



Ministério da Justiça – MJ
Secretaria Nacional do Consumidor – Senacon
Departamento de Proteção e Defesa do Consumidor – DPDC
Coordenação Geral do Sindec – CG-Sindec

Indicadores Públicos de Defesa do Consumidor - 2013

MA



Brasília/DF, 19 de novembro de 2013.

Indicadores Públicos de Defesa do Consumidor - Sindec													
UF	MA												
Setor	Fornecedor	Atendimentos				Resolutividade CIPs				Resolutividade Reclamações			
		UF		Nacional		UF		Nacional		UF		Nacional	
		Jan a Out		Jan a Out		Jan a Out		Jan a Out		Jan a Out		Jan a Out	
		2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Aviação Civil	Gol/Varig/VRG/Webjet	27	55	2.059	2.321	77,78%	64,71%	68,34%	71,78%	25,00%	10,00%	30,73%	25,28%
	Tam	63	65	2.601	3.040	83,33%	82,61%	54,81%	71,58%	66,67%	42,86%	43,25%	57,99%
	Total Geral do Setor (Acumulado)	90	120	4.660	5.361	81,82%	75,00%	60,54%	71,67%	59,09%	29,17%	38,64%	44,72%
Bancos	Banco do Brasil	503	725	21.167	20.357	86,39%	87,40%	75,13%	78,71%	77,14%	53,27%	50,51%	49,16%
	BMG	260	242	20.028	25.942	84,40%	78,52%	71,12%	67,19%	63,64%	58,82%	66,54%	76,83%
	Bradesco	1.161	1.673	52.724	62.983	90,61%	86,81%	81,10%	85,19%	68,63%	51,85%	60,23%	62,19%
	BV Financeira	158	133	19.515	24.854	88,00%	80,68%	62,18%	76,48%	25,00%	48,28%	56,65%	58,21%
	Caixa Econômica Federal	310	446	16.745	23.680	90,67%	78,67%	71,35%	70,58%	62,96%	48,08%	48,02%	50,86%
	Citibank	401	279	10.785	10.233	90,20%	94,00%	80,54%	80,98%	44,44%	66,67%	57,30%	59,56%
	HSBC	147	209	12.282	11.670	83,72%	78,41%	67,13%	74,61%	69,23%	55,56%	52,19%	49,53%
	Itaú	1.505	1.277	85.368	72.955	89,38%	91,58%	83,97%	83,46%	71,23%	63,33%	67,13%	56,23%
	Santander	261	318	27.812	30.469	86,11%	86,14%	78,20%	81,32%	76,47%	55,26%	60,02%	52,27%
	Total Geral do Setor (Acumulado)	4.706	5.302	266.426	283.143	88,23%	85,61%	77,62%	79,69%	67,84%	54,78%	60,05%	59,30%
Indústria	CCE/Digibras	136	319	7.058	9.471	52,78%	48,95%	44,54%	49,78%	77,08%	87,64%	72,29%	74,33%
	Eletrolux	81	133	4.425	7.160	46,67%	43,10%	52,03%	58,21%	77,42%	82,22%	72,93%	79,35%
	LG	113	138	8.463	8.321	88,42%	86,49%	79,08%	76,52%	75,00%	85,19%	74,05%	67,61%
	Mabe/GE/Dako/Bosch/Continental	47	116	3.823	7.771	89,36%	38,57%	72,71%	50,85%	84,62%	76,32%	77,16%	67,61%
	Motorola	84	95	5.217	7.127	75,00%	42,31%	49,32%	52,90%	69,23%	90,00%	60,09%	71,40%
	Nokia	132	239	5.945	7.679	64,71%	66,67%	70,16%	66,77%	91,18%	72,92%	53,82%	57,65%
	Samsung	300	395	8.610	16.856	94,09%	90,31%	90,09%	84,49%	89,66%	87,23%	75,51%	80,73%
	Sony	81	70	3.288	4.022	77,08%	82,76%	77,17%	58,81%	81,48%	77,78%	67,50%	58,97%
	Whirlpool/Consul/Brastemp	122	254	5.028	7.493	81,71%	60,19%	67,03%	60,90%	61,54%	88,00%	74,43%	74,94%
	Total Geral do Setor (Acumulado)	1.096	1.759	51.857	75.900	79,88%	66,04%	67,63%	64,62%	78,59%	84,21%	70,72%	71,54%
Saúde Suplementar	Amil	3	10	1.727	2.802	0,00%	100,00%	77,30%	71,84%	S/R	S/R	60,00%	47,41%
	Bradesco Saúde	0	0	352	348	S/R	S/R	68,42%	60,40%	S/R	S/R	10,34%	11,43%
	Golden Cross	8	5	442	641	66,67%	100,00%	70,71%	63,87%	S/R	0,00%	54,90%	47,95%
	Hapvida	79	96	666	785	100,00%	90,91%	75,57%	60,00%	100,00%	66,67%	63,33%	64,29%
	Intermedica	8	1	552	423	100,00%	100,00%	87,86%	85,25%	S/R	S/R	52,00%	65,00%
	Sul América Saúde	6	4	919	1.103	S/R	100,00%	74,73%	67,44%	S/R	S/R	37,65%	27,21%
	Unimed	113	287	3.777	3.914	83,33%	71,43%	73,29%	74,09%	60,00%	80,00%	56,37%	51,09%
	Total Geral do Setor (Acumulado)	217	403	8.435	10.016	86,21%	81,54%	75,75%	70,90%	71,43%	70,97%	54,60%	46,81%

