



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 2022

Sede	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 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 Emisitas	Resultado Órdenes emitidas	Vigilancias Realizadas	Resultado Vigilancia realizadas	Estándar	Resultado alcanzado	Índice de cumplimiento	Subprocuraduría de Telecomunicaciones			Subprocuraduría de Servicios			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				
Aguascalientes	Zona José Guadalupe Posada	78%	99.00%	126.9%	78%	95.26%	122.1%	157	174	110.8%	50	53	106.0%	12	12	100.0%	192	196	102.1%	192	100.0%	96%	98.30%	102.4%	50%	86.08%	172.2%	50%	56.69%	113.4%	223	223	100.0%	Supervisada
Baja California	Zona Metropolitana de Tijuana	78%	91.04%	116.7%	78%	62.22%	79.8%	194	194	100.0%	60	60	100.0%	24	24	100.0%	240	240	100.0%	240	100.0%	96%	100.00%	104.2%	50%	96.37%	192.7%	50%	75.55%	151.1%	591	578	97.8%	Supervisada
Baja California Sur	Zona La Paz	78%	66.67%	85.5%	78%	67.77%	86.9%	176	176	100.0%	49	56	114.3%	22	24	109.1%	156	163	104.5%	159	101.9%	96%	95.84%	99.8%	50%	17.50%	35.0%	50%	30.46%	60.9%	268	264	98.5%	Supervisada
Campeche	Zona Golfo-Sureste	78%	91.11%	116.8%	78%	77.37%	99.2%	147	141	95.9%	41	42	102.4%	15	16	106.7%	156	148	94.9%	148	94.9%	96%	99.70%	103.8%	50%	76.29%	152.6%	50%	64.62%	129.2%	212	210	99.1%	Supervisada
Ciudad de México	Zona Leona Vicario	78%	92.66%	118.8%	78%	88.68%	113.7%	749	991	132.3%	98	118	120.4%	40	50	125.0%	360	401	111.4%	382	106.1%	96%	95.04%	99.0%	50%	28.43%	56.9%	50%	16.90%	33.8%	1462	1274	87.1%	Supervisada
Ciudad de México	Zona Sureste	78%	76.00%	97.4%	78%	63.00%	80.8%	158	158	100.0%	38	42	110.5%	15	17	113.3%	156	222	142.3%	200	128.2%	96%	99.52%	103.7%	50%	69.62%	139.2%	50%	55.94%	111.9%	238	236	99.2%	Supervisada
Chihuahua	Zona Gral. Felipe Ángeles	78%	78.57%	100.7%	78%	72.33%	92.7%	447	510	114.1%	79	85	107.6%	69	71	102.9%	300	620	206.7%	524	174.7%	96%	99.82%	104.0%	50%	42.86%	85.7%	50%	20.19%	40.4%	722	722	100.0%	Supervisada
Cd. Juárez, Chih.	Zona Metropolitana de Ciudad Juárez	78%	82.11%	105.3%	78%	71.85%	92.1%	167	172	103.0%	60	61	101.7%	13	13	100.0%	180	186	103.3%	186	103.3%	96%	100.00%	104.2%	50%	43.43%	86.9%	50%	31.53%	63.1%	245	229	93.5%	Supervisada
Durango	Zona Gral. Francisco Villa	78%	96.43%	123.6%	78%	70.61%	90.5%	261	320	122.6%	52	59	113.5%	17	23	135.3%	156	212	135.9%	213	136.5%	96%	99.97%	104.1%	50%	70.89%	141.8%	50%	58.85%	117.7%	329	324	98.5%	Supervisada
Guanajuato	Zona Del Bajío	78%	84.92%	108.7%	78%	71.67%	91.9%	278	275	98.9%	63	70	111.1%	39	48	123.1%	300	338	112.7%	334	111.3%	96%	100.00%	104.2%	50%	72.67%	145.3%	50%	57.91%	115.8%	442	442	100.0%	Supervisada
Guanajuato	Zona Miguel Hidalgo	78%	90.70%	116.3%	78%	72.79%	93.3%	134	38	28.4%	36	23	63.9%	12	5	41.7%	156	36	23.1%	37	23.7%	96%	100.00%	104.2%	50%	57.78%	115.6%	50%	40.37%	80.5%	234	61	26.1%	Supervisada
