

# Relatório Estatístico da Rede de Ouvidorias e SIC

Fevereiro 2016

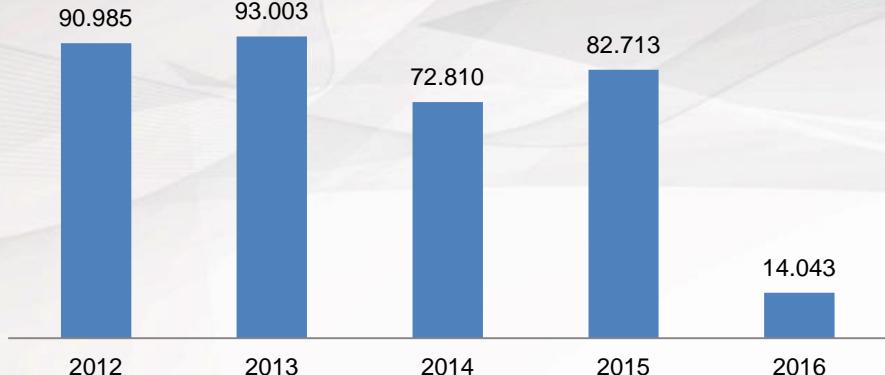
*Diretoria de Ouvidoria e Controle Social*

SECRETARIA  
DA CONTROLADORIA  
GERAL DO ESTADO



GOVERNO DO ESTADO  
*Pernambuco*  
JUNTOS, FAZEMOS MAIS.