Telecom	Claro	770	721	70.809	70.380	81,63%	91,75%	78,61%	83,99%	88,00%	88,68%	73,80%	79,28%
	Embratel	346	250	18.865	18.910	87,76%	96,03%	80,62%	77,89%	63,33%	90,00%	77,35%	81,64%
	GVT	1	2	6.104	18.832	S/R	50,00%	66,49%	59,10%	S/R	100,00%	51,31%	58,50%
	Intelig	0	1	85	67	S/R	S/R	69,57%	75,86%	S/R	S/R	72,73%	58,82%
	Net	29	297	13.204	20.580	100,00%	88,46%	85,65%	87,67%	100,00%	73,68%	69,93%	72,55%
	Oi Celular	2.825	2.439	40.019	64.219	82,28%	81,46%	73,60%	75,39%	90,63%	95,77%	76,66%	76,58%
	Oi Fixo	1.848	2.326	59.627	105.084	82,76%	84,85%	76,68%	80,20%	92,06%	94,71%	77,32%	79,11%
	Sky	380	644	27.114	36.360	87,05%	91,14%	85,01%	87,48%	90,91%	84,38%	87,45%	81,91%
	Telefonica	4	5	10.918	24.003	100,00%	100,00%	88,82%	87,70%	S/R	100,00%	80,65%	72,52%
	Tim	275	702	26.595	35.771	86,30%	85,08%	76,59%	83,19%	60,00%	57,50%	64,96%	70,48%
	Vivo	159	303	26.619	36.135	92,86%	90,77%	87,98%	85,33%	100,00%	100,00%	84,05%	78,16%
	Total Geral do Setor (Acumulado)	6.637	7.690	299.959	430.341	84,69%	85,39%	80,41%	81,84%	86,69%	90,87%	75,49%	76,76%
Varejo	B2W	233	200	10.981	9.643	90,81%	92,26%	84,74%	86,12%	60,94%	71,70%	64,84%	61,76%
	Carrefour	5	2	5.818	4.490	100,00%	100,00%	71,70%	65,26%	50,00%	0,00%	51,67%	54,53%
	Casas Bahia	0	0	9.951	8.708	S/R	S/R	83,37%	85,04%	S/R	S/R	76,15%	73,38%
	City Lar	174	189	2.476	2.303	80,65%	84,48%	75,82%	76,32%	96,67%	85,71%	88,58%	85,54%
	Compra Fácil	35	48	3.367	3.784	91,30%	96,88%	86,37%	83,81%	88,89%	100,00%	90,09%	86,32%
	Eleto Shopping	0	0	2.637	3.549	S/R	S/R	74,64%	68,05%	S/R	S/R	60,95%	71,25%
	Groupon	17	12	5.790	2.253	100,00%	100,00%	73,50%	90,34%	25,00%	100,00%	51,11%	66,72%
	Lojas Americanas	43	74	2.942	4.053	81,48%	100,00%	72,85%	74,74%	72,73%	85,71%	65,90%	71,22%
	Lojas Insinuante	199	175	4.762	5.271	56,10%	80,39%	73,95%	80,09%	70,13%	80,77%	51,12%	63,16%
	Magazine Luiza	7	13	9.018	11.330	75,00%	85,71%	75,12%	78,10%	0,00%	66,67%	64,78%	66,65%
	Nova Ponto Com	1	27	2.745	6.634	S/R	80,00%	83,50%	83,94%	S/R	100,00%	67,84%	68,53%
	Novo Mundo	4	3	5.077	5.654	100,00%	75,00%	77,61%	71,41%	S/R	S/R	94,21%	86,33%
	Pão de Açúcar	0	1	3.236	3.570	100,00%	S/R	58,85%	75,15%	S/R	S/R	63,44%	70,33%
	Ponto Frio	19	25	11.960	16.647	100,00%	83,33%	80,42%	82,58%	100,00%	100,00%	78,39%	74,72%
	Ricardo Eletro	21	12	13.625	13.220	64,71%	66,67%	68,13%	72,66%	83,33%	50,00%	62,51%	58,55%
	Walmart	32	60	5.043	7.276	83,33%	82,14%	80,46%	71,43%	50,00%	45,45%	60,54%	64,89%
	Total Geral do Setor (Acumulado)	790	841	99.428	108.385	83,83%	88,28%	77,70%	79,46%	70,81%	76,67%	66,86%	68,02%
Total Geral dos Fornecedores Monitorados		13.536	16.115	730.765	913.146	84,76%	82,84%	77,44%	78,92%	76,72%	77,33%	67,48%	68,40%
Demais Fornecedores (Não Monitorados)		11.735	11.857	582.550	791.235	82,29%	81,13%	71,02%	70,49%	61,52%	40,18%	61,69%	60,00%
Total Geral do Sindec (Fornecedores Monitorados e Não Monitorados)		25.271	27.972	1.313.315	1.704.381	83,47%	82,07%	74,47%	75,08%	68,58%	53,02%	64,50%	63,75%

