

AUTORIDAD DE ASEO URBANO Y DOMICILIARIO  
ENLACE OPERATIVO 311: DEL CENTRO DE ATENCION CIUDADANA  
CUADRO MENSUAL DE RECOLECCIÓN , SERVICIO ESPECIAL, SERVICIO AL CLIENTE , QUEJAS E IDEAS Y SUGERENCIAS , DE CASOS VENCIDOS Y ATENDIDOS.  
INFORME DE JULIO 2026

| ZONA 1        | Quejas de<br>Recolección | Vencidas de<br>Recolección | SERVICIO ESPECIAL                             |        |                                                            |           |                               | SERVICIO AL CLIENTE     |                         |         |                        |              | QUEJAS   |                                                                     |            |                |                        |           | TOTAL DE CASOS QUE<br>ENTRARON A LA LINEA<br>311 |
|---------------|--------------------------|----------------------------|-----------------------------------------------|--------|------------------------------------------------------------|-----------|-------------------------------|-------------------------|-------------------------|---------|------------------------|--------------|----------|---------------------------------------------------------------------|------------|----------------|------------------------|-----------|--------------------------------------------------|
| CORREGIMEINTO |                          |                            | Enseres (Línea<br>blanca, Muebles,<br>Elect). | Jardin | Despojos (llantas)<br>cielo razo en bolsas<br>menos de 10) | SUB TOTAL | Vencidas<br>Servicio Especial | Solicitud<br>de Tanques | Proyectos<br>Especiales | Barrido | Atención al<br>Cliente | SUB<br>TOTAL | Reclamos | Denuncias de acto de<br>corrupción contra un<br>funcionario público | ACCIDENTES | Agradecimiento | IDEAS Y<br>SUGERENCIAS | SUB TOTAL |                                                  |
| ANCON         | 49                       | 29                         | 5                                             | 5      | 6                                                          | 16        | 0                             | 0                       | 0                       | 0       | 0                      | 0            | 0        | 0                                                                   | 0          | 0              | 1                      | 1         | 66                                               |
| BELLA VISTA   | 47                       | 33                         | 3                                             | 3      | 3                                                          | 9         | 0                             | 0                       | 0                       | 0       | 1                      | 1            | 0        | 0                                                                   | 0          | 0              | 0                      | 0         | 57                                               |
| BETHANIA      | 77                       | 43                         | 6                                             | 5      | 5                                                          | 16        | 0                             | 0                       | 0                       | 0       | 0                      | 0            | 0        | 0                                                                   | 0          | 0              | 0                      | 0         | 93                                               |
| CALIDONIA     | 1                        | 0                          | 1                                             | 0      | 1                                                          | 2         | 0                             | 0                       | 0                       | 0       | 0                      | 0            | 0        | 0                                                                   | 0          | 0              | 0                      | 0         | 3                                                |
| CHORRILLO     | 0                        | 0                          | 0                                             | 0      | 0                                                          | 0         | 0                             | 0                       | 0                       | 0       | 0                      | 0            | 0        | 0                                                                   | 0          | 0              | 0                      | 0         | 0                                                |
| CURUNDU       | 0                        | 0                          | 0                                             | 0      | 0                                                          | 0         | 0                             | 0                       | 0                       | 0       | 0                      | 0            | 0        | 0                                                                   | 0          | 0              | 0                      | 0         | 0                                                |
| SAN FELIPE    | 0                        | 0                          | 0                                             | 1      | 0                                                          | 1         | 0                             | 0                       | 0                       | 0       | 0                      | 0            | 0        | 0                                                                   | 0          | 0              | 0                      | 0         | 1                                                |
| SANTA ANA     | 0                        | 0                          | 0                                             | 0      | 0                                                          | 0         | 0                             | 0                       | 0                       | 0       | 1                      | 1            | 0        | 0                                                                   | 0          | 0              | 0                      | 0         | 1                                                |
| P.NUEVO       | 39                       | 27                         | 3                                             | 3      | 3                                                          | 9         | 0                             | 0                       | 0                       | 0       | 2                      | 2            | 0        | 0                                                                   | 0          | 0              | 0                      | 0         | 50                                               |
| SUB TOTAL     | 213                      | 132                        | 18                                            | 17     | 18                                                         | 53        | 0                             | 0                       | 0                       | 0       | 4                      | 4            | 0        | 0                                                                   | 0          | 0              | 1                      | 1         | 271                                              |

