

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: Diciembre 2021

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 atención de denuncias en contra de establecimientos comerciales Estándar 95%			Supervisada
		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			Recibidas	Atendidas	Resultado	Al menos una vez al año
Aguascalientes	Zona José Guadalupe Posada	78%	98.94%	126.8%	78%	93.94%	120.4%	92	98	106.5%	27	27	100.0%	12	12	100.0%	111	112	100.9%	109	98.2%	96%	99.80%	104.0%	35%	80.66%	230.5%	35%	58.35%	166.7%	133	133	100.0%	Supervisada
Baja California	Zona Metropolitana de Tijuana	78%	72.88%	93.4%	78%	59.76%	76.6%	194	194	100.0%	59	59	100.0%	23	23	100.0%	304	306	100.7%	304	100.0%	96%	100.00%	104.2%	35%	73.01%	208.6%	35%	63.99%	182.8%	515	485	94.2%	Supervisada
Baja California sur	Zona La Paz	78%	93.85%	120.3%	78%	68.98%	88.4%	144	157	109.0%	67	83	123.9%	30	37	123.3%	112	117	104.5%	114	101.8%	96%	99.71%	103.9%	35%	73.68%	210.5%	35%	33.57%	95.9%	252	251	99.6%	Supervisada
Campeche	Zona Golfo-Sureste	78%	93.21%	119.5%	78%	75.24%	96.5%	130	138	106.2%	73	82	112.3%	18	18	100.0%	131	145	110.7%	139	106.1%	96%	99.94%	104.1%	35%	49.66%	141.9%	35%	41.80%	119.4%	235	232	98.7%	Supervisada
Ciudad de México	Zona Leona Vicario	78%	89.09%	114.2%	78%	83.23%	106.7%	637	678	106.4%	113	120	106.2%	44	45	102.3%	487	491	100.8%	487	100.0%	96%	96.90%	100.9%	35%	31.33%	89.5%	35%	24.14%	69.0%	831	720	86.6%	Supervisada
Chiapas	Zona Sureste	78%	67.44%	86.5%	78%	66.61%	85.4%	189	196	103.7%	42	46	109.5%	13	15	115.4%	187	213	113.9%	194	103.7%	96%	99.75%	103.9%	35%	58.33%	166.7%	35%	51.03%	145.8%	259	239	92.3%	Supervisada
Chihuahua	Zona Gral. Felipe Ángeles	78%	79.09%	101.4%	78%	73.06%	93.7%	385	488	126.8%	88	102	115.9%	64	81	126.6%	375	550	146.7%	468	124.8%	96%	99.97%	104.1%	35%	45.19%	129.1%	35%	29.44%	84.1%	656	655	99.8%	Supervisada
Cd. Juárez, Chih.	Zona Metropolitana de Ciudad Juárez	78%	86.89%	111.4%	78%	77.40%	99.2%	93	104	111.8%	35	46	131.4%	14	14	100.0%	126	140	111.1%	140	111.1%	96%	100.00%	104.2%	35%	33.59%	96.0%	35%	33.65%	96.1%	158	158	100.0%	Supervisada
Durango	Zona Gral. Francisco Villa	78%	93.94%	120.4%	78%	72.47%	92.9%	248	274	110.5%	48	48	100.0%	20	21	105.0%	237	247	104.2%	247	104.2%	96%	99.83%	104.0%	35%	85.71%	244.9%	35%	59.38%	169.7%	301	269	89.4%	Supervisada
Guanajuato	Zona Del Bajío	78%	78.25%	100.3%	78%	67.73%	86.8%	182	216	118.7%	47	53	112.8%	27	30	111.1%	265	276	104.2%	271	102.3%	96%	100.00%	104.2%	35%	59.28%	169.4%	35%	51.23%	146.4%	357	349	97.8%	Supervisada
Guanajuato	Zona Miguel Hidalgo	78%	89.29%	114.5%	78%	78.36%	100.5%	41	67	163.4%	12	15	125.0%	10	7	70.0%	36	37	102.8%	59	163.9%	96%	100.00%	104.2%	35%	51.06%	145.9%	35%	35.12%	100.3%	200	111	55.5%	Supervisada
Guerrero	Zona Acapulco-Lázaro Cárdenas	78%	94.96%	121.7%	78%	83.52%	107.1%	132	143	108.3%	31	32	103.2%	13	13	100.0%	136	141	103.7%	136	100.0%	96%	100.00%	104.2%	35%	33.33%	95.2%	35%	21.81%	62.3%	128	128	100.0%	Supervisada