Legenda: S/R - Sem Registro

Indicadores Públicos de Defesa do Consumidor - Sindec													
Procon	Procon Estadual do Maranhão												
Setor	Fornecedor	Atendimentos				Resolutividade CIPs				Resolutividade Reclamações			
		Procon		Nacional		Procon		Nacional		Procon		Nacional	
		Jan a Out		Jan a Out		Jan a Out		Jan a Out		Jan a Out		Jan a Out	
		2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Aviação Civil	Gol/Varig/VRG/Webjet	27	55	2.059	2.321	77,78%	64,71%	68,34%	71,78%	25,00%	10,00%	30,73%	25,28%
	Tam	63	65	2.601	3.040	83,33%	82,61%	54,81%	71,58%	66,67%	42,86%	43,25%	57,99%
	Total Geral do Setor (Acumulado)	90	120	4.660	5.361	81,82%	75,00%	60,54%	71,67%	59,09%	29,17%	38,64%	44,72%
Bancos	Banco do Brasil	503	697	21.167	20.357	86,39%	87,35%	75,13%	78,71%	77,14%	53,40%	50,51%	49,16%
	BMG	260	224	20.028	25.942	84,40%	78,20%	71,12%	67,19%	63,64%	63,33%	66,54%	76,83%
	Bradesco	1.161	1.612	52.724	62.983	90,61%	86,74%	81,10%	85,19%	68,63%	51,90%	60,23%	62,19%
	BV Financeira	158	131	19.515	24.854	88,00%	80,46%	62,18%	76,48%	25,00%	48,28%	56,65%	58,21%
	Caixa Econômica Federal	310	444	16.745	23.680	90,67%	78,67%	71,35%	70,58%	62,96%	47,06%	48,02%	50,86%
	Citibank	401	275	10.785	10.233	90,20%	94,00%	80,54%	80,98%	44,44%	66,67%	57,30%	59,56%
	HSBC	147	199	12.282	11.670	83,72%	78,41%	67,13%	74,61%	69,23%	53,85%	52,19%	49,53%
	Itaú	1.505	1.254	85.368	72.955	89,38%	91,58%	83,97%	83,46%	71,23%	64,29%	67,13%	56,23%
	Santander	261	315	27.812	30.469	86,11%	86,14%	78,20%	81,32%	76,47%	56,76%	60,02%	52,27%
	Total Geral do Setor (Acumulado)	4.706	5.151	266.426	283.143	88,23%	85,55%	77,62%	79,69%	67,84%	55,33%	60,05%	59,30%
Indústria	CCE/Digibras	136	309	7.058	9.471	52,78%	48,92%	44,54%	49,78%	77,08%	89,16%	72,29%	74,33%
	Eletrolux	81	128	4.425	7.160	46,67%	43,10%	52,03%	58,21%	77,42%	80,49%	72,93%	79,35%
	LG	113	109	8.463	8.321	88,42%	87,69%	79,08%	76,52%	75,00%	91,67%	74,05%	67,61%
	Mabe/GE/Dako/Bosch/Continental	47	115	3.823	7.771	89,36%	38,57%	72,71%	50,85%	84,62%	76,32%	77,16%	67,61%
	Motorola	84	88	5.217	7.127	75,00%	42,86%	49,32%	52,90%	69,23%	89,47%	60,09%	71,40%
	Nokia	132	204	5.945	7.679	64,71%	68,60%	70,16%	66,77%	91,18%	84,38%	53,82%	57,65%
	Samsung	300	370	8.610	16.856	94,09%	91,44%	90,09%	84,49%	89,66%	86,96%	75,51%	80,73%
	Sony	81	58	3.288	4.022	77,08%	85,19%	77,17%	58,81%	81,48%	80,00%	67,50%	58,97%
	Whirlpool/Consul/Brastemp	122	245	5.028	7.493	81,71%	60,75%	67,03%	60,90%	61,54%	89,86%	74,43%	74,94%
	Total Geral do Setor (Acumulado)	1.096	1.626	51.857	75.900	79,88%	66,59%	67,63%	64,62%	78,59%	86,44%	70,72%	71,54%
Saúde Suplementar	Amil	3	10	1.727	2.802	0,00%	100,00%	77,30%	71,84%	S/R	S/R	60,00%	47,41%
	Bradesco Saúde	0	0	352	348	S/R	S/R	68,42%	60,40%	S/R	S/R	10,34%	11,43%
	Golden Cross	8	5	442	641	66,67%	100,00%	70,71%	63,87%	S/R	0,00%	54,90%	47,95%
	Hapvida	79	96	666	785	100,00%	90,91%	75,57%	60,00%	100,00%	66,67%	63,33%	64,29%
	Intermedica	8	1	552	423	100,00%	100,00%	87,86%	85,25%	S/R	S/R	52,00%	65,00%
	Sul América Saúde	6	2	919	1.103	S/R	100,00%	74,73%	67,44%	S/R	S/R	37,65%	27,21%
	Unimed	113	283	3.777	3.914	83,33%	71,43%	73,29%	74,09%	60,00%	80,00%	56,37%	51,09%
	Total Geral do Setor (Acumulado)	217	397	8.435	10.016	86,21%	81,54%	75,75%	70,90%	71,43%	70,97%	54,60%	46,81%

