

EXECUTIVE SUMMARY
OF THE ANNUAL REPORTS FOR THE YEARS 2019 -2020
ON THE OPERATION OF THE FREEDOM OF INFORMATION ACT

The Freedom of Information Act Chapter 22:02 gives members of the public the legal right to request access to information in the possession of public authorities, subject to certain and limited exemptions.

Pursuant to **section 40 (1)** of the FOIA, the Minister with responsibility for information is required to present an annual report to Parliament giving an account of the operations of the FOIA. The summary of the operation of the FOIA in accordance with section 40(3) is included in Table 1 below.

Table 1: Summary of information required under section 40 of the Freedom of Information Act

Activity	2019	2020
1. Number of requests made to public authorities	1,403	3,593
2. Number of decisions that an applicant was not entitled to access to a document pursuant to a request, the provisions of this Act under which these decisions were made and the number of times each provision was invoked.	216 <i>(Ref. 5.3)</i>	1,369 <i>(Ref. 5.3)</i>
3. Number of applications for judicial review of decisions under the Freedom of Information Act and the outcome of those applications.	88 <i>(Ref. 5.4)</i>	69 <i>(Ref. 5.4)</i>
4. Number of complaints made to the Ombudsman with respect to the operation of the FOIA and the nature of those complaints.	14 <i>See Appendix</i>	18 <i>See Appendix</i>
5. Number of notices served upon each public authority under section 10 (1) and the number of decisions by the public authority which were adverse to the person's claim.	None	None
6. Particulars of any disciplinary action taken against any officer in respect of the administration of this Act.	None	None
7. The amount of charges collected by each public authority under this Act.	None	None
8. Particulars of any reading room or other facility provided by each public authority for use by applicants or members of the public, and the publications, documents, or other information regularly on display in that reading room or other facility [section 7(1)(viii)]	<i>See Appendix</i>	<i>See Appendix</i>
9. Any other facts which indicate an effort by public authorities to administer and implement the spirit and intention of this Act.	None	None

The table below provides a snapshot of the main highlights of the Freedom of Information Act for the period 2016 -2020

Activity	Average	2016	2017	2018	2019	2020
1. Public Authorities submission of Quarterly Returns Forms	57	49	46	60	57	71
2. Number of new requests made to Public Authorities	1,900	1,121	1,301	2,080	1,403	3,593
3. Number of decisions that an applicant was not entitled to access	425	111	174	257	216	1,369
4. Number of applications filed for Judicial Review	155	187	203	226	88	69
5. Number of Training Sessions held	32	4	31	47	57	23
6. <i>Number of complaints made to the Ombudsman</i>	17	20	12	20	14	18
7. Requests granted in full	1,264	818	762	1,753	1,160	1,828



Government of the Republic of Trinidad and Tobago

Freedom of Information Act Chap 22:02

ANNUAL REPORT TO PARLIAMENT

2019

CONTENTS

Executive Summary	3
1.0 Introduction.....	4
2.0 Legal Framework	6
3.0 Administration of the Freedom of Information Act	9
3.1 The Freedom of Information Unit	9
3.2 Training Sessions conducted by the Freedom of Information Unit	10
3.3 Community and Stakeholder Engagement.....	10
4.0 Monitoring of the Freedom of Information Act	11
4.1 Quarterly Returns	11
4.2 Publication of Annual Statements.....	12
5.0 Statistical Analysis	14
5.1 Number of Requests made for the year 2019.....	14
5.2 Categories of Requested Information	15
5.3 Action taken on Freedom of Information Requests.....	16
5.4 Judicial Review.....	17
5.5 Complaints made to the Office of the Ombudsman	17
5.6 Other Matters.....	17
5.7 Reading Room	17
6.0 The Way Forward: Consultation to amend the Data Protection Act Chap 22:04	19
APPENDICES.....	21
Appendix I: 2019 Training Sessions conducted by the Freedom of Information Unit	22
Appendix II: 2019 Outreach sessions conducted by the Freedom of Information Unit	26
Appendix III: Non-Compliant Public Authorities – Submission of Quarterly Return Forms.....	29
Appendix IV: Number of Freedom of Information Requests received by Public Authorities for the Year 2019.....	33
Appendix V: Complaints to the Ombudsman.....	35
Appendix VI: Public Authorities Reading Room	39

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4. Number of complaints made to the Ombudsman with respect to the operation of the FOIA and the nature of those complaints.	14 <i>See Appendix V</i>
5. Number of notices served upon each public authority under section 10 (1) and the number of decisions by the public authority which were adverse to the person's claim.	None
6. Particulars of any disciplinary action taken against any officer in respect of the administration of this Act.	None
7. The amount of charges collected by each public authority under this Act.	None
8. Particulars of any reading room or other facility provided by each public authority for use by applicants or members of the public, and the publications, documents, or other information regularly on display in that reading room or other facility [section 7(1)(viii)]	<i>See Appendix VI</i>
9. Any other facts which indicate an effort by public authorities to administer and implement the spirit and intention of this Act.	None

1.0 INTRODUCTION

The Freedom of Information Act Chap 22:02 (“FOIA”) arose out of the principles of the Harare Declaration¹ that was signed by the Commonwealth Heads of Government in 1995². One of the principles state “... *the individual’s inalienable right to participate by means of free democratic political processes in framing the society in which he or she lives*” and “*the protection of promotion ... just and honest government*”.

The FOIA affords members of the public:

- (i) the legal right to request access to information that is held by public authorities and other bodies which exercise public functions;
- (ii) the right to scrutinize the actions of Government, by which means there is a measure of accountability; and
- (iii) access to information, thus allowing the public to engage in social dialogue and participate in the Government’s decision making and policies.

This Freedom of Information report for 2019 is the seventeenth report prepared under **Section 40 (1)** of the FOIA.

Section 40 (1) of the FOIA mandates that “*The Minister shall as soon as practicable after the end of each year, prepare a report on the operation of this Act during the year and cause a copy of the report to be laid before each House of Parliament*”.

This report provides information public access to official government documents of public authorities with exceptions.

The Annual Report is sub-divided into the following sections

- 2.0 Legal Framework
- 3.0 Administration of the Freedom of Information Act
- 4.0 Monitoring of the Freedom of Information Act
- 5.0 Statistical Analysis, *inter alia*:
 - the number of requests made to public authorities;

¹ Commonwealth Heads of Government Meeting in Harare, Zimbabwe 1991

² The affirmation of the Harare Declaration was done in Millbrook, New Zealand (at the Commonwealth Heads of Government Meeting in Auckland) where a firm commitment was made to fulfill the Declaration and as such the Commonwealth Heads of Government agreed to the Millbrook Commonwealth Action Programme.

- the number of decisions that an applicant was not entitled to access a document;
- the number of judicial review applications and their outcomes; and
- the number of complaints to the Ombudsman and the nature of those complaints.

6.0 The Way Forward

2.0 LEGAL FRAMEWORK

The Freedom of Information Act Chap 22:02 (FOIA) was passed by an Act of Parliament No 26 of 1999³. It gives members of the public a general right (with exceptions) to request access to official documents in public authorities. The FOIA is made up of five parts:

- Part I deals with the Preliminaries which became operational on November 20, 2000;
- Part II deals with Publication of Certain Documents and Information was operationalized on April 30, 2001; and
- Parts (III-V) deals with Right of Access to Information, Exempt Documents and Miscellaneous and came into force on August 30, 2001.

Section 7 of the FOIA mandates annual publication (in the Gazette and in a daily newspaper) of information held by public authorities, namely, a statement setting out the particulars of the organization and functions; a statement of categories of documents maintained in its possession; statements of material prepared for inspection by members of the public; the procedure to be followed by a person when a request for access to a document is made; a statement listing all boards, councils, committees and other bodies established for the purpose of advising the public authority and details of whether the authority maintains a library or reading room and what materials are available.

Section 15 of the FOIA prescribes a thirty-calendar day period for an official response when an official request is made. While **Section 23** mandates that if a public authority refuses access to the information requested, they must provide reasons for such denial and must inform the Applicant of their right to approach the Ombudsman (**Section 38A**) or apply to the High Court for judicial review (**Section 39**).

The FOIA, carries a presumption of disclosure, as it crystallizes the public's right to access information. However, such right is not absolute and **Part IV** of the FOIA lists the following documents which are regarded as exempt documents:

- Cabinet documents
- International Relations documents
- Law enforcement
- Defence and security documents

³ Amended by Act 92 of 2000 and Act 14 of 2003

- Internal Working documents
- Documents affecting legal proceedings
- Trade Secret documents
- Materials obtained in confidence
- Documents where secrecy provisions apply
- Documents affecting personal privacy
- Documents affecting the economy and commercial affairs

Section 35 of the FOIA allows for the disclosure of an exempt document in the public interest as per Part IV of the FOIA. The grounds a public authority must consider are:

- where there is abuse of authority or neglect in performance of official duty;
- injustice to an individual;
- danger to the health or safety of an individual or of the public; and
- unauthorized use of public funds

The FOIA also provides for certain public authorities to be exempted from its provisions (**Section 5**). The following public authorities have received exemption orders:

1. First Citizens Bank Group⁴ which includes:
 - a. First Citizens Holdings Limited
 - b. First Citizens Bank
 - c. First Citizens Corporate Services Limited
 - d. First Citizens Bank Mortgage and Trust Company Limited
2. Trinidad and Tobago Unit Trust Corporation⁵
3. Export-Import Bank⁶
4. Agricultural Development Bank⁷
5. Trinidad and Tobago Mortgage Finance Company Limited⁸

⁴ Legal Notice 21/2003 Freedom of Information (Exemption) Order

⁵ Legal Notice 21/2003 Freedom of Information (Exemption) Order

⁶ Legal Notice 21/2003 Freedom of Information (Exemption) Order

⁷ Legal Notice 21/2003 Freedom of Information (Exemption) Order

⁸ Legal Notice 21/2003 Freedom of Information (Exemption) Order

6. Taurus Services Limited⁹
7. Business Development Company Limited¹⁰
8. National Entrepreneurship Development Company Limited¹¹
9. National Enterprises Limited¹²
10. Central Bank of Trinidad and Tobago¹³
11. Integrity Commission of Trinidad and Tobago¹⁴
12. Justice Protection Programme¹⁵
13. Strategic Services Agency¹⁶

⁹ Legal Notice 21/2003 Freedom of Information (Exemption) Order

¹⁰ Legal Notice 21/2003 Freedom of Information (Exemption) Order

¹¹ Legal Notice 21/2003 Freedom of Information (Exemption) Order

¹² Legal Notice 21/2003 Freedom of Information (Exemption) Order

¹³ Legal Notice 76/2004 Freedom of Information (Exemption) (No.2) Order

¹⁴ Legal Notice 131/2005 Freedom of Information (Exemption) (No.3) Order

¹⁵ Legal Notice 48/2015 Freedom of Information (Exemption) (No.4) Order

¹⁶ Legal Notice 151/2017 Freedom of Information (Exemption) (Order) 2017

3.0 ADMINISTRATION OF THE FREEDOM OF INFORMATION ACT

3.1 *The Freedom of Information Unit*

The Freedom of Information Unit (“Unit”) was established in 2001 to monitor, advise, train and report on the statutory compliance of public authorities in accordance with the Freedom of Information Act Chapter 22:02.

In June 2019, the Ministry of Public Administration and Communications was split into two ministries which resulted in the Unit being aligned to the newly established Ministry of Communications.

The organisational structure of the Unit (Figure 1) allows for the employment of nine (9) members of staff. The positions of Executive Director and Senior FOI Officer – Client Relations and Training, were not filled since the establishment of the Unit. Consequently, the Unit continued to operate with three (3) members of staff: 2 officers in Client Relations and Training and 1 officer in Research.

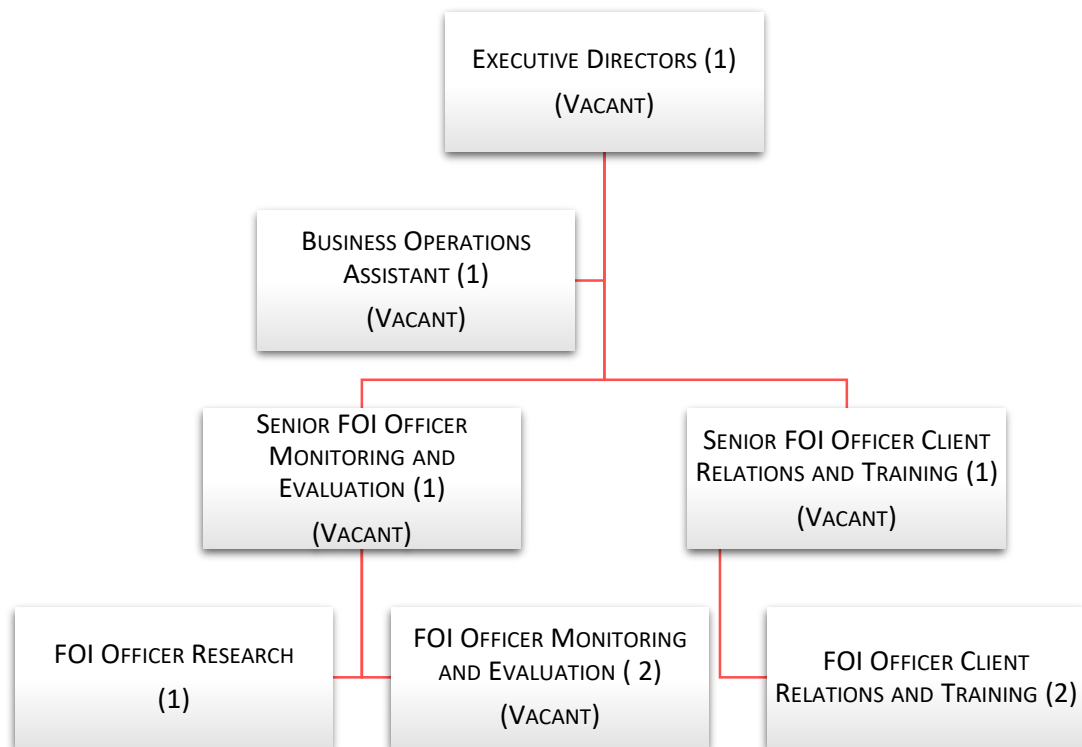


Figure 1: Organizational Structure of the Unit

The three core functional areas within the Unit are:

1. Client Relations and Training – ensuring that all public authorities are aware of their responsibilities under the FOIA through sensitization and training;
2. Monitoring and Evaluation – the operations of the FOIA and making recommendations to ensure compliance with the objectives of the FOIA;
3. Research – To maintain an awareness of latest trends and developments in freedom of information.

3.2 Training Sessions conducted by the Freedom of Information Unit

During the period January to December 2019, the Unit engaged in fifty-seven (57) training workshops regarding the Freedom of Information Act. A total of one thousand two hundred and ninety (1,290) public officers were trained from twenty-eight (28) public authorities. **Appendix 1** provides the listing of the public authorities that received training in 2019.

The Unit also provides technical assistance to members of the public and public authorities to enhance their compliance of the FOIA. These requests for assistance are provided via telephone, email and walk-ins.

3.3 Community and Stakeholder Engagement

The Unit also plays a key role in educating and sensitizing the public on their rights to access information through public outreach campaigns. In this regard, forty (40) outreach programmes were conducted throughout Trinidad, with seven hundred and seventy-five (775) members of the public were educated about the FOIA.

These stakeholder engagements were part of a partnership arrangement with TTConnect and various Ministries in their outreach programmes. The objective was to inform citizens in these communities of their rights, and the impact and implications under the FOIA.

Appendix II provides a detailed listing of the geographical areas where outreach programmes were conducted.

4.0 MONITORING OF THE FREEDOM OF INFORMATION ACT

4.1 Quarterly Returns

Pursuant to **sections 40(2), 40(3) (a)–(i)** of the FOIA, public authorities must furnish the Minister with information as required for the preparation of the annual report to be laid before each House of the Parliament. The relevant information is submitted by the public authorities to the Unit by way of quarterly returns.

Approximately two hundred and fifty-eight (258) public authorities had a legal obligation to submit Freedom of Information statements and returns. **Appendix III** highlights the public authorities which did not submit any quarterly returns in 2019.

Of this, fifty-seven (57) or 22% of public authorities submitted quarterly returns, which were used to prepare this Annual Report. This represents a 3% decrease in the number of quarterly submissions by public authorities when compared to sixty (60) public authorities which made submissions in 2018.

Figure 2 below illustrates the type of public authorities and the number of submitted returns for the period 2016 - 2019. Total submission from all public authorities has a four-year average of 53 submissions.

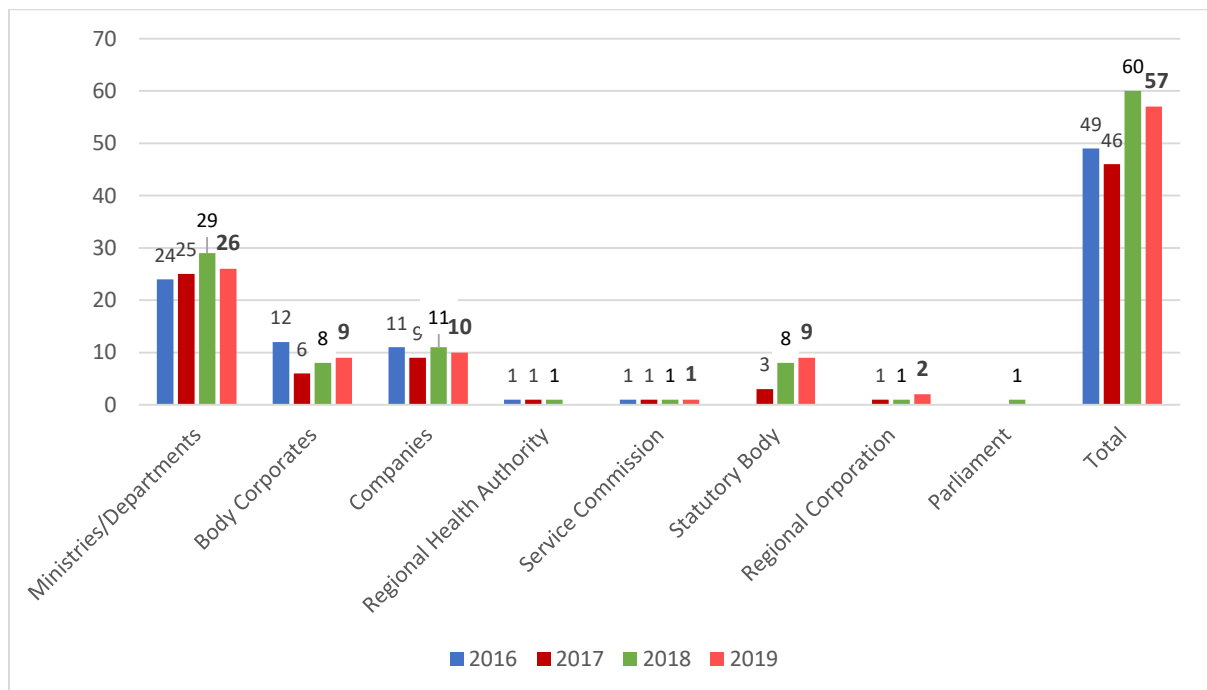


Figure 2: Quarterly Return submissions by Public Authorities for 2016-2019

The graph shows that government ministries and departments were the most consistent with their submissions of Quarterly Returns from 2016 to 2019. Generally, Ministries and Departments accounted for approximately 50% of submissions received by the Unit over the four-year period.

