

# Relatório Estatístico da Rede de Ouvidorias e SIC

*Maio 2016*

*Diretoria de Ouvidoria e Controle Social*

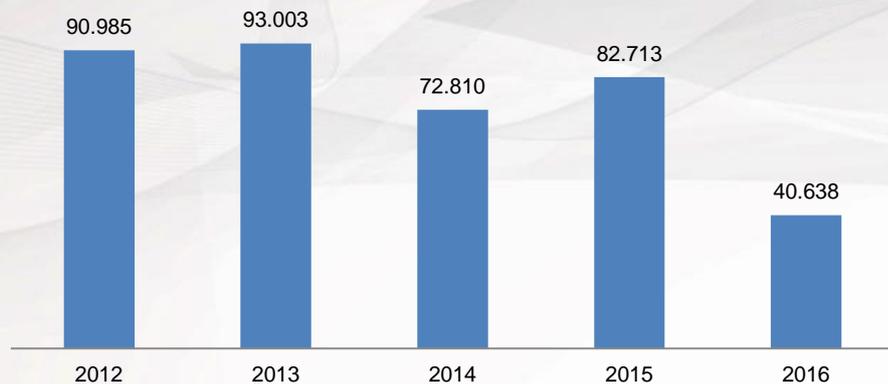
SECRETARIA  
DA CONTROLADORIA  
GERAL DO ESTADO



GOVERNO DO ESTADO  
*Pernambuco*

JUNTOS, FAZEMOS MAIS.

