



INSTITUTO NICARAGÜENSE DE ENERGÍA

INE

ENTE REGULADOR

Actualizado a octubre 2011

RECLAMOS/RECURSOS RESUELTOS EN LAS DISTINTAS INSTANCIAS DE INE

| Reclamos/Recursos Resueltos | Año | | | | | | |
|-----------------------------|---------------|---------------|---------------|---------------|---------------|---------------|----------------|
| A Favor de | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | Total general |
| Cliente | 10,807 | 12,073 | 9,969 | 4,990 | 8,126 | 5,856 | 51,821 |
| Primera instancia | 10,657 | 11,716 | 9,541 | 4,226 | 6,944 | 4,634 | 47,718 |
| Segunda instancia | 142 | 333 | 370 | 526 | 807 | 854 | 3,032 |
| Tercer instancia | 8 | 24 | 58 | 238 | 375 | 368 | 1,071 |
| Distribuidora | 7,109 | 13,919 | 22,016 | 17,468 | 19,132 | 19,852 | 99,496 |
| Primera instancia | 6,663 | 11,643 | 17,998 | 11,884 | 12,640 | 13,453 | 74,281 |
| Segunda instancia | 430 | 1,636 | 2,758 | 3,767 | 4,463 | 5,128 | 18,182 |
| Tercer instancia | 16 | 640 | 1,260 | 1,817 | 2,029 | 1,271 | 7,033 |
| Parcial | | 3 | 456 | 1,336 | 1,341 | 741 | 3,877 |
| Primera instancia | | 2 | 442 | 981 | 959 | 476 | 2,860 |
| Segunda instancia | | | 4 | 240 | 303 | 223 | 770 |
| Tercer instancia | | 1 | 10 | 115 | 79 | 42 | 247 |
| Total general | 17,916 | 25,995 | 32,441 | 23,794 | 28,599 | 26,449 | 155,194 |



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| ESTATUS DE LAS RESOLUCIONES EMITIDAS | % |
|--------------------------------------|-------------|
| Domiciliar | 74.58% |
| General | 18.97% |
| Iglesia | 0.29% |
| Industrial | 3.47% |
| Irrigación y bombeo | 2.69% |
| Total general | 100% |

| BALANCE POR DISTRIBUIDORA | % |
|---------------------------|----------------|
| DISNORTE | 49.32% |
| DISSUR | 49.64% |
| ENEL | 1.05% |
| Total general | 100.00% |

CUADRO RESUMEN DE RECURSOS A FAVOR DE CLIENTE O DISTRIBUIDORA

| | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 |
|---------|------|------|------|------|------|------|
| AFC | 0.60 | 0.46 | 0.31 | 0.21 | 0.28 | 0.22 |
| AFD | 0.40 | 0.54 | 0.68 | 0.73 | 0.67 | 0.75 |
| Parcial | 0 | 0 | 0.01 | 0.06 | 0.05 | 0.03 |
| | 100 | 100 | 100 | 100 | 100 | 100 |