

Relatório Estatístico da Rede de Ouvidorias e SIC

Abril 2016

Diretoria de Ouvidoria e Controle Social

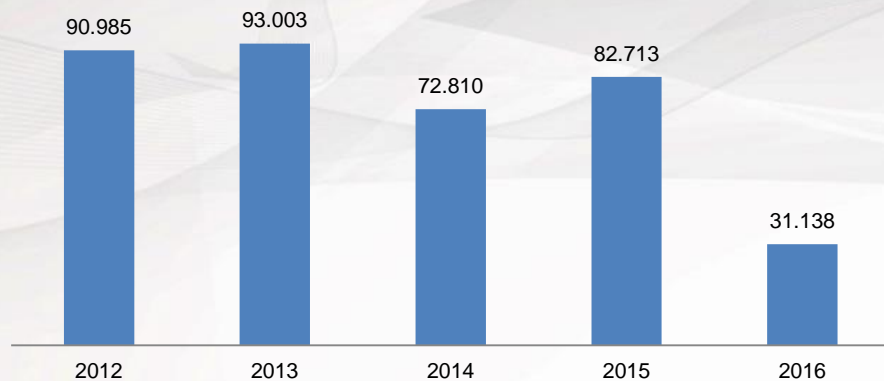
SECRETARIA
DA CONTROLADORIA
GERAL DO ESTADO



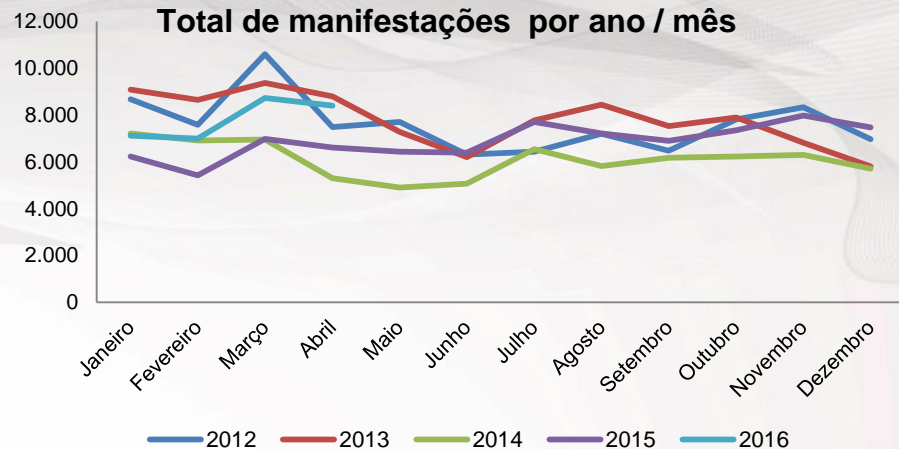
GOVERNO DO ESTADO
Pernambuco

JUNTOS, FAZEMOS MAIS.