Guerrero	Zona Acapulco-Lázaro Cárdenas	78%	83.64%	107.2%	78%	83.18%	106.6%	153	145	94.8%	48	48	100.0%	12	12	100.0%	192	206	107.3%	203	105.7%	96%	100.00%	104.2%	50%	47.73%	95.5%	50%	38.65%	77.3%	116	100	86.2%	Supervisada
Jalisco	Zona Metropolitana de Guadalajara	78%	84.03%	107.7%	78%	69.50%	89.1%	160	160	100.0%	49	55	114.6%	26	34	130.8%	180	192	106.7%	192	106.7%	96%	100.00%	104.2%	50%	58.39%	116.8%	50%	52.22%	104.4%	334	313	93.7%	Supervisada
Jalisco	Zona Metropolitana de Guadalajara	78%	97.20%	124.6%	78%	91.98%	117.9%	434	474	109.2%	115	129	112.2%	39	40	102.6%	324	462	142.6%	462	142.6%	96%	99.81%	104.1%	50%	60.12%	120.2%	50%	36.92%	73.8%	941	921	97.9%	Supervisada
Jalisco	Zona Tlaquepaque-Colima	78%	85.71%	109.9%	78%	78.36%	100.5%	201	222	110.4%	41	56	136.6%	14	6	42.9%	144	33	22.9%	33	22.9%	96%	92.86%	96.7%	50%	80.00%	160.0%	50%	61.36%	122.7%	331	310	93.7%	Supervisada
Nichasacán	Zona Metropolitana de Morelia	78%	85.92%	110.1%	78%	70.86%	90.9%	198	189	95.5%	49	52	106.1%	13	15	115.4%	192	206	107.3%	191	99.5%	96%	96.15%	100.2%	50%	54.49%	109.0%	50%	33.87%	67.7%	383	363	94.8%	Supervisada
Morelos	Zona Gral. Emiliano Zapata	78%	73.71%	94.5%	78%	65.62%	84.1%	253	287	113.4%	66	76	115.2%	28	29	103.6%	216	192	88.9%	202	93.5%	96%	98.38%	102.5%	50%	68.75%	137.5%	50%	57.92%	115.8%	420	420	100.0%	Supervisada
Navarín	Zona Bahía de Bandejas	78%	76.67%	98.3%	78%	76.94%	98.6%	232	237	102.2%	60	68	113.3%	24	27	112.5%	240	288	111.7%	268	111.7%	96%	100.00%	104.2%	50%	51.11%	102.2%	50%	62.37%	124.7%	438	368	84.2%	Supervisada
Nezahualcóyotl	Zona Metropolitana de Nezahuacóyotl	78%	80.43%	103.1%	78%	57.58%	73.8%	591	743	125.7%	111	123	110.8%	46	64	139.1%	324	755	233.0%	752	232.1%	96%	99.98%	104.1%	50%	75.96%	151.9%	50%	50.60%	101.2%	1034	1028	99.4%	Supervisada
Nuevo León	Zona Metropolitana de Monterrey	78%	81.61%	104.6%	78%	65.90%	84.5%	399	498	124.8%	84	87	103.6%	24	27	112.5%	288	292	101.4%	292	101.4%	96%	100.00%	104.2%	50%	52.42%	104.8%	50%	31.11%	62.2%	861	831	96.5%	Supervisada
Oaxaca	Zona Benito Juárez	78%	88.24%	113.1%	78%	75.91%	97.3%	141	146	103.5%	36	37	102.8%	16	16	100.0%	156	185	118.6%	159	101.9%	96%	99.53%	103.7%	50%	31.58%	63.2%	50%	16.00%	32.0%	260	242	93.1%	Supervisada
Ciudad de México	Zona Metropolitana CDMX-Oriente	78%	66.00%	84.6%	78%	59.02%	75.7%	371	410	110.5%	75	90	120.0%	38	43	113.2%	360	367	101.9%	367	101.9%	96%	100.00%	104.2%	50%	15.66%	31.3%	50%	14.07%	28.1%	982	970	98.8%	Supervisada
Ciudad de México	Zona Metropolitana CDMX-Poniente	78%	86.26%	110.6%	78%	72.00%	92.3%	370	406	109.7%	76	88	115.8%	56	82	146.4%	360	372	103.3%	372	103.3%	96%	100.00%	104.2%	50%	56.29%	112.6%	50%	26.35%	52.7%	691	685	99.1%	Supervisada
Puebla	Zona Gral. Ignacio Zaragoza	78%	91.69%	117.6%	78%	67.78%	86.9%	281	368	131.0%	67	78	116.4%	24	22	91.7%	288	282	97.9%	264	91.7%	96%	93.68%	97.6%	50%	75.18%	150.4%	50%	52.26%	104.5%	702	690	98.3%	Supervisada
