PROFECO
PROCURADURÍA FEDERAL DEL CONSUMIDOR

DIRECCIÓN GENERAL DE PLANEACIÓN Y EVALUACIÓN
DIRECCIÓN DE EVALUACIÓN Y SEGUIMIENTO
INDICADORES DE GESTIÓN SEGUIMIENTO DE METAS POR DELEGACIÓN
RESULTADOS ACUMULADOS AL MES DE: ENERO-DICIEMBRE 2019

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			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%			RESULTADO DE LA SEMAFORIZACION				TOTAL SEMÁFOROS	MEDIDAS CORRECTIVAS
	Subprocuraduría de Telecomunicaciones			Subprocuraduría de Servicios															Subprocuraduría de Telecomunicaciones			Subprocuraduría de Servicios											
DELEGACIÓN / SUBDELEGACIÓN / UNIDAD DE SERVICIO (*)	Estándar	Resultado alcanzado	Indice de cumplimiento	Estándar	Resultado alcanzado	Indice de cumplimiento	Estándar	Resultado alcanzado	Indice de cumplimiento	Estándar	Resultado alcanzado	Indice de cumplimiento	Estándar	Resultado alcanzado	Indice de cumplimiento	Estándar	Resultado alcanzado	Indice de cumplimiento	Estándar	Resultado alcanzado	Indice de cumplimiento	Estándar	Resultado alcanzado	Indice de cumplimiento	Recibidas	Atendidas	Resultado	V	A	R	N.A.		
Aguascalientes	78%	97.78%	125.4%	78%	94.58%	121.3%	83.00	70.00	84.3%	16.00	13.00	81.3%	6.00	4.00	66.7%	96%	99.95%	104.1%	50%	81.32%	162.6%	50%	57.82%	115.6%	98	98	100.0%	6	3	0	0	9	
Baja California																																	
Baja California	78%	78.30%	100.4%	78%	69.50%	89.1%	143.00	218.00	152.4%	29.00	36.00	124.1%	15.00	34.00	226.7%	96%	100.00%	104.2%	50%	68.85%	137.7%	50%	54.01%	108.0%	259	258	99.61%	8	1	0	0	9	
Mexicalí	78%	91.30%	117.1%	78%	75.17%	96.4%	53.00	37.00	69.8%	36.00	21.00	58.3%	7.00	4.00	57.1%	96%	100.00%	104.2%	50%	69.23%	138.5%	50%	55.52%	111.0%	81	81	100.0%	6	1	2	0	9	
Baja California Sur																																	
Baja California Sur	78%	86.87%	111.4%	78%	71.57%	91.8%	77.00	133.00	172.7%	87.00	77.00	88.5%	10.00	29.00	290.0%	96%	97.36%	101.4%	50%	77.68%	155.4%	50%	56.76%	113.5%	256	255	99.6%	7	2	0	0	9	
Campeche																																	
Campeche	78%	94.24%	120.8%	78%	80.22%	102.8%	52.00	45.00	86.5%	40.00	28.00	70.0%	14.00	27.00	192.9%	96%	98.41%	102.5%	50%	80.98%	162.0%	50%	65.09%	130.2%	99	98	99.0%	7	2	0	0	9	
Coahuila																																	
Coahuila	78%	90.43%	115.9%	78%	82.55%	105.8%	54.00	116.00	214.8%	17.00	15.00	88.2%	12.00	22.00	183.3%	96%	100.00%	104.2%	50%	60.61%	121.2%	50%	58.44%	116.9%	163	162	99.4%	8	1	0	0	9	