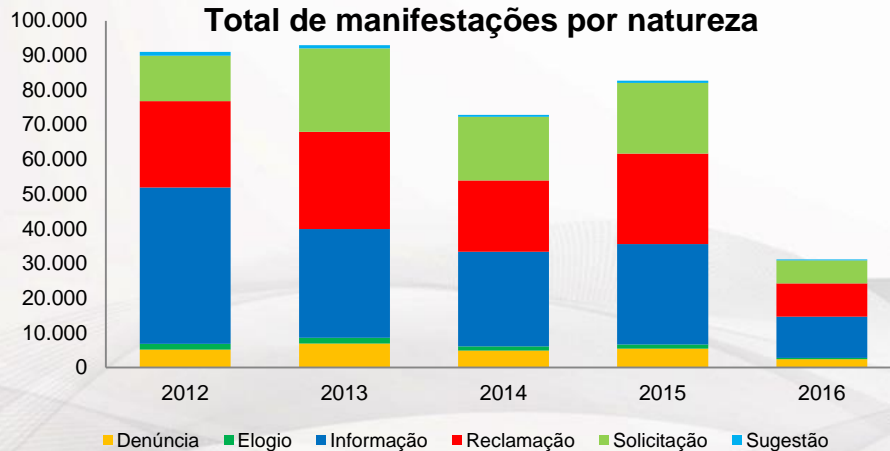
Total de manifestações por ano



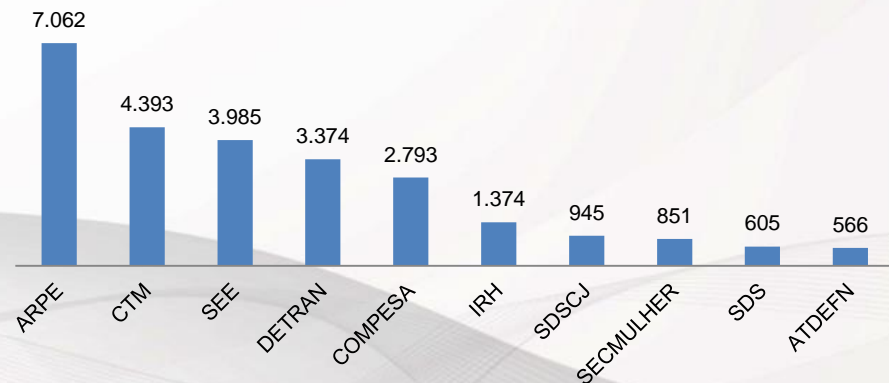
Total de manifestações por ano / mês



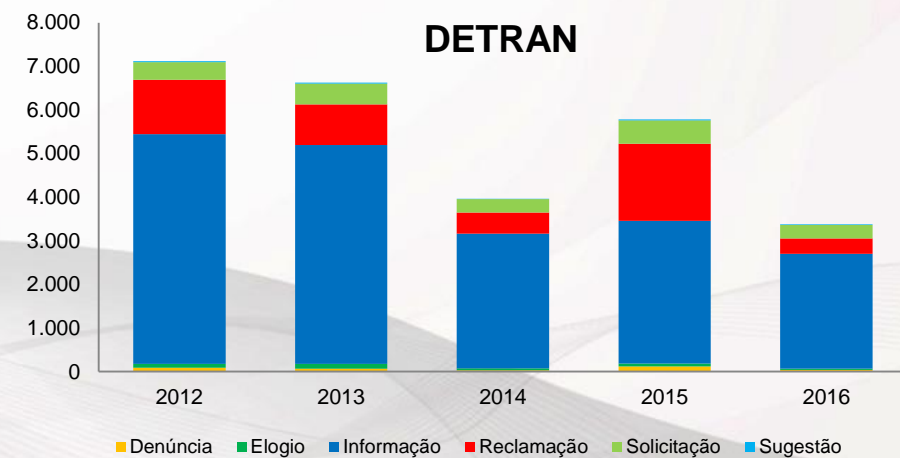