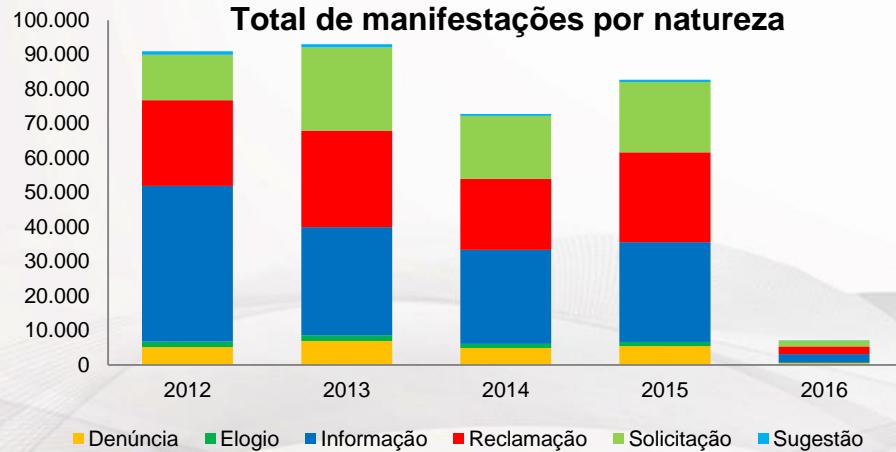
## Total de Manifestações por ano



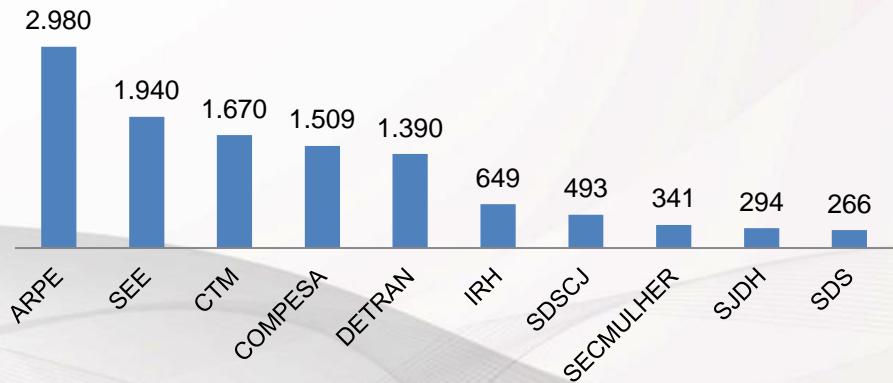
## Total de manifestações por ano / mês



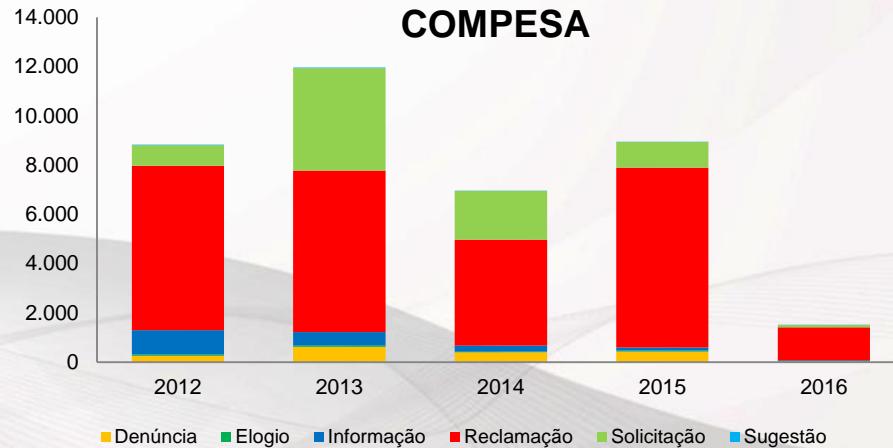
