



AUTORIDAD DE PROTECCIÓN AL CONSUMIDOR Y DEFENSA DE LA COMPETENCIA  
INFORME DE GESTIÓN A LA NACIÓN  
INDICADORES DE GESTIÓN CONSOLIDADO A NIVEL NACIONAL 1997 - 2019

| ACTIVIDADES  | 2019 (A Julio) | 2018          | 2017          | 2016          | 2015          | 2014          | 2013          | 2012          | 2011          | 2010          | 2009          | 2008          | 2007          | 2006         | 2005       | 2004         | 2003         | 2002         | 2001         | 2000       | 1999       | 1998       | 1997  |   |
|--|----------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|--------------|------------|--------------|--------------|--------------|--------------|------------|------------|------------|-------|---|
| <b>1. EDUCATIVAS</b>   |                |               |               |               |               |               |               |               |               |               |               |               |               |              |            |              |              |              |              |            |            |            |       |   |
| Capacitaciones y Jornadas Educativas   | 818            | 1,076         | 1,138         | 800           | 831           | 990           | 1,532         | 1,902         | 2,187         | 1,810         | 1,083         | 677           | 643           | 237          | 199        | 316          | 262          | 296          | 347          |            |            |            |       |   |
| Consultas Educativas   | 7,512          | 7,499         | 7,084         | 8,107         | 7,462         | 6,256         | 5,793         | 13,793        | 27,214        | 32,807        | 15,554        | 8,077         | 5,287         | 2,490        | 533        |              |              |              |              |            |            |            |       |   |
| Población Total Beneficiada por los Programas de Educación ****  | 43,514         | 48,725        | 63,909        | 38,473        | 40,674        | 28,778        | 43,698        | 72,246        | 133,630       | 459,677       | 286,849       | 496,018       | 500,331       | 163,049      | 139,874    |              |              |              |              |            |            |            |       |   |
| <b>2. DIVULGACION</b>  |                |               |               |               |               |               |               |               |               |               |               |               |               |              |            |              |              |              |              |            |            |            |       |   |
| Monitoreos de Precios (a)  | 1,438          | 2,084         | 2,355         | 1,759         | 1,911         | 1,116         | 1,218         | 1,323         | 1,366         | 1,718         | 7,321         | 4,032         | 2,807         | 1,774        |            | 366          | 354          | 292          | 240          |            |            |            |       |   |
| Participación en Medios  | 747            | 910           | 1,591         | 983           | 2,761         | 3,739         | 3,179         | 3,691         | 2,722         | 2,637         | 2,682         | 1,649         | 804           | 500          | 399        | 654          | 633          | 780          | 705          |            |            |            |       |   |
| Programas de Televisión Emitidos "CUIDA TU BOLSILLO"   | 468            | 219           | 194           | 248           | 187           | 316           | 254           | 241           | 247           | 202           | 245           | 91            | 320           |              |            |              |              |              |              |            |            |            |       |   |
| Notas de Prensa  | 105            | 176           | 528           | 184           | 164           | 145           | 170           | 162           | 188           | 206           |               |               | 868           | 455          |            |              |              |              |              |            |            |            |       |   |
| <b>3. DE OFICIO</b>  |                |               |               |               |               |               |               |               |               |               |               |               |               |              |            |              |              |              |              |            |            |            |       |   |
| Visitas a Agentes Económicos (b)   | 47,128         | 100,003       | 87,480        | 65,891        | 53,401        | 52,655        | 52,655        | 52,954        | 59,454        | 58,573        | 68,814        | 77,541        | 66,748        | 41,757       | 33,437     | 31,417       | 28,109       | 25,529       | 24,834       | 27,777     | 28,902     |            |       |   |
| Productos Vencidos (verificación-diprev)   | 70,260         | 125,873       | 146,012       | 133,098       | 102,491       | 101,985       | 165,401       | 158,709       | 141,018       | 126,229       | 107,759       | 136,474       | 305,977       | 158,968      | 72,025     | 68,937       | 77,101       | 65,107       | 76,245       | 101,094    |            |            |       |   |
| Productos Sin Fecha de Vencimiento (verificación-diprev)   | 2,063          | 12,048        | 10,468        | 10,468        | 7,093         | 14,904        | 38,607        | 29,396        | 39,625        | 14,911        | 30,105        | 107,242       | 90,252        | 66,125       | 40,627     | 57,476       | 54,679       | 79,916       | 31,474       |            |            |            |       |   |
| Producto Sin Precio a la Vista (verificación-diprev)   | 5,357          | 9,987         | 14,182        | 11,626        | 63,743        | 103,859       | 279,044       | 233,564       | 289,174       | 292,380       | 281,299       | 308,426       | 491,387       | 244,552      | 78,951     | 121,416      | 30,098       | 27,002       | 41,438       | 21,124     |            |            |       |   |
| Producto Objeto de Verificación de Contenido Neto (c) *  | 5,779          | 68,409        | 64,075        | 144,675       | 104,597       | 23,965        | 63,763        | 95,834        | 155,140       | 105,613       | 220,995       | 282,026       | 93,355        | 442,841      | 2,060      | 2,856        | 1,288        | 1,231        | 165,346      | 4,590,612  | 21,216     | 394        |       |   |
| Verificación Descuento de Jubilados y Pensionados  | 268            | 882           | 855           | 643           | 793           | 559           | 1,788         | 1,694         | 1,092         | 1,361         | 1,264         | 2,491         | 950           | 845          |            |              |              |              |              |            |            |            |       |   |
| Verificación de Combustible (d)  | 3,645          | 3,768         | 5,784         | 2,975         | 3,138         | 2,016         | 669           | 4,150         | 5,511         | 6,511         | 4,566         | 2,899         | 3,807         | 6,031        | 4,906      | 4,390        | 3,885        | 1,748        | 1,949        | 3,538      | 2,828      | 2,386      | 3,087 |   |
| Verificación de Escáneres  | 215            | 466           | 436           | 428           | 265           | 235           | 353           | 403           | 258           | 278           | 173           | 134           | 112           | 30           |            |              |              |              |              |            |            |            |       |   |
| Materiales de Construcción   | 226            | 332           | 330           | 7             | 509           | 496           | 335           | 465           | 154           | 134           | 380           | 449           | 424           | 465          | 208        | 188          | 186          | 195          | 331          |            |            |            |       |   |
| Verificación de Balanzas   | 980            | 1,127         | 1,165         | 367           | 1,096         | 616           | 1,014         | 1,737         | 2,488         | 1,724         | 3,431         | 1,537         | 1,101         | 1,052        | 2,337      | 1,177        |              |              |              |            |            |            |       |   |
| Verificación de Grasas   | 437            | 538           | 1,054         | 799           | 873           | 2             | 1,285         | 1,357         | 1,381         | 1,675         | 1,381         | 1,355         | 438           |              |            |              |              |              |              |            |            |            |       |   |
| Análisis de Calidad de Arroz ***   | 3              | 53            | 0             | 60            | 2             | 6             | 0             | 0             | 23            | 0             | 59            | 46            | 174           | 386          | 210        | 400          | 121          | 121          | 204          | 432        | 162        |            |       |   |
| Análisis Físico Químico (e)  | 0              | 0             | 0             | 0             | 0             | 22            | 0             | 0             | 10            | 25            | 3             | 26            | 0             |              |            |              |              |              |              |            |            |            |       |   |
| Análisis Agroquímico   | 0              | 0             | 0             | 17            | 0             | 13            | 0             | 1             | 29            | 0             | 39            | 55            | 71            |              |            |              |              |              |              |            |            |            |       |   |
| Verificación de Concursos  | 10             | 29            | 35            | 87            | 46            | 23            | 35            | 0             | 57            | 26            | 170           | 36            | 32            | 0            |            |              |              |              |              |            |            |            |       |   |
| Monitoreos de Publicidad (f)   | 10,336         | 25,637        | 28,703        | 42,931        | 33,382        | 52,770        | 66,998        | 91,025        | 2,867         | 46,473        | 101,601       | 67,833        | 58,439        | 50,096       | 774        |              |              |              |              |            |            |            |       |   |
| Verificación de Ventas Especiales  | 148            | 346           | 389           | 388           | 339           | 455           | 928           | 456           | 418           | 256           | 498           | 504           | 538           |              |            |              |              |              |              |            |            |            |       |   |
| <b>4. AFECTACIÓN CONSUMIDOR INVOLUCRADO</b>  |                |               |               |               |               |               |               |               |               |               |               |               |               |              |            |              |              |              |              |            |            |            |       |   |
| Quejas Recibidas (Cantidad) (g)  | 2,290          | 3,754         | 3,876         | 3,793         | 3,888         | 3,382         | 4,029         | 4,488         | 4,123         | 3,692         | 2,745         | 2,318         | 2,597         | 2,085        | 2,083      | 1,779        | 1,684        | 2,232        | 2,320        | 1,334      | 1,355      | 872        | 279   |   |
| Quejas Resueltas a favor del Consumidor (Cantidad) (h)   | 1,573          | 2,852         | 2,784         | 2,968         | 2,526         | 2,820         | 3,010         | 3,064         | 2,738         | 2,679         | 1,983         | 1,778         | 1,778         | 1,307        | 2,077      | 1,406        | 1,796        | 2,023        | 2,169        | 1,273      | 1,340      | 711        | 270   |   |
| Monto en \$/ de Quejas Resueltas a favor del Consumidor (i)  | 20,576,535     | 38,792,270.29 | 37,830,974.68 | 23,785,167.73 | 13,811,018.12 | 17,258,253.71 | 15,834,952.93 | 19,782,111.29 | 20,299,965.08 | 25,795,632.39 | 24,381,434.32 | 16,609,238.39 | 13,072,664.91 | 8,349,724.68 |            | 4,086,000.03 | 6,053,000.15 | 3,758,000.06 | 3,747,000.97 |            |            |            |       |   |
| <b>Operativos</b>  |                |               |               |               |               |               |               |               |               |               |               |               |               |              |            |              |              |              |              |            |            |            |       |   |
| - Anuales (Programados) (j)  | 33             | 64            | 49            | 44            | 20            | 15            | 30            | 43            | 66            | 80            | 62            | 81            | 17            | 12           |            |              |              |              |              |            |            |            |       |   |
| - Extraordinarios (k)  | 38             | 54            | 61            | 57            | 26            | 21            | 16            | 31            | 26            | 60            | 33            | 43            | 11            | 3            |            |              |              |              |              |            |            |            |       |   |
| <b>5. ATENCIÓN DE TRÁMITES JUDICIALES POR DEFENSORÍA DE OFICIO (l)</b>                                 |                |               |               |               |               |               |               |               |               |               |               |               |               |              |            |              |              |              |              |            |            |            |       |   |
| Demandas   | 3,018          | 6,752         | 5,198         | 90            | 101           | 92            | 77            | 105           | 106           | 200           | 93            | 63            | 54            | 7            |            |              |              |              |              |            |            |            |       |   |
| Gestiones Periódicas   | 90             | 134           | 180           | 4,843         | 3,256         | 2,157         | 3,126         | 2,863         | 4,383         | 310           | 388           | 365           | 208           | 27           |            |              |              |              |              |            |            |            |       |   |
| <b>6. DE COMPETENCIA</b>   |                |               |               |               |               |               |               |               |               |               |               |               |               |              |            |              |              |              |              |            |            |            |       |   |
| Investigaciones Preliminares   | 3              | 9             | 15            | 11            | 12            | 4             | 9             | 9             | 0             | 3             | 12            | 27            | 10            | 6            |            |              |              |              |              |            |            |            |       |   |
| Resoluciones de Inicio de Investigación  | 1              | 3             | 7             | 5             | 6             | 4             | 7             | 6             | 0             | 2             | 3             | 6             | 9             | 11           |            |              |              |              |              |            |            |            |       |   |
| Resoluciones de Cierre de Investigación  | 2              | 6             | 3             | 1             | 3             | 2             | 8             | 9             | 1             | 0             | 0             | 0             | 0             | 0            |            |              |              |              |              |            |            |            |       |   |
| Cierre de Investigación Preliminar   | 4              | 6             | 12            | 0             | 0             | 0             | 0             | 0             | 0             | 0             | 0             | 0             | 0             | 0            | 0          | 0            | 0            | 0            | 0            | 0          | 0          | 0          | 0     | 0 |
| Demandas   | 2              | 1             | 2             | 1             | 12            | 2             | 0             | 0             | 0             | 0             | 2             | 5             | 3             | 0            | 1          | 0            | 3            | 2            | 2            | 1          | 0          | 1          |       |   |
| Diligencias Exhibitorias Realizadas  | 0              | 3             | 0             | 3             | 2             | 2             | 2             | 4             | 0             | 2             | 2             | 2             | 2             | 2            |            |              |              |              |              |            |            |            |       |   |
| Denuncias de Libre Competencia Presentadas   | 1              | 6             | 10            | 6             | 5             | 8             | 2             | 5             | 0             | 3             | 6             | 8             | 5             | 4            |            |              |              |              |              |            |            |            |       |   |
| Procesos de Libre Competencia en Trámite   | 19             | 20            | 22            | 19            | 12            | 11            | 9             | 10            | 15            | 0             | 16            | 15            | 11            | 8            | 8          | 9            | 9            | 6            | 4            | 2          | 1          | 1          |       |   |
| Procesos de Libre Competencia Resueltas  | 1              | 9             | 13            | 4             | 4             | 2             | 8             | 6             | 1             | 0             | 2             | 29            | 0             | 0            | 2          |              |              |              |              |            |            |            |       |   |
| Transacciones Judiciales - Extrajudiciales   | 0              | 0             | 1             | 1             | 0             | 0             | 1             | 2             | 0             | 0             | 0             | 0             | 0             | 0            |            |              |              |              |              |            |            |            |       |   |
| Auditorías de Competencia  | 0              | 0             | 2             | 1             | 0             | 3             | 3             | 4             | 0             | 0             | 0             | 0             | 0             | 0            |            |              |              |              |              |            |            |            |       |   |
| Verificación de Concentraciones Económicas   | 5              | 4             | 6             | 6             | 5             | 2             | 7             | 5             | 1             | 0             | 5             | 2             | 3             | 1            |            |              |              | 1            |              |            |            |            |       |   |
| Notas Técnicas, Abogacía de la Competencia y Consultas de Viabilidad                                   | 1              | 3             | 5             | 1             | 5             | 1             | 1             | 7             | 0             | 0             | 1             | 8             | 5             | 3            | 2          | 3            | 3            | 0            | 0            | 14         | 1          | 8          | 3     |   |
| Expedientes Recibidos para Verificación de Ajustes de Precio de Viviendas Nuevas por Aumento de Costos | 91             | 144           | 239           | 320           | 248           | 107           | 0             | 0             | 0             | 0             | 0             | 0             | 0             | 0            | 0          | 0            | 0            | 0            | 0            | 0          | 0          | 0          | 0     | 0 |
| Presupuesto de Inversión dirigida a tecnología, Investigación y Desarrollo de iniciativas              | 745,500.00     | 429,250.00    | 422,400.00    | 250,000.00    | 1,479,375.00  | 14,300.00     | 6,780.00      | 21,000.00     | 95,500.00     | 95,700.00     | 215,500.00    | 316,577.00    | 25,000.00     | 177,000.00   | 150,000.00 |              |              |              | 113,780.00   | 416,418.00 | 406,886.00 | 136,517.00 |       |   |
| Nivel de Ejecución Presupuestaria, %   | 72.49          | 91.13         | 85.83         | 90.66         | 82.23         | 89.85         |               |               |               |               |               |               |               |              |            |              |              |              |              |            |            |            |       |   |
| Número de Empleados  | 488            | 498           | 501           | 474           | 620           | 621           | 516           | 520           | 521           | 535           | 464           | 434           | 397           | 374          | 248        | 206          |              |              |              |            |            |            |       |   |
| Monto de Multas Cobradas, (Balboas)  | 1,443,148.64   | 2,675,870.92  | 1,870,309.45  | 1,674,582.78  | 3,375,070.58  | 2,136,870     | 1,144,140.56  | 1,469,777.28  | 1,824,597.50  | 1,594,068.38  | 1,438,735.10  | 1,173,688.98  | 1,057,820.10  | 809,785.04   | 100,900.00 | 60,900.00    |              |              |              |            |            |            |       |   |
| Casos Ejecutados por Juzgado Ejecutor (Número)   | 880            | 1,384         | 1,513         | 1,971         | 2,427         | 753           | 556           | 761           | 1,104         | 1,260         | 738           | 857           | 232           | 14           |            |              |              |              |              |            |            |            |       |   |
| Monto Total de Casos Ejecutados por Juzgado Ejecutor, en \$/ (m) **                                    | 344866.28      | 477754.18     | 526,842.56    | 667,795.07    | 1,626,611.28  | 349,215.59    | 299,485.81    | 375,286.95    | 462,039.40    | 523,775.40    | 527,030.08    | 490,426.00    | 418,151.13    | 590,570.04   |            |              |              |              |              |            |            |            |       |   |

(a) Incluye Encuestas de CBA, Combustible, Medicamentos, Productos de Consumo Masivo, Canasta Popular y Encuestas Especiales

(b) Verificación, DIPREV, Metrología, Juzgado Ejecutor, Investigaciones, Conciliación, Decisiones, Competencia, Educación

(c) Incluye Cloro, Gas Licuado, Pan, Productores Empacados, Útiles escolares

(d) Incluye Surtidores de Combustible y Tanques de Combustible

(e) Leche, néctares

(f) Incluye Denuncias Recibidas por Publicidad Engañosa

(g) Conciliación (incluye Publicidad Engañosa) y Decisión de Quejas