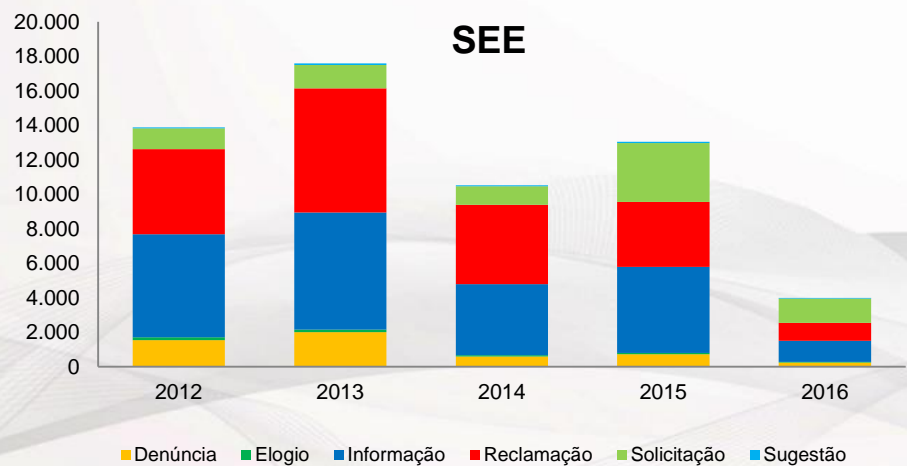
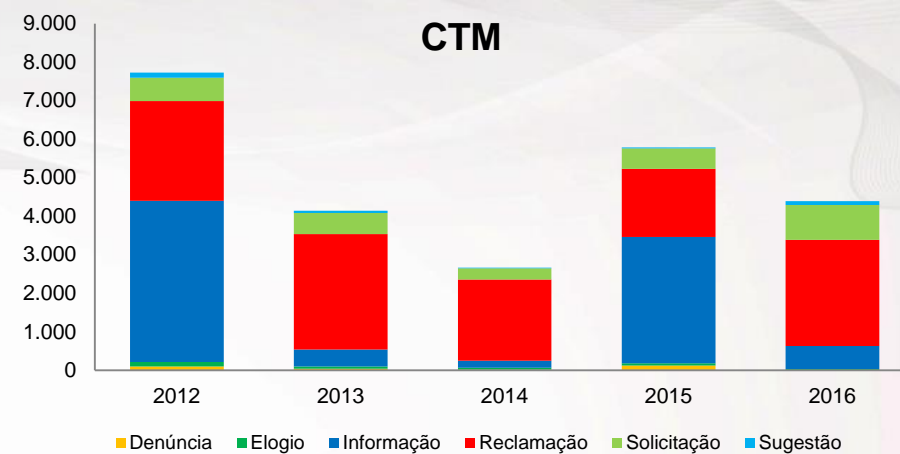
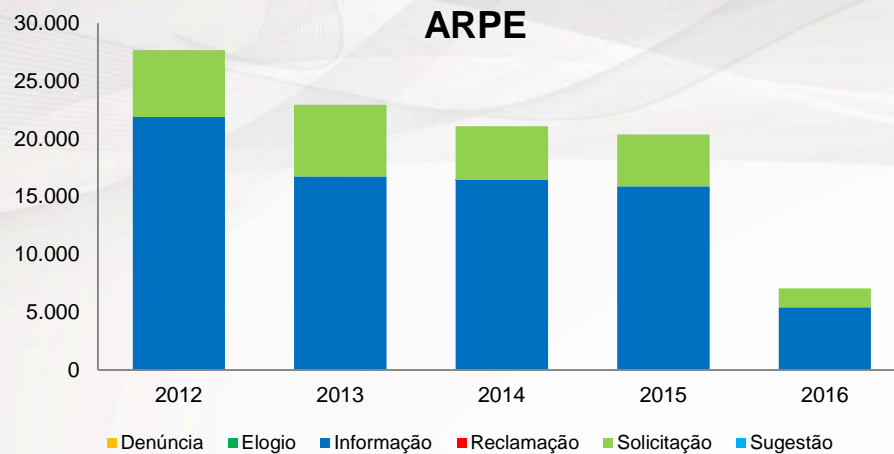
Total de manifestações por natureza