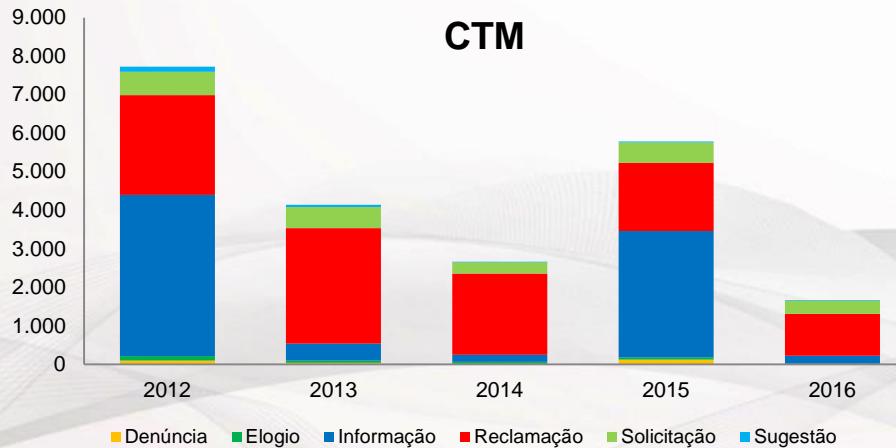
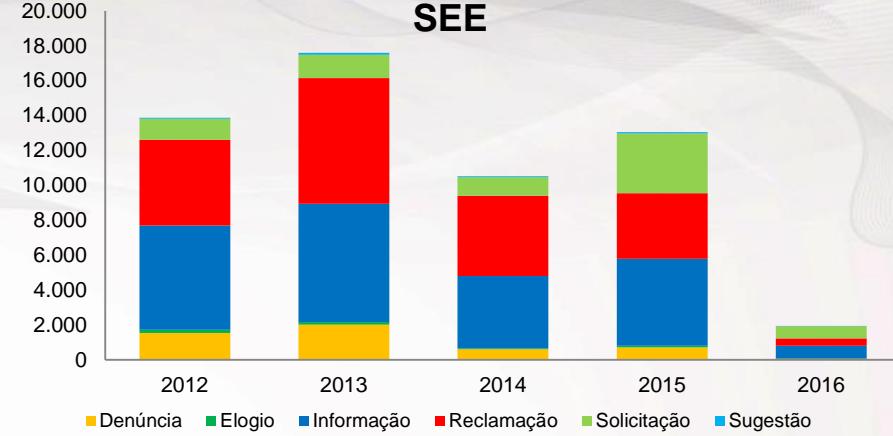
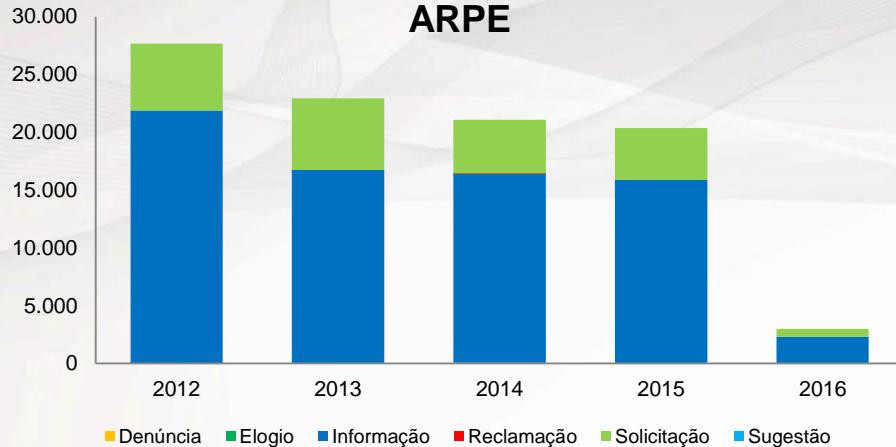
## Total de manifestações por natureza



