



Defence Business Services

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Ref: FOI2021/08896

26 August 2021

Dear [REDACTED]

Thank you for your email of 30 July 2021 to the Ministry of Defence (MOD), seeking information about the number of General Service Medals with Canal Zone Clasp issued.

You requested the following information:

"Please could you tell me how many Naval General Service Medals have been issued with the Canal Zone bar (with a single bar, or as an additional bar)".

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

A search for the information has now been completed within the MOD and I can confirm all the information in scope of your request is held. However, I must advise you that we would not be able to answer your request without exceeding the appropriate cost limit.

Section 12 of the FOIA makes provision for public authorities to refuse requests for information where the cost of dealing with them would exceed the appropriate cost limits, which for central government is set at £600. This represents the cost of one person spending 3.5 working days in determining whether the department holds the information, locating, retrieving, and extracting the information.

The central databases containing information pertaining to the Naval General Service Medal (NGSM) (1918-1962) with Canal Zone Clasp list 1,145 Service personnel who may have potentially been issued with the medal and/or Clasp. To confirm whether these individuals were issued an NGSM with Canal Zone Clasp, would require a manual search of hard copy Service records. To undertake this work would approximately amount to 125.5 hours at a cost of £3,125 which clearly exceeds the cost limit.

The MOD would normally offer advice under Section 16 of the FOIA as to how a request could be refined to come within the cost limit, however it is not possible to identify a way to bring this particular request under the cost limit.

If you have any queries regarding the content of this letter, please contact this office in the first instance.

If you wish to complain about the handling of your request, or the content of this response, you can request 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.gov.uk). Please note that any request for an internal review should be made within 40 working days of the date of this response.

If you remain dissatisfied following an internal review, you may raise your complaint directly to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not normally investigate your case until the MOD internal review process has been completed. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website at <https://ico.org.uk/>.

Yours sincerely

Defence Business Services Secretariat