



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, 28 de dezembro 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 Dez		Jan a Dez		Jan a Dez		Jan a Dez		Jan a Dez		Jan a Dez	
		2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Aviação Civil	Gol/Varig/VRG/Webjet	30	71	2.489	2.915	80,00%	68,18%	72,62%	73,67%	33,33%	7,69%	29,47%	26,05%
	Tam	76	78	3.114	3.700	82,76%	88,57%	58,32%	72,74%	52,00%	47,37%	40,10%	59,20%
	Total Geral do Setor (Acumulado)	106	149	5.603	6.615	82,05%	80,70%	64,51%	73,14%	48,39%	31,25%	36,14%	45,23%
Bancos	Banco do Brasil	608	839	25.006	24.059	85,95%	90,12%	78,14%	79,64%	66,13%	55,93%	47,87%	49,05%
	BMG	297	281	23.517	30.032	82,52%	79,74%	73,30%	68,04%	69,44%	61,25%	64,27%	76,51%
	Bradesco	1.400	2.033	63.323	76.926	91,48%	89,15%	83,69%	84,77%	63,89%	54,05%	57,76%	62,13%
	BV Financeira	183	160	23.275	29.443	86,30%	80,70%	65,34%	77,39%	30,77%	42,86%	53,13%	57,27%
	Caixa Econômica Federal	360	551	20.054	28.803	86,14%	83,63%	74,02%	71,45%	57,14%	55,07%	46,17%	50,13%
	Citibank	470	328	12.701	12.149	90,32%	93,55%	83,38%	81,13%	57,14%	66,67%	54,89%	58,14%
	HSBC	206	258	14.566	13.999	80,65%	83,18%	70,38%	75,01%	54,55%	55,56%	48,31%	50,98%
	Itaú	1.711	1.488	99.380	86.333	87,75%	91,35%	85,67%	83,43%	65,00%	58,33%	62,63%	54,06%
	Santander	302	369	33.603	36.146	86,17%	88,70%	80,14%	81,51%	71,43%	48,94%	55,36%	52,32%
	Total Geral do Setor (Acumulado)	5.537	6.307	315.425	337.890	87,19%	87,77%	79,96%	79,95%	62,98%	55,20%	56,67%	58,62%
Indústria	CCE/Digibras/Lenovo	161	409	8.331	13.071	55,84%	53,23%	48,19%	50,34%	78,70%	83,44%	69,23%	74,98%
	Eletrolux	91	154	5.309	8.498	44,44%	48,72%	55,50%	59,61%	82,50%	80,95%	67,59%	78,60%
	LG	128	159	9.605	9.648	89,32%	88,37%	81,15%	76,83%	79,25%	84,85%	69,65%	67,38%
	Mabe/GE/Dako/Bosch/Continental	51	135	4.497	9.413	87,76%	40,00%	73,84%	51,07%	86,67%	76,79%	71,86%	68,20%
	Motorola	101	105	6.256	8.099	74,51%	46,88%	52,04%	54,28%	77,78%	89,36%	56,60%	73,35%
	Nokia	150	284	7.005	8.956	66,15%	71,90%	72,63%	68,28%	91,67%	77,05%	51,81%	58,48%
	Samsung	358	539	10.316	21.461	93,15%	91,26%	90,52%	84,28%	92,50%	89,47%	72,41%	80,79%
	Sony	84	90	3.776	4.835	79,25%	83,33%	78,17%	60,49%	69,70%	60,00%	62,20%	60,60%
	Whirlpool/Consul/Brastemp	137	282	6.084	9.039	80,85%	66,90%	69,30%	62,41%	57,14%	85,26%	67,08%	75,13%
	Total Geral do Setor (Acumulado)	1.261	2.157	61.179	93.020	80,41%	68,97%	70,10%	65,26%	79,74%	82,71%	66,49%	72,16%
Saúde Suplementar	Amil	3	12	2.167	3.252	0,00%	83,33%	77,43%	72,57%	100,00%	100,00%	51,35%	48,25%
	Bradesco Saúde	10	33	426	441	100,00%	72,73%	71,54%	61,80%	100,00%	16,67%	7,55%	11,49%
	Golden Cross	9	5	504	744	60,00%	100,00%	73,89%	67,45%	100,00%	0,00%	43,84%	48,84%
	Hapvida	87	107	771	891	85,71%	88,89%	81,08%	59,60%	80,00%	69,23%	61,49%	65,78%
	Intermedica	8	1	612	493	100,00%	100,00%	89,03%	90,05%	S/R	S/R	43,75%	57,69%
