



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 MARZO 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 (DGVC) | | | | | 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% | | | RESULTADO DE LA SEMAFORIZACION | | | | | | TOTAL |
|---------------------|--------------------------------------|--|---------------------|------------------------|------------------------------|---------------------|------------------------|--|---------------------|------------------------|---|---------------------|------------------------|---|---------------------|------------------------|------------------------------|------------------|----------------------------|------------------------|----------------------------------|--|---------------------|------------------------|--|---------------------|------------------------|------------------------------|---------------------|------------------------|---|------------|-----------|--|-----------|-----------|--------------------------------|----|----|---|------|----------|-------|
| | | 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 Emisidas | Resultado Ordenes emitidas | Vigilancias Realizadas | Resultado Vigilancias realizadas | Estándar | Resultado alcanzado | Índice de cumplimiento | Subprocuraduría de Telecomunicaciones | | | Subprocuraduría de Servicios | | | Programadas | Realizadas | Resultado | Recibidas | Atendidas | Resultado | N | V | A | R | N.A. | | |
| | | Estándar | Resultado alcanzado | Índice de cumplimiento | Estándar | Resultado alcanzado | Índice de cumplimiento | | | | | | | | | | | | | | | | | | Estándar | Resultado alcanzado | Índice de cumplimiento | Estándar | Resultado alcanzado | Índice de cumplimiento | | | | | | | | | | | | Estándar | |
| Aguaascalientes | Zona José Guadalupe Posada | 80% | 100.00% | 125.0% | 80% | 99.60% | 124.5% | 45 | 45 | 100.0% | 15 | 16 | 106.7% | 7 | 9 | 128.6% | 45 | 45 | 100.0% | 45 | 100.0% | 96% | 99.13% | 103.3% | 50% | N.A. | N.A. | 50% | N.A. | N.A. | 108 | 104 | 96.3% | 73 | 71 | 97.3% | 1 | 10 | 1 | 0 | 2 | 14 | |
| Baja California | Zona Metropolitana de Tijuana | 80% | 96.92% | 121.2% | 80% | 74.21% | 92.8% | 54 | 57 | 105.6% | 18 | 21 | 116.7% | 9 | 9 | 100.0% | 60 | 68 | 113.3% | 68 | 113.3% | 96% | 100.00% | 104.2% | 50% | N.A. | N.A. | 50% | N.A. | N.A. | 108 | 109 | 101.6% | 0 | 9 | 3 | 0 | 2 | 14 | | | | |