4.2 Publication of Annual Statements

Pursuant to **sections 7 to 9** of the FOIA, public authorities are required to publish an annual public statement in the Gazette and a daily newspaper. The annual statement contains the organisational structure of the public authority; the operations of the organization; listing of the reading room and the name of the designated and alternate freedom of information officer.

Twenty-five (25) public authorities published annual statements via the Gazette during the year. Table 2 highlights the public authorities which published their annual statements in 2019.

Table 2: Publication of Public Statements by Public Authorities in the Gazette - 2019

Public Authorities	Reference – Gazette
1. Ministry of Community Development, Culture and the Arts	Gazette No.1, Vol. 58, pp 3-12, 3 January, 2019
2. Service Commissions Department	Gazette No.4, Vol. 58, pp 34-39, 11 January, 2019
3. The Water and Sewage Authority (WASA)	Gazette No.4, Vol. 58, pp 40-61, 11 January, 2019
4. Rural Development Company of Trinidad and Tobago	Gazette No.4, Vol. 58, pp62-70, 11 January, 2019
5. Telecommunications Authority of Trinidad and Tobago (TATT)	Gazette No.12, Vol. 58, pp 143-150, 28 January, 2019
6. Meteorological Services Division	Gazette No.15, Vol. 58, pp 220-226, 7 February, 2019
7. Ministry of Agriculture, Land and Fisheries	Gazette No.17, Vol. 58, pp 244-274, 11 February, 2019
8. Urban Development Corporation of Trinidad and Tobago (UDECOTT)	Gazette No.35, Vol. 58, pp 465-473, 3 April, 2019
9. Police Complaints Authority (PCA)	Gazette No.43, Vol. 58, pp 667-668, 18 April, 2019
10. Personnel Department	Gazette No.60, Vol. 58, pp 944-956, 20 May, 2019
11. Service Commission Department	Gazette No.63, Vol. 58, pp 989-993, 23 January, 2019

12. Regulated Industries Commission	Gazette No.78, Vol. 58, pp 1208-1219, 10 June, 2019
13. Trinidad and Tobago Solid Waste Management Company Limited	Gazette No.78, Vol. 58, pp 1220-1234, 10 June, 2019
14. Ministry of Social Development and Family Services	Gazette No.78, Vol. 58, pp 1235-1270, 10 June, 2019
15. Trinidad and Tobago Securities and Exchange Commission	Gazette No.79, Vol. 58, pp 1306-1314, 11 June, 2019
16. Ministry of Public Administration	Gazette No.81, Vol. 58, pp 1329-1331, 13 June, 2019
17. Ministry of Public Utilities	Gazette No.113, Vol. 58, pp 2000-2013, 16 August, 2019
18. Electrical Inspectorate Division	Gazette No.113, Vol. 58, pp 2013-2020, 16 August, 2019
19. Trinidad and Tobago National Petroleum Marketing Company Limited (NP)	Gazette No.117, Vol. 58, pp 2046-2053, 27 August, 2019
20. Trinidad and Tobago Postal Corporation (TTPOST)	Gazette No.130, Vol. 58, pp 2291-2302, 19 September, 2019
21. The National Maintenance Training and Security Company Limited (MTS)	Gazette No.166, Vol. 58, pp 2935-2946, 20 November, 2019
22. Trinidad and Tobago Electricity Commission (TTEC)	Gazette No.168, Vol. 58, pp 2958-2965, 22 November, 2019
23. Port Authority of Trinidad and Tobago (PATT)	Gazette No.186, Vol. 58, pp 3112-3120, 31 December, 2019
24. National Gas Company of Trinidad and Tobago (NGC)	Gazette No.186, Vol. 58, pp 3127-3130, 31 December, 2019
25. Phoenix Park Gas Processors Limited (PPGPL)	Gazette No.186, Vol. 58, pp3131-3138, 31 December, 2019

5.0 STATISTICAL ANALYSIS

This section provides an analysis of the information required by the FOIA under **section 40(3)**.

5.1 Number of Requests made for the year 2019

In 2019, a total of three thousand and fifty-five (3,055) requests required determination as follows:

- Requests brought forward from the previous year (s) – 1,671
- New requests received from 57 public authorities – 1,403
- Requests withdrawn - 19

Of this total, 1,559 requests were finalized during the year under review (See Section 5.3).

The North West Regional Health Authority (NWRHA) recorded the highest number of new requests (364) among all the Public Authorities that submitted quarterly returns followed by Service Commissions Department which received 325 requests. The listing of the various organizations and the number of requests received are found in **Appendix IV**.

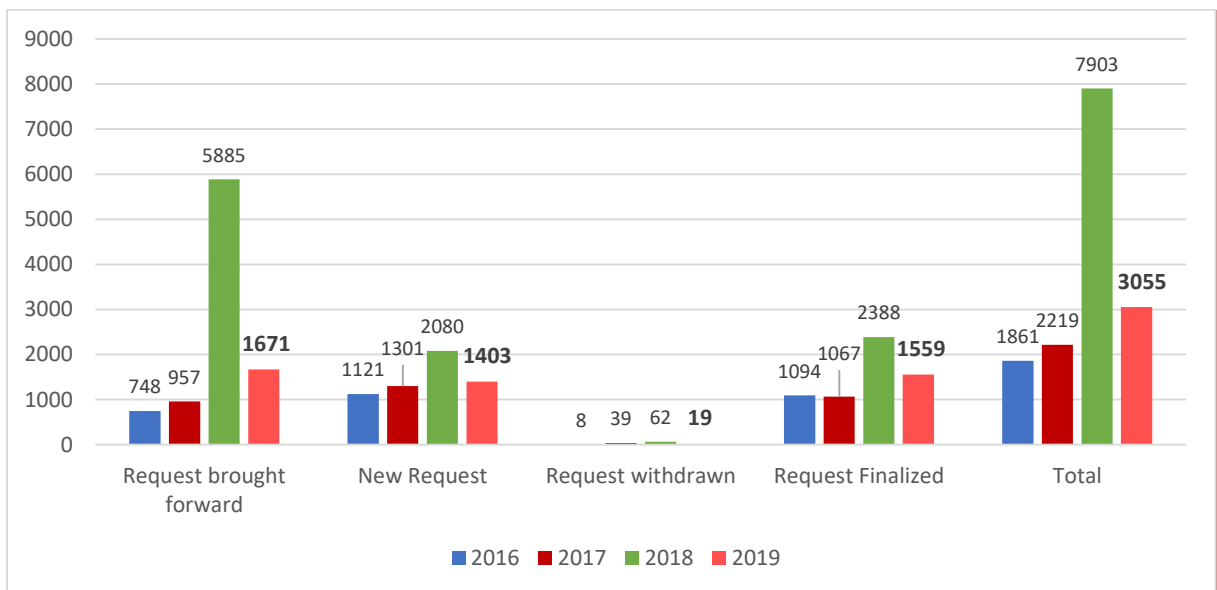


Figure 3: Number of Requests received by Public Authorities 2016-2019

5.2 Categories of Requested Information

Personal records totalling 527 were the most requested documents and accounted for 31% of the total documents requested. This was followed by Other Documents¹⁷ with 509 requests or 29.6% and Internal Working Documents with 367 or 21.4% of total requests submitted.

Figure 4 provides a complete breakdown of the categories of information requested for the period 2016- 2019.

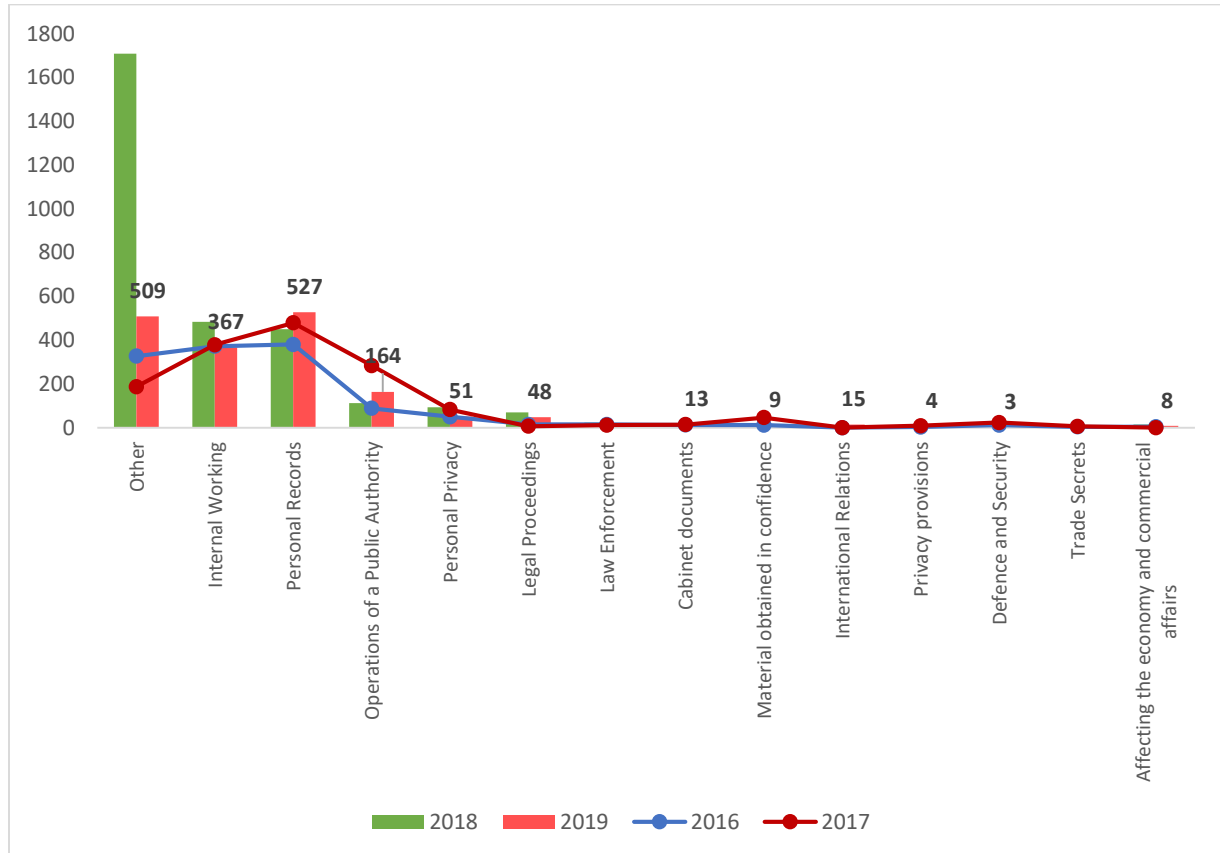


Figure 4: Information requested under the FOIA by Category (documents) 2016- 2019

The largest volume of request for documents by applicants over the four-year period related to:

- Other Documents;
- Personal Records;
- Internal Working Documents; and
- Documents affecting the operations of a Public Authority

¹⁷ Other Documents include *inter alia* documents concerning opportunities for promotion, employment, Order of Merit lists, exam booklets and scripts.

5.3 Action taken on Freedom of Information Requests

In 2019, approximately 1,559 requests were finalized. Of this total:

- (i) 1,160 or 74% were granted in full – all the information requested is given to the applicant.
- (ii) 129 (8%) were granted in part – applicant may get access to some of the information requested.
- (iii) 54 (3%) were deferred – a request is deferred if it satisfies Section 19 (1) where the information requested is currently being prepared –
 - a. for presentation to Parliament
 - b. for release to the media
- (iv) 216 (14%) were refused – a request is refused if the document requested falls under Part IV of the FOIA, with exemptions.

Figure 5 below illustrates that over the period 2016-2019, the majority of requests made to public authorities were granted in full with the highest number (1,753) being granted in 2018.

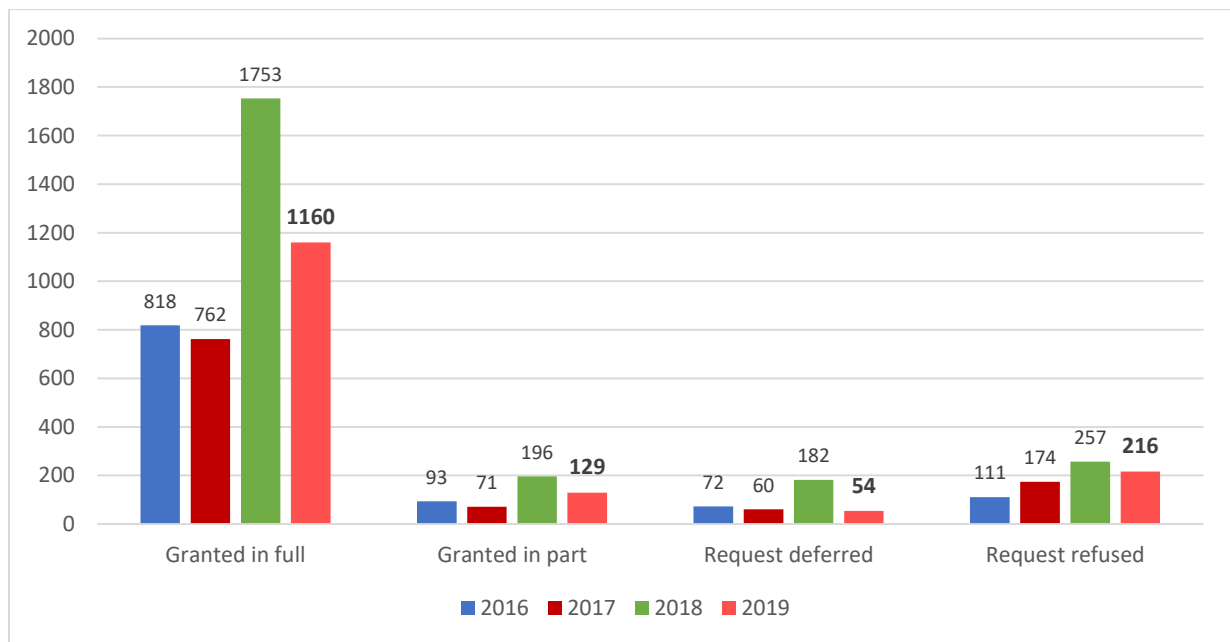


Figure 5: Action taken on FOI Requests for the period 2016-2019

Throughout the period 2016-2019, public authorities have been answering requests for information fully, the highest number of requests granted in their entirety occurred in 2019.

5.4 Judicial Review

Pursuant to **Section 39** of the FOIA, a person aggrieved by a decision of a public authority under the FOIA may apply to the High Court for judicial review of the decision. It should be noted that an applicant whose request for information has been denied, must be informed of his/her right to apply to the High Court for judicial review of the decision and the time within which the application for review is required to be made.

For the year 2019, eighty-nine (89) matters were filed to the High Court for judicial review compared to two hundred and twenty-six (226) in 2018, a decline of 61%.

5.5 Complaints made to the Office of the Ombudsman

Any applicant who is aggrieved by the refusal of a public authority to grant access to an official document is entitled to approach the Ombudsman for redress. It is noteworthy that the Ombudsman's role is merely advisory and as such a public authority is not compelled to change its decision in relation to an application under the FOIA.

During the period under review, the Office of the Ombudsman received fourteen (14) complaints from aggrieved applicants. This compares to twenty (20) in 2018, representing a decline of 30% in the number of complaints lodged. The Ombudsman liaised successfully with public authorities to ensure that the matters raised by the aggrieved applicants were treated with in keeping with the statutory obligations under the FOIA. (See **Appendix V**).

5.6 Other Matters

For the year 2019, the examination of the submitted quarterly returns by the Public Authorities revealed the following:

- No notices were served upon any public authority under section 10 (1) and no decisions rendered by the public authority which were averse to a person's claim;
- No Disciplinary action was taken against an officer in the administration of the FOIA;
- No Charges were collected under the FOIA;
- No acts were submitted by any authority to demonstrate an intention to administer and implement the spirit and intention of the FOIA.

5.7 Reading Room

Section 7(1)(viii) of the FOIA mandates that a Public Authority in its published annual statement indicates whether they maintain a reading room for the public and lists what is available for public consumption and times of operation.

Appendix VI lists the particulars of any reading room or other facility provided by twenty-three (23) public authorities for use by applicants or members of the public and lists their publications that are regularly on display.

6.0 THE WAY FORWARD: CONSULTATION TO AMEND THE DATA PROTECTION ACT CHAP 22:04

In 2019, the issue of data protection was addressed nationally. A Data Protection Stakeholder Workshop, facilitated by the former Ministry of Communications, was held on November 4-5, 2019 at the NALIS Conference Room. The workshop was attended by a number of public and private sector groups with the following objectives:

- a. to ascertain whether there was a need to amend the partially proclaimed Data Protection Act; and
- b. assuming the answer was in the affirmative, what sections of the Act needed urgent amendment/ revision.

The Data Protection Act Chap 22:04 was passed by an Act of Parliament 13 of 2011. The Data Protection Act is partially proclaimed as Part I (the object, the application of the Act and the General Privacy Principles) and Part II (Sections 7-18, 22,23,25(1), 26 and 28 which deals with the operationalization of the Office of the Information Commissioner) were brought into force on January 6, 2012. Part III (Protection of Personal Data by Public Bodies), Part IV (Protection of Personal Data by the Private Sector), Part V (Contravention and Enforcement), Part VI (Miscellaneous) have not yet been brought into effect.

