



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: Junio 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%					
		Subprocuraduría de Telecomunicaciones			Subprocuraduría de Servicios			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 Órdenes emitidas	Vigilancias Realizadas	Resultado Vigilancias realizadas	Estándar	Resultado alcanzado	Índice de cumplimiento	Subprocuraduría de Telecomunicaciones			Subprocuraduría de Servicios			Recibidas	Atendidas	Resultado
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 Órdenes emitidas	Vigilancias Realizadas	Resultado Vigilancias realizadas	Estándar	Resultado alcanzado	Índice de cumplimiento	Estándar	Resultado alcanzado	Índice de cumplimiento	Estándar	Resultado alcanzado	Índice de cumplimiento	Estándar	Resultado alcanzado	Índice de cumplimiento	Recibidas	Atendidas	Resultado
Aguascalientes	Zona José Guadalupe Posada	78%	97.59%	125.1%	78%	94.84%	121.6%	34	54	158.8%	10	12	120.0%	6	6	100.0%	78	71	91.0%	70	89.7%	96%	100.00%	104.2%	50%	66.67%	133.3%	50%	44.46%	88.9%	59	59	100.0%			
Baja California	Zona Metropolitana de Tijuana	78%	68.12%	87.3%	78%	58.95%	75.6%	86	86	100.0%	24	24	100.0%	10	11	110.0%	108	144	133.3%	142	131.5%	96%	100.00%	104.2%	50%	61.04%	122.1%	50%	49.07%	98.1%	193	191	99.0%			
Baja California Sur	Zona La Paz	78%	97.56%	125.1%	78%	75.84%	97.2%	34	99	291.2%	10	51	510.0%	6	15	250.0%	30	53	176.7%	52	173.3%	96%	99.95%	104.1%	50%	71.43%	142.9%	50%	38.68%	77.4%	142	137	96.5%			
Campeche	Zona Golfo-Sureste	78%	95.28%	122.2%	78%	75.05%	96.2%	30	79	263.3%	12	45	375.0%	6	11	183.3%	60	77	128.3%	76	126.7%	96%	100.00%	104.2%	50%	36.84%	73.7%	50%	29.49%	59.0%	117	117	100.0%			
Ciudad de México	Zona Leona Vicario	78%	91.24%	117.0%	78%	81.70%	104.7%	160	388	242.5%	42	57	135.7%	18	18	100.0%	252	241	95.6%	238	94.4%	96%	96.19%	100.2%	50%	39.10%	78.2%	50%	29.55%	59.1%	435	402	92.4%			
Chiapas	Zona Sureste	78%	70.00%	89.7%	78%	63.64%	81.6%	76	100	131.6%	20	22	110.0%	6	7	116.7%	60	108	180.0%	94	156.7%	96%	99.52%	103.7%	50%	67.65%	135.3%	50%	40.00%	80.0%	135	134	99.3%			
Chihuahua	Zona Gral. Felipe Ángeles	78%	79.10%	101.4%	78%	79.33%	101.7%	144	219	152.1%	36	48	133.3%	12	35	291.7%	132	179	135.6%	137	103.8%	96%	99.93%	104.1%	50%	54.76%	109.5%	50%	37.06%	74.1%	294	293	99.7%			
Cd. Juárez, Chih.	Zona Metropolitana de Ciudad Juárez	78%	83.87%	107.5%	78%	75.40%	96.7%	30	54	180.0%	10	19	190.0%	6	8	133.3%	72	80	111.1%	80	111.1%	96%	100.00%	104.2%	50%	34.29%	68.6%	50%	44.67%	89.3%	81	76	93.8%			
Durango	Zona Gral. Francisco Villa	78%	90.91%	116.6%	78%	70.14%	89.9%	92	148	160.9%	20	21	105.0%	8	13	162.5%	54	103	190.7%	103	190.7%	96%	100.00%	104.2%	50%	81.82%	163.6%	50%	54.07%	108.1%	179	172	96.1%			
Guanajuato	Zona Del Bajío	78%	79.52%	101.9%	78%	67.38%	86.4%	84	89	106.0%	20	29	145.0%	6	14	233.3%	150	134	89.3%	134	89.3%	96%	100.00%	104.2%	50%	41.67%	83.3%	50%	35.83%	71.7%	177	166	93.8%			