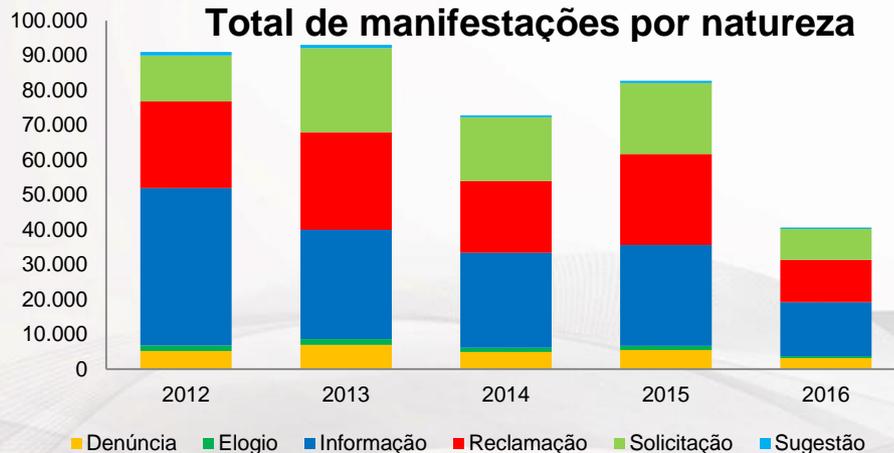
## Total de manifestações por ano



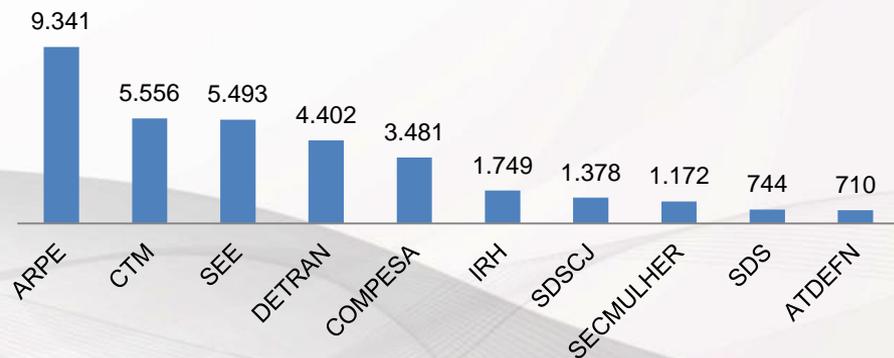
## Total de manifestações por ano / mês



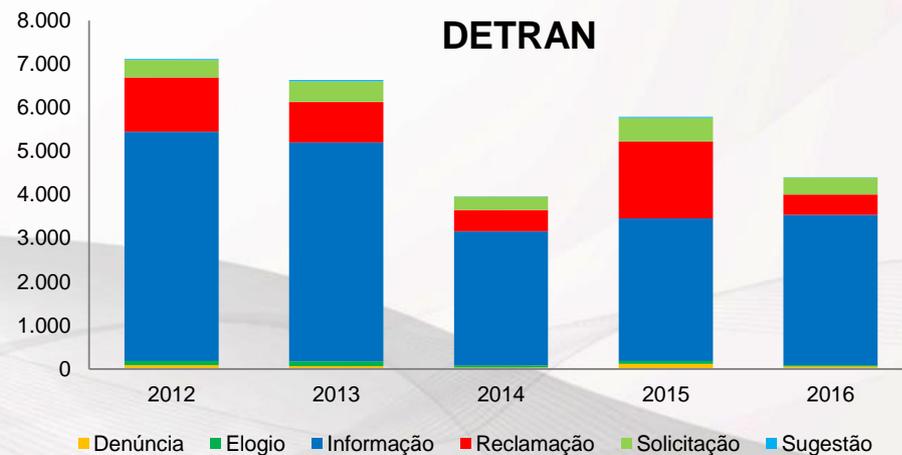
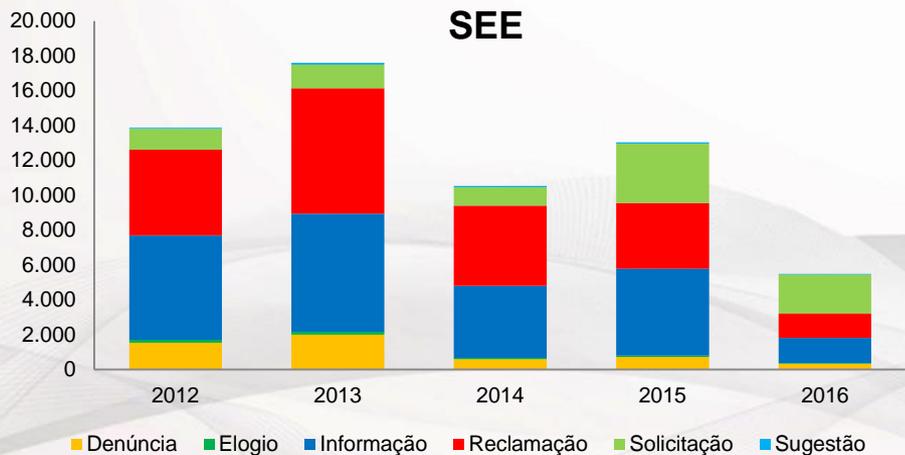
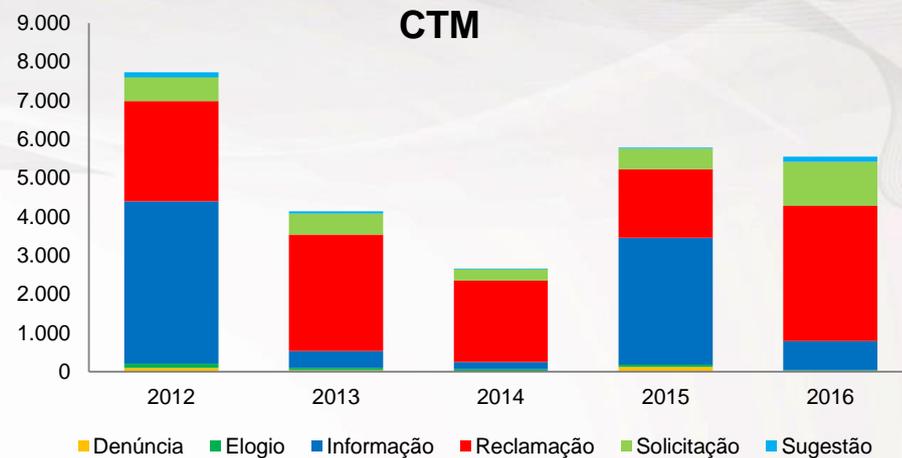
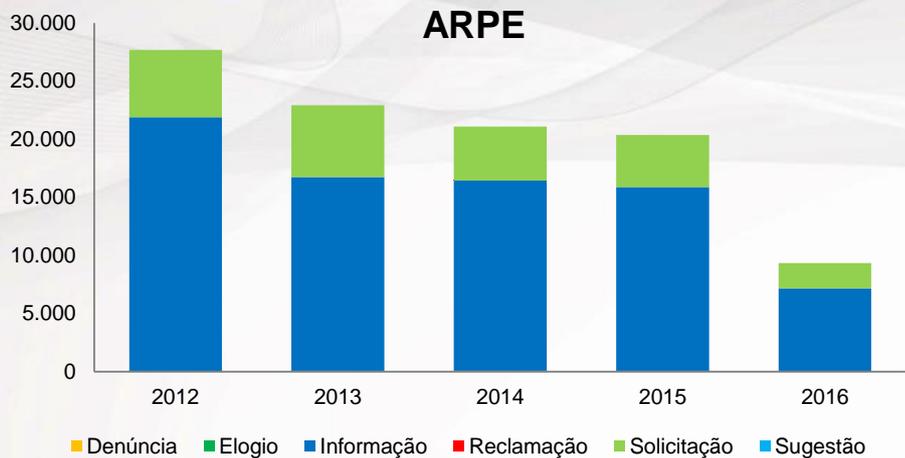
## Total de manifestações por natureza



