



# Office of Government Information Services Full Case Log

as of September 30, 2011

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	Request withdrawn	Requester withdrew request when records were received.	10/6/2009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

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09-0006	10/13/2009	HHS	Denial	Dispute between requester and agency regarding the necessary information required to perfect a request for agency to be able to respond.	Dispute resolved via facilitation	Requester contacted OGIS for additional assistance on 12/10/09 for a tel-con with agency. Unable to schedule in December; completed tel-con 1/15/10.	11/24/2009
09-0007	10/23/2009	OPM	Delay	Complaint regarding the non-response of agency for two requests submitted by requester.	Request for info satisfied	Advised customer of the contact information for the FOIA Public Liaison and FOIA Coordinators at OPM and informed requester he could contact us 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	CIA, DOD	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 FPLs 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	DOD, State	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 voluntarily reduced estimated fees by 50% and requester agreed to pay reduced amount.	12/23/2009
09-0023	12/10/2009	DOD	Delay	Sen. Leahy's office recommended the requester contact OGIS for assistance. 2005 request to agency has not resulted in release of documents though requester has been told both in 2007 and 2009 that it should not be much longer.	Dispute resolved via facilitation	OGIS contact with DIA resolved the delay and the records were released on 01/13/10.	1/15/2010

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09-0024	12/10/2009	DOJ	Denial	OIP referred requester here to discuss the possibility of mediating the release of information withheld under Ex. 7(C) before filing an administrative appeal. Appeal time will run on 12/21/2009.	Admin closure	Customer agreed to contact INTERPOL to discuss a resolution and did not re-contact OGIS for further assistance.	12/30/2009
09-0025	12/6/2009	State	Privacy Act	Privacy Act request.	Ombuds service provided	Spoke to requester to inform that OGIS does not handle Privacy Act requests.	12/16/2009
09-0026	12/11/2009	CIA	Fees	Dispute between requester and agency regarding the fee/requester category. Referred from Sen. Leahy's office.	Dispute resolved via facilitation	Fees waived for requester.	1/22/2010
09-0027	12/15/2009	NASA	Delay	Sen. Cornyn referred this to OGIS. Agency has not produced records in timely fashion; agreed to partial production est. for 01/06/10 but requester not satisfied, as the agency has said it won't include an index of all records even those not yet produced.	Request withdrawn	Requester reviewed documents and determined he will appeal and if necessary litigate the matter.	1/25/2010
09-0028	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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