Office of Government Information Services Full Case Log

as of February 18, 2011

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
09-0001	9/9/2009	VA	Delay	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	Request withdrawn	Requester withdrew request when records sought were received.	10/6/2009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

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
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 again if needed.	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.	Facilitation failed to resolve dispute	The agency initially agreed to begin issuing an auto-reply to e-mail received in its FOIA inbox but learned in August 2010 that there is a DHS-wide policy that prohibits auto-acknowledgement of non-agency e-mail. The agency is unable to make this change.	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	Agency finalized the contract in April 2010 and customer was able to access it; OGIS was able to provide ombuds service to help with one additional dispute; final dispute was denial that was affirmed and customer did not request further OGIS assistance.	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. The customer was given more detailed information about the cause of the delay.	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.	Facilitation failed to resolve dispute	In January 2010, agency agreed to voluntarily re-review the document to see if it could release more of the redacted information but would not respond to OGIS attempts to follow up. Customer filed a lawsuit in July 2010.	8/3/2010
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, and 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	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

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
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
09-0028	12/28/2009	DOJ	Privacy Act	Privacy Act request.	Admin closure		12/29/2009
09-0029	12/30/2009	EEOC	Fees	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

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09-0030	12/29/2009	N/A	Ombuds issues	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
10-0001	1/4/2010	DOJ	Ombuds issues	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. No response from customer	2/9/2010
10-0002	1/6/2010	Commerc e & EOP	Delay	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	DHS	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	DOT	Fees	Customer believes FAA charged search fees for EIS-related documents in contradiction of CEQ regulation pertaining to NEPA.	Ombuds service provided	Spoke to FAA FOIA Officer and FPL several times, both of whom have spoken to customer regarding issue. Consulted with CEQ and OIP; drafting final response.	11/15/2010
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

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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.	2/22/2010
10-0007	1/7/2010	N/A	Ombuds issues	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	N/A	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	Ombuds issues	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

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10-0012	1/11/2010	State	Info	Customer wanted to know if the Commission is subject to FOIA.	Ombuds service provided	Staff responded that legislative branch is not subject to FOIA.	1/11/2010
10-0013	1/13/2010	DOJ	Denial	Customer seeks assistance in obtaining trial witness log.	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 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	Fees	Requester seeks to appeal denial of a fee waiver but agency has not provided 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

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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
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	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.	Facilitation failed to resolve dispute, Ombuds service provided	Agency reviewed and remanded request for reprocessing; produced additional records on 05/06/10 but did not address other records requested. Customer appealed 09/10; appeal pending but agency would not give estimated date for response.	1/31/2011

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10-0024	1/26/2010	DOJ	Ombuds issues	Requester is asking for access to EOUSA documents.	Ombuds service provided	Recommended customer to contact EOUSA for request.	2/4/2010
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.	Facilitation failed to resolve dispute	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	Denial	Customer disputes the fees associated with a request and believes information to be missing from the documents received.	Dispute resolved via facilitation	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 said the check was finally mailed 07/16/10 and it was received by the customer.	7/23/2010
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	Ombuds issues	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

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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
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. Administratively closed 3/4/10 due to lack of response from customer.	3/4/2010

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10-0036	2/4/2010	N/A	Info	Customer seeking information on how to file a FOIA request.	Ombuds service provided		2/4/2010
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 advising 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

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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
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	Ombuds issues	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 state law enforcement 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 NARA	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	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

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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
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 and returned the documents that were submitted.	2/19/2010
10-0050	2/19/2010	NARA	Info	Customer wanted info on submitting a FOIA request for his military records. Also asked about third party access to his records.	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	Ombuds issues	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 the FOIA & PA work.	2/23/2010
10-0053	2/23/2010	NARA	Ombuds issues	Customer wanted information regarding an internal breach of information.	Ombuds service provided	Customer was given the information about who to contact.	2/23/2010

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10-0054	2/22/2010	DOI	Fees	Customer seeks assistance in determining if fee estimate was accurate. Customer also questioned search fee estimate and delay in getting fee issues and scope of request resolved.	Facilitation failed to resolve dispute	Per an agreement b/t the parties, the NPS provided travel data for a three month period identified by customer. The NPS did not charge any fees for this release. Customer was not satisfied that this information was complete.	7/14/2010
10-0055	2/22/2010	CIA	Ombuds issues	Customer wanted info on how to obtain classified records after denial and appeal.	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	Ombuds issues	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

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10-0060	3/2/2010	DOL	Fees	Public interest fee waiver denied and appeal affirmed denial.	Dispute resolved via facilitation, Facilitating resolution	Spoke to customer to clarify issues in dispute and in discussions with DOL.	8/25/2010
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	Ombuds issues	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).	Request for info satisfied	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

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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
10-0067	3/9/2010	DOJ	Denial	Customer denied access to cost of BOP program and requests assistance in obtaining information.	Facilitation failed to resolve dispute	FPL confirmed that BOP does not maintain information. Also spoke to FOIA analyst and Warden's secretary and advised customer of reasons why this type of info is not maintained. Provided publicly available budget info to customer with final response.	7/6/2010
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.	Facilitation failed to resolve dispute, Ombuds service provided	FPL confirmed search conducted and reported findings. FPL determined that refund due customer had not been issued. Confirmed address with customer and advised FBI--refund to be issued immediately.	7/29/2010
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	Ombuds issues	Customer asked for OGIS assistance with a voluminous request that has been filed with 60+ other agencies. Asked if OGIS could help facilitate communication for responses.	Facilitating resolution	OGIS worked with the requester to narrow the scope; met with representatives from several agencies to discuss the requests and share the narrowed fields. Many agencies have responded and OGIS continues to assist other agencies.	

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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
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 NARA	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

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
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
10-0079	3/12/2010	VA	Ombuds issues	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	Treasury	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

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
10-0084	3/15/2010	DOD	Fees	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
10-0085	3/17/2010	VA	Delay	Customer is having trouble getting agency representatives to return calls and give status updates on several requests/appeals.	Ombuds service provided	3/31/2010 received clarification from customer regarding nature of requests at issue. Obtained 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	Ombuds issues	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 (42 U.S.C. 300aa-12(d)(4)(A) and 6.	Facilitating resolution	Discussed issues with FPL and requested OIP reconsideration of appeal decision.	
10-0089	3/19/2010	DOD	Denial	Customer disputes withholding of information under Exemptions 1 and 3.	Dispute resolved via facilitation	The agency FOIA Public Liaison called the requester directly to discuss the issue and suggested a different way to craft the request. The requester submitted a new FOIA request based on the suggestions on 07/13/10.	7/14/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
10-0090	3/19/2010	DHS	Denial	Customer disputes withholding of information under Exemptions 2 and 5.	Facilitation failed to resolve dispute	OGIS was to discuss with agency representatives on 05/24/10 but the agency canceled the call. After several attempts, the agency rescheduled a call for 08/06/10. The agency stated that it was confident in its decision and would not change its position.	8/18/2010
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	Denial	Privacy Act and FOIA 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.	7/29/2010
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

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
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
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 sent information requested.	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

Case #							
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
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.	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.	
10-0105	3/27/2010	DOJ	Denial	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

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
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
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 him know we forwarded his 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 Army toxicology report data under Exemptions 6 and 7(A).	Facilitation failed to resolve dispute	Agency cannot release the record due to a position in pending litigation. It looked into alternative ways to release the underlying information but the data is not collected elsewhere. There is no present way to release that information to the customer.	8/18/2010
10-0112	3/30/2010	N/A	Ombuds issues	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

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
10-0114	3/30/2010	DOD	Ombuds issues	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.	6/29/2010
10-0115	3/25/2010	OSC	Agency practices	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	Ombuds issues	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 has a large request pending in the "complex queue."	Admin closure	OGIS contacted agency which advised on backlog and suggested narrowing the scope of the request. Customer is considering his options.	7/29/2010
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	Ombuds issues	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

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
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
10-0121	4/6/2010	DOJ	Privacy Act	Customer requested information that he was informed was contained in files related to his own investigatory files. OGIS provided information about searches of this type.	Ombuds service provided	Customer was unclear why he didn't receive documents resulting from his search. OGIS sent information about "related files" searches.	7/28/2010
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 began discussing the issue with the agency and the DOJ's OIP in 05/10 to try to reach a resolution. Agency updated customer on progress on 11/12/10 but customer still requesting OGIS assistance. Call with agency set for 01/14/11.	
10-0123	4/1/2010	N/A	Info	Customer inquired whether Congress is subject to FOIA.	Ombuds service provided	OGIS informed customer that Congress is not subject to FOIA and sent information on FOIA.	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 issues	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

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
10-0126	4/8/2010	USPS	Ombuds issues	Customer was unclear about the status of a request.	Ombuds service provided	Informed customer that OGIS does not handle Privacy Act requests.	6/2/2010
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	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 his request was not complete and customer wanted assistance on how to file a proper Privacy Act request to get his 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

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
10-0132	4/12/2010	DOJ	Privacy Act	Privacy Act request.	Admin closure	Informed customer that OGIS cannot handle requests related to the Privacy Act.	5/6/2010
10-0133	4/12/2010	DOJ	Privacy Act	Privacy Act request.	Admin closure	Informed customer that OGIS cannot handle requests related to the Privacy Act.	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. OGIS provided additional information via US Mail on 10/1 per customer's additional request which was received on 9/24.	4/27/2010
10-0135	4/12/2010	DOJ	Ombuds issues	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	Delay	Customer seeking assistance with a request to FBI for records; case remanded by OIP and customer has not received response.	Ombuds service provided	Letter sent to customer explaining that mediation is not available and gave status of remanded request.	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.	10/6/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
10-0138	4/13/2010	DOJ	Denial	Customer disputes no records finding.	Ombuds service provided	6/17 - OGIS sent letter requesting more information about the request. Also provided advice about requester category. Requested additional information.	8/17/2010
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.	
10-0140	4/15/2010	DOJ	Denial	Customer requested NADDIS reports on deceased individuals.	Dispute resolved via facilitation	Contacted DEA. DEA reviewed requests and released documents.	8/5/2010
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	Info	Customer seeks information on making an FOI 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

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
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.	11/8/2010
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. New letter drafted to give the completed statuses.	11/18/2010
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	Informed customer that OGIS cannot handle requests related to the Privacy Act.	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.	Ombuds service provided	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.	8/5/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
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 and then, if the need arises OGIS will assist.	5/4/2010
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	Consulted with FBI and OIP; FBI will reopen organization's requests.	6/29/2010
10-0152	4/21/2010	State	Fees	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. Sent letter explaining Privacy Act and OGIS's role. Enclosed additional information. Closed again.	6/16/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
10-0156	4/27/2010	DOJ	Denial	Agency search returned no records.	Ombuds service provided	Request appears to be overly broad. Analyst advised customer on ways to narrow and/or refine the request.	7/7/2010
10-0157	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 Ohio or a 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	Fees	Customer disputes denial of fee waiver.	Dispute resolved via facilitation	Agency denied customer's request for favorable fee category; both parties agreed on 08/17/10 to a fee amount. Agency began processing request. Customer asked to keep case open until records received. OGIS closed since fee dispute was resolved; can reopen.	9/23/2010
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