| ZONA 2         | Quejas de<br>Recolección | Vencidas de<br>Recolección | SERVICIO ESPECIAL                              |        |                            |           |                               | SERVICIO AL CLIENTE     |                         |         |                        |           | QUEJAS   |                                                                     |            |                |                        |           | TOTAL DE CASOS QUE<br>ENTRARON A LA LINEA<br>311 |
|----------------|--------------------------|----------------------------|------------------------------------------------|--------|----------------------------|-----------|-------------------------------|-------------------------|-------------------------|---------|------------------------|-----------|----------|---------------------------------------------------------------------|------------|----------------|------------------------|-----------|--------------------------------------------------|
| CORREGIMEINTO  |                          |                            | Enseres (Línea<br>blanca, Muebles ,<br>Elect). | Jardin | Despojos ( madera,<br>etc) | SUB TOTAL | Vencidas<br>Servicio Especial | Solicitud<br>de Tanques | Proyectos<br>Especiales | Barrido | Atención al<br>Cliente | SUB TOTAL | Reclamos | Denuncias de acto de<br>corrupción contra un<br>funcionario público | ACCIDENTES | Agradecimiento | IDEAS Y<br>SUGERENCIAS | SUB TOTAL |                                                  |
| SAN FRANCISCO  | 21                       | 3                          | 3                                              | 5      | 3                          | 11        | 0                             | 0                       | 0                       | 0       | 0                      | 0         | 0        | 0                                                                   | 0          | 0              | 0                      | 0         | 32                                               |
| PARQUE LEFEVRE | 23                       | 12                         | 8                                              | 5      | 8                          | 21        | 0                             | 0                       | 0                       | 1       | 1                      | 0         | 0        | 0                                                                   | 0          | 0              | 0                      | 0         | 45                                               |
| RIO ABAJO      | 19                       | 8                          | 3                                              | 2      | 3                          | 8         | 0                             | 0                       | 0                       | 0       | 0                      | 0         | 0        | 0                                                                   | 0          | 0              | 0                      | 0         | 27                                               |
| JUAN DIAZ      | 58                       | 29                         | 6                                              | 4      | 4                          | 14        | 0                             | 0                       | 0                       | 0       | 0                      | 0         | 0        | 0                                                                   | 0          | 0              | 0                      | 0         | 72                                               |
| DON BOSCO      | 15                       | 3                          | 5                                              | 4      | 4                          | 13        | 0                             | 0                       | 0                       | 3       | 3                      | 0         | 0        | 0                                                                   | 0          | 0              | 1                      | 1         | 32                                               |
| SUB TOTAL      | 136                      | 55                         | 25                                             | 20     | 22                         | 67        | 0                             | 0                       | 0                       | 4       | 4                      | 0         | 0        | 0                                                                   | 0          | 0              | 1                      | 1         | 208                                              |

| ZONA 3           | Quejas de Recolección | Vencidas de Recolección | SERVICIO ESPECIAL                        |        |                        |           |                            | SERVICIO AL CLIENTE  |                      |         |                     |           | QUEJAS   |                                                               |            |                |                     |           | TOTAL DE CASOS QUE ENTRARON A LA LINEA 311 |
|------------------|-----------------------|-------------------------|------------------------------------------|--------|------------------------|-----------|----------------------------|----------------------|----------------------|---------|---------------------|-----------|----------|---------------------------------------------------------------|------------|----------------|---------------------|-----------|--------------------------------------------|
| CORREGIMIENTO    |                       |                         | Enseres (Línea blanca, Muebles , Elect). | Jardin | Despojos (madera, etc) | SUB TOTAL | Vencidas Servicio Especial | Solicitud de Tanques | Proyectos Especiales | Barrido | Atención al Cliente | SUB TOTAL | Reclamos | Denuncias de acto de corrupción contra un funcionario público | ACCIDENTES | Agradecimiento | IDEAS Y SUGERENCIAS | SUB TOTAL |                                            |
| ALCALDE DIAZ     | 25                    | 10                      | 0                                        | 0      | 0                      | 0         | 0                          | 0                    | 0                    | 0       | 1                   | 1         | 0        | 0                                                             | 0          | 0              | 0                   | 0         | 26                                         |
| CAIMITILLO       | 6                     | 1                       | 1                                        | 0      | 0                      | 1         | 0                          | 0                    | 0                    | 0       | 1                   | 1         | 0        | 0                                                             | 0          | 0              | 0                   | 0         | 8                                          |
| CHILIBRE         | 3                     | 0                       | 0                                        | 0      | 0                      | 0         | 0                          | 0                    | 0                    | 0       | 0                   | 0         | 0        | 0                                                             | 0          | 0              | 0                   | 0         | 3                                          |
| ERNESTO C.CAMPOS | 37                    | 10                      | 6                                        | 3      | 0                      | 9         | 0                          | 0                    | 0                    | 0       | 1                   | 1         | 0        | 0                                                             | 0          | 0              | 0                   | 0         | 47                                         |
| LAS CUMBRES      | 22                    | 5                       | 1                                        | 1      | 0                      | 2         | 0                          | 0                    | 0                    | 0       | 1                   | 1         | 0        | 0                                                             | 0          | 0              | 0                   | 0         | 25                                         |
| SUB TOTAL        | 93                    | 26                      | 8                                        | 4      | 0                      | 12        | 0                          | 0                    | 0                    | 0       | 4                   | 4         | 0        | 0                                                             | 0          | 0              | 0                   | 0         | 109                                        |