	Sul América Saúde	6	5	1.084	1.295	100,00%	100,00%	76,44%	69,93%	S/R	S/R	33,86%	28,03%
	Unimed	137	344	4.359	4.748	90,00%	71,70%	75,47%	74,66%	60,00%	76,74%	52,67%	52,00%
	Total Geral do Setor (Acumulado)	260	507	9.923	11.864	84,91%	78,85%	77,39%	72,11%	72,22%	67,69%	48,83%	47,78%

Telecom	Claro	893	826	83.534	81.675	83,70%	90,96%	80,73%	84,54%	87,65%	88,89%	70,92%	79,69%
	Embratel	385	311	21.762	23.411	87,39%	89,54%	82,79%	76,76%	68,42%	88,00%	71,23%	82,31%
	GVT	1	2	7.811	21.745	S/R	50,00%	69,38%	62,36%	S/R	100,00%	48,63%	58,24%
	Intelig	0	1	99	79	S/R	S/R	72,41%	81,58%	S/R	S/R	52,94%	58,82%
	Net	44	368	16.259	26.088	92,31%	87,95%	87,28%	88,41%	100,00%	77,42%	64,44%	71,89%
	Oi Celular	3.288	2.818	49.521	74.321	81,95%	80,09%	77,94%	76,19%	92,43%	95,25%	72,60%	76,49%
	Oi Fixo	2.175	2.705	72.742	122.118	86,64%	83,51%	81,03%	81,28%	94,06%	94,07%	71,78%	77,62%
	Sky	481	751	33.868	44.317	86,05%	93,51%	87,00%	87,91%	88,64%	84,29%	83,94%	80,76%
	Telefonica	4	18	14.296	31.226	100,00%	100,00%	90,53%	87,46%	S/R	100,00%	80,02%	68,17%
	Tim	359	871	32.690	42.719	84,52%	88,93%	79,27%	83,48%	66,67%	61,11%	63,04%	70,02%
	Vivo	191	366	30.879	43.378	92,42%	94,55%	89,00%	85,29%	100,00%	100,00%	80,76%	75,73%
	Total Geral do Setor (Acumulado)	7.821	9.037	363.461	511.077	85,19%	84,97%	82,90%	82,46%	88,46%	90,65%	71,54%	76,00%
Varejo	B2W	288	214	13.533	10.880	90,00%	93,22%	85,81%	86,29%	65,82%	68,85%	57,03%	61,76%
	Carrefour	5	2	6.651	5.267	100,00%	100,00%	72,94%	68,38%	50,00%	0,00%	47,95%	54,23%
	Casas Bahia	0	0	11.557	10.063	S/R	S/R	85,20%	84,58%	S/R	S/R	76,53%	73,33%
	City Lar	452	309	3.126	2.764	79,07%	88,14%	77,65%	77,03%	93,83%	88,46%	88,69%	86,82%
	Compra Fácil	50	86	4.081	4.615	89,66%	91,11%	87,17%	83,40%	90,91%	84,62%	87,33%	85,43%
	Eleto Shopping	0	0	3.132	4.163	S/R	S/R	75,77%	69,72%	S/R	S/R	63,13%	70,98%
	Groupon	22	14	6.612	2.397	90,00%	100,00%	76,32%	91,26%	50,00%	100,00%	51,06%	66,39%
	Lojas Americanas	58	84	3.535	4.951	80,77%	100,00%	77,39%	75,18%	64,29%	88,89%	62,17%	71,34%
	Lojas Insinuante	221	205	5.646	6.224	58,70%	84,62%	78,34%	81,57%	71,26%	79,41%	50,98%	63,76%
	Magazine Luiza	10	16	10.785	13.922	77,78%	91,67%	76,94%	78,33%	0,00%	66,67%	65,56%	65,56%
	Nova Ponto Com	6	46	3.612	8.500	100,00%	80,00%	84,08%	84,75%	S/R	100,00%	57,23%	69,36%
	Novo Mundo	4	3	5.822	6.645	50,00%	75,00%	81,24%	72,94%	S/R	0,00%	94,25%	85,56%
	Pão de Açúcar	0	1	3.725	4.298	100,00%	100,00%	67,44%	74,96%	S/R	S/R	68,30%	70,58%
	Ponto Frio	18	13	13.762	20.641	100,00%	87,50%	81,47%	82,62%	100,00%	100,00%	52,86%	75,00%
	Ricardo Eletro	29	23	16.968	17.826	61,11%	78,57%	69,07%	72,98%	72,73%	28,57%	48,74%	58,52%
	Walmart	42	73	6.170	9.315	86,96%	84,62%	80,82%	72,96%	50,00%	41,67%	58,96%	65,65%
	Total Geral do Setor (Acumulado)	1.205	1.089	118.717	132.471	82,63%	89,32%	79,39%	79,82%	75,42%	75,37%	60,00%	67,91%