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
10-0162	4/27/2010	DOJ	Denial	Privacy Act request.	Admin closure	OGIS advised that we do not handle Privacy Act requests and provided information on third-party requests.	5/6/2010
10-0163	4/27/2010	HHS	Delay			VOID: reopened case no. 10-0117	4/27/2010
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	Ombuds issues	Customer is looking for information on the services OGIS provides to assist him in resolving a dispute with EOUSA and DEA.	Admin closure	Reopened 5/2/10. OGIS sent a letter requesting more information and advising that we do not handle Privacy Act requests. Re-opened 5/20/10, analyst sent a response 8/11/10. Consent received 9/3/10. Awaiting response from OIP regarding appeal (9/10/10).	5/6/2010
10-0167	4/29/2010		Privacy Act	Privacy Act request	Ombuds service provided	OGIS advised that we do not handle Privacy Act requests and also sent info on how to make an FOI request to the state. Re-opened 5/11/10. OGIS sent another letter re-stating the information given in previous letter.	5/18/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
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.	
10-0169	4/29/2010	N/A	Ombuds issues	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
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	Dispute resolved via facilitation	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. Released on 07/16/10.	7/16/2010
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

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
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
10-0176	5/5/2010	OIG/DOJ	Ombuds issues	Customer disputes the withholding of information. Unclear what was requested.	Ombuds service provided	6/17 - customer provided incomplete information; OGIS requested additional information. 8/2 - still unclear what customer requested. Provided advice on narrowing request.	8/2/2010
10-0177	5/5/2010	VA	Delay	Customer seeks assistance of a delayed request made for employee performance awards.	Dispute resolved via facilitation	Customer suspected stonewalling since this request was for higher officials' records. After messages were left, we were informed that the docs were released to customer.	7/26/2010
10-0178	5/6/2010	VA	Ombuds issues	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 Affairs' representative as instructed in the denial letter.	5/24/2010
10-0179	5/6/2010	DOJ	Ombuds issues	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

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
10-0180	5/6/2010	DOJ	Denial	Customer disputes withholding of information under Exemptions 2 and 7(E).	Facilitation failed to resolve dispute	The agency affirmed that the search terms did not result in any records. Without more information or other search terms, there is nothing else for OGIS to do to assist in locating records.	7/8/2010
10-0181	5/6/2010	Treasury	Denial	Customer would like OGIS assistance with an appeal.	Request withdrawn	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
10-0182	5/6/2010	Commerce	Delay	Customer sought 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 issues	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

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
10-0186	5/7/2010	HHS	Fees	Customer is requesting OGIS assistance in regard to a dispute regarding a fee waiver denial.	Admin closure, Ombuds service provided	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	Ombuds issues	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
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	Admin closure	Fact sheet not included w 5/28 letter, so re-sent & answered specific ombuds questions; also asked for consent; sent letter 9/23/2010 saying case would be closed 10/15/2010 if we do not receive consent by that date.	10/15/2010
10-0191	5/13/2010	DOJ	Ombuds issues	Customer sent a request to OGIS after having filed a request with DOJ/EOUSA for records regarding 40 USC 3112.	Ombuds service provided	Letter sent to customer explaining that a request could be made to the state for those records.	7/20/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
10-0192	5/11/2010	DHS	Delay	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
10-0194	5/14/2010	NARA	Ombuds issues	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	Ombuds issues	Privacy Act request.	Ombuds service provided	OGIS assisted customer by finding correct office to receive request.	5/21/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
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
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.	
10-0201	5/13/2010	DOJ	Ombuds issues	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 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.	
10-0203	5/17/2010	DOJ	Privacy Act	Privacy Act request.	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.	7/2/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
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		Undetermined/TBD	Customer did not provide information on the services s/he was 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
10-0206	5/20/2010	DOJ	Ombuds issues	Customer disputes the fees being charged for a first-party request and is attempting to make an appeal to OGIS.	Ombuds service provided	Sent a letter to respond to the customer to inform him to send the appeal to OIP and/or BOP, also let him know that OGIS does not handle PA cases.	7/19/2010
10-0207	5/20/2010	DOJ	Denial	Customer disputes the withholding of 388 of 405 pages of records requested.	Facilitation failed to resolve dispute, Ombuds service provided	The agency was confident in its withholding so OGIS shared with the requester more about why the records could not be released to try to provide a better understanding.	9/8/2010
10-0208	5/19/2010	OPM	Delay	Customer seeks information on the status of a delayed request but agency is not responding to his inquiries.	Dispute resolved via facilitation	Two messages to the agency's FOIA Public Liaison went unreturned. A FOIA attorney in the general counsel's office provided a FOIA contact who advised he would contact the requester directly and update him; agency responded with its release on 07/15/10.	7/16/2010
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

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
10-0210	5/20/2010	Treasury	Denial	Customer disputes the agency's search, believing there are additional responsive records that were not located.	Dispute resolved via facilitation	The agency said additional nonresponsive records existed that may be of interest. Customer filed new request for those documents. Customer had questions on the response and OGIS contacted the agency to discuss but did not hear back after several attempts.	7/22/2010
10-0211	5/20/2010	DOT	Ombuds issues	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
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 but has not been able to update OGIS on progress.	
10-0213	5/26/2010	DOJ	Ombuds issues	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, NARA	Privacy Act	Customer seeks assistance in locating his overseas military medical records.	Ombuds service provided	Consulted with DoD, VA and NPRC regarding alternative route to obtaining Vietnam-era medical records and provided suggestions to customer.	8/25/2010
10-0215	5/28/2010	VA	Ombuds issues		Ombuds service provided	Advised customer where to send his request for his records.	6/8/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
10-0216	5/28/2010	DOJ	Info	Customer is dissatisfied that he cannot get information from the FBI	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
10-0218	5/28/2010	N/A	Ombuds issues	Customer seeks state records	Ombuds service provided	Letter sent 6/17/2010 with information on requesting records from the Tennessee Bureau of Investigation and on OGIS.	6/17/2010
10-0219	5/28/2010	NARA	Info	Customer seeks information about a historical event.	Ombuds service provided	Sent letter explaining how to make a request to NARA.	6/8/2010
10-0220	6/1/2010		Ombuds issues	Misdirected request.	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	Agency failed to respond to a FOIA request that was a follow-up to a previous request	Facilitation failed to resolve dispute, Ombuds service provided	Requester agreed to narrow the scope of his request; agency cited its first-in-first-out policy in declining to immediately fulfill a request for a follow-up FOIA.	8/27/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
10-0222	6/1/2010	State	Ombuds issues	Customer is trying to get the status of a request that was made to the State Department	Facilitating resolution	Informed customer of the status of the requests and the reasons for the delay.	8/27/2010
10-0223	6/8/2010	DOJ	Denial	Customer is disputing the partial withholding of information requested.	Ombuds service provided	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
10-0224	6/8/2010	Unknown	Denial	Customer disputed the withholding of information requested.	Admin closure	Letter sent informing customer that OGIS does not handle Privacy Act requests.	6/23/2010
10-0225	6/8/2010	NARA	Ombuds issues	Customer asked OGIS to obtain copy of large file to review.	Ombuds service provided	Informed customer that the fee schedule has changed so he should re-file the request. Can also visit the facility to review the file free of charge.	8/9/2010
10-0226	6/8/2010	NARA	Ombuds issues	Customer was looking for a DD-214 form to request records	Request for info satisfied	Informed customer how to make a request for the information sought.	6/10/2010
10-0227	6/10/2010	DOI	Denial	Customer was denied access to requested records about leaseholders on National Parks property	Admin closure	Emailed customer to encourage him to file an appeal. Requested more information. Received no response from requester.	7/26/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
10-0228	6/11/2010	USDA	Denial	Customer disputes withholding of addresses and locations of burn permits related to the 2008 Rich Fire in California.	Dispute resolved via facilitation	The agency responded directly to the requester that after the close of the investigation, all of the publicly available documents were posted online.	8/25/2010
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
10-0230	6/11/2010		Info	Misdirected request; also, customer sought information protected under the Privacy Act.	Admin closure		6/22/2010
10-0231	6/11/2010	DOJ	Privacy Act	Customer is trying to find out the status of 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 issues	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.	Dispute resolved via facilitation	FDA will resend its 12/05/09 release package to customer at new address.	7/1/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
10-0234	6/14/2010	DOJ	Info	Misdirected request; also, customer sought information protected under the Privacy Act.	Admin closure		6/23/2010
10-0235	6/15/2010	DOD	Delay	Customer is looking for assistance on a delayed request.	Dispute resolved via facilitation	After numerous calls with the customer and the OGIS Liaison at DoD, there has been some communication between the parties. Customer will contact OGIS if additional assistance is needed.	7/28/2010
10-0236	6/15/2010	DOD	Ombuds issues	Customer inquired into the type of assistance that OGIS can provide with regard to several pending requests/appeals.	Ombuds service provided	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.	Dispute resolved via facilitation	The agency agreed that verification of identity should not be required for request of a publicly available document and is correcting its practices.	7/29/2010
10-0238	6/17/2010	DOJ	Ombuds issues	Customer requests that appeals be re-opened after they were administratively closed for nonpayment of fees in unrelated FOIA case.	Ombuds service provided	OIP reopened appeal in May but did not send an acknowledgment letter to customer.	8/13/2010
10-0239	6/19/2010	DOJ	Agency practices	Customer disputes the way the agency is breaking up document responses and charging fees for multiple CD-ROMS.	Facilitation failed to resolve dispute	The agency explained that it would be an administrative burden to change its practice; the way records are processed is tied to employee workload and performance and the FBI does not have a separate place it can store portions of requests once processed.	9/8/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
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 status of customer's requests, 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
10-0242	6/23/2010	NARA	Info	Customer is looking for information on OGIS, FOIA, and NARA.	Request for info satisfied	Sent letter to customer advising that we do not have our annual report as of yet, however sent materials regarding OGIS including the case log.	8/12/2010
10-0243	6/23/2010		Ombuds issues	Customer is looking for FOIA info and other information from specific agencies (misdirected).	Ombuds service provided	Sent a letter advising the customer how to obtain the information he seeks, much of which is publicly available.	7/7/2010
10-0244	6/23/2010	DOJ	Ombuds issues	Customer is looking for guidance on obtaining information via FOIA/PA.	Admin closure	No response within 30 days.	8/9/2010
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 spoke with the person working on the appeal and will contact the customer to discuss further.	