Torreón	78%	81.82%	104.9%	78%	73.84%	94.7%	51.00	58.00	113.7%	10.00	19.00	190.0%	6.00	6.00	100.0%	96%	100.00%	104.2%	50%	39.33%	78.7%	50%	47.96%	95.9%	75	75	100.0%	8	1	0	0	9	
Colima																																	
Colima	78%	96.79%	124.1%	78%	64.74%	83.0%	179.00	123.00	68.7%	33.00	30.00	90.9%	9.00	12.00	133.3%	96%	96.94%	101.0%	50%	96.12%	192.2%	50%	76.82%	153.6%	164	164	100.0%	6	3	0	0	9	
Manzanillo	78%	95.83%	122.9%	78%	75.34%	96.6%	20.00	14.00	70.0%	14.00	11.00	78.6%	15.00	12.00	80.0%	96%	100.00%	104.2%	50%	85.71%	171.4%	50%	71.43%	142.9%	36	36	100.0%	6	3	0	0	9	
Chiapas																																	
Chiapas	78%	69.32%	88.9%	78%	59.50%	76.3%	156.00	173.00	110.9%	55.00	52.00	94.5%	8.00	8.00	100.0%	96%	99.80%	104.0%	50%	48.51%	97.0%	50%	51.64%	103.3%	276	275	99.6%	6	3	0	0	9	
Tapachula	78%	91.76%	117.6%	78%	75.53%	96.8%	49.00	33.00	67.3%	35.00	23.00	65.7%	3.00	0.00	0.0%	96%	100.00%	104.2%	50%	64.15%	128.3%	50%	71.70%	143.4%	49	49	100.0%	6	2	1	0	9	
Chihuahua																																	
Chihuahua	78%	87.07%	111.6%	78%	79.32%	101.7%	639.00	542.00	84.8%	178.00	155.00	87.1%	26.00	38.00	146.2%	96%	100.00%	104.2%	50%	59.52%	119.0%	50%	53.32%	106.6%	654	654	100.0%	7	2	0	0	9	
Chihuahua	78%	74.23%	95.2%	78%	66.75%	85.6%	59.00	41.00	69.5%	8.00	6.00	75.0%	6.00	2.00	33.3%	96%	100.00%	104.2%	50%	48.75%	97.5%	50%	46.55%	93.1%	54	54	100.0%	4	4	1	0	9	
Durango	78%	97.25%	124.7%	78%	80.98%	103.8%	230.00	273.00	118.7%	22.00	20.00	90.9%	7.00	9.00	128.6%	96%	99.94%	104.1%	50%	93.31%	186.6%	50%	80.12%	160.2%	253	252	99.6%	8	1	0	0	9	
Guanajuato																																	
Guanajuato	78%	84.97%	108.9%	78%	74.34%	95.3%	179.00	150.00	83.8%	36.00	32.00	88.9%	12.00	12.00	100.0%	96%	99.94%	104.1%	50%	31.72%	63.4%	50%	36.05%	72.1%	268	263	98.1%	5	4	0	0	9	
Irapuato	78%	86.44%	110.8%	78%	70.25%	90.1%	0.00	0.00	N.A.	0.00	0.00	N.A.	0.00	0.00	N.A.	96%	100.00%	104.2%	50%	58.20%	116.4%	50%	36.48%	73.0%	0	0	N.A.	3	2	0	4	9	
Guerrero																																	
Guerrero	78%	90.53%	116.1%	78%	83.73%	107.3%	148.00	110.00	74.3%	53.00	95.00	179.2%	9.00	3.00	33.3%	96%	100.00%	104.2%	50%	58.54%	117.1%	50%	53.91%	107.8%	152	152	100.0%	7	1	1	0	9	
Iguala	78%	84.48%	108.3%	78%	72.07%	92.4%	24.00	18.00	75.0%	4.00	1.00	25.0%	12.00	9.00	75.0%	96%	99.88%	104.0%	50%	70.97%	141.9%	50%	62.44%	124.9%	32	32	100.0%	5	3	1	0	9	
Hidalgo	78%	86.41%	110.8%	78%	66.29%	85.0%	151.00	169.00	111.9%	92.00	96.00	104.3%	38.00	34.00	89.5%	96%	95.73%	99.7%	50%	79.14%	158.3%	50%	72.29%	144.6%	269	267	99.3%	7	2	0	0	9	