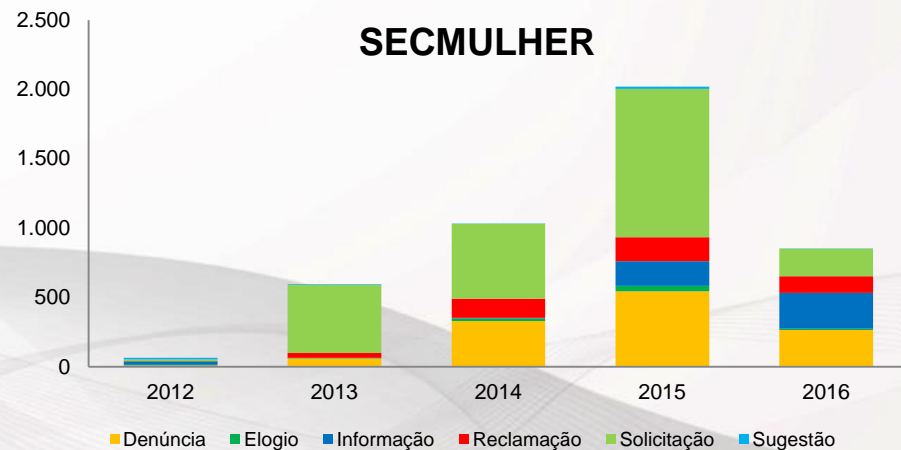
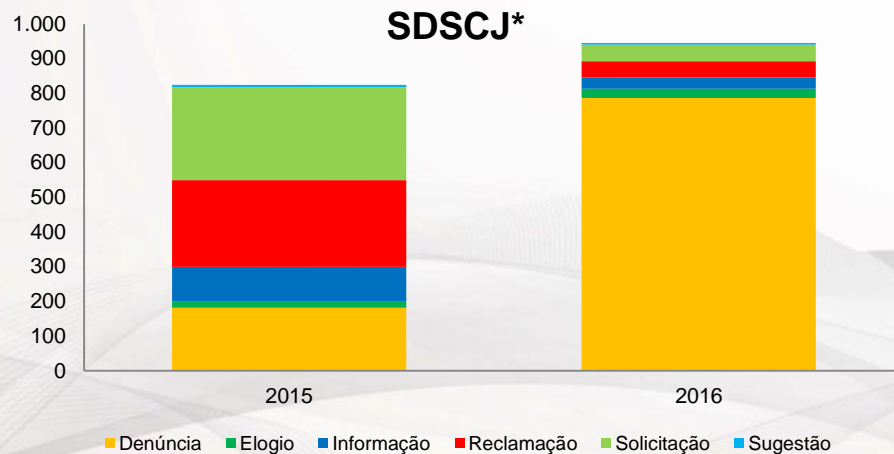
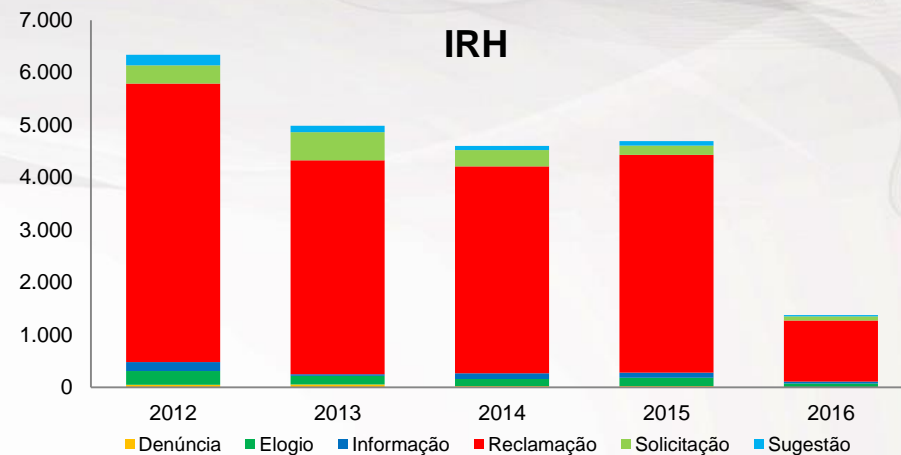
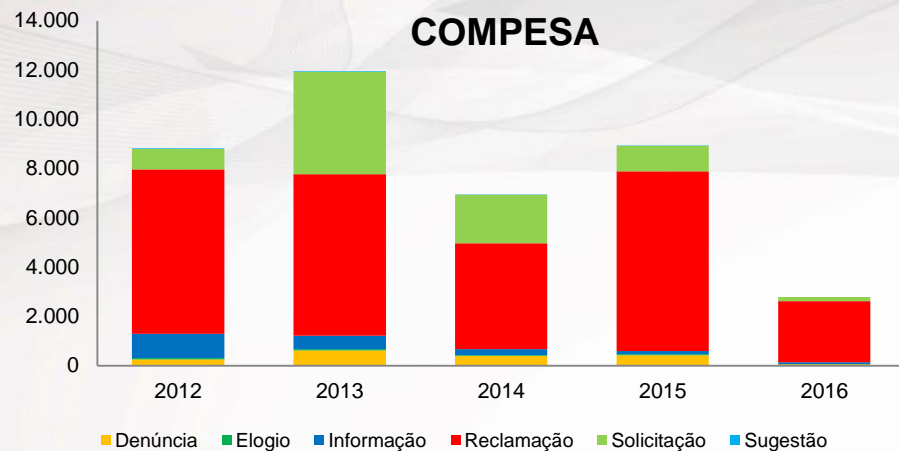
Top 10 - Quantidade de manifestações em 2016