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
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.	Facilitating resolution	OGIS, OMB and OIP held a fact finding meeting and call with representatives to gather information on 09/16/10. OGIS held a second meeting on 11/29/10 and will continue working with agencies and requester to resolve the dispute.	
10-0247	6/24/2010	DOD	Delay	Customer is looking for the status of request.	Ombuds service provided	Provided customer with information from Air Force FOIA Public Liaison, general information on OGIS procedure and its inability to force agencies to release material.	7/26/2010
10-0248	6/24/2010	DHS, HHS, DOD, Natl Endowment for Democracy	Delay	Customer is looking for the status of multiple requests.	Ombuds service provided	Obtained status of all agencies' requests. Customer has been informed via phone of the current statuses and options. Ombuds services provided 9/7/10, however customer would like OGIS case to remain open until all FOIA requests completed.	
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	Agency practices	Customer requests that appeals be re-opened after they were administratively closed for nonpayment of fees in unrelated FOIA case.	Ombuds service provided	OIP reopened appeal in May but did not send an acknowledgment letter to customer.	8/13/2010
10-0251	6/29/2010	DOJ	Ombuds issues	Customer attempted to send an appeal to OGIS.	Ombuds service provided	Sent letter to customer advising to appeal to OIP, also gave info regarding the Privacy Act, and court records.	7/22/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
10-0252	6/29/2010	HHS	Delay	Customer is looking for the release of records requested.	Dispute resolved via facilitation	Customer had 5 pending requests dating back to 2005. Analyst spoke to agency, agency provided information on release timeline.	10/18/2010
10-0253	6/29/2010		Denial	Customer is unsatisfied with the result of his FOIA request.	Admin closure	Reopened when customer sent additional information. Recommend that customer file an appeal.	8/9/2010
10-0254	6/30/2010	VA	Denial	Consolidated with OGIS Case No. 10-0246.	Admin closure	Consolidated with OGIS Case No. 10-0246.	8/31/2010
10-0255	7/1/2010	SSA	Delay	Customer is looking for the release of records requested.	Admin closure, Ombuds service provided	Analyst left a message 7/9/10, and 7/16/10 and e-mailed to inform the customer of the SSA contact information and that OGIS cannot assist with PA cases.	7/16/2010
10-0256	7/1/2010	DOJ	Info	Customer looking for information about mediation and what OGIS can do regarding an appeal denial	Admin closure	Sent letter with information about OGIS, FOIA and PA along with consent form, which was not returned.	9/13/2010
10-0257	6/25/2010	N/A	Info	Customer is looking for assistance in obtaining records from a private corporation.	Admin closure	OGIS provided information on the FOIA process.	6/28/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
10-0258	7/7/2010	USPS	Denial	Customer disputes the denial of request.	Ombuds service provided	Advised customer by phone on 7/1 to file an appeal. Consulted with agency about the status of the ongoing investigation.	7/29/2010
10-0259	7/7/2010	DOI	Denial	Customer disputes the withholding of information.	Facilitating resolution	Had numerous conversations with the customer regarding request, and consulted with agency regarding denial. Received a response that there will be releases every two weeks from here on out. NPS and customer confirmed every two week production (11/9/10).	11/9/2010
10-0260	7/6/2010	USDA	Delay	Customer sought information about the status of a FOIA request and an appeal.	Ombuds service provided	Provided information from Forest Service FOIA Public Liaison on the status of customer's request & appeal. Advised customer to file an appeal if the anticipated release of information is not satisfactory & to contact OGIS again if needed on appeal.	8/10/2010
10-0261	7/7/2010	USDA	Denial	Customer disputes the 'no records' response to his request.	Dispute resolved via facilitation	Agency is certain it does not have the records customer is seeking. OGIS provided requester with agency's five-page certification in response to the customer's appeal, detailing the action taken to search for records and is considering the matter closed.	8/2/2010
10-0262	7/7/2010	VA	Privacy Act	Customer would like remedy for unauthorized disclosure of medical information.	Ombuds service provided	OGIS advised customer that we do not handle PA requests, provided ombuds services regarding his claim and info on where to lodge his complaint	7/20/2010
10-0263	7/8/2010	DOT	Denial	Customer disputes the denial of FOIA request.	Ombuds service provided	Customer returned signed consent 7/16. Left voice mail message with the Agency on 7/27 and on 7/29 Agency stated the records requested were now sent. OGIS notified the customer in an e-mail.	8/6/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
10-0264	7/8/2010	DOJ	Denial	Customer disputes the denial of appeal.	Assigned to analyst		
10-0265	7/8/2010	DOJ	Delay	Customer appealed the denial of records to the Department of Justice and the Office of Information Policy reversed the agency, requiring release of the records but the agency has not released the records to the requester.	Dispute resolved via facilitation	OGIS spoke with the agency on 07/20/10 to ask whether they had an estimate on release; the agency was going to check and update OGIS. The documents were sent to the requester on 07/22/10.	7/22/2010
10-0266	7/9/2010		Info	Misdirected request.	Request for info satisfied	Provided information on where to submit a FOIA request	7/27/2010
10-0267	7/12/2010	VA	Fees	Customer disputes fees that were assessed.	Admin closure	After phone conversations with the customer and OGIS staff, the customer decided that consent for OGIS assistance would not be given. Informed him that OGIS would close case out upon no response in a week (8/2/2010), case closed for no response 8/9/10.	8/9/2010
10-0268	7/12/2010	SEC	Denial	Customer is not satisfied with the handling of a FOIA request for publicly available records.	Dispute resolved via facilitation, Ombuds service provided	OGIS advised agency that it is a "best practice" to inform requesters in simple terms that no records are found.	8/20/2010
10-0269	7/13/2010		Info	Customer is looking for information on OGIS	Request for info satisfied	Provided information about OGIS and the Privacy Act	7/27/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
10-0270	7/14/2010	N/A	Info	Customer is looking for info on where to file a tort claim	Request for info satisfied	Customer requested information about a state agency and a Federal office.	7/28/2010
10-0271	7/14/2010	DOJ, DHS	Denial	Customer sought assistance with delay of response to Privacy Act requests.	Request for info satisfied	Determined status of PA requests to EOUSA and USSS, and provided information related to filing appeals. Closed 10/7/10. Reopened 11/2/2010 at customer's request b/c still has not received documents.	11/2/2010
10-0272	7/15/2010	DOJ	Delay	Customer states that Agency was unresponsive to the request.	Ombuds service provided	Sent a consent letter on 7/27/10 with a request for more information. Received consent 8/10 but no further information. Spoke to agency and relayed status to the customer in a letter.	8/23/2010
10-0273	7/14/2010	SEC	Fees	The customer has made a voluminous request to the agency and would like to narrow it down, but cannot without knowing more about the types of records at issue.	Dispute resolved via facilitation	The customer, agency representatives and OGIS had a call on 08/19/10 to narrow the scope of the request. The agency will begin processing the request on those terms.	8/20/2010
10-0274	7/19/2010	DOJ	Delay	Customer is looking for the status of Privacy Act request.	Ombuds service provided	EOUSA FOIA public liaison said records were being searched in mid-August and a response would be forthcoming.	9/1/2010
10-0275	7/19/2010	Department of Commerce	Ombuds issues	Customer does not believe that the data requested is not available by computer printout.	Request for info satisfied	Census Bureau explained that requested data may exist, but would take 3-4 weeks to create a computer program to retrieve it. The fees associated with this process would be high. Requester is not interested in paying fees for this information.	8/24/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
10-0276	7/20/2010	DOJ	Denial	Customer disputes the denial of appeal.	Ombuds service provided	Provided customer with information about how to re-submit a FOIA request after obtaining information from the Social Security Death Index.	8/2/2010
10-0277	7/20/2010	DOJ	Agency practices	Customer requests that appeals be re-opened after they were administratively closed for nonpayment of fees in unrelated FOIA case.	Ombuds service provided	OIP reopened appeal in May but did not send an acknowledgment letter to customer.	8/13/2010
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.	Facilitation failed to resolve dispute	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.	12/29/2010
10-0279	7/21/2010	DOJ	Denial	Customer questions why a full denial rather than redaction.	Dispute resolved via facilitation	Spoke to agency, learned that redactions were not possible because nothing was reasonably segregable.	8/13/2010
10-0280	7/21/2010	VA	Privacy Act	Privacy Act request.	Ombuds service provided	Provided customer with information about how to file an appeal.	8/20/2010
10-0281	7/21/2010	DOJ	Denial	Customer disputes denial of expedited processing.	Facilitation failed to resolve dispute	The agency was confident in its position on the expedited processing issue and would not change that position.	8/16/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
10-0282	7/22/2010	DOD	Fees	Customer is disputing the denial of a fee waiver	Ombuds service provided		12/1/2010
10-0283	7/20/2010	Treasury	Delay	Customer is looking for the status of request.	Dispute resolved via facilitation	8/2 - contacted customer to request additional information. 8/11 - spoke to Treasury, release expected by 8/13.	11/8/2010
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.	Request for info satisfied	Customer also seeking information on agency practice. OIP sent a letter directly to customer explaining delay in processing request. OIP agreed to let customer know when new information is posted online.	12/1/2010
10-0286	7/20/2010	HHS	Delay	The agency has cited a D.C. District Court decision involving an injunction as rationale to prohibit release; the customer disputes that application.	Facilitation failed to resolve dispute	Agency responded to the appeal citing a different exemption and rationale for withholding. The agency was firm in its decision and facilitation failed to resolve the dispute.	9/29/2010
10-0287	7/27/2010	NARA	Ombuds issues	Customer is looking for the status of an appeal. OGIS contacted NARA's General Counsel, which did not receive her appeal. OGIS recommended that she resubmit her appeal.	Ombuds service provided	Customer is seeking the status of an appeal filed on July 12, 2010.	8/2/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
10-0288	7/27/2010	DOJ	Delay	Misdirected request, possible PA.	Ombuds service provided	OGIS advised customer that we don't handle PA requests; asked the customer for more info to determine if we can assist him further. After speaking with the agency on 8/23, sent final letter with OGIS PA info and the status of customer's request with DEA.	8/23/2010
10-0289	7/28/2010	VA	Denial	Customer disputes the withholding of information. Since time limit on appeal has not run, OGIS advised the customer to wait and contact us again if he is dissatisfied by the response he receives (or if there is a delay).	Admin closure		8/2/2010
10-0290	7/27/2010	DOJ	Delay	Customer is looking for the status of request.	Admin closure	OGIS advised customer that we do not handle PA requests and asked the customer for more information to clarify the issue and determine if we can assist him further. 9/15 still no response from customer. Admin closure.	9/15/2010
10-0291	7/27/2010	USPS	Agency practices	The customer is dissatisfied that the agency requires payment of fees prior to the release of records and that there is a great delay after payment but prior to release. The customer also would like assistance with the status of a fee refund in the agency	Dispute resolved via facilitation	The agency agreed that it required fees for records that it did not produce in a timely fashion. It produced the records on 08/13/10 and begun to process a refund for the requester.	8/17/2010
10-0292	7/26/2010	DOJ	Delay	Customer is seeking assistance with several delayed requests.	Dispute resolved via facilitation, Ombuds service provided	OGIS met with the FBI to learn the status of requests. FBI grouped 4 large requests and connected the customer with the FOIA Negotiation Team. Needs to refile 3 closed requests.	8/23/2010
10-0293	7/29/2010	DHS	Denial	Customer disputes the withholding of information indexed in documents responding to a request.	Dispute resolved via facilitation	Agency agreed to release information indexed in a 7/12/2010 release of documents.	8/20/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
10-0294	7/29/2010	DHS	Delay	Customer is looking for a legible copy of one-page of previously released documents or to view the document in person	Ombuds service provided	Gave customer information about tracking the 7/26/2010 FOIA request for a legible copy, which appears not to exist.	8/20/2010
10-0295	7/30/2010	DOJ	Denial	Customer disputes the withholding of information requested. One issue was remanded on appeal; offered to find out status of this request.	Admin closure	Received no additional information from the customer.	9/21/2010
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.	8/10/2010
10-0297	8/3/2010	DOJ	Denial	Customer disputes the withholding of information.	Ombuds service provided	Recommended that customer file appeal.	8/13/2010
10-0298	8/3/2010	DOJ	Denial	Customer received a response of no records which was upheld on appeal.	Ombuds service provided	Customer is seeking 1997 document; OIP re-reviewed appeal & NARA determined that it does not have record; record may not exist.	11/3/2010
10-0299	8/4/2010	NARA	Ombuds issues	Customer misdirected his request for copies of records that were released as a result of his FOIA request.	Ombuds service provided	Directed customer to submit his request for documents to the appropriate office within NARA.	8/24/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
10-0300	8/4/2010	State	Ombuds issues	Customer is looking for the status of request after not receiving a response to inquiries.	Ombuds service provided	Contacted State and the review of the documents was initiated that day. Customer was informed of the current status of the request and given tips on how to proceed when dealing with the request.	8/27/2010
10-0301	8/7/2010	VA	Ombuds issues	Misdirected request.	Ombuds service provided	OGIS provided customer with information on where to lodge his complaint against the VA.	8/20/2010
10-0302	8/6/2010	DHS	Denial	Customer disputes the withholding of information related to an investigation.	Dispute resolved via facilitation	OGIS contacted the agency to ask about the status of the investigation, and learned that the 7(A) exemption is still applicable. Agency FPL suggested that the customer check with him monthly about the status.	9/23/2010
10-0303	8/9/2010	VA, DOL	Delay	Customer is looking for the status of five requests.	Admin closure, Ombuds service provided	Customer e-mailed us to let us know that the VA released the information he sought and he no longer needs OGIS assistance.	11/29/2010
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.	
10-0305	8/10/2010	VA	Ombuds issues	Customer seeks assistance with a request for records the agency states has already been destroyed.	Ombuds service provided	Contacted customer by phone 8/13/10 to inform him to send in an appeal to the agency first. Email sent on 8/18/10 that also included additional information about records schedules and the VA hiring practices.	8/18/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
10-0306	8/10/2010	HUD	Delay	Customer is looking for the status of request which was filed in November 2008.	Dispute resolved via facilitation	Contacted agency, which advised that a release determination would be mailed very shortly.	8/25/2010
10-0307	8/10/2010	EPA	Delay	Customer is looking for the status of request.	Dispute resolved via facilitation	In checking with the agency, OGIS was told that this is a broad request with many responsive records. Agency will respond to the requester shortly.	8/31/2010
10-0308	8/10/2010	DOJ & NARA	Denial	Customer disputes the withholding of information requested.	Admin closure	Explained Rule 6(e) of the Federal Rules of Criminal Procedure that shields grand jury information; also determined that customer had not requested information from NARA; advised customer on how that is done.	9/27/2010
10-0309	8/13/2010	State	Delay	Customer is inquiring about a long delay of a request to the State Department	Ombuds service provided	Provided customer with information about agency's average response time and suggested narrowing the scope of the search.	8/24/2010
10-0310	8/16/2010	DOJ	Denial	Customer requested information from a database, the name of which appears to have been changed.	Admin closure, Request for info satisfied	8/24 Sent customer a letter informing him of the name change and asking him for consent if this does not answer his question completely.	9/24/2010
10-0311	8/17/2010	DOJ	Agency practices	Agency initially accepted customer's appeal with a letter but wrote back seven months later stating that the appeal had not been received in a timely fashion and the matter was closed.	Dispute resolved via facilitation	The agency offered to re-open the appeal as a matter of administrative discretion, stating that its action to close the appeal was correct. The requester agreed, so long as he did not have to go to the end of the queue. Estimated response for 09/30/10	9/22/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
10-0312	8/18/2010	DOJ	Denial	Customer is not satisfied with the appeal response given.	Admin closure	Advised customer that OGIS does not handle PA requests.	8/25/2010
10-0313	8/20/2010	DOJ	Delay	Customer is requesting OGIS to assist with a delay.	Dispute resolved via facilitation	After phone calls with the agency and the customer, there was a release of records made on 9/17/2010.	9/17/2010
10-0314	8/23/2010	DOJ	Denial	Customer disputes the withholding of information requested.	Ombuds service provided	Advised customer that he needs to file an appeal.	9/3/2010
10-0315	8/24/2010	DOL	Ombuds issues	Customer is seeking advice from OGIS on a conflict of interest issue.	Admin closure	Received no reply from customer.	9/30/2010
10-0316	8/12/2010	DOL	Fees	Customer disputes the denial of fee waiver	Dispute resolved via facilitation, Ombuds service provided	Learned that DOL has a policy of waiving fees for the first Privacy Act request it receives from a sick nuclear worker or his or her advocate but consent of the request subject is required.	11/3/2010
10-0317	8/18/2010	DHS	Ombuds issues	Customer raised several issues including a request for the proper point of contact to raise FOIA complaints, updating agency contact information in regulations and other issues related to the Privacy Act.	Ombuds service provided	The agency FOIA Public Liaison and OGIS both responded to the customer's specific complaints, explaining that both are proper contacts for complaints and that addresses are updated on agency Web sites to provide the most up-to-date information.	8/25/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
10-0318	8/26/2010	DHS	Delay	The customer's request is pending past the 20-day time limit. The customer would like to know when the request will be responded to.	Dispute resolved via facilitation	The agency informed OGIS that the response estimate is approximately six weeks. OGIS communicated that to the requester and invited the requester to come back if the response is not received in that time.	9/3/2010
10-0319	8/30/2010	DOJ	Delay	Possible Privacy Act. Customer is looking for the status of requests.	Admin closure, Ombuds service provided	Determined status of customer's requests & sent a copy of "Your Right to Federal Records" published by DOJ, OMB & GSA.	10/26/2010
10-0320	8/30/2010	EPA	Delay	Delay on initial request.	Ombuds service provided	Customer received response to delayed request. Filed appeal and awaiting response.	12/20/2010
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).	
10-0322	9/1/2010	DOJ	Ombuds issues	Customer states that despite repeated requests, the agency has refused to give an estimated date of completion on three FOIA requests.	Dispute resolved via facilitation	The agency's FOIA Public Liaison provided estimated dates of completion through OGIS.	9/15/2010
10-0323	9/1/2010		Privacy Act	Misdirected request.	Ombuds service provided	Provided customer with a listing of federal agency FOIA contacts as well as information on how to make a request to the state of NC	9/8/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
10-0324	8/30/2010	NARA	Ombuds issues	Customer has made multiple requests to several agencies. One responsive file is available for review at NARA, and another is in the complex queue awaiting agency review.	Admin closure, Ombuds service provided	Provided customer with information about reviewing the responsive records at NARA.	10/19/2010
10-0325	9/7/2010	DOJ	Denial	Customer is disputing the denial of appeal	Admin closure	Customer did not submit consent and information requested.	11/17/2010
10-0326	9/3/2010	VA	Privacy Act	Customer received a police report from the VA and objects to redactions in the report.	Request withdrawn	When contacted, the customer said she was obtaining the information she needed another way and did not need OGIS assistance.	9/17/2010
10-0327	9/7/2010	SSA	Privacy Act	Misdirected request.	Admin closure, Ombuds service provided	Customer requested SSA records. Provided information about correct place to send request.	9/14/2010
10-0328	9/8/2010	DOJ	Denial	Customer disputes the appeal determination.	Dispute resolved via facilitation	Customer requested records that are no longer held by the agency. Analyst provided more information about the search.	11/30/2010
10-0329	9/8/2010	DOJ	Info	Customer is looking for information on OGIS	Request for info satisfied	Advised customer on the OGIS procedures as well as the info regarding PA.	9/22/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
10-0330	9/12/2010	VA	Ombuds issues	Customer is looking for info on where within the VA to go to obtain military and medical records	Admin closure, Ombuds service provided	Advised customer to file an appeal. Also directed him to other resources within the agency to help locate his records.	10/6/2010
10-0331	9/13/2010	DOJ	Ombuds issues	Customer is looking for some clarification on DOJ's regulations pertaining to informants.	Ombuds service provided	OGIS responded to the customer with additional information including a suggestion on where specifically within the agency to go to request the information sought.	10/18/2010
10-0332	9/13/2010	ATF, DEA, USNCB, NDIC, OPR	Delay	Customer is looking for the status of FOIA and PA requests to six agencies	Admin closure	Customer sent consent, but did not submit copies of FOIA request letters and agency responses to the six agencies	12/13/2010
10-0333	9/13/2010	DOJ	Denial	Customer disputes denial of appeal	Admin closure, Ombuds service provided	Gave customer information about third-party releases and the fact that a judicial order does not mean that a document is releasable under FOIA.	11/1/2010
10-0334	9/13/2010	DOJ	Info	Misdirected request.	Ombuds service provided	Provided information on where to properly submit documentation for Administrative Remedy.	10/5/2010
10-0335	9/13/2010	DOJ	Info	Misdirected request.	Ombuds service provided	Provided information on where to properly submit documentation for Administrative Remedy.	10/5/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
10-0336	9/13/2010	DOJ	Info	Misdirected request.	Ombuds service provided	Provided information on where to properly submit documentation for Administrative Remedy.	10/5/2010
10-0337	9/13/2010	DOJ	Delay	Customer is looking for the status of three requests.	Dispute resolved via facilitation	This case is an extension of OGIS case no. 10-0140. Provided customer with status of three pending requests.	11/9/2010
10-0338	9/13/2010	DOJ	Denial	Customer disputes the denial of request.	Assigned to analyst		
10-0339	9/15/2010	DOD	Denial	Customer requested classified records under either FOIA or MDR and disputes continued classification.	Facilitation failed to resolve dispute	The agency explained that records requested under both FOIA and MDR undergo the same classification review process and stands by its decision to continue to classify the information at issue.	10/12/2010
10-0340	9/16/2010	SSA	Info	Privacy Act Request.	Ombuds service provided	Provided information on where to submit request.	10/5/2010
10-0341	9/17/2010	DOJ	Denial	Misdirected request.	Ombuds service provided	Provided information on where to submit request.	10/5/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
10-0342	9/17/2010	VA	Denial	Request for records was misdirected.	Admin closure, Ombuds service provided	Directed customer to correct agency office.	9/27/2010
10-0343	9/20/2010	FDIC	Denial	Customer disputes the agency's withholding of information under Exemptions 4 and 6.	Fact finding	On 11/22 the agency said it would respond to the remand within 30 days and suggested a discussion then on any remaining issues in dispute. On 02/14/11, the agency said it was not sure when it would finish the appeal response.	
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 of the appeal.	
10-0345	9/16/2010	DOD	Delay	Customer is wanting an intermittent release of documents	Facilitation failed to resolve dispute	Customer is unhappy that agency is unwilling to make an interim release beyond what it has already released.	12/21/2010
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; also disputes practice of consolidating requests and tolling.	Ombuds service provided	Agency waived its P.O. Box policy for this request but customer continues to dispute policy generally. Agency consolidation practice appeared to be in line with its regulations.	11/30/2010
10-0347	9/20/2010	DOD	Delay	Customer made a request and received no response. Possible misdirected request.	Admin closure, Ombuds service provided	OGIS will check status but also advise customer to make the request to another agency that may have the records.	11/2/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
10-0348	9/21/2010	EEOC	Fees	Customer disputes being charged for shipping of the materials requested.	Dispute resolved via facilitation, Ombuds service provided	Contacted EEOC FPL who said the fees in dispute would be refunded.	11/3/2010
10-0349	9/21/2010	DHS	Denial	Customer disputes "no records" denial.	Dispute resolved via facilitation	Agency shared its records retention policy which requires keeping documents such as those requested for only 10 years (documents requested were dated 1980-87). Suggested the customer try to obtain them through the state FOI law.	10/7/2010
10-0350	9/22/2010		Info	Misdirected request	Admin closure, Ombuds service provided	Customer sought information about crimes committed in New York; gave the customer information about the state Freedom of Information Law and the New York Committee on Open Government	10/1/2010
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 received only part of the information he requested and it was not in the format desired.	Facilitation failed to resolve dispute	Agency counsel received the appeal in April 2010 but does not estimate a response until March 2011. Customer agreed to allow the agency a chance to respond but will return to OGIS to re-open the matter and discuss the substantive dispute if necessary.	1/4/2011
10-0353	9/24/2010	Unknown	Denial	Unclear with what customer wants OGIS's help.	Admin closure	10/6 - requested more information and copies of previous correspondence.11/4 - requested more information and copies of previous correspondence.	12/6/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
10-0354	9/24/2010	DOJ	Delay	Customer is looking for the status of request.	Ombuds service provided	Sent customer a consent letter and received consent, awaiting response from the Agency. Received status info from the agency and sent a letter to the customer relaying the information received.	11/5/2010
10-0355	9/24/2010	DOJ	Ombuds issues	Misdirected request.	Ombuds service provided	Informed customer that unless he provides written consent, proof of death or a showing of an overriding public interest in disclosure, third-party information is protected.	10/6/2010
10-0356	9/24/2010	EEOC	Privacy Act	Customer is looking for the status of a delayed request.	Admin closure	Customer received response from the agency.	11/2/2010
10-0357	9/28/2010	NARA	Info	Misdirected request.	Ombuds service provided	After consulting with NARA FOIA officer, referred letter, which is not a FOIA request, to NARA's Reference Section, which said it would respond directly to the customer.	10/6/2010
10-0358	9/28/2010	DOD	Ombuds issues	Customer attempted to make a request to OGIS for a FOIA that should be directed to Air Force.	Ombuds service provided	After two phone calls and two emails, I was able to reach the customer to explain that the request should be made to the Air Force FOIA office. I provided the contact info, websites & explained the FOIA process and how and when OGIS gets involved.	10/19/2010
10-0359	9/29/2010	DOJ	Denial	Customer disputes the withholding of a deceased government informant's file under Exemptions 2, 3, 6, 7(C) and (D).	Facilitation failed to resolve dispute	The agency acknowledged making an inadvertent release but said it would not confirm or deny the existence of any other records and stands by its release and withholding determination.	10/7/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
10-0360	9/29/2010	N/A	Ombuds issues	Customer is looking for help in filing a state FOI	Ombuds service provided	OGIS analyst contacted the customer via email and explained how to make the request under the California Public Records Act and also gave a state resource to assist.	10/7/2010
10-0361	9/30/2010	DOJ	Denial	Customer is not satisfied with response given by the agency	Ombuds service provided	Told customer about agency practices regarding how files are kept and about Privacy Act protections for third-party information.	11/17/2010
2011-0001	10/1/2010		Ombuds issues	Customer is looking for state/local records	Ombuds service provided	Directed customer to local agency that may have records & to the Wisconsin Freedom of Information Council	10/26/2010
2011-0002	10/1/2010	DHS and State	Ombuds issues	Customer is looking for information on who to contact regarding a referral from DHS to State.	Ombuds service provided	Customer needed to know who and how to contact the State Department to follow-up on a referral sent from DHS to State. I gave him the contact info and also gave him info to contact the Embassy of India for info on the new requirements for entry.	11/3/2010
2011-0003	10/4/2010	DOJ	Denial	Customer disputes the withholding of information	Request for info satisfied	Provided more information on exemptions taken.	12/1/2010
2011-0004	10/4/2010	DOJ	Fees	Customer is looking for a fee waiver	Admin closure, Ombuds service provided	After reviewing appeal letter & DOJ regulations, FBI fee waiver denial appears proper; also provided customer w/ a copy of 28 C.F.R. 16.1 regarding procedures for charging fees under FOIA	10/26/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
2011-0005	10/4/2010	SSA	Fees	Customer is unhappy with a fee estimate.	Dispute resolved via facilitation	Contacted agency and learned that customer can request files on CD to reduce fees.	12/27/2010
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.	
2011-0007	10/4/2010	DHS	Ombuds issues	Customer mistakenly believes that OGIS may have records responsive to DHS FOIA request.	Ombuds service provided	Informed customer of OGIS's role and provided information on filing an appeal.	10/18/2010
2011-0008	10/4/2010	DOJ	Denial	Customer disputes the "no records" response.	Ombuds service provided	Confirmed with the agency that it is confident in its search and "no records" response; provided customer with information regarding records schedules and suggested considering other search terms.	10/19/2010
2011-0009	10/4/2010	Unknown	Info	Customer is looking for a better understanding of the FOIA process, especially redactions.	Request for info satisfied	Explained third party privacy issue and appeal process.	10/13/2010
2011-0010	10/4/2010	DOJ	Delay	Customer is looking for the status of a request.	Admin closure	Closed the case after customer did not respond to 10/5/2010, 10/15/2010 and 12/13/2010 e-mails from OGIS seeking Privacy Act consent.	12/21/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
2011-0011	10/4/2010	DOJ	Delay	Customer is looking for the status of requests.	Ombuds service provided	Advised customer that OGIS does not handle PA, asked for additional information about the requests and provided customer with the contact information for the FPL as well as info regarding third-party requests.	11/1/2010
2011-0012	10/12/2010	VA	Denial	Customer believes additional responsive records exist.	Facilitation failed to resolve dispute, Ombuds service provided	Customer filed an appeal on 10/22. OGIS learned that the appeal is no. 210 in the agency's queue though agency could not give an estimated date of completion. Advised customer and said she could come back if she disputed appeal response.	1/10/2011
2011-0013	10/12/2010	VA	Denial	Customer requested records that are not kept by the agency.	Ombuds service provided	Advised client to send a request to the private institution that holds the records. Returned correspondence as requested.	10/26/2010
2011-0014	10/12/2010	VA	Denial	Misdirected request.	Fact finding		
2011-0015	10/12/2010	N/A	Ombuds issues	Customer seeks to correct records about him/herself that are held by the state.	Ombuds service provided	Advised customer of OGIS's role and process. Sent address of state agency that may hold the records she seeks.	10/27/2010
2011-0016	10/12/2010	DHS	Ombuds issues	Customer disputes agency's statement that the records at issue were "missing or lost."	Facilitation failed to resolve dispute	Spoke to agency FOIA Public Liaison about the dispute; no records resulted after two searches and the agency is confident that any records must be missing or lost. There is nothing else OGIS can do.	11/24/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
2011-0017	10/17/2010		Ombuds issues	Customer is looking for clarification of information she received in a response letter from an agency.	Ombuds service provided	Further explained appeal language in FOIA response letter received by customer.	11/3/2010
2011-0018	10/18/2010	DOJ	Ombuds issues	Customer does not believe agency is properly complying with FOIA policy.	Ombuds service provided	Acknowledged customer's dissatisfaction with agency practice and explained the difference between issuing guidance and promulgating policy. While agencies must follow policies, they have latitude to implement guidance or best practices as they see fit.	11/8/2010
2011-0019	10/19/2010		Ombuds issues	Misdirected request.	Ombuds service provided	Directed customer to submit a FOIA request to EOUSA, which might have the trial exhibits he seeks.	11/5/2010
2011-0020	10/19/2010	VA & DoD	Ombuds issues	Customer may need assistance finding answers to specific questions as well as information about how and where to request information sought.	Ombuds service provided	Explained the records schedule to the customer and why any records that may have existed during the time frame at issue would long be destroyed; reiterated agency's suggestion to try asking for records from the National Personnel Records Center.	1/5/2011
2011-0021	10/19/2010		Ombuds issues	Misdirected request	Ombuds service provided	Sent requester information about how and where to file FOIA requests with two separate agencies as well as information about third-party requests.	11/5/2010
2011-0022	10/19/2010	State	Delay	Customer is looking for a clear estimate on the timeframe for receiving the materials requested.	Ombuds service provided	State has responded with updates regarding the request. Due to the nature of the materials, the request has been pending longer than normal. Drafted a response to customer.	1/19/2011