| Baja California Sur | Zona La Paz | 80% | 100.00% | 125.0% | 80% | 55.43% | 69.3% | 45 | 46 | 102.2% | 12 | 13 | 108.3% | 9 | 10 | 111.1% | 39 | 42 | 107.7% | 40 | 102.6% | 96% | 97.18% | 101.2% | 50% | N.A. | N.A. | 50% | N.A. | N.A. | 108 | 62 | 57.4% | 53 | 51 | 96.2% | 0 | 10 | 2 | 0 | 2 | 14 | |
| Campeche | Zona Golfo-Sureste | 80% | 71.43% | 89.3% | 80% | 89.06% | 111.3% | 39 | 28 | 71.8% | 12 | 10 | 83.3% | 7 | 5 | 71.4% | 39 | 35 | 89.7% | 31 | 79.5% | 96% | 100.00% | 104.2% | 50% | N.A. | N.A. | 50% | N.A. | N.A. | 108 | 108 | 100.0% | 48 | 46 | 95.8% | 0 | 4 | 8 | 0 | 2 | 14 | |
| Ciudad de México | Zona Leona Vicario | 80% | 94.17% | 117.7% | 80% | 88.79% | 111.0% | 93 | 169 | 181.7% | 21 | 29 | 138.1% | 9 | 13 | 144.4% | 90 | 90 | 100.0% | 90 | 100.0% | 96% | 84.65% | 88.2% | 50% | N.A. | N.A. | 50% | N.A. | N.A. | 108 | 149 | 138.0% | 321 | 274 | 85.4% | 4 | 6 | 2 | 0 | 2 | 14 | |
| Chiapas | Zona Sureste | 80% | 81.82% | 102.3% | 80% | 68.92% | 86.1% | 39 | 40 | 102.6% | 12 | 11 | 91.7% | 9 | 8 | 88.9% | 39 | 42 | 107.7% | 39 | 100.0% | 96% | 99.21% | 103.3% | 50% | N.A. | N.A. | 50% | N.A. | N.A. | 108 | 110 | 101.9% | 66 | 66 | 100.0% | 0 | 7 | 5 | 0 | 2 | 14 | |
| Chihuahua | Zona Gral. Felipe Ángeles | 80% | 100.00% | 125.0% | 80% | 69.86% | 87.3% | 66 | 87 | 131.8% | 18 | 26 | 144.4% | 9 | 24 | 266.7% | 75 | 128 | 170.7% | 101 | 134.7% | 96% | 100.00% | 104.2% | 50% | N.A. | N.A. | 50% | N.A. | N.A. | 108 | 100 | 92.6% | 154 | 152 | 98.7% | 5 | 4 | 3 | 0 | 2 | 14 | |
| Cd. Juárez, Chih. | Zona Metropolitana de Ciudad Juárez | 80% | 72.41% | 90.5% | 80% | 76.35% | 95.4% | 45 | 47 | 104.4% | 15 | 18 | 120.0% | 7 | 7 | 100.0% | 45 | 45 | 100.0% | 45 | 100.0% | 96% | 100.00% | 104.2% | 50% | N.A. | N.A. | 50% | N.A. | N.A. | 108 | 60 | 55.6% | 83 | 83 | 100.0% | 0 | 10 | 2 | 0 | 2 | 14 | |
| Durango | Zona Gral. Francisco Villa | 80% | 95.00% | 118.8% | 80% | 76.19% | 95.2% | 45 | 63 | 140.0% | 15 | 14 | 93.3% | 9 | 9 | 100.0% | 39 | 46 | 117.9% | 46 | 117.9% | 96% | 99.92% | 104.1% | 50% | N.A. | N.A. | 50% | N.A. | N.A. | 108 | 108 | 100.0% | 67 | 67 | 100.0% | 1 | 9 | 2 | 0 | 2 | 14 | |
| Guanajuato | Zona Del Bajío | 80% | 82.93% | 103.7% | 80% | 71.46% | 89.3% | 66 | 24 | 36.4% | 18 | 9 | 50.0% | 9 | 8 | 88.9% | 75 | 44 | 58.7% | 43 | 57.3% | 96% | 100.00% | 104.2% | 50% | N.A. | N.A. | 50% | N.A. | N.A. | 108 | 89 | 82.4% | 57 | 50 | 87.7% | 0 | 4 | 4 | 4 | 2 | 14 | |
