

**Dirección de Usuarios**

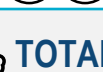
# **Reporte diario de atención a usuarios al 06 de abril de 2024**

- ✓ Atenciones por región, canal y tipo de consulta.
- ✓ Casos frecuentes y seguimiento a los de mayor relevancia.
- ✓ Atenciones por tipo de prestador y territorio (urbano, rural y pequeñas ciudades).
- ✓ Atenciones en el ámbito de Sedapal (por distrito y tipo de casos).
- ✓ Evolución anual de atenciones y balance 2023



# Nº Atenciones del sábado 06 de abril: 87

| Oficinas de Sunass          |    |                                                                                      |
|-----------------------------|----|--------------------------------------------------------------------------------------|
| Lima Metropolitana y Callao | 35 |                                                                                      |
| Lima provincias             | 7  |                                                                                      |
| Piura                       | 45 |                                                                                      |
| TOTAL                       |    |  87 |

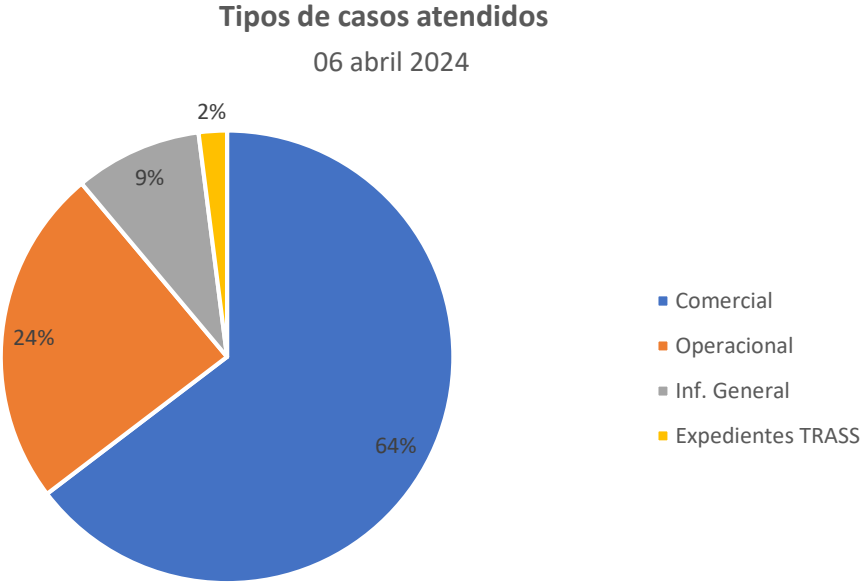
| Por canal                                                                                   |                                                                                      |    |
|---------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|----|
| Presencial                                                                                  |   | 7  |
| Telefónico                                                                                  |   | 80 |
| WhatsApp                                                                                    |   | 0  |
| Correo electrónico                                                                          |   | 0  |
| Mesa de partes                                                                              |   | 0  |
| Campaña de orientación                                                                      |   | 0  |
| Campaña en prestador                                                                        |   | 0  |
| Redes Sociales                                                                              |  | 0  |
|  TOTAL |                                                                                      | 87 |

| Por tipo de casos                                                                         |                                                                                     |    |
|-------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|----|
| Comercial                                                                                 |  | 56 |
| Operacional                                                                               |  | 21 |
| Otros                                                                                     |  | 8  |
| Expedientes TRASS                                                                         |  | 2  |
|  TOTAL |                                                                                     | 87 |

En lo que va del 2024...  
**37674 orientaciones**

# Casos operacionales más frecuentes sábado 06 de abril

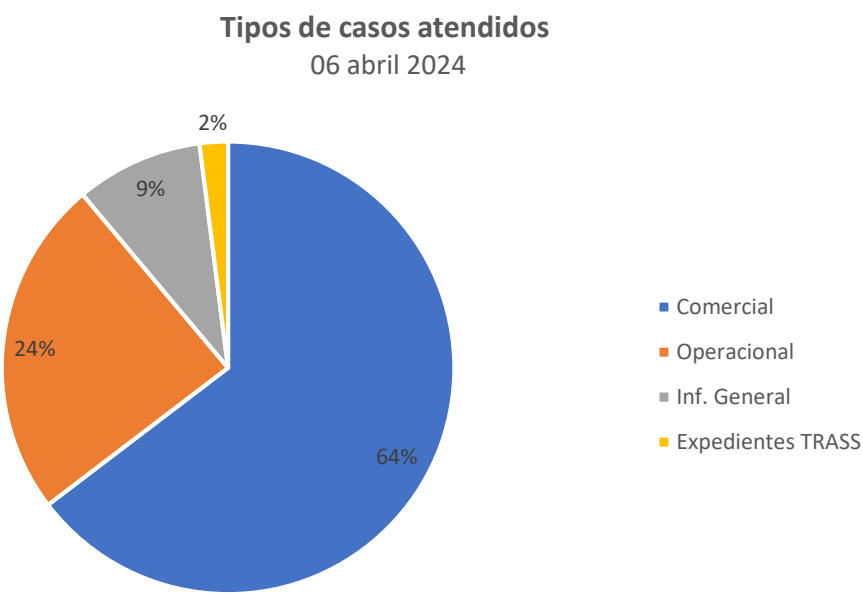
| OPERACIONALES                                    | N° | %    |
|--------------------------------------------------|----|------|
| Falta de agua en la zona                         | 6  | 29%  |
| Falta de agua en conexión domiciliaria           | 4  | 19%  |
| Aniego por rotura de tubería de agua             | 3  | 14%  |
| Falta de restablecimiento del servicio por corte | 2  | 10%  |
| Problemas con alcantarillado                     | 2  | 10%  |
| Otros                                            | 4  | 19%  |
| TOTAL                                            | 21 | 100% |



En lo que va de 2024...  
**13424 casos** operacionales

# Casos comerciales más frecuentes del sábado 06 de abril

| COMERCIALES                                      | N° | %    |
|--------------------------------------------------|----|------|
| Consumo elevado                                  | 23 | 41%  |
| Facturación excesiva                             | 14 | 25%  |
| Procedimiento de reclamos                        | 10 | 18%  |
| Desacuerdo con resolución del TRASS              | 3  | 5%   |
| Demora reposición del servicio (deuda cancelada) | 2  | 4%   |
| Problemas con la facturación                     | 2  | 4%   |
| Problemas con el acceso al servicio              | 1  | 2%   |
| Pedido de medidor                                | 1  | 2%   |
| TOTAL                                            | 56 | 100% |



