



Servicios de colaboración integral



SCI Success Stories:

Support Service in the management and collection of ICA (Water Pollution Tax). Water Institute of Aragon. Government of Aragon.

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Created in 1997 under the name of the "Sanitation Charge", now known as the "Water Pollution Tax", as a result of Taxation and Administrative Measures Act 2/2014, of 23 January 2014, of the Autonomous Region of Aragon.

The Support Service for the Management and Collection of this tax during the voluntary period was awarded to **SCI** in a public tender in January 2016. The tax was previously collected as a separate item on the drinking water supply bill, and the supply companies themselves deposited the amounts collected through this tax with the Water Institute of Aragon.

This unquestionably raised a significant professional challenge for us, given the need to manage a service with the following specific characteristics:

- Implementation of a system characterized by ONE CONCEPT (ICA) - MULTIPLE DATA SOURCES (supply companies and/or Local Authorities), entirely contrary to the "traditional" tax management structure: ONE CLIENT (contracting body - Local Authority, Provincial Authority, etc.) - SEVERAL TAXES.
- Highly extensive territorial scope: the entire Autonomous Region of Aragon.
- Population: 1,317,847 inhabitants (Source: Statistical Institute of Aragon, dated 01/01/2015).
- Surface area: 47,720.30 km² (Source: Statistical Institute of Aragon).
- Absence of direct debit orders.

SCI conducted comprehensive planning to adapt the required procedures so as to achieve the objectives set, and embarked on the following actions:

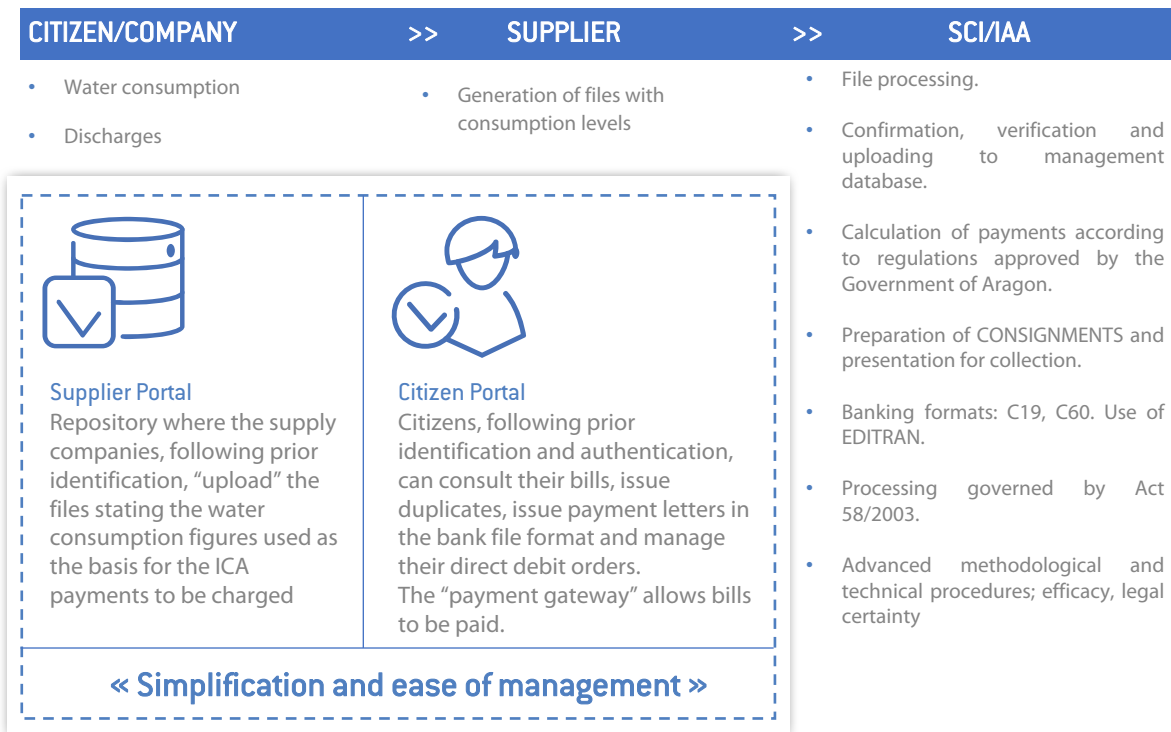
- **Service Office.** Over 400 m² of premises, divided into offices, meetings room, archive, specific citizen service points, both in-person and by phone; installation of the corresponding furniture; adaptation, expansion and improvement of all infrastructure. In short, operational start-up.
- **Human resources.** Adaptation of human resources in accordance with the demands of the technical tender conditions, assignment of managerial positions and recruitment of new staff. 23 individuals are assigned to the service on an exclusive basis, with continuous in-person attendance, plus 1 Regional Director and 2 IT technicians from Central Services.
- **Computerized Management Application.** Vital for the success of the project. The SCI tax management and collection system was used, following application of all adaptations and modifications required to adjust it to the specific characteristics of managing this tax. More than 2,000 hours of work were dedicated both prior to implementation and over the year since the service was launched.

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Once the service became operational, it is important to emphasize the huge volume of data that needed to be cleaned up and adapted, with more than 700 supply entities submitting information that was not uniform.

The processing flow is summarized in the following image.



Specific Procedures to facilitate payment:

Direct debit campaigns. As this was a newly created tax, there were no bank account details available. The following procedural milestone was therefore established to capture direct debits:

- Prior to the start date for tax collection, a computerized letter was sent out to citizens, giving a simple explanation of the tax and the option of paying by direct debit via various channels: Internet (icagestion.aragon.es) with their ID card number and the reference code given in the letter; email; by telephone (11 citizen service lines operated non-stop 08:00 to 18:30 hours), or in-person at our offices, during the same hours.

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- C60 format payment letter sent out to citizens who had not set up a direct debit. This same letter again gave them the option of a direct debit, with a new consignment (C19), containing the new direct debits created, being generated approximately halfway through the payment period.
- Once the payment period had expired, a new direct debit consignment (C19) was processed, including the new direct debits received to date.
- Ease of payment: In addition to direct debit payment using the C60 standard, citizens could pay by bank transfer, bank card, etc.

Some Service Management figures for the 2016 financial year

	Bills issued	885,797	
	Information letters	872,853	
	Direct Debits Handled	661,427	
	Telephone calls handled	106,652	
	Clients handled in person	4,853*	Office located in the city of Zaragoza, which was not integrated within the ICA system in 2016
	emails	32,520*	Received, processed and, where applicable, answered.

