



Office of Government Information Services Case Log

Inquiries and requests as of March 12, 2010

The format in which we receive our inquiries and requests is varied. As of March 12, 2010 we have received the following: 47 via e-mail; 39 via US Postal Service; 17 via telephone; 5 via both phone and e-mail, 1 via both fax and phone, and 1 via fax.

Case ID	Date Received	Dept/Agency	Description	Status	Date Completed
09-0001	9/9/2009	VA	Customer stated that 20 days have expired and no word from the Agency.	Administrative closure on 10/06/09. Requester withdrew request when records sought were received.	10/6/2009
09-0002	9/9/2009	n/a	Customer wanted info on filing a FOIA request.	Administrative closure on 10/22/09. Information provided.	10/22/2009
09-0003	9/30/2009	DOE & DOL	Customer wanted OGIS info and to inform OGIS about DOE and DOL issues.	Administrative closure on 10/07/09. Information provided.	10/7/2009
09-0004	10/26/2009	n/a	Info needed regarding mediation services.	Administrative closure on 10/28/09. Information provided.	10/28/2009
09-0005	10/1/2009	HHS	Requester complained that agency has systematically been denying requests. Appeal pending.	Dispute resolved via informal mediation 11/17/09.	11/17/2009

Case ID	Date Received	Dept/Agency	Description	Status	Date Completed
09-0006	10/13/2009	HHS	Dispute between requester and agency regarding the necessary information required to perfect a request for agency to be able to respond.	Dispute resolved via informal mediation on 11/24/09. 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	Complaint regarding the non-response of agency for two requests submitted by requester.	Pending response from agency and requester. Followed up the week of 1/25/10. Still no response. Contacted requester 2/4/10, awaiting response.	
09-0008	10/29/2009	n/a	OGIS info request. Requester wanted to know how OGIS will be working with DOJ.	Administrative closure on 11/2/09. Information provided.	11/2/2009
09-0009	10/30/2009	NASA	Requester complained that agency was not adequately responding to request, thus denying access to information.	Dispute resolved via informal mediation on 11/16/09.	11/16/2009
09-0010	11/3/2009	DHS	Agency's mailing address changed and not published in Federal Register, as required. When a request is submitted via e-mail, auto-reply generated does not acknowledge receipt of request and asks requester to mail copy to incorrect address.	Dispute resolved via informal mediation on 12/16/09. Phone calls and e-mail exchanged with both requester and agency. Requester satisfied that steps will be taken to address problems. E-mailed requester on 01/05/09 to follow up.	12/16/2009
09-0011	11/5/2009	FDIC	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 informal mediation on 2/4/10.	2/4/2010

Case ID	Date Received	Dept/Agency	Description	Status	Date Completed
09-0012	11/9/2009	DOI	The requester was denied a contract between the agency and a third party under Ex. 5. The requester appealed in 2006 and was told in Nov. 2009 that his appeal is no. 331 in the queue.	Agency will release portions of the contract made public; ancillary requests for related records are either resolved or awaiting an appeal response.	
09-0013	11/12/2009	DOD	Dispute between agency and requester regarding the extensive delay of request.	Analyst drafted response to requester. Awaiting clearance (3/4/10).	
09-0014	11/12/2009	DOJ	Privacy Act request.	Administrative closure for Privacy Act Request on 11/30/09.	11/30/2009
09-0015	11/13/2009	DOJ	Request for information on OGIS mediation services for complaint with agency.	Administrative closure on 11/30/09. Information provided.	11/30/2009
09-0016	11/16/2009	DOD, CIA & NSA	Requester noted inconsistencies with agencies' treatment for fee status; also noted some agencies request high fees before responding to request.	Analyst responded to requester regarding submitted material for assistance, however, still need additional info. (2/17/10).	
09-0017	11/19/2009	DOL	Dispute over fees in previous FOIA request that are delaying production in current FOIA request.	Administrative closure on 12/31/09. Requester was unresponsive to three attempts at contact.	12/31/2009

Case ID	Date Received	Dept/Agency	Description	Status	Date Completed
09-0018	11/20/2009	DOJ	Privacy Act request.	Administrative closure on 12/15/09 for Privacy Act request. Spoke to requester to inform that OGIS does not handle Privacy Act requests.	12/15/2009
09-0019	11/24/2009	DOL	Requester disputed redactions upheld on appeal and would like OGIS to mediate the dispute.	Agency is voluntarily re-reviewing the document at issue to see if it can release more of the redacted information.	
09-0020	11/27/2009	EOP	Customer complained that agency did not respond to all items of request. Issue not resolved by appeal.	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	DOS, CIA & DOD	Request denied under Exs. 1 and 3.	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	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.	Case closed because agency had voluntarily reduced estimated fees by 50% and requester agreed to pay reduced amount.	12/23/2009
09-0023	12/10/2009	DOD	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.	OGIS contact with DIA resolved the delay and the records were released on 01/13/10.	1/15/2010