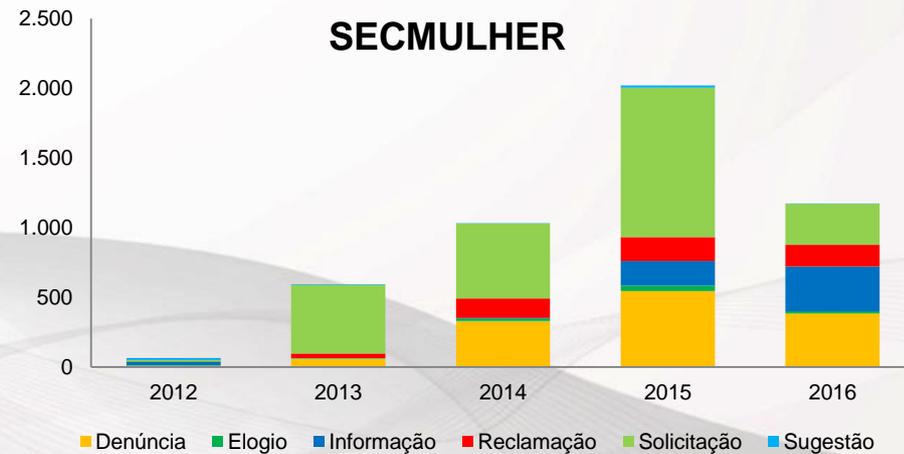
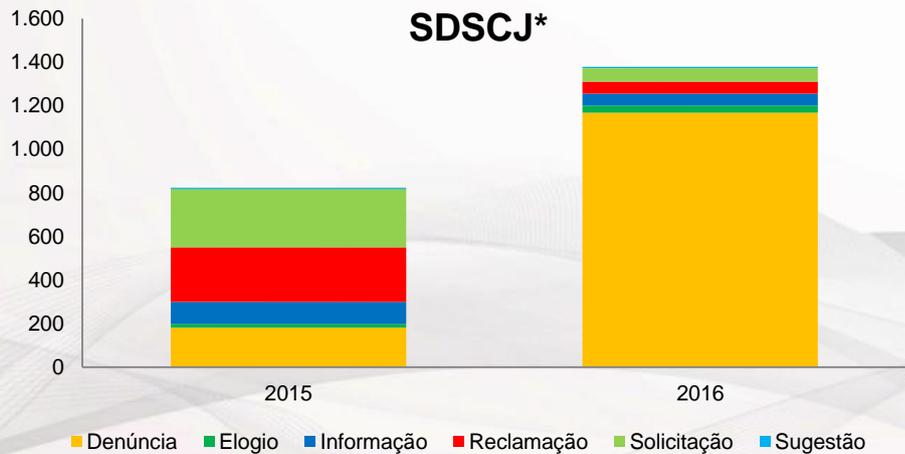
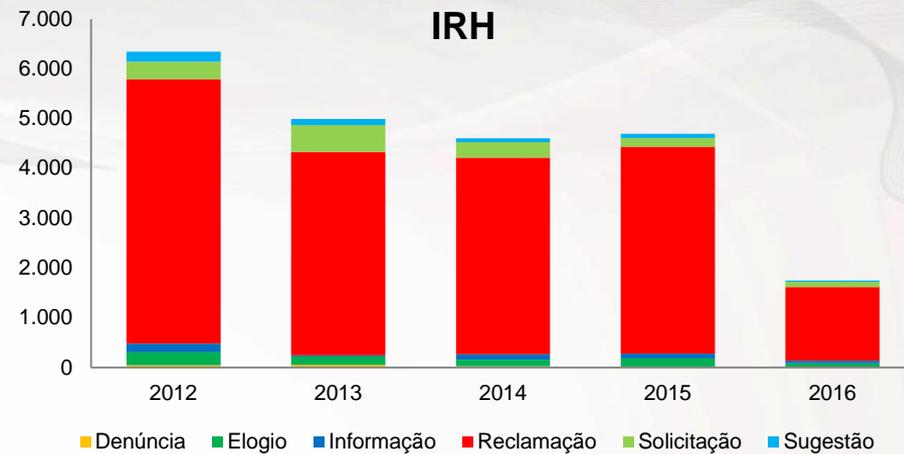
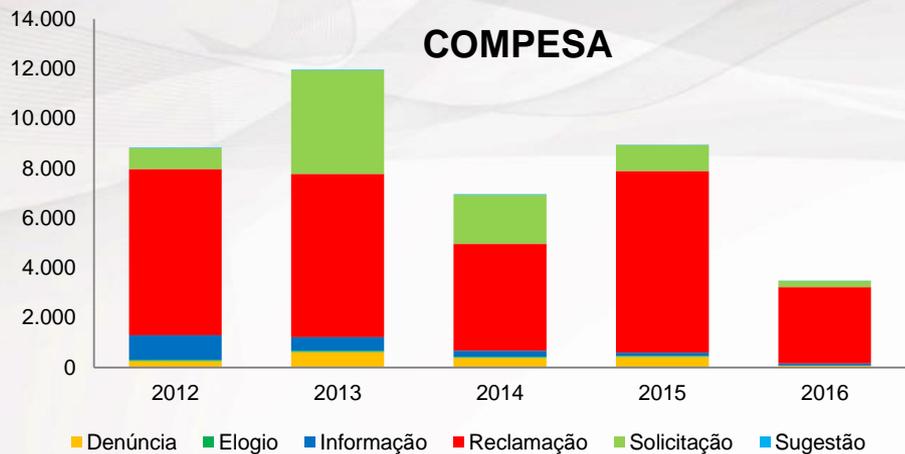
## Top 10 - Quantidade de manifestações em 2016