Hidalgo	Zona Metropolitana de Pachuca	78%	86.40%	110.8%	78%	66.17%	84.8%	98	102	104.1%	47	50	106.4%	44	46	104.5%	133	146	109.8%	134	100.8%	96%	99.77%	103.9%	35%	56.18%	160.5%	35%	43.39%	124.0%	236	185	78.4%	Supervisada
Jalisco	Zona Metropolitana de Guadalajara	78%	84.02%	107.7%	78%	78.01%	100.0%	376	391	104.0%	104	114	109.6%	34	34	100.0%	567	582	102.6%	582	102.6%	96%	99.22%	103.4%	35%	44.64%	127.6%	35%	33.64%	96.1%	651	636	97.7%	Supervisada
Jalisco	Zona Tlaquepaque-Colima	78%	100.00%	128.2%	78%	73.44%	94.2%	160	172	107.5%	34	41	120.6%	12	9	75.0%	126	31	24.6%	30	23.8%	96%	85.42%	89.0%	35%	70.59%	201.7%	35%	47.27%	135.1%	251	244	97.2%	Supervisada
Michoacán	Zona Metropolitana de Morelia	78%	81.10%	104.0%	78%	65.74%	84.3%	156	171	109.6%	54	58	107.4%	19	19	100.0%	170	172	101.2%	167	98.2%	96%	96.90%	100.9%	35%	63.87%	182.5%	35%	41.53%	118.7%	354	351	99.2%	Supervisada
Morelos	Zona Gral. Emiliano Zapata	78%	66.03%	84.7%	78%	71.59%	91.8%	248	268	108.1%	90	108	120.0%	24	31	129.2%	158	163	103.2%	161	101.9%	96%	99.22%	103.3%	35%	51.79%	148.0%	35%	55.41%	158.3%	367	363	98.9%	Supervisada
Nayarit	Zona Bahía de Bandejas	78%	84.48%	108.3%	78%	67.82%	86.9%	415	472	113.7%	155	201	129.7%	67	70	104.5%	302	354	117.2%	320	106.0%	96%	99.84%	104.0%	35%	57.53%	164.4%	35%	50.95%	145.6%	356	305	85.7%	Supervisada
Nezahualcóyotl	Zona Metropolitana de Nezahualcóyotl	78%	80.41%	103.1%	78%	56.48%	72.4%	747	916	122.6%	171	195	114.0%	53	65	122.6%	602	664	110.3%	664	110.3%	96%	99.93%	104.1%	35%	57.20%	163.4%	35%	41.42%	118.3%	1250	1193	95.4%	Supervisada
Nuevo León	Zona Metropolitana de Monterrey	78%	87.36%	112.0%	78%	72.47%	92.9%	353	387	109.6%	93	100	107.5%	44	49	111.4%	552	553	100.2%	605	109.6%	96%	100.00%	104.2%	35%	62.83%	179.5%	35%	52.42%	149.8%	655	648	98.9%	Supervisada
Oaxaca	Zona Benito Juárez	78%	76.19%	97.7%	78%	80.76%	103.5%	144	133	92.4%	25	25	100.0%	13	13	100.0%	142	164	115.5%	132	93.0%	96%	98.94%	103.1%	35%	35.29%	100.8%	35%	27.37%	78.2%	245	239	97.6%	Supervisada
Ciudad de México	Zona Metropolitana CDMX-Oriente	78%	66.12%	84.8%	78%	52.53%	67.4%	445	448	100.7%	97	104	107.2%	50	51	102.0%	438	480	109.6%	423	96.6%	96%	99.99%	104.2%	35%	40.56%	115.9%	35%	40.21%	114.9%	788	721	91.5%	Supervisada
Ciudad de México	Zona Metropolitana CDMX-Poniente	78%	91.56%	117.4%	78%	74.13%	95.0%	400	408	102.0%	115	117	101.7%	63	68	107.9%	445	445	100.0%	445	100.0%	96%	100.00%	104.2%	35%	36.53%	104.4%	35%	26.55%	75.9%	595	551	92.6%	Supervisada
Puebla	Zona Gral. Ignacio Zaragoza	78%	71.32%	91.4%	78%	60.89%	78.1%	300	322	107.3%	96	104	108.3%	33	33	100.0%	331	195	58.9%	195	58.9%	96%	100.00%	104.2%	35%	42.33%	120.9%	35%	32.12%	91.8%	460	453	98.5%	Supervisada
