

Guaranteed Service Standards

Standard Operating Procedure

Effective Date: July 2022

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Introduction

What is Guaranteed Service Standards?

It's a guidance of minimum standard services that you can expect from SWS, these standards are set to guarantee a level of service by ensuring providing these services based on set targets, time frames, and standards.

If SWS fails to perform to the level of service required, it must make a compensation (non-financial) to the customer subject to certain exemptions, as applicable.

Guaranteed Service Standards

SWS guarantees seven minimum standard services symbolized as (GS) which are described as follows:

- Respond to customer's no objection request within 2 working days from the date of apply.
- Respond to customer's maintenance of sewerage service request within 2 working days from the date of apply.
- Respond to customer's information request within 2 working days from the date of apply.
- Respond to customer complaint within 2 working days from the date of applying (initial response) , and the final response within the agreed timescales for different main categories of complaints
- Respond to customer's Connection to Sewerage network Request within 2 working days from the date of apply.
- Respond to customer's Tankers Discharge Permits Request within 2 working days from the date of apply.
- Respond to customer's Trade Effluent Consents Approval to be giving to Customer in 15 working days from the date of applying.



Services

1. GSI Request for No Objection

Service Description

Including:

- No Objection to Issuing a Commercial Licensing.
 - No Objection for Renewal a commercial license.
 - No Objection for Amendment for commercial license.
 - No Objection to cancelation of a commercial license.
- Where Customers requests no objection certificate from SWS for Issuing a Commercial License for obtaining building permits in order to commence a commercial activity in the four activities that need SWS approvals) Restaurants - Coffee - Laundries - Car washes) construction works or getting building completion certificate or requests no objection to issue a certificate for renewal, amendment or cancel the same a commercial licensing.

No Objection for Building Completion Certificate

Where a customer requests a no-objection certificate from SWS for obtaining building completion certificate in order finish all the sewage works.

No Objection for Building Permit

Where a customer requests a no-objection certificate from SWS for obtaining building permits in order to commence construction works.

Services delivery Time frame

The service will be provided within 2 working days from the date of applying.

Exemptions

Exemption is not applicable for this standard.

Compensation

- For business /service delivery mistakes or failure - with no financial impact.
- File an official complaint against the service which will be resolved within 48 hours.
- SWS shall also issue an official apology letter communicated to the customer via SMS/email.

Other factors to be considered

- In the event the analysis results proven that the impact on customers were outside of SWS's control, or due to the performance of a joint partners / a contracted / un- contracted third-party action. SWS shall not be deemed accountable / responsible.
- SWS would consider whether compensation is appropriate in each case.

2. GS2 Requesting a maintenance of the sewerage \ Service Request

Services Description

Where customers can submit their requests for SWS Sewerage Services through the Customers Relationships Management system (AD GOV. 800555) or other direct channels that listed in section three in this document (when to fill a complaint) requesting the assistance in dealing with cases like odor, blockage, flooding, or to request sewerage water discharging.

Services delivery Time frame

The service will be provided within 2 working days from the date of applying.

Exemptions

Exemption is not applicable for this standard.

Compensation

For business /service delivery mistakes or failure - with no financial impact.

- File an official complaint against the service: the filed case shall have a unique tracking number to be received by the concerned customer. It shall be officially communicated within SWS and resolved within 48 hours.
- Subject to analysis results, SWS Shall rectify and provide sewers ASAP and also issue an official apology letter communicated to the customer via SMS
- /email.
- Customers - subject to compensation - shall be surveyed to ensure their satisfaction.
- Customer have the right to escalate to DoE reporting the failure of the licensee/ SWS.

Other factors to be considered:

- In the event the analysis results proven that the impact on customers were outside of SWS's control, or due to the performance of a joint partners / a contracted / un- contracted third-party action. SWS shall not be deemed accountable / responsible.
- SWS would consider whether compensation is appropriate in each case.



3. GS3 information request

Services Description

Where Customers can submit their request through CRM application owned by AD Gov. Contact Centre and a respond was successfully made from first call attempt by the call centre Agent.