Querétaro	Zona Corregidora Josefa Ortiz	78%	89.74%	115.1%	78%	73.13%	93.8%	330	366	110.9%	116	141	121.6%	37	39	105.4%	312	341	109.3%	334	107.1%	96%	99.71%	103.9%	50%	53.30%	106.6%	50%	25.66%	51.3%	779	779	100.0%	Supervisada
Quintana roo	Zona Caribe Mexicano	78%	78.51%	100.7%	78%	70.59%	90.5%	580	734	126.6%	60	55	91.7%	30	25	83.3%	288	288	100.0%	288	100.0%	96%	100.00%	104.2%	50%	56.29%	112.6%	50%	54.47%	108.9%	944	883	93.5%	Supervisada
Reynosa	Zona Nororiental	78%	81.43%	117.2%	78%	82.84%	106.2%	140	133	95.0%	36	38	105.6%	12	12	100.0%	156	156	100.0%	151	96.8%	96%	99.72%	103.9%	50%	76.76%	153.5%	50%	42.07%	84.1%	116	116	100.0%	Supervisada
San Luis Potosí	Zona Altiplano	78%	78.40%	100.5%	78%	68.23%	87.5%	325	194	59.7%	60	107	178.3%	26	29	111.5%	192	226	117.7%	226	117.7%	96%	100.00%	104.2%	50%	84.36%	168.7%	50%	66.54%	133.1%	520	520	100.0%	Supervisada
Sinaloa	Zona Pacifico	78%	94.52%	121.2%	78%	88.20%	113.1%	325	368	113.2%	60	97	161.7%	26	16	61.5%	240	243	101.3%	226	94.2%	96%	100.00%	104.2%	50%	58.56%	117.1%	50%	44.32%	88.6%	454	387	85.2%	Supervisada
Sonora	Zona Metropolitana de Hermosillo	78%	86.96%	111.5%	78%	67.39%	86.4%	185	206	111.4%	56	56	100.0%	12	13	108.3%	192	195	101.6%	194	101.0%	96%	93.66%	97.6%	50%	87.12%	174.2%	50%	56.59%	113.2%	315	314	99.7%	Supervisada
Tabasco	Zona Golfo-Sur	78%	88.66%	113.7%	78%	58.78%	75.4%	188	193	102.7%	53	55	103.8%	13	13	100.0%	192	221	115.1%	221	115.1%	96%	99.56%	103.7%	50%	53.02%	106.0%	50%	42.05%	84.1%	259	259	100.0%	Supervisada
Tampico	Zona Golfo-Norte	78%	96.51%	123.7%	78%	83.70%	107.3%	324	344	106.2%	71	73	102.8%	13	13	100.0%	180	157	87.2%	157	87.2%	96%	100.00%	104.2%	50%	94.83%	189.7%	50%	63.59%	127.2%	147	132	89.8%	Supervisada
Tlaxtepan	Zona Metropolitana de Tlaxtepan	78%	95.02%	121.8%	78%	78.37%	100.5%	1,370	1,779	129.9%	280	390	139.3%	36	39	108.3%	324	528	163.0%	516	159.3%	96%	98.87%	103.0%	50%	92.19%	184.4%	50%	52.19%	104.4%	2619	2606	99.5%	Supervisada
Toluca	Zona Metropolitana de Toluca	78%	88.78%	113.8%	78%	73.88%	94.7%	311	353	113.5%	66	78	118.2%	37	45	121.6%	324	308	95.1%	281	86.7%	96%	100.00%	104.2%	50%	61.72%	123.4%	50%	39.45%	78.9%	519	497	95.8%	Supervisada
Torreón	Zona Metropolitana de Torreón	78%	91.27%	117.0%	78%	74.96%	96.1%	275	338	122.9%	64	73	114.1%	26	28	107.7%	240	274	114.2%	272	113.3%	96%	100.00%	104.2%	50%	67.11%	134.2%	50%	62.77%	125.5%	347	316	91.1%	Supervisada
Veracruz	Zona Golfo-Centro	78%	69.57%	89.2%	78%	53.85%	69.0%	206	213	103.4%	55	52	94.5%	24	23	95.8%	240	274	114.2%	259	107.9%	96%	99.67%	103.8%	50%	12.14%	24.3%	50%	4.35%	8.7%	368	351	95.4%	Supervisada
Yucatán	Zona Metropolitana de Mérida	78%	79.74%	102.2%	78%	68.96%	88.4%	185	174	94.1%	96	96	100.0%	28	28	100.0%	216	185	85.6%	191	88.4%	96%	97.62%	101.7%	50%	46.35%	92.7%	50%	32.96%	65.9%	330	278	84.2%	Supervisada
Zacatecas	Zona Gral. Luis Moya	78%	81.78%	117.7%	78%	69																												