

Evaluación de Indices de Gobernabilidad y Gobernanza - Al 31 de Diciembre 2015
Indicador N° 01 - Tiempo Promedio de Atención de Reclamos comerciales

Fórmula	Sede Central Iquitos		Sede Zonal Yurimaguas		Sede Zonal Requena		Consolidado EPS		
	Datos	Resultado Parcial	Datos	Resultado Parcial	Datos	Resultado Parcial	Datos	Resultado Parcial	
	Plazo Atención Reclamos Comerciales	Σ de Promedios Mensuales año anterior	(18480+17387+14163+11824+16770+20450+16753+17715+17203+12513+15877+13103)/(564+528+462+383+391+462+435+465+457+405+602+496)	34.02	(236+187+128+153+161+163+320+169+137+196+136+101)/(35+33+14+30+23+32+42+35+26+37+27+19)	5.91	(83+128+159+101+68+51+142+196+92+145+238+185)/(10+15+45+21+10+6+66+66+15+28+120+91)	3.22	(18480+17387+14163+11824+16770+20450+16753+17715+17203+12513+15877+13103+236+137+128+153+161+163+320+169+137+196+136+101+83+128+159+101+68+51+142+196+92+145+238+185)/(564+528+462+383+391+462+435+465+457+405+602+496+35+33+14+30+23+32+42+35+26+37+27+19+10+15+45+21+10+66+66+15+28+120+91)

Indicador N° 03

Total Reclamos * 1000 Cnxs	NTR / (NTC/1000)	(564+528+462+383+391+462+435+465+457+405+602+496)/76619	73.74	(35+33+14+30+23+32+42+35+26+37+27+19)/14061	25.10	(10+15+45+21+10+6+66+66+15+28+120+91)/2090	235.89	((564+528+462+383+391+462+435+465+457+405+602+496)+(35+33+14+30+23+32+42+35+26+37+27+19)+(10+15+45+21+10+6+66+66+15+28+120+91))/(76619+14061+2090)	70.02
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Reclamos Totales (Com/Oper)	Ene	Feb	Mar	Abr	May	Jun	Jul	Ago	Set	Oct	Nov	Dic	Total
Iquitos	564	528	462	383	391	462	435	465	457	405		602	5,650
Yurimaguas	35	33	14	30	23	32	42	35	26	37		27	353
Requena	10	15	45	21	10	6	66	66	15	28		120	493

N° Cnxs Totales (Anexo 3)	Ene	Feb	Mar	Abr	May	Jun	Jul	Ago	Set	Oct	Nov	Dic	Total
Iquitos	74,690	74,888	75,154	75,312	75,425	75,638	75,768	75,890	76,096	76,284		76,388	908,152
Yurimaguas	13,639	13,732	13,765	13,777	13,806	13,839	13,879	13,922	13,970	14,015		14,061	166,446
Requena	1,962	1,964	1,964	1,966	1,971	1,976	1,984	1,983	2,032	2,079		2,090	24,060

Res Plazo Atenc Recl:	192,238	34.02	2,087	5.91	1,588	3.22	195,913	30.16
	5,650		353		493		6,496	
Recl * 1000 Cnxs	5,650	73.74	353	25.10	493	235.89	6,496	70.02
	76,619		14,061		2,090		92,770	