| Guanajuato | Zona Miguel Hidalgo | 80% | 93.10% | 116.4% | 80% | 82.24% | 102.8% | 39 | 38 | 97.4% | 12 | 13 | 108.3% | 7 | 7 | 100.0% | 39 | 42 | 107.7% | 42 | 107.7% | 96% | 100.00% | 104.2% | 50% | N.A. | N.A. | 50% | N.A. | N.A. | 108 | 108 | 100.0% | 36 | 36 | 100.0% | 0 | 11 | 1 | 0 | 2 | 14 | |
| Guerrero | Zona Acapulco-Lázaro Cárdenas | 80% | 100.00% | 125.0% | 80% | 87.88% | 109.8% | 45 | 15 | 33.3% | 15 | 5 | 33.3% | 7 | 2 | 28.6% | 48 | 19 | 39.6% | 19 | 39.6% | 96% | 100.00% | 104.2% | 50% | N.A. | N.A. | 50% | N.A. | N.A. | 108 | 72 | 66.7% | 26 | 20 | 76.9% | 0 | 5 | 2 | 5 | 2 | 14 | |
| Hidalgo | Zona Metropolitana de Pachuca | 80% | 92.00% | 115.0% | 80% | 61.90% | 77.4% | 45 | 45 | 100.0% | 15 | 15 | 100.0% | 9 | 9 | 100.0% | 45 | 45 | 100.0% | 45 | 100.0% | 96% | 100.00% | 104.2% | 50% | N.A. | N.A. | 50% | N.A. | N.A. | 108 | 22 | 20.4% | 77 | 68 | 88.3% | 0 | 8 | 3 | 1 | 2 | 14 | |
| Jalisco | Zona Metropolitana de Guadalajara | 80% | 100.00% | 125.0% | 80% | 90.19% | 112.7% | 84 | 93 | 110.7% | 19 | 23 | 121.1% | 9 | 12 | 133.3% | 81 | 86 | 106.2% | 86 | 106.2% | 96% | 100.00% | 104.2% | 50% | N.A. | N.A. | 50% | N.A. | N.A. | 108 | 125 | 115.7% | 207 | 198 | 95.7% | 1 | 11 | 0 | 0 | 2 | 14 | |
| Jalisco | Zona Tlaquepaque-Colima | 80% | 70.00% | 87.5% | 80% | 78.18% | 97.7% | 39 | 163 | 417.9% | 12 | 28 | 233.3% | 7 | 5 | 71.4% | 39 | 40 | 102.6% | 39 | 100.0% | 96% | 96.95% | 101.0% | 50% | N.A. | N.A. | 50% | N.A. | N.A. | 108 | 96 | 88.9% | 214 | 178 | 83.2% | 2 | 7 | 3 | 0 | 2 | 14 | |
| Michoacán | Zona Metropolitana de Morelia | 80% | 86.49% | 108.1% | 80% | 79.38% | 99.2% | 45 | 48 | 106.7% | 15 | 15 | 100.0% | 9 | 10 | 111.1% | 48 | 48 | 100.0% | 48 | 100.0% | 96% | 96.02% | 100.0% | 50% | N.A. | N.A. | 50% | N.A. | N.A. | 108 | 108 | 100.0% | 93 | 91 | 97.8% | 0 | 11 | 1 | 0 | 2 | 14 | |
| Morelos | Zona Gral. Emiliano Zapata | 80% | 94.67% | 118.6% | 80% | 64.16% | 80.2% | 45 | 24 | 53.3% | 12 | 18 | 150.0% | 9 | 5 | 55.6% | 54 | 41 | 75.9% | 51 | 94.4% | 96% | 99.09% | 103.2% | 50% | N.A. | N.A. | 50% | N.A. | N.A. | 108 | 109 | 100.9% | 68 | 65 | 95.6% | 1 | 5 | 4 | 2 | 2 | 14 | |
| Nayarit | Zona Bahía de Banderas | 80% | 88.24% | 110.3% | 80% | 62.50% | 78.1% | 54 | 65 | 120.4% | 18 | 22 | 122.2% | 9 | 9 | 100.0% | 60 | 76 | 126.7% | 76 | 126.7% | 96% | 100.00% | 104.2% | 50% | N.A. | N.A. | 50% | N.A. | N.A. | 108 | 108 | 100.0% | 98 | 95 | 96.9% | 2 | 8 | 2 | 0 | 2 | 14 | |