The intent of the Data Protection Act Chap 22:04 is to ensure that personal information which an organization may hold shall not be disclosed, processed or used other than for the purpose it was collected except with the consent of the individual.

Freedom of information encourages the release and access to information held by public authorities while data protection ensures that an individual's personal information held by either a public or private entity is protected. Under the Freedom of Information Act, any document which may unreasonably disclose the personal information of any individual would be an exempt document (section 30). Personal information under both the Freedom of Information and Data Protection Acts include inter alia: information about a person's race; ethnicity; sex; religion; address; fingerprints; blood type; education and medical history.

Whilst there is the need for openness and transparency in the operation of public authorities, it must be construed against the obligation to protect an individual's personal information from being disclosed.

The facilitators of the Stakeholder Workshop, Mr. Cleveland Thomas of the International Telecommunications Union and Mr. Gilberto Martins de Almeida, Attorney and Consultant agreed that there was a need to amend the existing legislation regarding:

- i. the need for a proper records management framework to govern the classification of records in the Public Service;
- ii. the consideration of an exemption for defined categories of expression such as journalistic, literary or artistic;
- iii. the refinement of qualifications, role and powers of the Information Commissioner and the establishment of the Office of the Information Commissioner and its composition;
- iv. the issue of proper safeguard and mechanisms to allow for cross border transfer of data;
- v. the expansion of Data Privacy Principles;
- vi. the question of Data Localization; and
- vii. the right of erasure.

These suggestions for amendment/revision were collated and are being considered by officials of the Ministry for the development of policy to amend the legislation.

APPENDICES

Appendix I: 2019 Training Sessions conducted by the Freedom of Information Unit

PUBLIC AUTHORITY/ ORGANIZATIONS	ADDRESS/VENUE	DATE	# OF PERSONS TRAINED
1. Chaguanas Development Authority (CDA)	1 Airways Rd Chaguaramas	February 12, 2019	12
2. Point Fortin Borough Corporation, George Rd	Mahaica, Point Fortin	February 20, 2019	15
3. Port Authority of Trinidad & Tobago	1 Dock Rd. Port of Spain	February 25, 2019	20
4. Airports Authority of Trinidad and Tobago	Golden Grove Rd., Piarco	March 14, 2019	21
5. The National Agricultural Marketing and Development Corporation (NAMDEVO)	S.S. Erin Rd., Debe	March 19, 2019	25
6. Trinidad and Tobago Police Service	Police Training Academy, St. James	March 21, 2019	29
7. Port Authority of Trinidad and Tobago	Dock Rd., Port of Spain	April 2, 2019	29
8. Institute of Marine Affairs	Hilltop Lane, Chuaguaramas	April 5, 2019	8
9. National Quarries Ltd.	Churchill Roosevelt Hwy, Piarco	April 12, 2019	15
10. Trinidad and Tobago Police Service	Police Training Academy, St. James	April 15, 2019	28
11. Vehicle Management Company of Trinidad and Tobago (VMCOTT)	22 Beetham Gardens, Laventille	April 17, 2019	10
12. Trinidad and Tobago Police Service	Police Training Academy, St. James	April 26, 2019	10
13. Public Transport Service Corporation (PTSC)	South Quay, Port of Spain, Trinidad and Tobago	May 10 and 15, 2019	10

PUBLIC AUTHORITY/ ORGANIZATIONS	ADDRESS/VENUE	DATE	# OF PERSONS TRAINED
14. Solid Waste Management Company Ltd. (SWMCOL)	#34 Independence Square North, Port of Spain	May 20, 2019	8
15. Trinidad and Tobago Police Service	Police Training Academy, St. James	May 21 and 22, 2019	58
16. Ministry of Agriculture, Land and Fisheries	Cor. Narsloo Ramaya Marg Rd. and Soogrim Trace, Chaguanas	May 23, 2019	33
17. National Gas Company of Trinidad and Tobago (NGC)	Orinoco Drive, Point Lisas Industrial Estate, Couva	May 28, 2019	15
18. Trinidad and Tobago Police Service	Toco Police Station, Toco	May 31, 2019	8
19. National Gas Company of Trinidad and Tobago (NGC)	Orinoco Drive, Point Lisas Industrial Estate, Couva	June 6, 2019	20
20. Trinidad and Tobago Police Service	Police Training Academy, St. James	June 7, 2019	29
21. Solid Waste Management Company Ltd. (SWMCOL)	#34 Independence Square North, Port of Spain	June 8, 2019	2
22. Ministry of Tourism	Level 7, Eric Williams Finance Building, Independence Square	June 11, 2019	18
23. Trinidad and Tobago Police Service	Police Training Academy, St. James	June 17, 2019	27
24. National Quarries Ltd.	Churchill Roosevelt Hwy, Piarco	June 18, 2019	25
25. Ministry of Social Development and Family Services	ANSA Building, Corner Independence Square and Abercromby Streets, Port of Spain	July 10, 2019	20
26. Phoenix Park Gas Processors	Rivulet Road, Couva	July 15 and 17 2019	30

PUBLIC AUTHORITY/ ORGANIZATIONS	ADDRESS/VENUE	DATE	# OF PERSONS TRAINED
27. National Lotteries and Control Board (NLCB)	Queens Park Oval	July 19, 2019	19
28. NGC CNG Company Ltd. (NGC)	Orinoco Drive, Point Lisas Industrial Estate, Couva	July 22, 2019	8
29. CNG Point Lisas	Orinoco Drive, Point Lisas Industrial Estate, Couva	August 8, 2019	8
30. National Quarries Company Ltd.	Churchill Roosevelt Highway, Arouca	August 9, 2019	20
31. Penal/Debe Regional Corporation	#218 S.S Erin Road, Debe	August 20, 2019	30
32. Eastern Regional Health Authority	Supercare Building, Eastern Main Rd., Sangre Grande	August 22, 2019	30
33. Petrotrin	Couva	August 23, 2019	15
34. Ministry of Social Development,	Carlsen Field, Chaguanas	August 26, 2019	40
35. Ministry of Social Development (Welfare Division)	ANSA Building, Corner Independence Square & Abercromby Streets	August 27, 2019	40
36. Trinidad and Tobago Fire Service	Wrightson Road, Port of Spain	September 5, 2019	15
37. Eastern Regional Health Authority	Supercare Building, Eastern Main Road, Sangre Grande	September 6, 2019	10
38. Trinidad and Tobago Police Service	Police Training Academy, St. James	September 10 and 13, 2019	47
39. Ministry of Social Development and Family Services	9 Queens Park West. Port of Spain	September 20, 2019	15
40. Trinidad and Tobago Police Service	Police Training Academy, St. James	September 26, 2019	30
41. Ministry of Social Development and Family Services	Cedros	September 27, 2019	15
42. Ministry of Sport and Youth Affairs	Level 20, Nicholas Tower, Independence Square	October 3, 2019	16

PUBLIC AUTHORITY/ ORGANIZATIONS	ADDRESS/VENUE	DATE	# OF PERSONS TRAINED
43. Ministry of Sport and Youth Affairs	Level 20, Nicholas Tower, Independence Square	October 7, 2019	12
44. Ministry of Rural Development and Local Government	Kent House, Long Circular Road, Maraval	October 10, 2019	22
45. Trinidad and Tobago Police Service	Police Training Academy, St. James	October 17, 2019	35
46. Public Service Academy	NALIS Building, Abercromby Street, Port of Spain	October 21, 2019	22
47. Office of the Prime Minister	13-15 St Clair Avenue, Port of Spain	October 29, 2019	24
48. Trinidad and Tobago Police Service	Police Training Academy, St. James	October 30, 2019	30
49. Office of the Prime Minister	13-15 St Clair Avenue, Port of Spain	October 31, 2019	22
50. Public Service Academy	NALIS Building, Abercromby Street, Port of Spain	November 5, 2019	23
51. Office of the Prime Minister	13-15 St Clair Avenue, Port of Spain	November 6, 2019	25
52. Ministry of Planning and Development	Level 14, Eric Williams Financial Complex, Independence Square, Port of Spain	November 7, 2019	35
53. Trinidad and Tobago Police Service	Police Training Academy, St. James	November 11, 2019	30
54. Office of the Prime Minister	13-15 St Clair Avenue, Port of Spain	November 12 and 18, 2019	48
55. Public Service Academy	Port of Spain	November 19, 2019	22
56. Trinidad and Tobago Police Service	St. Joseph Police Station	November 20, 2019	35
57. Public Service Academy	NALIS Building, Abercromby Street, Port of Spain	December 5, 2019	22
			1,290

Appendix II: 2019 Outreach sessions conducted by the Freedom of Information Unit

LOCATION/ AUTHORITY	ADDRESS/VENUE	DATE	# OF PERSONS
1. The Sangre Grande Councillor's Office	Foster Road, Sangre Grande	February 13, 2019	5
2. Trincity Mall (<i>TTConnect Initiative</i>)	Trincity Central Road, Trincity	February 15, 2019	45
3. Information Career Day (<i>TTConnect Initiative</i>)	Five Rivers Community Centre	March 13, 2019	14
4. Gulf City Mall (<i>TTConnect Initiative</i>)	La Romaine, San Fernando	March 18, 2019	22
5. Food and Agriculture Organisation- United Nations	Koskeros Pan Yard, Rio Claro	March 20, 2019	26
6. Trincity Mall (<i>TTConnect Initiative</i>)	Trincity Central Road, Trincity	March 29, 2019; April 5 and 12,2019	73
7. Gulf City Mall (<i>TTConnect Initiative</i>)	La Romaine San Fernando	April 17, 2019	11
8. Ministry of Finance and the Economy	Independence Square, POS	April 24, 2019	46
9. Bocas Literature Festival (<i>TTConnect Initiative</i>)	NALIS Building, Abercromby Street, Port of Spain	May 2, 2019	35
10. Trincity Mall (<i>TTConnect Initiative</i>)	Trincity Central Rd. Trincity	May 3, 2019	13
11. Gulf City Mall (<i>TTConnect Initiative</i>)	La Romaine, San Fernando	May 8, 2019	44
12. Trincity Mall (<i>TTConnect Initiative</i>)	Trincity Central Rd. Trincity	May 10, 2019	18
13. Meet You At Home- Outreach Initiative	Councillor's Office, Sangre Grande	May 14, 2019	45

LOCATION/ AUTHORITY	ADDRESS/VENUE	DATE	# OF PERSONS
14. Ministry of Rural Development and Local Government	Kent House, Maraval	May 15, 2019	14
15. Gulf City Mall (<i>TTConnect Initiative</i>)	La Romaine San Fernando	May 22, 2019	18
16. Ministry of Agriculture, Land and Fisheries	Corner Narsaloo Ramaya Marg, Road and Soogrim Street, Chaguanas	May 23, 2019	48
17. Gulf City Mall (<i>TTConnect Initiative</i>)		May 29, 2019; June 12, 2019	44
18. Trincity Mall (<i>TTConnect Initiative</i>)	Trincity Central Road, Trincity	June 14, 2019	18
19. Ministry of Housing and Urban Development	44-46 South Quay, Port of Spain	June 17, 2019	24
20. Ministry of Health	16-18 Sackville Street Port of Spain	June 18, 2019	14
21. Gulf City Mall (<i>TTConnect Initiative</i>)	La Romaine, San Fernando	July 10, 2019	6
22. Ministry of Sport and Youth Affairs	#2 Elizabeth St. St. Clair	July 15, 2019	15
23. Ministry of Education	Education Towers, St Vincent Street, Port of Spain	July 16, 2019	22
24. Ministry of Health	Park Street Port of Spain	July 18, 2019	14
25. C3 Centre (<i>TTConnect Initiative</i>)	31 Corinth Rd., San Fernando	July 23, 2019	12
26. Government Electrical Inspectorate Division	#48 Eastern Main Road, Arouca	August 6, 2019	8
27. Housing Development Corporation	44-46 South Quay, Port of Spain	August 20, 2019	15
28. Trinidad and Tobago Meteorological Service	Rawinsonde Bld., South Terminal Piarco Int. Nat. Airport, Piarco	August 22, 2019	6
29. Housing Development Corporation	44-46 South Quay, Port of Spain	August 27, 2019	5

LOCATION/ AUTHORITY	ADDRESS/VENUE	DATE	# OF PERSONS
30. University of the Southern Caribbean	Maracas Royal Rd. St. Joseph	September 2 and 3 2019	16
31. Ministry of Social Development and Family Services	Mayaro Civic Centre	October 4, 2019; November 8, 2019	30
32. Ministry of Social Development and Family Services	Morvant Fire Station	November 13, 2019	9
33. Ministry of Social Development and Family Services	Beetham Community Centre	November 15, 2019	17
34. Ministry of Social Development and Family Services	Diego Martin Sporting Complex	November 27, 2019	13
35. Ministry of Social Development and Family Services	Blanchisseuse Community Centre	November 29, 2019	10
			775

Appendix III: Non-Compliant Public Authorities – Submission of Quarterly Return Forms¹⁸

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| 1. Adoption Board | 18. Caribbean Industrial Research Institute (CARIRI) | 34. COSTAATT |
| 2. Advisory Town Planning Panel | 19. Caribbean Investment Corporation | 35. Council for Innovation and Competitiveness |
| 3. Agricultural Society of Trinidad and Tobago | 20. Caribbean Leasing Company Ltd | 36. Council of Legal Education |
| 4. Air Transport Licensing Authority | 21. Caribbean Microfinance Ltd | 37. Couva/Tabaquite/Talparo Regional Corporation |
| 5. Alutech Limited | 22. Carnival Institute | 38. Creative TT |
| 6. Alutrint Limited | 23. Caroni 1975 Ltd | 39. Criminal Injuries Compensation Board |
| 7. Anti-Corruption Investigation Bureau | 24. Central Authority | 40. Criminal Justice System |
| 8. Archaeological Committee | 25. Chaguanas Borough Corporation | 41. Defence Council |
| 9. Arima Borough Corporation | 26. Children’s Authority | 42. Defence Force Commission Board |
| 10. Betting Levy Board | 27. Cipriani College of Labour and Cooperative Studies | 43. Dental Council of Trinidad and Tobago |
| 11. Board of Film Censors | 28. Citizen Security Programme | 44. Development Company Limited |
| 12. Board of Industrial Training | 29. Civilian Conservation Corps | 45. Diego Martin Regional Corporation |
| 13. Boards Regulating and the Practice of Medicine and Related Professionals | 30. Cocoa Development Company of Trinidad and Tobago | 46. Div. Community Dev, Youth Dev & Sport |
| 14. Boilers Examiners Board | 31. Colonial Life Insurance Company Ltd | 47. Div. Education, Research & Technology |
| 15. Caribbean Agricultural Research and Development Institute | 32. Community Based Environment Protection Enhancement Programme | 48. Div. Finance, Trade & the Economy |
| 16. Caribbean Development Network Ltd | 33. Community Improvement Services Ltd | 49. Div. Food Security, Natural Resources and the Env. and Sustainable Dev |

¹⁸ This list of non-compliant public authorities may include entities that are defunct.

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| 50. Div. Health, Wellness & Social Protection | 66. Export TT | 88. MIC Institute of Technology (MIC-IT) |
| 51. Div. Settlements, Public Utilities, Rural Development | 67. Fair Trading commission | 89. Military-led Academic Training Programme |
| 52. Div. Tourism, Culture, Antiquities and Transportation | 68. Food Advisory Committee | 90. Minimum Wages Board |
| 53. Drug Advisory Committee | 69. Friendly Societies | 91. Ministry of Labour |
| 54. East Port of Spain Development Company Ltd | 70. Green Fund Advisory Committee | 92. NAPA Hotel |
| 55. East Side Plaza | 71. Housing Development Corporation (HDC) | 93. Naparima Bowl |
| 56. Eastern Caribbean Institute of Agriculture and Forestry (ECIAF) | 72. Hugh Wooding Law School | 94. National Academy for the Performing Arts |
| 57. Eastern Regional Health Authority | 73. Immigration Division | 95. National Agro Chemical Ltd |
| 58. Economic Development Board | 74. Industrial Court | 96. National Association of Village and Community Councils |
| 59. Education Facilities Company Limited | 75. Infrastructure, Quarries & Urban Development | 97. National Broadcasting Network |
| 60. Emergency Medical Personnel Council of Trinidad and Tobago | 76. Intellectual Property | 98. National Carnival Commission |
| 61. Environmental Commission | 77. Interdisciplinary Child Development Centre | 99. National Commission for Self Help |
| 62. Equal Opportunities Tribunal | 78. INVESTT | 100. National Emergency Ambulance Service Authority |
| 63. Estate Management and Business Development Company Ltd | 79. La Brea Industrial Development Corporation | 101. National Energy Corporation of Trinidad and Tobago |
| 64. Evolving TecKnologies and Enterprise Dev Co Ltd | 80. Lake Asphalt of Trinidad and Tobago (1978) Limited | 102. National Energy Skills Centre (NESC) |
| 65. Export Centres Company Ltd | 81. Land Survey Board of Trinidad and Tobago | 103. National Flour Mills |
| | 82. Law Reform Commission | 104. National Infrastructure Development Company Limited |
| | 83. Law Revision Commission | 105. National Insurance Appeals Tribunal |
| | 84. Legal Aid and Advisory Authority | |
| | 85. LIAT Limited | |
| | 86. Livestock and Livestock Products Board | |
| | 87. Medical Council of Trinidad and Tobago | |

