



INTERNAL AUDIT SERVICE



Internal Audit Service

External Services



I. Technical Assistance to On-Site Researchers

Assistance is provided to assist students in the completion of academic requirements other researchers in the field of internal audit.

Office or Division:	Internal Audit Service			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	IAS ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for interview/data	Grants request/schedules interview and provides data needed	+6	One (1) hour	<i>Head of Internal Audit (HoIA) / Internal Auditor I / Internal Auditing Assistant/ In-charge of Information Technology Division/ In-Charge of Administrative Functions (ICAF)</i>
Total:		None	One (1) hour	

II. Technical Assistance to Online Researchers

Assistance is provided to online researchers in the field of internal audit.

Office or Division:	Internal Audit Service			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	IAS ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for interview/data	Grants request/schedules interview and provides data needed.	None	One (1) hour	<i>Head of Internal Audit (HoIA) / Internal Auditor I / Internal Auditing Assistant/ In-charge of Information Technology Division/ In-Charge of Administrative Functions (ICAF)</i>
Total:		None	One (1) hour	





Internal Audit Service

Internal Services

I. Technical Assistance to City Officials and Chiefs of Offices/Divisions/Sections

Assistance is provided to supervisors to help them carry out their office mandates in consonance with internal audit findings/recommendations.



Office or Division:	Internal Audit Service			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	City Officials/Chiefs of Offices/Divisions/Sections			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	IAS ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for data/ internal audit recommendations/advice	Grants request/analyzes given data and situationers/schedules meeting/provides information needed and/or makes appropriate recommendation/s	None	One(1) hour	<i>Head of Internal Audit (HoIA) / Internal Auditor I / Internal Auditing Assistant/ In-charge of Information Technology Division/ In-Charge of Administrative Functions (ICAF)</i>
Total:		None	One (1) hour	

II. Technical Assistance to Rank-and-File Employees

Assistance/advice is provided to employees of the City Government of Legazpi to guide them in the performance of their duties

Office or Division:	Internal Audit Service			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Rank-and-File Employees of the City Government of Legazpi			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	IAS ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for data internal audit recommendations/ advice	Grants request/ analyzes given data and situationers/ schedules meeting/ provides information needed and/or makes appropriate recommendations	None	One (1) hour	<i>Head of Internal Audit (HoIA) / Internal Auditor I / Internal Auditing Assistant/ In-charge of Information Technology Division/ In-Charge of Administrative Functions (ICAF)</i>
Total:		None	One (1) hour	



FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback?</p>	<p>Answer the Client Feedback Form and drop it at the Feedbacks Drop Box located at the Public Assistance and Complaints Desk (PACD).</p>
<p>How feedbacks are processed?</p>	<p>Every Friday, the Officer monitoring the PACD opens the drop box, complies and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answers are then relayed to the citizens.</p> <p>For inquiries and follow-ups, clients may contact the telephone number: :(052) 742-3484</p>
<p>How to file a complaint?</p>	<p>Answer the Client Complaint Form and drop it at the Complaints Drop Box located at the Public Assistance and Complaints Desk (PACD).</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none">- Name of person being complained- Incident- Evidence <p>For inquiries and follow-ups, clients may contact the telephone number: :(052) 742-3484</p>
<p>How complaints are processed</p>	<p>The Officer monitoring the PACD opens the drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p>



	<p>The officer will prepare a report after the investigation and shall submit to the chief of office for appropriate action.</p> <p>The officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the telephone number: .:(052) 742-3484</p>
Contact Information of the Internal Audit Service	<p>Ms. Joan E. Jamisal City Government Department Head I</p> <p>Email: ias.legazpi@gmail.com</p> <p>Mobile No.:(052) 742-3484</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB:0908-881-6565 (SMS)</p>