

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 (DGVD)					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
	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	78%	100.00%	128.2%	78%	93.60%	120.0%	70	75	107.1%	28	36	128.6%	18	20	111.1%	156	194	124.4%	169	108.3%	96%	98.89%	103.0%	50%	63.51%	127.0%	50%	49.50%	99.0%	122	122	100.0%			
Baja California	78%	70.27%	90.1%	78%	67%	85.9%	366	408	111.5%	86	91	105.8%	70	90	128.6%	213	316	148.4%	302	141.8%	96%	100.00%	104.2%	50%	64.68%	129.4%	50%	49.64%	99.3%	486	484	99.6%			
Baja California Sur	78%	88.89%	114.0%	78%	77.27%	99.1%	114	121	106.1%	64	85	132.8%	26	29	111.5%	60	82	136.7%	74	123.3%	96%	98.75%	102.9%	50%	42.42%	84.8%	50%	36.19%	72.4%	184	184	100.0%			
Campeche	78%	85.85%	110.1%	78%	81.33%	104.3%	139	138	99.3%	51	55	107.8%	19	21	110.5%	120	101	84.2%	94	78.3%	96%	99.63%	103.8%	50%	62.73%	125.5%	50%	48.04%	96.1%	199	199	100.0%			
Cd. Juárez	78%	80.00%	102.6%	78%	84.00%	107.7%	93	97	104.3%	34	32	94.1%	14	15	107.1%	144	226	156.9%	226	156.9%	96%	100.00%	104.2%	50%	44.29%	88.6%	50%	48.69%	97.4%	100	100	100.0%			
Centro	78%	91.20%	116.9%	78%	87.01%	111.6%	434	505	116.4%	50	56	112.0%	12	12	100.0%	502	333	66.3%	281	56.0%	96%	97.13%	101.2%	50%	42.93%	85.9%	50%	22.10%	44.2%	456	442	96.9%			
Chiapas	78%	80.36%	103.0%	78%	67.00%	85.9%	191	197	103.1%	62	83	133.9%	16	16	100.0%	120	136	113.3%	125	104.2%	96%	100.00%	104.2%	50%	50.00%	100.0%	50%	47.36%	94.7%	289	289	100.0%			
Chihuahua	78%	84.71%	108.6%	78%	84.80%	108.7%	616	625	101.5%	160	175	109.4%	37	44	118.9%	264	342	129.5%	287	108.7%	96%	100.00%	104.2%	50%	55.77%	111.5%	50%	48.67%	97.3%	815	815	100.0%			
Coahuila	78%	87.84%	112.6%	78%	71.43%	91.6%	9	116	1288.9%	9	5	55.6%	9	7	77.8%	153	79	51.6%	79	51.6%	96%	100.00%	104.2%	50%	54.41%	108.8%	50%	44.85%	89.7%	44	44	100.0%			
Colima	78%	94.00%	120.5%	78%	72.97%	93.6%	242	211	87.2%	21	14	66.7%	12	6	50.0%	48	64	133.3%	64	133.3%	96%	95.28%	99.3%	50%	88.07%	176.1%	50%	55.33%	110.7%	292	288	98.6%			
Durango	78%	84.85%	108.8%	78%	83.16%	106.6%	236	244	103.4%	46	50	108.7%	20	22	110.0%	108	124	114.8%	124	114.8%	96%	99.69%	103.8%	50%	62.22%	124.4%	50%	55.83%	111.7%	228	227	99.6%			
Guanajuato	78%	79.74%	102.2%	78%	75.27%	96.5%	136	155	114.0%	36	41	113.9%	19	19	100.0%	295	315	106.8%	303	102.7%	96%	100.00%	104.2%	50%	30.89%	61.8%	50%	21.68%	43.4%	372	372	100.0%			
Guerrero	78%	93.10%	119.4%	78%	84.67%	108.5%	151	163	107.9%	49	50	102.0%	15	15	100.0%	251	237	94.4%	234	93.2%	96%	100.00%	104.2%	50%	52.83%	105.7%	50%	37.70%	75.4%	107	107	100.0%			
Hidalgo	78%	88.06%	112.9%	78%	72.71%	93.2%	88	114	129.5%	23	50	217.4%	24	36	150.0%	144	155	107.6%	155	107.6%	96%	97.32%	101.4%	50%	54.44%	108.9%	50%	64.22%	128.4%	366	366	100.0%			
Irapuato	78%	87.27%	111.9%	78%	85.46%	109.6%	6	0	0.0%	3	0	0.0%	3	0	0.0%	3	0	0.0%	0	N.A.	96%	100.00%	104.2%	50%	45.76%	91.5%	50%	35.86%	71.7%	0	0	N.A.			