En lo que va de 2024...  
**17631 casos** comerciales

# Atención por canal de atención del sábado 06 de abril

| OFICINA SUNASS              |  Presencial |  Telefónico |  Redes Sociales |  Correo elect. |  Mesa partes |  Campaña |  Prestador |  WhatsApp | TOTAL     | En lo que va de 2024 |
|-----------------------------|----------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|-----------|----------------------|
| Amazonas                    | 0                                                                                            | 0                                                                                            | 0                                                                                                  | 0                                                                                                 | 0                                                                                               | 0                                                                                           | 0                                                                                             | 0                                                                                            | 0         | 570                  |
| Áncash - Chimbote           | 0                                                                                            | 0                                                                                            | 0                                                                                                  | 0                                                                                                 | 0                                                                                               | 0                                                                                           | 0                                                                                             | 0                                                                                            | 0         | 905                  |
| Áncash – Huaraz             | 0                                                                                            | 0                                                                                            | 0                                                                                                  | 0                                                                                                 | 0                                                                                               | 0                                                                                           | 0                                                                                             | 0                                                                                            | 0         | 482                  |
| Apurímac                    | 0                                                                                            | 0                                                                                            | 0                                                                                                  | 0                                                                                                 | 0                                                                                               | 0                                                                                           | 0                                                                                             | 0                                                                                            | 0         | 460                  |
| Arequipa                    | 0                                                                                            | 0                                                                                            | 0                                                                                                  | 0                                                                                                 | 0                                                                                               | 0                                                                                           | 0                                                                                             | 0                                                                                            | 0         | 1477                 |
| Ayacucho                    | 0                                                                                            | 0                                                                                            | 0                                                                                                  | 0                                                                                                 | 0                                                                                               | 0                                                                                           | 0                                                                                             | 0                                                                                            | 0         | 611                  |
| Cajamarca                   | 0                                                                                            | 0                                                                                            | 0                                                                                                  | 0                                                                                                 | 0                                                                                               | 0                                                                                           | 0                                                                                             | 0                                                                                            | 0         | 415                  |
| Cusco                       | 0                                                                                            | 0                                                                                            | 0                                                                                                  | 0                                                                                                 | 0                                                                                               | 0                                                                                           | 0                                                                                             | 0                                                                                            | 0         | 621                  |
| Huancavelica                | 0                                                                                            | 0                                                                                            | 0                                                                                                  | 0                                                                                                 | 0                                                                                               | 0                                                                                           | 0                                                                                             | 0                                                                                            | 0         | 453                  |
| Huánuco                     | 0                                                                                            | 0                                                                                            | 0                                                                                                  | 0                                                                                                 | 0                                                                                               | 0                                                                                           | 0                                                                                             | 0                                                                                            | 0         | 558                  |
| Ica                         | 0                                                                                            | 0                                                                                            | 0                                                                                                  | 0                                                                                                 | 0                                                                                               | 0                                                                                           | 0                                                                                             | 0                                                                                            | 0         | 493                  |
| Junín                       | 0                                                                                            | 0                                                                                            | 0                                                                                                  | 0                                                                                                 | 0                                                                                               | 0                                                                                           | 0                                                                                             | 0                                                                                            | 0         | 1097                 |
| La Libertad                 | 0                                                                                            | 0                                                                                            | 0                                                                                                  | 0                                                                                                 | 0                                                                                               | 0                                                                                           | 0                                                                                             | 0                                                                                            | 0         | 1130                 |
| Lambayeque                  | 0                                                                                            | 0                                                                                            | 0                                                                                                  | 0                                                                                                 | 0                                                                                               | 0                                                                                           | 0                                                                                             | 0                                                                                            | 0         | 1183                 |
| Lima Metropolitana y Callao | 7                                                                                            | 28                                                                                           | 0                                                                                                  | 0                                                                                                 | 0                                                                                               | 0                                                                                           | 0                                                                                             | 0                                                                                            | 35        | 17936                |
| Lima provincias             | 0                                                                                            | 7                                                                                            | 0                                                                                                  | 0                                                                                                 | 0                                                                                               | 0                                                                                           | 0                                                                                             | 0                                                                                            | 7         | 1607                 |
| Loreto                      | 0                                                                                            | 0                                                                                            | 0                                                                                                  | 0                                                                                                 | 0                                                                                               | 0                                                                                           | 0                                                                                             | 0                                                                                            | 0         | 453                  |
| Madre de Dios               | 0                                                                                            | 0                                                                                            | 0                                                                                                  | 0                                                                                                 | 0                                                                                               | 0                                                                                           | 0                                                                                             | 0                                                                                            | 0         | 493                  |
| Moquegua                    | 0                                                                                            | 0                                                                                            | 0                                                                                                  | 0                                                                                                 | 0                                                                                               | 0                                                                                           | 0                                                                                             | 0                                                                                            | 0         | 468                  |
| Pasco                       | 0                                                                                            | 0                                                                                            | 0                                                                                                  | 0                                                                                                 | 0                                                                                               | 0                                                                                           | 0                                                                                             | 0                                                                                            | 0         | 449                  |
| Piura                       | 0                                                                                            | 45                                                                                           | 0                                                                                                  | 0                                                                                                 | 0                                                                                               | 0                                                                                           | 0                                                                                             | 0                                                                                            | 45        | 2785                 |
| Puno                        | 0                                                                                            | 0                                                                                            | 0                                                                                                  | 0                                                                                                 | 0                                                                                               | 0                                                                                           | 0                                                                                             | 0                                                                                            | 0         | 490                  |
| San Martín                  | 0                                                                                            | 0                                                                                            | 0                                                                                                  | 0                                                                                                 | 0                                                                                               | 0                                                                                           | 0                                                                                             | 0                                                                                            | 0         | 734                  |
| Tacna                       | 0                                                                                            | 0                                                                                            | 0                                                                                                  | 0                                                                                                 | 0                                                                                               | 0                                                                                           | 0                                                                                             | 0                                                                                            | 0         | 838                  |
| Tumbes                      | 0                                                                                            | 0                                                                                            | 0                                                                                                  | 0                                                                                                 | 0                                                                                               | 0                                                                                           | 0                                                                                             | 0                                                                                            | 0         | 514                  |
| Ucayali                     | 0                                                                                            | 0                                                                                            | 0                                                                                                  | 0                                                                                                 | 0                                                                                               | 0                                                                                           | 0                                                                                             | 0                                                                                            | 0         | 452                  |
| <b>TOTAL</b>                | <b>7</b>                                                                                     | <b>80</b>                                                                                    | <b>0</b>                                                                                           | <b>0</b>                                                                                          | <b>0</b>                                                                                        | <b>0</b>                                                                                    | <b>0</b>                                                                                      | <b>0</b>                                                                                     | <b>87</b> | <b>37674</b>         |