106. National Insurance Board	123. Point Lisas Port Development Corporation Ltd	142. Office of Solicitor General
107. National Insurance Property Development Company Ltd	124. Port-of-Spain City Corporation	143. Office of the Director of Public Prosecutions
108. National Library and Information Systems Authority	125. Powergen	144. Opticians Council of Trinidad and Tobago
109. National Mentorship Programme	126. Premier Services Ltd	145. Penal/Debe Regional Corporation
110. National Museum and art Gallery	127. Prices Council	146. Pesticides and Toxic Chemicals Board
111. National Operations Centre	128. Princes Town Regional Corporation	147. Pharmacy council of Trinidad and Tobago
112. National Population Council	129. Princess Elizabeth Home for the Handicapped Children	148. Registrar General
113. National Quarries Company Limited	130. Public Transport Service Corporation	149. Registration, Recognition, and Certification Board
114. National Reforestation and Watershed Rehabilitation Programme	131. Queens Hall	150. Rent Assessment Board
115. National Schools Dietary Services Limited	132. New City Mall	151. Rum Distillers Ltd
116. National Steel Symphony Orchestra	133. NGC NGLM Company Ltd	152. San Fernando City Corporation
117. National Theatre Arts Company	134. NGC TT NGL Ltd	153. San Juan/Laventille Regional Corporation
118. National Training Agency	135. NIHERST	154. Seafoods Industry Development Company Ltd
119. National Trust Organisation	136. North Central Regional Health Authority	155. Sentencing Commission
120. National Cultural Commission	137. Nurses and Midwives Council of Trinidad and Tobago	156. Siparia Regional Corporation
121. NATPET Investment Company	138. Occupational Safety and Health Authority	157. Sport and Culture Board of Management
122. NATSTAR Manufacturing Company Ltd	139. Office of the Chief State Solicitor	158. Sport Company of Trinidad and Tobago
	140. Office of Chief Parliamentary Counsel	159. St Jude's School for Girls
	141. Office of Disaster Preparedness and Management	160. St Michael's School for Boys
		161. St. Dominic's Home

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| 162. St. Mary's Home | 176. Trinidad and Tobago Cadet Force | 188. Trinidad Nitrogen Company Ltd |
| 163. Sugar Industry Labour Welfare Committee | 177. Trinidad and Tobago Civil Aviation Authority | 189. Trinidad Northern Areas Ltd |
| 164. Sugar Manufacturing Company Ltd | 178. Trinidad and Tobago Defence Force | 190. TRINMAR Ltd |
| 165. Tax Appeal Board | 179. Trinidad and Tobago Development Finance Ltd | 191. TRINTOC Services Ltd |
| 166. Telecommunications Services of Trinidad and Tobago Ltd | 180. Trinidad and Tobago Fire Service | 192. TT Connect Service Centres |
| 167. Tourism and Industrial Development Company | 181. Trinidad and Tobago Forensic Science Centre | 193. TT LNG |
| 168. Tourism Development Company of Trinidad and Tobago | 182. Trinidad and Tobago Forest Products Company | 194. TT Marine Petroleum Company Ltd |
| 169. Transport Board | 183. Trinidad and Tobago Hospitality and Tourism Institute | 195. Tunapuna/Piarco Regional Corporation |
| 170. Trinidad and Tobago Anti-Doping Organization | 184. Trinidad and Tobago National Petroleum Marketing Company Limited | 196. Union Estate Electricity Generation Company Limited |
| 171. Trinidad and Tobago Association for Retarded Children | 185. Trinidad and Tobago Police Service | 197. University of the West Indies (UWI) –Open Campus |
| 172. Trinidad and Tobago Association in Aid of Deaf | 186. Trinidad and Tobago Prison Service | 198. UTT |
| 173. Trinidad and Tobago Blind Welfare Association | 187. Trinidad and Tobago Racing Authority | 199. Youth training Centre Board of Management |
| 174. Trinidad and Tobago Boxing Board of Control | | 200. Youth Training Education Partnership Programme |
| 175. Trinidad and Tobago Bureau of Standards | | 201. Zoological Society of Trinidad and Tobago |

Appendix IV: Number of Freedom of Information Requests received by Public Authorities for the Year 2019

Name of Public Authority	No. of Requests
1. Airports Authority of Trinidad and Tobago	43
2. Caribbean Airlines Limited	6
3. Central Tenders Board	1
4. Chaguaramas Development Authority	1
5. Customs and Excise Division	5
6. Electrical Inspectorate Division	0*
7. Environmental Management Authority	90
8. Equal Opportunity Commission	3
9. Institute of Marine Affairs	0*
10. Land Settlement Agency	0*
11. Meteorological Services Division	0*
12. Ministry of Agriculture, Land and Fisheries	29
13. Ministry of Communications	12
14. Ministry of Community Development, Culture and the Arts	3
15. Ministry of Education	156
16. Ministry of Finance (Economic Management Division)	12
17. Ministry of Foreign and CARICOM Affairs	0*
18. Ministry of Health	47
19. Ministry of Housing and Urban Development	20
20. Ministry of Planning and Development	15
21. Ministry of Public Administration and Communications	19
22. Ministry of Public Utilities	2
23. Ministry of Rural Development and Local Government	8
24. Ministry of Sport and Youth Affairs	11
25. Ministry of the Attorney General and Legal Affairs	40
26. Ministry of Tourism	1
27. Ministry of Trade and Industry	5
28. Ministry of Works and Transport	9
29. National Agricultural Marketing and Development Corporation (NAMDEVCO)	20

Name of Public Authority	No. of Requests
30. National Information and Communication Technology Company Limited	0*
31. National Lotteries Control Board	6
32. National Maintenance Training and Security Company Limited (MTS)	2
33. Office of the Prime Minister	4
34. Office of the Supervisory of Insolvency	6
35. Palo Seco Agricultural Enterprises Limited	0*
36. Personnel Department (Office of the Chief Personnel Officer)	15
37. Phoenix Park Gas Processors Limited	1
38. Pilotage Authority of Trinidad and Tobago	0*
39. Point Fortin Borough	0*
40. Port Authority of Trinidad and Tobago	8
41. Regulated Industries Commission	2
42. Rural Development Company of Trinidad and Tobago Limited	0*
43. Sangre Grande Regional Corporation	3
44. Service Commissions Department	325
45. Telecommunications Authority of Trinidad and Tobago	0*
46. The Financial Intelligence Unit of Trinidad and Tobago	0*
47. The National Gas Company of Trinidad and Tobago	4
48. The North West Regional Health Authority	364
49. The Vehicle Management Corporation of Trinidad and Tobago	0*
50. Treasury Division	1
51. Trinidad and Tobago Electricity Commission	7
52. Trinidad and Tobago Free Zones Company Limited	0*
53. Trinidad and Tobago Postal Corporation	1
54. Trinidad and Tobago Securities & Exchange Commission	1
55. Trinidad and Tobago Solid Waste Management Company Limited	1
56. TTT Limited	0*
57. Water and Sewerage Authority of Trinidad and Tobago	74
Total	1,403

*This denotes that quarterly statements were filed by the Public Authorities and no FOI requests were received for the year.

Appendix V: Complaints to the Ombudsman

Public Authority	Reasons for the Complaint	Outcome
<p>1. Telecommunications Authority of Trinidad and Tobago (TATT)</p> <p>18 Feb 2019</p>	<p>Based on TATT's account, there were three (3) instances where no documents were available. However, in accordance with section 38A of the Freedom of Information Act, TATT informed the complainant of the right to complain to the Ombudsman.</p>	<p>As there were no documents to review, the complainant was advised that the Ombudsman has no jurisdiction to go further.</p>
<p>2. National Infrastructure Development Company (NIDCO)</p> <p>15 Mar 2019</p>	<p>The public authority relied on the exemption at section 29 of the Freedom of Information Act to withhold several of the documents requested.</p> <p>The complainant suggested that the public authority was withholding documents that could be disclosed pursuant to section 16(2) of the Freedom of Information Act.</p>	<p>The public authority was invited to a meeting to facilitate a review of the documents and hear representation from the public authority as to why the documents were exempt.</p> <p>The meeting took place on April 3, 2019, and the public authority was asked to provide a written explanation for the Ombudsman for consideration.</p>
<p>3. North West Regional Health Authority (NWRHA)</p> <p>16 Apr 2019</p>	<p>A response from NWRHA to applicant stated the following:</p> <p><i>"The Authority has no system which collects data relative to the FOI request."</i></p>	<p>By letter dated April 16, 2019, the applicant was advised that the Ombudsman has no jurisdiction to proceed further with the matter since there were no documents to review.</p>
<p>4. Ministry of Planning and Development (South Regional Office)</p> <p>25 Apr 2019</p>	<p>The Freedom of Information request to the public authority was dated February 15, 2019.</p>	<p>A response was sent on April 29, 2019, so that complainant would not lose any further time before</p>

Public Authority	Reasons for the Complaint	Outcome
	The Complainant sent an email with the information to the Ombudsman on April 25, 2019.	Judicial Review was no longer available.
5. North West Regional Health Authority (NWRHA) 30 Apr 2019	A meeting was held with NWRHA Legal Officer. Further, copies of letters that were sent to the complainant were provided in which the complainant was advised that documents requested do not exist.	By letter dated May 17, 2019, the complainant was advised that without any documents to review, the Ombudsman is unable to assist further.
6. North West Regional Health Authority (NWRHA) 27 May 2019	Complainant has not received copies of the Freedom of Information request or the response from NWRHA.	The matter is ongoing.
7. Ministry of National Security 3 Jun 2019	The Complainant made two (2) FOI requests to the public authority. With respect to the first request, section 23 (1) was not triggered. In relation to the second freedom of information request, the 30-day window was not yet closed.	The complainant was informed that section 23 (1) (c) of the FOIA was not triggered. Further, the second request remains active until the section 39 of the Act can be triggered.
8. North Central Regional Health Authority (NCRHA) 4 Jun 2019	The Freedom of Information request was dated August 9, 2018.	The Applicant was advised to resubmit the Freedom of Information request. If no response was received, the applicant was advised of the right to apply for Judicial Review.

Public Authority	Reasons for the Complaint	Outcome
<p>9. North Central Regional Health Authority (NCRHA)</p> <p>4 Jun 2019</p>	<p>The Freedom of Information request was dated July 30, 2018</p>	<p>The Applicant advised to resubmit the Freedom of Information request. If no response was received, the applicant was advised of the right to apply for Judicial Review.</p>
<p>10. Public Service Commissions</p> <p>11 Jun 2019</p>	<p>A letter was issued to Director of Personnel Administration/Public Service Commission to attend a meeting on June 26, 2019.</p>	<p>The Ombudsman reviewed the matter and made recommendations to Director of Personnel Administration/Public Service Commission subsequent to the meeting on June 26, 2019.</p>
<p>11. Ministry of Education</p> <p>18 Jun 2019</p>	<p>A delay was noted by the public authority in providing the complainant with the relevant response to a number of documents requested.</p>	<p>The Ombudsman met with the Designated Officer.</p> <p>A copy of the investigation was produced and the Designated Officer was advised to contact the complainant with the necessary information.</p>
<p>12. Petroleum Company of Trinidad and Tobago Limited (PETROTRIN)</p> <p>2 Sept 2019</p>	<p>A response from PETROTRIN indicated that some documents did not exist.</p> <p>Two (2) documents were provided.</p>	<p>The Ombudsman accepted the responses given to the complainant by PETROTRIN in relation to the Freedom of Information request.</p>
<p>13. Ministry of Finance (Board of Inland Revenue)</p> <p>3 Sept 2019</p>	<p>In response to a Freedom of Information request for documents dating 1990-1991, the Board of Inland Revenue indicated that the request would substantially and unreasonably divert resources of the Inland Revenue Division.</p>	<p>The Ombudsman issued a letter dated September 4, 2019 to Board of Inland Revenue requesting an explanation.</p>

Public Authority	Reasons for the Complaint	Outcome
<p>14. North Central Regional Health Authority (NCRHA)</p> <p>22 Oct 2019</p>	<p>The Public Service Association (PSA) requested the seniority list for Ward Maids from NCRHA.</p>	<p>On November 5, 2019, the Ombudsman met with Legal representatives from NCRHA, Legal representatives. The Ombudsman recommended that NCRHA reconsider its position with respect to this matter and suggested that NCRHA meet with the PSA on the way forward.</p>

Appendix VI: Public Authorities Reading Room

Public Authority	Documents normally on Display in the Reading Room
<p>1. Electrical Inspectorate Division</p> <p>48 Eastern Main Rd, Arouca. Maska Building, South Trunk Road, La Romain, San Fernando. Carrington Street, Scarborough, Tobago, #2 Elizabeth Street, St Clair.</p> <p>Monday-Friday 9:00am – 3:00pm</p>	<ul style="list-style-type: none"> Note: There is no reading room; however, information may be readily accessed at its four offices.
<p>2. Environmental Management Authority</p> <p>#8 Elizabeth Street St. Clair, Port of Spain</p> <p>Monday – Friday 8:00am – 4:30pm</p>	<ul style="list-style-type: none"> Documents in the National Registers Journals Documents Books Reports
<p>3. Equal Opportunity Commission</p> <p>#55-57 Manic Street Chaguanas</p> <p>8:00am – 4:00pm</p>	<ul style="list-style-type: none"> Note: No documents are readily available due to sensitivity and confidentiality of information.
<p>4. Inland Revenue Division</p> <p>Inland Revenue Internal Library 5th Floor, Trinidad House Port of Spain</p>	<ul style="list-style-type: none"> No documents identified
<p>5. Land Settlement Agency</p> <p>Orange Grove Road South Orange Grove Estate Tacarigua</p>	<ul style="list-style-type: none"> LSA’s Strategic Plans Achievement Reports Valuation Reports prepared by the commissioner of Valuations for Sites Listed

Public Authority	Documents normally on Display in the Reading Room
<p>Monday- Friday 9:00am – 3:00pm</p>	<p>in the Schedule of the State Land (Regularizations of Tenure) Act No. 25 of 1998</p> <ul style="list-style-type: none"> • Environmental Impact • Statements/Reports • Technical Journals • Brochures of the Land Settlement Agency • Technical Books – Statistics, Information Technology, Housing
<p>6. Ministry of Community Development, Culture and Arts</p> <p>Ground Floor, Corner Jerningham Avenue and Queen’s Park East, Belmont, Port of Spain</p> <p>Monday – Friday 8:00am – 4:00pm</p>	<ul style="list-style-type: none"> • General Reference • Motivational and Personal Development • Spiritual • Social Studies • Sociology • Psychology • Politics • Economics • Law • Community Development • Social Welfare • Medical Sciences • Business Management • Information Technology • Art • The Arts • Sports • Music • Local Literature • Foreign Literature • History • Accounting • Tourism • Communications • Magazines

Public Authority	Documents normally on Display in the Reading Room
	<ul style="list-style-type: none"> • Event Planning • Project Management • Human Resources Management
<p>7. Ministry of Energy and Energy Industries</p> <p>The North Office Library is located at the International Waterfront Centre, Level 24, Tower C, No. 1 Wrightson Road, POS 8:00am – 4:00pm</p> <p>The South Office Library is located at Maska compound, South Trunk road, La Romaine, San Fernando 8:00am – 4:00pm</p>	<ul style="list-style-type: none"> • Laws of Trinidad and Trinidad in relation to the Energy sector • Energy – related maps • Reports – Annual Technical Meetings (ATMs), MEEI annual reports, Environmental Impact Assessments (EIAs) • Periodicals (hardcopy and digital) • Industry-related books (hardcopy and digital) • Industry- related books (hardcopy and digital) • Industry-related reference collection i.e. Directories, dictionaries, thesauri and glossaries • Energy – related dissertations • Training manuals • Local and international industry- related standards.
<p>8. Ministry of Housing and Urban Development</p> <p>Located on the 2nd Floor of the Housing and Urban Development 44-46 south Quay Port of Spain</p> <p>Opening Hours 8:30am – 4:00pm</p>	<ul style="list-style-type: none"> • Government documents including annual reports, The Trinidad and Tobago Gazette, Newsletters from Ministries; • Collection of the Laws of the Republic of Trinidad and Tobago; • Legal Practitioners Texts and other Legal textbooks; • Newspapers • Magazines (both local foreign) • E-professional journals
<p>9. Ministry of National Security</p> <p>Temple Court II 52 – 60 Abercromby Street Port of Spain</p>	<ul style="list-style-type: none"> • No documents on display

Public Authority	Documents normally on Display in the Reading Room
<p>Opening Hours Monday – Friday 8:00am – 4:00pm</p>	
<p>10. Ministry of Planning and Development</p> <p>Level 6, Eric Williams Finance Building Port of Spain</p> <p>Opening Hours Monday – Friday 8:30am – 3:30pm</p>	<ul style="list-style-type: none"> • Copies of Legislation • Public Sector Investment Documents • Policies of Agencies under the Min. of Planning and Development • Reports from Government Agencies • Administrative Reports of the Ministry • Financial Reports
<p>11. Ministry of Public Utilities</p> <p>1 Alexandra Street, St. Clair</p> <p>Opening Hours Monday – Friday 8:30am – 3:30pm</p>	<ul style="list-style-type: none"> • Copies of Trinidad and Tobago Gazette • Hansard Reports relating to Debates in the Senate and House of Representatives • Circular memoranda from the Ministry of Finance, Comptroller of Accounts, Chief Personnel Officer, Director of Public Administration and other Departments • Public Sector Investment Programme (PSIP) • Reports of Government Agencies • Annual Budget Documents of the Republic of Trinidad and Tobago • Policies of Agencies within the purview of the Ministry • Guidelines for Programmes within the Ministry • Estimates of Recurrent Expenditure and Development Programmes • Procurement Policies and Guidelines • Financial Regulations and Instructions • Health and Safety Guidelines
<p>12. Ministry of Social Development and Family Services</p>	<ul style="list-style-type: none"> • Articles • Periodicals • Handouts

Public Authority	Documents normally on Display in the Reading Room
<p>ABMA Building 55-57 St. Vincent Street Port of Spain</p>	<ul style="list-style-type: none"> • Administrative Reports of Ministry • Files dealing with administrative support and general administration documents for the operations of the Ministry. • Files dealing with the accounting and financial management function of the Ministry. • Files dealing with matters relating to the procurement of supplies, services and equipment • Maps/charts/photographs/compact disk/diskettes/abstracts/tables/catalogues. • News releases, speeches originating in the Ministry • Policy and Procedure documents • Documents relating to strategic review of the Ministry. • Documents relating to information Technology • Legislation and Legal Instruments • Files dealing with training – local and foreign and technical cooperation • Minutes/Agenda of meetings • Files dealing with circulars, memos, notices, bulletins etc. • Reports: Statistical, Annual/monthly/quarterly, Audit, Consultants/ Technical, Corporate, Valuation etc. • Books, booklets, leaflets, pamphlets, brochures, posters, newspaper clippings • Files dealing with official functions, conferences and events hosted and attended by the Ministry inventories.

