

HISTORIA ESTADÍSTICA DE CONDUSEF 1999-2015

11.7 millones

de acciones de defensa acumuladas:

Año	TOTAL	ASESORÍAS ¹	RECLAMACIONES										
			Gestión Ordinaria	Gestión Electrónica	Gestión REDECO	Conciliación	Dictamen	Arbitraje	Solicitudes para DLG	Defensa Legal Gratuita	Asesoría Jurídica Penal	Concursos Mercantiles	Liquidación Judicial
2015	1,544,469	1,305,789	8,594	147,082	31,159	38,306	9,566	1	2,141	1,685	144	1	1
2014	1,359,578	1,140,807	11,416	158,941	-	37,525	8,241	2	1,406	1,239	-	1	-
2013	1,303,331	1,082,835	10,756	171,241	-	31,263	4,919	2	1,382	930	-	3	-
2012	1,239,368	1,024,340	11,661	168,741	-	27,695	4,739	-	1,766	425	-	1	-
2011	1,108,487	886,413	19,050	163,972	-	30,091	2,364	-	5,734	854	-	9	-
2010	1,086,999	898,089	24,382	129,842	-	28,276	2,605	-	2,841	964	-	-	-
2009	974,411	793,292	42,277	97,337	-	34,621	2,599	-	3,155	1,130	-	-	-
2008	636,779	487,224	61,890	47,271	-	33,332	2,455	1	3,443	1,163	-	-	-
2007	435,543	316,152	73,386	9,861	-	30,593	2,016	4	2,657	874	-	-	-
2006	329,120	297,874	-	-	-	26,097	1,776	1	2,607	765	-	-	-
2005	390,491	358,825	-	-	-	25,542	2,212	21	2,889	1,002	-	-	-
2004	382,915	352,340	-	-	-	24,660	2,497	5	2,448	965	-	-	-
2003	302,609	276,067	-	-	-	21,777	1,935	9	2,301	520	-	-	-
2002	195,996	170,144	-	-	-	21,349	1,576	26	2,527	374	-	-	-
2001	184,346	144,761	-	-	-	25,473	-	-	13,810	302	-	-	-
2000	162,657	136,491	-	-	-	21,297	-	-	4,800	69	-	-	-
1999	93,160	77,238	-	-	-	14,473	-	-	1,445	4	-	-	-
	11,730,259	9,748,681	263,412	1,094,288	31,159	472,370	49,500	72	57,352	13,265	144	15	1

CLASE DE INSTITUCIÓN

Año	Banca Múltiple ²	Sociedades de Información Crediticia	Seguros	Procesar (Asesorías) ^{1,4}	Afores ³	SofomENR ⁴	SofomER ⁵	EACP ⁶	Banca de Desarrollo	Infonacot y FND ⁷	Fianzas	Bursátil	OAAC ⁸	Condusef ⁹	No financiera ¹⁰	Sofoles ¹¹
2015	449,173	573,483	94,499	75,089	57,566	25,784	17,966	6,527	3,278	1,401	467	453	211	171,350	67,221	1
2014	408,033	484,643	60,676	88,911	51,534	24,566	12,134	8,778	2,825	-	575	487	263	154,918	61,100	135
2013	406,258	451,162	61,192	89,790	56,698	20,860	17,977	4,060	3,025	-	493	581	441	136,852	52,808	1,134
2012	420,124	362,497	63,069	106,394	53,863	20,108	11,980	4,098	3,278	-	767	745	494	96,367	91,582	4,002
2011	441,094	234,956	68,123	92,334	47,824	18,894	3,673	3,790	5,834	-	595	502	1,280	52,832	131,220	5,536
2010	456,763	138,632	61,939	92,393	67,024	16,062	3,960	3,448	4,489	-	744	774	1,156	52,697	182,437	4,481
2009	482,332	79,360	60,404	108,183	72,499	12,277	20,462	2,124	3,836	-	510	684	1,631	-	124,032	6,077
2008	269,673	65,076	57,424	80,236	68,530	2,773	1,055	1,206	3,157	-	579	466	2,345	-	74,669	9,590
2007	138,410	28,281	40,441	89,957	87,008	497	4	705	2,580	-	569	366	1,910	-	36,322	8,493
2006	96,820	20,222	33,057	85,221	68,159	-	-	2,652	1,173	-	623	491	1,536	-	12,721	6,445
2005	80,903	13,587	29,633	150,624	91,749	-	-	-	937	-	848	591	1,569	-	14,739	5,311
2004	71,830	6,783	27,447	230,105	29,724	-	-	-	887	-	859	606	950	-	10,368	3,356
2003	67,023	5,012	26,946	153,340	33,555	-	-	-	723	-	1,052	702	846	-	10,874	2,536
2002	53,624	6,068	25,712	69,966	24,072	-	-	-	805	-	1,348	745	1,273	-	10,802	1,581
2001	57,731	-	25,186	-	80,478	-	-	-	-	-	1,299	1,328	1,102	-	17,222	-
2000	49,581	-	21,590	-	88,597	-	-	-	-	-	1,288	508	1,093	-	-	-
1999	36,773	-	8,063	-	47,773	-	-	-	-	-	551	-	-	-	-	-
Total	3,986,145	2,469,762	765,401	1,512,543	1,026,653	141,821	89,211	37,388	36,827	1,401	13,167	10,029	18,100	665,016	898,117	58,678

