

DIRECCIÓN GENERAL DE PLANEACIÓN Y EVALUACIÓN
DIRECCIÓN DE EVALUACIÓN Y SEGUIMIENTO
INDICADORES DE GESTIÓN SEGUIMIENTO DE METAS POR OFICINA DE DEFENSA DEL CONSUMIDOR
RESULTADOS ACUMULADOS AL MES DE: ENERO A JUNIO 2024

INDICADOR		Porcentaje de quejas conciliadas mediante el procedimiento conciliatorio						Ind. Cump. Prog de Visitas de Verificación de Comportamiento Comercial			Ind. Cump. Prog de Visitas de Verificación de NOM'S			Ind. Cump. Prog de Visitas de Verificación Metrología			Visitas de Vigilancia (DGVOC)					Porcentaje de instrumentos de medición ajustados por calibración			Porcentaje de duración del Procedimiento Conciliatorio (Cuatrimestral)						Porcentaje de Sesiones Educativas Realizadas Estándar 50%			Porcentaje de atención de denuncias en contra de establecimientos comerciales Estándar 95%			
		Subprocuraduría de Telecomunicaciones			Subprocuraduría de Servicios			Estándar	Resultado alcanzado	Índice de cumplimiento	Estándar	Resultado alcanzado	Índice de cumplimiento	Estándar	Resultado alcanzado	Índice de cumplimiento	Estándar	Resultado alcanzado	Índice de cumplimiento	Órdenes Programadas	Órdenes Emitidas	Resultado Órdenes emitidas	Vigilancias Realizadas	Resultado Vigilancias realizadas	Estándar	Resultado alcanzado	Índice de cumplimiento	Estándar	Resultado alcanzado	Índice de cumplimiento	Estándar	Resultado alcanzado	Índice de cumplimiento	Programadas	Realizadas	Resultado	Recibidas
Aguascalientes	Zona José Guadalupe Posada	80%	100.00%	125.0%	80%	99.15%	123.9%	90	90	100.0%	30	33	110.0%	14	16	114.3%	90	90	100.0%	90	100.0%	96%	98.87%	103.0%	50%	73.33%	146.7%	50%	52.89%	105.8%	216	207	95.8%	138	137	99.3%	
Baja California	Zona Metropolitana de Tijuana	80%	91.49%	114.4%	80%	68.90%	86.1%	108	114	105.6%	36	41	113.9%	18	20	111.1%	120	128	106.7%	130	108.3%	96%	100.00%	104.2%	50%	88.10%	176.2%	50%	50.12%	100.2%	216	116	53.7%	269	255	94.8%	
Baja California Sur	Zona La Paz	80%	100.00%	125.0%	80%	62.14%	77.7%	90	97	107.8%	25	31	124.0%	17	19	111.8%	78	85	109.0%	82	105.1%	96%	97.10%	101.1%	50%	60.00%	120.0%	50%	31.91%	63.8%	216	161	74.5%	161	139	86.3%	
Campeche	Zona Golfo-Sureste	80%	64.29%	80.4%	80%	75.00%	93.8%	78	67	85.9%	25	22	88.0%	14	18	128.6%	78	86	110.3%	81	103.8%	96%	100.00%	104.2%	50%	50.00%	100.0%	50%	51.61%	103.2%	216	216	100.0%	118	117	99.2%	
Ciudad de México	Zona Leona Vicario	80%	92.31%	115.4%	80%	87.62%	109.5%	186	445	239.2%	42	55	131.0%	21	28	133.3%	180	181	100.6%	181	100.6%	96%	96.23%	100.2%	50%	24.14%	48.3%	50%	16.27%	32.5%	216	285	131.9%	901	692	76.8%	
Chiapas	Zona Sureste	80%	72.00%	90.0%	80%	67.24%	84.0%	78	80	102.6%	25	24	96.0%	17	18	105.9%	78	95	121.8%	91	116.7%	96%	99.49%	103.6%	50%	70.83%	141.7%	50%	65.77%	131.5%	216	221	102.3%	131	131	100.0%	
Chihuahua	Zona Gral. Felipe Ángeles	80%	94.83%	118.5%	80%	72.98%	91.2%	132	180	136.4%	36	53	147.2%	21	43	204.8%	150	310	206.7%	249	166.0%	96%	100.00%	104.2%	50%	36.51%	73.0%	50%	5.05%	10.1%	216	190	88.0%	312	309	99.0%	
Cd. Juárez, Chih.	Zona Metropolitana de Ciudad Juárez	80%	80.52%	100.6%	80%	75.86%	94.8%	90	92	102.2%	31	34	109.7%	14	16	114.3%	90	94	104.4%	94	104.4%	96%	100.00%	104.2%	50%	57.14%	114.3%	50%	39.82%	79.6%	216	135	62.5%	152	152	100.0%	
