

ADSSC 011-1

# REQUESTING A MAINTENANCE OF THE SEWERAGE \ SERVICE REQUEST



شركة أبوظبي لخدمات الصرف الصحي  
Abu Dhabi Sewerage Services Company

Through this service, Customers' requests are received through CRM Application owned by Abu Dhabi Government Contact Center for requesting the following services: Treatment Odor Smell, Blockages - and Service Request through Customer Service Centers

## MAIN SERVICE

Caring for Customers

## SERVICES CHANNELS

Customer Relationships Management

## PROCEDURES TO OBTAIN SERVICE

1



Submit application through available channels

2



Analyzing the case

3



Create a request through CRM System

4



Transfer the case to concerned department

5



Application processing

6



Receive the application feedback and notify customer

### CUSTOMER TYPE

BUSINESS

INDIVIDUAL

GOVERNMENT



### FEES

NOT REQUIRED



### NUMBER OF VISITS

0



### COMMUNICATION POINTS

2



### LINKED SERVICE

GOVERNMENTAL  
ENTITY

THIRD  
PARTY

N/A

N/A



No documents Required

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