Jalisco	78%	90.60%	116.2%	78%	82.88%	106.3%	392.00	485.00	123.7%	102.00	150.00	147.1%	8.00	3.00	37.5%	96%	100.00%	104.2%	50%	76.38%	152.8%	50%	30.09%	60.2%	807	787	97.5%	7	0	2	0	9	
Toluca	78%	86.14%	110.4%	78%	40.45%	51.9%	241.00	235.00	97.5%	152.00	120.00	78.9%	94.00	80.00	85.1%	96%	99.92%	104.1%	50%	23.03%	46.1%	50%	46.00%	92.0%	191	187	97.9%	4	3	2	0	9	
Naucalpan	78%	83.93%	107.6%	78%	72.49%	92.9%	117.00	81.00	69.2%	25.00	16.00	64.0%	6.00	3.00	50.0%	96%	99.92%	104.1%	50%	53.38%	106.8%	50%	37.94%	75.9%	124	124	100.0%	4	4	1	0	9	
Nezahualcóyotl	78%	86.75%	111.2%	78%	51.77%	66.4%	560.00	638.00	113.9%	166.00	186.00	112.0%	45.00	45.00	100.0%	96%	100.00%	104.2%	50%	83.84%	167.7%	50%	75.19%	150.4%	894	892	99.8%	8	1	0	0	9	
Tlalnepantla																																	
Tlalnepantla	78%	96.80%	124.1%	78%	85.34%	109.4%	448.00	379.00	84.6%	46.00	41.00	89.1%	25.00	17.00	68.0%	96%	97.85%	101.9%	50%	91.49%	183.0%	50%	68.43%	136.9%	551	547	99.3%	6	3	0	0	9	
Ecatepec	78%	86.72%	111.2%	78%	63.14%	81.0%	138.00	84.00	60.9%	44.00	23.00	52.3%	4.00	1.00	25.0%	96%	100.00%	104.2%	50%	66.82%	133.6%	50%	53.21%	106.4%	161	161	100.0%	5	1	3	0	9	
Michoacán	78%	87.92%	112.7%	78%	79.18%	101.5%	146.00	160.00	109.6%	121.00	120.00	99.2%	40.00	49.00	122.5%	96%	98.54%	102.6%	50%	85.00%	170.0%	50%	63.15%	126.3%	371	369	99.5%	9	0	0	0	9	
Morelos	78%	75.95%	97.4%	78%	44.63%	57.2%	110.00	116.00	105.5%	186.00	164.00	88.2%	24.00	39.00	162.5%	96%	98.89%	103.0%	50%	41.49%	83.0%	50%	55.34%	110.7%	328	328	100.0%	6	2	1	0	9	
Nayarit	78%	94.85%	121.6%	78%	70.18%	90.0%	234.00	290.00	123.9%	226.00	199.00	88.1%	56.00	49.00	87.5%	96%	99.14%	103.3%	50%	85.31%	170.6%	50%	59.60%	119.2%	502	491	97.8%	6	3	0	0	9	
Nuevo León	78%	75.88%	97.3%	78%	88.49%	113.4%	213.00	190.00	89.2%	17.00	16.00	94.1%	12.00	8.00	66.7%	96%	100.00%	104.2%	50%	89.69%	179.4%	50%	81.01%	162.0%	296	293	99.0%	6	3	0	0	9	
Oaxaca	78%	82.50%	105.8%	78%	79.37%	101.8%	108.00	104.00	96.3%	20.00	29.00	145.0%	6.00	8.00	133.3%	96%	97.92%	102.0%	50%	56.29%	112.6%	50%	47.47%	94.9%	169	169	100.0%	9	0	0	0	9	
Puebla	78%	82.55%	105.8%	78%	79.13%	101.4%	261.00	250.00	95.8%	57.00	53.00	93.0%	8.00	6.00	75.0%	96%	100.00%	104.2%	50%	56.42%	112.8%	50%	57.21%	114.4%	348	344	98.9%	7	2	0	0	9	
Querétaro																																	