Telecom	Claro	770	659	70.809	70.380	81,63%	92,05%	78,61%	83,99%	88,00%	89,80%	73,80%	79,28%
	Embratel	346	238	18.865	18.910	87,76%	96,03%	80,62%	77,89%	63,33%	90,00%	77,35%	81,64%
	GVT	1	2	6.104	18.832	S/R	50,00%	66,49%	59,10%	S/R	100,00%	51,31%	58,50%
	Intelig	0	1	85	67	S/R	S/R	69,57%	75,86%	S/R	S/R	72,73%	58,82%
	Net	29	297	13.204	20.580	100,00%	88,46%	85,65%	87,67%	100,00%	73,68%	69,93%	72,55%
	Oi Celular	2.825	2.315	40.019	64.219	82,28%	81,60%	73,60%	75,39%	90,63%	95,69%	76,66%	76,58%
	Oi Fixo	1.848	2.150	59.627	105.084	82,76%	84,89%	76,68%	80,20%	92,06%	94,42%	77,32%	79,11%
	Sky	380	611	27.114	36.360	87,05%	91,06%	85,01%	87,48%	90,91%	83,33%	87,45%	81,91%
	Telefonica	4	2	10.918	24.003	100,00%	100,00%	88,82%	87,70%	S/R	S/R	80,65%	72,52%
	Tim	275	589	26.595	35.771	86,30%	85,14%	76,59%	83,19%	60,00%	62,16%	64,96%	70,48%
	Vivo	159	221	26.619	36.135	92,86%	90,63%	87,98%	85,33%	100,00%	100,00%	84,05%	78,16%
	Total Geral do Setor (Acumulado)	6.637	7.085	299.959	430.341	84,69%	85,49%	80,41%	81,84%	86,69%	91,21%	75,49%	76,76%
Varejo	B2W	233	192	10.981	9.643	90,81%	92,86%	84,74%	86,12%	60,94%	72,00%	64,84%	61,76%
	Carrefour	5	2	5.818	4.490	100,00%	100,00%	71,70%	65,26%	50,00%	0,00%	51,67%	54,53%
	Casas Bahia	0	0	9.951	8.708	S/R	S/R	83,37%	85,04%	S/R	S/R	76,15%	73,38%
	City Lar	174	180	2.476	2.303	80,65%	84,48%	75,82%	76,32%	96,67%	87,50%	88,58%	85,54%
	Compra Fácil	35	40	3.367	3.784	91,30%	96,88%	86,37%	83,81%	88,89%	100,00%	90,09%	86,32%
	Eleto Shopping	0	0	2.637	3.549	S/R	S/R	74,64%	68,05%	S/R	S/R	60,95%	71,25%
	Groupon	17	12	5.790	2.253	100,00%	100,00%	73,50%	90,34%	25,00%	100,00%	51,11%	66,72%
	Lojas Americanas	43	74	2.942	4.053	81,48%	100,00%	72,85%	74,74%	72,73%	85,71%	65,90%	71,22%
	Lojas Insinuante	199	175	4.762	5.271	56,10%	80,39%	73,95%	80,09%	70,13%	80,77%	51,12%	63,16%
	Magazine Luiza	7	13	9.018	11.330	75,00%	85,71%	75,12%	78,10%	0,00%	66,67%	64,78%	66,65%
	Nova Ponto Com	1	21	2.745	6.634	S/R	75,00%	83,50%	83,94%	S/R	100,00%	67,84%	68,53%
	Novo Mundo	4	3	5.077	5.654	100,00%	75,00%	77,61%	71,41%	S/R	S/R	94,21%	86,33%
	Pão de Açúcar	0	1	3.236	3.570	100,00%	S/R	58,85%	75,15%	S/R	S/R	63,44%	70,33%
	Ponto Frio	19	25	11.960	16.647	100,00%	83,33%	80,42%	82,58%	100,00%	100,00%	78,39%	74,72%
	Ricardo Eletro	21	11	13.625	13.220	64,71%	60,00%	68,13%	72,66%	83,33%	50,00%	62,51%	58,55%
	Walmart	32	60	5.043	7.276	83,33%	82,14%	80,46%	71,43%	50,00%	45,45%	60,54%	64,89%
	Total Geral do Setor (Acumulado)	790	809	99.428	108.385	83,83%	88,41%	77,70%	79,46%	70,81%	76,60%	66,86%	68,02%
Total Geral dos Fornecedores Monitorados		13.536	15.188	730.765	913.146	84,76%	83,02%	77,44%	78,92%	76,72%	77,88%	67,48%	68,40%
Demais Fornecedores (Não Monitorados)		11.735	10.971	582.550	791.235	82,29%	81,18%	71,02%	70,49%	61,52%	37,75%	61,69%	60,00%
Total Geral do Sindec (Fornecedores Monitorados e Não Monitorados)		25.271	26.159	1.313.315	1.704.381	83,47%	82,19%	74,47%	75,08%	68,58%	51,72%	64,50%	63,75%

