

Indicatori de performanta generali privind calitatea serviciului de furnizare

Furnizor: SC ELSID SA

Nr.crt.	Indicator de performanta	Tipul CF	Ian.	Feb.	Mar.	Apr.	Mai	Iun.	Iul.	Aug.	Sep.	Oct.	Noi.	Dec.	Semestrul I	Semestrul II	Anul 2016
0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
1.	Durata medie de emitere a ofertelor de furnizare -art.5 alin.(1) lit. a)	casnic	0	0	0	0	0	0							0		
		noncasnic mic	0	0	0	0	0	0							0		
		noncasnic mare	0	0	0	0	0	0							0		
		total	0	0	0	0	0	0							0		
2.	Durata medie de semnare a contractelor de furnizare -art.5 alin.(1) lit. b)	casnic	0	0	0	0	0	0							0		
		noncasnic mic	0	0	0	0	0	0							0		
		noncasnic mare	0	0	0	0	0	0							0		
		total	0	0	0	0	0	0							0		
3.	Numar de contestatii justificate privind facturarea -art.8 alin.(1) lit. a)	casnic	0	0	0	0	0	0							0		
		noncasnic mic	0	0	0	0	0	0							0		
		noncasnic mare	0	0	0	0	0	0							0		
		total	0	0	0	0	0	0							0		
4.	Numar de contestatii justificate privind facturarea, raportat la numarul de CF deserviti -art.8 alin.(1) lit. a)	casnic	0	0	0	0	0	0							0		
		noncasnic mic	0	0	0	0	0	0							0		
		noncasnic mare	0	0	0	0	0	0							0		
		total	0	0	0	0	0	0							0		
5.	Durata medie de rezolvare a contestatiilor privind facturarea -art.8 alin.(1) lit. b)	casnic	0	0	0	0	0	0							0		
		noncasnic mic	0	0	0	0	0	0							0		
		noncasnic mare	0	0	0	0	0	0							0		
		total	0	0	0	0	0	0							0		
6.	Numar de locuri de consum reconectate pentru care furnizorul solicita reluarea in 4 ore -art.9 alin.(2) lit. a)	casnic	0	0	0	0	0	0							0		
		noncasnic mic	0	0	0	0	0	0							0		
		noncasnic mare	0	0	0	0	0	0							0		
		total	0	0	0	0	0	0							0		
7.	Numar de locuri de consum reconectate pentru care furnizorul solicita reluarea in mai mult de 4 ore -art.9 alin.(3) lit. b)	casnic	0	0	0	0	0	0							0		
		noncasnic mic	0	0	0	0	0	0							0		
		noncasnic mare	0	0	0	0	0	0							0		
		total	0	0	0	0	0	0							0		
8.	Numar de solicitari de modificare a tarifului, rezolvate in mai putin de 10 zile lucratoare -art.10 alin.(3)	casnic	0	0	0	0	0	0							0		
9.	Numarul de petitii de tipul celor prevazute la art. 11 alin. (1), reprezentand o contestatie justificata--art. 11 alin.(3) lit. a)	casnic	0	0	0	0	0	0							0		
		noncasnic mic	0	0	0	0	0	0							0		
		noncasnic mare	0	0	0	0	0	0							0		
		total	0	0	0	0	0	0							0		
10	Durata medie de raspuns la petitile	casnic	0	0	0	0	0	0							0		

