

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 2023

Sede	ODECO	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 (DGVDC)					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	Órdenes Programadas	Órdenes Emitidas	Resultado Órdenes emitidas	Vigilancias Realizadas	Resultado Vigilancias realizadas	Estándar	Resultado alcanzado	Índice de cumplimiento	Subprocuraduría de Telecomunicaciones			Subprocuraduría de Servicios			Programadas	Realizadas	Resultado	Recibidas	Atendidas	Resultado
		Estándar	Resultado alcanzado	Índice de cumplimiento	Estándar	Resultado alcanzado	Índice de cumplimiento																		Estándar	Resultado alcanzado	Índice de cumplimiento	Estándar	Resultado alcanzado	Índice de cumplimiento						
Agua Calientes	Zona José Guadalupe Posada	80%	100.00%	125.0%	80%	97.16%	121.4%	72	85	118.1%	29	34	117.2%	11	11	100.0%	90	92	102.2%	92	102.2%	96%	98.61%	102.7%	50%	75.51%	151.0%	50%	50.00%	100.0%	216	146	67.6%	150	143	95.3%
Baja California	Zona Metropolitana de Tijuana	80%	96.36%	120.5%	80%	70.28%	87.8%	94	94	100.0%	34	34	100.0%	16	16	100.0%	120	120	100.0%	120	100.0%	96%	100.00%	104.2%	50%	94.00%	188.0%	50%	75.82%	151.6%	216	78	36.1%	295	292	99.0%
Baja California Sur	Zona La Paz	80%	84.62%	105.8%	80%	65.26%	81.6%	72	81	112.5%	24	38	158.3%	12	14	116.7%	81	102	125.9%	89	109.9%	96%	98.50%	102.6%	50%	63.64%	127.3%	50%	51.55%	103.1%	216	19	8.8%	97	91	93.8%
Campeche	Zona Golfo-Sureste	80%	82.61%	103.3%	80%	62.29%	77.9%	64	64	100.0%	24	27	112.5%	11	10	90.9%	81	85	104.9%	84	103.7%	96%	99.62%	103.8%	50%	80.95%	161.9%	50%	61.84%	123.7%	216	111	51.4%	100	99	99.0%
Ciudad de México	Zona Leona Vicario	80%	87.35%	109.2%	80%	84.17%	105.2%	171	523	305.8%	35	52	148.6%	22	21	95.5%	180	193	107.2%	184	102.2%	96%	94.42%	98.4%	50%	36.90%	73.8%	50%	12.03%	24.1%	216	263	121.8%	533	530	99.4%
Chiapas	Zona Sureste	80%	82.93%	103.7%	80%	49.00%	61.3%	64	75	117.2%	22	22	100.0%	12	13	108.3%	81	100	123.5%	92	113.6%	96%	99.37%	103.5%	50%	83.87%	167.7%	50%	46.58%	93.2%	216	197	91.2%	130	127	97.7%
Chihuahua	Zona Gral. Felipe Ángeles	80%	88.06%	110.1%	80%	74.28%	92.8%	118	200	169.5%	34	44	129.4%	21	25	119.0%	153	307	200.7%	265	173.2%	96%	100.00%	104.2%	50%	35.71%	71.4%	50%	17.68%	35.4%	216	10	4.6%	311	306	98.4%
Cd. Juárez, Chih.	Zona Metropolitana de Ciudad Juárez	80%	80.00%	100.0%	80%	74.62%	93.3%	72	91	126.4%	30	33	110.0%	11	13	118.2%	90	93	103.3%	93	103.3%	96%	100.00%	104.2%	50%	76.74%	153.5%	50%	22.14%	44.3%	216	55	25.5%	144	144	100.0%
