



**Ministry  
of Defence**

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Information Rights Operations AH

Telephone: 020 7218 4848

Ref: FOI2017/05638

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27 June 2017

Thank you for your email dated 27 May 2017 requesting the following information:-

*"Detailed Description of the Information I wish to receive regarding 'Request records of deceased service personnel':*

*1. Justification of the fee, broken down please;*

*'Subject to the payment of an administration fee of £30 per record and provision of a death certificate (except where death was in service), certain information can be provided from the records of service of service personnel on request under the publication scheme.*

*The administration fee of £30 will be waived for requests from those who were the spouse or civil partner of the subject at the time of death (or parent if there was no spouse or civil partner).*

*The information that is held on individuals varies depending on which service they served with, when they served and the length of their service. In a small number of cases little or no information may be held. Applicants should be aware that the £30 administration fee is non-refundable whatever the outcome of the search.*

I am treating your correspondence as a request for information under the Freedom of Information Act 2000 (FOIA).

A search for the information has been completed in the Ministry of Defence and I can confirm that some recorded information in scope of your request is held which has been extracted and provided below.

"The £30 administration fee is a flat rate charge which relates to all service records covered by the MOD Publication scheme across the three Services. The charge relates to costs incurred by the provider including, storage, retrieval and other administrative handling factors which are common to all requests and it is considered reasonable that

customers using this service should make a reasonable contribution to offset the burden which would otherwise fall on the Defence budget.”

**Section 16 (Advice and assistance)**

I can advise under section 16 (advice and assistance) under that Act, there is a very high demand for this type of information and the time and effort involved varies from case to case but can take somewhere between two and nine hours to process each application.

It is important, therefore, that MOD keeps costs within reasonable bounds in order to minimise the impact upon other core business areas. The Department has no wish to exploit this demand for financial gain and the £30 charge exists only to offset, at least to some degree, what would otherwise be a significant drain on MOD resources. This charge has been in place under the Act since 2005; however this has not been reviewed nor re-valued since.

The £30 charge is waived for requests from those who were the spouse or civil partner of the subject at the time of death (or parent if there was no spouse or civil partner). In some cases little or no information may be provided in response to a request where there are scant record holdings; we alert requesters to this on the GOV.UK website so that they can make an informed choice about whether or not to proceed with their application.

If you are not satisfied with this response or you wish to complain about any aspect of the handling of your request, then you should contact me in the first instance. If informal resolution is not possible and you are still dissatisfied then you may apply for an independent internal review by contacting the Information Rights Compliance team, Ground Floor, MOD Main Building, Whitehall, SW1A 2HB (e-mail [CIO-FOI-IR@mod.uk](mailto:CIO-FOI-IR@mod.uk)). Please note that any request for an internal review must be made within 40 working days of the date on which the attempt to reach informal resolution has come to an end.

If you remain dissatisfied following an internal review, you may take your complaint to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not investigate your case until the MOD internal review process has been completed. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website, <https://ico.org.uk/>.

Yours sincerely,