Total Geral dos Fornecedores Monitorados		16.190	19.246	874.308	1.092.937	84,54%	83,66%	79,85%	79,36%	76,90%	76,86%	62,98%	68,20%
Demais Fornecedores (Não Monitorados)		13.052	13.898	692.430	930.805	82,97%	83,23%	73,57%	71,44%	58,26%	41,35%	58,19%	59,66%
Total Geral do Sindec (Fornecedores Monitorados e Não Monitorados)		29.242	33.144	1.566.738	2.023.742	83,76%	83,47%	77,00%	75,81%	67,20%	54,43%	60,54%	63,47%

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 Dez		Jan a Dez		Jan a Dez		Jan a Dez		Jan a Dez		Jan a Dez	
		2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Aviação Civil	Gol/Varig/VRG/Webjet	30	71	2.489	2.915	80,00%	68,18%	72,62%	73,67%	33,33%	7,69%	29,47%	26,05%
	Tam	76	78	3.114	3.700	82,76%	88,57%	58,32%	72,74%	52,00%	47,37%	40,10%	59,20%
	Total Geral do Setor (Acumulado)	106	149	5.603	6.615	82,05%	80,70%	64,51%	73,14%	48,39%	31,25%	36,14%	45,23%
Bancos	Banco do Brasil	608	808	25.006	24.059	85,95%	90,09%	78,14%	79,64%	66,13%	55,36%	47,87%	49,05%
	BMG	297	260	23.517	30.032	82,52%	79,47%	73,30%	68,04%	69,44%	64,79%	64,27%	76,51%
	Bradesco	1.400	1.953	63.323	76.926	91,48%	89,11%	83,69%	84,77%	63,89%	54,13%	57,76%	62,13%
	BV Financeira	183	158	23.275	29.443	86,30%	80,53%	65,34%	77,39%	30,77%	42,86%	53,13%	57,27%
	Caixa Econômica Federal	360	548	20.054	28.803	86,14%	83,63%	74,02%	71,45%	57,14%	54,41%	46,17%	50,13%
	Citibank	470	324	12.701	12.149	90,32%	93,55%	83,38%	81,13%	57,14%	66,67%	54,89%	58,14%
	HSBC	206	247	14.566	13.999	80,65%	83,18%	70,38%	75,01%	54,55%	55,88%	48,31%	50,98%
	Itaú	1.711	1.459	99.380	86.333	87,75%	91,35%	85,67%	83,43%	65,00%	59,49%	62,63%	54,06%
	Santander	302	364	33.603	36.146	86,17%	88,70%	80,14%	81,51%	71,43%	51,11%	55,36%	52,32%
	Total Geral do Setor (Acumulado)	5.537	6.121	315.425	337.890	87,19%	87,73%	79,96%	79,95%	62,98%	55,71%	56,67%	58,62%
Indústria	CCE/Digibras/Lenovo	159	394	8.331	13.071	55,84%	53,57%	48,19%	50,34%	78,70%	83,87%	69,23%	74,98%
	Eletrolux	91	149	5.309	8.498	44,44%	48,72%	55,50%	59,61%	82,50%	79,31%	67,59%	78,60%
	LG	127	123	9.605	9.648	89,32%	89,33%	81,15%	76,83%	79,25%	93,10%	69,65%	67,38%
	Mabe/GE/Dako/Bosch/Continental	51	134	4.497	9.413	87,76%	40,00%	73,84%	51,07%	86,67%	76,36%	71,86%	68,20%
	Motorola	101	97	6.256	8.099	74,51%	47,54%	52,04%	54,28%	77,78%	88,89%	56,60%	73,35%
	Nokia	150	245	7.005	8.956	66,15%	73,50%	72,63%	68,28%	91,67%	85,00%	51,81%	58,48%
	Samsung	358	505	10.316	21.461	93,15%	92,17%	90,52%	84,28%	92,50%	88,68%	72,41%	80,79%
	Sony	84	77	3.776	4.835	79,25%	85,29%	78,17%	60,49%	69,70%	60,00%	62,20%	60,60%
	Whirlpool/Consul/Brastemp	136	272	6.084	9.039	80,85%	67,38%	69,30%	62,41%	57,14%	86,36%	67,08%	75,13%
	Total Geral do Setor (Acumulado)	1.257	1.996	61.179	93.020	80,41%	69,48%	70,10%	65,26%	79,74%	84,05%	66,49%	72,16%