Querétaro	78%	88.17%	113.0%	78%	78.94%	101.2%	785.00	632.00	80.5%	171.00	166.00	97.1%	38.00	40.00	105.3%	96%	98.47%	102.6%	50%	59.35%	118.7%	50%	51.78%	103.6%	664	664	100.0%	8	1	0	0	9	
San Juan del Río*	78%	0.00%	N.A.	78%	0.00%	N.A.	0.00	0.00	N.A.	0.00	0.00	N.A.	0.00	0.00	N.A.	96%	0.0%	N.A.	50%	0.00%	N.A.	50%	0.00%	N.A.	0	0	N.A.	0	0	0	9	9	
Quintana Roo																																	
Quintana Roo	78%	88.98%	114.1%	78%	89.60%	114.9%	187.00	179.00	95.7%	65.00	62.00	95.4%	16.00	12.00	75.0%	96%	98.21%	102.3%	50%	58.14%	116.3%	50%	35.97%	71.9%	297	267	89.9%	6	3	0	0	9	
Chetumal*	78%	97.22%	124.6%	78%	100.00%	128.2%	0.00	0.00	N.A.	0.00	0.00	N.A.	0.00	0.00	N.A.	96%	0.0%	N.A.	50%	82.76%	165.5%	50%	81.82%	163.6%	0	0	N.A.	4	0	0	5	9	
Playa del Carmen	78%	100.00%	128.2%	78%	81.98%	105.1%	21.00	12.00	57.1%	11.00	8.00	72.7%	3.00	0.00	0.0%	96%	100.00%	104.2%	50%	69.05%	138.1%	50%	50.80%	101.6%	34	34	100.0%	6	1	2	0	9	
San Luís Potosí	78%	88.56%	113.5%	78%	68.15%	87.4%	152.00	156.00	102.6%	61.00	53.00	86.9%	13.00	18.00	138.5%	96%	100.00%	104.2%	50%	83.86%	167.7%	50%	71.67%	143.3%	199	199	100.0%	7	2	0	0	9	
Sinaloa																																	
Sinaloa	78%	83.33%	106.8%	78%	90.02%	115.4%	629.00	531.00	84.4%	151.00	113.00	74.8%	32.00	32.00	100.0%	96%	100.00%	104.2%	50%	42.35%	84.7%	50%	40.34%	80.7%	587	585	99.7%	5	4	0	0	9	
Sonora																																	
Sonora	78%	89.38%	114.6%	78%	71.14%	91.2%	89.00	67.00	75.3%	51.00	24.00	47.1%	12.00	2.00	16.7%	96%	100.00%	104.2%	50%	81.43%	162.9%	50%	56.50%	113.0%	94	94	100.0%	5	2	2	0	9	
Ciudad Obregón	78%	79.49%	101.9%	78%	72.58%	93.1%	16.00	10.00	62.5%	3.00	0.00	0.0%	4.00	1.00	25.0%	96%	100.00%	104.2%	50%	72.94%	145.9%	50%	60.00%	120.0%	10	10	100.0%	5	2	2	0	9	
Tabasco	78%	87.58%	112.3%	78%	66.23%	84.9%	635.00	655.00	103.1%	294.00	278.00	94.6%	126.00	131.00	104.0%	96%	99.51%	103.7%	50%	71.75%	143.5%	50%	59.33%	118.7%	978	978	100.0%	7	2	0	0	9	
Tamaulipas																																	
Tamaulipas	78%	93.43%	119.8%	78%	76.09%	97.6%	148.00	142.00	95.9%	49.00	52.00	106.1%	8.00	6.00	75.0%	96%	98.40%	102.5%	50%	94.02%	188.0%	50%	87.94%	175.9%	140	140	100.0%	8	1	0	0	9	
Reynosa	78%	94.31%	120.9%	78%	80.27%	102.9%	18.00	9.00	50.0%	10.00	4.00	40.0%	6.00	0.00	0.0%	96%	99.44%	103.6%	50%	89.56%	179.1%	50%	65.44%	130.9%	12	12	100.0%	6	0	3	0	9	
Tampico	78%	96.89%	124.2%	78%	85.23%	109.3%	27.00	25.00	92.6%	23.00	7.00	30.4%	6.00	1.00	16.7%	96%	100.00%	104.2%	50%	90.68%	181.4%	50%	73.91%	147.8%	31	31	100.0%	6	1	2	0	9	
