

Reporte PQRS vigencia 2019

PQR POR TIPO IVQ	Oct-19	Nov-19	Dic-19	TOTAL
PETICION	448.715	420.286	421.652	1.290.653
QUEJA	22.368	19.739	19.187	61.294
RECURSO	896	762	756	2.414
TOTAL	471.979	440.787	441.595	1.354.361

PQR POR TIPO IIIQ	Jul-19	Ago-19	Sep-19	TOTAL
PETICION	477.511	439.651	423.394	1.340.556
QUEJA	26.790	25.673	23.207	75.670
RECURSO	1.031	842	774	2.647
TOTAL	505.332	466.166	447.375	1.418.873

PQR POR TIPO IIQ	Abr-19	May-19	Jun-19	TOTAL
PETICION	477.016	509.462	413.428	1.399.906
QUEJA	30.777	33.673	25.884	90.334
RECURSO	1.331	1.431	994	3.756
TOTAL	509.124	544.566	440.306	1.493.996

PQR POR TIPO IQ	Ene-19	Feb-19	Mar-19	TOTAL
PETICION	421.308	445.337	476.381	1.343.026
QUEJA	29.747	30.689	33.710	94.146
RECURSO	1.212	1.237	1.249	3.698
TOTAL	452.267	477.263	511.340	1.440.870