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
2011-0023	10/19/2010	SBA	Info	Customer is looking for info on how to request SBA records	Request for info satisfied	Provided customer with information on how to submit a request as well as SBA contact information.	11/9/2010
2011-0024	10/19/2010	VA	Ombuds issues	Customer is seeking assistance regarding his request for military medical records	Ombuds service provided	Provided customer with info about filing an appeal with agency and a sample appeal letter.	11/9/2010
2011-0025	10/20/2010		Ombuds issues	Customer has a case similar to one on the OGIS log and inquired about the resolution of the previous case.	Ombuds service provided	Discussed the general facts and outcome of the previous OGIS case with the requester, providing additional information from the agency.	11/2/2010
2011-0026	10/21/2010	FCC	Denial	Customer requested information related to "numbers stations" and disputes the withholding in full of the information.	Ombuds service provided	The agency agreed to accept an appeal despite the deadline having passed; customer filed appeal on 11/19. Agency is working on the appeal but is unable to give an estimated date of completion. Advised requester to return after appeal response if necessary	1/10/2011
2011-0027	10/21/2010	OPIC	Denial	Customer disputes the withholding of information and finds exemption citations do not provide enough information to properly appeal denials.	Fact finding	Customer clarified the items and issues of the greatest interest. Agency agreed to review those items and its own position on the response.	
2011-0028	10/22/2010	USPS	Ombuds issues	Misdirected request. Customer was attempting to file a complaint asking to be awarded monetary damages for some alleged lost mail.	Admin closure	Sent customer a letter detailing what OGIS does and invited customer to submit additional information if there is a FOIA issue, as well as consent needed.	11/24/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
2011-0029	10/22/2010	USPS	Fees	Customer disputes the fees being charged.	Facilitation failed to resolve dispute	OGIS spoke with the agency and reviewed its policy and practice with regard to this matter. It appeared to be a fair and reasonable interpretation and fee assessment. OGIS explained this to the customer and closed the case.	12/27/2010
2011-0030	10/22/2010	CIA	Privacy Act	Privacy Act.	Ombuds service provided	Provided information to customer about appeals process, offered thoughts on the scope of the request.	11/3/2010
2011-0031	10/24/2010	VA	Ombuds issues	Customer has not received the records requested under FOIA.	Fact finding	Spoke with the customer about his dispute but he provided few details, instead directing OGIS to learn about the matter from the agency. Agency FOIA Public Liaison agreed to pull the file and call to discuss.	
2011-0032	10/25/2010	DHS	Privacy Act	Privacy Act.	Admin closure	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. OGIS received no further response, case closed.	12/16/2010
2011-0033	10/25/2010	DHS	Ombuds issues	Customer needs assistance working with the agency to narrow the scope of the FOIA request.	Dispute resolved via facilitation	Clarified the dispute with the customer and spoke with the agency to better understand the records at issue. Agency agreed that it could process the request for 8 specific fields and will contact requester directly to coordinate.	2/16/2011
2011-0034	10/25/2010	DOJ	Delay	Customer is looking for acknowledgment and the status of his June 2010 FOIA request	Dispute resolved via facilitation, Ombuds service provided	Contacted BOP FOIA professionals who said lack of acknowledgment was an oversight and customer should receive release determination within 10 business days.	11/8/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
2011-0035	10/22/2010		Ombuds issues	Misdirected request.	Ombuds service provided	Provided customer with information on where to find the records sought.	11/16/2010
2011-0036	10/25/2010		Ombuds issues	Misdirected request.	Ombuds service provided	Customer requested records related to federal judges. Directed him to OIP.	12/6/2010
2011-0037	10/25/2010	DOJ	Delay	Customer is looking for the status of request	Request withdrawn	11/02 - Customer notified OGIS that he received the information he requested and withdrew his request.	11/2/2010
2011-0038	10/25/2010	DOD	Delay	Customer's response was delayed and then was sent without appeal rights.	Dispute resolved via facilitation	Agency response made it to customer in late November but did not include appeal rights. Agency said requester had elected to receive only "clearly releasable" information but requester disputed this. Agency agreed to accept appeal.	2/15/2011
2011-0039	10/25/2010		Ombuds issues	Misdirected request.	Ombuds service provided	Customer requested information related to Federal judges. Directed him to OIP.	12/6/2010
2011-0040	10/22/2010	DOEd	Fees	Customer disputes Agency denial of fee waiver	Assigned to analyst		

