PROFECO
PROCURADURÍA FEDERAL DEL CONSUMIDOR

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 DICIEMBRE 2023

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 (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																			Subprocuraduría de Telecomunicaciones			Subprocuraduría de Servicios								
Sede	ODECO	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	Resultado alcanzado	Índice de cumplimiento	Órdenes Programadas	Órdenes Emitidas	Resultado Ordenes 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	Atendidas	Resultado
Aguascalientes	Zona José Guadalupe Posada	80%	100.00%	125.0%	80%	97.74%	122.2%	177	165	93.2%	62	66	106.5%	25	20	80.0%	182	183	100.5%	183	100.5%	96%	97.31%	101.4%	50%	82.30%	164.6%	50%	41.77%	83.5%	432	342	79.2%	269	261	97.0%
Baja California	Zona Metropolitana de Tijuana	80%	94.90%	118.6%	80%	70.26%	87.8%	205	199	97.1%	72	72	100.0%	34	37	108.8%	243	227	93.4%	227	93.4%	96%	100.00%	104.2%	50%	90.38%	180.8%	50%	76.98%	154.0%	432	180	41.7%	504	500	99.2%
Baja California Sur	Zona La Paz	80%	80.00%	100.0%	80%	67.03%	83.8%	177	163	92.1%	72	73	101.4%	42	28	66.7%	172	189	109.9%	167	97.1%	96%	95.63%	99.6%	50%	68.57%	137.1%	50%	42.04%	84.1%	432	78	18.1%	236	220	93.2%
Campeche	Zona Golfo-Sureste	80%	86.21%	107.8%	80%	67.59%	84.5%	151	121	80.1%	52	52	100.0%	25	19	76.0%	157	167	106.4%	159	101.3%	96%	99.75%	103.9%	50%	58.14%	116.3%	50%	59.77%	119.5%	432	302	69.9%	193	191	99.0%
Ciudad de México	Zona Leona Vicario	80%	88.75%	110.9%	80%	85.18%	106.5%	842	933	110.8%	89	101	113.5%	53	47	88.7%	366	379	103.6%	365	99.7%	96%	90.97%	94.8%	50%	38.49%	77.0%	50%	14.52%	29.0%	432	521	120.6%	1166	1084	93.0%
Chiapas	Zona Suroeste	80%	78.31%	97.9%	80%	51.97%	65.0%	151	148	98.0%	49	49	100.0%	28	27	96.4%	178	210	118.0%	193	108.4%	96%	99.37%	103.5%	50%	82.11%	164.2%	50%	55.35%	110.7%	432	416	96.3%	240	237	98.8%
Chihuahua	Zona Gral. Felipe Ángeles	80%	85.98%	107.5%	80%	70.49%	88.1%	365	376	103.0%	86	95	110.5%	87	61	70.1%	445	574	129.0%	496	111.5%	96%	99.97%	104.1%	50%	32.84%	65.7%	50%	16.40%	32.8%	432	79	18.3%	611	596	97.5%
Cd. Juarez, Chih.	Zona Metropolitana de Ciudad Juáre	80%	79.78%	99.7%	80%	76.50%	95.6%	187	184	98.4%	70	68	97.1%	24	24	100.0%	183	183	100.0%	183	100.0%	96%	100.00%	104.2%	50%	73.68%	147.4%	50%	40.03%	80.1%	432	125	28.9%	302	301	99.7%
Durango	Zona Gral. Francisco Villa	80%	95.65%	119.6%	80%	71.85%	89.8%	282	298	105.7%	57	63	110.5%	32	28	87.5%	173	186	107.5%	181	104.6%	96%	99.95%	104.1%	50%	72.09%	144.2%	50%	49.68%	99.4%	432	217	50.2%	304	300	98.7%
Guanajuato	Zona Del Bajío	80%	81.51%	101.9%	80%	74.77%	93.5%	250	230	92.0%	72	72	100.0%	43	40	93.0%	300	301	100.3%	295	98.3%	96%	100.00%	104.2%	50%	59.78%	119.6%	50%	46.59%	93.2%	432	301	69.7%	395	382	96.7%
Guanajuato	Zona Miguel Hidalgo	80%	88.52%	110.7%	80%	72.24%	90.3%	145	177	122.1%	49	51	104.1%	25	25	100.0%	152	199	130.9%	199	130.9%	96%	100.00%	104.2%	50%	54.12%	108.2%	50%	27.97%	55.9%	432	328	75.9%	322	297	92.2%
Guerrero	Zona Acapulco-Lázaro Cárdenas	80%	72.79%	91.0%	80%	85.34%	106.7%	177	126	71.2%	61	45	73.8%	25	17	68.0%	207	159	76.8%	159	76.8%	96%	100.00%	104.2%	50%	28.95%	57.9%	50%	27.70%	55.4%	432	202	46.8%	86	75	87.2%
