GOVERNOR'S OFFICE
INTERNAL AUDIT SERVICES DIVISION (IASD)
EXTERNAL SERVICES

1. E-CONSULTATION FOR TECHNICAL ASSISTANCE ON INTERNAL AUDIT SYSTEM

The Internal Audit Services Division (IASD) renders E-consultation services to ensure public safety, avoiding the threat of CoViD-19, while addressing the needs of the client through e-mail , providing them an accurate information regarding the operations, functions and importance of IASD, thus, allowing to fully-understand its mandate, vision and mission. This service is available during Monday to Friday 8:00 AM to 5:00 PM.

Office or Division:	Internal Audit Services Division (IASD)
Classification:	Simple
Type of Transaction:	G2G, G2B and G2C
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
E-Consultation Request Form	IASD Administrative Personnel
Client Satisfaction Survey Form	IASD Administrative Personnel

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an e-mail to the official e-mail address of IASD to request for consultation services : iasd@ormindoro.gov.ph	1. Coordinate with the head of IASD the e-mail received regarding the request for e-consultation services	None	N/A	Administrative Assistant II GO-Internal Audit Services Division
2. Receive the reviewed and approved response from the IASD regarding the inquiry sent	2. Review the inquiry e-mail sent by the requesting client 2.1. Send the reviewed and approved	None	7 hours	OIC-Internal Auditor IV GO-Internal Audit Services Division Internal Auditor I GO-Internal Audit Services Division

	response to the requesting client			Administrative Assistant II GO-Internal Audit Services Division
3. Provide ratings regarding the consultation services conducted through CSSF sent by the IASD and send it back through e-mail	3.Send a softcopy of CSSF to the requesting client 3.1. Print out and file the Accomplished CSSF for documentation purposes	None	1 hour	Administrative Assistant II GO-Internal Audit Services Division
		TOTAL	8 hours	

2. WALK-IN CONSULTATION FOR TECHNICAL ASSISTANCE ON INTERNAL AUDIT SYSTEM

The Internal Audit Services Division (IASD) renders Walk-in Consultation services to address the needs of the client while implementing safety protocols, providing them an accurate information regarding the operations, functions and importance of IASD, thus, allowing the client to fully-understand its mandate, vision and mission. This service is available during Monday to Friday 8:00 AM to 5:00 PM.

Office or Division:	Internal Audit Services Division (IASD)			
Classification:	Simple			
Type of Transaction:	G2G, G2B and G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Consultation Request Slip		IASD Public Assistance Desk		
Client Satisfaction Survey Form		IASD Public Assistance Desk		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Log-in to Visitor's Log and fill-out the Consultation Request Slip provided	1. Assist the client and provide them the Visitor's Log and Consultation Request Slip	None	5 minutes	Administrative Assistant II GO-Internal Audit Services Division
2. Proceed to the designated area for consultation proper	2. Guide the client to the designated area for consultation proper	None	2 hours	Administrative Assistant II GO-Internal Audit Services Division

	2.1.Address the client's inquiries regarding Internal Audit System			OIC-Internal Auditor IV GO-Internal Audit Services Division Internal Auditor I GO-Internal Audit Services Division
3. Provide ratings regarding the consultation services conducted through CSS tablet/ CSS Form	3. Assist the client in using the CSS Tablet/ CSS Form	None	5 minutes	Administrative Assistant II GO-Internal Audit Services Division
		TOTAL	2 hours and 10 minutes	

GOVERNOR'S OFFICE
INTERNAL AUDIT SERVICES DIVISION (IASD)
INTERNAL SERVICES

3. PAYROLL PROCESSING

The Internal Audit Services Division (IASD) provides assistance to its personnel by processing the payroll. The IASD ensures the effective delivery of the service through the provision of a swift, reliable and systematic procedure for the personnel to receive their respective salaries and/or wages in a timely manner.

Office or Division:	Internal Audit Services Division (IASD)			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	IASD Personnel			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
2 Authenticated copies of Travel Order (if applicable)		Provincial Human Resource Management Office (PHRMO)		
2 Authenticated copies of Certificate of Appearance (if applicable)		PHRMO		
1 Original copy of Approved Leave Form (if applicable)		PHRMO		
2 Authenticated copies of Trip Ticket (for Driver - if applicable)		PHRMO		
2 Original Copies of Accomplishment Report (if applicable)				
Client Satisfaction Survey Form (CSSF)		IASD Front Desk		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Check the accuracy of the deductions and net take home pay indicated in the General Payroll Sheet and the time-in/time-out reflected in the Daily Time	1. Print the Daily Time Record (DTR) and General Payroll Sheet obtained from the PGOM Portal 1.1. Provide the personnel the printed DTR and General Payroll	None	1 hour	Administrative Assistant II / Payroll Officer GO-Internal Audit Services Division

Record (DTR) provided by the Payroll Officer and sign if there are no corrections needed	Sheet for verification purposes			
2. Submit the listed required documents *(if there are any)* to the payroll officer and wait for the debiting of salary	2. Verify the completeness of the submitted documents (if there are any) 2.1. Consolidate the submitted documents and attach those to the signed DTRs and General Payroll Sheet 2.2. Submit to the Provincial Human Resource Management Office (PHRMO) the completed Payroll with attachments 2.3. Locate the processed Payroll through the PGOM Portal and Document Tracking System	None	N/A	Administrative Assistant II / Payroll Officer GO-Internal Audit Services Division
3. Provide ratings regarding the	3. Assist the personnel in using	None	5 minutes	Administrative Assistant II / Payroll Officer

payroll processing through the designated Client Satisfaction Survey (CSS) Tablet placed at the public assistance desk	the CSS Tablet/ CSS Form			GO-Internal Audit Services Division
		TOTAL	1 hour and 5 minutes	