Saúde Suplementar	Amil	3	12	2.167	3.252	0,00%	83,33%	77,43%	72,57%	100,00%	100,00%	51,35%	48,25%
	Bradesco Saúde	10	33	426	441	100,00%	72,73%	71,54%	61,80%	100,00%	16,67%	7,55%	11,49%
	Golden Cross	9	5	504	744	60,00%	100,00%	73,89%	67,45%	100,00%	0,00%	43,84%	48,84%
	Hapvida	87	107	771	891	85,71%	88,89%	81,08%	59,60%	80,00%	69,23%	61,49%	65,78%
	Intermedica	8	1	612	493	100,00%	100,00%	89,03%	90,05%	S/R	S/R	43,75%	57,69%
	Sul América Saúde	6	2	1.084	1.295	100,00%	100,00%	76,44%	69,93%	S/R	S/R	33,86%	28,03%
	Unimed	137	339	4.359	4.748	90,00%	71,70%	75,47%	74,66%	60,00%	76,74%	52,67%	52,00%
	Total Geral do Setor (Acumulado)	260	499	9.923	11.864	84,91%	78,64%	77,39%	72,11%	72,22%	67,69%	48,83%	47,78%

Telecom	Claro	893	745	83.534	81.675	83,70%	91,43%	80,73%	84,54%	87,65%	89,66%	70,92%	79,69%
	Embratel	385	299	21.762	23.411	87,39%	89,54%	82,79%	76,76%	68,42%	88,00%	71,23%	82,31%
	GVT	1	2	7.811	21.745	S/R	50,00%	69,38%	62,36%	S/R	100,00%	48,63%	58,24%
	Intelig	0	1	99	79	S/R	S/R	72,41%	81,58%	S/R	S/R	52,94%	58,82%
	Net	44	368	16.259	26.088	92,31%	87,95%	87,28%	88,41%	100,00%	77,42%	64,44%	71,89%
	Oi Celular	3.286	2.667	49.521	74.321	81,95%	80,18%	77,94%	76,19%	92,43%	95,17%	72,60%	76,49%
	Oi Fixo	2.170	2.477	72.742	122.118	86,55%	83,50%	81,03%	81,28%	94,06%	94,58%	71,78%	77,62%
	Sky	481	709	33.868	44.317	86,05%	93,45%	87,00%	87,91%	88,64%	84,31%	83,94%	80,76%
	Telefonica	4	3	14.296	31.226	100,00%	100,00%	90,53%	87,46%	S/R	S/R	80,02%	68,17%
	Tim	357	732	32.690	42.719	84,52%	89,05%	79,27%	83,48%	66,67%	64,71%	63,04%	70,02%
	Vivo	190	282	30.879	43.378	92,42%	94,50%	89,00%	85,29%	100,00%	100,00%	80,76%	75,73%
	Total Geral do Setor (Acumulado)	7.811	8.285	363.461	511.077	85,17%	85,05%	82,90%	82,46%	88,46%	91,17%	71,54%	76,00%
Varejo	B2W	288	205	13.533	10.880	90,00%	93,75%	85,81%	86,29%	65,82%	68,97%	57,03%	61,76%
	Carrefour	5	2	6.651	5.267	100,00%	100,00%	72,94%	68,38%	50,00%	0,00%	47,95%	54,23%
	Casas Bahia	0	0	11.557	10.063	S/R	S/R	85,20%	84,58%	S/R	S/R	76,53%	73,33%
	City Lar	452	292	3.126	2.764	79,07%	88,14%	77,65%	77,03%	93,83%	90,70%	88,69%	86,82%
	Compra Fácil	50	67	4.081	4.615	89,66%	91,11%	87,17%	83,40%	90,91%	100,00%	87,33%	85,43%
	Eleto Shopping	0	0	3.132	4.163	S/R	S/R	75,77%	69,72%	S/R	S/R	63,13%	70,98%
	Groupon	22	14	6.612	2.397	90,00%	100,00%	76,32%	91,26%	50,00%	100,00%	51,06%	66,39%
	Lojas Americanas	58	84	3.535	4.951	80,77%	100,00%	77,39%	75,18%	64,29%	88,89%	62,17%	71,34%
	Lojas Insinuante	221	205	5.646	6.224	58,70%	84,62%	78,34%	81,57%	71,26%	79,41%	50,98%	63,76%
	Magazine Luiza	10	16	10.785	13.922	77,78%	91,67%	76,94%	78,33%	0,00%	66,67%	65,56%	65,56%
	Nova Ponto Com	6	38	3.612	8.500	100,00%	81,48%	84,08%	84,75%	S/R	100,00%	57,23%	69,36%
	Novo Mundo	4	3	5.822	6.645	50,00%	75,00%	81,24%	72,94%	S/R	0,00%	94,25%	85,56%
	Pão de Açúcar	0	1	3.725	4.298	100,00%	100,00%	67,44%	74,96%	S/R	S/R	68,30%	70,58%