Top 10 – Quantidade de Manifestações (Detalhamento)

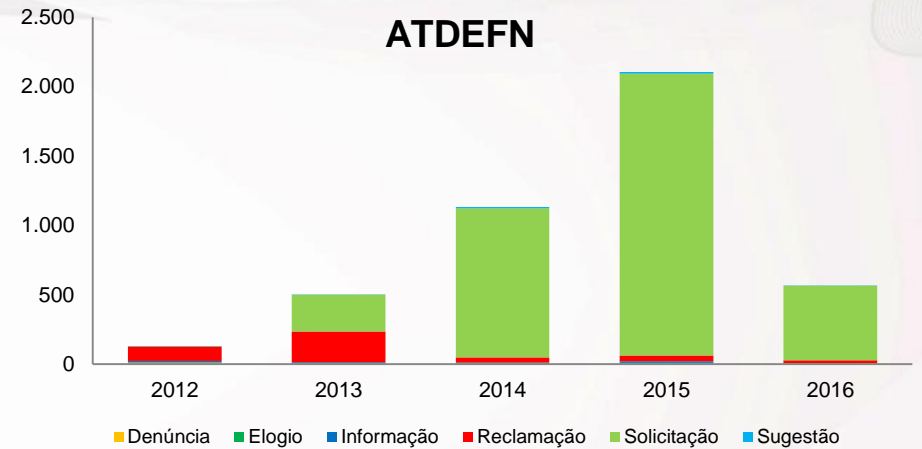
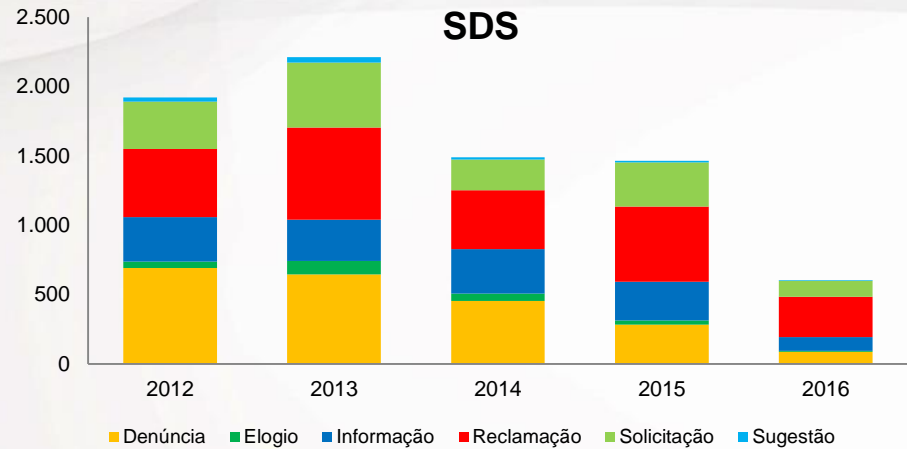


Top 10 – Quantidade de Manifestações (Detalhamento)



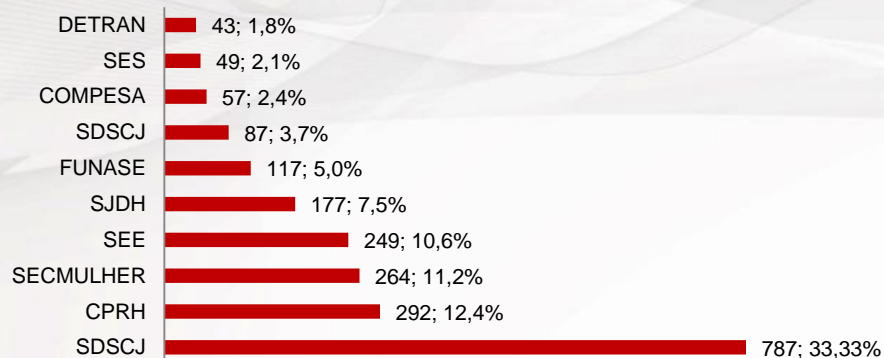
* Secretaria reestruturada pela Lei nº 15.242/2015, portanto, os dados disponibilizados referem-se apenas aos exercícios de 2015 e 2016.

Top 10 – Quantidade de Manifestações (Detalhamento)