## Atención por tipo de casos del sábado 06 de abril

| OFICINA SUNASS              |  Operacional |  Comercial |  TRASS |  INFO. GRAL. | TOTAL     | En lo que va de 2023 |
|-----------------------------|-----------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|-----------|----------------------|
| Amazonas                    | 0                                                                                             | 0                                                                                           | 0                                                                                       | 0                                                                                               | 0         | 570                  |
| Áncash - Chimbote           | 0                                                                                             | 0                                                                                           | 0                                                                                       | 0                                                                                               | 0         | 905                  |
| Áncash – Huaraz             | 0                                                                                             | 0                                                                                           | 0                                                                                       | 0                                                                                               | 0         | 482                  |
| Apurímac                    | 0                                                                                             | 0                                                                                           | 0                                                                                       | 0                                                                                               | 0         | 460                  |
| Arequipa                    | 0                                                                                             | 0                                                                                           | 0                                                                                       | 0                                                                                               | 0         | 1477                 |
| Ayacucho                    | 0                                                                                             | 0                                                                                           | 0                                                                                       | 0                                                                                               | 0         | 611                  |
| Cajamarca                   | 0                                                                                             | 0                                                                                           | 0                                                                                       | 0                                                                                               | 0         | 415                  |
| Cusco                       | 0                                                                                             | 0                                                                                           | 0                                                                                       | 0                                                                                               | 0         | 621                  |
| Huancavelica                | 0                                                                                             | 0                                                                                           | 0                                                                                       | 0                                                                                               | 0         | 453                  |
| Huánuco                     | 0                                                                                             | 0                                                                                           | 0                                                                                       | 0                                                                                               | 0         | 558                  |
| Ica                         | 0                                                                                             | 0                                                                                           | 0                                                                                       | 0                                                                                               | 0         | 493                  |
| Junín                       | 0                                                                                             | 0                                                                                           | 0                                                                                       | 0                                                                                               | 0         | 1097                 |
| La Libertad                 | 0                                                                                             | 0                                                                                           | 0                                                                                       | 0                                                                                               | 0         | 1130                 |
| Lambayeque                  | 0                                                                                             | 0                                                                                           | 0                                                                                       | 0                                                                                               | 0         | 1183                 |
| Lima Metropolitana y Callao | 9                                                                                             | 23                                                                                          | 1                                                                                       | 2                                                                                               | 35        | 17936                |
| Lima provincias             | 3                                                                                             | 1                                                                                           | 1                                                                                       | 2                                                                                               | 7         | 1607                 |
| Loreto                      | 0                                                                                             | 0                                                                                           | 0                                                                                       | 0                                                                                               | 0         | 453                  |
| Madre de Dios               | 0                                                                                             | 0                                                                                           | 0                                                                                       | 0                                                                                               | 0         | 493                  |
| Moquegua                    | 0                                                                                             | 0                                                                                           | 0                                                                                       | 0                                                                                               | 0         | 468                  |
| Pasco                       | 9                                                                                             | 32                                                                                          | 0                                                                                       | 4                                                                                               | 45        | 449                  |
| Piura                       | 0                                                                                             | 0                                                                                           | 0                                                                                       | 0                                                                                               | 0         | 2785                 |
| Puno                        | 0                                                                                             | 0                                                                                           | 0                                                                                       | 0                                                                                               | 0         | 490                  |
| San Martín                  | 0                                                                                             | 0                                                                                           | 0                                                                                       | 0                                                                                               | 0         | 734                  |
| Tacna                       | 0                                                                                             | 0                                                                                           | 0                                                                                       | 0                                                                                               | 0         | 838                  |
| Tumbes                      | 0                                                                                             | 0                                                                                           | 0                                                                                       | 0                                                                                               | 0         | 514                  |
| Ucayali                     | 0                                                                                             | 0                                                                                           | 0                                                                                       | 0                                                                                               | 0         | 452                  |
| <b>TOTAL</b>                | <b>21</b>                                                                                     | <b>56</b>                                                                                   | <b>2</b>                                                                                | <b>8</b>                                                                                        | <b>87</b> | <b>37674</b>         |



## Tipo de casos por EPS (1)

| Nº | PRESTADOR                                            | REGIÓN        | 06 abril de 2024 |           |            |            |       | En lo que va de 2024 |
|----|------------------------------------------------------|---------------|------------------|-----------|------------|------------|-------|----------------------|
|    |                                                      |               | OPERACIONAL      | COMERCIAL | EXP. TRASS | INF. GRAL. | TOTAL |                      |
| 1  | SEDAPAL                                              | Lima          | 6                | 13        | 2          | 3          | 24    | 11385                |
| 2  | EPSEL S.A.                                           | Lambayeque    | 2                | 5         | 0          | 1          | 8     | 3002                 |
| 3  | EPS GRAU S.A.                                        | Piura         | 9                | 35        | 0          | 4          | 48    | 5144                 |
| 4  | SEDAPAR S.A.                                         | Arequipa      | 0                | 0         | 0          | 0          | 0     | 2653                 |
| 5  | EPS TACNA S.A.                                       | Tacna         | 0                | 0         | 0          | 0          | 0     | 938                  |
| 6  | SEDALIB S.A.                                         | La Libertad   | 0                | 2         | 0          | 0          | 2     | 1717                 |
| 7  | SEDAM HUANCAYO S.A.                                  | Junín         | 0                | 0         | 0          | 0          | 0     | 1295                 |
| 8  | SEDA CUSCO S.A.                                      | Cusco         | 0                | 0         | 0          | 0          | 0     | 846                  |
| 9  | SEDA AYACUCHO S.A.                                   | Ayacucho      | 1                | 1         | 0          | 0          | 2     | 748                  |
| 10 | SEDACHIMBOTE S.A.                                    | Ancash        | 0                | 0         | 0          | 0          | 0     | 952                  |
| 11 | SEDA HUANUCO S.A.                                    | Huánuco       | 0                | 0         | 0          | 0          | 0     | 467                  |
| 12 | EMAPA CAÑETE S.A.                                    | Lima          | 1                | 0         | 0          | 0          | 1     | 529                  |
| 13 | EMAPA SAN MARTIN S.A.                                | San Martín    | 0                | 0         | 0          | 0          | 0     | 703                  |
| 14 | EPS SEDALORETO S.A.                                  | Loreto        | 0                | 0         | 0          | 0          | 0     | 461                  |
| 15 | EPS AGUAS DE LIMA NORTE S.A.                         | Lima          | 1                | 0         | 0          | 0          | 1     | 441                  |
| 16 | EPS SEDACAJ S.A.                                     | Cajamarca     | 0                | 0         | 0          | 0          | 0     | 296                  |
| 17 | UESST - UNIDAD EJECUTORA 002: (ANTES EPS ATUSA S.A.) | Tumbes        | 0                | 0         | 0          | 0          | 0     | 579                  |
| 18 | EMSAPUNO S.A.                                        | Puno          | 0                | 0         | 0          | 0          | 0     | 412                  |
| 19 | EPS CHAVIN S.A.                                      | Ancash        | 0                | 0         | 0          | 0          | 0     | 431                  |
| 20 | EMAPACOP S.A.                                        | Ucayali       | 0                | 0         | 0          | 0          | 0     | 445                  |
| 21 | EPS EMAPICA S.A.                                     | Ica           | 0                | 0         | 0          | 0          | 0     | 336                  |
| 22 | EPS EMAPAT S.A.                                      | Madre de Dios | 0                | 0         | 0          | 0          | 0     | 132                  |
| 23 | EPS MOQUEGUA S.A.                                    | Moquegua      | 0                | 0         | 0          | 0          | 0     | 362                  |
| 24 | EMAPA HUANCVELICA S.A.                               | Huancavelica  | 0                | 0         | 0          | 0          | 0     | 247                  |
| 25 | EMUSAP S.A.                                          | Amazonas      | 0                | 0         | 0          | 0          | 0     | 268                  |