Durango	Zona Gral. Francisco Villa	80%	94.12%	117.6%	80%	72.11%	90.1%	72	142	197.2%	24	29	120.8%	12	13	108.3%	81	90	111.1%	89	109.9%	96%	99.91%	104.1%	50%	67.74%	135.5%	50%	45.48%	91.0%	216	68	31.5%	144	142	98.6%
Guanajuato	Zona Del Bajío	80%	78.31%	97.9%	80%	75.71%	94.6%	118	114	96.6%	34	22	64.7%	21	15	71.4%	150	114	76.0%	108	72.0%	96%	100.00%	104.2%	50%	62.32%	124.6%	50%	48.81%	97.6%	216	129	59.7%	180	176	97.8%
Guanajuato	Zona Miguel Hidalgo	80%	71.43%	89.3%	80%	68.90%	86.1%	64	88	137.5%	22	27	122.7%	11	13	118.2%	81	106	130.9%	106	130.9%	96%	100.00%	104.2%	50%	20.00%	40.0%	50%	13.07%	26.1%	216	126	58.3%	176	171	97.2%
Guerrero	Zona Acapulco-Lázaro Cárdenas	80%	82.35%	102.9%	80%	87.34%	109.2%	72	84	116.7%	28	26	92.9%	11	11	100.0%	99	109	110.1%	109	110.1%	96%	100.00%	104.2%	50%	22.39%	44.8%	50%	22.13%	44.3%	216	102	47.2%	49	44	89.8%
Hidalgo	Zona Metropolitana de Pachuca	80%	90.48%	113.1%	80%	69.04%	86.3%	72	98	136.1%	29	31	106.9%	12	12	100.0%	90	90	100.0%	90	100.0%	96%	100.00%	104.2%	50%	57.89%	115.8%	50%	46.36%	92.7%	216	31	14.4%	203	120	59.1%
Jalisco	Zona Metropolitana de Guadalajara	80%	93.88%	117.3%	80%	93.63%	117.0%	150	272	181.3%	35	67	191.4%	22	33	150.0%	163	214	131.3%	214	131.3%	96%	100.00%	104.2%	50%	61.99%	124.0%	50%	14.53%	29.1%	216	82	38.0%	485	464	95.7%
Jalisco	Zona Tlaquepaque-Colima	80%	90.91%	113.6%	80%	67.07%	83.8%	64	169	264.1%	22	24	109.1%	11	8	72.7%	81	25	30.9%	22	27.2%	96%	94.74%	98.7%	50%	90.00%	180.0%	50%	42.22%	84.4%	216	130	60.2%	213	191	89.7%
Michoacán	Zona Metropolitana de Morelia	80%	81.25%	101.6%	80%	71.64%	89.6%	72	52	72.2%	29	22	75.9%	12	9	75.0%	99	103	104.0%	92	92.9%	96%	99.11%	103.2%	50%	61.19%	122.4%	50%	31.41%	62.8%	216	129	59.7%	200	174	87.0%
Morelos	Zona Gral. Emiliano Zapata	80%	82.46%	103.1%	80%	60.84%	76.1%	76	110	144.7%	33	34	103.0%	18	9	50.0%	111	79	71.2%	79	71.2%	96%	98.92%	103.0%	50%	67.11%	134.2%	50%	61.87%	123.7%	216	18	8.3%	174	172	98.9%
Nayarit	Zona Bahía de Banderas	80%	73.08%	91.3%	80%	67.02%	83.8%	94	108	114.9%	34	32	94.1%	16	20	125.0%	120	164	136.7%	160	133.3%	96%	99.55%	103.7%	50%	73.68%	147.4%	50%	53.74%	107.5%	216	216	100.0%	203	191	94.1%
Nezahualcóyotl	Zona Metropolitana de Nezahualcóyotl	80%	86.96%	108.7%	80%	71.62%	89.5%	150	408	272.0%	35	66	188.6%	22	34	154.5%	163	395	242.3%	395	242.3%	96%	100.00%	104.2%	50%	75.71%	151.4%	50%	44.76%	89.5%	216	311	144.0%	565	538	95.2%
Nuevo León	Zona Metropolitana de Monterrey	80%	95.08%	118.9%	80%	71.83%	89.8%	118	297	251.7%	35	40	114.3%	16	15	93.8%	146	159	108.9%	151	103.4%	96%	100.00%	104.2%	50%	78.05%	156.1%	50%	43.31%	86.6%	216	128	59.3%	459	450	98.0%