	Ponto Frio	18	13	13.762	20.641	100,00%	87,50%	81,47%	82,62%	100,00%	100,00%	52,86%	75,00%
	Ricardo Eletro	29	20	16.968	17.826	61,11%	76,92%	69,07%	72,98%	72,73%	33,33%	48,74%	58,52%
	Walmart	42	71	6.170	9.315	86,96%	84,62%	80,82%	72,96%	50,00%	41,67%	58,96%	65,65%
	Total Geral do Setor (Acumulado)	1.205	1.031	118.717	132.471	82,63%	89,58%	79,39%	79,82%	75,42%	76,09%	60,00%	67,91%
Total Geral dos Fornecedores Monitorados		16.176	18.081	874.308	1.092.937	84,53%	83,82%	79,85%	79,36%	76,90%	77,37%	62,98%	68,20%
Demais Fornecedores (Não Monitorados)		13.046	12.770	692.430	930.805	82,99%	83,33%	73,57%	71,44%	58,26%	38,91%	58,19%	59,66%
Total Geral do Sindec (Fornecedores Monitorados e Não Monitorados)		29.222	30.851	1.566.738	2.023.742	83,77%	83,61%	77,00%	75,81%	67,20%	53,19%	60,54%	63,47%

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 Dez		Jan a Dez		Jan a Dez		Jan a Dez		Jan a Dez		Jan a Dez	
		2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Aviação Civil	Gol/Varig/VRG/Webjet	0	0	2.489	2.915	S/R	S/R	72,62%	73,67%	S/R	S/R	29,47%	26,05%
	Tam	0	0	3.114	3.700	S/R	S/R	58,32%	72,74%	S/R	S/R	40,10%	59,20%
	Total Geral do Setor (Acumulado)	0	0	5.603	6.615	S/R	S/R	64,51%	73,14%	S/R	S/R	36,14%	45,23%
Bancos	Banco do Brasil	0	28	25.006	24.059	S/R	S/R	78,14%	79,64%	S/R	66,67%	47,87%	49,05%
	BMG	0	17	23.517	30.032	S/R	S/R	73,30%	68,04%	S/R	33,33%	64,27%	76,51%
	Bradesco	0	62	63.323	76.926	S/R	100,00%	83,69%	84,77%	S/R	50,00%	57,76%	62,13%
	BV Financeira	0	1	23.275	29.443	S/R	100,00%	65,34%	77,39%	S/R	S/R	53,13%	57,27%
	Caixa Econômica Federal	0	1	20.054	28.803	S/R	S/R	74,02%	71,45%	S/R	100,00%	46,17%	50,13%
	Citibank	0	2	12.701	12.149	S/R	S/R	83,38%	81,13%	S/R	S/R	54,89%	58,14%
	HSBC	0	11	14.566	13.999	S/R	S/R	70,38%	75,01%	S/R	50,00%	48,31%	50,98%
	Itaú	0	25	99.380	86.333	S/R	S/R	85,67%	83,43%	S/R	40,00%	62,63%	54,06%
	Santander	0	4	33.603	36.146	S/R	S/R	80,14%	81,51%	S/R	0,00%	55,36%	52,32%
	Total Geral do Setor (Acumulado)	0	151	315.425	337.890	S/R	100,00%	79,96%	79,95%	S/R	44,44%	56,67%	58,62%
Indústria	CCE/Digibras/Lenovo	0	11	8.331	13.071	S/R	S/R	48,19%	50,34%	S/R	75,00%	69,23%	74,98%
	Eletrolux	0	5	5.309	8.498	S/R	S/R	55,50%	59,61%	S/R	100,00%	67,59%	78,60%
	LG	0	29	9.605	9.648	S/R	75,00%	81,15%	76,83%	S/R	25,00%	69,65%	67,38%
	Mabe/GE/Dako/Bosch/Continental	0	1	4.497	9.413	S/R	S/R	73,84%	51,07%	S/R	100,00%	71,86%	68,20%
	Motorola	0	4	6.256	8.099	S/R	S/R	52,04%	54,28%	S/R	100,00%	56,60%	73,35%
	Nokia	0	32	7.005	8.956	S/R	S/R	72,63%	68,28%	S/R	60,00%	51,81%	58,48%
	Samsung	0	30	10.316	21.461	S/R	33,33%	90,52%	84,28%	S/R	100,00%	72,41%	80,79%
	Sony	0	11	3.776	4.835	S/R	S/R	78,17%	60,49%	S/R	60,00%	62,20%	60,60%
	Whirlpool/Consul/Brastemp	0	9	6.084	9.039	S/R	S/R	69,30%	62,41%	S/R	71,43%	67,08%	75,13%
	Total Geral do Setor (Acumulado)	0	132	61.179	93.020	S/R	57,14%	70,10%	65,26%	S/R	69,64%	66,49%	72,16%