## Tipo de casos por EPS (2)

| Nº    | PRESTADOR                      | REGIÓN     | 06 abril de 2024 |           |            |            |       | En lo que va de 2024 |
|-------|--------------------------------|------------|------------------|-----------|------------|------------|-------|----------------------|
|       |                                |            | OPERACIONAL      | COMERCIAL | EXP. TRASS | INF. GRAL. | TOTAL |                      |
| 26    | EPS SEMAPACH S.A.              | Ica        | 0                | 0         | 0          | 0          | 0     | 10913                |
| 27    | EPS BARRANCA S.A.              | Lima       | 0                | 0         | 0          | 0          | 0     | 2905                 |
| 28    | EMAPA PASCO S.A.               | Pasco      | 0                | 0         | 0          | 0          | 0     | 4796                 |
| 29    | EMUSAP ABANCAY S.A.            | Apurímac   | 0                | 0         | 0          | 0          | 0     | 2630                 |
| 30    | EMAPISCO S.A.                  | Ica        | 0                | 0         | 0          | 0          | 0     | 915                  |
| 31    | EMAPA HUARAL S.A.              | Lima       | 0                | 0         | 0          | 0          | 0     | 1657                 |
| 32    | EPS SELVA CENTRAL S.A.         | Junín      | 0                | 0         | 0          | 0          | 0     | 1230                 |
|       | EPS SELVA CENTRAL S.A.         | Pasco      | 0                | 0         | 0          | 0          | 0     | 826                  |
| 33    | EPS MUNICIPAL MANTARO S.A.     | Junín      | 0                | 0         | 0          | 0          | 0     | 717                  |
| 34    | EPSSMU S.A.                    | Amazonas   | 0                | 0         | 0          | 0          | 0     | 895                  |
| 35    | EPS MARAÑÓN S.R.L.             | Cajamarca  | 1                | 0         | 0          | 0          | 1     | 436                  |
| 36    | EPS SEDA JULIACA S.A.          | Puno       | 0                | 0         | 0          | 0          | 0     | 501                  |
| 37    | EPS ILO S.A.                   | Moquegua   | 0                | 0         | 0          | 0          | 0     | 685                  |
| 38    | EMSAP CHANKA S.A.              | Apurímac   | 0                | 0         | 0          | 0          | 0     | 448                  |
| 39    | EPS SIERRA CENTRAL S.R.L       | Junín      | 0                | 0         | 0          | 0          | 0     | 427                  |
| 40    | EPS MOYOBAMBA S.A.             | San Martín | 0                | 0         | 0          | 0          | 0     | 282                  |
| 41    | EPS NOR PUNO S.A.              | Puno       | 0                | 0         | 0          | 0          | 0     | 566                  |
| 42    | EMAPAB S.A.                    | Amazonas   | 0                | 0         | 0          | 0          | 0     | 396                  |
| 43    | EPS EMAQ S.R.L.                | Cusco      | 0                | 0         | 0          | 0          | 0     | 418                  |
| 44    | EPS RIOJA S.A.                 | San Martín | 0                | 0         | 0          | 0          | 0     | 417                  |
| 45    | EMSAPA YAULI LA OROYA S.R.L.   | Junín      | 0                | 0         | 0          | 0          | 0     | 310                  |
| 46    | EMAPAVIGS S.A.                 | Ica        | 0                | 0         | 0          | 0          | 0     | 126                  |
| 47    | EMSAPA CALCA S.A               | Cusco      | 0                | 0         | 0          | 0          | 0     | 356                  |
| 48    | EMPSSAPAL S.A.                 | Cusco      | 0                | 0         | 0          | 0          | 0     | 242                  |
| 49    | EMAPA Y S.R.L.                 | Puno       | 0                | 0         | 0          | 0          | 0     | 245                  |
| 50    | EPS AGUAS DEL ALTIPLANO S.R.L. | Puno       | 0                | 0         | 0          | 0          | 0     | 6                    |
| TOTAL |                                |            | 21               | 56        | 2          | 8          | 87    | 36446                |

## Tipo de casos en Sedapal (Lima y Callao)

| Nº    | DISTRITO                | 06 abril de 2024 |           |            |            |       | En lo que va de 2024 |
|-------|-------------------------|------------------|-----------|------------|------------|-------|----------------------|
|       |                         | OPERACIONAL      | COMERCIAL | EXP. TRASS | INF. GRAL. | TOTAL |                      |
| 1     | San Martín De Porres    | 1                | 0         | 0          | 0          | 1     | 1013                 |
| 2     | Comas                   | 0                | 5         | 0          | 1          | 6     | 977                  |
| 3     | San Juan De Lurigancho  | 3                | 1         | 1          | 1          | 6     | 1538                 |
| 4     | Villa El Salvador       | 0                | 3         | 0          | 0          | 3     | 356                  |
| 5     | Independencia           | 0                | 0         | 0          | 0          | 0     | 349                  |
| 6     | Callao                  | 0                | 0         | 0          | 0          | 0     | 732                  |
| 7     | Puente Piedra           | 0                | 0         | 0          | 0          | 0     | 556                  |
| 8     | Ate                     | 0                | 0         | 0          | 0          | 0     | 476                  |
| 9     | Ventanilla              | 0                | 0         | 0          | 0          | 0     | 413                  |
| 10    | Santiago De Surco       | 0                | 0         | 0          | 0          | 0     | 268                  |
| 11    | Lima                    | 0                | 0         | 1          | 1          | 2     | 425                  |
| 12    | Carabayllo              | 0                | 0         | 0          | 0          | 0     | 607                  |
| 13    | Los Olivos              | 0                | 0         | 0          | 0          | 0     | 420                  |
| 14    | La Victoria             | 0                | 0         | 0          | 0          | 0     | 133                  |
| 15    | Villa María Del Triunfo | 0                | 1         | 0          | 0          | 1     | 303                  |
| 16    | La Molina               | 0                | 0         | 0          | 0          | 0     | 146                  |
| 17    | Santa Anita             | 0                | 0         | 0          | 0          | 0     | 131                  |
| 18    | Ancón                   | 0                | 0         | 0          | 0          | 0     | 51                   |
| 19    | Bellavista              | 0                | 0         | 0          | 0          | 0     | 118                  |
| 20    | Lurín                   | 0                | 0         | 0          | 0          | 0     | 66                   |
| 21    | Breña                   | 0                | 0         | 0          | 0          | 0     | 115                  |
| 22    | Rímac                   | 0                | 0         | 0          | 0          | 0     | 375                  |
| 23    | Chorrillos              | 0                | 0         | 0          | 0          | 0     | 181                  |
| 24    | San Bartolo             | 0                | 0         | 0          | 0          | 0     | 7                    |
| 25    | Otros                   | 2                | 3         | 0          | 0          | 5     | 3597                 |
| TOTAL |                         | 6                | 13        | 2          | 3          | 24    | 11385                |