Services delivery Time frame

The initial response shall be provided within 2 working days from the date of applying.

Exemptions

Exemption is not applicable for this standard.

Compensation

For business /service delivery mistakes or failure - with no financial impact.

- File an official complaint against the service: the filed case shall have a unique tracking number to be received by the concerned customer. It shall be officially communicated within SWS and resolved within 48 hours.
- Subject to analysis results, SWS Shall rectify and provide severs ASAP and also issue an official apology letter communicated to the customer via SMS /email.
- Customers - subject to compensation - shall be surveyed to ensure their satisfaction.
- Customer have the right to escalate to DoE reporting the failure of the licensee/ SWS.

Other factors to be considered:

- In the event the analysis results proven that the impact on customers were outside of SWS's control, or due to the performance of a joint partners / a contracted / un-contracted third-party action. SWS shall not be deemed accountable / responsible.
- SWS would consider whether compensation is appropriate in each case.



4. GS4 Submitting Complaint

Services Description

Where customers can submit their complaints about SWS Sewerage Services through the Customers Relationships Management system (AD GOV. 800555) or other direct channels that listed in section three in this document (when to fill a complaint) requesting the to express dissatisfaction or annoyance regarding SWS services, activities, employees, or assets. The initial response will be provided within 2 working days from the date of applying, and the response to the customer complaint within the agreed timescales for different main categories of complaints as outlined in below :

- Complaint about the procedures for providing the service.
- complaint about support system and electronic services .
- complaint against an employee.
- Complaint against partners and stockholders .

Services delivery Time frame

The initial response shall be provided within 2 working days from the date of applying.

Exemptions

Exemption is not applicable for this standard.

Compensation

For business /service delivery mistakes or failure - with no financial impact.

- File an official complaint against the service: the filed case shall have a unique tracking number to be received by the concerned customer. It shall be officially communicated within SWS and resolved within 48 hours.
- Subject to analysis results, SWS Shall rectify and provide severs ASAP and also issue an official apology letter communicated to the customer via SMS /email.
- Customers - subject to compensation - shall be surveyed to ensure their satisfaction.
- Customer have the right to escalate to DoE reporting the failure of the licensee/ SWS.

Other factors to be considered:

- In the event the analysis results proven that the impact on customers were outside of SWS's control, or due to the performance of a joint partners / a contracted / un- contracted third-party action. SWS shall not be deemed accountable / responsible.
- SWS would consider whether compensation is appropriate in each case.



5. GS5 Connection to Sewerage network

i. Request for Sewerage Connection Point Details Approval

Services Description

Where Customers can submit their requests to SWS for defining the nearest Sewerage points assigned to the customer plot in order to get site plans that explain the sewerage network outline within the scope of the application.

Services delivery Time frame

The service will be provided within 2 working days from the date of applying.

Exemptions

Exemption is not applicable for this standard.

Compensation

For business /service delivery mistakes or failure - with no financial impact.

- File an official complaint against the service: the filed case shall have a unique tracking number to be received by the concerned customer. It shall be officially communicated within SWS and resolved within 48 hours.
- Subject to analysis results, SWS Shall rectify and provide severs ASAP and also issue an official apology letter communicated to the customer via SMS/email.
- Customers - subject to compensation - shall be surveyed to ensure their satisfaction.
- Customer have the right to escalate to DoE reporting the failure of the licensee/ SWS.

Other factors to be considered:

- In the event the analysis results proven that the impact on customers were outside of SWS's control, or due to the performance of a joint partners / a contracted / un-contracted third-party action. SWS shall not be deemed accountable / responsible.
- SWS would consider whether compensation is appropriate in each case.



ii. Requesting the connection of a temporary sewerage line

Services Description

Where customers can submit their requests to SWS for Issuing approval for connecting the under-construction projects in the sewerage network temporarily during the period of the project.

Services delivery Time frame

The service will be provided within 2 working days from the date of applying.

Exemptions

Exemption is not applicable for this standard.

Compensation

For business /service delivery mistakes or failure - with no financial impact.