Saúde Suplementar	Amil	0	0	2.167	3.252	S/R	S/R	77,43%	72,57%	S/R	S/R	51,35%	48,25%
	Bradesco Saúde	0	0	426	441	S/R	S/R	71,54%	61,80%	S/R	S/R	7,55%	11,49%
	Golden Cross	0	0	504	744	S/R	S/R	73,89%	67,45%	S/R	S/R	43,84%	48,84%
	Hapvida	0	0	771	891	S/R	S/R	81,08%	59,60%	S/R	S/R	61,49%	65,78%
	Intermedica	0	0	612	493	S/R	S/R	89,03%	90,05%	S/R	S/R	43,75%	57,69%
	Sul América Saúde	0	3	1.084	1.295	S/R	100,00%	76,44%	69,93%	S/R	S/R	33,86%	28,03%
	Unimed	0	5	4.359	4.748	S/R	S/R	75,47%	74,66%	S/R	S/R	52,67%	52,00%
	Total Geral do Setor (Acumulado)	0	8	9.923	11.864	S/R	100,00%	77,39%	72,11%	S/R	S/R	48,83%	47,78%

Telecom	Claro	0	78	83.534	81.675	S/R	50,00%	80,73%	84,54%	S/R	80,00%	70,92%	79,69%
	Embratel	0	1	21.762	23.411	S/R	S/R	82,79%	76,76%	S/R	S/R	71,23%	82,31%
	GVT	0	0	7.811	21.745	S/R	S/R	69,38%	62,36%	S/R	S/R	48,63%	58,24%
	Intelig	0	0	99	79	S/R	S/R	72,41%	81,58%	S/R	S/R	52,94%	58,82%
	Net	0	0	16.259	26.088	S/R	S/R	87,28%	88,41%	S/R	S/R	64,44%	71,89%
	Oi Celular	0	139	49.521	74.321	S/R	66,67%	77,94%	76,19%	S/R	100,00%	72,60%	76,49%
	Oi Fixo	0	178	72.742	122.118	S/R	85,71%	81,03%	81,28%	S/R	84,62%	71,78%	77,62%
	Sky	0	37	33.868	44.317	S/R	S/R	87,00%	87,91%	S/R	84,21%	83,94%	80,76%
	Telefonica	0	14	14.296	31.226	S/R	S/R	90,53%	87,46%	S/R	100,00%	80,02%	68,17%
	Tim	0	86	32.690	42.719	S/R	80,00%	79,27%	83,48%	S/R	0,00%	63,04%	70,02%
	Vivo	0	82	30.879	43.378	S/R	100,00%	89,00%	85,29%	S/R	100,00%	80,76%	75,73%
	Total Geral do Setor (Acumulado)	0	615	363.461	511.077	S/R	75,00%	82,90%	82,46%	S/R	82,69%	71,54%	76,00%
Varejo	B2W	0	8	13.533	10.880	S/R	0,00%	85,81%	86,29%	S/R	66,67%	57,03%	61,76%
	Carrefour	0	0	6.651	5.267	S/R	S/R	72,94%	68,38%	S/R	S/R	47,95%	54,23%
	Casas Bahia	0	0	11.557	10.063	S/R	S/R	85,20%	84,58%	S/R	S/R	76,53%	73,33%
	City Lar	0	17	3.126	2.764	S/R	S/R	77,65%	77,03%	S/R	77,78%	88,69%	86,82%
	Compra Fácil	0	19	4.081	4.615	S/R	S/R	87,17%	83,40%	S/R	60,00%	87,33%	85,43%
	Eleto Shopping	0	0	3.132	4.163	S/R	S/R	75,77%	69,72%	S/R	S/R	63,13%	70,98%
	Groupon	0	0	6.612	2.397	S/R	S/R	76,32%	91,26%	S/R	S/R	51,06%	66,39%
	Lojas Americanas	0	0	3.535	4.951	S/R	S/R	77,39%	75,18%	S/R	S/R	62,17%	71,34%
	Lojas Insinuante	0	0	5.646	6.224	S/R	S/R	78,34%	81,57%	S/R	S/R	50,98%	63,76%
	Magazine Luiza	0	0	10.785	13.922	S/R	S/R	76,94%	78,33%	S/R	S/R	65,56%	65,56%
	Nova Ponto Com	0	5	3.612	8.500	S/R	0,00%	84,08%	84,75%	S/R	100,00%	57,23%	69,36%
	Novo Mundo	0	0	5.822	6.645	S/R	S/R	81,24%	72,94%	S/R	S/R	94,25%	85,56%
	Pão de Açúcar	0	0	3.725	4.298	S/R	S/R	67,44%	74,96%	S/R	S/R	68,30%	70,58%
	Ponto Frio	0	0	13.762	20.641	S/R	S/R	81,47%	82,62%	S/R	S/R	52,86%	75,00%
	Ricardo Eletro	0	2	16.968	17.826	S/R	S/R	69,07%	72,98%	S/R	0,00%	48,74%	58,52%
	Walmart	0	2	6.170	9.315	S/R	S/R	80,82%	72,96%	S/R	S/R	58,96%	65,65%
	Total Geral do Setor (Acumulado)	0	53	118.717	132.471	S/R	0,00%	79,39%	79,82%	S/R	68,42%	60,00%	67,91%