Guanajuato	Zona Miguel Hidalgo	78%	81.82%	104.9%	78%	79.54%	102.0%	12	23	191.7%	6	0	0.0%	4	0	0.0%	6	16	266.7%	16	266.7%	96%	100.00%	104.2%	50%	44.00%	88.0%	50%	21.70%	43.4%	92	58	63.0%			
Guerrero	Zona Acapulco-Lázaro Cárdenas	78%	98.33%	126.1%	78%	81.39%	104.3%	48	83	172.9%	14	18	128.6%	6	7	116.7%	126	92	73.0%	88	69.8%	96%	100.00%	104.2%	50%	20.59%	41.2%	50%	17.14%	34.3%	62	58	93.5%			
Hidalgo	Zona Metropolitana de Pachuca	78%	84.00%	107.7%	78%	67.03%	85.9%	46	46	100.0%	12	32	266.7%	8	29	362.5%	72	71	98.6%	71	98.6%	96%	99.67%	103.8%	50%	40.24%	80.5%	50%	38.51%	77.0%	125	94	75.2%			
Jalisco	Zona Metropolitana de Guadalajara	78%	76.24%	97.7%	78%	67.98%	87.2%	172	197	114.5%	44	53	120.5%	14	16	114.3%	300	342	114.0%	342	114.0%	96%	99.31%	103.4%	50%	38.81%	77.6%	50%	28.30%	56.6%	308	292	94.8%			
Jalisco	Zona Tlaquepaque-Colima	78%	100.00%	128.2%	78%	73.91%	94.8%	68	75	110.3%	16	17	106.3%	6	4	66.7%	24	20	83.3%	19	79.2%	96%	94.83%	98.8%	50%	100.00%	200.0%	50%	57.14%	114.3%	114	112	98.2%			
Michoacán	Zona Metropolitana de Morelia	78%	77.97%	100.0%	78%	68.42%	87.7%	68	81	119.1%	28	31	110.7%	10	13	130.0%	162	113	69.8%	113	69.8%	96%	98.72%	102.8%	50%	67.86%	135.7%	50%	49.03%	98.1%	201	171	85.1%			
Morelos	Zona Gral. Emiliano Zapata	78%	63.33%	81.2%	78%	73.86%	94.7%	74	144	194.6%	28	54	192.9%	6	14	233.3%	54	75	138.9%	73	135.2%	96%	100.00%	104.2%	50%	35.14%	70.3%	50%	47.01%	94.0%	199	181	91.0%			
Nayarit	Zona Bahía de Banderas	78%	77.14%	98.9%	78%	64.18%	82.3%	104	290	278.8%	38	116	305.3%	24	48	200.0%	48	147	306.3%	134	279.2%	96%	99.85%	104.0%	50%	33.33%	66.7%	50%	36.28%	72.6%	109	100	91.7%			
Nezahualcóyotl	Zona Metropolitana de Nezahualcóyotl	78%	84.06%	107.8%	78%	55.03%	70.6%	178	461	259.0%	48	104	216.7%	20	29	145.0%	204	353	173.0%	353	173.0%	96%	99.97%	104.1%	50%	54.39%	108.8%	50%	37.87%	75.7%	645	620	96.1%			
Nuevo León	Zona Metropolitana de Monterrey	78%	83.33%	106.8%	78%	73.56%	94.3%	160	168	105.0%	40	51	127.5%	18	20	111.1%	336	384	114.3%	380	113.1%	96%	100.00%	104.2%	50%	35.90%	71.8%	50%	30.97%	61.9%	321	309	96.3%			
Oaxaca	Zona Benito Juárez	78%	86.67%	111.1%	78%	80.00%	102.6%	62	74	119.4%	12	13	108.3%	6	6	100.0%	72	93	129.2%	78	108.3%	96%	99.58%	103.7%	50%	30.00%	60.0%	50%	20.65%	41.3%	134	107	79.9%			
Ciudad de México	Zona Metropolitana CDMX-Oriente	78%	69.81%	89.5%	78%	53.94%	69.2%	152	222	146.1%	38	42	110.5%	18	25	138.9%	216	230	106.5%	230	106.5%	96%	99.97%	104.1%	50%	48.65%	97.3%	50%	39.79%	79.6%	377	365	96.8%			
Ciudad de México	Zona Metropolitana CDMX-Poniente	78%	88.97%	114.1%	78%	74.49%	95.5%	154	184	119.5%	40	53	132.5%	18	28	155.6%	216	229	106.0%	229	106.0%	96%	100.00%	104.2%	50%	29.29%	58.6%	50%	15.13%	30.3%	274	271	98.9%			
Puebla	Zona Gral. Ignacio Zaragoza	78%	59.02%	75.7%	78%	56.19%	72.0%	144	132	91.7%	38	36	94.7%	16	15	93.8%	126	150	119.0%	150	119.0%	96%	100.00%	104.2%	50%	28.26%	56.5%	50%	28.38%	56.8%	237	201	84.8%			