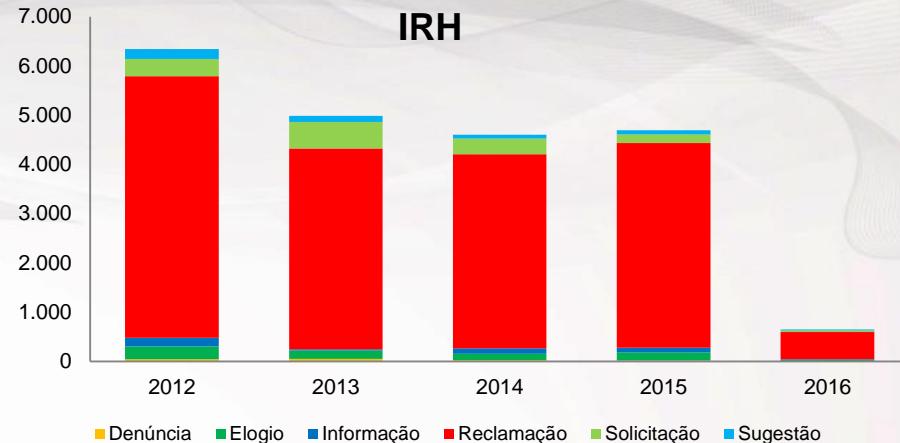
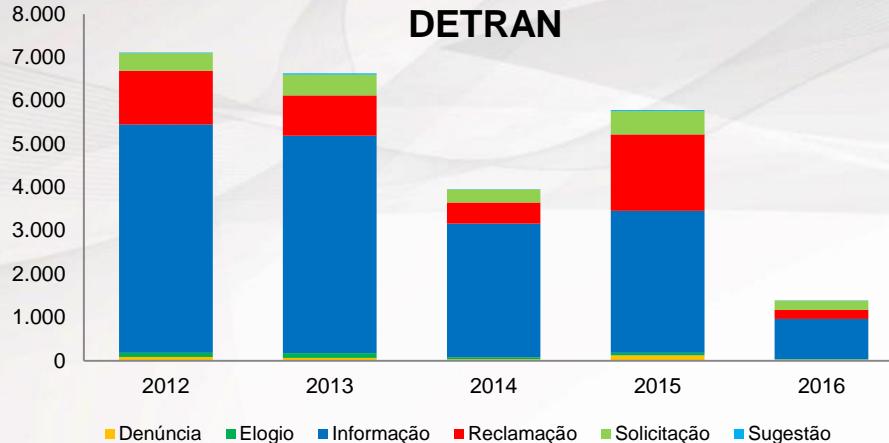
## Top 10 - Quantidade de manifestações em 2016