Jalisco	78%	82.11%	105.3%	78%	82.68%	106.0%	473	451	95.3%	118	132	111.9%	20	23	115.0%	672	774	115.2%	744	110.7%	96%	99.94%	104.1%	50%	25.73%	51.5%	50%	10.57%	21.1%	795	793	99.7%			
Michoacán	78%	81.48%	104.5%	78%	76.64%	98.3%	270	278	103.0%	140	145	103.6%	46	46	100.0%	317	327	103.2%	327	103.2%	96%	95.40%	99.4%	50%	57.14%	114.3%	50%	41.83%	83.7%	475	475	100.0%			
Morelos	78%	74.15%	95.1%	78%	76.13%	97.6%	278	290	104.3%	119	123	103.4%	19	23	121.1%	108	120	111.1%	120	111.1%	96%	98.86%	103.0%	50%	23.72%	47.4%	50%	30.54%	61.1%	367	367	100.0%			
Nayarit	78%	77.78%	99.7%	78%	80.58%	103.3%	404	408	101.0%	184	219	119.0%	125	138	110.4%	96	119	124.0%	97	101.0%	96%	99.01%	103.1%	50%	56.76%	113.5%	50%	39.44%	78.9%	280	279	99.6%			
Nezahualcóyotl	78%	79.52%	101.9%	78%	55.74%	71.5%	816	935	114.6%	198	224	113.1%	53	58	109.4%	399	639	160.2%	626	156.9%	96%	99.98%	104.1%	50%	48.33%	96.7%	50%	53.72%	107.4%	1231	1218	98.9%			
Nuevo León	78%	79.10%	101.4%	78%	84.47%	108.3%	317	272	85.8%	34	45	132.4%	13	11	84.6%	684	725	106.0%	233	34.1%	96%	100.00%	104.2%	50%	38.89%	77.8%	50%	24.00%	48.0%	463	442	95.5%			
Oaxaca	78%	84.85%	108.8%	78%	88.30%	113.2%	121	132	109.1%	51	53	103.9%	14	15	107.1%	144	161	111.8%	144	100.0%	96%	96.18%	100.2%	50%	43.75%	87.5%	50%	37.59%	75.2%	256	256	100.0%			
Oriente	78%	82.65%	106.0%	78%	71.61%	91.8%	495	496	100.2%	51	76	149.0%	29	34	117.2%	417	437	104.8%	441	105.8%	96%	99.81%	104.0%	50%	43.26%	86.5%	50%	19.70%	39.4%	484	482	99.6%			
Poniente	78%	92.25%	118.3%	78%	89.66%	115.0%	257	292	113.6%	63	66	104.8%	20	28	140.0%	399	446	111.8%	446	111.8%	96%	100.00%	104.2%	50%	34.13%	68.3%	50%	24.55%	49.1%	441	441	100.0%			
Puebla	78%	82.61%	105.9%	78%	78.16%	100.2%	223	219	98.2%	99	109	110.1%	22	23	104.5%	252	238	94.4%	241	95.6%	96%	100.00%	104.2%	50%	64.22%	128.4%	50%	50.25%	100.5%	482	478	99.2%			
Querétaro	78%	83.82%	107.5%	78%	80.89%	103.7%	881	881	100.0%	163	176	108.0%	74	87	117.6%	300	283	94.3%	308	102.7%	96%	98.81%	102.9%	50%	48.03%	96.1%	50%	31.78%	63.6%	778	770	99.0%			
Quintana Roo	78%	85.33%	109.4%	78%	79.44%	101.8%	239	234	97.9%	30	31	103.3%	12	9	75.0%	114	17	14.9%	17	14.9%	96%	98.97%	103.1%	50%	34.52%	69.0%	50%	19.12%	38.2%	268	232	86.6%			
