



OFFICE of GOVERNMENT INFORMATION SERVICES

March 16, 2015 — Sent via email

[REDACTED]

Re: Case No.: 201500280
NG: CM

NATIONAL
ARCHIVES
and RECORDS
ADMINISTRATION

8601 ADELPHI ROAD
OGIS

COLLEGE PARK, MD
20740-6001

web: www.ogis.archives.gov

e-mail: ogis@nara.gov

phone: 202-741-5770

toll-free: 1-877-684-6448

fax: 202-741-5769

Dear [REDACTED]:

This responds to your January 6, 2015 request for assistance from the Office of Government Information Services (OGIS), which we received via email. Your request for assistance pertains to your records request to U.S. Customs and Border Protection (CBP) on behalf of your client, [REDACTED].

Congress created OGIS to complement existing Freedom of Information Act (FOIA) practice and procedure; we strive to work in conjunction with the existing request and appeal process. The goal is for OGIS to allow, whenever practical, the requester to exhaust his or her remedies within the agency, including the appeal process. OGIS has no investigatory or enforcement power, nor can we compel an agency to release documents. OGIS serves as the Federal FOIA Ombudsman and our jurisdiction is limited to assisting with the FOIA process.

In your correspondence to OGIS, you express frustration about CBP's delay in responding to your request, and you ask OGIS to compel the agency to process [REDACTED] request more quickly. While FOIA delays are frustrating, they are an unfortunate part of the process for many agencies. As CBP informed you in its acknowledgment letter, the agency currently has a backlog of roughly 12 months for requests such as yours. OGIS cannot compel an agency to process one request before others, whatever the circumstances of the requester.

At this time, there is no further assistance OGIS can offer; I regret that we cannot be more useful to you and [REDACTED]. Thank you for bringing this matter to OGIS. We will close your case.

Sincerely,

/s/

Nikki Gramian, Acting Director
Office of Government Information Services (OGIS)

cc: Stephanie Tell, CBP FOIA

We appreciate your feedback. Please visit <https://www.surveymonkey.com/s/OGIS> to