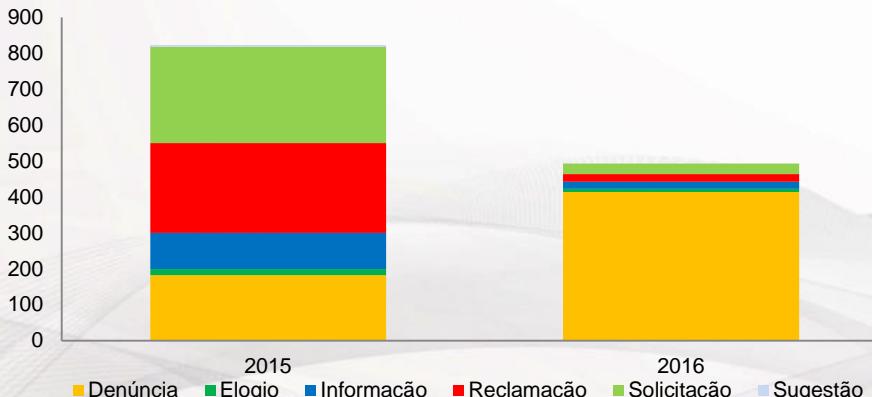
## Top 10 – Quantidade de Manifestações (Detalhamento)



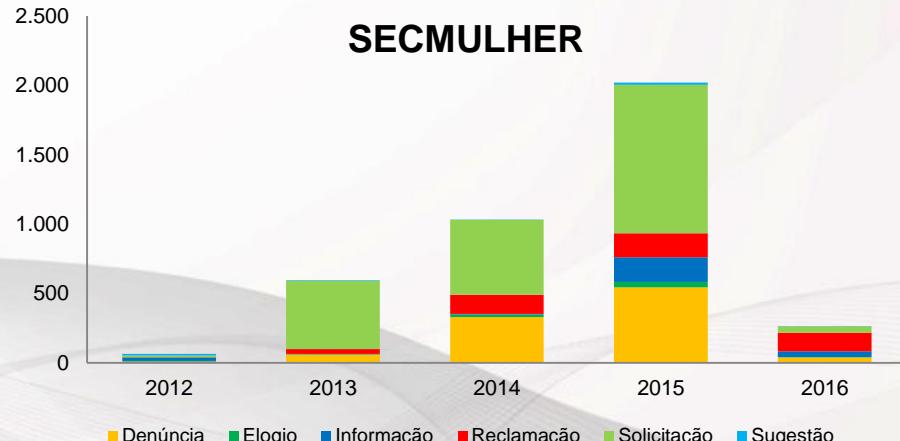
## Top 10 – Quantidade de Manifestações (Detalhamento)