# Tipo de casos fuera del ámbito de EP

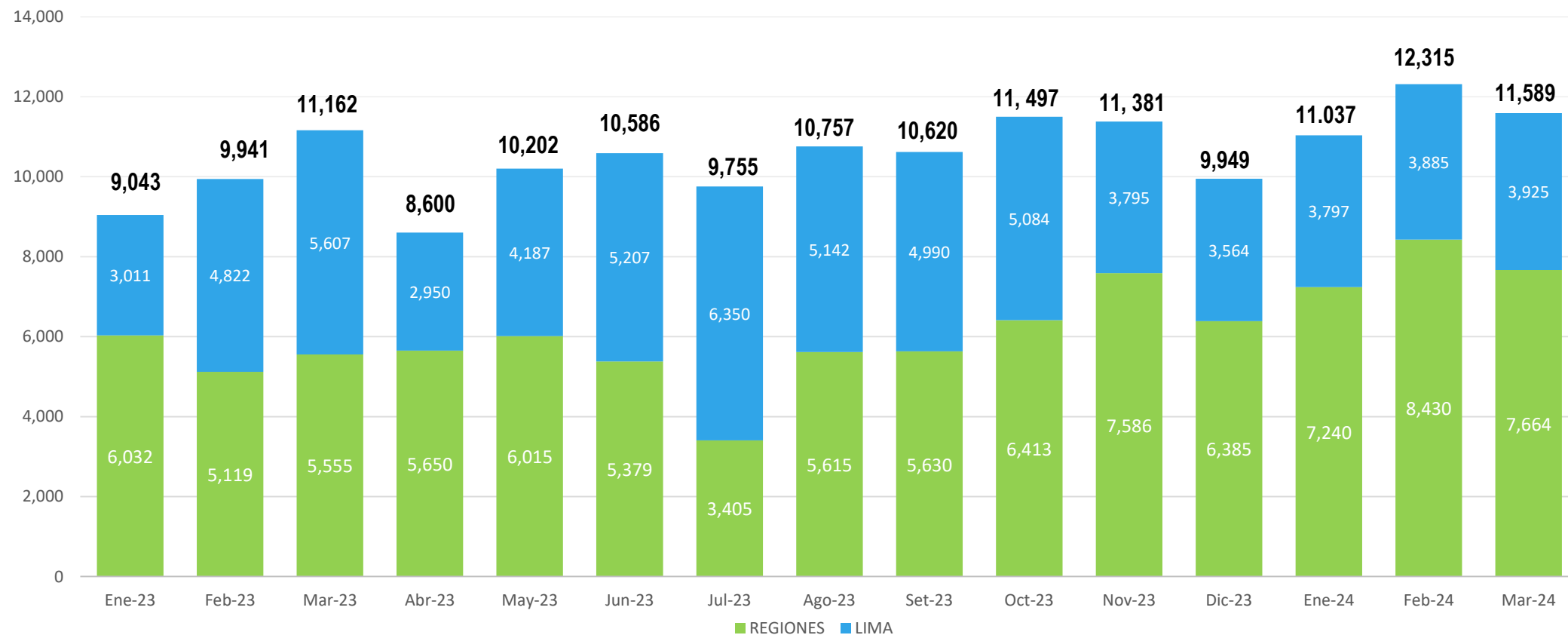
en zonas rurales, pequeña ciudad y periurbano



| 06 abril del 2024 |                    |             |           |            |            |       | En lo que va de 2024 |
|-------------------|--------------------|-------------|-----------|------------|------------|-------|----------------------|
| Nº                | PRESTADOR          | OPERACIONAL | COMERCIAL | EXP. TRASS | INF. GRAL. | Total |                      |
| 1                 | ZONAS RURALES      | 2           | 2         | 0          | 2          | 6     | 586                  |
| 2                 | PEQUEÑAS CIUDADES  | 0           | 0         | 0          | 1          | 1     | 112                  |
| 3                 | OTRO ÁMBITO URBANO | 0           | 0         | 0          | 1          | 1     | 43                   |
| TOTAL             |                    | 2           | 2         | 0          | 4          | 8     | 741                  |

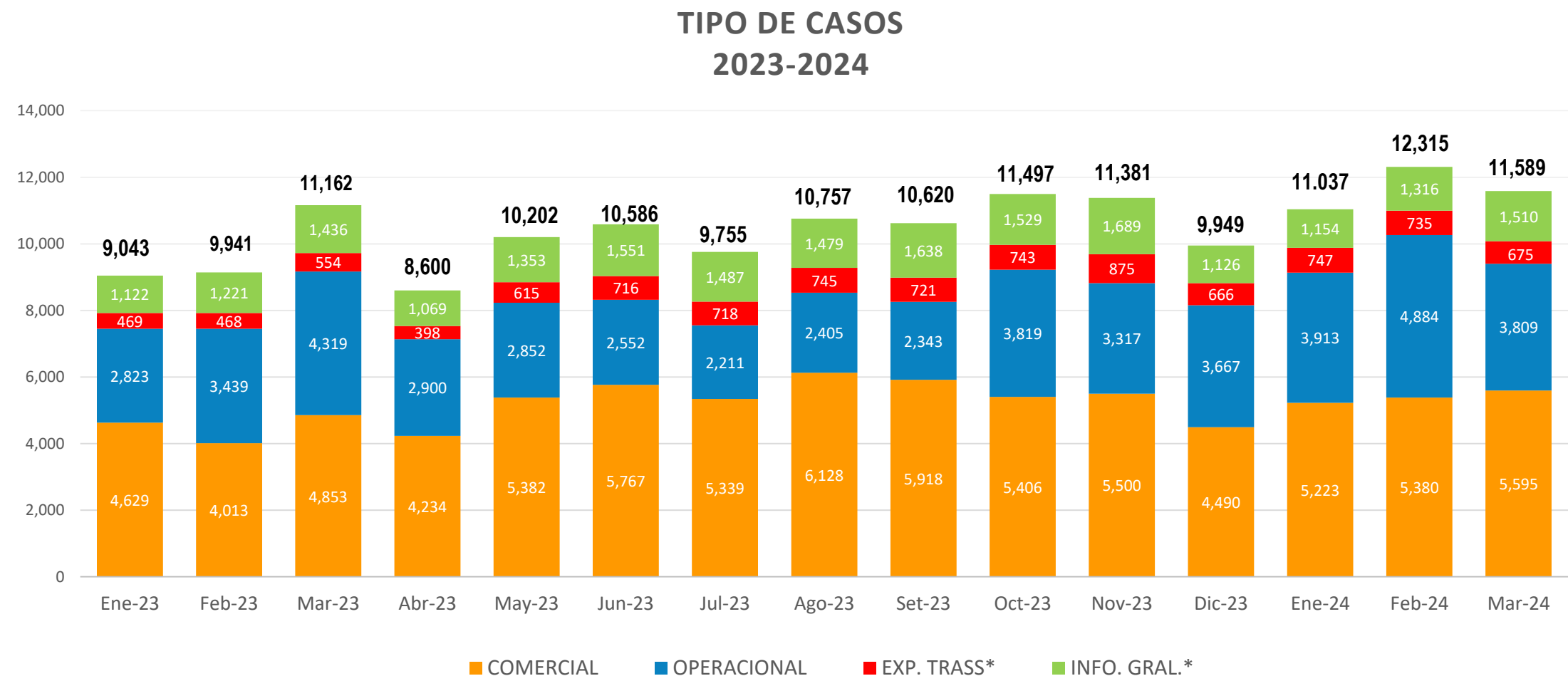
# Evolución mensual de atenciones 2023 -2024

