ANEXA Nr.1

la standardul de performanta

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	casnic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	ofertelor de furnizare	noncasnic mic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	-art.5 alin.(1) lit. a)	noncasnic mare	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2.	Durata medie de semnare a	casnic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	contractelor de furnizare	noncasnic mic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	-art.5 alin.(1) lit. b)	noncasnic mare	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3.	Numar de contestatii justificate	casnic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	privind facturarea	noncasnic mic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	-art.8 alin.(1) lit. a)	noncasnic mare	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
4.	Numar de contestatii justificate	casnic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	privind facturarea, raportat la	noncasnic mic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	numarul de CF deserviti	noncasnic mare	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	-art.8 alin.(1) lit. a)	total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
5.	Durata medie de rezolvare a	casnic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	contestatiilor privind facturarea	noncasnic mic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	-art.8 alin.(1) lit. b)	noncasnic mare	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
6.	Numar de locuri de consum	casnic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	reconectate pentru care furnizorul	noncasnic mic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	solicita reluarea in 4 ore	noncasnic mare	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	-art.9 alin.(2) lit. a)	total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
7.	Numar de locuri de consum	casnic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	reconectate pentru care furnizorul	noncasnic mic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	solicita reluarea in mai mult de4 ore	noncasnic mare	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	-art.9 alin.(3) lit. b)	total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
8.	Numar de solicitari de modificare a	casnic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	tarifului, rezolvate in mai putin de																
	10 zile lucratoare																
	-art.10 alin.(3)																
9.	Numarul de petitii de tipul celor prevazute	casnic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	la art. 11 alin. (1), reprezentand o	noncasnic mic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	contestatie justificata--art. 11 alin.(3) lit. a)	noncasnic mare	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
10	Durata medie de raspuns la petitiile	casnic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

	prevazute la art. 11 alin.(1)--art. 11 alin. (3) lit. b)	noncasnic mic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		noncasnic mare	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
11	Durata medie de transmitere catre OR a sesizarilor primite prin E-mail--art 13 alin.(1) lit.a)	casnic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		noncasnic mic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		noncasnic mare	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
12.	Durata medie de transmitere catre operatorul de retea a sesizarilor primite in scris de la CF, prin posta,fax sau direct de la sediul furnizorului, inclusiv cele referitoare	casnic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		noncasnic mic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		noncasnic mare	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
13	Numar de linii telefonice disponibile	total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
14	Numarul de puncte unice de contact care	total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
15.	Numar de linii telefonice cu operator 24	total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
16.	Numar de linii telefonice gratuite -art. 14	total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
17	Numar de linii telefonice cu tarif normal--	total	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
18	Numar de de reclamatii privind schimbarea furnizorului primite de la CF proprii-art. 15 alin.(2) lit. a)	casnic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		noncasnic mic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		noncasnic mare	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
19	Numar de de reclamatii privind schimbarea furnizorului-de la CF deserviti de alt furnizor-art. 15 alin.(2) lit. b)	casnic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		noncasnic mic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		noncasnic mare	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
20	Numar de de reclamatii privind schimbarea furnizorului deduse spre solutionare instantei de judecata--art. 15 alin.(2) lit. b)	casnic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		noncasnic mic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		noncasnic mare	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
21	Numar de de reclamatii privind schimbarea furnizorului finalizate in instanta de judecata cu sentinta defavorabila furnizorului respectiv-art. 15 alin.(2) lit. d)	casnic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		noncasnic mic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		noncasnic mare	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0