

CITIZENS' CHARTER- Internal Audit Services (IAS):

1. Preparation and Conduct for Facilitation of Business Process Flow (BPF)

Business Process Flow is part of directive controls in every office. It provides a visual representation of the steps in a process. It is a way to achieve a specific objective, that is related to creating value for the end- user. It operates in the context of constraints, regulations & defined roles and relationships. This service is given to any Provincial offices who wish to avail the said activity.

Office or Division:	Provincial Administrator's Office- IAS Division			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	Provincial Offices of Davao del Norte			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Letter Request (1 original)		From the requesting office, signed by the Head of Office and approved by the LCE or Provincial Administrator.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submit approved letter request to PADO- IASD	1. Mark the request received as to when and what time, record the same on the logbook	None	(Under Normal circumstances) 5 minutes	<i>Internal Auditing Assistant</i> PADO-IAS Admin
	1.1 Receive request, set schedule, and assign to responsible IAS Technical staff		30 minutes	<i>Internal Auditor IV</i> PADO-IAS Head
	1.2 Prepare for the scheduled set, inform the requesting office for the schedule		1 hour and 30 minutes	<i>Technical Staff</i> <i>Internal Auditor I, II</i> PADO-IAS
	1.3 Ask requesting office personnel for their current/ actual processes		3 minutes	<i>Internal Auditor I, II</i> PADO-IAS Technical Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submit approved letter request to PADO-IASD	1.4 If there is existing BPF, discuss it with the concerned office for better understanding	None	(Under Normal circumstances) 24 hours	<i>Internal Auditor I, II</i> PADO-IAS Technical Staff
	1.5 If there is none existing BPF, assist the concerned office on how to craft basic BPF		48 hours	<i>Internal Auditor I, II</i> PADO-IAS Technical Staff
	1.6 Let the concerned office personnel craft their own BPF		1 week	<i>Internal Auditor I, II</i> PADO-IAS Technical Staff
	1.7 Make suggestions/ recommendations if necessary		3 hours	<i>Internal Auditor I, II</i> PADO-IAS Technical Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
2. Craft and present their own BPF	2. Make the focal person present their BPF to the body		1 hour	<i>Internal Auditor I, II</i> PADO-IAS Technical Staff	
	2.1 Advise the concerned office to let their Office Head, Provincial Administrator and Local Chief Executive, affix their signatures for their final BPF		1 week		<i>Internal Auditor I, II</i> IAS Technical Staff
	2.2 Ask for a copy from the requesting office for documentation and future reference and forward to IAS Admin for record keeping		30 minutes		<i>Internal Auditor I, II</i> PADO-IAS Technical Staff
	2.3 Receive and keep copy		5 minutes		<i>Internal Auditor I, II</i> PADO-IAS Technical Staff
	TOTAL:		None		51 days, 7 hours and 12 minutes