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
2011-0041	10/26/2010	State	Delay	Customer is looking for the status of request.	Request for info satisfied	Contacted agency. Obtained status of the request.	12/20/2010
2011-0042	10/27/2010	CIA	Denial	Customer disputes the agency's denial of request and refusal to accept an appeal	Request withdrawn	Customer withdrew this matter.	12/8/2010
2011-0043	10/22/2010	DOI	Denial	Customer believes the agency is improperly withholding information and is stalling in its responses.	Facilitation failed to resolve dispute, Ombuds service provided	Discussed the case with the customer and agency. Agency is confident no additional records exist that could be disclosed; agency is processing the appeal but cannot give an estimated date of completion.	1/24/2011
2011-0044	10/29/2010	DOD	Denial	Customer disputes the withholding of information.	Admin closure	Customer's requests are all first-party or Privacy Act requests, and as such, OGIS is not able to assist.	12/21/2010
2011-0045	10/29/2010	DHS	Ombuds issues	Privacy Act.	Admin closure, Ombuds service provided	Gave requester information on amending and correcting Privacy Act records	12/1/2010
2011-0046	11/1/2010	VA	Ombuds issues	Customer was attempting to appeal a decision from the agency.	Ombuds service provided	Provided information about filing an appeal.	11/9/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
2011-0047	11/2/2010	DOJ and GSA	Denial	Customer is looking for assistance with a request made to GSA that was referred to FBI for release.	Dispute resolved via facilitation	After calling requester, FBI and GSA, it was resolved that requester would modify his request with GSA so that FBI would not need to review docs for release.	11/22/2010
2011-0048	11/2/2010	VA	Ombuds issues	Customer is looking for assistance with a request made to VA	Ombuds service provided	Unclear how customer wanted OGIS to help; provided customer with information about FOIA, OGIS and federal court records	12/13/2010
2011-0049	11/2/2010	SSA	Denial	Customer disputes the withholding of information.	Fact finding	Discussed the case with the customer; agency has just moved to a new location and has been delayed in finding the file to discuss. Will be in contact as soon as the file is located.	
2011-0050	11/2/2010	DHS	Ombuds issues	Consolidated with OGIS Case No. 2011-0016.	Admin closure	Consolidated with OGIS Case No. 2011-0016.	11/24/2010
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		