Public Authority	Documents normally on Display in the Reading Room
	<ul style="list-style-type: none"> • Periodicals and publications • Complaint/suggestion files • Research studies magazines on the Ministry of Social Development and Family Services.
<p>13. Ministry of Tourism</p> <p>Located at Level 8 Tower C International Waterfront Complex 1A Wrightson Road, Port of Spain</p> <p>Opening Hours Tuesday & Thursday 9:00am – 3:00pm</p>	<ul style="list-style-type: none"> • FOIA Statements
<p>14. Ministry of Trade, Industry, Investment and Communications</p> <p>Located level 15 63-65 Independence Square Port of Spain</p> <p>Monday – Friday 8:00am – 4:00pm</p>	<ul style="list-style-type: none"> • Books, Journals • Articles, periodicals • Magazines, Catalogues, Brochures
<p>15. National Information and Communication Technology Company Limited (iGOVTT)</p> <p>Located 1st Floor Lord Harris Court 52 Pembroke Street Port of Spain.</p> <p>Opening Hours Monday – Friday 8:00am – 4:00pm</p>	<ul style="list-style-type: none"> • iGovTT Strategic Plan • IGovTT Annual Reports • National ICT Plans • Copies of the International Organisation for Standardization (10001-10004). • ttconnect promotional brochures • iGovTT promotional brochures • Various reading materials relating to Governance and ICT

Public Authority	Documents normally on Display in the Reading Room
<p>16. Personnel Department</p> <p>Conference Room Level 3 ABMA Building 55-57 St. Vincent Street Port of Spain</p>	<ul style="list-style-type: none"> • Reports • Documents • Brochures
<p>17. Phoenix Park Gas Processors Limited</p> <p>Furness Building, Corner Wrightson Road and Independence Square, Port of Spain.</p>	<ul style="list-style-type: none"> • No documents on display
<p>18. Regulated Industries Commission</p> <p>1st two floors Furness Building Cor. Wrightson Road Independence Square Port of Spain</p>	<ul style="list-style-type: none"> • Books • Journals and Newsletters • Government Documents • Regulated Industries Commission research papers • Legislation – Regulated industries commission • Water and Sewerage Authority • Tobago Electricity Commission annual reports • Resources on various aspects of utility regulation
<p>19. Statutory Authorities Service</p>	<ul style="list-style-type: none"> • Note: Although there is no designated reading room, a space is provided when necessary
<p>20. Telecommunications Authority of Trinidad and Tobago</p>	<ul style="list-style-type: none"> • Books • Journals • Newsletters
<p>21. The National Gas Company of Trinidad and Tobago</p> <p>NGC Corporate Library, Administration Building, Point Lisas</p>	<ul style="list-style-type: none"> • No documents on display

Public Authority	Documents normally on Display in the Reading Room
<p>Monday - Thursday 10:00am & 2:30pm</p>	
<p>22. Water and Sewerage Authority (WASA)</p> <p>Head Office Farm Road, St Joseph</p> <p>Monday – Friday 8:00am – 4:00pm</p>	<ul style="list-style-type: none"> • WASA’s Corporate Business Plans • Training Policies & Procedures • Operation & Maintenance Manuals • Feasibility Studies of Water supply projects • American Water and Wastewater Standards • Water Rehabilitation Projects • Standard Operation Procedures for Water Treatment Plants
<p>23. Services Commissions Department</p>	<ul style="list-style-type: none"> • Contents of the Applicant’s Confidential Personal File



Government of the Republic of Trinidad and Tobago

Freedom of Information Act Chap 22:02

ANNUAL REPORT TO PARLIAMENT

2020

CONTENTS

Executive Summary	3
1.0 Introduction.....	4
2.0 Legal Framework	6
3.0 Administration of the Freedom of Information Act	9
3.1 The Freedom of Information Unit	9
3.2 Training Sessions conducted by the Freedom of Information Unit	10
3.3 Community and Stakeholder Engagement.....	10
4.0 Monitoring of the Freedom of Information Act	11
4.1 Quarterly Returns	11
4.2 Publication of Annual Statements.....	12
5.0 Statistical Analysis	14
5.1 Number of Requests made for the year 2020.....	14
5.2 Categories of Requested Information	15
5.3 Action taken on Freedom of Information Requests.....	16
5.4 Judicial Review.....	17
5.5 Complaints made to the Office of the Ombudsman	17
5.6 Other Matters.....	17
5.7 Reading Room	17
APPENDICES.....	19
Appendix I: 2020 Training Sessions conducted by the Freedom of Information Unit	20
Appendix II: 2020 Outreach sessions conducted by the Freedom of Information Unit	22
Appendix III: Non-Compliant Public Authorities – Submission of Quarterly Return Forms	24
Appendix IV: Number of Freedom of Information Requests received by Public Authorities for the Year 2020.....	28
Appendix V: Complaints to the Ombudsman	31
Appendix VI: Public Authorities Reading Room	37

EXECUTIVE SUMMARY

The Freedom of Information Act Chapter 22:02 gives members of the public the legal right to request access to information in the possession of public authorities, subject to certain and limited exemptions.

Pursuant to **section 40 (1)** of the FOIA, the Minister with responsibility for information is required to present an annual report to Parliament giving an account of the operations of the FOIA. The summary of the operation of the FOIA in accordance with section 40(3) is included in Table 1 below.

Table 1: Summary of information required under section 40 of the Freedom of Information Act

Activity	Number/Remarks
1. Number of requests made to public authorities	3,593
2. Number of decisions that an applicant was not entitled to access to a document pursuant to a request, the provisions of this Act under which these decisions were made and the number of times each provision was invoked.	1,369 <i>Ref. 5.3</i>
3. Number of applications for judicial review of decisions under the Freedom of Information Act and the outcome of those applications.	69 <i>Ref. 5.4</i>
4. Number of complaints made to the Ombudsman with respect to the operation of the FOIA and the nature of those complaints.	18 <i>See Appendix V</i>
5. Number of notices served upon each public authority under section 10 (1) and the number of decisions by the public authority which were adverse to the person's claim.	None
6. Particulars of any disciplinary action taken against any officer in respect of the administration of this Act.	None
7. The amount of charges collected by each public authority under this Act.	None
8. Particulars of any reading room or other facility provided by each public authority for use by applicants or members of the public, and the publications, documents, or other information regularly on display in that reading room or other facility [section 7(1)(viii)]	<i>See Appendix VI</i>
9. Any other facts which indicate an effort by public authorities to administer and implement the spirit and intention of this Act.	None

1.0 INTRODUCTION

Freedom of Information Acts across the world, play a significant role in the promotion and protection of interests of individuals and the society. Access to information is an inalienable part of a modern democracy as it allows the citizenry to hold governments accountable for its decisions. The effect of such legislation cannot be understated: it provides an opportunity to preserve the hallowed ideals of transparency, accountability, and openness in Government.

The Caribbean¹ enacted Freedom of Information legislation in 1900s and 2000s to give credence to the notion of open and honest Government. Trinidad and Tobago's Freedom of Information Act Chap 22:02 ("FOIA") was enacted in 1999 and arose out of the principles of the Harare Declaration² that was signed by the Commonwealth Heads of Government in 1995³. One of the principles state "... *the individual's inalienable right to participate by means of free democratic political processes in framing the society in which he or she lives*" and "*the protection of promotion ... just and honest government*".

In 1999, the Commonwealth Law Ministers Meeting held in Port of Spain, Trinidad and Tobago endorsed the Commonwealth Freedom of Information Principles, which were borne out of the 1999 Report of the Expert Group. These Principles state that:

- i. Member countries should be encouraged to regard freedom of information as a legal;
- ii. There should be a presumption in favour of disclosure and Governments should promote a culture of openness;
- iii. The right to access to information may be subject to limited exemptions but these should be narrowly drawn;
- iv. Government should maintain and preserve records; and
- v. In principle, decisions to refuse access to records and information should be subject to independent review.

The FOIA affords members of the public:

- (i) the legal right to request access to information that is held by public authorities and other bodies which exercise public functions;

¹ Belize in 1994, Jamaica in 2002, St. Vincent and the Grenadines in 2003, Antigua and Barbuda in 2005, St. Lucia in 2009 and St. Kitts and Nevis in 2018

² Commonwealth Heads of Government Meeting in Harare, Zimbabwe 1991

³ The affirmation of the Harare Declaration was done in Millbrook, New Zealand (at the Commonwealth Heads of Government Meeting in Auckland) where a firm commitment was made to fulfill the Declaration and as such the Commonwealth Heads of Government agreed to the Millbrook Commonwealth Action Programme.

- (ii) the right to scrutinize the actions of Government, by which means there is a measure of accountability; and
- (iii) access to information, thus allowing the public to engage in social dialogue and participate in the Government's decision making and policies.

This Freedom of Information report for 2020 is the eighteenth report prepared under **Section 40 (1)** of the FOIA.

Section 40 (1) of the FOIA mandates that *“The Minister shall as soon as practicable after the end of each year, prepare a report on the operation of this Act during the year and cause a copy of the report to be laid before each House of Parliament”*.

This report provides information public access to official government documents of public authorities with exceptions.

The Annual Report is sub-divided into the following sections

2.0 Legal Framework

3.0 Administration of the Freedom of Information Act

4.0 Monitoring of the Freedom of Information Act

5.0 Statistical Analysis, *inter alia*:

- the number of requests made to public authorities;
- the number of decisions that an applicant was not entitled to access a document;
- the number of judicial review applications and their outcomes; and
- the number of complaints to the Ombudsman and the nature of those complaints.

2.0 LEGAL FRAMEWORK

The Freedom of Information Act Chap 22:02 (FOIA) was passed by an Act of Parliament No 26 of 1999⁴. It gives members of the public a general right (with exceptions) to request access to official documents in public authorities. The FOIA is made up of five parts:

- Part I deals with the Preliminaries which became operational on November 20, 2000;
- Part II deals with Publication of Certain Documents and Information was operationalized on April 30, 2001; and
- Parts (III-V) deals with Right of Access to Information, Exempt Documents and Miscellaneous and came into force on August 30, 2001.

Section 7 of the FOIA mandates annual publication (in the Gazette and in a daily newspaper) of information held by public authorities, namely, a statement setting out the particulars of the organization and functions; a statement of categories of documents maintained in its possession; statements of material prepared for inspection by members of the public; the procedure to be followed by a person when a request for access to a document is made; a statement listing all boards, councils, committees and other bodies established for the purpose of advising the public authority and details of whether the authority maintains a library or reading room and what materials are available.

Section 15 of the FOIA prescribes a thirty-calendar day period for an official response when an official request is made. While **Section 23** mandates that if a public authority refuses access to the information requested, they must provide reasons for such denial and must inform the Applicant of their right to approach the Ombudsman (**Section 38A**) or apply to the High Court for judicial review (**Section 39**).

The FOIA, carries a presumption of disclosure, as it crystallizes the public's right to access information. However, such right is not absolute and **Part IV** of the FOIA lists the following documents which are regarded as exempt documents:

- Cabinet documents
- International Relations documents
- Law enforcement
- Defence and security documents

⁴ Amended by Act 92 of 2000 and Act 14 of 2003

- Internal Working documents
- Documents affecting legal proceedings
- Trade Secret documents
- Materials obtained in confidence
- Documents where secrecy provisions apply
- Documents affecting personal privacy
- Documents affecting the economy and commercial affairs

Section 35 of the FOIA allows for the disclosure of an exempt document in the public interest as per Part IV of the FOIA. The grounds a public authority must consider are:

- where there is abuse of authority or neglect in performance of official duty;
- injustice to an individual;
- danger to the health or safety of an individual or of the public; and
- unauthorized use of public funds.

The FOIA also provides for certain public authorities to be exempted from its provisions (**Section 5**). The following public authorities have received exemption orders:

1. First Citizens Bank Group⁵ which includes:
 - a. First Citizens Holdings Limited
 - b. First Citizens Bank
 - c. First Citizens Corporate Services Limited
 - d. First Citizens Bank Mortgage and Trust Company Limited
2. Trinidad and Tobago Unit Trust Corporation⁶
3. Export-Import Bank⁷
4. Agricultural Development Bank⁸
5. Trinidad and Tobago Mortgage Finance Company Limited⁹

⁵ Legal Notice 21/2003 Freedom of Information (Exemption) Order

⁶ Legal Notice 21/2003 Freedom of Information (Exemption) Order

⁷ Legal Notice 21/2003 Freedom of Information (Exemption) Order

⁸ Legal Notice 21/2003 Freedom of Information (Exemption) Order

⁹ Legal Notice 21/2003 Freedom of Information (Exemption) Order

6. Taurus Services Limited¹⁰
7. Business Development Company Limited¹¹
8. National Entrepreneurship Development Company Limited¹²
9. National Enterprises Limited¹³
10. Central Bank of Trinidad and Tobago¹⁴
11. Integrity Commission of Trinidad and Tobago¹⁵
12. Justice Protection Programme¹⁶
13. Strategic Services Agency¹⁷

¹⁰ Legal Notice 21/2003 Freedom of Information (Exemption) Order

¹¹ Legal Notice 21/2003 Freedom of Information (Exemption) Order

¹² Legal Notice 21/2003 Freedom of Information (Exemption) Order

¹³ Legal Notice 21/2003 Freedom of Information (Exemption) Order

¹⁴ Legal Notice 76/2004 Freedom of Information (Exemption) (No.2) Order

¹⁵ Legal Notice 131/2005 Freedom of Information (Exemption) (No.3) Order

¹⁶ Legal Notice 48/2015 Freedom of Information (Exemption) (No.4) Order

¹⁷ Legal Notice 151/2017 Freedom of Information (Exemption) (Order) 2017

3.0 ADMINISTRATION OF THE FREEDOM OF INFORMATION ACT

3.1 *The Freedom of Information Unit*

The Freedom of Information Unit (“Unit”) was established in 2001 to monitor, advise, train and report on the statutory compliance of public authorities in accordance with the Freedom of Information Act Chapter 22:02.

In 2019, the Unit functioned under in the Ministry of Communications until August 28 ,2020 when the communications portfolio was aligned under the Office of the Prime Minister.

The organisational structure of the Unit (Figure 1) allows for the employment of nine (9) members of staff. The positions of Executive Director and Senior FOI Officer – Client Relations and Training, were not filled since the establishment of the Unit. Consequently, the Unit continued to operate with three (3) members of staff: 2 officers in Client Relations and Training and 1 officer in Research.

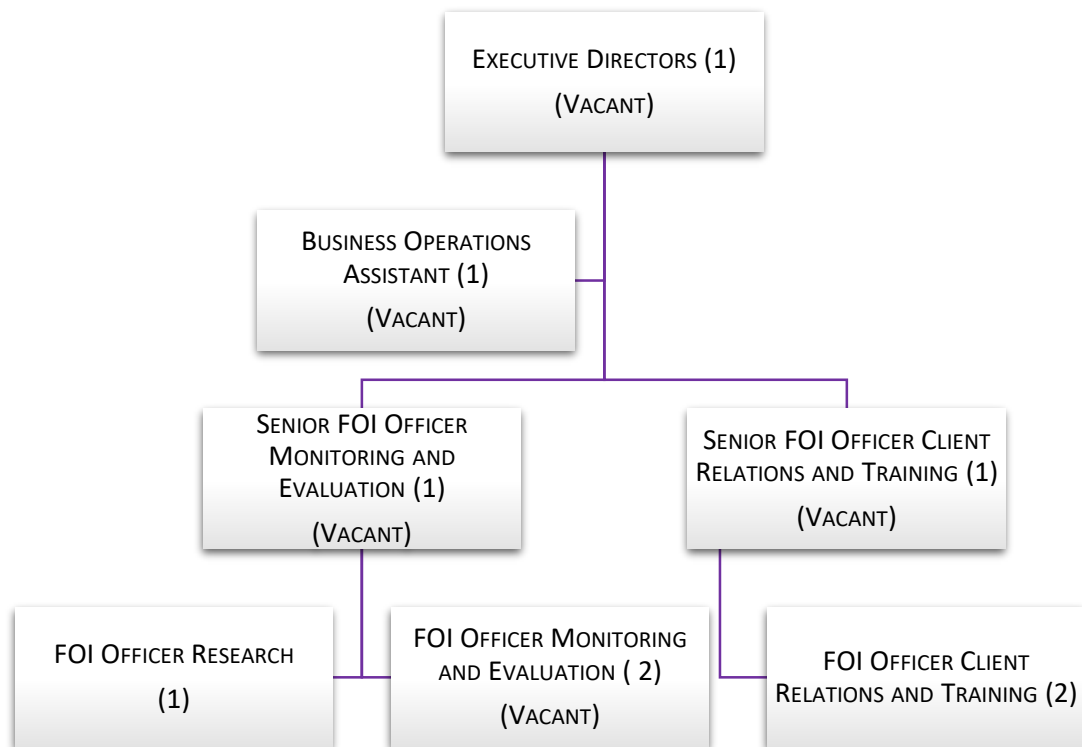


Figure 1: Organizational Structure of the Unit

The three core functional areas within the Unit are:

1. Client Relations and Training – ensuring that all public authorities are aware of their responsibilities under the FOIA through sensitization and training;
2. Monitoring and Evaluation – the operations of the FOIA and making recommendations to ensure compliance with the objectives of the FOIA;
3. Research – To maintain an awareness of latest trends and developments in freedom of information.

3.2 Training Sessions conducted by the Freedom of Information Unit

For the year 2020, the FOIU had to re-engineer and re-tool its processes with regards to training considering the COVID-19 pandemic. Training previously conducted via face-to-face contact was restricted based on the Public Health Regulations. As such, the Unit leveraged the virtual meeting platforms to ensure its continued mandate of training.

During the period January to December 2020, the Unit engaged in twenty-three (23) training workshops regarding the Freedom of Information Act. A total of four hundred and sixty (460) public officers were trained from twenty-three (23) public authorities. **Appendix 1** provides the listing of the public authorities that received training in 2020.

3.3 Community and Stakeholder Engagement

The Unit also plays a key role in educating and sensitizing the public on their rights to access information through public outreach campaigns. However, the COVID-19 pandemic halted many of the 2020 outreach initiatives for the Unit. Prior to the restrictions on public gatherings under the Public Health Regulations, stakeholder engagements were conducted under the TTConnect Public Awareness Initiative and the Ministry of Social Development and Family Services National Social Mitigation Campaign.

In this regard, sixteen (16) outreach programmes were conducted throughout Trinidad, with five hundred and fifty (551) members of the public were educated about the FOIA.

These stakeholder engagements were part of a partnership arrangement with TTConnect and various Ministries in their outreach programmes. The objective was to inform citizens in these communities of their rights, and the impact and implications under the FOIA.