Case ID	Date Received	Dept/Agency	Description	Status	Date Completed
09-0024	12/10/2009	DOJ	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.	Administrative closure on 12/30/09. 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 request.	Administrative closure on 12/15/09 for Privacy Act request. Spoke to requester to inform that OGIS does not handle Privacy Act requests.	12/11/2009
09-0026	12/11/2009	CIA	Dispute between requester and agency regarding the fee/requester category. Referred from Sen. Leahy's office.	Dispute resolved via informal mediation 1/22/10. Fees waived for requester.	1/22/2010
09-0027	12/15/2009	NASA	Sen. Cornyn referred this to OGIS. Agency has not produced records in timely fashion; agreed to partial production est. for 01/06/09 but requester not satisfied, as the agency has said it won't include an index of all records even those not yet produced.	Agency made full production on 1/6/10; requester reviewed documents and determined he will appeal and if necessary litigate the matter.	1/25/2010
09-0028	12/29/2009	DOJ	Privacy Act request.	Administrative closure on 12/29/09 for Privacy Act request.	12/29/2009
09-0029	12/29/2009	EEOC	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.	Requester will appeal the fee issue. OGIS will continue to informally mediate through the appeal process if needed.	

Case ID	Date Received	Dept/Agency	Description	Status	Date Completed
09-0030	12/29/2009	n/a	Requester wanted OGIS to advise whether certain contract information would be released under FOIA, if requested.	Administrative closure on 12/29/09. General information provided.	12/29/2009
10-0001	1/4/2010	DOJ	Requester asked OGIS to assist in obtaining grand jury testimony.	Requester did not identify agency or provide request/appeal number. Sent letter (01/08/10) seeking additional information, but advised that grand jury material is normally exempt. Administrative Closure 2/9/09. No response from customer	2/9/2009
10-0002	1/6/2010	Commerce & EOP	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.	OGIS spoke to CEQ and it reconsidered full denial and produced document. Documents on consult with Commerce were produced on 01/27/10.	1/29/2010
10-0003	1/6/2010	Treasury	Request sent, no acknowledgement received and customer states unable to reach FOIA staff.	OGIS provided USSS with further documentation from requester which perfected request; processing to begin. Notified requester and case closed 01/19/10.	1/19/2010
10-0004	1/6/2010	FAA	FAA charged search fees for EIS-related documents in contradiction of CEQ regulations pertaining to NEPA.	Spoke to FAA FOIA Officer and FPL, both of whom have spoken to customer regarding issue. Consulted with CEQ and OIP; drafting final response.	
10-0005	1/5/2010	DOD & NARA	Requested info on how to make a request to NARA and/or DOD for possibly transferred records.	Spoke to requester 1/28/10. Analyst researching info.	

Case ID	Date Received	Dept/Agency	Description	Status	Date Completed
10-0006	1/7/2010	DOJ	Requester denied investigative report, in part. Appeal upheld by OIP. Letter unclear, but appears customer wants to change his confinement designation.	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	Request for the release of documents regarding an address.	Administrative closure 1/25/10. OGIS is not responsible for those types of documents. Letter sent to requester.	1/25/2010
10-0008	1/7/2010	DOJ	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.	Administrative closure. FBI confirmed that it processed (and has identified) all records related to 4 subjects of requests. Advised customer of conversation with FBI and memorialized in letter.	2/2/2010
10-0009	1/8/2010	California & All federal agencies	Customer needs information about NARA and how to make FOIA requests to numerous agencies.	Administrative closure 1/27/2010. Letter sent to requester with information.	1/27/2010
10-0010	1/4/2010	n/a	Customer sought assistance from OGIS with regard to his Privacy Act requests.	Administrative closure 1/25/10. 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	Customer wanted info on OGIS and its mission	Administrative closure 1/8/10. Staff responded to customer's specific questions.	1/8/2010

Case ID	Date Received	Dept/Agency	Description	Status	Date Completed
10-0012	1/11/2010	US Comm on Int'l Religious Freedom	Customer wanted to know if the Commission is subject to FOIA.	Administrative closure 1/11/10. Staff responded that legislative branch was not subject to FOIA.	1/11/2010
10-0013	1/13/2010	DOJ	Customer seeks assistance in obtaining information about a trial witness.	Administrative closure 2/4/10. Advised customer that the USMS confirmed that it had no responsive records.	2/4/2010
10-0014	1/13/2010	DOEd	Customer seeking to know status of appeal and agency personnel have not provided sufficient details in response to his calls.	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	Requester seeks to appeal denial of a fee waiver but agency has not provide specific information on why it was denied, despite several requests to do so.	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	Requests pending for more than two years are "still in process" without a more specific response timeframe.	Obtained status on a request and appeal from DIA, as requested.	3/3/2010
10-0017	1/19/2010	DOE	Customer seeking assistance in obtaining documents.	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