¹ Incluye Asesorías Técnico Jurídicas, Consultas Jurídicas, Orientaciones Jurídicas Especializadas, Consultas de Beneficiarios de Cuentas Bancarias (Sistema BCD) y SIAB Vida. ² Incluye datos de 4 SOFOM ER. ³ Administradoras de Fondos para el Retiro. Incluye asuntos de SAR 92-97 y CONSAR. ⁴ Sociedades Financieras de Objeto Múltiple, Entidades No Reguladas. ⁵ Sociedades Financieras de Objeto Múltiple, Entidades Reguladas. ⁶ Entidades de Ahorro y Crédito Popular. ⁷ Instituto del Fondo Nacional para el Consumo de los Trabajadores y Financiera Nacional de Desarrollo Agropecuario, Rural, Forestal y Pesquero. ⁸ Organizaciones y Actividades Auxiliares de Crédito. ⁹ Acciones de Defensa relacionadas con el Registro de Usuarios (REUS), CURP y otras acciones en materia de información sobre CONDUSEF; en años anteriores no se consideraban como Acciones de Defensa. ¹⁰ Consultas generales que corresponden a empresas que no pertenecen al Sector Financiero. ¹¹ Sociedades Financieras de Objeto Limitado.

ACCIONES DE DEFENSA REALIZADAS POR ÁREA DE ATENCIÓN:

	2015		2014	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004	2003	2002	2001	2000	1999	Total Histórico
Total	1,544,469	Part.	1,359,578	1,303,331	1,239,368	1,108,487	1,086,999	974,411	636,779	435,543	329,120	390,491	382,915	302,609	195,996	184,346	162,657	93,160	11,730,259
CAT (Centro de Atención Telefónica)	481,839	31%	515,895	446,702	461,219	419,921	530,318	529,887	269,898	143,036	70,208	152,546	169,684	110,424	66,599	70,522	68,537	39,557	4,546,792
Metropolitana Central ¹²	68,769	4%	63,911	101,307	89,625	92,994	72,463	59,280	48,061	37,313	32,599	34,348	30,021	29,063	23,449	32,370	21,268	15,767	852,608
Jalisco	47,883	3%	35,223	37,722	38,585	30,486	25,922	26,415	26,386	19,961	16,837	15,828	14,240	12,835	8,904	6,863	4,208	2,185	370,483
Chiapas	45,920	3%	34,040	28,504	24,506	21,634	14,496	13,210	10,528	5,021	3,922	3,804	2,683	2,335	1,814	1,172	1,541	800	215,930
Quintana Roo	39,933	3%	32,185	29,850	28,807	21,075	15,307	14,087	13,992	7,242	5,865	4,415	3,339	3,131	2,832	2,089	2,500	1,298	227,947
Tamaulipas	39,748	3%	29,945	28,422	29,416	21,319	19,227	18,330	14,889	10,797	8,987	5,465	5,282	4,659	2,145	2,624	5,139	2,669	249,063
Estado de México	38,313	2%	25,202	24,267	20,265	11,506	8,914	5,595	4,901	3,854	3,247	2,555	3,412	3,180	2,521	2,294	2,150	1,117	163,293
Sinaloa	36,315	2%	30,045	27,895	27,844	23,144	15,516	12,773	9,476	5,794	4,564	5,266	4,892	5,205	3,741	3,718	4,570	2,373	223,131
Yucatán	34,624	2%	28,094	25,865	21,900	18,208	14,659	11,027	6,860	5,592	4,598	4,303	3,546	2,461	2,191	2,067	2,566	1,333	189,894
Aguascalientes	32,449	2%	28,373	29,535	27,615	26,670	22,147	15,036	11,061	9,985	10,037	10,116	9,045	8,274	5,204	2,016	1,397	726	249,686
Chihuahua	31,197	2%	20,950	26,764	23,679	20,105	17,154	14,891	10,703	8,245	9,639	7,794	9,359	11,464	4,292	1,981	790	410	219,417
REDECO	30,699	2%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	30,699
Guanajuato	30,606	2%	20,414	13,718	15,194	17,997	16,989	11,713	15,357	13,561	12,188	9,676	9,504	7,390	4,791	5,090	3,362	1,746	209,296
Querétaro	29,282	2%	25,493	25,316	19,905	14,819	12,265	9,762	5,604	4,851	3,713	3,019	2,784	2,582	1,861	1,477	815	423	163,971
Vicepresidencia Jurídica	28,484	2%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	28,484
Durango	27,956	2%	23,835	21,964	18,821	12,848	11,323	8,393	8,797	7,077	4,882	4,854	3,735	3,967	2,758	1,192	957	497	163,856
Hidalgo	26,413	2%	19,139	16,343	15,593	10,673	8,380	4,927	4,183	2,308	3,137	1,799	1,460	1,214	620	691	1,075	558	118,513
Nuevo León	26,254	2%	28,584	21,818	21,613	21,249	18,538	24,202	16,927	15,478	15,400	16,201	14,421	12,861	8,004	5,406	7,170	3,724	277,850
Nayarit	25,567	2%	18,806	17,817	18,154	16,952	16,264	12,479	7,542	6,245	4,433	3,172	1,843	1,320	1,093	645	851	442	153,625
Coahuila	25,111	2%	20,273	23,653	20,015	16,592	12,507	12,726	11,393	11,849	12,200	12,658	12,472	11,359	7,752	4,599	2,841	1,475	219,475
Ciudad Juárez	25,021	2%	22,286	26,543	18,484	13,647	11,071	16,029	9,192	7,453	4,424	4,455	3,968	4,681	-	-	-	-	167,254
Campeche	24,933	2%	20,482	16,813	14,287	9,541	7,184	6,833	5,713	4,652	4,260	3,393	2,759	1,187	1,164	748	635	330	124,914
Tabasco	24,207	2%	17,088	19,745	16,037	14,758	11,752	11,169	9,588	5,836	4,887	4,874	3,966	3,124	2,208	1,410	1,334	693	152,676
Morelos	24,004	2%	21,234	23,843	15,076	11,084	8,782	6,113	6,326	4,925	4,159	3,146	2,568	2,267	1,396	1,027	845	439	137,234
Puebla	23,814	2%	21,052	22,921	20,665	20,428	16,890	8,488	8,123	6,981	6,725	4,731	3,664	4,499	5,767	6,489	3,528	1,832	186,597
Veracruz	23,506	2%	20,191	19,287	14,713	13,949	10,470	9,966	8,332	7,327	6,811	5,679	4,666	3,661	2,568	2,421	2,322	1,206	157,075
Colima	23,104	1%	23,662	20,636	16,713	15,021	12,230	10,330	8,556	6,040	5,167	5,266	4,127	2,259	1,580	1,917	2,071	1,076	159,755
Baja California	22,587	1%	18,792	17,268	17,949	13,503	11,428	14,219	8,983	7,963	7,899	8,201	7,215	7,007	4,670	3,823	5,210	2,706	179,423
Oaxaca	21,250	1%	18,880	20,479	14,604	12,196	10,105	8,126	6,386	4,193	3,447	2,488	1,946	1,724	909	739	651	338	128,461
Metropolitana Norte	21,218	1%	12,589	13,336	18,242	23,275	20,534	11,484	8,442	11,423	8,674	7,402	10,762	8,750	5,176	4,045	1,432	744	187,528
Metropolitana Oriente	20,697	1%	20,051	21,274	18,268	17,072	15,820	8,742	6,723	6,106	5,853	4,584	4,546	3,423	1,922	210	-	-	155,291
Guerrero	19,969	1%	18,870	19,000	18,360	13,675	10,047	8,480	7,224	5,744	5,063	4,738	3,968	2,744	2,244	1,117	864	449	142,556
San Luis Potosí	19,918	1%	18,553	14,123	12,276	12,177	9,579	6,600	5,563	6,066	4,460	3,540	3,523	2,721	1,493	1,119	1,155	600	123,466
Zacatecas	19,378	1%	14,884	15,587	12,827	12,538	11,294	10,305	10,121	5,015	4,133	4,128	3,507	3,467	3,300	3,102	3,046	1,582	138,214
Sonora	18,671	1%	15,113	13,133	11,945	11,156	10,023	8,358	9,436	9,571	9,423	9,421	7,918	7,214	3,978	2,885	1,788	929	150,962
Metropolitana Sur	17,649	1%	30,239	24,262	20,287	20,150	16,820	5,382	5,618	4,885	5,328	5,050	4,283	3,636	2,440	2,061	964	501	169,555
Michoacán	17,352	1%	14,137	13,140	13,468	12,219	9,617	8,299	7,165	5,523	4,016	3,960	3,547	2,535	1,700	2,166	2,858	1,484	123,186
Tlaxcala	15,000	1%	13,724	14,335	14,363	11,511	9,899	7,740	6,149	5,427	6,132	6,170	3,049	2,264	1,556	1,408	851	442	120,020
Baja California Sur	14,829	1%	10,147	9,514	7,584	6,856	3,379	3,015	2,581	2,204	1,803	1,446	1,211	1,722	1,354	843	1,366	709	70,563
Oficina Virtual ¹³	-	-	7,197	10,630	20,464	25,539	17,686	-	-	-	-	-	-	-	-	-	-	-	81,516

¹² Hasta 2014 incluye Acciones de Defensa realizadas directamente por la Vicepresidencia Jurídica. ¹³ Dejó de operar en 2014. Incluye (MAE Módulo de Atención Electrónica) y Gestión de Cobranza. ¹⁴ Acciones de Defensa realizadas por Procesar principalmente.