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
2011-0053	11/3/2010	USDA	Ombuds issues	Customer disputes the redactions on contract data.	Fact finding	Customer agreed to file an appeal. OGIS had scheduled a tel-con with agency to discuss on 12/15 but agency has not responded to several messages to try to discuss this.	
2011-0054	11/4/2010	NARA	Ombuds issues	Misdirected request for non-federal records.	Ombuds service provided	Informed customer of OGIS's mission and advised him to consult with his institution's library.	11/9/2010
2011-0055	11/4/2010	DOJ	Denial	Customer disputes the withholding of information.	Admin closure	Case closed after customer failed to submit copies of correspondence & consent.	1/10/2011
2011-0056	11/4/2010	VA	Denial	Privacy Act.	Admin closure	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. OGIS received no further response, case closed.	12/16/2010
2011-0057	11/4/2010	HHS	Denial	Agency released name and salary information for agency employees but withheld the same for contract employees. Customer disputes the withholding.	Facilitation failed to resolve dispute	Agency stands by its claimed exemptions as proper and necessary to protect the business interests of the private companies who employ the contractors. Case law supports this position. OGIS was unable to resolve the customer's dispute.	12/28/2010
2011-0058	11/4/2010	DHS	Privacy Act	Customer needs help determining the status of his request.	Ombuds service provided	Provided customer with more information about his request and next steps.	12/6/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
2011-0059	11/5/2010	HHS	Ombuds issues	Customer disputes the proposed withholding of information he plans to request.	Ombuds service provided	Explained to customer an Exemption 3 statute that protects from disclosure information he seeks about royalties the NIH receives	11/24/2010
2011-0060	11/5/2010	DOJ	Denial	Customer disputes the "Glomar" response given by the agency.	Facilitation failed to resolve dispute	Explained to customer that he must show official acknowledgment of an investigation to get past a Glomar response. Also that the potential overriding public interest in the information would not be a factor absent showing official acknowledgment.	1/7/2011
2011-0061	11/8/2010		Ombuds issues	Customer requests assistance with a delayed response to FOIA request.	Dispute resolved via facilitation	OGIS learned that the agency had just sent its response; informed customer of same.	11/24/2010
2011-0062	11/8/2010	USPS	Denial	Customer disputes the withholding of information.	Assigned to analyst		
2011-0063	11/8/2010	SSA	Undetermi ned/TBD	Customer is seeking assistance with a request.	Admin closure	Customer's request falls outside the scope of OGIS's mission. Provided general information on making a FOIA request.	12/13/2010
2011-0064	11/10/2010	DOD	Ombuds issues	Customer just cc'd OGIS regarding a request to the Navy.	Admin closure	OGIS analyst spoke with customer and explained how and when OGIS can get involved. If in the future there is still a problem after the appeal stage, the customer will submit the necessary information for a case to be opened.	11/30/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
2011-0065	11/10/2010	DOJ	Denial	Customer disputes the withholding of information.	Ombuds service provided	Explained Privacy Act, the use of FOIA Exemption 7(A) and why it applies in this case.	12/3/2010
2011-0066	11/10/2010	DOJ	Denial	Customer disputes the withholding of information.	Ombuds service provided	Explained FOIA Exemption 7(A) and why it applies in this case.	12/3/2010
2011-0067	11/10/2010	DOJ	Denial	Customer disputes the withholding of information.	Ombuds service provided	Explained Privacy Act, the use of FOIA Exemption 7(A) and why it applies in this case.	12/3/2010
2011-0068	11/12/2010	DOJ	Delay	Customer has been unable to get the status of a request that was remanded on appeal.	Dispute resolved via facilitation	Provided more information about the exemptions taken.	1/6/2011
2011-0069	11/15/2010	DOJ	Delay	Customer is looking for the status of request.	Ombuds service provided	Analyst been in contact with OIP regarding case, drafting letter to requester. (1/13/2011)	1/19/2011
2011-0070	11/15/2010	DOJ	Denial	Customer disputes the withholding of information related to an FBI confidential informant.	Facilitating resolution	Agency is firm that it cannot release information about a third party without that person's consent but OGIS is working with agency to receive more information to provide to customer if possible.	