Oaxaca	Zona Benito Juárez	80%	98.15%	122.7%	80%	74.94%	93.7%	51	67	131.4%	13	13	100.0%	12	10	83.3%	78	78	100.0%	85	109.0%	96%	99.17%	103.3%	50%	54.17%	108.3%	50%	18.79%	37.6%	216	100	46.3%	104	99	95.2%
Ciudad de México	Zona Metropolitana CDMX-Oriente	80%	71.43%	89.3%	80%	67.73%	84.7%	171	175	102.3%	34	44	129.4%	22	22	100.0%	180	184	102.2%	184	102.2%	96%	100.00%	104.2%	50%	26.03%	52.1%	50%	4.23%	8.5%	216	284	131.5%	352	345	98.0%
Ciudad de México	Zona Metropolitana CDMX-Poniente	80%	82.93%	103.7%	80%	74.66%	93.3%	171	214	125.1%	33	43	130.3%	22	45	204.5%	180	190	105.6%	190	105.6%	96%	100.00%	104.2%	50%	35.71%	71.4%	50%	21.20%	42.4%	216	116	53.7%	323	320	99.1%
Puebla	Zona Gral. Ignacio Zaragoza	80%	93.36%	116.7%	80%	79.81%	99.8%	118	233	197.5%	34	66	194.1%	16	23	143.8%	146	150	102.7%	150	102.7%	96%	99.27%	103.4%	50%	93.75%	187.5%	50%	45.62%	91.2%	216	162	75.0%	501	493	98.4%
Querétaro	Zona Corregidora Josefa Ortiz	80%	89.01%	111.3%	80%	69.61%	87.0%	131	138	105.3%	34	36	105.9%	21	20	95.2%	159	172	108.2%	172	108.2%	96%	99.75%	103.9%	50%	24.21%	48.4%	50%	25.70%	51.4%	216	194	89.8%	395	378	95.7%
Quintana Roo	Zona Caribe Mexicano	80%	79.41%	99.3%	80%	70.59%	88.2%	118	204	172.9%	34	40	117.6%	16	16	100.0%	146	144	98.6%	144	98.6%	96%	100.00%	104.2%	50%	53.57%	107.1%	50%	47.52%	95.0%	216	0	0.0%	362	325	89.8%
Reynosa	Zona Nororiental	80%	93.10%	116.4%	80%	87.23%	109.0%	64	85	132.8%	22	23	104.5%	11	11	100.0%	77	82	106.5%	82	106.5%	96%	99.32%	103.5%	50%	48.11%	96.2%	50%	48.11%	96.2%	216	89	41.2%	76	76	100.0%
San Luis Potosí	Zona Altiplano	80%	75.47%	94.3%	80%	64.08%	80.1%	72	90	125.0%	28	75	267.9%	12	17	141.7%	99	106	107.1%	106	107.1%	96%	99.95%	104.1%	50%	84.81%	169.6%	50%	55.86%	111.7%	216	91	42.1%	285	282	98.9%
Sinaloa	Zona Pacífico	80%	98.89%	123.6%	80%	88.70%	110.9%	89	218	244.9%	30	32	106.7%	16	20	125.0%	120	139	115.8%	148	123.3%	96%	100.00%	104.2%	50%	94.57%	189.1%	50%	65.48%	131.0%	216	74	34.3%	245	236	96.3%
Sonora	Zona Metropolitana de Hermosillo	80%	84.38%	105.5%	80%	68.14%	85.2%	72	90	125.0%	29	33	113.8%	12	12	100.0%	99	104	105.1%	103	104.0%	96%	100.00%	104.2%	50%	87.50%	175.0%	50%	44.39%	88.8%	216	213	98.6%	187	184	98.4%
Tabasco	Zona Golfo-Sur	80%	88.89%	111.1%	80%	68.49%	85.6%	72	88	122.2%	28	28	100.0%	12	12	100.0%	99	114	115.2%	114	115.2%	96%	99.82%	104.0%	50%	78.00%	156.0%	50%	64.22%	128.4%	216	104	48.1%	133	133	100.0%
Tampico	Zona Golfo-Norte	80%	97.01%	121.3%	80%	69.10%	86.4%	72	147	204.2%	28	38	135.7%																							