Legenda: S/R - Sem Registro

Indicadores Públicos de Defesa do Consumidor - Sindec													
Procon	Procon Municipal de Imperatriz												
Setor	Fornecedor	Atendimentos				Resolutividade CIPs				Resolutividade Reclamações			
		Procon		Nacional		Procon		Nacional		Procon		Nacional	
		Jan a Out		Jan a Out		Jan a Out		Jan a Out		Jan a Out		Jan a Out	
		2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Aviação Civil	Gol/Varig/VRG/Webjet	0	0	2.059	2.321	S/R	S/R	68,34%	71,78%	S/R	S/R	30,73%	25,28%
	Tam	0	0	2.601	3.040	S/R	S/R	54,81%	71,58%	S/R	S/R	43,25%	57,99%
	Total Geral do Setor (Acumulado)	0	0	4.660	5.361	S/R	S/R	60,54%	71,67%	S/R	S/R	38,64%	44,72%
Bancos	Banco do Brasil	0	26	21.167	20.357	S/R	S/R	75,13%	78,71%	S/R	50,00%	50,51%	49,16%
	BMG	0	14	20.028	25.942	S/R	S/R	71,12%	67,19%	S/R	25,00%	66,54%	76,83%
	Bradesco	0	48	52.724	62.983	S/R	100,00%	81,10%	85,19%	S/R	50,00%	60,23%	62,19%
	BV Financeira	0	1	19.515	24.854	S/R	100,00%	62,18%	76,48%	S/R	S/R	56,65%	58,21%
	Caixa Econômica Federal	0	1	16.745	23.680	S/R	S/R	71,35%	70,58%	S/R	100,00%	48,02%	50,86%
	Citibank	0	2	10.785	10.233	S/R	S/R	80,54%	80,98%	S/R	S/R	57,30%	59,56%
	HSBC	0	10	12.282	11.670	S/R	S/R	67,13%	74,61%	S/R	100,00%	52,19%	49,53%
	Itaú	0	21	85.368	72.955	S/R	S/R	83,97%	83,46%	S/R	50,00%	67,13%	56,23%
	Santander	0	3	27.812	30.469	S/R	S/R	78,20%	81,32%	S/R	0,00%	60,02%	52,27%
	Total Geral do Setor (Acumulado)	0	126	266.426	283.143	S/R	100,00%	77,62%	79,69%	S/R	42,86%	60,05%	59,30%
Indústria	CCE/Digibras	0	8	7.058	9.471	S/R	S/R	44,54%	49,78%	S/R	66,67%	72,29%	74,33%
	Eletrolux	0	5	4.425	7.160	S/R	S/R	52,03%	58,21%	S/R	100,00%	72,93%	79,35%
	LG	0	23	8.463	8.321	S/R	66,67%	79,08%	76,52%	S/R	33,33%	74,05%	67,61%
	Mabe/GE/Dako/Bosch/Continental	0	1	3.823	7.771	S/R	S/R	72,71%	50,85%	S/R	S/R	77,16%	67,61%
	Motorola	0	3	5.217	7.127	S/R	S/R	49,32%	52,90%	S/R	100,00%	60,09%	71,40%
	Nokia	0	29	5.945	7.679	S/R	S/R	70,16%	66,77%	S/R	46,67%	53,82%	57,65%
	Samsung	0	23	8.610	16.856	S/R	33,33%	90,09%	84,49%	S/R	100,00%	75,51%	80,73%
	Sony	0	10	3.288	4.022	S/R	S/R	77,17%	58,81%	S/R	75,00%	67,50%	58,97%
	Whirlpool/Consul/Brastemp	0	8	5.028	7.493	S/R	S/R	67,03%	60,90%	S/R	66,67%	74,43%	74,94%
	Total Geral do Setor (Acumulado)	0	110	51.857	75.900	S/R	50,00%	67,63%	64,62%	S/R	63,41%	70,72%	71,54%
Saúde Suplementar	Amil	0	0	1.727	2.802	S/R	S/R	77,30%	71,84%	S/R	S/R	60,00%	47,41%
	Bradesco Saúde	0	0	352	348	S/R	S/R	68,42%	60,40%	S/R	S/R	10,34%	11,43%
	Golden Cross	0	0	442	641	S/R	S/R	70,71%	63,87%	S/R	S/R	54,90%	47,95%
	Hapvida	0	0	666	785	S/R	S/R	75,57%	60,00%	S/R	S/R	63,33%	64,29%
	Intermedica	0	0	552	423	S/R	S/R	87,86%	85,25%	S/R	S/R	52,00%	65,00%
	Sul América Saúde	0	2	919	1.103	S/R	S/R	74,73%	67,44%	S/R	S/R	37,65%	27,21%
	Unimed	0	4	3.777	3.914	S/R	S/R	73,29%	74,09%	S/R	S/R	56,37%	51,09%
	Total Geral do Setor (Acumulado)	0	6	8.435	10.016	S/R	S/R	75,75%	70,90%	S/R	S/R	54,60%	46,81%