Total Geral dos Fornecedores Monitorados		0	959	874.308	1.092.937	S/R	70,83%	79,85%	79,36%	S/R	69,48%	62,98%	68,20%
Demais Fornecedores (Não Monitorados)		0	984	692.430	930.805	S/R	62,50%	73,57%	71,44%	S/R	70,29%	58,19%	59,66%
Total Geral do Sindec (Fornecedores Monitorados e Não Monitorados)		0	1.943	1.566.738	2.023.742	S/R	68,75%	77,00%	75,81%	S/R	70,02%	60,54%	63,47%

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 Dez		Jan a Dez		Jan a Dez		Jan a Dez		Jan a Dez		Jan a Dez	
		2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Aviação Civil	Gol/Varig/VRG/Webjet	0	0	2.489	2.915	S/R	S/R	72,62%	73,67%	S/R	S/R	29,47%	26,05%
	Tam	0	0	3.114	3.700	S/R	S/R	58,32%	72,74%	S/R	S/R	40,10%	59,20%
	Total Geral do Setor (Acumulado)	0	0	5.603	6.615	S/R	S/R	64,51%	73,14%	S/R	S/R	36,14%	45,23%
Bancos	Banco do Brasil	0	3	25.006	24.059	S/R	100,00%	78,14%	79,64%	S/R	S/R	47,87%	49,05%
	BMG	0	4	23.517	30.032	S/R	100,00%	73,30%	68,04%	S/R	S/R	64,27%	76,51%
	Bradesco	0	18	63.323	76.926	S/R	100,00%	83,69%	84,77%	S/R	S/R	57,76%	62,13%
	BV Financeira	0	1	23.275	29.443	S/R	S/R	65,34%	77,39%	S/R	S/R	53,13%	57,27%
	Caixa Econômica Federal	0	2	20.054	28.803	S/R	S/R	74,02%	71,45%	S/R	S/R	46,17%	50,13%
	Citibank	0	2	12.701	12.149	S/R	S/R	83,38%	81,13%	S/R	S/R	54,89%	58,14%
	HSBC	0	0	14.566	13.999	S/R	S/R	70,38%	75,01%	S/R	S/R	48,31%	50,98%
	Itaú	0	4	99.380	86.333	S/R	S/R	85,67%	83,43%	S/R	S/R	62,63%	54,06%
	Santander	0	1	33.603	36.146	S/R	S/R	80,14%	81,51%	S/R	S/R	55,36%	52,32%
	Total Geral do Setor (Acumulado)	0	35	315.425	337.890	S/R	100,00%	79,96%	79,95%	S/R	S/R	56,67%	58,62%
Indústria	CCE/Digibras/Lenovo	2	4	8.331	13.071	S/R	40,00%	48,19%	50,34%	S/R	S/R	69,23%	74,98%
	Eletrolux	0	0	5.309	8.498	S/R	S/R	55,50%	59,61%	S/R	S/R	67,59%	78,60%
	LG	1	7	9.605	9.648	S/R	85,71%	81,15%	76,83%	S/R	S/R	69,65%	67,38%
	Mabe/GE/Dako/Bosch/Continental	0	0	4.497	9.413	S/R	S/R	73,84%	51,07%	S/R	S/R	71,86%	68,20%
	Motorola	0	4	6.256	8.099	S/R	33,33%	52,04%	54,28%	S/R	S/R	56,60%	73,35%
	Nokia	0	7	7.005	8.956	S/R	25,00%	72,63%	68,28%	S/R	100,00%	51,81%	58,48%
	Samsung	0	4	10.316	21.461	S/R	50,00%	90,52%	84,28%	S/R	S/R	72,41%	80,79%
	Sony	0	2	3.776	4.835	S/R	50,00%	78,17%	60,49%	S/R	S/R	62,20%	60,60%
	Whirlpool/Consul/Brastemp	1	1	6.084	9.039	S/R	0,00%	69,30%	62,41%	S/R	S/R	67,08%	75,13%
	Total Geral do Setor (Acumulado)	4	29	61.179	93.020	S/R	50,00%	70,10%	65,26%	S/R	100,00%	66,49%	72,16%
Saúde Suplementar	Amil	0	0	2.167	3.252	S/R	S/R	77,43%	72,57%	S/R	S/R	51,35%	48,25%
	Bradesco Saúde	0	0	426	441	S/R	S/R	71,54%	61,80%	S/R	S/R	7,55%	11,49%
	Golden Cross	0	0	504	744	S/R	S/R	73,89%	67,45%	S/R	S/R	43,84%	48,84%
	Hapvida	0	0	771	891	S/R	S/R	81,08%	59,60%	S/R	S/R	61,49%	65,78%
	Intermedica	0	0	612	493	S/R	S/R	89,03%	90,05%	S/R	S/R	43,75%	57,69%