Durango	Zona Gral. Francisco Villa	80%	94.20%	117.8%	80%	75.77%	94.7%	90	134	148.9%	30	35	116.7%	17	18	105.9%	78	101	129.5%	101	129.5%	96%	99.78%	103.9%	50%	75.81%	151.6%	50%	41.84%	83.7%	216	216	100.0%	150	150	100.0%	
Guanajuato	Zona Del Bajío	80%	86.42%	108.0%	80%	75.90%	94.9%	132	67	50.8%	36	26	72.2%	21	19	90.5%	150	123	82.0%	122	81.3%	96%	100.00%	104.2%	50%	54.84%	109.7%	50%	35.55%	71.1%	216	197	91.2%	142	130	91.5%	
Guanajuato	Zona Miguel Hidalgo	80%	92.21%	115.3%	80%	77.34%	96.7%	78	79	101.3%	25	27	108.0%	14	16	114.3%	78	84	107.7%	84	107.7%	96%	100.00%	104.2%	50%	40.63%	81.3%	50%	12.22%	24.4%	216	216	100.0%	105	85	81.0%	
Guerrero	Zona Acapulco-Lázaro Cárdenas	80%	88.89%	111.1%	80%	88.71%	110.9%	90	60	66.7%	30	20	66.7%	14	9	64.3%	96	77	80.2%	77	80.2%	96%	100.00%	104.2%	50%	22.22%	44.4%	50%	29.85%	59.7%	216	180	83.3%	58	53	91.4%	
Hidalgo	Zona Metropolitana de Pachuca	80%	85.71%	107.1%	80%	62.78%	78.5%	90	90	100.0%	31	31	100.0%	17	17	100.0%	90	90	100.0%	90	100.0%	96%	100.00%	104.2%	50%	61.54%	123.1%	50%	44.47%	88.9%	216	74	34.3%	161	122	75.8%	
Jalisco	Zona Metropolitana de Guadalajara	80%	98.80%	123.5%	80%	90.15%	112.7%	168	181	107.7%	38	54	142.1%	21	25	119.0%	162	176	108.6%	176	108.6%	96%	100.00%	104.2%	50%	38.86%	77.7%	50%	35.71%	71.4%	216	272	125.9%	450	412	91.6%	
Jalisco	Zona Tlaquepaque-Colima	80%	72.73%	90.9%	80%	83.61%	104.5%	78	317	406.4%	25	44	176.0%	14	15	107.1%	78	83	106.4%	82	105.1%	96%	98.53%	102.6%	50%	69.23%	138.5%	50%	44.09%	88.2%	216	204	94.4%	386	357	92.5%	
Michoacán	Zona Metropolitana de Morelia	80%	92.21%	115.3%	80%	77.91%	97.4%	90	105	116.7%	31	32	103.2%	17	18	105.9%	96	109	113.5%	109	113.5%	96%	97.17%	101.2%	50%	67.16%	134.3%	50%	40.07%	80.1%	216	216	100.0%	217	209	96.3%	
Morales	Zona Gral. Emiliano Zapata	80%	91.67%	114.6%	80%	68.68%	85.9%	90	62	68.9%	25	36	144.0%	21	12	57.1%	108	77	71.3%	87	80.6%	96%	99.41%	103.6%	50%	67.69%	135.4%	50%	40.19%	80.4%	216	220	101.9%	141	141	100.0%	
Nayarit	Zona Bahía de Banderas	80%	86.67%	108.3%	80%	68.82%	86.0%	108	125	115.7%	36	47	130.6%	18	18	100.0%	120	124	103.3%	145	120.8%	96%	100.00%	104.2%	50%	79.17%	158.3%	50%	66.67%	133.3%	216	216	100.0%	218	205	94.0%	
Nezahualcóyotl	Zona Metropolitana de Nezahualcóyotl	80%	95.74%	119.7%	80%	88.10%	110.1%	168	440	261.9%	42	89	211.9%	21	42	200.0%	162	737	454.9%	733	452.5%	96%	100.00%	104.2%	50%	84.21%	168.4%	50%	76.83%	153.7%	216	282	130.6%	677	640	94.5%	
Nuevo León	Zona Metropolitana de Monterrey	80%	84.21%	105.3%	80%	73.27%	91.6%	132	269	203.8%	38	39	102.6%	18	25	138.9%	144	165	114.6%	162	112.5%	96%	100.00%	104.2%	50%	25.00%	50.0%	50%	17.23%	34.5%	216	229	106.0%	431	419	97.2%	
Oaxaca	Zona Benito Juárez	80%	85.71%	107.1%	80%	78.24%	97.6%	66	69	104.5%	25	24	96.0%	17	19	111.8%	78	96	123.1%	99	126.9%	96%	98.76%	102.9%	50%	67.19%	134.4%	50%	34.62%	69.2%	216	182	84.3%	122	108	88.5%	
Ciudad de México	Zona Metropolitana CDMX-Oriente	80%	75.46%	94.3%	80%	64.44%	80.5%	186	231	124.2%	42	70	166.7%	21	26	123.8%	180	488	271.1%	437	242.8%	96%	100.00%	104.2%	50%	41.73%	83.5%	50%	45.81%	91.6%	216	301	139.4%	369	362	98.1%	