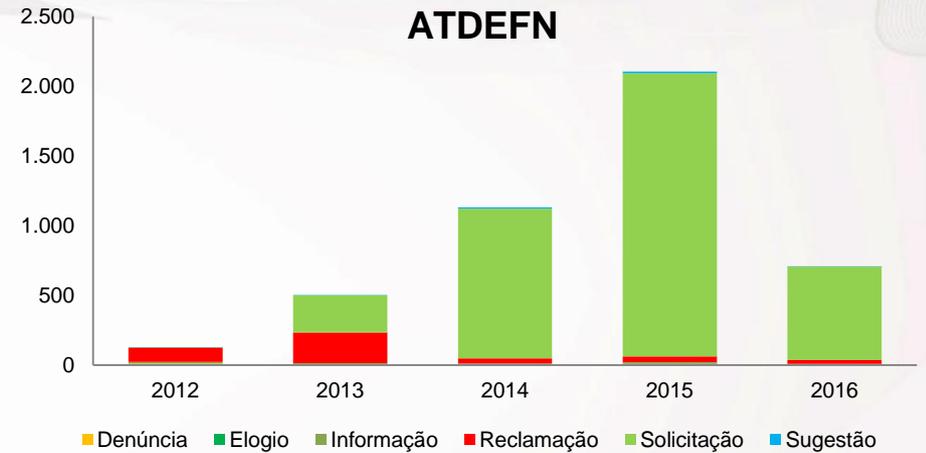
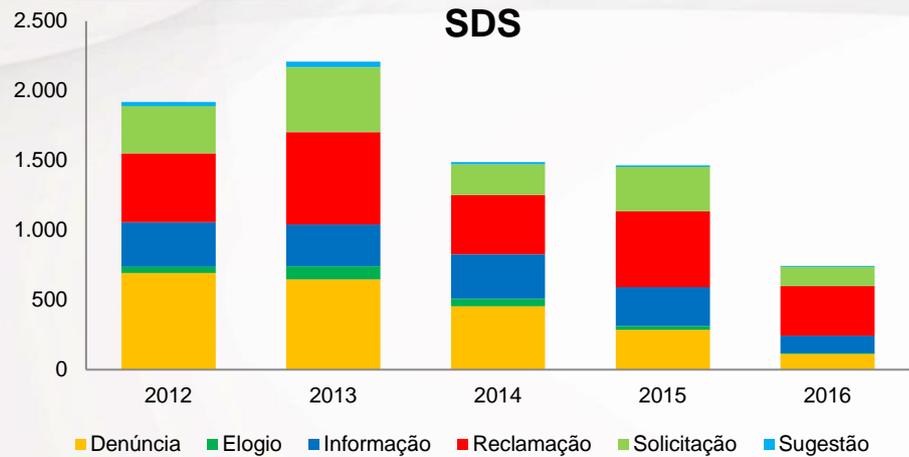
# Top 10 – Quantidade de Manifestações (Detalhamento)