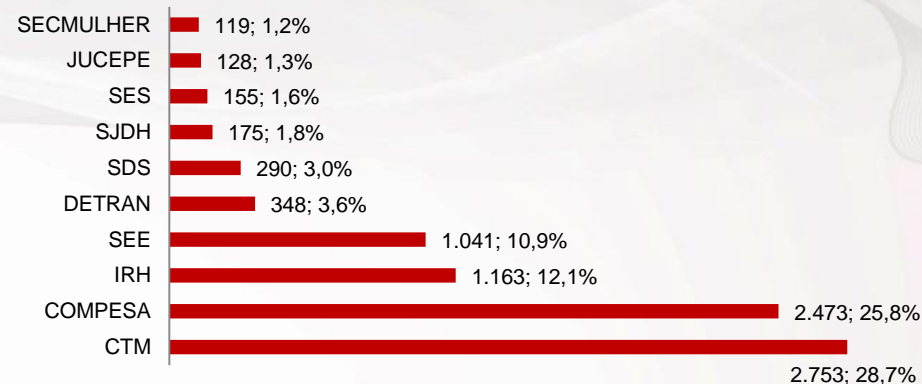


Top 10 – Quantidade de Manifestações por Natureza

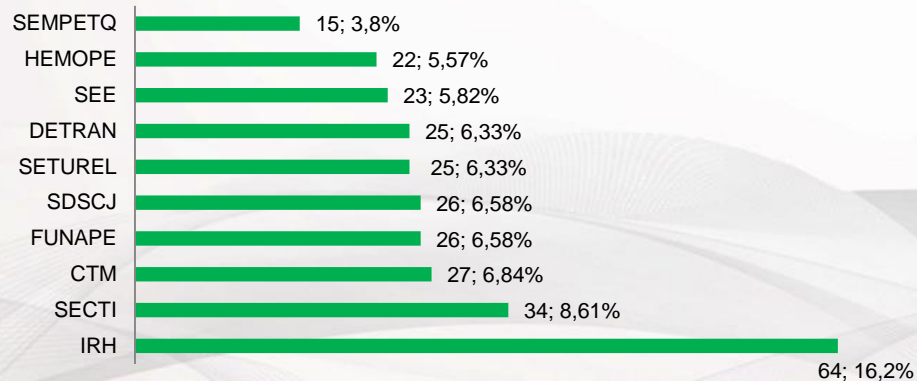
Denúncias



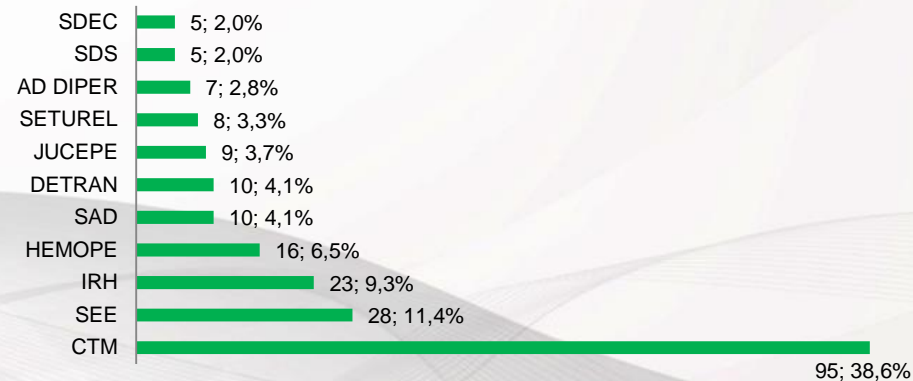
Reclamações



Elogios



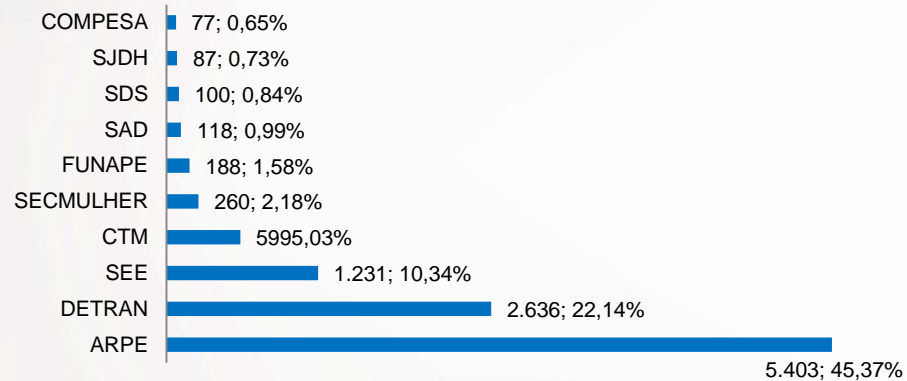
Sugestões**



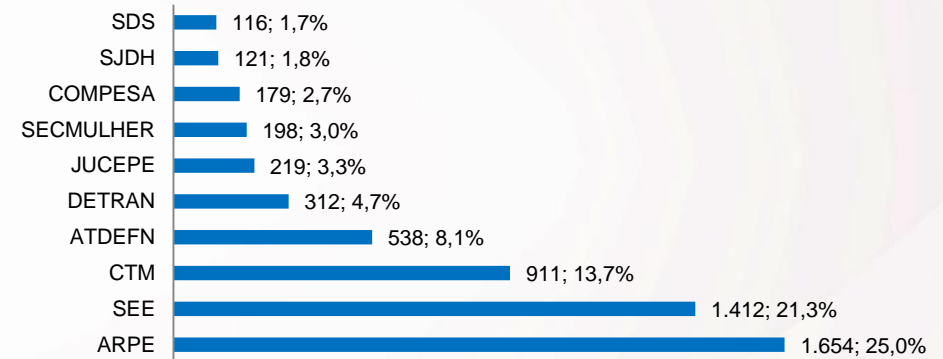
** Considerando o empate nas ouvidorias SDEC e SDS, excepcionalmente, o gráfico reporta 11 órgão