Appendix II provides a detailed listing of the geographical areas where outreach programmes were conducted.

4.0 MONITORING OF THE FREEDOM OF INFORMATION ACT

4.1 Quarterly Returns

Pursuant to **sections 40(2), 40(3) (a)–(i)** of the FOIA, public authorities must furnish the Minister with information as required for the preparation of the annual report to be laid before each House of the Parliament. The relevant information is submitted by the public authorities to the Unit by way of quarterly returns.

Approximately two hundred and fifty-nine (259) public authorities had a legal obligation to submit Freedom of Information statements and returns. **Appendix III** highlights the public authorities which did not submit any quarterly returns in 2020.

Of this, seventy-one (71) or 27% of public authorities submitted quarterly returns, which were used to prepare this Annual Report. This represents a 20% increase in the number of quarterly submissions by public authorities when compared to fifty-seven (57) public authorities which made submissions in 2019. It should be noted that there was a noticeable increase of 14 new public authorities became compliant under the FOIA in 2020.

Figure 2 below illustrates the type of public authorities and the number of submitted returns for the period 2016 - 2020. Total submission from all public authorities has a five-year average of 57 submissions.

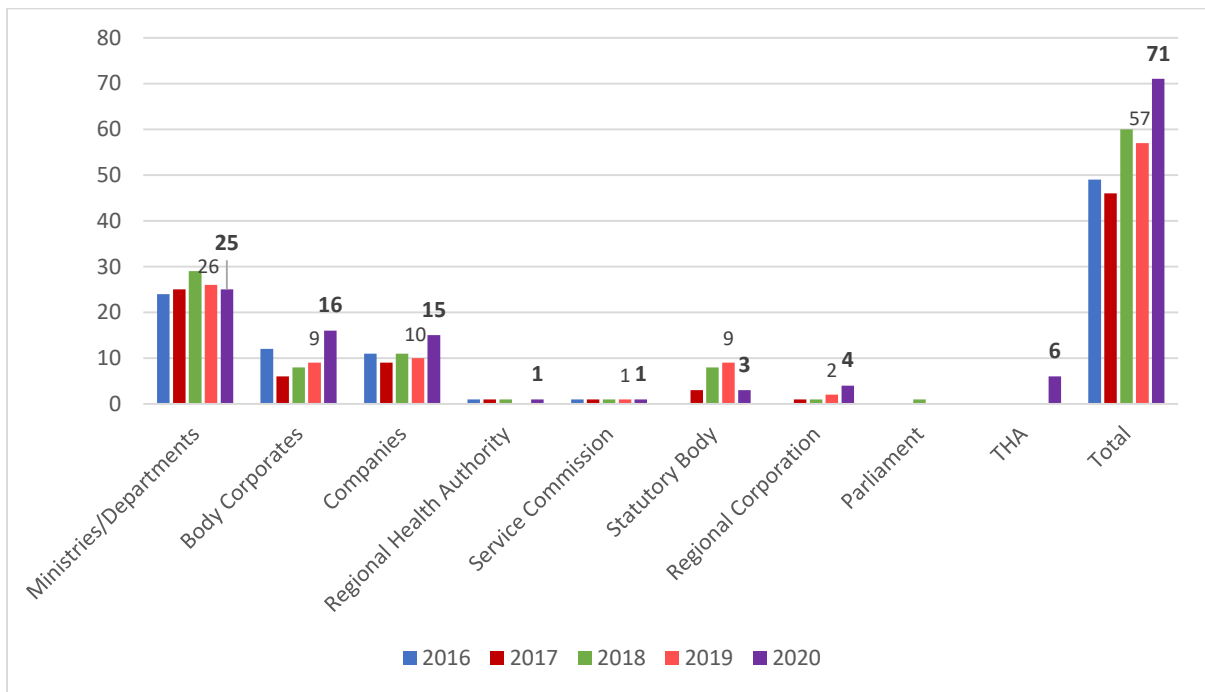


Figure 2: Quarterly Return submissions by Public Authorities for 2016-2020

This was facilitated by 21 new additions and 7 reductions in public authorities' compliance. The 21 new compliant public authorities were from:

- o 5 (state) companies
- o 7 body corporates
- o 6 Divisions of the Tobago House of Assembly (THA) (a first for the 5 years period)
- o 2 Regional Corporations
- o 1 Regional Health Authority

The 7 public authorities which suffered reductions in submissions were from 1 ministry/department and 6 statutory bodies.

Of note, notwithstanding the reduction of ministries and departments in 2020, this category continued as the dominant contributor to the total submission with 25, followed by body corporates with 16. They also accounted for approximately 50% of submissions and the highest contributor received by the Unit over the five-year period. 2018 recorded the largest submissions of quarterly returns by ministries and departments with 29, that is 3 submissions above the 26 average submissions over the 5 years period. In addition, 2018 and 2020 recorded the same submissions in this category with 25.

4.2 Publication of Annual Statements

Pursuant to **sections 7 to 9** of the FOIA, public authorities are required to publish an annual public statement in the Gazette and a daily newspaper. The annual statement contains the organisational structure of the public authority; the operations of the organization; listing of the reading room and the name of the designated and alternate freedom of information officer.

Twenty (20) public authorities published annual statements via the Gazette during the year. Table 2 highlights the public authorities which published their annual statements in 2020.

Table 2: Publication of Public Statements by Public Authorities in the Gazette - 2020

Public Authorities	Reference – Gazette
1. Water and Sewerage Authority	Gazette No.2, Vol. 59 pp 8-28, 7 January, 2020
2. Caribbean Industrial Research Institute	Gazette No.23, Vol. 59, pp 262-267, 21 February, 2020
3. Meteorological Services Division	Gazette No.24, Vol. 59, pp 278 – 284, 27 February, 2020
4. Ministry of Communications	Gazette No.26, Vol. 59, pp 292-301, 3 March, 2020

Public Authorities	Reference – Gazette
5. Office of The Prime Minister	Gazette No.39, Vol. 59, pp 412-428, 25 March, 2020
6. National Information and Communication Technology Company Limited	Gazette No.102, Vol. 59, pp 800-803, 17 June, 2020
7. Ministry of Social Development and Family Services	Gazette No.106, Vol. 59, pp 838-873, 24 June, 2020
8. Trinidad and Tobago Electricity Commission	Gazette No.109, Vol. 59, pp 895-920, 26 June, 2020
9. Ministry of Community Development, Culture and the Arts	Gazette No 109, Vol. 59, pp 921-930, 26 June, 2020
10. Regulated Industries Commission	Gazette No 113, Vol. 59, pp 948-958, 3 July, 2020
11. Solid Waste Management Company Limited	Gazette No.118, Vol. 59, pp 991-1006, 8 July, 2020
12. National Petroleum Marketing Company Limited	Gazette No.124, Vol. 59, pp 1066-1073, 17 July, 2020
13. Electrical Inspectorate Division	Gazette No.151, Vol. 59, pp 1353-1361, 30 August, 2020
14. Lake Asphalt of Trinidad and Tobago (1978) Limited	Gazette No.154, Vol. 59, pp 1368-1371, 1 September, 2020
15. Ministry of Public Utilities	Gazette No.161, Vol. 59, pp 1425-1437, 14 September, 2020
16. Ministry of Housing and Urban Development	Gazette No.164, Vol. 59, pp 1485-1502, 17 September, 2020
17. Trinidad and Tobago Bureau of Standards	Gazette No.175, Vol. 59, pp 1563-1566, 8 July, 2020
18. Trinidad and Tobago Postal Corporation	Gazette No.191, Vol. 59, pp 1664-1674, 10 November, 2020
19. The National Maintenance Training and Security Company Limited	Gazette No.205, Vol. 59, pp 3134-3145, 7 December, 2020
20. Heritage Petroleum Company Limited	Gazette No.218, Vol. 59, pp 3237-3240, 31 December, 2020

5.0 STATISTICAL ANALYSIS

This section provides an analysis of the information required by the FOIA under **section 40(3)**.

5.1 Number of Requests made for the year 2020

In 2020, a total of seven thousand, six hundred and fifty-two (7,652) requests required determination as follows:

- Requests brought forward from the previous year (s) – 4,071
- New requests received from 71 public authorities – 3,593
- Requests withdrawn - 12

Of this total, 4,290 requests were finalized during the year under review (See Section 5.3).

The listing of the various organizations and the number of requests received are found in **Appendix IV**.

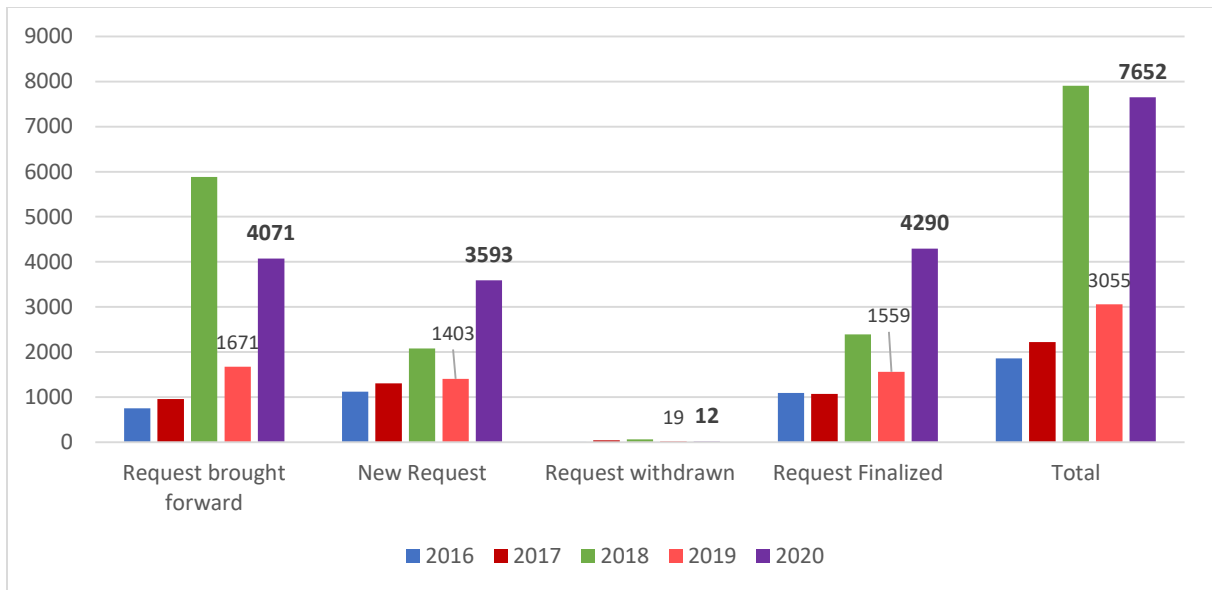


Figure 3: Number of Requests received by Public Authorities 2016-2020

Figure 4 below shows that over the 5-year period (2016 to 2020), the trend for new request was a consistent increase in the number of requests made to public authorities, except in 2019 where the number of requests decreased to 1,403. In 2020, there was an increase in new request by 2,190 representing a 156% increase from the 2019 due to the high volume of requests made to the Trinidad and Tobago Police Service (1,412) and Services Commissions Department (831).

The average new request over the period (2016 to 2020) was nineteen hundred (1,900).

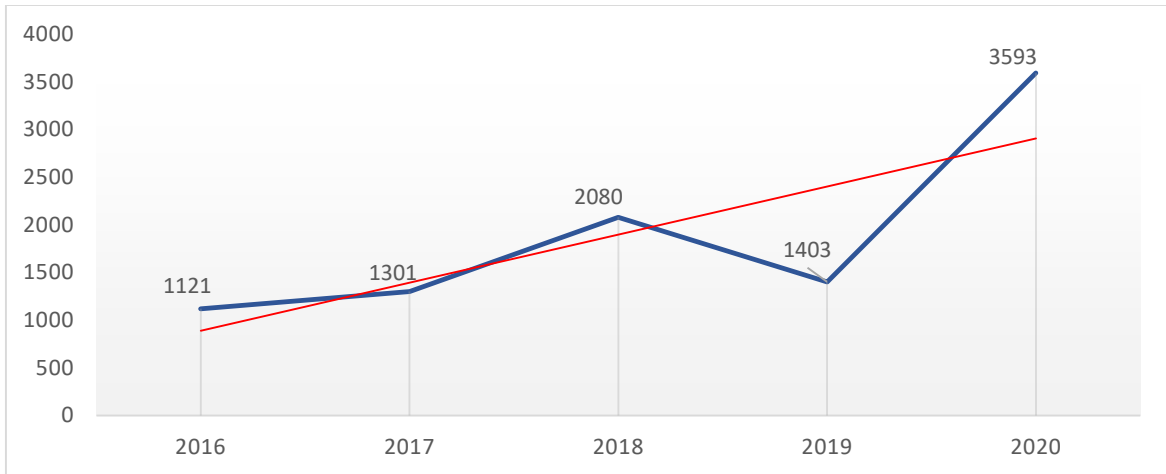


Figure 4: Number of new requests received by public authorities for 2016 - 2020

5.2 Categories of Requested Information

Other Documents¹⁸ totalling 1,609 were the most requested documents and accounted for 42.6% of the total documents requested. This was followed by Law Enforcement requests with 1,320 requests or 34.9%. Figure 5 provides a complete breakdown of the categories of information requested for the period 2016- 2020.

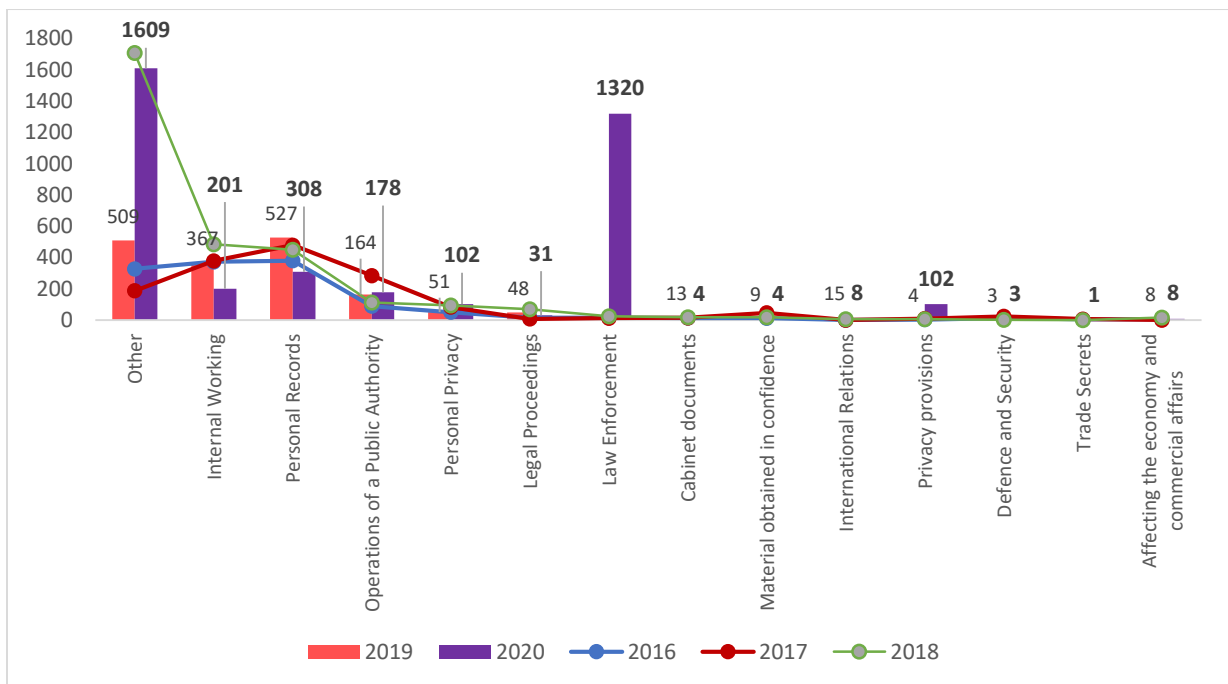


Figure 5: Information requested under the FOIA by Category (documents) 2016- 2020

¹⁸ Other Documents include *inter alia* documents concerning opportunities for promotion, employment, Order of Merit lists, exam booklets and scripts.

The largest volume of request for documents by applicants over the five-year period related to:

- Other Documents;
- Personal Records;
- Internal Working Documents; and
- Documents affecting the operations for a public authority

5.3 Action taken on Freedom of Information Requests

In 2020:

- 1,828 or 43% were granted in full – all the information requested is given to the applicant.
- 292 (7%) were granted in part – applicant may get access to some of the information requested.
- 801 (19%) were deferred – a request is deferred if it satisfies Section 19 (1) where the information requested is currently being prepared –
 - for presentation to Parliament
 - for release to the media
- 1,369 (32%) were refused – a request is refused if the document requested falls under Part IV of the FOIA, with exemptions.

Figure 6 shows the action that was taken on requests over the period 2016-2020. The major requests made to public authorities throughout the five-year period were granted in full.

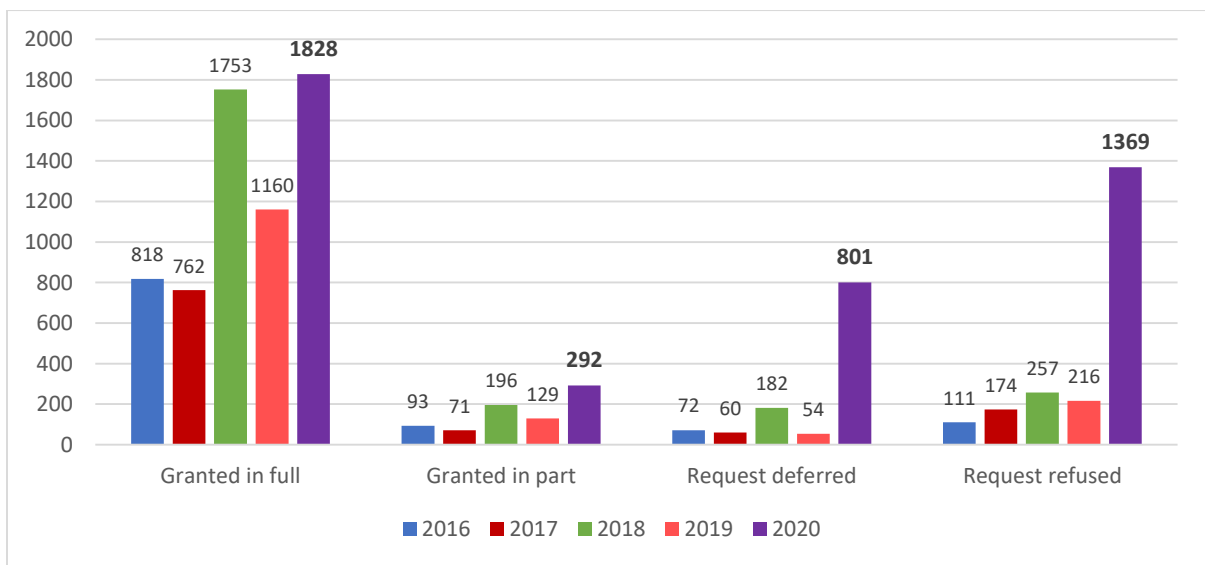


Figure 6: Action taken on FOI Requests

5.4 Judicial Review

Pursuant to **Section 39** of the FOIA, a person aggrieved by a decision of a public authority under the FOIA may apply to the High Court for judicial review of the decision. It should be noted that an applicant whose request for information has been denied, must be informed of his/her right to apply to the High Court for judicial review of the decision and the time within which the application for review is required to be made.

