



# Office of Government Information Services Open Cases

as of June 22, 2011

Case #	Received	Dept/Agency	Category	Description	Status	Notes
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.
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.
10-0153	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.
10-0202	5/17/2010	State and DHS	Delay	Customer seeks information on the status of 28 delayed requests	Facilitating resolution	Department of State forwarded an updated status of all cases (28). Analyst has followed up with the customer and attorney. Also received USCIS statuses. Sent email to customer 5/27/2011.

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10-0212	5/24/2010	VA	Fees	Agency quoted the requester \$50,000 to pull 1,000 records requested for review, not duplication, citing an agreement with the Federal Records Center to charge \$50/record. Customer disputes the fees being charged.	Facilitating resolution	Customer appealed the agency's response. The agency remanded the appeal with a suggestion to work with the requester on the fee issue. In 12/10, agency began sampling some records to provide an estimate but has not been able to update OGIS on progress.
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 who was looking into whether fees might be different if the records were provided electronically.
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 meeting and call with agencies to gather information on 09/16/10. OGIS held a second meeting on 11/29/10 and has continued to work with agencies and customer. Customer has now requested formal mediation with 6 agencies.
10-0284	7/20/2010	DOJ	Delay	Customer is looking for the status of request.	Fact finding	Customer also seeking information on agency practices.

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10-0304	8/10/2010	DOJ	Ombuds issues	Customer is looking for the status of requests and appeals with BOP.	Fact finding	Sent letter asking for consent on 8/18/10, awaiting response from customer before attempting to contact agency.
10-0321	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).
10-0343	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. Customer received the appeal response in early May and plans to discuss further with OGIS.
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.

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10-0351	9/22/2010	DOD	Agency practices	Customer is not satisfied with response given by the agency	Fact finding	Left message with USCG 4/1/2011 and 4/6/2011.
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. Customer was not satisfied with that result and has requested formal mediation.
2011-0040	10/22/2010	DOEd	Fees	Customer disputes Agency denial of fee waiver	Assigned to analyst	
2011-0051	10/29/2010	DHS	Ombuds issues	Customer is looking for the status of request	Assigned to analyst	

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2011-0052	10/29/2010		Ombuds issues	Customer is possibly looking for assistance on narrowing the scope	Assigned to analyst	
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.
2011-0062	11/8/2010	USPS	Denial	Customer disputes the withholding of information.	Assigned to analyst	
2011-0078	11/17/2010	DHS, NSA, DOD	Fees	Customer disputes agency's denial of news media status.	Fact finding	OGIS is awaiting additional correspondence from the requester to better understand the various agencies' positions and will then review that alongside the agency regulations to determine whether there is a dispute that OGIS can assist with.

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2011-0079	11/18/2010	DOJ	Delay	Customer is looking for the status of an appeal.	Assigned to analyst	
2011-0082	11/19/2010	HHS	Delay	Customer is looking for the status of request.	Assigned to analyst	
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.

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2011-0092	11/28/2010	DOJ	Delay	Customer is looking for the status of request, which had been remanded on appeal.	Fact finding	Case originally closed 12/13/2010, but customer contacted OGIS to say that as of 5/6/2011, he has not gotten a response.
2011-0095	11/30/2010	VA	Ombuds issues	Misdirected request.	Assigned to analyst	
2011-0102	11/8/2010	DHS	Agency practices	Customer wants OGIS assistance on perfecting request and getting agency to respond.	Fact finding	
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

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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	
2011-0177	2/2/2011	HHS	Denial	Customer disputes the denial of request.	Fact finding	Left a message for customer 2/16/2011. Need actual responses from agency. Contact with FDA will be attempted the week of 4/18.
2011-0180	2/7/2011	DOD	Denial	Customer disputes the withholding of information.	Facilitating resolution	OGIS facilitated a call with the customer and agency on 06/07/11. Agency will check the status of two specific documents requested and circle back with more information.

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2011-0181	2/14/2011	DOJ	Ombuds issues	Misdirected request.	Fact finding	Customer seeking assistance with a Privacy Act request.
2011-0182	2/14/2011	SSA	Ombuds issues	Misdirected request.	Assigned to analyst	
2011-0187	2/23/2011	DOJ	Denial	Customer disputes the withholding of information.	Assigned to analyst	
2011-0193	3/2/2011	DOD	Denial	Customer disputes the withholding of records requested.	Assigned to analyst	

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2011-0194	3/2/2011	HHS	Delay	Customer has two FOIA requests with the agency and is unable to get a status on their progress.	Facilitating resolution	The agency FOIA Public Liaison gave some general information about the requests including general estimates for completion on both parts of the rolling release. Customer is trying to help narrow the scope to move things along more quickly.
2011-0197	3/4/2011	OPM	Delay	Customer is looking for the status of request.	Assigned to analyst	
2011-0203	3/7/2011	HHS	Delay	Customer disputes response given by the agency and seeks status of appeal.	Fact finding	Communications with CDC and HHA Appeals office. Pending a conference call for the week of May 10th.
2011-0204	3/7/2011	State	Delay	Customer seeks status of pending request and disputes the agency's practices regarding electronic format requests.	Fact finding	

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2011-0208	3/21/2011	DHS	Delay	Customer seeks the status of a referred request.	Fact finding	Left a follow-up voicemail for DHS FPL 4/13/11.
2011-0216	3/10/2011	HHS	Delay	Customer seeks assistance with a 3-year-old request.	Fact finding	Spoke with HHS appeals office, pending a conference call for the week of May 10th.
2011-0219	3/29/2011	DOT	Delay	Customer has two outstanding FOIA requests with the agency from February 2010 and has been unable to get a status update.	Fact finding	Agency is still processing the request. OGIS will check again on the status at the end of May and contact the customer.
2011-0229	4/5/2011	DHS	Agency practices	Customer disputes closing of request as duplicative when request was renewed subsequent to Supreme Court decision on Exemption 2 (high).	Fact finding	