Top 10 – Quantidade de Manifestações por Natureza

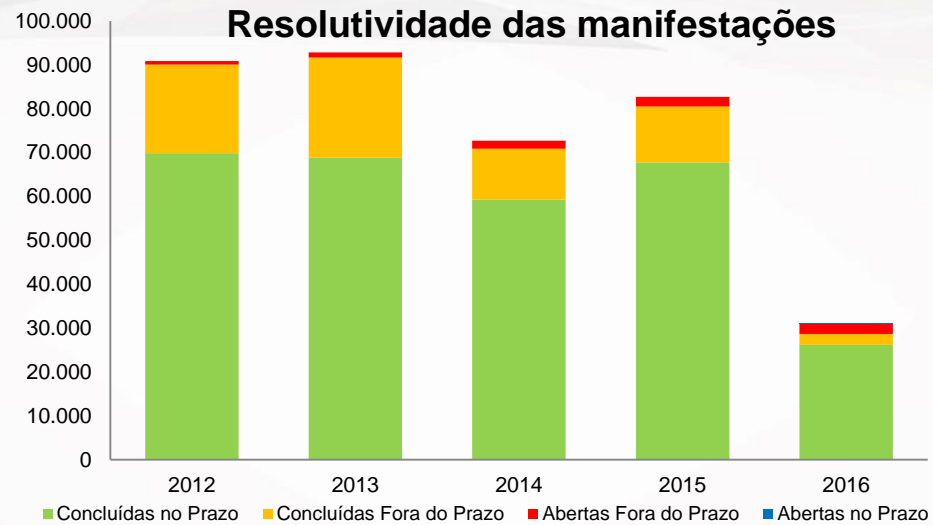
Informações



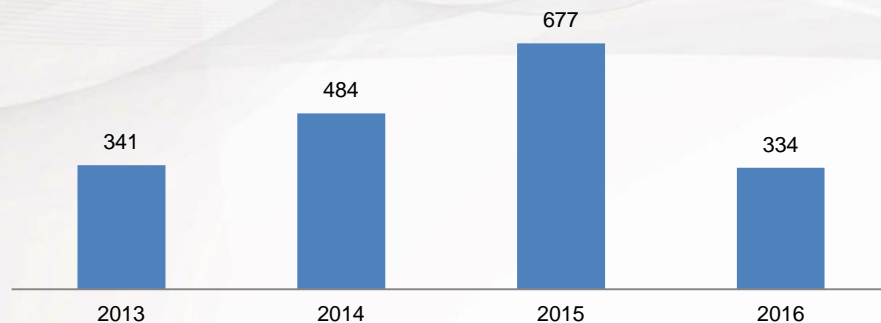
Solicitações



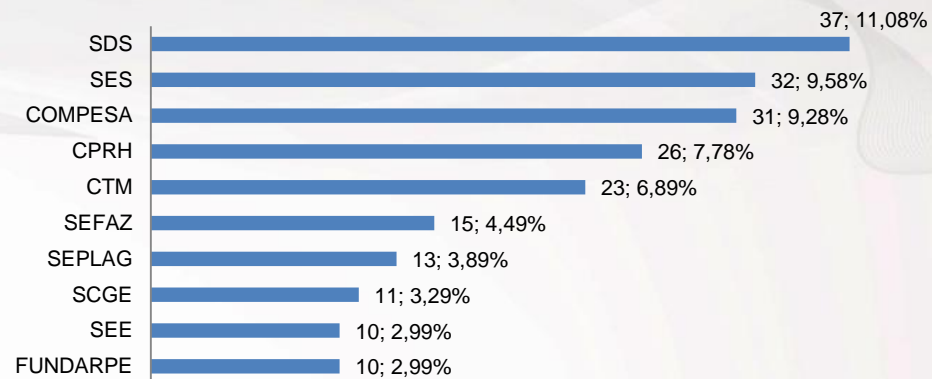
Resolutividade das manifestações



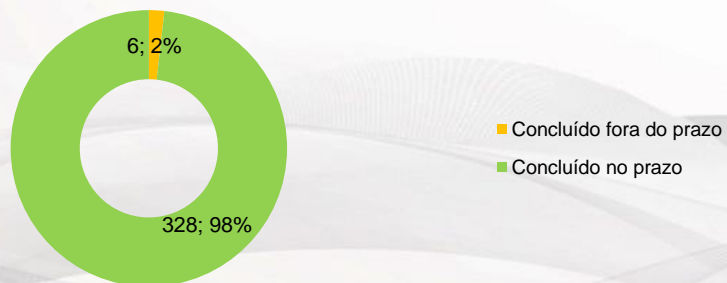
Total de pedidos de acesso à informação (PAI) por ano