For the year 2020, sixty-nine (69) matters were filed to the High Court for judicial review compared to eighty-nine (89) in 2019 or a decrease of 29% in the number of matters filed.

5.5 Complaints made to the Office of the Ombudsman

Any applicant who is aggrieved by the refusal of a public authority to grant access to an official document is entitled to approach the Ombudsman for redress. It is noteworthy that the Ombudsman's role is merely advisory and as such a public authority is not compelled to change its decision in relation to an application under the FOIA.

During the period under review, the Office of the Ombudsman received eighteen (18) complaints from aggrieved applicants under the FOIA. This compares with fourteen (14) in 2019, thus representing an increase of 29% in the number of complaints lodged. The Ombudsman liaised successfully with public authorities to ensure that the matters raised by the aggrieved applicants were treated with in keeping with the statutory obligations under the FOIA. (See **Appendix V**).

5.6 Other Matters

For the year 2020, the examination of the submitted quarterly returns by the Public Authorities revealed the following:

- No notices were served upon any public authority under section 10 (1) and no decisions rendered by the public authority which were averse to a person's claim;
- No Disciplinary action was taken against an officer in the administration of the FOIA;
- No Charges were collected under the FOIA;
- No acts were submitted by any authority to demonstrate an intention to administer and implement the spirit and intention of the FOIA.

5.7 Reading Room

Section 7(1)(viii) of the FOIA mandates that a Public Authority in its published annual statement indicates whether they maintain a reading room for the public and lists what is available for public consumption and times of operation.

Appendix VI lists the particulars of any reading room or other facility provided by twenty-six (26) public authorities for use by applicants or members of the public and lists their publications that are regularly on display.

APPENDICES

Appendix I: 2020 Training Sessions conducted by the Freedom of Information Unit

PUBLIC AUTHORITY/ ORGANIZATIONS	ADDRESS/VENUE	DATE	# OF PERSONS TRAINED
1. Ministry of National Security	Immigration Division, Richmond St. Port of Spain	Jan 21, 2020	18
2. Ministry of National Security	Immigration Division, Richmond St. Port of Spain	Jan 23, 2020	15
3. Central Administrative Services Tobago and the Tobago House of Assembly	Tobago House of Assembly, Conference Room	Jan 29, 2020	32
4. Central Administrative Services Tobago and the Tobago House of Assembly	Tobago House of Assembly, Conference Room	Jan 30, 2020	32
5. Central Administrative Services Tobago and the Tobago House of Assembly	Tobago House of Assembly, Conference Room	Jan 31, 2020	32
6. Ministry of Finance	Level 20 Eric Williams Finance Complex	Feb 6, 2020	22
7. Trinidad and Tobago Prison Service	Prison Training Academy, Arima	Feb 13, 2020	30
8. Ministry of Finance	Level 20 Eric Williams Finance Complex	Feb 13, 2020	18
9. Trinidad and Tobago Prison Service	Prison Training Academy, Arima	Feb 18, 2020	30
10. Trinidad and Tobago Prison Service	Prison Training Academy, Arima	Feb 20, 2020	33
11. Trinidad and Tobago Police Service	Tower C, IWF Complex, Port of Spain	Mar 4, 2020	3
12. Trinidad and Tobago Police Service	Police Training Academy, St James	Mar 6, 2020	35
13. Ministry of Housing & Urban Development & Agencies	South Quay Port of Spain, Conference Room	Mar 10, 2020	18

PUBLIC AUTHORITY/ ORGANIZATIONS	ADDRESS/VENUE	DATE	# OF PERSONS TRAINED
14. Trinidad and Tobago Prison Service, Tobago	Central Administrative Services Tobago Conference Room	Mar 12, 2020	32
15. Trinidad and Tobago Police Service	St Joseph Police Station, Training & Conference Room	July 23, 2020	28
16. Trinidad and Tobago Police Service	Sangre Grande Police Station, Training & Conference Room	July 31, 2020	25
17. Caribbean Airlines Ltd	Online Virtual Training Session	Aug 13, 2020	5
18. Trinidad and Tobago Police Service	Police Training Academy, St. James	Aug 27, 2020	10
19. Trinidad and Tobago Police Service	Penal Police Station	Aug 28, 2020	10
20. Law Reform Commission of Trinidad and Tobago	Online Virtual Training Session	Sep 3, 2020	5
21. Trinidad and Tobago Police Service	Training Academy, St. James	Sep 17, 2020	10
22. Trinidad and Tobago Police Service	Municipal Police Training Academy, Marabella	Sep 22, 2020	12
23. Industrial Court of Trinidad and Tobago	Online Virtual Training Session	Oct 21, 2020	5
Total			460

Appendix II: 2020 Outreach sessions conducted by the Freedom of Information Unit

LOCATION/ AUTHORITY	ADDRESS/VENUE	DATE	# OF PERSONS
1. Ministry of Public Utilities <i>(TTConnect Initiative)</i>	One Alexandra Place, #1 Alexandra Street, St. Clair	Jan 27, 2020	12
2. Electrical Inspectorate Division <i>(TTConnect Initiative)</i>	#48 Eastern Main Rd., Arouca	Feb 3, 2020	16
3. Ministry of the Attorney General and Legal Affairs <i>(TTConnect Initiative)</i>	AGLA Towers, Government Campus Plaza, Cor. London & Richmond Streets	Feb 10, 2020	18
4. Pinto Community Centre <i>(National Social Mitigation Initiative)</i> Campaign	1 Pinto Road, Arima	Feb 12, 2020	53
5. Maloney Regional Complex <i>(National Social Mitigation Initiative)</i> Campaign	Maloney Blvd, Maloney Gardens	Feb 14, 2020	48
6. St. Augustine Community Centre <i>(National Social Mitigation Initiative)</i> Campaign	Freeman Road, St. Augustine	Feb 17, 2020	55
7. Plaisance Park Regional Complex <i>(National Social Mitigation Initiative)</i> Campaign	Plaisance Park, Pointe-A- Pierre	Feb 19, 2020	39
8. South Oropouche Community Facility <i>(National Social Mitigation Initiative)</i> Campaign	Tito Hill, South Oropouche	Feb 28, 2020	59
9. Ministry of the Attorney General and Legal Affairs	AGLA Towers, Government Campus Plaza, Cor. London & Richmond Streets	Mar 2, 2020	11

LOCATION/ AUTHORITY	ADDRESS/VENUE	DATE	# OF PERSONS
10. Trincity Mall (<i>TTConnect Initiative</i>)	Central Road, Trincity	Mar 6, 2020	14
11. Maracas Community Centre (<i>National Social Mitigation Initiative</i>) Campaign	Off Grand Fond Road, Maracas	Mar 9, 2020	68
12. Ministry of Public Administration (<i>TTConnect Initiative</i>)	Nalis Bld. Abercromby St., Ground Floor	Mar 9, 2020	16
13. Longdenville Community Centre (<i>National Social Mitigation Initiative</i>) Campaign	St. Cyr Street, Longdenville	Mar 11, 2020	47
14. Rio Claro Community Centre (<i>National Social Mitigation Initiative</i>) Campaign	Nathai Street, Naparima Mayaro Road, Rio Claro	Mar 13, 2020	72
15. National Agricultural Marketing and Development Corporation (NAMDEVCO) (<i>TTConnect Initiative</i>)	3 1/4 mm S.S. Erin Road, Debe	Mar 23, 2020	13
16. Trincity Mall (<i>TTConnect Initiative</i>)	Central Road, Trincity	Mar 27, 2020	10
Total			551

Appendix III: Non-Compliant Public Authorities – Submission of Quarterly Return Forms¹⁹

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|--|--|---|
| 1. Adoption Board | 18. Caribbean Investment Corporation | 35. Creative TT |
| 2. Advisory Town Planning Panel | 19. Caribbean Leasing Company Ltd | 36. Criminal Injuries Compensation Board |
| 3. Agricultural Society of Trinidad and Tobago | 20. Caribbean Microfinance Ltd | 37. Criminal Justice System |
| 4. Air Transport Licensing Authority | 21. Carnival Institute | 38. Defence Council |
| 5. Alutech Limited | 22. Caroni 1975 Ltd | 39. Defence Force Commission Board |
| 6. Alutrint Limited | 23. Central Authority | 40. Dental council of Trinidad and Tobago |
| 7. Anti-Corruption Investigation Bureau | 24. Children’s Authority | 41. Development Company Limited |
| 8. Archaeological Committee | 25. Cipriani College of Labour and Cooperative Studies | 42. Diego Martin Regional Corporation |
| 9. Arima Borough Corporation | 26. Citizen Security Programme | 43. Div. Education, Research & Technology |
| 10. Betting Levy Board | 27. Civilian Conservation Corps | 44. Div. Settlements, Public Utilities, Rural Development |
| 11. Board of Film Censors | 28. Cocoa Development Company of Trinidad and Tobago | 45. Drug Advisory Committee |
| 12. Board of Industrial Training | 29. Colonial Life Insurance Company Ltd | 46. East Port of Spain Development Company Ltd |
| 13. Boards Regulating and the Practice of Medicine and Related Professionals | 30. Community Improvement Services Ltd | 47. East Side Plaza |
| 14. Boilers Examiners Board | 31. COSTAATT | 48. Eastern Caribbean Institute of Agriculture and Forestry (ECIAF) |
| 15. Caribbean Agricultural Research and Development Institute | 32. Council for Innovation and Competitiveness | 49. Economic Development Board |
| 16. Caribbean Development Network Ltd | 33. Council of Legal Education | 50. Education Facilities Company Limited |
| 17. Caribbean Food Corporation | 34. Couva/Tabaquite/Talparo Regional Corporation | |

¹⁹ This list of non-compliant public authorities may include entities that are defunct.

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|--|--|---|
| 51. Emergency Medical Personnel Council of Trinidad and Tobago | 71. Legal Aid and Advisory Authority | 89. National Flour Mills |
| 52. Equal Opportunities Tribunal | 72. LIAT Limited | 90. National Infrastructure Development Company Limited |
| 53. Evolving TecKnologies and Enterprise Dev Co Ltd | 73. Livestock and Livestock Products Board | 91. National Insurance Appeals Tribunal |
| 54. Export Centres Company Ltd | 74. Medical Council of Trinidad and Tobago | 92. National Insurance Board |
| 55. Export TT | 75. MIC Institute of Technology (MIC-IT) | 93. National Insurance Property Development Company Ltd |
| 56. Fair Trading commission | 76. Military-led Academic Training Programme | 94. National Mentorship Programme |
| 57. Food Advisory Committee | 77. Minimum Wages Board | 95. National Museum and Art Gallery |
| 58. Friendly Societies | 78. NAPA Hotel | 96. National Operations Centre |
| 59. Green Fund Advisory Committee | 79. Naparima Bowl | 97. National Population Council |
| 60. Housing Development Corporation (HDC) | 80. National Academy for the Performing Arts | 98. National Quarries Company Limited |
| 61. Hugh Wooding Law School | 81. National Agro Chemical Ltd | 99. National Reforestation and Watershed Rehabilitation Programme |
| 62. Infrastructure, Quarries & Urban Development | 82. National Association of Village and Community Councils | 100. National Schools Dietary Services Limited |
| 63. Intellectual Property | 83. National Broadcasting Network | 101. National Steel Symphony Orchestra |
| 64. Interdisciplinary Child Development Centre | 84. National Carnival Commission | 102. National Theatre Arts Company |
| 65. INVESTT | 85. National Commission for Self Help | 103. National Training Agency |
| 66. La Brea Industrial Development Corporation | 86. National Emergency Ambulance Service Authority | 104. National Cultural Commission |
| 67. Lake Asphalt of Trinidad and Tobago (1978) Limited | 87. National Energy Corporation of Trinidad and Tobago | 105. NATPET Investment Company |
| 68. Land Survey Board of Trinidad and Tobago | 88. National Energy Skills Centre (NESC) | |
| 69. Law Reform Commission | | |
| 70. Law Revision Commission | | |

106. NATSTAR Manufacturing Company Ltd	125. Office of Disaster Preparedness and Management	144. St. Dominic's Home
107. Point Lisas Port Development Corporation Ltd	126. Office of Solicitor General	145. St. Mary's Home
108. Port-of-Spain City Corporation	127. Office of the Director of Public Prosecutions	146. Sugar Industry Labour Welfare Committee
109. Powergen	128. Opticians Council of Trinidad and Tobago	147. Sugar Manufacturing Company Ltd
110. Premier Services Ltd	129. Penal/Debe Regional Corporation	148. Tax Appeal Board
111. Prices Council	130. Pesticides and Toxic Chemicals Board	149. Telecommunications Services of Trinidad and Tobago Ltd
112. Princes Town Regional Corporation	131. Pharmacy Council of Trinidad and Tobago	150. Tourism and Industrial Development Company
113. Princess Elizabeth Home for the Handicapped Children	132. Registrar General	151. Tourism Development Company of Trinidad and Tobago
114. Public Transport Service Corporation	133. Registration, Recognition, and Certification Board	152. Transport Board
115. Queens Hall	134. Rent Assessment Board	153. Trinidad and Tobago Anti-Doping Organization
116. New City Mall	135. Rum Distillers Ltd	154. Trinidad and Tobago Association for Retarded Children
117. NGC NGLM Company Ltd	136. San Fernando City Corporation	155. Trinidad and Tobago Association in Aid of Deaf
118. NGC TT NGL Ltd	137. San Juan/Laventille Regional Corporation	156. Trinidad and Tobago Blind Welfare Association
119. NIHERST	138. Seafoods Industry Development Company Ltd	157. Trinidad and Tobago Bureau of Standards
120. North Central Regional Health Authority	139. Sentencing Commission	158. Trinidad and Tobago Civil Aviation Authority
121. Nurses and Midwives Council of Trinidad and Tobago	140. Siparia Regional Corporation	159. Trinidad and Tobago Development Finance Ltd
122. Occupational Safety and Health Authority	141. Sport and Culture Board of Management	160. Trinidad and Tobago Forensic Science Centre
123. Office of the Chief State Solicitor	142. St Jude's School for Girls	
124. Office of Chief Parliamentary Counsel	143. St Michael's School for Boys	

161. Trinidad and Tobago Forest Products Company	166. Trinidad Northern Areas Ltd	173. Union Estate Electricity Generation Company Limited
162. Trinidad and Tobago Hospitality and Tourism Institute	167. TRINMAR Ltd	174. University of the West Indies (UWI) –Open Campus
163. Trinidad and Tobago National Petroleum Marketing Company Limited	168. TRINTOC Services Ltd	175. UTT
164. Trinidad and Tobago Racing Authority	169. TT Connect Service Centres	176. Youth training Centre Board of Management
165. Trinidad Nitrogen Company Ltd	170. TT LNG	177. Youth Training Education Partnership Programme
	171. TT Marine Petroleum Company Ltd	178. Zoological Society of Trinidad and Tobago
	172. Tunapuna/Piarco Regional Corporation	

Appendix IV: Number of Freedom of Information Requests received by Public Authorities for the Year 2020

Name of Public Authority	No. of Requests
1. Assembly Legislature (TOBAGO)	0*
2. Caribbean Airlines Limited (CAL)	1
3. Caribbean Industrial Research Institute (CARIRI)	1
4. Chaguanas Borough Corporation	11
5. Chaguaramas Development Authority (CDA)	5
6. Division of Community Development, Enterprise Development and Labour (TOBAGO)	2
7. Division of Finance and the Economy (TOBAGO)	0*
8. Division of Food Security, Natural Resources, the Environment and Sustainable Development (TOBAGO)	3
9. Division of Health, Wellness and Family Development (TOBAGO)	19
10. Division of Tourism, Culture and Transportation (TOBAGO)	4
11. Eastern Regional Health Authority (ERHA)	49
12. Electrical Inspectorate Division (EID)	0*
13. Environmental Commission Trinidad and Tobago	0*
14. Environmental Management Authority (EMA)	124
15. Equal Opportunity Commission (EOC)	9
16. Estate Management and Business Development Company Limited	1
17. Heritage Petroleum Company Limited (Formerly Petrotrin)	26
18. Immigration Division	15
19. Industrial Court of Trinidad and Tobago	0*
20. Inland Revenue Division	361
21. Institute of Marine Affairs	2
22. Meteorological Services Division	0*
23. Ministry of Agriculture, Land and Fisheries	12
24. Ministry of Communications	20
25. Ministry of Community Development, Culture and the Arts	3
26. Ministry of Finance	10
27. Ministry of Health	18
28. Ministry of Labour	7
29. Ministry of Public Administration and Digital Transformation	34

Name of Public Authority	No. of Requests
30. Ministry of Public Utilities	3
31. Ministry of Social Development and Family Services	20
32. Ministry of Sport and Youth Affairs	4
33. Ministry of the Attorney General and Legal Affairs (AGLA)	26
34. Ministry of Trade and Industry	10
35. National Agricultural Marketing and Development Corporation (NAMDEVCO)	1
36. National Information and Communication Technology Company Limited	0*
37. National Library and Information System Authority (NALIS)	9
38. National Lotteries and Control Board (NLCB)	2
39. National Maintenance Training and Security Company Limited (MTS)	4
40. National Trust of Trinidad and Tobago	0
41. Office of the Supervisor of Insolvency	0
42. Palo Seco Agricultural Enterprises Limited	1
43. Personnel Department (Office of the Chief Personnel Officer)	18
44. Phoenix Park Gas Processors Limited	0
45. Pilotage Authority of Trinidad and Tobago	0
46. Point Fortin Borough Corporation	5
47. Port Authority of Trinidad and Tobago	4
48. Princes Town Regional Corporation	4
49. Regulated Industries Commission	0
50. Sangre Grande Regional Corporation	0
51. Service Commissions Department	831
52. Sport Company of Trinidad and Tobago	1
53. Telecommunications Authority of Trinidad and Tobago (TATT)	20
54. The CEPEP Company Limited	0
55. The Financial Intelligence Unit of Trinidad and Tobago	0
56. The National Gas Company of Trinidad and Tobago (NGC)	3
57. The Vehicle Management Corporation of Trinidad and Tobago	0
58. Tourism Trinidad Limited	0
59. Trinidad and Tobago Cadet Force	0
60. Trinidad and Tobago Creative Industries Company Limited (CreativeTT)	0
61. Trinidad and Tobago Defence Force	43
62. Trinidad and Tobago Fire Service	72

Name of Public Authority	No. of Requests
63. Trinidad and Tobago Free Zones Company Limited	0
64. Trinidad and Tobago Police Service	1412
65. Trinidad and Tobago Postal Corporation	0
66. Trinidad and Tobago Prisons Service	44
67. Trinidad and Tobago Securities & Exchange Commission	0
68. Trinidad and Tobago Television Limited (TTT)	4
69. Trinidad Boxing Board of Control	0
70. Urban Development Corporation of Trinidad and Tobago Limited (UDECOTT)	296
71. Water and Sewerage Authority of Trinidad and Tobago	19
	3,593

*This denotes that quarterly statements were filed by the Public Authorities and no FOI requests were received for the year.