Telecom	Claro	0	60	70.809	70.380	S/R	0,00%	78,61%	83,99%	S/R	75,00%	73,80%	79,28%
	Embratel	0	1	18.865	18.910	S/R	S/R	80,62%	77,89%	S/R	S/R	77,35%	81,64%
	GVT	0	0	6.104	18.832	S/R	S/R	66,49%	59,10%	S/R	S/R	51,31%	58,50%
	Intelig	0	0	85	67	S/R	S/R	69,57%	75,86%	S/R	S/R	72,73%	58,82%
	Net	0	0	13.204	20.580	S/R	S/R	85,65%	87,67%	S/R	S/R	69,93%	72,55%
	Oi Celular	0	112	40.019	64.219	S/R	63,64%	73,60%	75,39%	S/R	100,00%	76,66%	76,58%
	Oi Fixo	0	132	59.627	105.084	S/R	83,33%	76,68%	80,20%	S/R	100,00%	77,32%	79,11%
	Sky	0	29	27.114	36.360	S/R	S/R	85,01%	87,48%	S/R	87,50%	87,45%	81,91%
	Telefonica	0	2	10.918	24.003	S/R	S/R	88,82%	87,70%	S/R	100,00%	80,65%	72,52%
	Tim	0	69	26.595	35.771	S/R	80,00%	76,59%	83,19%	S/R	0,00%	64,96%	70,48%
	Vivo	0	80	26.619	36.135	S/R	100,00%	87,98%	85,33%	S/R	100,00%	84,05%	78,16%
	Total Geral do Setor (Acumulado)	0	485	299.959	430.341	S/R	73,33%	80,41%	81,84%	S/R	85,71%	75,49%	76,76%
Varejo	B2W	0	7	10.981	9.643	S/R	0,00%	84,74%	86,12%	S/R	66,67%	64,84%	61,76%
	Carrefour	0	0	5.818	4.490	S/R	S/R	71,70%	65,26%	S/R	S/R	51,67%	54,53%
	Casas Bahia	0	0	9.951	8.708	S/R	S/R	83,37%	85,04%	S/R	S/R	76,15%	73,38%
	City Lar	0	9	2.476	2.303	S/R	S/R	75,82%	76,32%	S/R	75,00%	88,58%	85,54%
	Compra Fácil	0	8	3.367	3.784	S/R	S/R	86,37%	83,81%	S/R	100,00%	90,09%	86,32%
	Eleto Shopping	0	0	2.637	3.549	S/R	S/R	74,64%	68,05%	S/R	S/R	60,95%	71,25%
	Groupon	0	0	5.790	2.253	S/R	S/R	73,50%	90,34%	S/R	S/R	51,11%	66,72%
	Lojas Americanas	0	0	2.942	4.053	S/R	S/R	72,85%	74,74%	S/R	S/R	65,90%	71,22%
	Lojas Insinuante	0	0	4.762	5.271	S/R	S/R	73,95%	80,09%	S/R	S/R	51,12%	63,16%
	Magazine Luiza	0	0	9.018	11.330	S/R	S/R	75,12%	78,10%	S/R	S/R	64,78%	66,65%
	Nova Ponto Com	0	4	2.745	6.634	S/R	S/R	83,50%	83,94%	S/R	100,00%	67,84%	68,53%
	Novo Mundo	0	0	5.077	5.654	S/R	S/R	77,61%	71,41%	S/R	S/R	94,21%	86,33%
	Pão de Açúcar	0	0	3.236	3.570	S/R	S/R	58,85%	75,15%	S/R	S/R	63,44%	70,33%
	Ponto Frio	0	0	11.960	16.647	S/R	S/R	80,42%	82,58%	S/R	S/R	78,39%	74,72%
	Ricardo Eletro	0	0	13.625	13.220	S/R	S/R	68,13%	72,66%	S/R	S/R	62,51%	58,55%
	Walmart	0	0	5.043	7.276	S/R	S/R	80,46%	71,43%	S/R	S/R	60,54%	64,89%
	Total Geral do Setor (Acumulado)	0	28	99.428	108.385	S/R	0,00%	77,70%	79,46%	S/R	77,78%	66,86%	68,02%
Total Geral dos Fornecedores Monitorados		0	755	730.765	913.146	S/R	69,23%	77,44%	78,92%	S/R	69,03%	67,48%	68,40%
Demais Fornecedores (Não Monitorados)		0	771	582.550	791.235	S/R	62,50%	71,02%	70,49%	S/R	71,19%	61,69%	60,00%
Total Geral do Sindec (Fornecedores Monitorados e Não Monitorados)		0	1.526	1.313.315	1.704.381	S/R	67,27%	74,47%	75,08%	S/R	70,51%	64,50%	63,75%