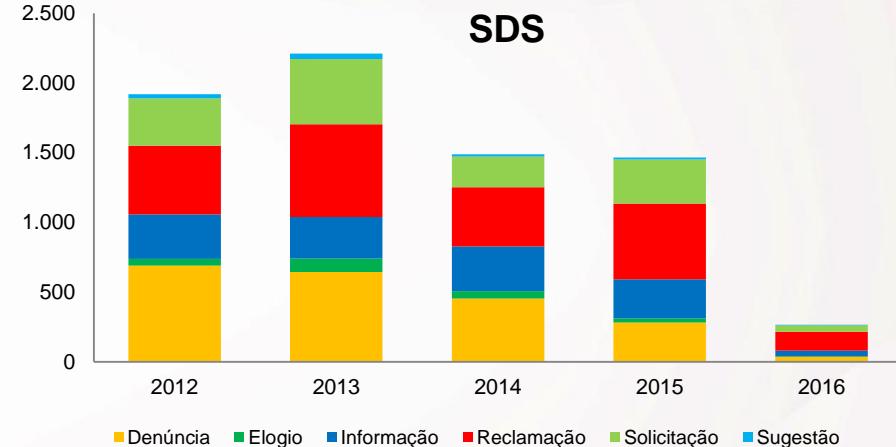
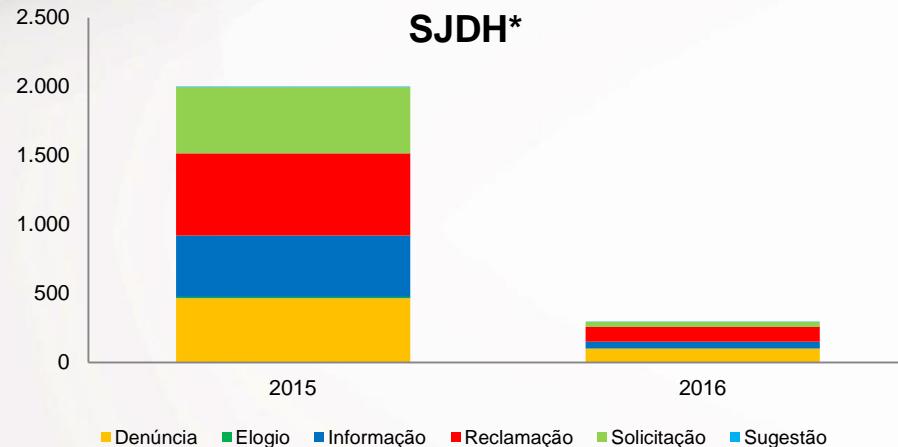
### SDSCJ\*



### SECMULHER



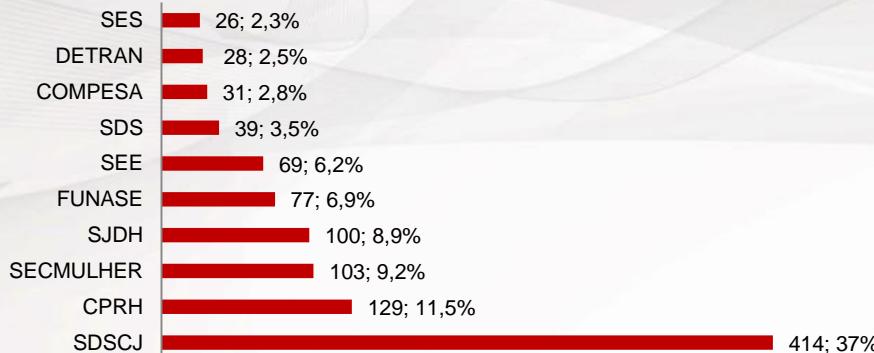
## Top 10 – Quantidade de Manifestações (Detalhamento)



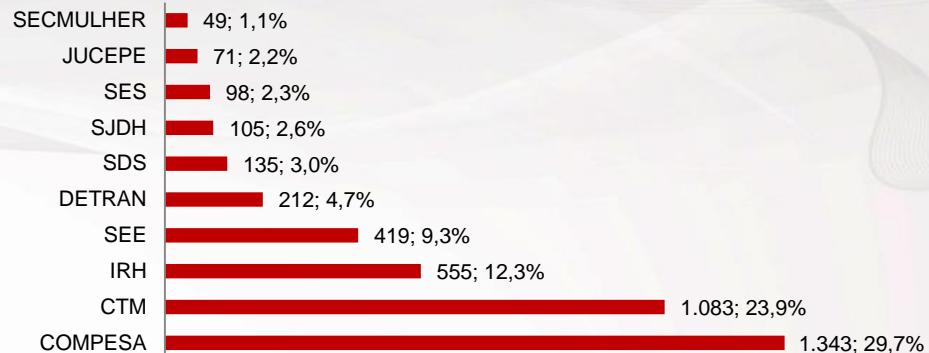
\* Secretarias reestruturadas por meio da Lei nº 15.242/2015. Por isto os dados disponibilizados referem-se apenas aos exercícios de 2015 e 2016.

