

# CUSTOMER CARE



شركة أبوظبي لخدمات الصرف الصحي  
Abu Dhabi Sewerage Services Company

Through this service, the care is provided to the Customers through the Sewerage Maintenance Requests, and receiving Request for Information, Suggestions, Compliments & Complaints

## SERVICE CLASSIFICATION

Primary

## SERVICES CATEGORY

Procedural, Information, Interactive

## 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

### TIME

24/7

### PERIOD

3 working hours for low workload, For common services (with the internal concerned / external), the duration is determined according to the status of the request

### NUMBER OF VISITS

0

### COMMUNICATION POINTS

2



No documents Required



No Fees Required



No Linked Government Entities or Third Parties Approval

Services Main output

Announcements shall be handled within the scope of submission