Hidalgo	Zona Metropolitana de Pachuca	80%	86.92%	108.6%	80%	67.91%	84.9%	192	193	100.5%	66	62	93.9%	42	27	64.3%	181	181	100.0%	181	100.0%	96%	100.00%	104.2%	50%	62.84%	125.7%	50%	46.44%	92.9%	432	45	10.4%	339	332	97.9%
Jalisco	Zona Metropolitana de Guadalajara	80%	98.37%	123.0%	80%	93.55%	116.9%	495	470	94.9%	124	123	99.2%	44	69	156.8%	384	392	102.1%	389	101.3%	96%	100.00%	104.2%	50%	53.41%	106.8%	50%	25.35%	50.7%	432	298	69.0%	926	898	97.0%
Jalisco	Zona Tlaquepaque-Colima	80%	80.00%	100.0%	80%	72.92%	91.1%	341	449	131.7%	49	70	142.9%	25	25	100.0%	162	101	62.3%	98	60.5%	96%	93.24%	97.1%	50%	86.05%	172.1%	50%	43.61%	87.2%	432	302	69.9%	550	527	95.8%
Michoacán	Zona Metropolitana de Morelia	80%	86.87%	108.6%	80%	73.08%	91.3%	162	144	88.9%	61	61	100.0%	28	28	100.0%	229	280	122.3%	264	115.3%	96%	95.47%	99.4%	50%	67.43%	134.9%	50%	37.97%	75.9%	432	343	79.4%	411	407	99.0%
Morelos	Zona Gral. Emiliano Zapata	80%	84.34%	105.4%	80%	63.42%	79.3%	193	183	94.8%	73	87	119.2%	43	45	104.7%	222	163	73.4%	163	73.4%	96%	99.11%	103.2%	50%	71.84%	143.7%	50%	54.24%	108.5%	432	169	39.1%	336	328	97.6%
Nayarit	Zona Bahía de Banderas	80%	86.21%	107.8%	80%	66.53%	83.2%	215	209	97.2%	72	79	109.7%	34	59	173.5%	225	274	121.8%	304	135.1%	96%	99.39%	103.5%	50%	81.43%	162.9%	50%	59.73%	119.5%	432	432	100.0%	359	349	97.2%
Nezahualcóyotl	Zona Metropolitana de Nezahualcóy	80%	87.25%	109.1%	80%	73.73%	92.2%	705	916	129.9%	134	169	126.1%	58	76	131.0%	698	846	121.2%	846	121.2%	96%	100.00%	104.2%	50%	76.92%	153.8%	50%	56.45%	112.9%	432	596	138.0%	1290	1246	96.6%
Nuevo León	Zona Metropolitana de Monterrey	80%	92.31%	115.4%	80%	74.68%	93.4%	495	517	104.4%	74	81	109.5%	34	36	105.9%	298	310	104.0%	310	104.0%	96%	100.00%	104.2%	50%	47.58%	95.2%	50%	21.36%	42.7%	432	330	76.4%	860	814	94.7%
Oaxaca	Zona Benito Juárez	80%	98.73%	123.4%	80%	76.38%	95.5%	137	120	87.6%	33	28	84.8%	28	23	82.1%	143	162	113.3%	160	111.9%	96%	98.48%	102.6%	50%	78.77%	157.5%	50%	24.76%	49.5%	432	261	60.4%	214	199	93.0%
Ciudad de México	Zona Metropolitana CDMX-Oriente	80%	80.77%	101.0%	80%	70.22%	87.8%	367	369	100.5%	87	87	100.0%	44	44	100.0%	364	368	101.1%	368	101.1%	96%	100.00%	104.2%	50%	21.65%	43.3%	50%	5.06%	10.1%	432	608	140.7%	711	709	99.7%
Ciudad de México	Zona Metropolitana CDMX-Poniente	80%	88.17%	110.2%	80%	79.34%	99.2%	432	483	111.8%	90	95	105.6%	68	82	120.6%	375	375	100.0%	375	100.0%	96%	100.00%	104.2%	50%	41.38%	82.8%	50%	21.32%	42.6%	432	258	59.7%	675	655	97.0%
Puebla	Zona Gral. Ignacio Zaragoza	80%	90.82%	113.5%	80%	76.03%	95.0%	435	435	100.0%	112	118	105.4%	34	42	123.5%	302	310	102.6%	310	102.6%	96%	98.73%	102.8%	50%	74.78%	149.6%	50%	42.70%	85.4%	432	383	88.7%	981	978	99.7%
Querétaro	Zona Corregidora Josefa Ortiz	80%	89.19%	111.5%	80%	70.19%	87.7%	299	302	101.0%	74	83	112.2%	43	46	107.0%	333	337	101.2%	336	100.9%	96%	99.44%	103.6%	50%	40.20%	80.4%	50%	31.57%	63.1%	432	410	94.9%	776	729	93.9%