Legenda: S/R - Sem Registro

Indicadores Públicos de Defesa do Consumidor - Sindec													
Procon	Procon Municipal de Pedreiras												
Setor	Fornecedor	Atendimentos				Resolutividade CIPs				Resolutividade Reclamações			
		Procon		Nacional		Procon		Nacional		Procon		Nacional	
		Jan a Out		Jan a Out		Jan a Out		Jan a Out		Jan a Out		Jan a Out	
		2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Aviação Civil	Gol/Varig/VRG/Webjet	0	0	2.059	2.321	S/R	S/R	68,34%	71,78%	S/R	S/R	30,73%	25,28%
	Tam	0	0	2.601	3.040	S/R	S/R	54,81%	71,58%	S/R	S/R	43,25%	57,99%
	Total Geral do Setor (Acumulado)	0	0	4.660	5.361	S/R	S/R	60,54%	71,67%	S/R	S/R	38,64%	44,72%
Bancos	Banco do Brasil	0	2	21.167	20.357	S/R	100,00%	75,13%	78,71%	S/R	S/R	50,51%	49,16%
	BMG	0	4	20.028	25.942	S/R	100,00%	71,12%	67,19%	S/R	S/R	66,54%	76,83%
	Bradesco	0	13	52.724	62.983	S/R	100,00%	81,10%	85,19%	S/R	S/R	60,23%	62,19%
	BV Financeira	0	1	19.515	24.854	S/R	S/R	62,18%	76,48%	S/R	S/R	56,65%	58,21%
	Caixa Econômica Federal	0	1	16.745	23.680	S/R	S/R	71,35%	70,58%	S/R	S/R	48,02%	50,86%
	Citibank	0	2	10.785	10.233	S/R	S/R	80,54%	80,98%	S/R	S/R	57,30%	59,56%
	HSBC	0	0	12.282	11.670	S/R	S/R	67,13%	74,61%	S/R	S/R	52,19%	49,53%
	Itaú	0	2	85.368	72.955	S/R	S/R	83,97%	83,46%	S/R	S/R	67,13%	56,23%
	Santander	0	0	27.812	30.469	S/R	S/R	78,20%	81,32%	S/R	S/R	60,02%	52,27%
	Total Geral do Setor (Acumulado)	0	25	266.426	283.143	S/R	100,00%	77,62%	79,69%	S/R	S/R	60,05%	59,30%
Indústria	CCE/Digibras	0	2	7.058	9.471	S/R	50,00%	44,54%	49,78%	S/R	S/R	72,29%	74,33%
	Eletrolux	0	0	4.425	7.160	S/R	S/R	52,03%	58,21%	S/R	S/R	72,93%	79,35%
	LG	0	6	8.463	8.321	S/R	83,33%	79,08%	76,52%	S/R	S/R	74,05%	67,61%
	Mabe/GE/Dako/Bosch/Continental	0	0	3.823	7.771	S/R	S/R	72,71%	50,85%	S/R	S/R	77,16%	67,61%
	Motorola	0	4	5.217	7.127	S/R	33,33%	49,32%	52,90%	S/R	S/R	60,09%	71,40%
	Nokia	0	6	5.945	7.679	S/R	25,00%	70,16%	66,77%	S/R	100,00%	53,82%	57,65%
	Samsung	0	2	8.610	16.856	S/R	50,00%	90,09%	84,49%	S/R	S/R	75,51%	80,73%
	Sony	0	2	3.288	4.022	S/R	50,00%	77,17%	58,81%	S/R	S/R	67,50%	58,97%
	Whirlpool/Consul/Brastemp	0	1	5.028	7.493	S/R	0,00%	67,03%	60,90%	S/R	S/R	74,43%	74,94%
	Total Geral do Setor (Acumulado)	0	23	51.857	75.900	S/R	50,00%	67,63%	64,62%	S/R	100,00%	70,72%	71,54%
Saúde Suplementar	Amil	0	0	1.727	2.802	S/R	S/R	77,30%	71,84%	S/R	S/R	60,00%	47,41%
	Bradesco Saúde	0	0	352	348	S/R	S/R	68,42%	60,40%	S/R	S/R	10,34%	11,43%
	Golden Cross	0	0	442	641	S/R	S/R	70,71%	63,87%	S/R	S/R	54,90%	47,95%
	Hapvida	0	0	666	785	S/R	S/R	75,57%	60,00%	S/R	S/R	63,33%	64,29%
	Intermedica	0	0	552	423	S/R	S/R	87,86%	85,25%	S/R	S/R	52,00%	65,00%
	Sul América Saúde	0	0	919	1.103	S/R	S/R	74,73%	67,44%	S/R	S/R	37,65%	27,21%
	Unimed	0	0	3.777	3.914	S/R	S/R	73,29%	74,09%	S/R	S/R	56,37%	51,09%
	Total Geral do Setor (Acumulado)	0	0	8.435	10.016	S/R	S/R	75,75%	70,90%	S/R	S/R	54,60%	46,81%