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
2011-0071	11/15/2010	HHS	Delay	Customer is looking for the status of request that was forwarded to the main office from a regional office.	Dispute resolved via facilitation	Contacted FPL and determined status of request.	12/1/2010
2011-0072	11/15/2010	VA	Ombuds issues	Customer erroneously received the OGIS language in his Privacy Act determination letter.	Ombuds service provided	Awaiting customer's signed consent form so the matter can be discussed with the agency involved. Received consent on 11/25/10. OGIS spoke to FPL who is removing OGIS language from the template.	12/6/2010
2011-0073	11/8/2010		Ombuds issues	Customer believes that OGIS should actively help with requests for assistance with Privacy Act requests in addition to FOIA requests.	Ombuds service provided	OGIS responded that, when possible, the office tries to assist Privacy Act, or first-party, requesters as an ombudsman, although the office's jurisdiction is within the FOIA.	11/24/2010
2011-0074	11/8/2010	DOJ	Ombuds issues	Customer believes that the BOP is out of compliance with E-FOIA requirements.	Ombuds service provided	Logged customer's complaint and suggested submitting comments to DOJ's Office of Information Policy	11/24/2010
2011-0075	11/8/2010	DOD	Delay	Customer is looking for the status of request.	Ombuds service provided	Contacted agency to learn status of request, which is in the complex queue. Provided requester with additional information.	1/31/2011
2011-0076	11/8/2010	BOP	Delay	Customer is looking for the status of request.	Assigned to analyst		

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
2011-0077	11/8/2010	USPS	Delay	Customer is looking for the status of request.	Dispute resolved via facilitation	Contacted agency. Learned status of request. Provided customer's new mailing address.	1/5/2011
2011-0078	11/17/2010	DHS, NSA, DOD	Fees	Customer disputes agency's denial of news media status.	Fact finding	Reviewing materials and agency regulations.	
2011-0079	11/18/2010	DOJ	Delay	Customer is looking for the status of an appeal.	Assigned to analyst		
2011-0080	11/18/2010	OPM	Delay	Customer is looking for the status of request.	Ombuds service provided	Provided customer w/ tracking number for request and noted customer concerns regarding statutory mandate that agencies assign tracking numbers & allow requesters to track their requests.	1/18/2011
2011-0081	11/18/2010	DHS	Delay	Customer is looking for the contact information for USCIS regarding a request.	Ombuds service provided	Customer wrote to OGIS thinking that OGIS was USCIS. Customer was assisted via phone and two follow-up emails sent to the customer.	12/7/2010
2011-0082	11/19/2010	HHS	Delay	Customer is looking for the status of request.	Assigned to analyst		

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
2011-0083	11/21/2010		Delay	Customer is looking for the status of requests with FBI, CIA and DIA.	Assigned to analyst		
2011-0084	11/22/2010	DOJ	Denial	Customer disputes the withholding of information.	Dispute resolved via facilitation	Third party request.	1/6/2011
2011-0085	11/22/2010	DHS	Delay	Customer is looking for the status of request.	Dispute resolved via facilitation, Request for info satisfied	OGIS contacted the agency and learned that the request was received and a release is imminent.	1/19/2011
2011-0086	11/22/2010	DOJ	Delay	Customer is looking for the status of request.	Ombuds service provided	Informed customer that a subsequent search for the records did not locate the requested document; suggested one other federal agency and one state agency that may have the record.	12/16/2010
2011-0087	11/22/2010	HUD	Delay	Customer is looking for the status of request.	Assigned to analyst		
2011-0088	11/22/2010	HHS	Denial	Customer disputes the withholding of information.	Fact finding	Consulted with HHS appeals personnel as well as have spoken to the requester.	

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
2011-0089	11/23/2010		Ombuds issues	Misdirected request.	Ombuds service provided	Customer requested records about herself. Directed her to the proper agency.	12/6/2010
2011-0090	11/23/2010	DOD	Delay	Customer is looking for the status of request.	Fact finding	Spoken with customer about details or request. Will reach out to Coast Guard shortly (9Dec2010)	
2011-0091	11/24/2010	DOD	Agency practices	Customer disputes DOD's practices and policies allowing it to unilaterally withdraw FOIA requests without requester's input.	Fact finding	Left two messages with the customer to discuss the case.	
2011-0092	11/28/2010	DOJ	Delay	Customer is looking for the status of request, which had been remanded on appeal.	Dispute resolved via facilitation, Ombuds service provided	Determined that the BOP's regional office plans to respond to customer's request by end of December.	12/13/2010
2011-0093	11/29/2010	DOJ	Denial	Customer disputes the withholding of information.	Ombuds service provided	Explained Privacy Act, the use of FOIA Exemption 7(A) and why it applies in this case.	12/10/2010
2011-0094	11/29/2010	USPS	Ombuds issues	Misdirected request. Customer attempted to contact OGIS regarding an employment issue.	Ombuds service provided	Customer wanted to complain about employment issues. Referred to REDRESS program at USPS.	12/8/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
2011-0095	11/30/2010	VA	Ombuds issues	Misdirected request.	Assigned to analyst		
2011-0096	11/30/2010	DOJ	Ombuds issues	Customer appears to be disputing a denial, but letter is unclear	Fact finding		
2011-0097	12/1/2010	State	Delay	Customer is looking for the status of request.	Admin closure	Still no response from customer. Consent still needed to make contact with the agency. Sent email to customer 1/21/2011.	1/21/2011
2011-0098	12/1/2010		Ombuds issues	Misdirected request.	Ombuds service provided	Advised customer to contact her Agency's EEOC or personnel office.	12/6/2010
2011-0099	12/1/2010	DOJ	Ombuds issues	Customer disputes the withholding of information that is undergoing declassification review.	Fact finding	Left a message with the customer to discuss the case. Will review declassification policy to share with customer.	
2011-0100	12/2/2010	DOI	Ombuds issues	Customer is upset with the amount of time being taken to fill initial request; mistakenly sent appeal to OGIS.	Admin closure	Provided information on the appeal process and OGIS's role.	12/7/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
2011-0101	12/2/2010	DOD	Fees	Customer disputes the fee category assigned by the Agency	Fact finding	OGIS re-opened case, originally closed on 12/17/2010, on 1/3/2011 after agency did not re-categorize as it said it would. After discussion with agency FOIA official, agency agreed to re-categorize the requester's fee category.	
2011-0102	11/8/2010	DHS	Agency practices	Customer wants OGIS assistance on perfecting request and getting agency to respond.	Fact finding		
2011-0103	12/3/2010	DOJ	Ombuds issues	Customer disputes "no responsive records" response.	Admin closure	Inform customer of the scope of OGIS's mission. Provide copy of the relevant statute.	12/13/2010
2011-0104	12/5/2010	VA	Ombuds issues	Customer disputes the withholding of information.	Ombuds service provided	Provided customer with information on where to submit his FOIA appeal.	12/27/2010
2011-0105	12/6/2010	DOJ	Denial	Customer disputes the "no records" response.	Facilitation failed to resolve dispute, Ombuds service provided	The customer will write to the agency asking it to re-open the request and will provide supplemental material to show why he believes the agency would have responsive records. The agency will review the material and respond directly to the customer.	1/4/2011
2011-0106	12/6/2010		Ombuds issues	Misdirected request.	Ombuds service provided	Provided customer with information on where to submit his FOIA request.	12/27/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
2011-0107	12/6/2010		Denial	Customer disputes the withholding of information.	Admin closure	Sent a letter requesting consent and additional information 12/27. Received no further information from the customer as of 1/31/11, case closed.	1/31/2011
2011-0108	12/6/2010		Ombuds issues	Customer looking for fee waiver information	Ombuds service provided	Provided customer information about requirements for obtaining fee waivers.	12/16/2010
2011-0109	12/6/2010		Ombuds issues	Misdirected request.	Ombuds service provided	Provided information on where to submit his request at the State level.	12/27/2010
2011-0110	12/8/2010	EEOC	Delay	Customer has not received acknowledgment of a submitted request.	Admin closure	Contacted customer and confirmed that request was acknowledged.	12/21/2010
2011-0111	12/9/2010	DOJ	Agency practices	Customer disputes that Agency records were destroyed pursuant to records retention schedules.	Ombuds service provided	Provided additional information about agency practices and destruction of records.	1/19/2011
2011-0112	12/9/2010	DHS	Denial	Customer disputes the "no records" response from the Agency.	Ombuds service provided	Customer actually needed assistance knowing how to request records to USCIS. The contact information and assistance with what is needed to file a request was sent to customer via email. There was a no records response due to the wording of the request.	12/27/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
2011-0113	12/10/2010	DOJ	Denial	Customer disputes the withholding of information.	Fact finding		
2011-0114	12/14/2010	DOEd	Delay	Customer is looking for the status of request.	Dispute resolved via facilitation	Agency determined that the response determination was made but never communicated to the requester. Agency apologized and said it would provide the response to the requester right away.	1/7/2011
2011-0115	12/14/2010	DHS	Ombuds issues	Customer is looking for information on where to submit a request.	Ombuds service provided	Customer needed information about where to file a request for Certificate of Non-Existence of a Record from USCIS. Analyst researched the info and contacted the DHS FPL for information.	12/30/2010
2011-0116	12/15/2010	SBA	Denial	Customer disputes redacted categories of information in a request for disaster loan data.	Fact finding	Spoke with the customer about the specifics of the dispute. Encouraged an appeal which was filed in 12/10. Will find out from agency what its appeal response time is and share with customer.	
2011-0117	12/16/2010	DOJ	Delay	Customer is looking for the status of request.	Ombuds service provided	Provided customer w/ status of request, along with information about the Privacy Act, third-party requests and indigence and fee waivers.	1/19/2011
2011-0118	11/8/2010	DOJ	Ombuds issues	Customer inquired about the status of several appeals.	Ombuds service provided	Analyst called agency, learned status, informed customer.	12/29/2010

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
2011-0119	11/8/2010	DOJ	Fees	Customer disputes the denial of a fee waiver.	Request for info satisfied	OGIS considered the agency's analysis and found that it was correct. Recommend that customer resubmit request with additional information.	2/8/2011
2011-0120	11/8/2010	DOJ	Denial	Customer disputes the withholding of records.	Assigned to analyst		
2011-0121	11/8/2010	DOJ	Denial	Customer disputes the withholding of records.	Assigned to analyst		
2011-0122	11/8/2010	DOJ	Agency practices	Customer disputes the agency's denial of the FOIA request.	Assigned to analyst		
2011-0123	11/8/2010	DOJ	Denial	Customer disputes the withholding of records.	Assigned to analyst		
2011-0124	11/8/2010	DOJ	Agency practices	Customer disputes the aggregation of multiple requests.	Assigned to analyst		

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
2011-0125	11/8/2010	DOJ	Denial	Customer disputes agency's response to his request.	Assigned to analyst		
2011-0126	12/17/2010	DHS	Denial	Customer disputes the "no records" response from the Agency.	Ombuds service provided	Provided customer with contact info on where to file an appeal as well as the FPL contact information. Notified customer that OGIS does not handle PA.	12/28/2010
2011-0127	12/17/2010	DHS	Privacy Act	Customer is looking for assistance with his PA request.	Fact finding		
2011-0128	12/19/2010	DOD	Delay	Customer is looking for assistance on a request that is taking longer than the statutory time frame to fill.	Fact finding		
2011-0129	12/20/2010	DOD	Fees	Customer is looking for assistance regarding fee charges	Dispute resolved via facilitation	Contacted agency, agency reviewed fee estimate and revised requester category	2/17/2011
2011-0130	12/21/2010	CIA	Agency practices	Customer seeks assistance obtaining records and disputes the agency's policy by which it refused to accept his appeal.	Fact finding	Contacted agency to explain the issue and discuss the policy.	