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2011-0231	4/6/2011	DHS	Info	Customer seeks information about records that were referred.	Fact finding	
2011-0233	4/11/2011	DOL		Customer has not received responses to an October 2010 FOIA request and to two September 2010 FOIA appeals	Fact finding	
2011-0235	4/14/2011	DOD	Denial	Customer seeks assistance with requests made to the Air Force Space Command.	Fact finding	
2011-0240	4/27/2011	HUD	Privacy Act	Customer would like assistance with a request in which records were not received, possibly due to a dispute revolving around fees.	Pending assignment	

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2011-0242	4/27/2011	DOD	Ombuds issues	Customer seeks assistance with determining the status of the request as well as complaint about the fees.	Fact finding	
2011-0243	4/27/2011	DOI	Delay	Appeal was filed 10 months ago and customer is unable to get estimated date for completion or his place in the appeal queue from the agency.	Fact finding	Contacted DOI 5/4 and 5/17, awaiting response.
2011-0244	4/27/2011	DOJ	Denial	Agency's system is not configured to provide the requested information, but because the agency does have the information, customer seeks assistance obtaining it.	Facilitation failed to resolve dispute, Ombuds service provided	Agency elaborated on its recordkeeping programs and its inability to search for and compile the information requested. OGIS will provide the more detailed information to the customer.
2011-0248	4/28/2011	DOD			Fact finding	

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2011-0257	5/10/2011	DHS		Customer is seeking assistance with a FOIA request possibly due to a delay.	Assigned to analyst	
2011-0258	5/16/2011	DOJ	Ombuds issues	Customer is seeking assistance with a FOIA request mailed to ATF, Pittsburgh, PA, which was returned to him as undeliverable.	Assigned to analyst	
2011-0259	5/24/2011	VA	Delay	Customer seeks assistance with a delayed FOIA response.	Fact finding	
2011-0262	5/23/2011	DOJ	Denial	Customer disputes withholding of records.	Fact finding	Consent needed as well as copies of correspondence from agencies.

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2011-0265	5/16/2011	DOD	Ombuds issues	Customer seeks assistance with NPRC which is not responsive to requests for records of National Guard.	Assigned to analyst	
2011-0267	5/26/2011	DOD	Denial	Customer seeks OGIS assistance with a Glomar response for Inspector General report	Fact finding	Customer filed two subsequent requests which are pending appeal responses; agreed to table the case until appeal responses are received or the appeal clock runs on 06/21/11.
2011-0268	5/26/2011	multiple	Privacy Act	Customer is seeking assistance from OGIS in getting documents released to her about herself.	Assigned to analyst	
2011-0269	5/25/2011	USPS	Denial	Customer disputes agency's claim that the number of pieces of mail sent by an election campaign must be withheld under Ex. 4 as a trade secret that could cause competitive harm.	Fact finding	Conducted some initial research on the law and spoke with the customer for more information. Left a message with the agency to discuss on 06/15.

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2011-0270	6/2/2011	DOJ and NARA	Ombuds issues	Customer needs assistance determining which agency actually has legal custody of the record in question.	Pending assignment	
2011-0271	6/6/2011	DOJ	Denial	Customer disputes the denial of information. More detail is needed.	Pending assignment	
2011-0272	6/6/2011	DOI	Denial	Customer disputes the denial of field notes and photographs of an archeological site.	Assigned to analyst	
2011-0273	6/10/2011	OPM	Delay	Customer has not received a response on three FOIA requests that were filed in March and October 2010 and March 2011.	Pending assignment	

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2011-0274	6/10/2011	DOD	Delay	Customer has not received a response on his FOIA request of March 2011 or on follow-up attempts to check the status.	Pending assignment	
2011-0275	6/13/2011	SSA	Denial	It appears that requested document cannot be located.	Fact finding	
2011-0276	6/13/2011	DOJ	Denial	Customer does not understand why DEA withheld an investigative report in full.	Fact finding	
2011-0277	6/13/2011	DOJ	Denial	Customer requests mediation to resolve a dispute over the withholding of individuals' names in a document from 1966.	Pending assignment	Customer discussed matter with Carrie before submitting request for assistance.

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2011-0278	6/13/2011	CIA	Denial	Unclear exactly what requester is asking OGIS to do, but it appears to involve a Glomar response from CIA	Pending assignment	
2011-0279	6/15/2011	DHS	Fees	Customer is having a fee dispute with the agency which will not process his request(s) because of his past-due status.	Pending assignment	
2011-0281	6/17/2011	VA	Delay	Delay has extended for more than a year. Request is for updated data that has been released in the past.	Pending assignment	
2011-0282	6/20/2011	DHS	Fees	Customer contests the agency's request for additional information related to fee category.	Pending assignment	

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2011-0283	6/20/2011	DOI	Delay	Delay on initial request, which was granted expedited status.	Pending assignment	
2011-0284	6/15/2011	NLRB	Agency practices	Requester seeks assistance regarding agency's compliance with Sect. (a)(2) of FOIA	Pending assignment	
2011-0285	6/15/2011	NLRB	Privacy Act	Requester seeks information pertaining to agency's processing of nine prior FOIA requests	Pending assignment	
2011-0286	6/15/2011	NLRB	Denial	Requester is trying to use FOIA to get something published in the Federal Register	Pending assignment	

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2011-0287	6/15/2011	NLRB	Denial	Requester is dissatisfied with the agency's response to three FOIA requests	Pending assignment	