ANEXA 1 - Indicatori de performanță generali privind calitatea activității de furnizare CET GOVORA 2016

Nr. crt.	Indicator de performanță general*	Tip CF	Ian.	Feb.	Martie	Apr.	Mai	Iunie	Iulie	August	Sept.	Oct.	Noiemb.	Dec.	Sem.I	Sem.II	An
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	0,0	0,0	0,0	0,0	0,0	0,0	0,0	0,0	0,0	0,0	0,0	0,0
		noncasnic mic	11,0	11,0	11,0	11,0	11,0	11,0	11,0	11,0	11,0	11,0	11,0	11,0	11,0	11,0	11,0
		noncasnic mare	21,0	21,0	21,0	21,0	21,0	21,0	21,0	21,0	21,0	21,0	21,0	21,0	21,0	21,0	21,0
		total	**32,0**	**32,0**	**32,0**	**32,0**	**32,0**	**32,0**	**32,0**	**32,0**	**32,0**	**32,0**	**32,0**	**32,0**	**32,0**	**32,0**	**32,0**
2.	*Durata medie de semnare a contractelor de furnizare – art. 5 alin. (1) lit. b)*	casnic	0,0	0,0	0,0	0,0	0,0	0,0	0,0	0,0	0,0	0,0	0,0	0,0	0,0	0,0	0,0
		noncasnic mic	12,0	12,0	12,0	12,0	12,0	12,0	12,0	12,0	12,0	12,0	12,0	12,0	12,0	12,0	12,0
		noncasnic mare	22,0	22,0	22,0	22,0	22,0	22,0	22,0	22,0	22,0	22,0	22,0	22,0	22,0	22,0	22,0
		total	**34,0**	**34,0**	**34,0**	**34,0**	**34,0**	**34,0**	**34,0**	**34,0**	**34,0**	**34,0**	**34,0**	**34,0**	**34,0**	**34,0**	**34,0**
3.	*Numărul de contestații justificate privind facturarea - art. 8 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**
4.	*Numărul de contestații justificate privind facturarea, raportat la numărul de CF deservițI - art. 8 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**
5.	*Durata medie de soluționare a contestațiilor privind facturarea - art. 8 alin. (1) 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**
6.	*Numărul de locuri de consum reconectate pentru care furnizorul solicită reluarea în cel mult 4 ore-art. 9 alin. (3) 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**
7.	*Numărul de locuri de consum reconectate pentru care furnizorul solicită reluarea în mai mult de 4 ore-art. 9 alin. (3) 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**
8.	*Numărul de solicitări de modificare a tarifului reglementat de către clienții casnici soluționate în mai puțin de 10 zile lucrătoare - art. 10 alin. (3)*	**casnic**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
9.	*Numărul de petiții de tipul celor prevăzute la art. 11 alin. (1), reprezentând o contestație justificată - art.11 alin (3) 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**
10.	*Durata medie de răspuns la petițiile prevăzute la art. 11 alin. (1) – art. 11 alin. (3) 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**
11.	*Durata medie de transmitere către OR a sesizărilor primite prin e-mail – art. 13 alin. (1) lit. a)*	casnic															
		noncasnic mic															
		noncasnic mare															
		total	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**
12.	*Durata medie de transmitere a sesizărilor primite în scris de la CF, prin poștă, fax sau direct la sediul furnizorului, inclusiv cele referitoare la accesul la rețea - art. 13 alin. (1)*	casnic															
		noncasnic mic															
		noncasnic mare															
		total	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**	**N/A**
13.	*Numărul de linii telefonice disponibile CF pentru comunicarea cu furnizorul – art. 14 alin. (2) lit. a)*	**total**	**2**	**2**	**2**	**2**	**2**	**2**	**2**	**2**	**2**	**2**	**2**	**2**	**2**	**2**	**2**
14.	*Numărul de puncte unice de contact care asigură administrarea unui centru de telefonie, respectiv call-center, cu număr de apel gratuit sau cu tarif normal pentru informațiI comerciale clienți - minimum 12 ore în zilele lucrătoare, care să aibă posibilitatea înregistrării numărului de apeluri și a timpilor de a[illegible]*	**total**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
15.	*Numărul de linii telefonice cu operator 24 ore din 24 - art. 14 alin. (2) lit. c)*	**total**	**1**	**1**	**1**	**1**	**1**	**1**	**1**	**1**	**1**	**1**	**1**	**1**	**1**	**1**	**1**
16.	*Numărul de linii telefonice cu număr de apel gratuit -art 14 alin. (2) lit. d)*	**total**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
17.	*Numărul de linii telefonice cu număr de apel cu tarif normal -art. 14 alin. (2) lit. e)*	**total**	**2**	**2**	**2**	**2**	**2**	**2**	**2**	**2**	**2**	**2**	**2**	**2**	**2**	**2**	**2**
18.	*Numărul de reclamații 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.	*Numărul de reclamații privind schimbarea furnizorului primite de la CF deservițI 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.	*Numărul de reclamații privind schimbarea furnizorului ajunse în instanța de judecată -art. 15 alin (2) lit. c)*	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.	*Numărul de reclamații privind schimbarea furnizorului finalizate în instanța de judecată cu sentință defavorabilă 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**