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
2011-0131	12/21/2010	DOJ	Denial	Customer is looking for assistance regarding an appeal	Ombuds service provided	Provided requester w tracking numbers for his just-filed appeals & urged requester to wait for final agency determinations; suggested contacting OGIS again if dissatisfied.	1/6/2011
2011-0132	12/21/2010	VA	Privacy Act	Misdirected request	Ombuds service provided	After no records response from VA, customer contacted OGIS, which submitted request to NARA's National Personnel Records Center in St. Louis & provided customer w/ information on following up on request.	1/5/2011
2011-0133	12/21/2010		Privacy Act	Customer seeking PA info and an Executive Branch listing of where to submit his requests.	Ombuds service provided	Provided customer with contact info on where to file a FOIA/PA request. Notified customer that OGIS does not handle PA.	12/28/2010
2011-0134	12/17/2010	CIA	Delay	Customer is looking for the status of his appeal	Fact finding	Customer has been waiting for a response from an appeal for 3 years. Analyst has been trying to reach CIA to consult about request.	
2011-0135	12/26/2010	DOJ	Denial	Customer says appeal has been denied but at the same time is seeking information to obtain documents.	Ombuds service provided	Customer's request unclear to OGIS. Provided ombuds services with information about bonds & federal court documents as well as information on requesting documents from EOUSA.	12/28/2010
2011-0136	12/21/2010	NASA	Agency practices	Customer is seeking OGIS assistance in dealing with agency practices.	Fact finding	Spoke with the customer more about the specific issues he would like OGIS assistance with. Will call agency to discuss once customer has sent back Privacy Act consent.	

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
2011-0137	12/27/2010		Denial	Customers disputes the redactions made by the Agency.	Fact finding	Customer has provided consent but we still need additional information to understand how OGIS can assist. Sent another letter asking for this information 1/24/11.	
2011-0138	12/27/2010		Ombuds issues	Customer seeking PA info and a Federal Executive Branch listing of where to submit their requests	Ombuds service provided	Provided customer with contact info on where to file a FOIA/PA request and notified customer that OGIS does not handle PA.	1/4/2011
2011-0139	12/27/2010	USPS	Denial	Customer disputes the agency response of "no records".	Fact finding		
2011-0140	12/27/2010	DOJ	Ombuds issues	Customer disputes agency's refusal to process FOIA request related to third party without the third party's consent.	Ombuds service provided	Explained third-party privacy to the customer, particularly why an agency is required to protect information it collects about individuals and cannot release it absent their consent. Customer understood and will consider that in future requests.	1/10/2011
2011-0141	12/27/2010	DOD	Ombuds issues	Customer requested records pertaining to a third party and asked OGIS generally about how the agency would process that request.	Ombuds service provided	Agency was still within its 20-day time period to respond and had not yet responded so customer agreed there was not an issue for OGIS assistance at that point. Explained the legalities of third-party privacy to educate customer.	1/10/2011
2011-0142	12/29/2010	VA	Privacy Act	Misdirected request.	Ombuds service provided	Advised customer of OGIS mission and encouraged requester to file an appeal.	1/13/2011

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
2011-0143	12/30/2010		Ombuds issues	Misdirected request.	Assigned to analyst		
2011-0144	1/3/2011	CIA	Agency practices	Customer disputes agency's statement that it cannot conduct a search based on the request filed; also disputes agency failure to grant appeal rights.	Fact finding	Customer will send correspondence; contacted agency to discuss the matter.	
2011-0145	1/3/2011	USPS	Ombuds issues	Customer disagrees with the responses given by the agency.	Ombuds service provided	Initial request asked agency to conduct research rather than requesting records. Provided information about best practices for requesters.	1/24/2011
2011-0146	1/4/2011	DOJ	Denial	Customer is looking for assistance and information on how OGIS can assist with a denied request.	Fact finding		
2011-0147	1/4/2011		Info	Misdirected request along with inquiry for information.	Ombuds service provided	Provided customer with contact info on where to file a FOIA/PA request. Notified customer that OGIS does not handle PA.	1/13/2011
2011-0148	1/4/2011	DHS	Delay	Customer is looking for a more accurate status on their request.	Admin closure	Notified customer via e-mail (1/12) that OGIS does not handle PA and offered our ombudsman services, awaiting consent form. Administrative closure, no further response from the customer.	2/14/2011

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
2011-0149	1/5/2011	Treasury	Denial	Customer disputes the denial of a request, particularly in light of a separate recent disclosure law.	Fact finding	Agency provided additional information about the progress of creating a public version of the electronic record requested that would be stripped of the proprietary data that is requiring the agency to withhold. Customer shared other concerns with OGIS	
2011-0150	12/12/2010	DHS	Denial	Customer received a response with no exemptions cited and disputes the redactions generally.	Dispute resolved via facilitation	Advised the customer that he should appeal the response then spoke with agency FOIA Public Liaison which said the agency would voluntarily review its response without an appeal and would respond directly to the customer after this review.	1/5/2011
2011-0151	1/5/2011		Ombuds issues	Misdirected request.	Ombuds service provided	Provided customer with contact info on where to file a FOIA/PA request. Notified customer where to submit a VA state request.	1/13/2011
2011-0152	1/6/2011	DHS	Delay	Customer is looking for the status of request.	Ombuds service provided	Provided customer with contact info on where to file a FOIA/PA request. Notified customer that OGIS does not handle PA.	1/13/2011
2011-0153	1/7/2011	USPS	Denial	Customer disputes the withholding of records.	Fact finding	Spoke with customer who will provide OGIS with copies of correspondence prior to OGIS contacting agency.	
2011-0154	1/7/2011	DOJ	Ombuds issues	Customer disputes the withholding of records.	Ombuds service provided	Provided information about how the wording of the customer's initial request letter may have triggered withholdings.	1/24/2011

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
2011-0155	1/7/2011	NARA	Ombuds issues	Customer requested records that may be held by NARA.	Ombuds service provided	Provided information about NARA facility to which request should be sent.	2/1/2011
2011-0156	1/6/2011	DOL	Delay	Customer is looking for the status of an appeal	Assigned to analyst		
2011-0157	1/9/2011	DOL	Delay	Customer is looking for the status of an appeal	Assigned to analyst		
2011-0158	1/9/2011	DOL	Ombuds issues	Customer did not receive records in native electronic format.	Assigned to analyst		
2011-0159	1/10/2011	DOI	Denial	Customer did not receive records responsive to the request.	Assigned to analyst		
2011-0160	1/2/2011	DOL	Agency practices	Customer claims agency has not acknowledged a payment that was submitted and held up valid FOIA request due to non-payment	Fact finding	Spoke with customer who will provide OGIS with copies of correspondence prior to OGIS contacting agency.	

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
2011-0161	1/7/2011	DOJ	Delay	Customer is looking for acknowledgment and the status of his November 2010 FOIA request	Ombuds service provided	Provided customer with tracking number and regional office where request is being processed.	1/18/2011
2011-0162	1/12/2011	EEOC	Delay	Customer is looking for acknowledgment and the status of his November 2010 FOIA request	Ombuds service provided	Contacted agency FPL, who provided tracking no. & said agency would re-send acknowledgment letter to correct address; also provided info on role of FPL's & link for contact info of all agency FPL's	1/25/2011
2011-0163	1/12/2011	CIA	Delay	Customer disputes the Glomar response given by the agency	Fact finding		
2011-0164	1/12/2011	Treasury	Delay	Customer is looking for the status of a delayed appeal where the agency has denied access to records.	Fact finding	Customer said agency has indicated it may publicly release the data at issue shortly so we will wait to see if that occurs in the short term.	
2011-0165	1/13/2011		Ombuds issues	Agency is seeking OGIS assistance in a matter involving a repeat requester	Assigned to analyst		
2011-0166	1/15/2011	DHS	Ombuds issues	Customer is looking for clarification regarding a FOIA response she received from DHS	Assigned to analyst		

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
2011-0167	1/18/2011	VA	Ombuds issues	Customer is looking for additional records not received from FOIA request.	Ombuds service provided	Provided information about how to request records.	2/8/2011
2011-0168	1/18/2011	DOI	Denial	Customers disputes the redactions made by the agency.	Assigned to analyst		
2011-0169	1/19/2011	USAID	Delay	Customer is looking for status of request.	Assigned to analyst		
2011-0170	1/21/2011	DOE	Delay	Customer has received some records in response to request, but agency says other records are currently with a different agency and will not elaborate or give an estimated date of completion.	Facilitating resolution	Obtained additional information about the response and the reasons for the delay which OGIS shared with the customer.	
2011-0171	1/23/2011	CIA	Agency practices	Customer seeks assistance obtaining records and disputes the agency's policy by which it refused to accept his appeal. Case was merged with case #2011-0130 due to identical issues.	Admin closure	Case merged with #2011-0130.	2/7/2011
2011-0172	1/23/2011	DOD	Fees	Customer disputes the fees being charged by the agency.	Fact finding		

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
2011-0173	1/25/2011	State	Delay	Customer is looking for status of request.	Fact finding		
2011-0174	1/27/2011	HUD	Delay	Customer is looking for acknowledgment and status of request with expedited processing.	Fact finding		
2011-0175	1/24/2011	CNCS	Denial	Customer disputes the partial withholding of information.	Assigned to analyst		
2011-0176	1/31/2011	DHS	Denial	Customer disputes the denial of request.	Assigned to analyst		
2011-0177	2/2/2011	HHS	Denial	Customer disputes the denial of request.	Fact finding	Left a message for customer 2/16/2011.	
2011-0178	2/3/2011		Ombuds issues	Customer is looking for information on where to submit request	Fact finding		

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
2011-0179	2/7/2011	DOJ	Delay	Customer is looking for the status of two requests.	Fact finding	Left messages at OIG and OPR for the status of the requests 2/16/2011.	
2011-0180	2/7/2011	DOD	Denial	Customer disputes the withholding of information.	Fact finding	OGIS has discussed the case with the customer and will review additional materials before contacting the agency.	
2011-0181	2/14/2011	DOJ	Ombuds issues	Misdirected request.	Pending assignment		
2011-0182	2/14/2011	SSA	Ombuds issues	Misdirected request.	Pending assignment		
2011-0184	2/11/2011	HHS	Fees	Customer disputes fees and is looking for status of request	Pending assignment		
2011-0185	2/12/2011	OPM	Delay	Customer is looking for the status of request	Pending assignment		