Telecom	Claro	0	2	70.809	70.380	S/R	S/R	78,61%	83,99%	S/R	S/R	73,80%	79,28%
	Embratel	0	11	18.865	18.910	S/R	S/R	80,62%	77,89%	S/R	S/R	77,35%	81,64%
	GVT	0	0	6.104	18.832	S/R	S/R	66,49%	59,10%	S/R	S/R	51,31%	58,50%
	Intelig	0	0	85	67	S/R	S/R	69,57%	75,86%	S/R	S/R	72,73%	58,82%
	Net	0	0	13.204	20.580	S/R	S/R	85,65%	87,67%	S/R	S/R	69,93%	72,55%
	Oi Celular	0	12	40.019	64.219	S/R	100,00%	73,60%	75,39%	S/R	S/R	76,66%	76,58%
	Oi Fixo	0	44	59.627	105.084	S/R	80,00%	76,68%	80,20%	S/R	S/R	77,32%	79,11%
	Sky	0	4	27.114	36.360	S/R	100,00%	85,01%	87,48%	S/R	S/R	87,45%	81,91%
	Telefonica	0	1	10.918	24.003	S/R	S/R	88,82%	87,70%	S/R	S/R	80,65%	72,52%
	Tim	0	44	26.595	35.771	S/R	100,00%	76,59%	83,19%	S/R	S/R	64,96%	70,48%
	Vivo	0	2	26.619	36.135	S/R	S/R	87,98%	85,33%	S/R	S/R	84,05%	78,16%
	Total Geral do Setor (Acumulado)	0	120	299.959	430.341	S/R	90,00%	80,41%	81,84%	S/R	S/R	75,49%	76,76%
Varejo	B2W	0	1	10.981	9.643	S/R	S/R	84,74%	86,12%	S/R	S/R	64,84%	61,76%
	Carrefour	0	0	5.818	4.490	S/R	S/R	71,70%	65,26%	S/R	S/R	51,67%	54,53%
	Casas Bahia	0	0	9.951	8.708	S/R	S/R	83,37%	85,04%	S/R	S/R	76,15%	73,38%
	City Lar	0	0	2.476	2.303	S/R	S/R	75,82%	76,32%	S/R	S/R	88,58%	85,54%
	Compra Fácil	0	0	3.367	3.784	S/R	S/R	86,37%	83,81%	S/R	S/R	90,09%	86,32%
	Eleto Shopping	0	0	2.637	3.549	S/R	S/R	74,64%	68,05%	S/R	S/R	60,95%	71,25%
	Groupon	0	0	5.790	2.253	S/R	S/R	73,50%	90,34%	S/R	S/R	51,11%	66,72%
	Lojas Americanas	0	0	2.942	4.053	S/R	S/R	72,85%	74,74%	S/R	S/R	65,90%	71,22%
	Lojas Insinuante	0	0	4.762	5.271	S/R	S/R	73,95%	80,09%	S/R	S/R	51,12%	63,16%
	Magazine Luiza	0	0	9.018	11.330	S/R	S/R	75,12%	78,10%	S/R	S/R	64,78%	66,65%
	Nova Ponto Com	0	2	2.745	6.634	S/R	100,00%	83,50%	83,94%	S/R	S/R	67,84%	68,53%
	Novo Mundo	0	0	5.077	5.654	S/R	S/R	77,61%	71,41%	S/R	S/R	94,21%	86,33%
	Pão de Açúcar	0	0	3.236	3.570	S/R	S/R	58,85%	75,15%	S/R	S/R	63,44%	70,33%
	Ponto Frio	0	0	11.960	16.647	S/R	S/R	80,42%	82,58%	S/R	S/R	78,39%	74,72%
	Ricardo Eletro	0	1	13.625	13.220	S/R	100,00%	68,13%	72,66%	S/R	S/R	62,51%	58,55%
	Walmart	0	0	5.043	7.276	S/R	S/R	80,46%	71,43%	S/R	S/R	60,54%	64,89%
	Total Geral do Setor (Acumulado)	0	4	99.428	108.385	S/R	100,00%	77,70%	79,46%	S/R	S/R	66,86%	68,02%
Total Geral dos Fornecedores Monitorados		0	172	730.765	913.146	S/R	69,23%	77,44%	78,92%	S/R	100,00%	67,48%	68,40%
Demais Fornecedores (Não Monitorados)		0	115	582.550	791.235	S/R	81,82%	71,02%	70,49%	S/R	40,00%	61,69%	60,00%
Total Geral do Sindec (Fornecedores Monitorados e Não Monitorados)		0	287	1.313.315	1.704.381	S/R	77,59%	74,47%	75,08%	S/R	50,00%	64,50%	63,75%

Legenda: S/R - Sem Registro