| ZONA4           | Quejas de<br>Recolección | Vencidas de<br>Recolección | SERVICIO ESPECIAL                              |        |                           |           |                               | SERVICIO AL CLIENTE     |                         |         |                        |              | QUEJAS   |                                                                     |            |                |                        |           |     | TOTAL DE CASOS QUE<br>ENTRARON A LA LINEA<br>311 |
|-----------------|--------------------------|----------------------------|------------------------------------------------|--------|---------------------------|-----------|-------------------------------|-------------------------|-------------------------|---------|------------------------|--------------|----------|---------------------------------------------------------------------|------------|----------------|------------------------|-----------|-----|--------------------------------------------------|
| CORREGIMEINTO   |                          |                            | Enseres (Línea<br>blanca, Muebles ,<br>Elect). | Jardin | Despojos (madera,<br>etc) | SUB TOTAL | Vencidas<br>Servicio Especial | Solicitud<br>de Tanques | Proyectos<br>Especiales | Barrido | Atención al<br>Cliente | SUB<br>TOTAL | Reclamos | Denuncias de acto de<br>corrupción contra un<br>funcionario público | ACCIDENTES | Agradecimiento | IDEAS Y<br>SUGERENCIAS | SUB TOTAL |     |                                                  |
| PEDREGAL        | 5                        | 0                          | 3                                              | 0      | 0                         | 3         | 0                             | 0                       | 0                       | 0       | 0                      | 0            | 0        | 0                                                                   | 0          | 0              | 0                      | 0         | 8   |                                                  |
| LAS MAÑANITAS   | 16                       | 4                          | 3                                              | 0      | 0                         | 3         | 0                             | 0                       | 0                       | 0       | 0                      | 0            | 0        | 0                                                                   | 0          | 0              | 1                      | 1         | 20  |                                                  |
| TOCUMEN         | 15                       | 5                          | 3                                              | 1      | 0                         | 4         | 0                             | 0                       | 0                       | 0       | 0                      | 0            | 0        | 0                                                                   | 2          | 0              | 1                      | 3         | 22  |                                                  |
| 24 DE DICIEMBRE | 15                       | 5                          | 0                                              | 1      | 0                         | 1         | 0                             | 0                       | 0                       | 0       | 0                      | 0            | 0        | 0                                                                   | 0          | 0              | 0                      | 0         | 16  |                                                  |
| LAS GARZAS      | 2                        | 1                          | 0                                              | 0      | 0                         | 0         | 0                             | 0                       | 0                       | 0       | 0                      | 0            | 0        | 0                                                                   | 0          | 0              | 0                      | 0         | 2   |                                                  |
| PACORA          | 30                       | 18                         | 4                                              | 0      | 0                         | 4         | 0                             | 0                       | 0                       | 0       | 0                      | 0            | 0        | 0                                                                   | 0          | 0              | 0                      | 0         | 34  |                                                  |
| SAN MARTIN      | 0                        | 0                          | 0                                              | 0      | 0                         | 0         | 0                             | 0                       | 0                       | 0       | 0                      | 0            | 0        | 0                                                                   | 0          | 0              | 0                      | 0         | 0   |                                                  |
| SUB TOTAL       | 83                       | 33                         | 13                                             | 2      | 0                         | 15        | 0                             | 0                       | 0                       | 0       | 0                      | 0            | 0        | 0                                                                   | 2          | 0              | 2                      | 4         | 102 |                                                  |

|                      |                               |                            |                                     |                              |                                               |                                                 |
|----------------------|-------------------------------|----------------------------|-------------------------------------|------------------------------|-----------------------------------------------|-------------------------------------------------|
| Total de Recolección | Total de Vencidas Recolección | Total de Servicio Especial | Total de Vencidas Servicio Especial | Total de Servicio al Cliente | Total de Agradecimiento o Ideas y Sugerencias | GRAN TOTAL DE CASOS QUE ENTRARON A LA LINEA 311 |
| 525                  | 246                           | 147                        | 0                                   | 12                           | 6                                             | 690                                             |