Case ID	Date Received	Dept/Agency	Description	Status	Date Completed
10-0018	1/19/2010	DOJ	Customer seeking assistance with closed 2005 request--nature of dispute is unclear.	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	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.	Agency is reviewing file and will contact OGIS.	
10-0020	1/21/2010	DOD	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.	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	Request for "native electronic format" of OSHA Admin. Manual posted pursuant to (a)(2) denied. Preparing appeal and customer seeking OGIS input on case.	Spoke to DOL OGC and customer on several occasions. Met with customer to discuss issues and will follow-up with agency week of 3/8/2010.	
10-0022	1/25/2010	BBG	Requester is asking for assistance in the release of a denied report.	Staff awaiting call back from agency.	
10-0023	1/25/2010	FAA	The appeal deadline has run out but there are about 80 requests ahead of the requester in the queue; wants help resolving the delay.	Agency reviewed request and realized there were more responsive records and remanded to original office for reprocessing. Agency said it should have the records produced by 03/31/10.	2/22/2010

Case ID	Date Received	Dept/Agency	Description	Status	Date Completed
10-0024	1/26/2010	DOJ	Requester is asking for access to EOUSA documents.	Administrative closure 2/4/10, response to contact EOUSA for request.	2/4/2010
10-0025	1/25/2010	DOJ	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.	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	Requester disputes the fees associated with a request and believes information to be missing from the documents received.	Agency is reviewing the file and will follow up with OGIS by 03/10/10.	
10-0027	1/28/2010	DOE	Agency is processing request, but requester cannot get more specific ETA on release.	Agency expects to respond to requester by 02/05/10.	2/3/2010
10-0028	1/28/2010	DOJ	Privacy Act request.	Administrative closure 2/4/10, response to requester that OGIS is not handling requests for first-party information.	2/4/2010
10-0029	1/28/2010	NARA	customer requesting info on how to request military personnel records.	Administrative closure. Analyst contacted NPRC to send form to customer.	1/29/2010

Case ID	Date Received	Dept/Agency	Description	Status	Date Completed
10-0030	1/29/2010	DOJ	Privacy Act request.	Administrative 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	Requester is seeking assistance in getting a response for an appeal.	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 Request.	Administrative closure 2/4/10, response to requester that OGIS does not handle first-party information requests.	2/4/2010
10-0033	2/2/2010	n/a	Customer seeking information on how to file a FOIA request.	Information requested was sent 2/4/10. Case closed.	2/4/2010
10-0034	2/2/2010	DOJ	Privacy Act request.	Administrative closure 2/18/10. 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	Customer is seeking assistance with an appeal that was denied.	OGIS requested additional information due to the possibility that it was a Privacy Act request. Administrative closed 3/4/10 due to lack of response from customer.	3/4/2010

Case ID	Date Received	Dept/Agency	Description	Status	Date Completed
10-0036	2/4/2010	n/a	Customer seeking information on how to file a FOIA request.	Information requested was sent 2/4/10. Case closed.	2/4/2010
10-0037	2/4/2010	VA	Requester disputes agency's use of Exemption 4.	Left a message with the agency's FOIA Public Liaison to discuss the case.	
10-0038	2/16/2010	DOJ	Privacy Act request.	Administrative closure 2/19/10. Sent letter to customer that OGIS is not handling Privacy Act requests and provided requested information pertaining to mediation.	2/19/2010
10-0039	2/16/2010	n/a	Customer is seeking information about mediation procedures.	Sent requested information to customer via e-mail.	2/19/2010
10-0040	2/16/2010	n/a	Customer seeking information on FOIA Agency Contacts.	Information requested was sent via e-mail on 2/16/10. Case Closed	2/16/2010
10-0041	2/16/2010	n/a	Privacy Act request.	Administrative closure 2/19/2010. Sent e-mail advising that OGIS does not handle Privacy Act requests.	2/19/2010

Case ID	Date Received	Dept/Agency	Description	Status	Date Completed
10-0042	2/16/2010	n/a	Customer wants help on an appeal denial/delay.	Sent letter 2/17/10 requesting more information. No response from customer as of 3/12/10. Administrative closure.	3/12/2010
10-0043	2/16/2010	DOJ	Customer requested mediation to resolve his pending lawsuit.	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	Customer requested information related to correcting investigatory records.	Customer sent additional information regarding issue. Sent letter advising customer of ways to request a correction of information in a record.	3/4/2010
10-0045	2/16/2010	n/a	Customer wants general information about FOIA requests.	Information requested was sent on 2/16/10. Case closed.	2/16/2010
10-0046	2/16/2010	VA and NPRC	Customer made request to NPRC for military records and did not receive acknowledgment of receipt.	Administrative closure 2/24/10, NPRC confirmed receipt of request and customer advised.	2/24/2010
10-0047	2/16/2010	HHS	Requester seeks assistance in obtaining information related to research misconduct and says the agency regularly does not respond in a timely fashion.	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