Reynosa	78%	97.74%	125.3%	78%	91.67%	117.5%	91	101	111.0%	28	32	114.3%	15	17	113.3%	72	73	101.4%	73	101.4%	96%	97.85%	101.9%	50%	72.49%	145.0%	50%	56.58%	113.2%	81	81	100.0%			
San Luis Potosí	78%	83.12%	106.6%	78%	64.06%	82.1%	222	236	106.3%	122	129	105.7%	13	26	200.0%	114	132	115.8%	114	100.0%	96%	100.00%	104.2%	50%	66.94%	133.9%	50%	50.79%	101.6%	306	306	100.0%			
Sinaloa	78%	89.66%	114.9%	78%	94.19%	120.8%	407	341	83.8%	105	79	75.2%	21	7	33.3%	132	38	28.8%	35	26.5%	96%	100.00%	104.2%	50%	32.76%	65.5%	50%	32.38%	64.8%	361	352	97.5%			
Sonora	78%	69.19%	88.7%	78%	81.60%	104.6%	239	238	99.6%	15	26	173.3%	12	12	100.0%	216	218	100.9%	218	100.9%	96%	99.98%	104.1%	50%	75.22%	150.4%	50%	34.89%	69.8%	191	187	97.9%			
Tabasco	78%	88.30%	113.2%	78%	68.63%	88.0%	538	588	109.3%	147	158	107.5%	79	87	110.1%	204	237	116.2%	238	116.7%	96%	99.23%	103.4%	50%	71.79%	143.6%	50%	37.64%	75.3%	818	818	100.0%			
Tamaulipas	78%	97.56%	125.1%	78%	76.62%	98.2%	45	83	184.4%	9	21	233.3%	9	4	44.4%	108	36	33.3%	36	33.3%	96%	100.00%	104.2%	50%	87.64%	175.3%	50%	52.97%	105.9%	26	26	100.0%			
Tampico	78%	97.01%	124.4%	78%	82.30%	105.5%	66	112	169.7%	29	37	127.6%	12	9	75.0%	96	34	35.4%	34	35.4%	96%	100.00%	104.2%	50%	81.71%	163.4%	50%	51.94%	103.9%	64	64	100.0%			
Tlalneantla	78%	96.39%	123.6%	78%	92.23%	118.2%	314	535	170.4%	31	86	277.4%	12	19	158.3%	402	709	176.4%	709	176.4%	96%	99.57%	103.7%	50%	71.29%	142.6%	50%	34.98%	70.0%	1023	1010	98.7%			
Tlaxcala*	78%	85.71%	109.9%	78%	89.47%	114.7%	54	0	0.0%	18	0	0.0%	9	0	0.0%	72	0	0.0%	0	N.A.	96%	99.71%	103.9%	50%	68.18%	136.4%	50%	41.28%	82.6%	2	2	100.0%			
Toluca	78%	83.33%	106.8%	78%	67.63%	86.7%	420	413	98.3%	140	150	107.1%	92	113	122.8%	216	241	111.6%	241	111.6%	96%	100.00%	104.2%	50%	12.99%	26.0%	50%	9.88%	19.8%	468	467	99.8%			
Torreón	78%	85.11%	109.1%	78%	78.96%	101.2%	112	136	121.4%	42	68	161.9%	18	20	111.1%	147	110	74.8%	110	74.8%	96%	100.00%	104.2%	50%	44.68%	89.4%	50%	34.40%	68.8%	239	239	100.0%			
Veracruz	78%	64.97%	83.3%	78%	64.38%	82.5%	254	243	95.7%	107	108	100.9%	32	31	96.9%	300	308	102.7%	294	98.0%	96%	99.56%	103.7%	50%	15.24%	30.5%	50%	10.21%	20.4%	411	407	99.0%			
Yucatán	78%	85.39%	109.5%	78%	83.11%	106.5%	260	259	99.6%	66	69	104.5%	21	19	90.5%</																				