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

Perioada:Semestrul 2 anul 2017

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 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 |

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