Queretaro	Zona Corregidora Josefa Ortiz	78%	90.83%	116.4%	78%	75.15%	96.3%	652	687	105.4%	146	167	114.4%	74	79	106.8%	432	449	103.9%	448	103.7%	96%	98.80%	102.9%	35%	49.63%	141.8%	35%	26.86%	76.7%	730	728	99.7%	Supervisada
Quintana Roo	Zona Caribe Mexicano	78%	75.98%	97.4%	78%	67.45%	86.5%	396	519	131.1%	85	86	101.2%	21	21	100.0%	254	245	96.5%	255	100.4%	96%	100.00%	104.2%	35%	52.82%	150.9%	35%	40.39%	115.4%	718	703	97.9%	Supervisada
Reynosa	Zona Nororiental	78%	94.49%	121.1%	78%	84.97%	108.9%	87	88	101.1%	15	33	220.0%	15	15	100.0%	54	73	135.2%	73	135.2%	96%	98.23%	102.3%	35%	76.34%	218.1%	35%	51.00%	145.7%	67	42	62.7%	Supervisada
San Luis Potosí	Zona Altiplano	78%	81.25%	104.2%	78%	67.51%	86.5%	200	208	104.0%	70	81	115.7%	24	31	129.2%	200	206	103.0%	203	101.5%	96%	100.00%	104.2%	35%	71.38%	203.9%	35%	52.00%	148.6%	345	345	100.0%	Supervisada
Sinaloa	Zona Pacífico	78%	91.67%	117.5%	78%	87.79%	112.5%	303	394	130.0%	76	89	117.1%	24	18	75.0%	221	190	86.0%	223	100.9%	96%	100.00%	104.2%	35%	21.43%	61.2%	35%	25.06%	71.6%	443	412	93.0%	Supervisada
Sonora	Zona Metropolitana de Hermosillo	78%	76.88%	98.6%	78%	71.68%	91.9%	164	191	116.5%	35	40	114.3%	11	14	127.3%	138	138	100.0%	138	100.0%	96%	100.00%	104.2%	35%	66.09%	188.8%	35%	28.02%	80.1%	225	222	98.7%	Supervisada
Tabasco	Zona Golfo-Sur	78%	86.49%	110.9%	78%	63.45%	81.3%	428	446	104.2%	122	125	102.5%	44	44	100.0%	296	299	101.0%	299	101.0%	96%	99.60%	103.8%	35%	26.06%	74.5%	35%	12.91%	36.9%	577	577	100.0%	Supervisada
Tampico	Zona Golfo-Norte	78%	96.60%	123.8%	78%	80.78%	103.6%	227	301	132.6%	64	91	142.2%	17	18	105.9%	172	172	100.0%	172	100.0%	96%	100.00%	104.2%	35%	91.23%	260.7%	35%	65.39%	186.8%	153	149	97.4%	Supervisada
Tlalnepantla	Zona Metropolitana de Tlalnepantla	78%	90.26%	115.7%	78%	76.71%	98.3%	1,075	1,487	138.3%	171	208	121.6%	35	37	105.7%	563	670	119.0%	628	111.5%	96%	99.95%	104.1%	35%	63.93%	182.7%	35%	30.23%	86.4%	1925	1897	98.5%	Supervisada
Toluca	Zona Metropolitana de Toluca	78%	86.00%	110.3%	78%	70.86%	90.8%	375	414	110.4%	95	99	104.2%	90	99	110.0%	388	396	102.1%	396	102.1%	96%	100.00%	104.2%	35%	39.04%	111.5%	35%	22.91%	65.5%	462	452	97.8%	Supervisada
Torreón	Zona Metropolitana de Torreón	78%	85.20%	109.2%	78%	74.71%	95.8%	143	162	113.3%	40	56	140.0%	16	16	100.0%	140	146	104.3%	146	104.3%	96%	100.00%	104.2%	35%	66.23%	189.2%	35%	62.33%	178.1%	222	221	99.5%	Supervisada
Veracruz	Zona Golfo-Centro	78%	57.52%	73.7%	78%	50.12%	64.3%	180	180	100.0%	48	53	110.4%	25	23	92.0%	257	265	103.1%	253	98.4%	96%	99.95%	104.1%	35%	4.49%	12.8%	35%	4.53%	12.9%	329	321	97.6%	Supervisada
Yucatán	Zona Metropolitana de Mérida	78%	74.15%	95.1%	78%	65.70%	84.2%	205	215	104.9%	48	54	112.5%	15	15	100.0%	155	148	95.5%	141	91.0%	96%	99.45%	103.6%	35%	15.44%	44.1%	35%	11.81%	33.7%	301	240	79.7%	Supervisada
Zacatecas	Zona Gral. Luis Moya	78%	92.59%	118.7%	78%	73.48%	94.2%	138	132	95.7%	29	33	113.																					