# Top 10 – Quantidade de Manifestações (Detalhamento)



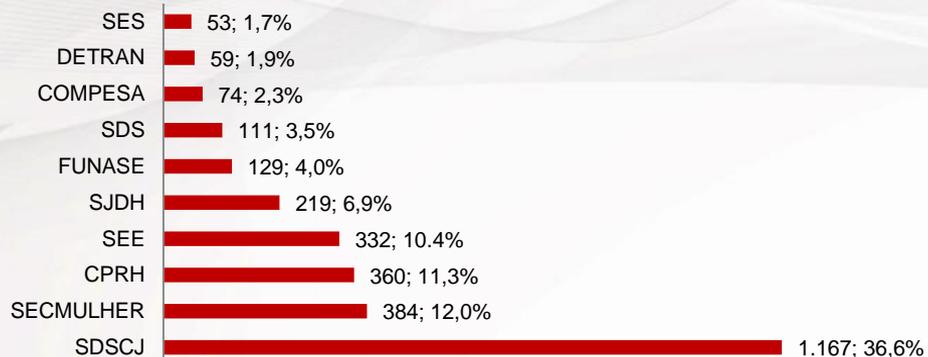
## Top 10 – Quantidade de Manifestações (Detalhamento)



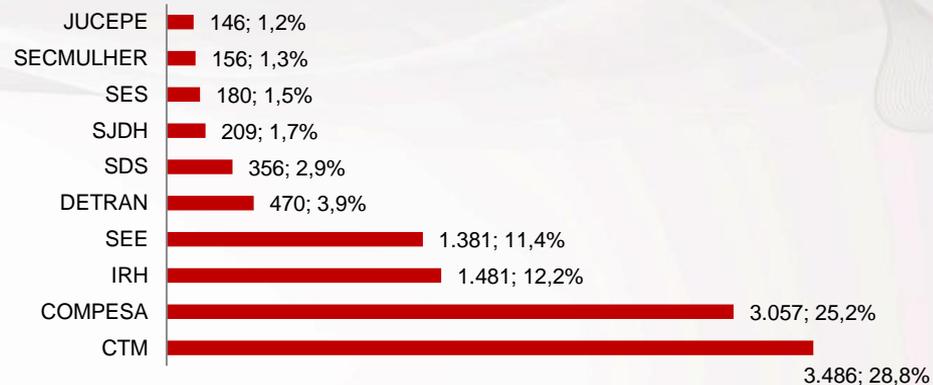
\* Secretaria reestruturada pela Lei nº 15.242/2015, portanto, os dados disponibilizados referem-se apenas aos exercícios de 2015 e 2016.