## LIMA | REGIONES 2023 - 2024



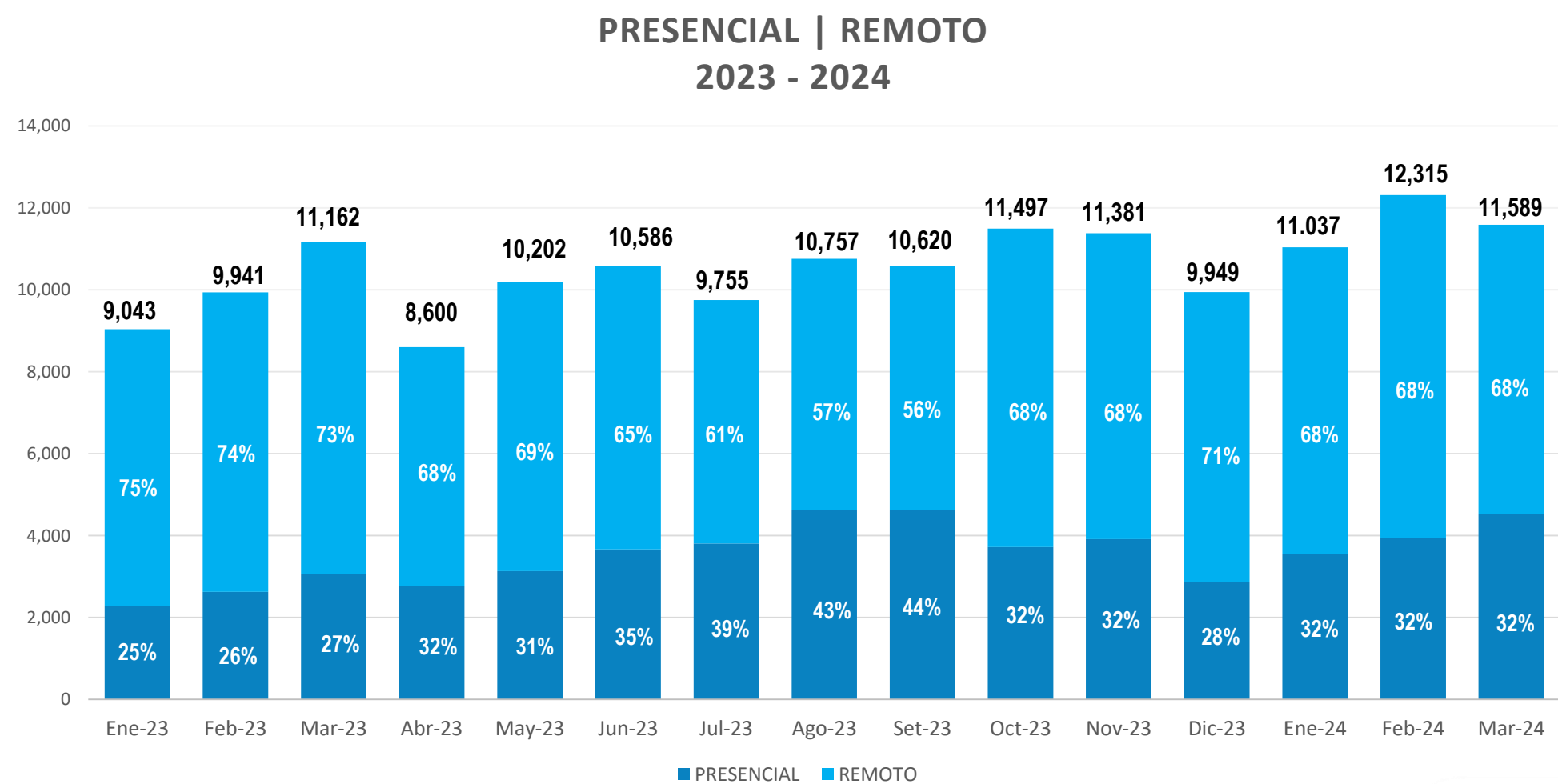
En marzo 2024 se evidencia un crecimiento del **3%**, en relación a marzo 2023. En el acumulado del periodo enero - marzo 2024 se registró un crecimiento del 16% en comparación al 2023.

# Evolución mensual por tipos de casos 2023 - 2024

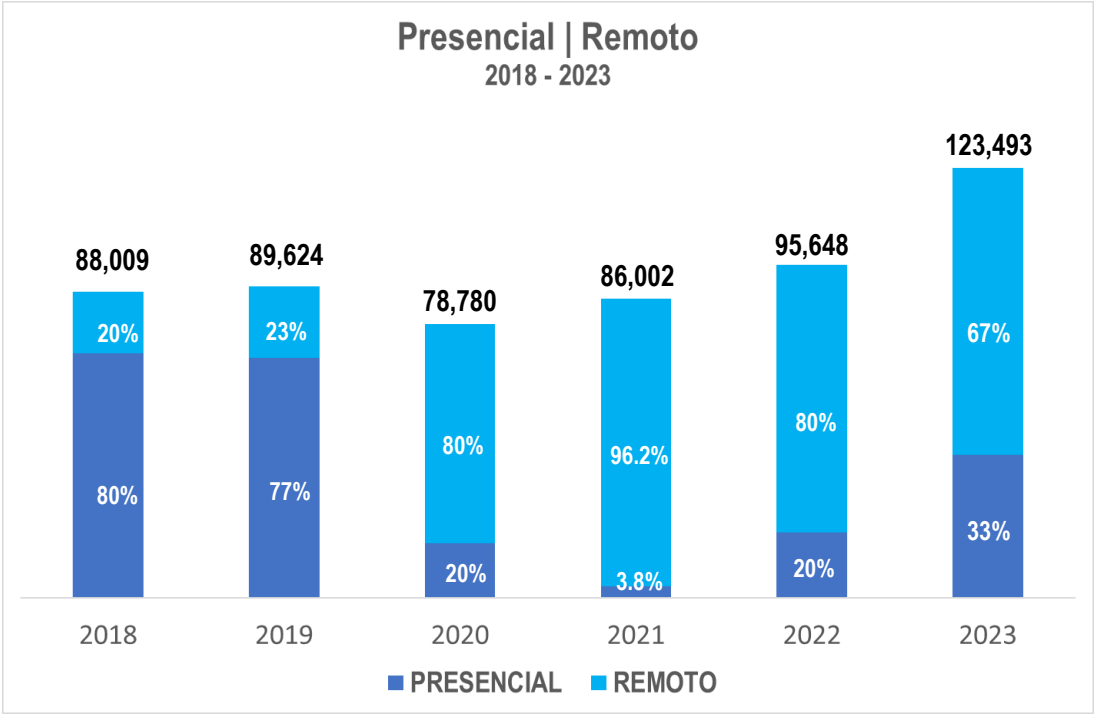
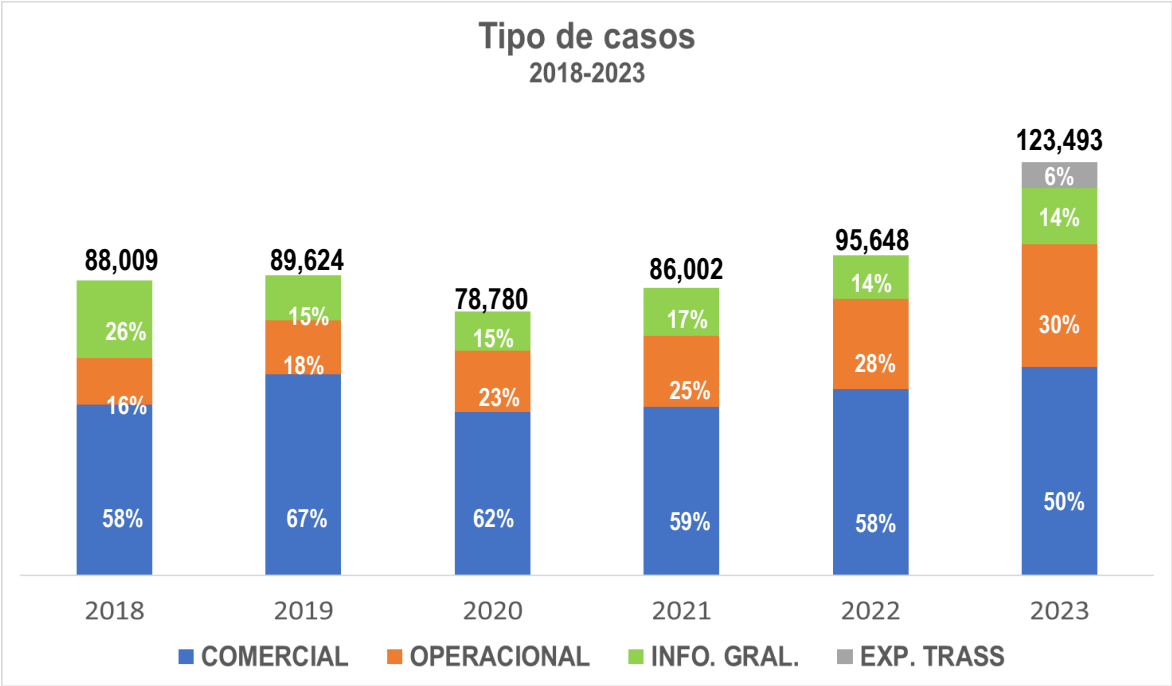