	Sul América Saúde	0	0	1.084	1.295	S/R	S/R	76,44%	69,93%	S/R	S/R	33,86%	28,03%
	Unimed	0	0	4.359	4.748	S/R	S/R	75,47%	74,66%	S/R	S/R	52,67%	52,00%
	Total Geral do Setor (Acumulado)	0	0	9.923	11.864	S/R	S/R	77,39%	72,11%	S/R	S/R	48,83%	47,78%

Telecom	Claro	0	3	83.534	81.675	S/R	S/R	80,73%	84,54%	S/R	S/R	70,92%	79,69%
	Embratel	0	11	21.762	23.411	S/R	S/R	82,79%	76,76%	S/R	S/R	71,23%	82,31%
	GVT	0	0	7.811	21.745	S/R	S/R	69,38%	62,36%	S/R	S/R	48,63%	58,24%
	Intelig	0	0	99	79	S/R	S/R	72,41%	81,58%	S/R	S/R	52,94%	58,82%
	Net	0	0	16.259	26.088	S/R	S/R	87,28%	88,41%	S/R	S/R	64,44%	71,89%
	Oi Celular	2	12	49.521	74.321	S/R	100,00%	77,94%	76,19%	S/R	S/R	72,60%	76,49%
	Oi Fixo	5	50	72.742	122.118	100,00%	80,00%	81,03%	81,28%	S/R	S/R	71,78%	77,62%
	Sky	0	5	33.868	44.317	S/R	100,00%	87,00%	87,91%	S/R	S/R	83,94%	80,76%
	Telefonica	0	1	14.296	31.226	S/R	S/R	90,53%	87,46%	S/R	S/R	80,02%	68,17%
	Tim	2	53	32.690	42.719	S/R	100,00%	79,27%	83,48%	S/R	S/R	63,04%	70,02%
	Vivo	1	2	30.879	43.378	S/R	S/R	89,00%	85,29%	S/R	S/R	80,76%	75,73%
	Total Geral do Setor (Acumulado)	10	137	363.461	511.077	100,00%	90,91%	82,90%	82,46%	S/R	S/R	71,54%	76,00%
Varejo	B2W	0	1	13.533	10.880	S/R	S/R	85,81%	86,29%	S/R	S/R	57,03%	61,76%
	Carrefour	0	0	6.651	5.267	S/R	S/R	72,94%	68,38%	S/R	S/R	47,95%	54,23%
	Casas Bahia	0	0	11.557	10.063	S/R	S/R	85,20%	84,58%	S/R	S/R	76,53%	73,33%
	City Lar	0	0	3.126	2.764	S/R	S/R	77,65%	77,03%	S/R	S/R	88,69%	86,82%
	Compra Fácil	0	0	4.081	4.615	S/R	S/R	87,17%	83,40%	S/R	S/R	87,33%	85,43%
	Eleto Shopping	0	0	3.132	4.163	S/R	S/R	75,77%	69,72%	S/R	S/R	63,13%	70,98%
	Groupon	0	0	6.612	2.397	S/R	S/R	76,32%	91,26%	S/R	S/R	51,06%	66,39%
	Lojas Americanas	0	0	3.535	4.951	S/R	S/R	77,39%	75,18%	S/R	S/R	62,17%	71,34%
	Lojas Insinuante	0	0	5.646	6.224	S/R	S/R	78,34%	81,57%	S/R	S/R	50,98%	63,76%
	Magazine Luiza	0	0	10.785	13.922	S/R	S/R	76,94%	78,33%	S/R	S/R	65,56%	65,56%
	Nova Ponto Com	0	3	3.612	8.500	S/R	100,00%	84,08%	84,75%	S/R	S/R	57,23%	69,36%
	Novo Mundo	0	0	5.822	6.645	S/R	S/R	81,24%	72,94%	S/R	S/R	94,25%	85,56%
	Pão de Açúcar	0	0	3.725	4.298	S/R	S/R	67,44%	74,96%	S/R	S/R	68,30%	70,58%
	Ponto Frio	0	0	13.762	20.641	S/R	S/R	81,47%	82,62%	S/R	S/R	52,86%	75,00%
	Ricardo Eletro	0	1	16.968	17.826	S/R	100,00%	69,07%	72,98%	S/R	S/R	48,74%	58,52%
	Walmart	0	0	6.170	9.315	S/R	S/R	80,82%	72,96%	S/R	S/R	58,96%	65,65%
	Total Geral do Setor (Acumulado)	0	5	118.717	132.471	S/R	100,00%	79,39%	79,82%	S/R	S/R	60,00%	67,91%
Total Geral dos Fornecedores Monitorados		14	206	874.308	1.092.937	100,00%	69,05%	79,85%	79,36%	S/R	100,00%	62,98%	68,20%
Demais Fornecedores (Não Monitorados)		6	144	692.430	930.805	0,00%	79,76%	73,57%	71,44%	S/R	40,00%	58,19%	59,66%
Total Geral do Sindec (Fornecedores Monitorados e Não Monitorados)		20	350	1.566.738	2.023.742	66,67%	76,19%	77,00%	75,81%	S/R	50,00%	60,54%	63,47%

Legenda: S/R - Sem Registro