# Top 10 – Quantidade de Manifestações por Natureza

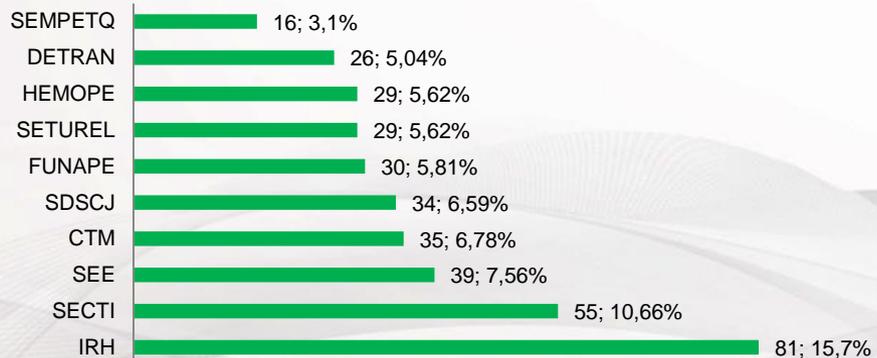
## Denúncias



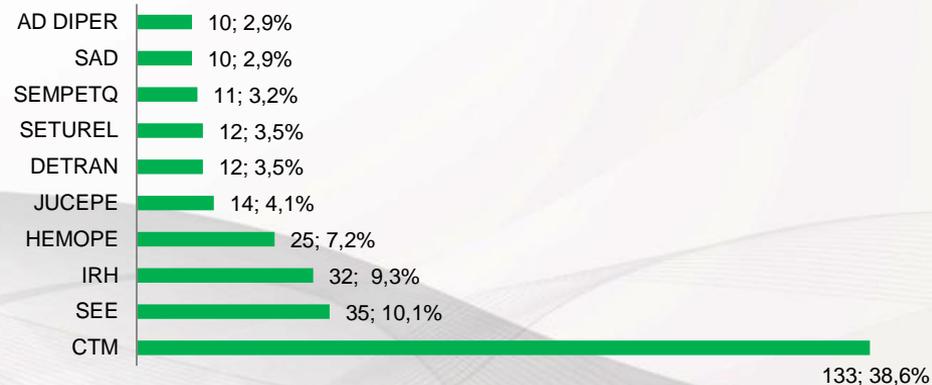
## Reclamações



## Elogios

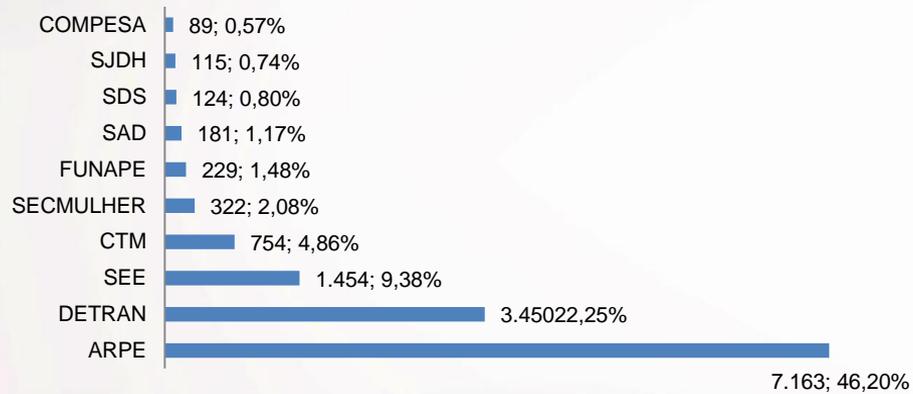


## Sugestões

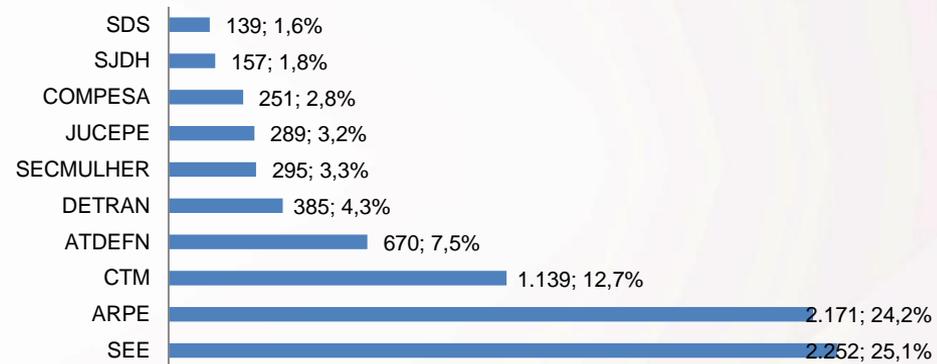


# Top 10 – Quantidade de Manifestações por Natureza

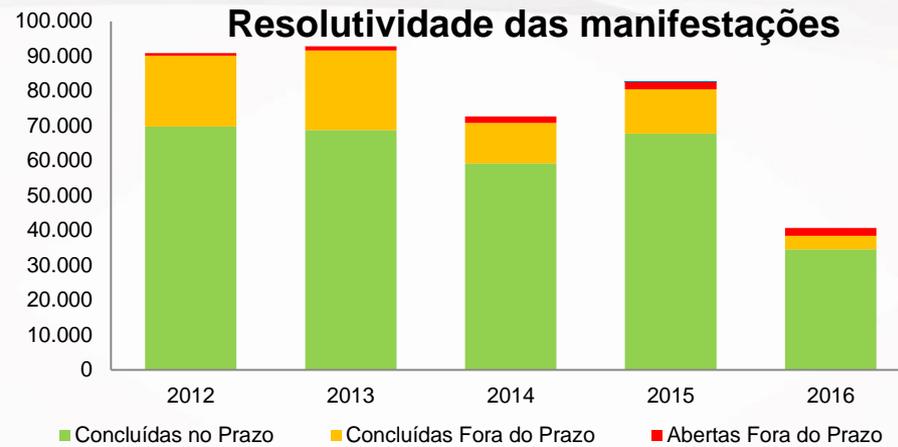