Quintana roo	Zona Caribe Mexicano	80%	84.15%	105.2%	80%	70.63%	88.3%	465	530	114.0%	72	104	144.4%	38	37	97.4%	271	290	107.0%	290	107.0%	96%	100.00%	104.2%	50%	59.78%	119.6%	50%	50.16%	100.3%	432	40	9.3%	861	804	93.4%
Reynosa	Zona Nororiente	80%	96.67%	120.8%	80%	87.19%	109.0%	160	185	115.6%	49	51	104.1%	25	26	104.0%	143	155	108.4%	155	108.4%	96%	98.38%	102.5%	50%	85.83%	171.7%	50%	54.70%	109.4%	432	224	51.9%	115	113	98.3%
San Luis Potosí	Zona Altiplano	80%	79.78%	99.7%	80%	65.37%	81.7%	187	190	101.6%	119	122	102.5%	42	36	85.7%	207	213	102.9%	213	102.9%	96%	98.95%	103.1%	50%	82.65%	165.3%	50%	64.28%	128.6%	432	255	59.0%	540	538	99.6%
Sinaloa	Zona Pacífico	80%	97.30%	121.6%	80%	89.35%	111.7%	361	371	102.8%	70	72	102.9%	34	36	105.9%	265	266	100.4%	275	103.8%	96%	100.00%	104.2%	50%	92.39%	184.8%	50%	70.96%	141.9%	432	88	20.4%	427	421	98.6%
Sonora	Zona Metropolitana de Hermosillo	80%	87.79%	109.7%	80%	68.26%	85.3%	182	168	92.3%	61	60	98.4%	28	26	92.9%	205	206	100.5%	205	100.0%	96%	100.00%	104.2%	50%	87.14%	174.3%	50%	52.97%	105.9%	432	399	92.4%	328	327	99.7%
Tabasco	Zona Golfo-Sur	80%	89.74%	112.2%	80%	64.29%	80.4%	177	177	100.0%	61	62	101.6%	28	28	100.0%	212	228	107.5%	228	107.5%	96%	99.66%	103.8%	50%	78.57%	157.1%	50%	63.66%	127.3%	432	286	66.2%	282	282	100.0%
Tampico	Zona Golfo-Norte	80%	97.48%	121.8%	80%	74.95%	93.7%	252	262	104.0%	74	74	100.0%	28	25	89.3%	193	193	100.0%	193	100.0%	96%	100.00%	104.2%	50%	96.37%	192.7%	50%	71.01%	142.0%	432	375	86.8%	123	121	98.4%
Tlalnepantla	Zona Metropolitana de Tlalnepantla	80%	97.32%	121.6%	80%	84.49%	105.6%	1,325	1,527	115.2%	364	465	127.7%	44	44	100.0%	585	713	121.9%	686	117.3%	96%	99.32%	103.5%	50%	89.59%	179.2%	50%	56.10%	112.2%	432	322	74.5%	2653	2614	98.5%
Toluca	Zona Metropolitana de Toluca	80%	93.55%	116.9%	80%	70.64%	88.3%	335	335	100.0%	74	74	100.0%	43	46	107.0%	331	337	101.8%	331	100.0%	96%	99.47%	103.6%	50%	50.77%	101.5%	50%	38.72%	77.4%	432	243	56.3%	514	510	99.2%
Torreón	Zona Metropolitana de Torreón	80%	89.02%	111.3%	80%	73.95%	92.4%	311	319	102.6%	80	82	102.5%	34	47	138.2%	290	292	100.7%	278	95.9%	96%	100.00%	104.2%	50%	73.91%	147.8%	50%	60.06%	120.1%	432	156	36.1%	345	321	93.0%
Veracruz	Zona Golfo-Centro	80%	62.29%	77.9%	80%	46.00%	57.5%	271	266	98.2%	61	41	67.2%	34	24	70.6%	240	258	107.5%	255	106.3%	96%	98.37%	102.5%	50%	18.27%	36.5%	50%	6.22%	12.4%	432	303	70.1%	411	396	96.4%
Yucatán	Zona Metropolitana de Mérida	80%	83.98%	105.0%	80%	80.15%	100.2%	198	188	94.9%	75	75	100.0%	43	35	81.4%	224	228	101.8%	222	99.1%	96%	97.77%	101.8%	50%	61.67%	123.3%	50%	50.71%	101.4%	432	317	73.4%	293	265	90.4%
Zacatecas	Zona Gral. Luis Moya	80%	94.79%	118.5%	80%	70.53%	88.2%	161	154	95.7%	49	42	85.7%	25	24	96.0%	152	171	112.5%	171	112.5%	96%	100.00%	104.2%	50%	84.55%	169.1%	50%	64.65%	129.3%	432	200	46.3%	192	190	99.0%
NARANJA				0			0			2			4			4			2		2			0			23			6			2			0
VERDE				36			12			28			29			19			32		32			38			8			12			27			37
AMARILLO				2			25			8			5			15			4		3			0			4			10			3			1
ROJO				0			1			0			0			0			0		1			0			3			10			6			0
N.A.				0			0			0			0			0			0		0			0			0			0			0			0
TOTAL				38			38			38			38			38			38		38			38			38			38			38			38