Ciudad de México	Zona Metropolitana CDMX-Poniente	80%	79.10%	98.9%	80%	79.77%	99.7%	186	237	127.4%	42	51	121.4%	21	36	171.4%	180	180	100.0%	180	100.0%	96%	100.00%	104.2%	50%	29.23%	58.5%	50%	11.33%	22.7%	216	204	94.4%	312	308	98.7%	
Puebla	Zona Gral. Ignacio Zaragoza	80%	91.97%	115.0%	80%	73.72%	92.1%	132	197	149.2%	36	37	102.8%	18	22	122.2%	144	181	125.7%	181	125.7%	96%	99.71%	103.9%	50%	75.89%	151.8%	50%	37.20%	74.4%	216	216	100.0%	355	341	96.1%	
Querétaro	Zona Corregidora Josefa Ortiz	80%	83.16%	103.9%	80%	71.34%	89.2%	144	168	116.7%	36	52	144.4%	21	26	123.8%	156	178	114.1%	178	114.1%	96%	99.23%	103.4%	50%	61.73%	123.5%	50%	40.66%	81.3%	216	216	100.0%	377	362	96.0%	
Quintana roo	Zona Caribe Mexicano	80%	82.61%	103.3%	80%	72.18%	90.2%	132	224	169.7%	36	66	183.3%	18	19	105.6%	144	146	101.4%	146	101.4%	96%	100.00%	104.2%	50%	46.34%	92.7%	50%	40.53%	81.1%	216	133	61.6%	367	338	92.1%	
Reynosa	Zona Nororiental	80%	93.94%	117.4%	80%	80.79%	101.0%	78	78	100.0%	25	26	104.0%	14	14	100.0%	72	77	106.9%	77	106.9%	96%	99.34%	103.5%	50%	94.59%	189.2%	50%	51.48%	103.0%	216	156	72.2%	47	47	100.0%	
San Luis Potosí	Zona Altiplano	80%	78.57%	98.2%	80%	60.50%	75.6%	90	105	116.7%	30	34	113.3%	17	24	141.2%	96	116	120.8%	116	120.8%	96%	99.86%	104.0%	50%	79.10%	158.2%	50%	58.25%	116.5%	216	211	97.7%	210	210	100.0%	
Sinaloa	Zona Pacífico	80%	95.05%	118.8%	80%	85.81%	107.3%	108	179	165.7%	31	58	187.1%	18	23	127.8%	120	150	125.0%	151	125.8%	96%	100.00%	104.2%	50%	90.43%	180.9%	50%	73.32%	146.6%	216	128	59.3%	248	241	97.2%	
Sonora	Zona Metropolitana de Hermosillo	80%	81.36%	101.7%	80%	71.56%	89.4%	90	91	101.1%	36	38	105.6%	17	19	111.8%	96	99	103.1%	99	103.1%	96%	100.00%	104.2%	50%	76.60%	153.2%	50%	49.05%	98.1%	216	216	100.0%	191	185	96.9%	
Tabasco	Zona Golfo-Sur	80%	82.76%	103.4%	80%	53.80%	67.2%	90	118	131.1%	30	35	116.7%	17	19	111.8%	96	108	112.5%	108	112.5%	96%	99.79%	104.0%	50%	76.00%	152.0%	50%	67.86%	135.7%	216	211	97.7%	158	158	100.0%	
Tampico	Zona Golfo-Norte	80%	96.56%	120.7%	80%	82.00%	102.5%	90	156	173.3%	30	29	96.7%	17	16	94.1%	90	109	121.1%	109	121.1%	96%	100.00%	104.2%	50%	98.72%	197.4%	50%	68.85%	137.7%	216	215	99.5%	72	64	88.9%	
Tlaxtepan	Zona Metropolitana de Tlaxtepan	80%	95.31%	119.1%	80%	84.82%	106.0%	168	446	265.5%	42	55	131.0%	21	18	85.7%	162	496	306.2%	480	296.3%	96%	99.48%	103.6%	50%	72.38%	144.8%	50%	44.74%	89.5%	216	227	105.1%	687	677	98.5%	
Toluca	Zona Metropolitana de Toluca	80%	91.67%	114.6%	80%	70.86%	88.6%	168	167	99.4%	38	32	84.2%	21	18	85.7%	162	163	100.6%	163	100.6%	96%	99.75%	103.9%	50%	39.22%	78.4%	50%	34.25%	68.5%	216	209	96.8%	255	250	98.0%	
Torreón	Zona Metropolitana de Torreón	80%	94.20%	117.8%	80%	77.05%	96.3%	108	179	165.7%	31	44	141.9%	18	19	105.6%	120	149	124.2%	138	115.0%	96%	100.00%	104.2%	50%	54.10%	108.2%	50%	42.36%	84.7%	216	206	95.4%	197	197	100.0%	
Veracruz	Zona Golfo-Centro	80%	56.52%	70.7%	80%	38.76%	48.5%	108	121	112.0%	30	39	130.0%	18	21	116.7%	120	149	124.2%	144	120.0%	96%															