# Top 10 – Quantidade de Manifestações por Natureza

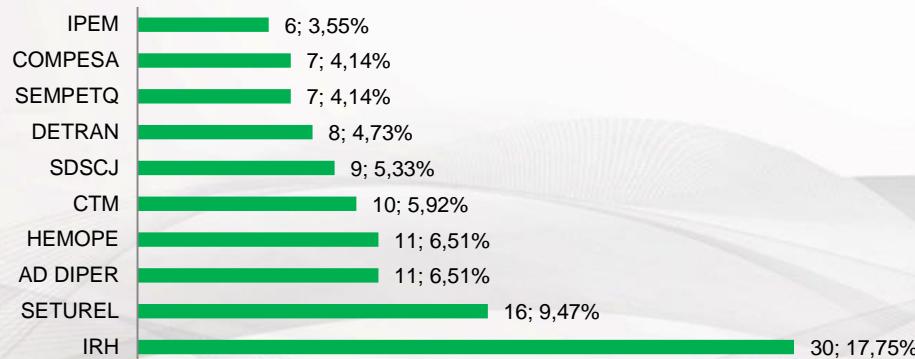
## Denúncias



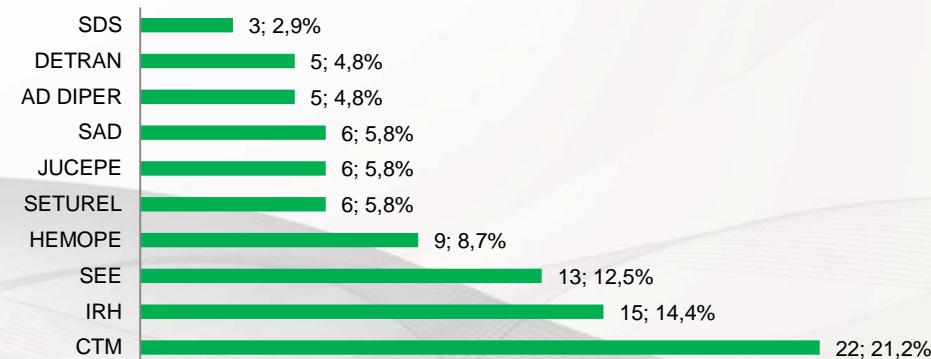
## Reclamações



## Elogios

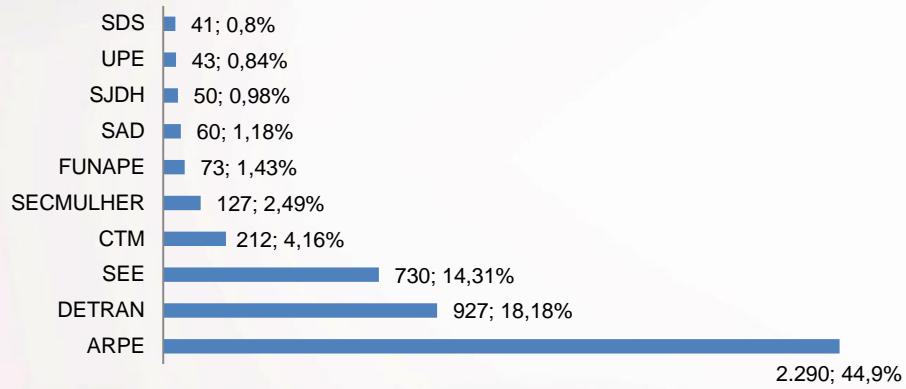


## Sugestões

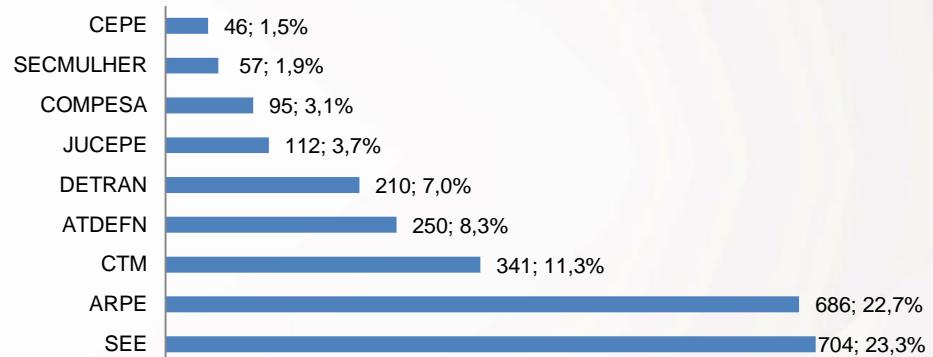


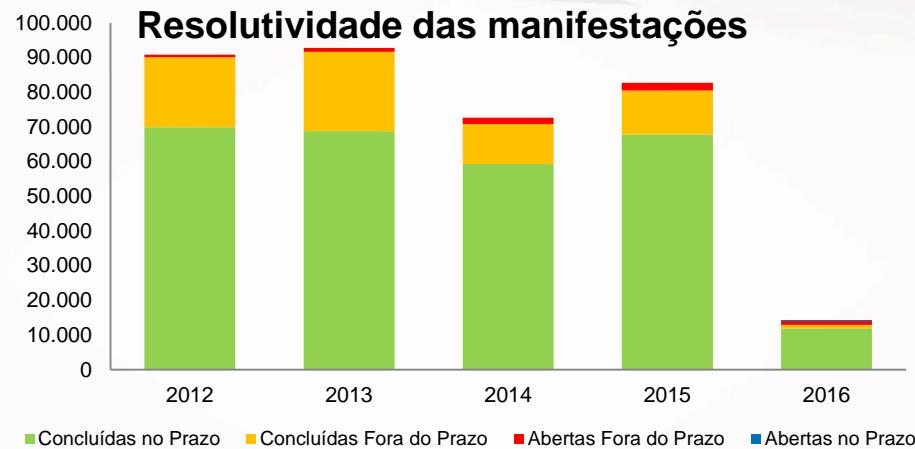
# Top 10 – Quantidade de Manifestações por Natureza

