	Customer needs assistance working with the agency to narrow the scope of the FOIA request.	Fact finding	Clarified the dispute with the customer and spoke with the agency's FOIA Public Liaison who will put OGIS in touch with someone who can assist directly.
2011-0036	10/25/2010		Ombuds issues	Misdirected request.	Assigned to analyst	
2011-0038	10/25/2010	DOD	Delay	Customer is looking for the status of request.	Facilitating resolution	Agency's FOIA Public Liaison is working with the field office to provide an estimated date of completion.
2011-0039	10/25/2010		Ombuds issues	Misdirected request.	Assigned to analyst	

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2011-0040	10/22/2010	DOEd	Fees	Customer disputes Agency denial of fee waiver	Assigned to analyst	
2011-0041	10/26/2010	State	Delay	Customer is looking for the status of request.	Assigned to analyst	11/4 - requested information and copies of previous correspondence.
2011-0042	10/27/2010	CIA	Denial	Customer disputes the agency's denial of request and refusal to accept an appeal	Assigned to analyst	
2011-0043	10/22/2010	DOI	Denial	Customer believes the agency is improperly withholding information and is stalling in its responses.	Fact finding	Discussed the case with the customer; awaiting consent prior to contacting the agency.

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2011-0044	10/29/2010	DOD	Denial	Customer disputes the withholding of information.	Assigned to analyst	
2011-0045	10/29/2010	DHS	Ombuds issues	Privacy Act.	Assigned to analyst	
2011-0051	10/29/2010	DHS	Ombuds issues	Customer is looking for the status of request	Assigned to analyst	
2011-0052	10/29/2010		Ombuds issues	Customer is possibly looking for assistance on narrowing the scope	Assigned to analyst	