**Structura plangerilor in functie de modul de preluare si tipul clientului final**

Perioada:Semestrul 2 anul 2017

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Nr. crt. | Modul de prelucrare a plangerilor | |  |  |  | | --- | --- | --- | | Total | Client final casnic | Client final noncasnic |   Nr. plangeri | | | |
| 1. | Depunere in scris la punctele unice de contact ale furnizorilor | | 0 | 0 | 0 |
| 2. | Prin intermediul unui centru de telefonie | | 98 | 94 | 4 |
| 3. | Prin intermediul unei adrese de E-mail | | 31 | 19 | 12 |
| 4. | Prin intermediul formularului on-line | | 18 | 17 | 1 |
| 5. | Prin fax | | 5 | 4 | 1 |
| 6. | Prin posta | | 2 | 2 | 0 |

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| --- | --- | --- | --- |
| TOTAL: | 154 | 136 | 18 |