

### Estadística de denuncias recibidas por modalidad de presentación

Periodo: Septiembre 2017 - Agosto 2021

| No. | Mes    | Modalidad de Presentación |             |                |               |         |                    | Total |
|-----|--------|---------------------------|-------------|----------------|---------------|---------|--------------------|-------|
|     |        | App                       | Sistema SAM | Vía Telefónica | Comparecencia | Escrita | Correo electrónico |       |
| 1   | ago-21 | 338                       | 1,128       | 15             | 87            | 409     | 16                 | 1,993 |
| 2   | jul-21 | 252                       | 884         | 7              | 42            | 160     | 9                  | 1,354 |
| 3   | jun-21 | 194                       | 898         | 13             | 58            | 242     | 16                 | 1,421 |
| 4   | may-21 | 299                       | 838         | 8              | 47            | 168     | 26                 | 1,386 |
| 5   | abr-21 | 196                       | 887         | 7              | 55            | 263     | 11                 | 1,419 |
| 6   | mar-21 | 172                       | 910         | 9              | 70            | 151     | 15                 | 1,327 |
| 7   | feb-21 | 207                       | 881         | 15             | 30            | 214     | 42                 | 1,389 |
| 8   | ene-21 | 244                       | 891         | 1              | 9             | 152     | 25                 | 1,322 |
| 9   | dic-20 | 147                       | 635         | 8              | 41            | 153     | 26                 | 1,010 |
| 10  | nov-20 | 181                       | 945         | 20             | 51            | 287     | 23                 | 1,507 |
| 11  | oct-20 | 130                       | 966         | 15             | 99            | 212     | 77                 | 1,499 |
| 12  | sep-20 | 155                       | 964         | 18             | 10            | 305     | 83                 | 1,535 |
| 13  | ago-20 | 139                       | 1,004       | 15             | 36            | 200     | 13                 | 1,407 |
| 14  | jul-20 | 141                       | 845         | 9              | 26            | 78      | 14                 | 1,113 |
| 15  | jun-20 | 133                       | 820         | 5              | 1             | 36      | 25                 | 1,020 |
| 16  | may-20 | 151                       | 697         | 4              | 5             | 27      | 32                 | 916   |
| 17  | abr-20 | 150                       | 670         | 1              | 10            | 28      | 13                 | 872   |
| 18  | mar-20 | 155                       | 1,003       | 28             | 144           | 215     | 27                 | 1,572 |
| 19  | feb-20 | 129                       | 921         | 26             | 171           | 261     | 19                 | 1,527 |
| 20  | ene-20 | 152                       | 926         | 49             | 112           | 331     | 52                 | 1,622 |
| 21  | dic-19 | 121                       | 634         | 17             | 111           | 285     | 35                 | 1,203 |
| 22  | nov-19 | 102                       | 1,026       | 51             | 200           | 277     | 57                 | 1,713 |
| 23  | oct-19 | 159                       | 1,310       | 57             | 205           | 392     | 42                 | 2,165 |
| 24  | sep-19 | 88                        | 1,277       | 45             | 176           | 241     | 30                 | 1,857 |
| 25  | ago-19 | 118                       | 1,131       | 57             | 203           | 266     | 65                 | 1,840 |
| 26  | jul-19 | 111                       | 1,252       | 122            | 215           | 358     | 24                 | 2,082 |
| 27  | jun-19 | 112                       | 1,237       | 127            | 181           | 464     | 49                 | 2,170 |
| 28  | may-19 | 111                       | 1,173       | 135            | 178           | 442     | 18                 | 2,057 |
| 29  | abr-19 | 93                        | 856         | 135            | 143           | 323     | 17                 | 1,567 |
| 30  | mar-19 | 106                       | 1,175       | 151            | 165           | 315     | 21                 | 1,933 |
| 31  | feb-19 | 82                        | 864         | 179            | 153           | 331     | 26                 | 1,635 |
| 32  | ene-19 | 127                       | 698         | 149            | 101           | 289     | 10                 | 1,374 |
| 33  | dic-18 | 82                        | 450         | 74             | 86            | 170     | 18                 | 880   |
| 34  | nov-18 | 215                       | 868         | 186            | 188           | 404     | 24                 | 1,885 |
| 35  | oct-18 | 0                         | 1,261       | 242            | 212           | 376     | 34                 | 2,125 |

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|                           |              | App                       | Sistema SAM   | Vía Telefónica | Comparecencia | Escrita       | Correo electrónico |               |
| 36                        | sep-18       | 0                         | 894           | 193            | 149           | 377           | 22                 | 1,635         |
| 37                        | ago-18       | 0                         | 1,037         | 245            | 174           | 338           | 15                 | 1,809         |
| 38                        | jul-18       | 0                         | 832           | 162            | 128           | 242           | 11                 | 1,375         |
| 39                        | jun-18       | 0                         | 895           | 187            | 122           | 292           | 24                 | 1,520         |
| 40                        | may-18       | 0                         | 912           | 165            | 155           | 369           | 9                  | 1,610         |
| 41                        | abr-18       | 0                         | 1,085         | 208            | 170           | 300           | 16                 | 1,779         |
| 42                        | mar-18       | 0                         | 681           | 139            | 158           | 231           | 1                  | 1,210         |
| 43                        | feb-18       | 0                         | 784           | 221            | 206           | 160           | 13                 | 1,384         |
| 44                        | ene-18       | 0                         | 713           | 237            | 242           | 269           | 45                 | 1,506         |
| 45                        | dic-17       | 0                         | 414           | 141            | 158           | 189           | 8                  | 910           |
| 46                        | nov-17       | 0                         | 808           | 222            | 137           | 289           | 13                 | 1,469         |
| 47                        | oct-17       | 0                         | 1,323         | 257            | 11            | 269           | 16                 | 1,876         |
| 48                        | sep-17       | 0                         | 1,009         | 184            | 61            | 187           | 10                 | 1,451         |
|                           | <b>TOTAL</b> | <b>5,292</b>              | <b>44,312</b> | <b>4,561</b>   | <b>5,492</b>  | <b>12,337</b> | <b>1,237</b>       |               |
| <b>Total de denuncias</b> |              |                           |               |                |               |               |                    | <b>73,231</b> |

