

## Internal audit services

### VISION

Recognized as a valuable city government office aimed to add value- ethically, effectively and efficiently, and improve the city government's operations.

### MISSION

To help the City Government accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control, and governance processes.

<b>FRONTLINE SERVICE</b>	<b>CONDUCT OF DETAILED VERIFICATION OF ALL CASH RECEIPTS/DEPOSITS (MONITORING ON MISCELLANEOUS COLLECTION)</b> Verify issued stub against the Report of Collection and Deposit (RCD) of various tellers.	
<b>SERVICE PROVIDER/S</b>	FELINA M. ZATARAIN MYRA FRANCISCO ROMEO M. SARREAL, JR.	RUZEN M. BASADA MA. CRISTINA C. COLUMBA JOVITA A. TAPIRU
<b>AGENCY CONCERNED</b>	CITY TREASURER'S OFFICE COLLECTION CLERK - MISCELLANEOUS DIVISION	
<b>TIME FRAME</b>	1 hour daily	
<b>REQUIRED DOCUMENT/S</b>	1. Accountable Form No. 51 2. BIR Form 0016 (Cedula)	3. Report of Collection and Deposit (prepared by the accountable officers)
<b>REQUIRED FEES</b>	None	

<b>FRONTLINE SERVICE</b>	<b>CONDUCT OF CASH COUNT</b> Count cash and checks. Verify and reconcile with official receipts, and report of collections and deposits made.	
<b>SERVICE PROVIDER/S</b>	FELINA M. ZATARAIN MYRA FRANCISCO ROMEO M. SARREAL, JR.	RUZEN M. BASADA MA. CRISTINA C. COLUMBA JOVITA A. TAPIRU
<b>AGENCIES CONCERNED</b>	CITY TREASURER'S OFFICE	CALOOCAN CITY MEDICAL CENTER
<b>TIME FRAME</b>	1 hour (once to twice a month)	
<b>REQUIRED DOCUMENT/S</b>	1. Accountable Form No. 51 2. BIR Form 0016 (Cedula)	3. Report of Collection and Deposit (prepared by the accountable officers)
<b>REQUIRED FEES</b>	None	

<b>FRONTLINE SERVICE</b>	<b>PREPARATION OF INTERNAL AUDIT REPORT AND AUDIT OBSERVATION</b>	
<b>SERVICE PROVIDER/S</b>	MA. ENRIQUETA G. DELA CRUZ (Officer-in-Charge) FELINA M. ZATARAIN	ROMEO M. SARREAL, JR. MYRA M. FRANCISCO
<b>AGENCY CONCERNED</b>	CITY GOVERNMENT OFFICES AND DEPARTMENTS	
<b>TIME FRAME</b>	Project dependent (1 month or more)	
<b>REQUIRED DOCUMENT/S</b>	Depending on what type of audit to be done.	
<b>REQUIRED FEES</b>	None	

<b>FRONTLINE SERVICE</b>	<b>CONDUCT CONSULTATION AND ADVISE</b>
<b>SERVICE PROVIDER/S</b>	MA. ENRIQUETA G. DELA CRUZ (Officer-in-Charge) FELINA M. ZATARAIN
<b>AGENCY CONCERNED</b>	CITY GOVERNMENT OFFICES AND DEPARTMENTS
<b>TIME FRAME</b>	Subject/ request dependent
<b>REQUIRED DOCUMENT/S</b>	None
<b>REQUIRED FEES</b>	None

<b>FRONTLINE SERVICE</b>	<b>ALTERNATE FOCAL PERSON – CALOOCAN CITY ACTION TEAM 8888 COMPLAINT HOTLINE</b>
<b>SERVICE PROVIDER/S</b>	MA. ENRIQUETA G. DELA CRUZ (Officer-in-Charge) SUPPORT STAFF
<b>AGENCY CONCERNED</b>	CITY GOVERNMENT OFFICES AND DEPARTMENTS
<b>TIME FRAME</b>	Subject dependent
<b>REQUIRED DOCUMENT/S</b>	Complaint sheet from the Office of the President - 8888 Citizens' Complaint Hotline
<b>REQUIRED FEES</b>	None

<b>FRONTLINE SERVICE</b>	<b>OBSERVER OF PRE-BID PROCEEDINGS AND AWARDING OF BID FOR VARIOUS CITY GOVERNMENT PROJECTS</b>
<b>SERVICE PROVIDER/S</b>	MA. ENRIQUETA G. DELA CRUZ                      FELINA M. ZATARAIN (Officer-in-Charge)                                      MYRA M. FRANCISCO
<b>AGENCY CONCERNED</b>	BIDS AND AWARDS COMMITTEE
<b>TIME FRAME</b>	Project dependent (one hour or more)
<b>REQUIRED DOCUMENT/S</b>	Bid documents
<b>REQUIRED FEES</b>	None

**FEEDBACK AND COMPLAINTS MECHANISM:**

<p>Accomplish the Feedback Form available in the office and drop in the designated Comment and Suggestion Box located at the Front Desk or send queries through any of the following form of correspondence:</p>	
<b>Email Address:</b>	<b><i>iascaloocan@yahoo.com</i></b>
<b>Telephone Numbers:</b>	<b>(02) 288 – 8811 to 21 loc. 2261 (02) 310 – 0007</b>