| Nezahualcóyotl | Zona Metropolitana de Nezahualcóyotl | 80% | 92.31% | 115.4% | 80% | 87.60% | 109.5% | 84 | 245 | 291.7% | 21 | 48 | 228.6% | 9 | 23 | 255.6% | 81 | 334 | 412.3% | 330 | 407.4% | 96% | 100.00% | 104.2% | 50% | N.A. | N.A. | 50% | N.A. | N.A. | 108 | 138 | 127.8% | 380 | 370 | 97.4% | 6 | 6 | 0 | 0 | 2 | 14 | |
| Nuevo León | Zona Metropolitana de Monterrey | 80% | 92.59% | 115.7% | 80% | 75.49% | 94.4% | 66 | 142 | 215.2% | 19 | 16 | 84.2% | 9 | 8 | 88.9% | 72 | 76 | 105.6% | 76 | 105.6% | 96% | 100.00% | 104.2% | 50% | N.A. | N.A. | 50% | N.A. | N.A. | 108 | 117 | 108.3% | 183 | 183 | 100.0% | 1 | 7 | 4 | 0 | 2 | 14 | |
| Oaxaca | Zona Benito Juárez | 80% | 58.82% | 73.5% | 80% | 81.28% | 101.6% | 33 | 35 | 106.1% | 12 | 12 | 100.0% | 9 | 10 | 111.1% | 39 | 56 | 143.6% | 52 | 133.3% | 96% | 99.73% | 103.9% | 50% | N.A. | N.A. | 50% | N.A. | N.A. | 108 | 85 | 78.7% | 53 | 46 | 86.8% | 2 | 6 | 4 | 0 | 2 | 14 | |
| Ciudad de México | Zona Metropolitana CDMX-Oriente | 80% | 73.27% | 91.6% | 80% | 65.16% | 81.5% | 93 | 127 | 136.6% | 21 | 38 | 181.0% | 9 | 11 | 122.2% | 90 | 116 | 128.9% | 101 | 112.2% | 96% | 100.00% | 104.2% | 50% | N.A. | N.A. | 50% | N.A. | N.A. | 108 | 152 | 140.7% | 176 | 175 | 99.4% | 4 | 5 | 3 | 0 | 2 | 14 | |
| Ciudad de México | Zona Metropolitana CDMX-Poniente | 80% | 82.22% | 102.8% | 80% | 82.67% | 103.3% | 93 | 114 | 122.6% | 21 | 29 | 138.1% | 9 | 18 | 200.0% | 90 | 90 | 100.0% | 90 | 100.0% | 96% | 100.00% | 104.2% | 50% | N.A. | N.A. | 50% | N.A. | N.A. | 108 | 91 | 84.3% | 135 | 133 | 98.5% | 2 | 10 | 0 | 0 | 2 | 14 | |
| Puebla | Zona Gral. Ignacio Zaragoza | 80% | 94.25% | 117.8% | 80% | 74.04% | 92.6% | 66 | 95 | 143.9% | 18 | 18 | 100.0% | 9 | 10 | 111.1% | 72 | 99 | 137.5% | 99 | 137.5% | 96% | 99.47% | 103.6% | 50% | N.A. | N.A. | 50% | N.A. | N.A. | 108 | 108 | 100.0% | 159 | 156 | 98.1% | 3 | 7 | 2 | 0 | 2 | 14 | |
| Querétaro | Zona Corregidora Josefa Ortiz | 80% | 80.49% | 100.6% | 80% | 76.15% | 95.2% | 72 | 84 | 116.7% | 18 | 24 | 133.3% | 9 | 10 | 111.1% | 78 | 97 | 124.4% | 97 | 124.4% | 96% | 98.62% | 102.7% | 50% | N.A. | N.A. | 50% | N.A. | N.A. | 108 | 108 | 100.0% | 169 | 159 | 94.1% | 1 | 11 | 0 | 0 | 2 | 14 | |
| Quintana Roo | Zona Caribe Mexicano | 80% | 86.96% | 108.7% | 80% | 72.00% | 90.0% | 66 | 117 | 177.3% | 18 | 29 | 161.1% | 9 | 0 | 0.0% | 72 | 48 | 66.7% | 48 | 66.7% | 96% | 100.00% | 104.2% | 50% | N.A. | N.A. | 50% | N.A. | N.A. | 108 | 53 | 49.1% | 185 | 164 | 88.6% | 2 | 4 | 5 | 1 | 2 | 14 | |