## Informações

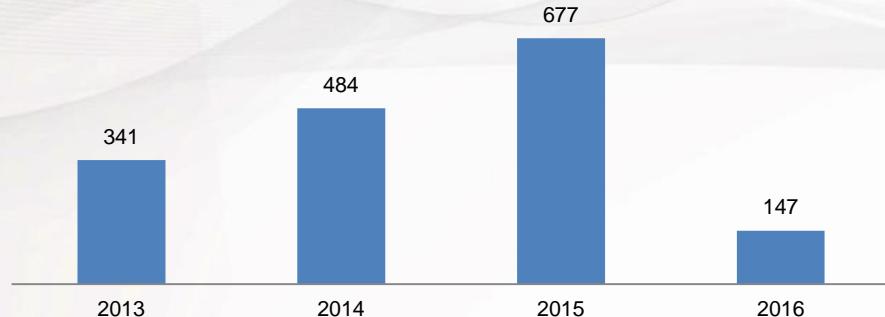


## Solicitações

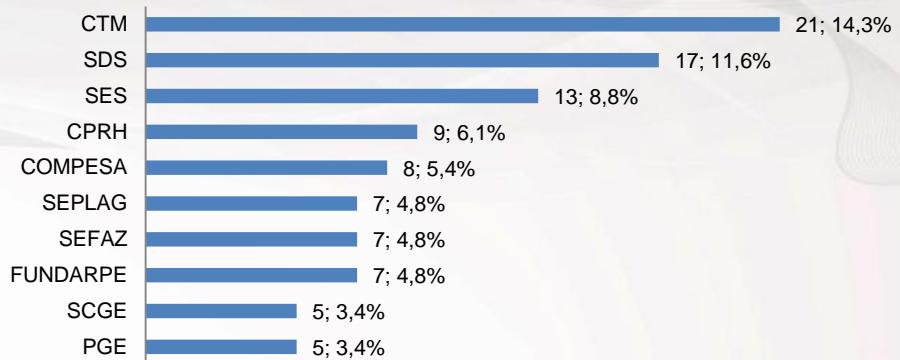




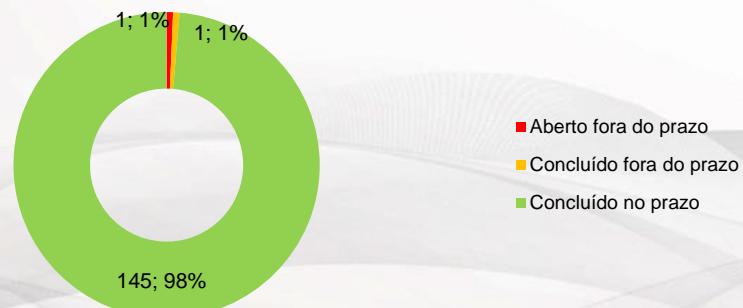
## Total de Pedidos de acesso à informação (PAI) por ano



## Top 10 PAI's em 2016



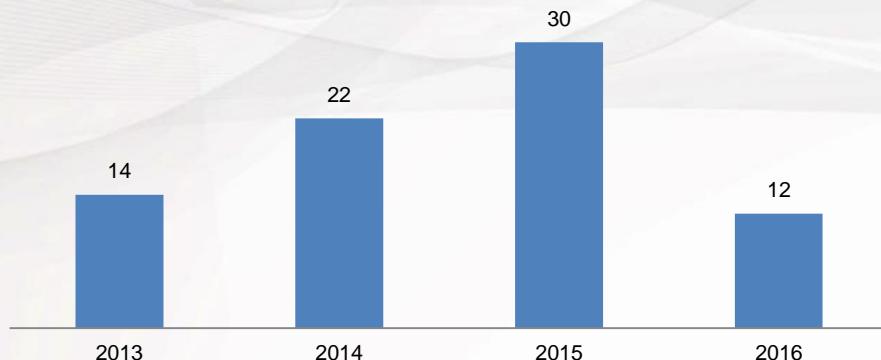
## Resolutividade dos PAI's



## Tipo de Resposta



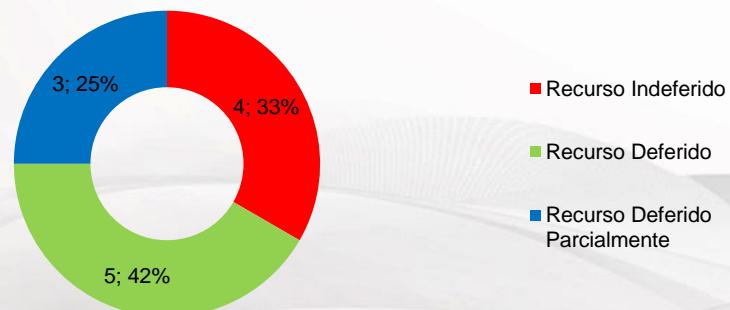
## Total de Recursos por ano



## Resolutividade dos Recursos



## Tipo de decisão



## Fonte de dados:

1. Sistemas: G-Con e Qlikview (data da extração: 01/04/2016)
2. Planilha: Controle Mensal dos Pedidos de Acesso à Informação e Recursos (data da extração 05/04/2016)