Matamoros*	78%	98.95%	126.9%	78%	85.71%	109.9%	0.00	0.00	N.A.	0.00	0.00	N.A.	0.00	0.00	N.A.	96%	0.0%	N.A.	50%	97.96%	195.9%	50%	70.69%	141.4%	0	0	N.A.	4	0	0	5	9	
Tlaxcala	78%	95.99%	123.1%	78%	71.95%	92.2%	82.00	70.00	85.4%	35.00	17.00	48.6%	8.00	45.00	562.5%	96%	98.16%	102.3%	50%	91.29%	182.6%	50%	63.65%	127.3%	116	116	100.0%	6	2	1	0	9	
Veracruz																																	
Veracruz	78%	69.53%	89.1%	78%	64.23%	82.3%	268.00	279.00	104.1%	112.00	108.00	96.4%	49.00	34.00	69.4%	96%	99.84%	104.0%	50%	45.51%	91.0%	50%	36.13%	72.3%	434	428	98.6%	4	5	0	0	9	
Xalapa	78%	74.65%	95.7%	78%	67.94%	87.1%	66.00	39.00	59.1%	16.00	13.00	81.3%	4.00	1.00	25.0%	96%	100.00%	104.2%	50%	53.89%	107.8%	50%	53.07%	106.1%	52	52	100.0%	5	2	2	0	9	
Coatzacoalcos*	78%	75.35%	96.6%	78%	60.67%	77.8%	0.00	0.00	N.A.	0.00	0.00	N.A.	0.00	0.00	N.A.	96%	0.00%	N.A.	50%	56.88%	113.8%	50%	62.28%	124.6%	0	0	N.A.	3	1	0	5	9	
Yucatán	78%	89.53%	114.8%	78%	78.61%	100.8%	177.00	207.00	116.9%	70.00	69.00	98.6%	7.00	10.00	142.9%	96%	98.51%	102.6%	50%	60.97%	121.9%	50%	30.53%	61.1%	280	277	98.9%	8	1	0	0	9	
Zacatecas	78%	90.22%	115.7%	78%	73.84%	94.7%	122.00	97.00	79.5%	44.00	25.00	56.8%	7.00	1.00	14.3%	96%	100.00%	104.2%	50%	75.23%	150.5%	50%	73.33%	146.7%	74	74	100.0%	6	1	2	0	9	
Sur	78%	97.83%	125.4%	78%	85.14%	109.1%	218.00	144.00	66.1%	19.00	15.00	78.9%	5.00	2.00	40.0%	96%	92.61%	96.5%	50%	78.26%	156.5%	50%	57.13%	114.3%	145	145	100.0%	6	2	1	0	9	
Centro																																	
Centro	78%	87.50%	112.2%	78%	80.06%	102.6%	398.00	419.00	105.3%	131.00	126.00	96.2%	45.00	44.00	97.8%	96%	98.88%	103.0%	50%	46.69%	93.4%	50%	41.51%	83.0%	474	430	90.7%	6	3	0	0	9	
La Villa*	78%	87.6%	112.4%	78%	73.24%	93.9%	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	96%	0.00%	N.A.	50%	83.48%	167.0%	50%	64.20%	128.4%	0	0	N.A.	3	1	0	5	9	
Poniente	78%	91.29%	117.0%	78%	83.58%	107.2%	228.00	193.00	84.6%	34.00	32.00	94.1%	8.00	5.00	62.5%	96%	100.00%	104.2%	50%	59.72%	119.4%	50%	50.64%	101.3%	309	309	100.0%	6	3	0	0	9	
Oriente	78%	87.06%	111.6%	78%	67.61%	86.7%	260.00	320.00	123.1%	32.00	44.00	137.5%	6.00	10.00	166.7%	96%	99.74%	103.9%	50%	54.64%	109.3%	50%	30.33%	60.7%	364	364	100.0%	7	1	1	0	9	
VERDE			53			31			23			15			22			51			48			43			48	334	104	33	33	471	334
AMARILLO			2			22			23			26			13			0			6			10			2					104
ROJO			0			2			4			9			15			0			1			2			0					33
N.A.			1			1			6			6			6			5			1			1			6					33