

PROCESSING OF BIR FORM 2307 TRANSACTIONS

Schedule of Availability of Service:

7:00am – 4:00pm, NO NOON BREAK, Monday to Friday, at the MCWD One-Stop Shop

Who may avail of the service:

Any MCWD registered consumer or his/her authorized representative with approved tax exemptions

What are the requirements:

- Copy of the water bill
- Signed 2307 in three copies

Duration: 30 minutes to 1 hour (under normal circumstances)

How to Avail of the Service:

Processing of 2307 Transactions

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Go immediately to the Officer of the Day (OD)	The Officer of the Day will try to resolve the concern of consumer if not, OD will ask the guard for issuance of priority number.	Less than a minute	Officer of the day	none	none
2	Get a priority number from the guard for pink lane transactions	Client gets priority number for pink lane transactions from the MCWD guard	Less than a minute	MCWD Security guard-on-duty	None	Priority Number
3	Wait for number to be called		5-30 minutes			
4	Once the number is called, proceed to the OSS Customer Service Officer assigned for 2307 pink lane	Check/verify 2307 if number of copies is complete and duly signed Approves tax exemption as requested Retain 2307 copies	5-30 minutes depending on number of 2307 exemptions applied for	OSS Customer Service Officer A	none	Form 2307
5	Proceed to the teller for payment	Accept payment	5-10 minutes	Cashier A of Treasury Div.	As billed	Bill and Official Receipt

6		Record/enter 2307 transaction in the logbook	10 to 15minutes	OSS Customer Service Officer A	none	Logbook
7		Collect recorded/logged 2307 forms	5 minutes	Senior Customer Service Officer of Accounts Div.	none	Form 2307
END OF TRANSACTION						