- File an official complaint against the service: the filed case shall have a unique tracking number to be received by the concerned customer. It shall be officially communicated within SWS and resolved within 48 hours.
- Subject to analysis results, SWS Shall rectify and provide severs ASAP and also issue an official apology letter communicated to the customer via SMS /email.
- Customers - subject to compensation - shall be surveyed to ensure their satisfaction.
- Customer have the right to escalate to DoE reporting the failure of the licensee/ SWS.

Other factors to be considered:

- In the event the analysis results proven that the impact on customers were outside of SWS's control, or due to the performance of a joint partners / a contracted / un- contracted third-party action. SWS shall not be deemed accountable / responsible.
- SWS would consider whether compensation is appropriate in each case.
- Customers - subject to compensation - shall be surveyed to ensure their satisfaction
- Customers have the right to escalate to DoE reporting the failure of the licensee/ SWS.

iii. Request for Shop Drawings Sewerage services approval

Services Description

Where a customer Request for project sewerage drawings to be reviewed and approved by SWS in order to allow the customer to connect to the main sewage network.

Services delivery Time frame

The service will be provided within 2 working days from the date of applying.

Exemptions

Exemption is not applicable for this standard.

Compensation

For business /service delivery mistakes or failure - with no financial impact.

- File an official complaint against the service: the filed case shall have a unique tracking number to be received by the concerned customer. It shall be officially communicated within SWS and resolved within 48 hours.
- Subject to analysis results, SWS Shall rectify and provide severs ASAP and also issue an official apology letter communicated to the customer via SMS /email.
- Customers - subject to compensation - shall be surveyed to ensure their satisfaction.
- Customer have the right to escalate to DoE reporting the failure of the licensee/ SWS.

Other factors to be considered:

- In the event the analysis results proven that the impact on customers were outside of SWS's control, or due to the performance of a joint partners / a contracted / un-contracted third-party action. SWS shall not be deemed accountable / responsible.
- SWS would consider whether compensation is appropriate in each case.

iv. Request for External Sewerage Route Approval

Services Description

Where customers can submit their requests to SWS for Issuing no objection for establishing an external route for Sewerage network / lines as proposed by customer.

Services delivery Time frame

The service will be provided within 2 working days from the date of applying.

Exemptions

Exemption is not applicable for this standard.

Compensation

For business /service delivery mistakes or failure - with no financial impact.

- File an official complaint against the service: the filed case shall have a unique tracking number to be received by the concerned customer. It shall be officially communicated within SWS and resolved within 48 hours.
- Subject to analysis results, SWS Shall rectify and provide severs ASAP and also issue an official apology letter communicated to the customer via SMS /email.
- Customers - subject to compensation - shall be surveyed to ensure their satisfaction.
- Customer have the right to escalate to DoE reporting the failure of the licensee/ SWS.

Other factors to be considered:

- In the event the analysis results proven that the impact on customers were outside of SWS's control, or due to the performance of a joint partners / a contracted / un-contracted third-party action. SWS shall not be deemed accountable / responsible.
- SWS would consider whether compensation is appropriate in each case.



6. GS6 The Permits of the Sewerage Tankers Discharge

i. Request Discharge Permit for Sewerage Tanker

Services Description

Where customers can submit their requests to SWS for Issuing permission for discharging the sewerage tankers in the discharge points of Abu Dhabi Services Company.

Through this service, the client obtains a permit for discharging the sewerage tankers in the discharge points of Abu Dhabi Services Company.

Services delivery Time frame

The service will be provided within 2 working days from the date of applying.

Exemptions

Exemption is not applicable for this standard.

Compensation

For business /service delivery mistakes or failure - with no financial impact.

- File an official complaint against the service: the filed case shall have a unique tracking number to be received by the concerned customer. It shall be officially communicated within SWS and resolved within 48 hours.
- Subject to analysis results, SWS Shall rectify and provide severs ASAP and also issue an official apology letter communicated to the customer via SMS/email.
- Customers - subject to compensation - shall be surveyed to ensure their satisfaction.
- Customer have the right to escalate to DoE reporting the failure of the licensee/ SWS.