\* En el 2023 se cambia el tipo de caso "Otros" a "Información general" y se agregó el tipo de caso "ExpedientesTrass".

# Evolución mensual por modalidad de atención 2023 - 2024



# Evolución anual por tipo de casos y modalidad de atención 2018 - 2023

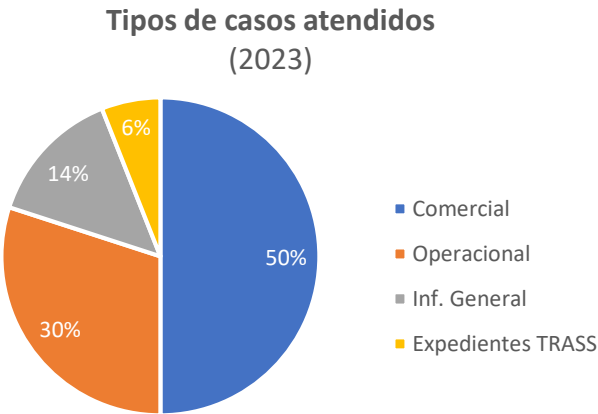


# ***Resultados 2023***

# N° Atenciones 2023: 123,493

| Por canal                                                                                 |                                                                                   |        |
|-------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|--------|
| Presencial                                                                                |  | 31330  |
| Telefónico                                                                                |  | 77041  |
| Redes sociales                                                                            |  | 238    |
| Correo electrónico                                                                        |  | 819    |
| Mesa de partes                                                                            |  | 621    |
| Campaña de orientación                                                                    |  | 2922   |
| Campaña en prestador                                                                      |  | 6866   |
| WhatsApp                                                                                  |  | 3656   |
|  TOTAL |                                                                                   | 123493 |

| Por tipo de casos   |                                                                                     |        |
|---------------------|-------------------------------------------------------------------------------------|--------|
| Operacional         |  | 36672  |
| Comercial           |  | 62195  |
| Información general |  | 16939  |
| Expediente TRASS    |  | 7687   |
| TOTAL               |                                                                                     | 123493 |



En relación con el año anterior, en el 2023 las orientaciones a usuarios crecieron en **27,845 (+29%)**

# Atención en oficinas por canal de atención 2023

| OFICINA SUNASS              |  |  |  |  |  |  |  |  | TOTAL         | RESULTADOS 2023 |                  |
|-----------------------------|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|---------------|-----------------|------------------|
|                             | Presencial                                                                        | Telefónico                                                                        | Redes Sociales                                                                     | Correo elect.                                                                       | Mesa partes                                                                         | Campaña                                                                             | Prestador                                                                           | WhatsApp                                                                            |               | TOTAL 2022      | CRECIMIENTO 2023 |
| Amazonas                    | 166                                                                               | 469                                                                               | 21                                                                                 | 0                                                                                   | 0                                                                                   | 200                                                                                 | 50                                                                                  | 18                                                                                  | 924           | 758             | 23%              |
| Áncash - Chimbote           | 1509                                                                              | 575                                                                               | 5                                                                                  | 1                                                                                   | 0                                                                                   | 21                                                                                  | 195                                                                                 | 21                                                                                  | 2327          | 1566            | 49%              |
| Áncash – Huaraz             | 310                                                                               | 620                                                                               | 0                                                                                  | 0                                                                                   | 0                                                                                   | 227                                                                                 | 109                                                                                 | 11                                                                                  | 1277          | 898             | 42%              |
| Apurímac                    | 206                                                                               | 184                                                                               | 0                                                                                  | 0                                                                                   | 3                                                                                   | 151                                                                                 | 30                                                                                  | 0                                                                                   | 574           | 503             | 14%              |
| Arequipa                    | 1832                                                                              | 1978                                                                              | 42                                                                                 | 16                                                                                  | 17                                                                                  | 203                                                                                 | 2158                                                                                | 48                                                                                  | 6294          | 6271            | 0%               |
| Ayacucho                    | 639                                                                               | 1183                                                                              | 44                                                                                 | 111                                                                                 | 4                                                                                   | 79                                                                                  | 119                                                                                 | 9                                                                                   | 2188          | 2118            | 3%               |
| Cajamarca                   | 575                                                                               | 472                                                                               | 43                                                                                 | 1                                                                                   | 9                                                                                   | 2                                                                                   | 0                                                                                   | 3                                                                                   | 1105          | 1010            | 10%              |
| Cusco                       | 1180                                                                              | 1024                                                                              | 0                                                                                  | 0                                                                                   | 0                                                                                   | 22                                                                                  | 76                                                                                  | 48                                                                                  | 2350          | 2558            | -8%              |
| Huancavelica                | 488                                                                               | 144                                                                               | 0                                                                                  | 0                                                                                   | 0                                                                                   | 40                                                                                  | 56                                                                                  | 3                                                                                   | 731           | 653             | 12%              |
| Huánuco                     | 77                                                                                | 981                                                                               | 0                                                                                  | 0                                                                                   | 0                                                                                   | 3                                                                                   | 652                                                                                 | 16                                                                                  | 1729          | 1755            | -1%              |
| Ica                         | 319                                                                               | 1218                                                                              | 6                                                                                  | 5                                                                                   | 3                                                                                   | 0                                                                                   | 0                                                                                   | 12                                                                                  | 1563          | 1251            | 25%              |
| Junín                       | 312                                                                               | 3659                                                                              | 3                                                                                  | 19                                                                                  | 1                                                                                   | 123                                                                                 | 159                                                                                 | 93                                                                                  | 4369          | 3721            | 17%              |
| La Libertad                 | 898                                                                               | 2243                                                                              | 2                                                                                  | 35                                                                                  | 4                                                                                   | 82                                                                                  | 431                                                                                 | 153                                                                                 | 3848          | 3169            | 21%              |
| Lambayeque                  | 1069                                                                              | 2919                                                                              | 0                                                                                  | 43                                                                                  | 4                                                                                   | 1                                                                                   | 318                                                                                 | 624                                                                                 | 4978          | 5767            | -14%             |
| Lima Metropolitana y Callao | 13095                                                                             | 43075                                                                             | 44                                                                                 | 487                                                                                 | 466                                                                                 | 492                                                                                 | 1617                                                                                | 1151                                                                                | 60427         | 39986           | 51%              |
| Lima provincias             | 1147                                                                              | 2790                                                                              | 2                                                                                  | 12                                                                                  | 0                                                                                   | 530                                                                                 | 520                                                                                 | 31                                                                                  | 5032          | 3036            | 66%              |
| Loreto                      | 1124                                                                              | 161                                                                               | 0                                                                                  | 0                                                                                   | 0                                                                                   | 0                                                                                   | 38                                                                                  | 4                                                                                   | 1327          | 1201            | 10%              |
| Madre de Dios               | 202                                                                               | 288                                                                               | 0                                                                                  | 0                                                                                   | 0                                                                                   | 218                                                                                 | 115                                                                                 | 8                                                                                   | 831           | 661             | 26%              |
| Moquegua                    | 384                                                                               | 288                                                                               | 0                                                                                  | 1                                                                                   | 0                                                                                   | 178                                                                                 | 113                                                                                 | 6                                                                                   | 970           | 841             | 15%              |
| Pasco                       | 162                                                                               | 219                                                                               | 1                                                                                  | 0                                                                                   | 0                                                                                   | 149                                                                                 | 50                                                                                  | 3                                                                                   | 584           | 400             | 47%              |
| Piura                       | 1473                                                                              | 7820                                                                              | 17                                                                                 | 71                                                                                  | 68                                                                                  | 0                                                                                   | 26                                                                                  | 1178                                                                                | 10653         | 9615            | 11%              |
| Puno                        | 278                                                                               | 991                                                                               | 1                                                                                  | 3                                                                                   | 1                                                                                   | 25                                                                                  | 14                                                                                  | 5                                                                                   | 1318          | 1053            | 26%              |
| San Martín                  | 1355                                                                              | 444                                                                               | 4                                                                                  | 3                                                                                   | 0                                                                                   | 116                                                                                 | 8                                                                                   | 16                                                                                  | 1946          | 1365            | 43%              |
| Tacna                       | 1487                                                                              | 2346                                                                              | 2                                                                                  | 10                                                                                  | 38                                                                                  | 0                                                                                   | 0                                                                                   | 49                                                                                  | 3932          | 3789            | 4%               |
| Tumbes                      | 450                                                                               | 742                                                                               | 0                                                                                  | 1                                                                                   | 3                                                                                   | 60                                                                                  | 12                                                                                  | 142                                                                                 | 1410          | 982             | 44%              |
| Ucayali                     | 593                                                                               | 208                                                                               | 1                                                                                  | 0                                                                                   | 0                                                                                   | 0                                                                                   | 0                                                                                   | 4                                                                                   | 806           | 721             | 12%              |
| <b>TOTAL</b>                | <b>31330</b>                                                                      | <b>77041</b>                                                                      | <b>238</b>                                                                         | <b>819</b>                                                                          | <b>621</b>                                                                          | <b>2922</b>                                                                         | <b>6866</b>                                                                         | <b>3656</b>                                                                         | <b>123493</b> | <b>95648</b>    | <b>29%</b>       |

