


|  SECTORES | | CONSULTAS | RECLAMACIONES | ACTUACIONES A QUE HAN DADO LUGAR LAS RECLAMACIONES | | | | | Total consultas y reclamaciones | |
|--|-----------------------|---------------|---------------|--|-----------|-------------------------------|-------------------------------|----------|---------------------------------|---|
| | | | | Sistema Arbitral | Mediación | Intervención de la Inspección | Envío al organismo competente | Archi vo | | |
| servicios | gas | 56 | 9 | | 9 | | | | 65 | |
| | agua | 20 | 2 | | 2 | | | | 22 | |
| | Electricidad | 127 | 29 | | 27 | | | | 156 | |
| | SAT electrodomésticos | 17 | 9 | | 9 | | | 1 | 26 | |
| | Teléfono fijo | 153 | 72 | | 71 | | | 1 | 225 | |
| | Teléfono móvil | 135 | 59 | | 59 | | | | 194 | |
| | Internet | 45 | 12 | | 11 | | | 7 | 57 | |
| | Servicios Postales | 14 | 8 | | 8 | | | | 22 | |
| | Transporte publico | Ferrovionario | 3 | 0 | | 0 | | | | 3 |
| | | Carretera | 1 | 2 | | 2 | | | | 3 |
| Urbano | | 0 | 0 | | 0 | | | | 0 | |
| Aéreo | | 28 | 20 | | 19 | | | 1 | 48 | |

| | | | | | | | | | | |
|--------------------------|-------------------------|------------------|----|----|----|---|---|----|-----|----|
| | comercio | | 22 | 7 | 7 | | | 2 | 29 | |
| | Banca/Financieros | | 93 | 24 | 24 | | | | 117 | |
| | Agencias de Viaje | | 15 | 10 | 10 | | 1 | | 25 | |
| | Hostelería/Espectáculos | | 12 | 6 | 6 | | | | 18 | |
| | Tintorerías | | 3 | 1 | 1 | | | | 4 | |
| | Academias de enseñanza | | 11 | 2 | 2 | | | | 13 | |
| | Sanidad | Pública | | 0 | 0 | 0 | | | | 0 |
| | | Privada | | 33 | 11 | 7 | | 3 | 3 | 44 |
| | | Concertada | | 0 | 0 | 0 | | | | 0 |
| | Seguros | Del Hogar | | 11 | 7 | 7 | | | | 18 |
| | | Automóviles | | 10 | 3 | 3 | | | | 13 |
| | | Vida | | 0 | 0 | 0 | | | | 0 |
| | | Decesos | | 3 | 0 | 0 | | | | 3 |
| | | Quirúrgicos y de | | 3 | 3 | 3 | | | | 6 |
| y de Asistencia | | | 0 | 0 | 0 | | | | 0 | |
| Reparaciones automóviles | | 40 | 16 | 16 | | | | 56 | | |

| | | | | | | | | | |
|-----------|---|-------------------------|------------|------------|------------|--|----------|-----------|-------------|
| | Gasolineras | | 8 | 2 | 2 | | | 10 | |
| | Servicios a domicilio | | 2 | 1 | 1 | | | 3 | |
| | Administraciones Públicas | | 13 | 1 | 0 | | 1 | 1 | 14 |
| | | Servicios Profesionales | 14 | 7 | 6 | | | 1 | 21 |
| | Servicios de intermediación inmobiliaria | Agencias Prop | 0 | 0 | 0 | | | | 0 |
| | | API | 0 | 0 | 0 | | | | 0 |
| | | Otros | 1 | 0 | 0 | | | | 1 |
| | Otros | | 26 | 16 | 13 | | | 5 | 42 |
| | TOTAL SERVICIOS | | 919 | 339 | 325 | | 4 | 23 | 1258 |
| PRODUCTOS | Alimentación | | 1 | 0 | 0 | | | 1 | |
| | Ropa | | 8 | 8 | 8 | | | 16 | |
| | Calzado | | 2 | 1 | 1 | | | 3 | |
| | Compra electrodomésticos | | 10 | 8 | 8 | | | 1 | 18 |
| | Vivienda | Compra/Venta | 3 | 0 | 0 | | | | 3 |
| | | Arrendamientos | 15 | 1 | 0 | | | 1 | 16 |
| Otros | | 4 | 1 | 1 | | | | 5 | |

| | | | | | | | | | |
|--------------------------------|----------------------------|------|-----|----|-----|----|---|----|------|
| Compra venta Automóviles | Nuevo | 8 | 2 | | 2 | | | | 10 |
| | Usado | 17 | 0 | | 0 | | | | 17 |
| | Productos Informáticos | 3 | 1 | | 1 | | | | 4 |
| | Muebles | 15 | 11 | | 10 | | | | 26 |
| | Otros | 6 | 4 | | 4 | | | | 10 |
| | TOTAL PRODUCTOS (B) | | 92 | 37 | | 35 | | | 2 |
| TOTAL (C) GLOBAL | Productos p+servicios | 1011 | 376 | | 360 | | 4 | 25 | 1387 |
| | | | 376 | 0 | 360 | 0 | 4 | 25 | 376 |