Queretaro	Zona Corregidora Josefa Ortiz	78%	92.41%	118.5%	78%	71.02%	91.1%	186	464	249.5%	48	78	162.5%	20	49	245.0%	150	204	136.0%	203	135.3%	96%	99.16%	103.3%	50%	35.00%	70.0%	50%	18.15%	36.3%	429	414	96.5%			
Quintana Roo	Zona Caribe Mexicano	78%	74.59%	95.6%	78%	64.32%	82.5%	96	187	194.8%	26	46	176.9%	10	7	70.0%	66	100	151.5%	110	166.7%	96%	0.00%	0.0%	50%	52.69%	105.4%	50%	41.55%	83.1%	263	218	82.9%			
Reynosa	Zona Nororiental	78%	97.18%	124.6%	78%	87.59%	112.3%	20	54	270.0%	6	7	116.7%	6	9	150.0%	36	30	83.3%	30	83.3%	96%	97.94%	102.0%	50%	77.19%	154.4%	50%	48.79%	97.6%	21	20	95.2%			
San Luis Potosí	Zona Atlapalco	78%	82.61%	105.9%	78%	63.39%	81.3%	68	102	150.0%	20	53	265.0%	6	17	283.3%	66	100	151.5%	98	148.5%	96%	100.00%	104.2%	50%	65.55%	131.1%	50%	35.45%	70.9%	177	176	99.4%			
Sinaloa	Zona Pacifico	78%	89.66%	114.9%	78%	87.46%	112.1%	124	206	166.1%	36	47	130.6%	12	9	75.0%	66	56	84.8%	53	80.3%	96%	100.00%	104.2%	50%	25.81%	51.6%	50%	40.40%	80.8%	221	216	97.7%			
Sonora	Zona Metropolitana de Hermosillo	78%	73.61%	94.4%	78%	71.69%	91.9%	32	103	321.9%	10	13	130.0%	6	5	83.3%	108	73	67.6%	73	67.6%	96%	100.00%	104.2%	50%	51.85%	103.7%	50%	19.34%	38.7%	112	111	99.1%			
Tabasco	Zona Golfo-Sur	78%	93.22%	119.5%	78%	65.16%	83.5%	120	272	226.7%	40	68	170.0%	18	28	155.6%	102	144	141.2%	144	141.2%	96%	99.91%	104.1%	50%	35.38%	70.8%	50%	16.92%	33.8%	349	348	99.7%			
Tampico	Zona Golfo-Norte	78%	96.55%	123.8%	78%	77.33%	99.1%	60	139	231.7%	16	29	181.3%	8	9	112.5%	102	90	88.2%	90	88.2%	96%	100.00%	104.2%	50%	88.66%	177.3%	50%	60.86%	121.7%	90	79	87.8%			
Tlaxtepec	Zona Metropolitana de Tlaxtepec	78%	89.51%	114.8%	78%	78.99%	101.3%	152	609	400.7%	36	88	244.4%	14	21	150.0%	210	414	197.1%	381	181.4%	96%	99.89%	104.1%	50%	74.00%	148.0%	50%	34.59%	69.2%	840	825	98.2%			
Toluca	Zona Metropolitana de Toluca	78%	83.64%	107.2%	78%	68.82%	88.2%	138	208	150.7%	40	58	145.0%	22	65	295.5%	108	175	162.0%	175	162.0%	96%	100.00%	104.2%	50%	26.67%	53.3%	50%	9.86%	19.7%	232	228	98.3%			
Torreón	Zona Metropolitana de Torreón	78%	82.42%	105.7%	78%	74.37%	95.3%	40	84	210.0%	12	23	191.7%	6	9	150.0%	150	95	63.3%	95	63.3%	96%	100.00%	104.2%	50%	53.61%	107.2%	50%	53.70%	107.4%	111	111	100.0%			
Veracruz	Zona Golfo-Centro	78%	62.50%	80.1%	78%	50.61%	64.9%	92	106	115.2%	22	25	113.6%	10	16	160.0%	150	139	92.7%	132	88.0%	96%	99.92%	104.1%	50%	3.03%	6.1%	50%	3.67%	7.3%	183	177	96.7%			
Yucatán	Zona Metropolitana de Mérida	78%	76.67%	98.3%	78%	67.65%	86.7%	74	98	132.4%	18	22	122.2%	6	5	83.3%	84	12	14.3%	11	13.1%	96%	99.32%	103.5%	50%	1.04%	2.1%	50%	1.65%	3.3%	130	103	79.2%			
Zacatecas	Zona Gral. Luis Moya	78%	92.98%	119.2%	78%	72.14%	92.5%	48	77	160.4%	12	19	158.3%	6	3	50.0%	78	89	114.1%	88	112.8%	96%	100.00%	104.2%	50%	64.81%	129.6%	50%	53.09%	106.2%	68	68	100.0%			
NARANJA			4			0		27				24		21		17		15		3		11		0		11		0		823						