

**CITIZEN CHARTER
INTERNAL AUDIT SERVICE OFFICE**

The Internal Audit Service Office is 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 of excellence in Her programs, projects, and activities.

1. Request for Investigation, Review and/or Audit

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

Office or Division:	Internal Audit Service Office
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 in 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 IAS in duplicate	IAS Receiving Staff – Staff on duty receives request, stamps received the second copy of the document, and transmits the original to IAS Head or alternate	N/A	5 minutes	Iana Kristine D. Estolas, Kristianne Marie L. Santos or Clarissa Elaine L. Bautista
		The IAS Head or the office head alternate conducts the initial review of the request to determine the need for the Mayor’s approval of the request	N/A	30 minutes	Alicia C. Barazon with Maria Christine C. Flores and/or Marivic Concepcion Narciso
		For requests needing 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 or Clarissa Elaine L. Bautista
		For requests not needing the Mayor’s approval, the IAS Head determines and assigns the audit team who will handle the request	N/A	15 minutes	Alicia C. Barazon
		The IAS Head communicates and discusses the reason for disapproval of the request to the requesting party/parties; or the approval of the request.	N/A	30 minutes	Alicia C. Barazon
		For approved requests, the IAS Head invites the requesting party/parties for an opening conference meeting to discuss the following as agreed with the requesting party/parties; <ol style="list-style-type: none"> 1. Objectives 2. Scope 3. Timeframe 4. Expected Outputs 5. Other necessary information 	N/A	60 minutes	Alicia C. Barazon and the assigned audit team
		Performance of the requested investigation, review, or audit.	N/A	(The time frame is dependent on the extent of work to be done)	Alicia C. Barazon and the assigned audit team

		The IAS Head invites the requesting party/parties for a closing conference meeting to discuss observations and recommendations.	N/A	60 minutes	Alicia C. Barazon and the assigned audit team
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 the 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