Case ID	Date Received	Dept/Agency	Description	Status	Date Completed
10-0048	2/16/2010	DOJ	Privacy Act request.	Administrative closure 3/5/2010. Sent letter advising customer that OGIS is not handling Privacy Act requests.	3/5/2010
10-0049	2/17/2010	DOJ	Misdirected follow-up letter to an appeal adjudication.	Sent letter advising customer to contact OIP and returned the documents that were submitted.	2/19/2010
10-0050	2/19/2010	NARA	Customer wanted info on submitting a FOIA request	Customer was given info requested via phone conversation	2/19/2010
10-0051	2/19/2010	DOJ	Privacy Act request.	Administrative closure 3/3/2010. Sent letter advising that OGIS does not handle Privacy Act requests.	3/3/2010
10-0052	2/23/2010	DOJ and DHS	Customer wanted info on how to make a request for records regarding a court immigration hearing.	Administrative closure 2/23/2010. Customer was given the contact info and websites for the agencies, and was given a basic overview of how FOIA/PA works.	2/23/2010
10-0053	2/23/2010	NARA	Customer wanted information regarding an internal breach of information.	Administrative closure 2/23/2010. Customer was given the information about who to contact	2/23/2010

Case ID	Date Received	Dept/Agency	Description	Status	Date Completed
10-0054	2/22/2010	DOI		Pending assignment.	
10-0055	2/22/2010	CIA	Customer wanted info on how to obtain classified records.	Customer mailed relevant material to OGIS. Plan to speak to him week of 3/8/2010.	
10-0056	2/25/2010	DOJ	Requester was denied records under Exemptions 6 and 7(C) and wants to know what options may exist to obtain them.	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	Customer sent appeal to OGIS rather than to agency.	Administrative closure 3/5/2010. 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 request.	Administrative closure 3/3/2010. Sent e-mail advising that OGIS does not handle Privacy Act requests.	3/3/2010
10-0059	3/2/2010	CIA		pending review.	

Case ID	Date Received	Dept/Agency	Description	Status	Date Completed
10-0060	3/2/2010	DOL	Customer has not received response.	E-mailed customer for additional information.	
10-0061	3/2/2010	VA	Customer did not want OGIS to intervene, but needed contact info for VA FOIA office to discuss his request.	Administrative closure 3/3/2010. Provided contact info to customer.	3/3/2010
10-0062	3/2/2010	VA	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.	VA advised customer it would reimburse him to return third party's records.	3/4/2010
10-0063	3/4/2010	DOJ	Customer was told in mid-December that documents were forthcoming but no contact since (has left multiple voicemails with ATF).	Administrative closure 3/11/2010. Contacted ATF, got information on request status, provided information to customer.	3/11/2010
10-0064	3/4/2010			Pending review.	
10-0065	3/9/2010	DOJ	Privacy Act request.	Administrative closure 3/12/2010. Sent letter 3/10/10 advising that OGIS does not handle Privacy Act requests.	3/12/2010

Case ID	Date Received	Dept/Agency	Description	Status	Date Completed
10-0066	3/9/2010	DOJ	Privacy Act request.	Administrative closure 3/12/2010. Sent letter 3/10/10 advising that OGIS does not handle Privacy Act requests.	3/12/2010
10-0067	3/9/2010	DOJ	Customer denied access to cost of BOP program and requests assistance in obtaining information.	E-mailed FPL to discuss.	
10-0068	3/9/2010	OPM	Privacy Act Request.	Administrative closure 3/12/2010. 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	Customer received "no records" response on third party request, but believes that records should exist.	E-mailed FPL for details on search.	
10-0070	3/9/2010			pending review.	
10-0071	3/3/2010				

Case ID	Date Received	Dept/Agency	Description	Status	Date Completed
10-0072	3/9/2010	DOJ	Customer wanted details on type of material withheld.	Administrative closure 3/11/2010. Provided FPL contact information to customer. FPL provided details of withheld information to customer.	3/11/2010
10-0073	3/11/2010			Pending review.	
10-0074	3/10/2010			Pending review.	
10-0075	3/12/2010			Pending review.	
10-0076	3/12/2010			Pending review.	
10-0077	3/12/2010			Pending review.	

Case ID	Date Received	Dept/Agency	Description	Status	Date Completed
10-0078	3/12/2010			Pending review.	
10-0079	3/12/2010	VA	Customer wants help getting information regarding filing an appeal to the agency for a denial of first-party information.	Pending review.	
10-0080	3/12/2010			Pending review.	