# Atención en oficinas por tipo de casos 2023

| OFICINA SUNASS              |  Operacional |  Comercial |  TRASS |  INFO. GRAL. | TOTAL         |
|-----------------------------|-----------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|---------------|
| Amazonas                    | 357                                                                                           | 422                                                                                         | 0                                                                                       | 145                                                                                            | 924           |
| Áncash - Chimbote           | 255                                                                                           | 1532                                                                                        | 34                                                                                      | 506                                                                                            | 2327          |
| Áncash – Huaraz             | 371                                                                                           | 737                                                                                         | 12                                                                                      | 157                                                                                            | 1277          |
| Apurímac                    | 126                                                                                           | 157                                                                                         | 0                                                                                       | 291                                                                                            | 574           |
| Arequipa                    | 453                                                                                           | 4045                                                                                        | 373                                                                                     | 1423                                                                                           | 6294          |
| Ayacucho                    | 732                                                                                           | 1140                                                                                        | 49                                                                                      | 267                                                                                            | 2188          |
| Cajamarca                   | 170                                                                                           | 646                                                                                         | 40                                                                                      | 249                                                                                            | 1105          |
| Cusco                       | 641                                                                                           | 1231                                                                                        | 373                                                                                     | 105                                                                                            | 2350          |
| Huancavelica                | 136                                                                                           | 224                                                                                         | 2                                                                                       | 369                                                                                            | 731           |
| Huánuco                     | 384                                                                                           | 1002                                                                                        | 1                                                                                       | 342                                                                                            | 1729          |
| Ica                         | 603                                                                                           | 462                                                                                         | 8                                                                                       | 490                                                                                            | 1563          |
| Junín                       | 1963                                                                                          | 1966                                                                                        | 6                                                                                       | 434                                                                                            | 4369          |
| La Libertad                 | 922                                                                                           | 1634                                                                                        | 703                                                                                     | 589                                                                                            | 3848          |
| Lambayeque                  | 2134                                                                                          | 2285                                                                                        | 57                                                                                      | 502                                                                                            | 4978          |
| Lima Metropolitana y Callao | 16983                                                                                         | 31326                                                                                       | 5549                                                                                    | 6569                                                                                           | 60427         |
| Lima provincias             | 1384                                                                                          | 2603                                                                                        | 112                                                                                     | 933                                                                                            | 5032          |
| Loreto                      | 176                                                                                           | 1113                                                                                        | 21                                                                                      | 17                                                                                             | 1327          |
| Madre de Dios               | 162                                                                                           | 550                                                                                         | 19                                                                                      | 100                                                                                            | 831           |
| Moquegua                    | 226                                                                                           | 591                                                                                         | 2                                                                                       | 151                                                                                            | 970           |
| Pasco                       | 255                                                                                           | 162                                                                                         | 13                                                                                      | 154                                                                                            | 584           |
| Piura                       | 5510                                                                                          | 4113                                                                                        | 112                                                                                     | 918                                                                                            | 10653         |
| Puno                        | 612                                                                                           | 472                                                                                         | 0                                                                                       | 234                                                                                            | 1318          |
| San Martín                  | 288                                                                                           | 1041                                                                                        | 2                                                                                       | 615                                                                                            | 1946          |
| Tacna                       | 674                                                                                           | 1945                                                                                        | 153                                                                                     | 1160                                                                                           | 3932          |
| Tumbes                      | 930                                                                                           | 378                                                                                         | 0                                                                                       | 102                                                                                            | 1410          |
| Ucayali                     | 225                                                                                           | 418                                                                                         | 46                                                                                      | 117                                                                                            | 806           |
| <b>TOTAL</b>                | <b>36672</b>                                                                                  | <b>62195</b>                                                                                | <b>7687</b>                                                                             | <b>16939</b>                                                                                   | <b>123493</b> |



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