Other factors to be considered:

- In the event the analysis results proven that the impact on customers were outside of SWS's control, or due to the performance of a joint partners / a contracted / un-contracted third-party action. SWS shall not be deemed accountable / responsible.
- SWS would consider whether compensation is appropriate in each case.



ii. Request to renew Discharge Permit for Sewerage Tanker

Services Description

Where customers can submit their requests to SWS for renewal of the existing permission for discharging the sewerage tankers in the discharge points of Abu Dhabi Services Company.

Through this service, the client obtains a permit for discharging the sewerage tankers in the discharge points of Abu Dhabi Services Company.

Services delivery Time frame

The service will be provided within 2 working days from the date of applying.

Exemptions

Exemption is not applicable for this standard.

Compensation

For business /service delivery mistakes or failure - with no financial impact.

- File an official complaint against the service: the filed case shall have a unique tracking number to be received by the concerned customer. It shall be officially communicated within SWS and resolved within 48 hours.
- Subject to analysis results, SWS Shall rectify and provide severs ASAP and also issue an official apology letter communicated to the customer via SMS/email.
- Customers - subject to compensation - shall be surveyed to ensure their satisfaction.
- Customer have the right to escalate to DoE reporting the failure of the licensee/ SWS.

Other factors to be considered:

- In the event the analysis results proven that the impact on customers were outside of SWS's control, or due to the performance of a joint partners / a contracted / un-contracted third-party action. SWS shall not be deemed accountable / responsible.
- SWS would consider whether compensation is appropriate in each case.



7. GS7 Applying for a Consent to discharge Trade Effluent

Services Description

Where customers can submit their requests to SWS for Issuing a consent to discharge their wastewater to the SWS sewage networks such as Factories, Commercial entities, Hospitals and Laboratories except pre-defined low risk categories like restaurants, cafes, laundries, and car wash centers.

Services delivery Time frame

The initial response shall be provided within 15 working days from the date of applying.

Exemptions

Exemption is not applicable for this standard.

Compensation

For business /service delivery mistakes or failure - with no financial impact.

- File an official complaint against the service: the filed case shall have a unique tracking number to be received by the concerned customer. It shall be officially communicated within SWS and resolved within 48 hours.
- Subject to analysis results, SWS Shall rectify and provide severs ASAP and also issue an official apology letter communicated to the customer via SMS /email.
- Customers - subject to compensation - shall be surveyed to ensure their satisfaction.
- Customer have the right to escalate to DoE reporting the failure of the licensee/ SWS.

Other factors to be considered:

- In the event the analysis results proven that the impact on customers were outside of SWS's control, or due to the performance of a joint partners / a contracted / un- contracted third-party action. SWS shall not be deemed accountable / responsible.
- SWS would consider whether compensation is appropriate in each case.



When to file a complaint?

If you've had a bad experience, where we haven't dealt with things how you would like or our service standards haven't met your needs, we want to hear from you. Contact us straight away to discuss how we can put things right.

Where customers can submit their concern/ concerns for SWS Sewerage Services through the Customers via the shown direct channels as stated below this can be verbally or in writing (Arabic/English).

- The 24-hour toll-free number 800-555
- Email care@SWS.ae.
- SWS website: www.SWS.ae
- Business What'sApp +97128180000
- SWS Web Chat
- SWS Social Media Accounts
- SWS business centers



We Recognize the Satisfaction and Happiness of our customers is KEY to our Success

We work hard to deepen our relation with our customers, and we always aim to find an agreeable solution to customer complaints and in most cases, we do.

Unresolved Issues

In the unusual event that we cannot reach an agreement that you are satisfied with, you have the right to refer the complaint to the Department of Energy (DoE). You can contact DoE's Consumer Protection Section: by email at customercare@doe.gov.ae; or by telephone to (02) 2070666.

For more details on Complaint Escalation procedures; kindly visit DOE's website www.doe.gov.ae



For any complaints or suggestions, you can reach out to us via the following channels



@SWSHolding



@SWSHolding



@SWSHolding



SWS.ae



SWS-Holding



@SWSHolding