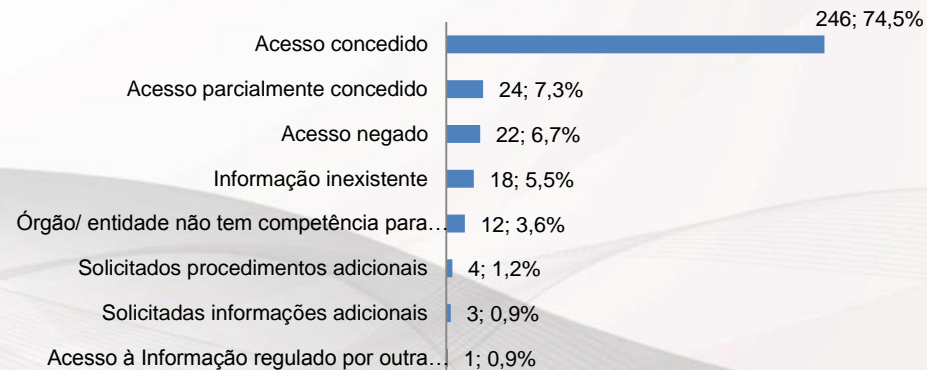
Top 10 PAI's em 2016



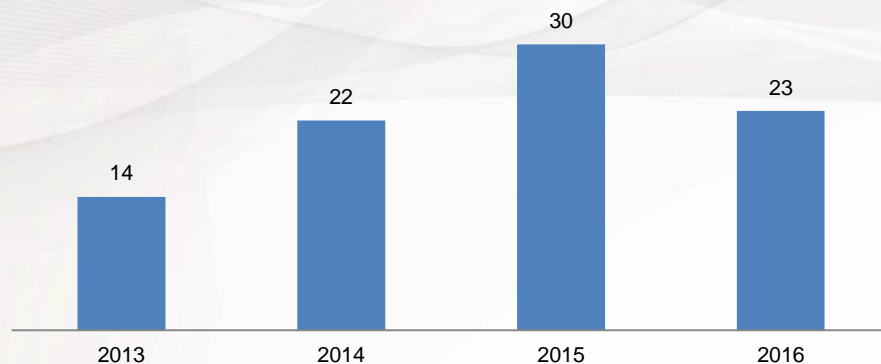
Resolutividade dos PAI's em 2016



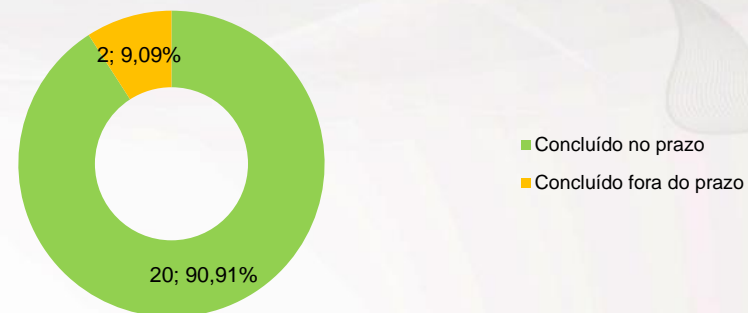
Tipo de resposta



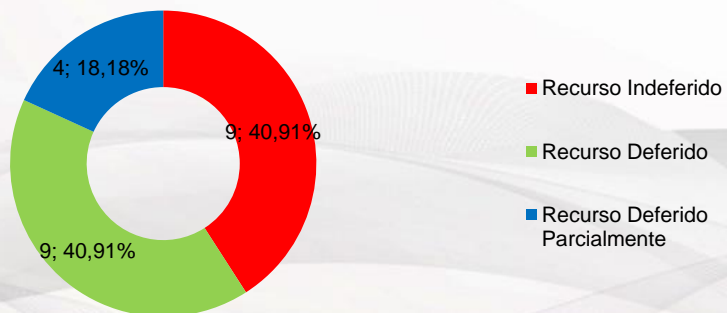
Total de recursos por ano



Resolutividade dos recursos



Tipo de decisão



Fonte de dados:

1. Sistemas: G-Con e Qlikview (data da extração: 23 e 24/05/2016);
2. Planilha: Controle Mensal dos Pedidos de Acesso à Informação e Recursos (data da extração 31/05/2016)