Appendix V: Complaints to the Ombudsman

Public Authority	Reasons for the Complaint	Outcome
<p>1. Trinidad and Tobago Electricity Commission (T&TEC)</p> <p><i>19 Jan 2020</i></p>	<p>By telephone conversation dated January 9, 2020 with the Legal Officer and the Designated Officer for the public authority, it was agreed that the matter was not a Freedom of Information matter.</p>	<p>By letter dated January 10, 2020, the Ombudsman advised the applicant that the matter was not a Freedom of Information matter and requested that T&TEC address Ms. Osmond's matter accordingly.</p>
<p>2. Green Fund Unit/Ministry of Planning and Development</p> <p><i>15 Jan 2020</i></p>	<p>The Ombudsman met with the Permanent Secretary and Officers of the Ministry of Planning and Development and Green Fund Executory Unit on January 22, 2020.</p>	<p>By letter dated January 23rd, 2020, the Ministry was advised of the outcome of the discussions at the meeting.</p>
<p>3. University of Trinidad and Tobago</p> <p><i>28 Jan 2020</i></p>	<p>The Complainant made two (2) Freedom of Information requests dated December 30, 2019 and January 23, 2020 respectively.</p>	<p>By letter dated January 29, 2020, the Complaint was advised that with respect to the first Freedom of Information request under the provisions of the FOIA, she could seek Judicial Review.</p> <p>In relation to the second request, the applicant was advised that the public authority had thirty (30) days within which to respond.</p>
<p>4. National Insurance Property Development Company Limited (NIPDEC)</p> <p><i>5 June 2020</i></p>	<p>The public authority indicated willingness to release documents on the condition of approval of the party who was terminated after hearing.</p>	<p>The Complaint was advised to seek Judicial Review once the written denial was obtained.</p>

Public Authority	Reasons for the Complaint	Outcome
	The Public authority requested twenty-eight (28) days within which the party would be given approval. However, the approval was denied by the party.	
5. Ministry of Education <i>10 July 2020</i>	The Freedom of Information request was made on June 28, 2018 to the public authority.	The Complainant was advised to resubmit the Freedom of Information request to the Ministry of Education.
6. Trinidad and Tobago Police Service (TTPS) <i>27 July 2020</i>	There were three (3) Freedom of Information request made to the TTPS. Two (2) of the requests were supplied to the Complainant. Meanwhile, the third requested document did not exist after diligent searches according to the TTPS.	The Ombudsman accepted the explanation given by the TTPS and the complainant was advised accordingly.
7. Trinidad and Tobago Fire Services (TTFS) <i>6 Aug 2020</i>	The complainant did not receive a response to the freedom of information request submitted to the TTFS.	By letter dated August 6, 2020, the complainant was advised to seek Judicial Review.
8. 8.Ministry of Planning and Development <i>25 Aug 2020</i>	The matter was not a complaint regarding Freedom of Information. Further, the complainant received documents requested and was seeking advice whether additional information could be obtained from the public authority.	The Complainant was advised to contact the Ministry of Planning and Development on this matter.
9. Housing Development Corporation (HDC)	The complainant submitted a freedom of information request	The Complainant was advised to proceed for Judicial Review.

Public Authority	Reasons for the Complaint	Outcome
<p>13 Oct 2020</p>	<p>dated August 6, 2020 to the HDC.</p> <p>Subsequently, the HDC requested a one-month extension on September 4, 2020.</p> <p>The complainant then sought the intervention of the Ombudsman on October 13, 2020</p>	
<p>10. Ministry of Finance-Pensions Management, Treasury Division</p> <p>15 Oct 2020</p>	<p>The complainant submitted a freedom of information request to the public authority on July 22, 2020.</p> <p>The response to the request provided on August 20, 2020 appears to address all the complainant's requests. However, the Complainant required further information.</p>	<p>The Complainant was advised to approach the public authority for further assistance since all the freedom of information requests initially submitted were fulfilled.</p>
<p>11. Ministry of Education</p> <p>15 Oct 2020</p>	<p>The Complainant submitted several freedom of information requests to the Ministry of Education in 2018, 2019 and on July 13,2020.</p>	<p>By letter dated October 22,2020, the complainant was advised to either resubmit the freedom of information requests. If no response given within 30 days, an application for judicial review can be made.</p> <p>Alternatively, the complainant can request that the Ombudsman investigate the ongoing matter once a written request is received.</p>

Public Authority	Reasons for the Complaint	Outcome
<p>12. Trinidad and Tobago Electricity Commission (T&TEC)</p> <p>15 Oct 2020</p>	<p>The Complainant made a freedom of information request dated August 21, 2020 to T&TEC.</p> <p>The response from T&TEC dated September 10, 2020 did not address one of the requests and so the Complainant approached the Ombudsman for assistance.</p>	<p>By letter dated October 28, 2020, the Ombudsman wrote to T&TEC for their position on the matter.</p> <p>By letter dated November 13, 2020, T&TEC provided a rationale for its position to the Ombudsman.</p> <p>The Ombudsman accepted the position provided by T&TEC.</p>
<p>13. Ministry of Education</p> <p>21 Oct 2020</p>	<p>The Complainant submitted a freedom of information request on September 2, 2020 and received an electronic mail on said date.</p> <p>By October 1, 2020, there was still no response by the public authority.</p>	<p>By letter dated October 22, 2020, the Ombudsman advised the complainant to proceed for judicial review pursuant to section 39 of the Freedom of Information Act.</p>
<p>14. Chaguanas Borough Corporation</p> <p>3 Nov 2020</p>	<p>The Complainant submitted a freedom of information request on September 3, 2020.</p> <p>On November 3, 2020, the Complainant approached the Ombudsman for assistance as no response was given by the public authority.</p>	<p>By letter dated November 3, 2020, the Complainant was advised to proceed for Judicial Review</p>
<p>15. Ministry of Health</p> <p>27 Nov 2020</p>	<p>The Public Services Association on behalf of the complainant submitted two (2) letters of complaint against the Ministry of Health and the North West Regional Health Authority</p>	<p>By letter dated December 9, 2020, the Ministry of Health provided a written response. It stated that the delays in</p>

Public Authority	Reasons for the Complaint	Outcome
	<p>(NWRHA). It was noted that no freedom of information request form was submitted to collaborate the request to NWRHA.</p> <p>Further, a number of inconsistencies was observed. Subsequently, a letter from the Office of the Ombudsman was prepared seeking clarification on the matter involved.</p>	<p>response was due to rotation policy.</p> <p>MOH subsequently requested an extension of time dated September 16,2020.</p> <p>In spite of this, the Minister's decision was provided to the complainant in a letter dated November 11,2020.</p>
<p>16. North Central Regional Health Authority (NCRHA)</p> <p><i>27 Nov 2020</i></p>	<p>The Complainant submitted a freedom of information request to the NCRHA on July 17, 2020.</p> <p>In a letter to the Ombudsman, the complainant stated no response was received from the NCRHA.</p>	<p>The Ombudsman advised that the complainant was "out of time" for the Ombudsman's intervention.</p> <p>The complainant was advised accordingly.</p>
<p>17. Ministry of Finance-Pensions, Treasury Division</p> <p><i>9 Dec 2020</i></p>	<p>The Complainant stated that a freedom of information request was submitted on October 1, 2002 but the Ministry of Finance stated that no form was received.</p> <p>The complainant did not approach the Ombudsman for assistance until December 9, 2020.</p>	<p>The matter brought by the complainant was "out of time" for the Ombudsman's intervention. As such, a recommendation was made for the complainant to resubmit a freedom of information request ensuring that a signature of receipt of the freedom of information request is obtained.</p> <p>The complainant was advised accordingly.</p>

Public Authority	Reasons for the Complaint	Outcome
<p>18. Ministry of National Security- Chief Fire Services Officer</p> <p>7 Dec 2020</p>	<p>The Complainant’s freedom of information request to the public authority was dated December 22, 2019. However, the complaint to the Ombudsman was made in December 2020.</p>	<p>The matter brought by the complainant was “out of time” for the Ombudsman’s intervention. Further, it appears that the matter is now before the Court.</p> <p>The Complainant was advised accordingly.</p>

Appendix VI: Public Authorities Reading Room

Public Authority	Documents normally on Display in the Reading Room
<p>1. Assembly Legislature (Tobago)</p> <p>Basement of Assembly Legislature Building, Jerningham Street, Scarborough, Tobago</p>	<ul style="list-style-type: none"> • Hansard of the Tobago House of Assembly Plenary Sittings • Minutes of the Tobago House of Assembly Plenary Sittings • Budget Statements of Tobago House of Assembly • Laws of Trinidad and Tobago • Books on Protocol • Books on Politics • Books on Parliamentary Procedures • Daily Newspapers of Trinidad and Tobago
<p>2. Division of Community Development, Enterprise Development and Labour</p> <p>#10 Montessori Drive, Glenn Road, Tobago Opening Hours: Monday to Friday 8am to 4pm</p>	<ul style="list-style-type: none"> • Books • Brochures • Pamphlets
<p>3. Division of Finance and the Economy</p> <p>Library, Third Floor Opening Hours: Monday to Friday 8am to 4:15pm</p>	<ul style="list-style-type: none"> • Pamphlets • Programmes • Financial Reports
<p>4. Environmental Management Authority</p> <p>Information Centre # 8 Elizabeth Street, St. Clair, Port of Spain Monday- Friday: 8am to 4:30pm</p>	<ul style="list-style-type: none"> • Books • Reports • Periodicals • Newspapers

Public Authority	Documents normally on Display in the Reading Room
<p>5. Immigration Division</p> <p>Conference Room 8th Floor (South) Government Campus Plaza #3-9 Richmond Street Port of Spain</p> <p>Opening Hours: 9am to 12noon</p>	<ul style="list-style-type: none"> • No documents identified
<p>6. Inland Revenue Division</p> <p>Level 17, IRD Tower Government Campus Plaza 2-4 Ajax Street Port of Spain</p> <p>Opening Hours: 8am to 4pm</p>	<ul style="list-style-type: none"> • No documents identified
<p>7. Institute of Marine Affairs</p> <p>Institute of Marine Affairs Library, Information Centre Department Hilltop Lane, Chaguaramas</p> <p>Opening Hours: Monday to Friday 8am to 4pm</p>	<ul style="list-style-type: none"> • No documents identified
<p>8. Meteorological Services Division</p> <p>Rawinsonde Building, South Terminal, Piarco Airport, Piarco.</p> <p>Opening Hours: Monday to Friday 8am to 4pm</p>	<ul style="list-style-type: none"> • Technical meteorological and Civil Aviation Regulations • Scientific (Meteorological) journals, magazines, books and others • Law Books of the Republic of Trinidad and Tobago

Public Authority	Documents normally on Display in the Reading Room
<p>9. Ministry of Public Utilities</p> <p>1 Alexandra Street, St. Clair.</p> <p>Opening Hours Monday – Friday 8:30am – 3:30pm</p>	<ul style="list-style-type: none"> • Copies of Trinidad and Tobago Gazette • Hansard Reports relating to Debates in the Senate and House of Representatives • Circular memoranda from the Ministry of Finance, Comptroller of Accounts, Chief Personnel Officer, Director of Public Administration and other Departments • Public Sector Investment Programme (PSIP) • Reports of Government Agencies • Annual Budget Documents of the Republic of Trinidad and Tobago • Policies of Agencies within the purview of the Ministry • Guidelines for Programmes within the Ministry • Estimates of Recurrent Expenditure and Development Programmes • Procurement Policies and Guidelines • Financial Regulations and Instructions • Health and Safety Guidelines
<p>10. Ministry of Social Development and Family Services</p> <p>ABMA Building 55-57 St. Vincent Street Port of Spain</p>	<ul style="list-style-type: none"> • Articles • Periodicals • Handouts • Administrative Reports of Ministry • Files dealing with administrative support and general administration documents for the operations of the Ministry.
<p>11. Ministry of Trade and Industry</p> <p>Level 15 Nicholas Tower 63-65 Independence Square Port of Spain Opening Hours: 8:30am to 3:30pm</p>	<ul style="list-style-type: none"> • Books, Journals • Articles, periodicals • Magazines • Catalogues • Brochures

Public Authority	Documents normally on Display in the Reading Room
<p>12. National Information and Communication Company Limited</p> <p>Lord Harris Court 52 Pembroke Street Port of Spain</p> <p>Opening Hours: Monday – Friday 8:00am – 4:00pm</p>	<ul style="list-style-type: none"> • iGovTT Strategic Plan • IGovTT Annual Reports • National ICT Plans • Copies of the International Organisation for Standardization (10001-10004). • ttconnect promotional brochures • iGovTT promotional brochures • Various reading materials relating to Governance and ICT
<p>13. National Library and Information System Authority</p> <p>Abercromby Street, Port of Spain</p>	<ul style="list-style-type: none"> • No documents identified
<p>14. National Trust of Trinidad and Tobago</p> <p>Mille Fleurs Maraval Road Port of Road</p> <p>Opening Hours: 8am to 4pm</p>	<ul style="list-style-type: none"> • The National Trust Act of Trinidad and Tobago
<p>15. Palo Seco Agricultural Enterprises Limited</p> <p>31 Casuarina Avenue, Pointe-a-Pierre</p>	<ul style="list-style-type: none"> • No documents on display
<p>16. Personnel Department</p> <p>#3 Alexandra Street, St. Clair Port of Spain</p>	<ul style="list-style-type: none"> • No documents identified.
<p>17. Port Authority of Trinidad and Tobago</p> <p>PATT Administration Building #1 Dock Road, Port of Spain</p>	<ul style="list-style-type: none"> • Laws of Trinidad and Tobago

Public Authority	Documents normally on Display in the Reading Room
<p>Opening Hours: Monday to Friday 8am to 3pm (On Request Only)</p>	
<p>18. Regulated Industries Commission</p> <p>Furness Building Cor. Wrightson Road Independence Square, Port of Spain. Opening Hours: Monday to Friday 8am to 4pm</p>	<ul style="list-style-type: none"> • Books • Journals and Newsletters • Government Documents • Regulated Industries Commission research papers • Legislation – Regulated industries commission • Water and Sewerage Authority • Tobago Electricity Commission annual reports • Resources on various aspects of utility regulation
<p>19. Service Commissions Department</p> <p>52-58 Woodford Street, Newtown, Port of Spain</p>	<ul style="list-style-type: none"> • <i>Note: The Room is made available to persons who wish to peruse their Confidential Personal File or documents. This is done by appointments only.</i>
<p>20. Sport Company of Trinidad and Tobago</p> <p>National Aquatic Centre, off Couva Main Road, Balmain Couva Opening Hours: Monday and Friday 8:30am to 3:30pm</p>	<ul style="list-style-type: none"> • No documents on display
<p>21. Telecommunications Authority of Trinidad and Tobago</p> <p>#5, Eighth Avenue Extension, off Twelfth Street, Barataria</p> <p>Opening Hours: 8am to 4pm</p>	<ul style="list-style-type: none"> • Books • Journals • Newsletters

Public Authority	Documents normally on Display in the Reading Room
<p>22. The CEPEP Company Limited #16 Factory Road Ste. Madeline Opening Hours: 8am to 4pm</p>	<ul style="list-style-type: none"> • No documents on display
<p>23. The National Gas Company of Trinidad and Tobago Administration Building Orinoco Drive Point Lisas Industrial Estate</p>	<ul style="list-style-type: none"> • No documents on display
<p>24. Trinidad and Tobago Defence Force Airways Road, Chaguaramas. Opening Hours: Monday to Friday 12noon to 3pm</p>	<ul style="list-style-type: none"> • Documents containing Interpretations or particulars of written Laws or schemes administered by the Trinidad and Tobago Defence Force • Documents containing rules, policies, guidelines, practice or precedents
<p>25. Trinidad and Tobago Securities and Exchange Commission International Waterfront Centre, Level 22, Tower D, #1 Wrightson Road, Port of Spain Opening Hours: (By appointment)</p>	<ul style="list-style-type: none"> • Securities Law • Annual Reports of Registrants • Periodicals related to the securities industry • Laws of Trinidad and Tobago • Public Information on registrants stored at the Commission available on request.
<p>26. Water and Sewerage Authority of Trinidad and Tobago Head Office, Farm Road, St. Joseph Opening Hours: Monday to Friday 8am to 4pm</p>	<ul style="list-style-type: none"> • WASA's Corporate Business Plans • Training Policies & Procedures • Operation & Maintenance Manuals • Feasibility Studies of Water supply projects • American Water and Wastewater Standards • Water Rehabilitation Projects • Standard Operation Procedures for Water Treatment Plants