## Informações



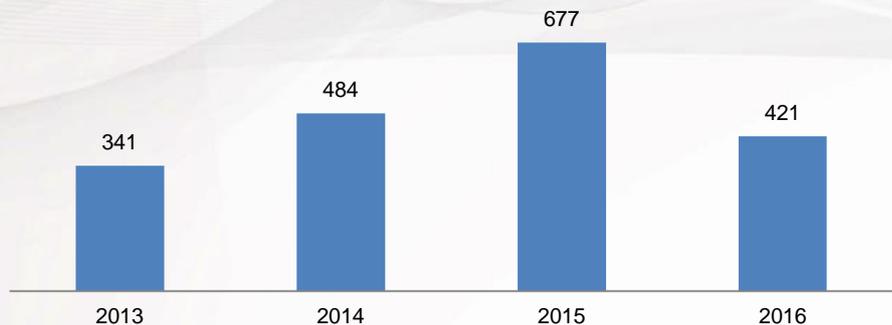
## Solicitações



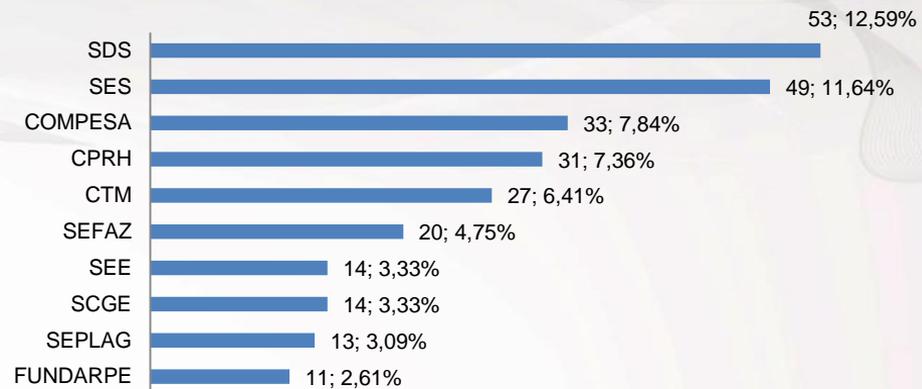
## Resolutividade das manifestações



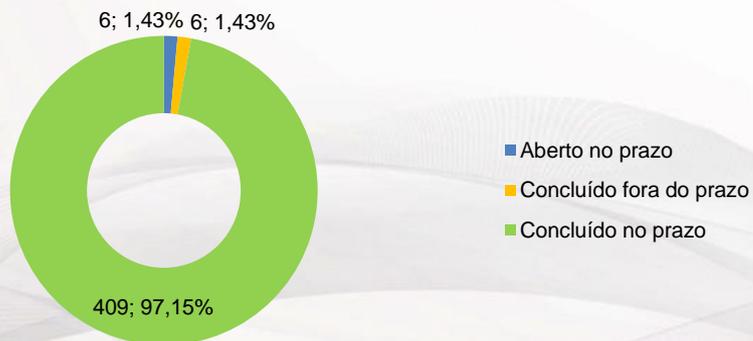
## Total de pedidos de acesso à informação (PAI) por ano



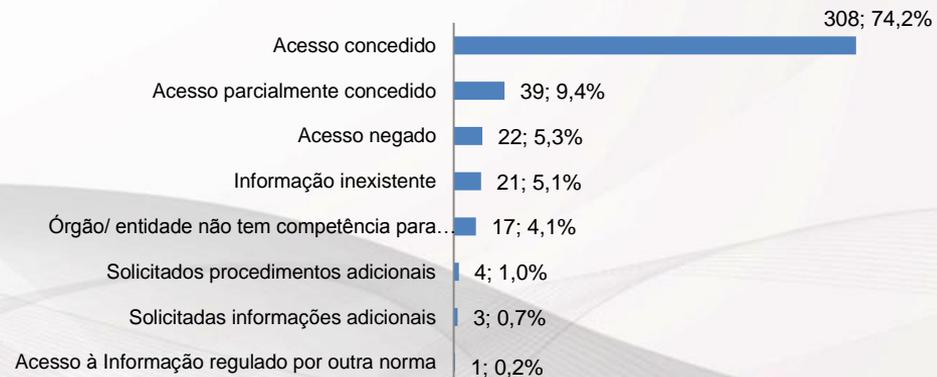
## Top 10 PAI's em 2016



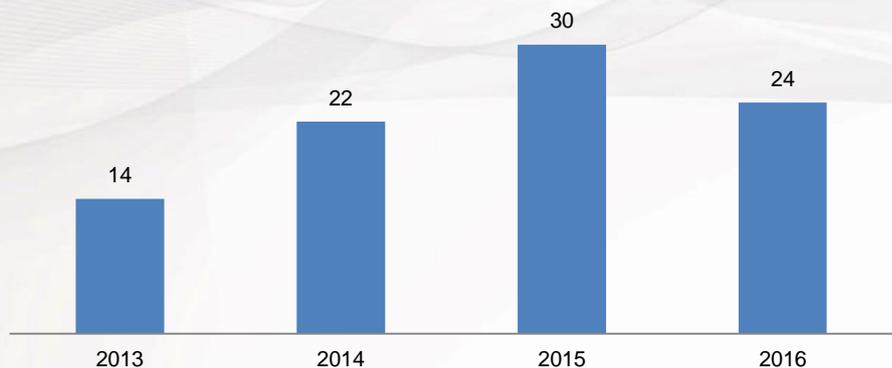
## Resolutividade dos PAI's em 2016



## Tipo de resposta



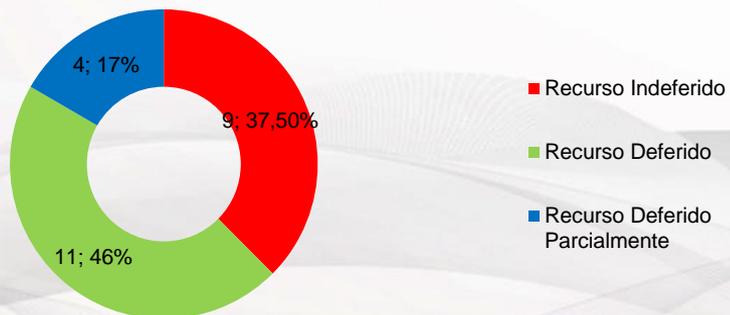
## Total de recursos por ano



## Resolutividade dos recursos



## Tipo de decisão



### Fonte de dados:

1. Sistemas: G-Con e Qlikview (data da extração: 21 e 22/06/2016);
2. Planilha: Controle Mensal dos Pedidos de Acesso à Informação e Recursos (data da extração 27/06/2016)