

**CITIZEN CHARTER
INTERNAL AUDIT SERVICE UNIT**

The Internal Audit Service Unit is the office mandated to assist in: improving the effectiveness of risk management, controls and governance processes; instilling public confidence in the City's ability to operate effectively' and strengthening the mechanism for ensuring the accountability of the City to Her constituents.

VISION: IAS envisions itself as the sentinel of change recognized as a credible partner for good governance.

MISSION: To provide independent and objective assurance, advice and insight on the economical, effective, efficient, and ethical implementation of the City's processes towards the achievement excellence in Her programs, projects, and activities.

1. Request for Investigation, Review and/or Audit

This process is for receiving requests the investigation, review and/or audit of specific/particular transactions, circumstances, personalities and or Office/Division/Unit by requesting party/parties.

Office or Division:	Management and/or Operational Audit Division
Classification:	Simple transaction
Type of Transaction:	G2C – Government to Citizens G2B – Government to Businesses G2G – Government to Government
Who may avail:	Any requesting party shall be allowed to submit a written request for the investigation, review and/or audit of specific/particular transactions, circumstances, personalities and or Office/Division/Unit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Formal letter of request containing the following: <ol style="list-style-type: none"> a. Name of the requesting party, address, contact number b. Personal circumstance of the requesting party (office/department/unit, position, address case of third parties) c. Target item being requested d. Specifications of the request e. Complete details of the circumstances f. Expected output, as applicable g. Supporting documents and/or evidences, as applicable 	Submitted by the requesting party/parties

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit letter request to IASU in duplicate	IASU Receiving Staff – Staff on duty receives request, stamps received the second copy of the document and transmits the original to IASU Head or alternate	N/A	5 minutes	Iana Kristine D. Estolas Kristianne Marie L. Santos Clarissa Elaine L. Bautista Joemar C. Oprenario or Alma B. Sanglay
		IASU Head or the office head alternate conducts initial review of request to determine the need for the Mayor’s approval on the request	N/A	30 minutes	Alicia C. Barazon with Engr. Benedicto H. Cansana, Jr. Maria Christine C. Flores Maria Asuncion C. Ylarde Leslie Villaruel
		For requests needing the approval, the original letter will be sent to the Mayor’s Office (a photocopy will be used as the receiving copy)	N/A	15 minutes	Iana Kristine D. Estolas Kristianne Marie L. Santos Clarissa Elaine L. Bautista Joemar C. Oprenario or Alma B. Sanglay
		For requests not needing the Mayor’s approval, the IASU Head determines whether the request if to be handled by the Management of the Operational Division in the Office	N/A	15 minutes	Alicia C. Barazon
TOTAL:				50 minutes	

2. Preparatory Review, Investigation, and/or Audit of Requests

This process involves the preparation of documents and procedures needed for the comprehensive review, investigation, and/or audit of the subject matter in requests submitted to the Internal Audit Service Unit.

Office or Division:	Management Audit Division or Operational Audit Division, as the case may be
Classification:	Complex transaction
Type of Transaction:	G2G – Government to Government
Who may avail:	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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1. Audit Planning Memorandum following the guidelines contained in the Internal Audit Manual for Local Government Units of 2016

To be prepared by the IASU Head

2. Audit engagement plan or audit program, as necessary, following the guidelines contained in the Internal Audit Manual for Local Government Units of 2016	To be prepared by the specific IASU staff to be assigned
3. Relevant attachments, as necessary (e.g. request letters to be sent to concerned parties relative to the target)	To be prepared by the specific IASU staff to be assigned

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1		Preparation of Audit Planning Memorandum (APM) for IASU staff to be assigned to the project.	N/A	45 minutes	Alicia C. Barazon
		Issuance and discussion of the APM to the specific IASU staff to be assigned to the request	N/A	60 minutes	Alicia C. Barazon and IASU staff to be assigned
2		Preparation of the Audit Program/Activity/Plan to be used for the request	N/A	40 hours	IASU staff to be assigned
		Submission, discussion and approval of the Audit Program /Activity / Plan to be used for the request	N/A	120 minutes	Alicia C. Barazon and IASU staff to be assigned
		Submission of the copy of the approved Audit Program / Activity / Plan to the Mayor (second copy to be retained in IASU)	N/A	15 minutes	Alicia C. Barazon and IASU staff to be assigned
TOTAL:				5 days and 4 hours	

3. Review, Investigation, and/or Audit of Requests

This process involves the comprehensive review, investigation, and/or audit of the subject matter in requests submitted to the Internal Audit Service Unit.

Office or Division:	Management Audit Division or Operational Audit Division, as the case may be
Classification:	Complex transaction
Type of Transaction:	G2C – Government to Citizens G2B – Government to Businesses G2G – Government to Government
Who may avail:	All Department/Offices/Unit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Implementation of the approved Audit Planning Memorandum following the guidelines contained in the Internal Audit Manual for Local Government Units of 2016	To be conducted by the IASU Head together with the particular audit team members assigned for the request
2. Preparation of reports necessary for the request, following the guidelines contained in the Internal Audit Manual for Local Government Units of 2016	To be prepared by the specific IASU audit team members assigned

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1		Implementation of approved Audit or Program	N/A	(time frame is dependent on the extent of work needed to be done)	Alicia C. Barazon and IASU audit team members assigned

2		Preparation of the Audit Report to be used for the request	N/A	40 hours	Alicia C. Barazon and IASU audit team members assigned
		Submission of the Audit Report to the requesting party and/or the Mayor, as applicable	N/A	4 hours	Alicia C. Barazon and IASU audit team members assigned
TOTAL:					

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Client feedback may be sent through various channels: Ugnayan sa Pasig FB Account, hr@pasigcity.gov.ph or pasig.ias@gmail.com
How feedback is processed	Negative feedback indicative of client dissatisfaction is referred to the concerned Section/Department Head and discussed with concerned office staff. Remedial action is taken thereafter.
How to file a complaint	Complaints may be filed via the following: HRDO, Office of the City Mayor, Ugnayan sa Pasig, Public Information Office and Public Assistance and Complaint Desk.
How complaints are processed	Complaints are referred to the concerned Department Head / Chief of office. An initial investigation of the complaint is conducted to ascertain the validity of the complaint and determination of employee culpability if any. Complaints constituting an administrative offense are referred to the Administrative Hearing Board for filing of formal charges in the presence of a prima facie case. Administrative proceedings ensue thereafter in accordance with the Rules of Procedures in Administrative Cases.
Contact Information	Trunkline: 8643-1111 loc. 1861 Email: pasig.ias@gmail.com