| Reynosa | Zona Nororiental | 80% | 100.00% | 125.0% | 80% | 83.33% | 104.2% | 39 | 39 | 100.0% | 12 | 13 | 108.3% | 7 | 7 | 100.0% | 36 | 38 | 105.6% | 38 | 105.6% | 96% | 98.42% | 102.5% | 50% | N.A. | N.A. | 50% | N.A. | N.A. | 108 | 77 | 71.3% | 23 | 23 | 100.0% | 0 | 11 | 1 | 0 | 2 | 14 | |
| San Luis Potosí | Zona Altiplano | 80% | 76.74% | 95.9% | 80% | 63.61% | 79.5% | 45 | 49 | 108.9% | 15 | 17 | 113.3% | 9 | 14 | 155.6% | 48 | 55 | 114.6% | 55 | 114.6% | 96% | 100.00% | 104.2% | 50% | N.A. | N.A. | 50% | N.A. | N.A. | 108 | 103 | 95.4% | 85 | 85 | 100.0% | 1 | 9 | 2 | 0 | 2 | 14 | |
| Sinaloa | Zona Pacífico | 80% | 96.30% | 120.4% | 80% | 84.15% | 105.2% | 54 | 83 | 153.7% | 15 | 23 | 153.3% | 9 | 11 | 122.2% | 60 | 86 | 143.3% | 87 | 145.0% | 96% | 100.00% | 104.2% | 50% | N.A. | N.A. | 50% | N.A. | N.A. | 108 | 43 | 39.8% | 106 | 103 | 97.2% | 4 | 6 | 2 | 0 | 2 | 14 | |
| Sonora | Zona Metropolitana de Hermosillo | 80% | 84.85% | 106.1% | 80% | 74.93% | 93.7% | 45 | 45 | 100.0% | 18 | 18 | 100.0% | 9 | 10 | 111.1% | 48 | 48 | 100.0% | 48 | 100.0% | 96% | 100.00% | 104.2% | 50% | N.A. | N.A. | 50% | N.A. | N.A. | 108 | 108 | 100.0% | 94 | 92 | 97.9% | 0 | 10 | 2 | 0 | 2 | 14 | |
| Tabasco | Zona Golfo-Sur | 80% | 75.00% | 93.8% | 80% | 49.21% | 61.5% | 45 | 56 | 124.4% | 15 | 15 | 100.0% | 9 | 8 | 88.9% | 48 | 55 | 114.6% | 55 | 114.6% | 96% | 99.84% | 104.0% | 50% | N.A. | N.A. | 50% | N.A. | N.A. | 108 | 105 | 97.2% | 74 | 74 | 100.0% | 0 | 8 | 4 | 0 | 2 | 14 | |
| Tampico | Zona Golfo-Norte | 80% | 98.44% | 123.0% | 80% | 83.13% | 103.9% | 45 | 88 | 195.6% | 15 | 14 | 93.3% | 9 | 8 | 88.9% | 45 | 46 | 102.2% | 46 | 102.2% | 96% | 100.00% | 104.2% | 50% | N.A. | N.A. | 50% | N.A. | N.A. | 108 | 108 | 100.0% | 46 | 38 | 82.6% | 1 | 7 | 4 | 0 | 2 | 14 | |
| Tlalnepantla | Zona Metropolitana de Tlalnepantla | 80% | 97.06% | 121.3% | 80% | 87.12% | 108.9% | 84 | 217 | 258.3% | 21 | 30 | 142.9% | 9 | 6 | 66.7% | 81 | 245 | 302.5% | 238 | 293.8% | 96% | 99.64% | 103.8% | 50% | N.A. | N.A. | 50% | N.A. | N.A. | 108 | 113 | 104.6% | 325 | 316 | 97.2% | 4 | 7 | 1 | 0 | 2 | 14 | |
| Toluca | Zona Metropolitana de Toluca | 80% | 88.00% | 110.0% | 80% | 70.93% | 88.7% | 84 | 77 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |