



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 Mayo) | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 | 2011 | 2010 | 2009 | 2008 | 2007 | 2006 | 2005 | 2004 | 2003 | 2002 | 2001 | 2000 | 1999 | 1998 | 1997 | |
|---|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|--------------|------------|-----------|--------|------------|------------|------------|------------|--------|-------|--|
| 1. EDUCATIVAS | | | | | | | | | | | | | | | | | | | | | | | | |
| Capacitaciones y Jornadas Educativas | 527 | 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 | 2,425 | 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 **** | 30,274 | 48,725 | 63,909 | 38,473 | 40,674 | 28,778 | 43,698 | 72,246 | 133,630 | 459,677 | 266,849 | 496,018 | 500,331 | 163,049 | 139,874 | | | | | | | | | |
| 2. DIVULGACION | | | | | | | | | | | | | | | | | | | | | | | | |
| Monitores de Precios (a) | 1,106 | 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 | 489 | 910 | 1,591 | 983 | 2,761 | 3,739 | 3,179 | 3,691 | 2,722 | 2,637 | 2,682 | 1,649 | 804 | | 399 | 654 | 633 | 780 | 705 | | | | | |
| Programas de Televisión Emitidos "CUIDA TU BOLSILLO" | 449 | 219 | 194 | 248 | 167 | 316 | 254 | 241 | 247 | 202 | 245 | 245 | 91 | | | | | | | | | | | |
| Notas de Prensa | 83 | 176 | 528 | 184 | 164 | 145 | 170 | 162 | 188 | 208 | 320 | 508 | 868 | 455 | | | | | | | | | | |
| 3. DE OFICIO | | | | | | | | | | | | | | | | | | | | | | | | |
| Visitas a Agentes Económicos (b) | 30,881 | 100,003 | 87,480 | 65,891 | 53,401 | 52,665 | 52,665 | 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) | 52,653 | 125,783 | 146,012 | 133,098 | 102,491 | 101,985 | 165,401 | 158,709 | 141,018 | 126,229 | 107,799 | 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) | 1,550 | 12,048 | 10,468 | 7,454 | 7,093 | 14,904 | 38,607 | 29,396 | 42,964 | 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) | 3,930 | 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) * | 4,579 | 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 | 8,638 | 2,060 | 2,856 | 1,288 | 1,231 | 165,346 | 4,590,612 | 21,216 | 394 | |
| Verificación Descuento de Jubilados y Pensionados | 211 | 582 | 855 | 643 | 793 | 559 | 1,788 | 1,694 | 1,092 | 1,361 | 1,264 | 2,491 | 950 | 845 | | | | | | | | | | |
| Verificación de Combustible (d) | 3,003 | 3,768 | 5,784 | 2,975 | 3,138 | 2,016 | 669 | 4,150 | 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 | 126 | 466 | 436 | 428 | 265 | 235 | 353 | 403 | 258 | 278 | 220 | 173 | 134 | | | | | 30 | 31 | | | | | |
| Materiales de Construcción | 226 | 332 | 330 | 7 | 509 | 496 | 335 | 465 | 154 | 134 | 380 | 449 | 424 | 465 | 208 | | 218 | 186 | 195 | 331 | | | | |
| Verificación de Balanzas | 674 | 1,127 | 1,730 | 1,165 | 1,014 | 1,096 | 616 | 1,737 | 2,488 | 2,165 | 1,724 | 3,431 | 1,537 | 1,101 | 1,052 | 2,337 | | 1,177 | 771 | 789 | 430 | 118 | 280 | |
| Verificación de Grasas | 108 | 538 | 1,054 | 799 | 1,114 | 873 | 2 | 1,285 | 1,357 | 1,337 | 1,675 | 1,381 | 1,355 | 438 | | | | | | | | | | |
| Análisis de Calidad de Arroz *** | 1 | 53 | 0 | 60 | 2 | 6 | 0 | 0 | 62 | 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 | 0 | 10 | 25 | 3 | 28 | 0 | | | | | | | | | | |
| Análisis Agroquímico | 0 | 0 | 0 | 17 | 0 | 13 | 0 | 12 | 39 | 55 | 71 | 39 | 55 | 71 | | | | | | | | | | |
| Verificación de Concretos | 8 | 29 | 35 | 87 | 46 | 23 | 35 | 57 | 25 | 170 | 36 | 32 | 32 | 0 | | | | | | | | | | |
| Monitores de Publicidad (f) | 6,994 | 25,637 | 28,703 | 42,931 | 33,382 | 52,770 | 66,998 | 91,025 | 46,473 | 101,601 | 67,833 | 58,439 | 50,996 | 774 | | | | 299 | 389 | 272 | 208 | 212 | 25 | |
| Verificación de Ventas Especiales | 73 | 346 | 389 | 339 | 389 | 455 | 288 | 418 | 256 | 498 | 504 | 538 | 421 | | | | | | | | | | | |
| 4. AFECTACIÓN CONSUMIDOR INVOLUCRADO | | | | | | | | | | | | | | | | | | | | | | | | |
| Quejas Recibidas (Cantidad) (g) | 1,647 | 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) | 1,080 | 2,852 | 2,784 | 2,968 | 2,526 | 2,820 | 3,010 | 3,064 | 2,768 | 2,679 | 1,983 | 1,663 | 1,778 | 1,307 | 2,077 | 1,406 | 1,796 | 2,023 | 2,169 | 1,273 | 1,340 | 711 | 270 | |
| Monto en B/. de Quejas Resueltas a favor del Consumidor (i) | 14,623,431 | 38,792,270.29 | 37,830,974.68 | 23,785,167.73 | 13,811,018.12 | 17,258,253.71 | 15,834,952.93 | 19,762,111.29 | 20,299,965.08 | 25,795,632.39 | 24,381,434.32 | 16,609,238.39 | 13,072,664.91 | 8,349,724.68 | | | | | | | | | | |
| Operativos | | | | | | | | | | | | | | | | | | | | | | | | |
| - Anuales (Programados) (j) | 22 | 64 | 49 | 44 | 20 | 15 | 30 | 43 | 66 | 80 | 62 | 81 | 17 | 12 | | | | | | | | | | |
| - Extraordinarios (k) | 16 | 54 | 61 | 57 | 26 | 21 | 16 | 31 | 26 | 60 | 33 | 43 | 11 | 3 | | | | | | | | | | |
| 5. ATENCIÓN DE TRÁMITES JUDICIALES POR DEFENSORÍA DE OFICIO (l) | | | | | | | | | | | | | | | | | | | | | | | | |
| Demandas | 2,203 | 6,752 | 5,198 | 90 | 101 | 92 | 77 | 105 | 106 | 200 | 93 | 63 | 54 | 7 | | | | | | | | | | |
| Gestiones Periódicas | 62 | 134 | 180 | 4,843 | 3,256 | 2,157 | 3,126 | 2,863 | 4,383 | 310 | 388 | 365 | 208 | 27 | | | | | | | | | | |
| 6. DE COMPETENCIA | | | | | | | | | | | | | | | | | | | | | | | | |
| Investigaciones Preliminares | 3 | 9 | 15 | 11 | 12 | 4 | 9 | 9 | 0 | 3 | 12 | 27 | 10 | 6 | | | | | | | | | | |
| Resoluciones de Inicio de Investigación | 0 | 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 | 3 | 6 | 12 | 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 | 2 | 5 | 3 | 0 | 1 | 0 | 0 | 0 | 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 | 21 | 20 | 22 | 19 | 12 | 11 | 9 | 10 | 15 | 0 | 16 | 15 | 11 | 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 | | | | | | | | | | |
| 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 | 3 | 4 | 6 | 6 | 5 | 2 | 7 | 5 | 1 | 0 | 5 | 2 | 3 | 1 | | | | | | | | | | |
| Notas Técnicas, Abogacía de la Competencia y Consultas de Viabilidad | 0 | 3 | 5 | 1 | 5 | 1 | 7 | 5 | 0 | 1 | 8 | 5 | 3 | 2 | 3 | 3 | 1 | 0 | 0 | 14 | 1 | 8 | 3 | |
| Verificación de Ajustes de Precios de Materiales de Construcción | 43 | 144 | 239 | 320 | 248 | 107 | 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 | 215,600.00 | 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, % | 81.32 | 91.13 | 85.83 | 90.66 | 82.23 | 89.85 | | | | | | | | | | | | | | | | | | |
| Número de Empleados | 504 | 498 | 501 | 474 | 620 | 621 | 516 | 520 | 521 | 535 | 464 | 434 | 397 | 374 | 248 | 206 | | | | | | | | |
| Monto de Multas Cobradas, (Balboas) | 926,574.03 | 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) | 547 | 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 B/. (m) ** | 175735.45 | 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, Productos Empacados, Utiles escolares

(d) Incluye Surtidores de Combustible y Tanqueros de Combustible

(e) Leche, néctares

(f) Incluye Denuncias Recibidas por Publicidad Engañosa

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

(h) Conciliación, Decisión de Quejas, Defensoría, Investigaciones

(i) Conciliación, Decisión de Quejas, Defensoría

(j) Incluye Operativo de Navidad, Fechas Especiales, Nocturnos, Semana Santa, (incluye varios unidades de ACODECO a la vez)

(k) Incluye Operativos por Acontecimientos Especiales en un momento dado

(l) Incluye denuncias recibidas