

# Relatório Estatístico da Rede de Ouvidorias e SIC

*Janeiro 2016*

*Diretoria de Ouvidoria e Controle Social*

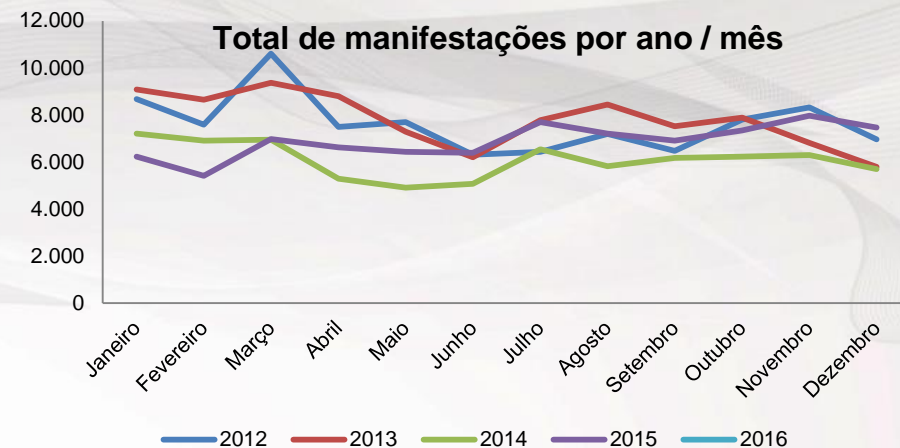
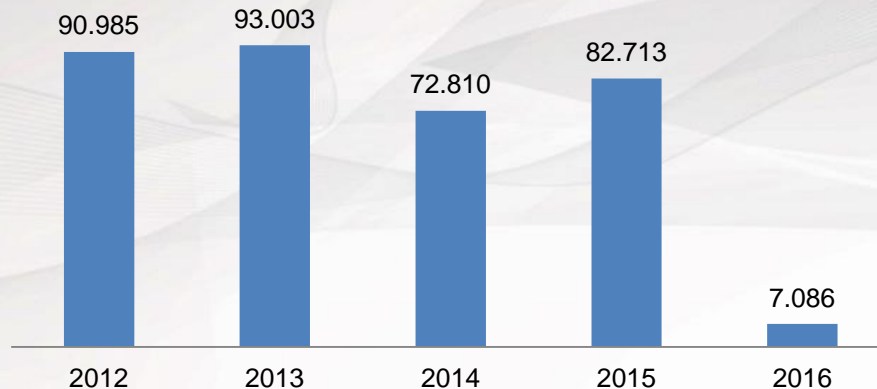
SECRETARIA  
DA CONTROLADORIA  
GERAL DO ESTADO



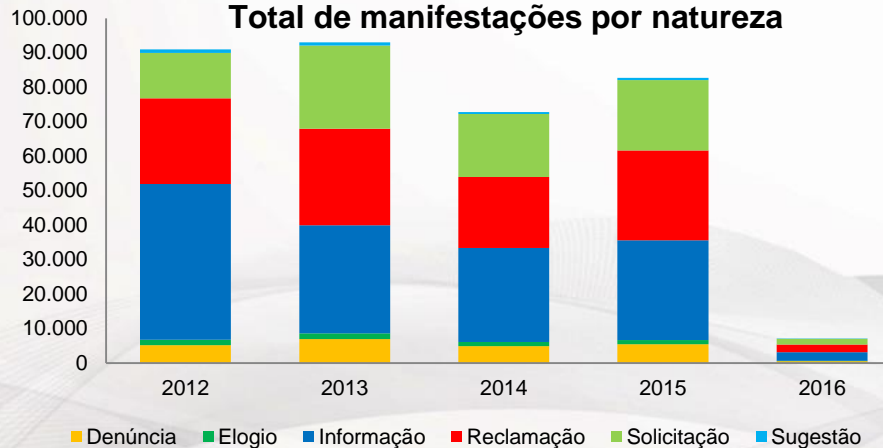
GOVERNO DO ESTADO  
*Pernambuco*

JUNTOS, FAZEMOS MAIS.

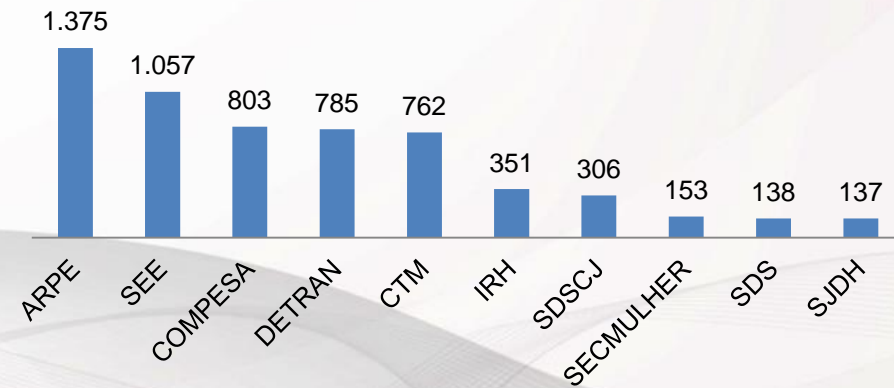
### Total de manifestações por ano



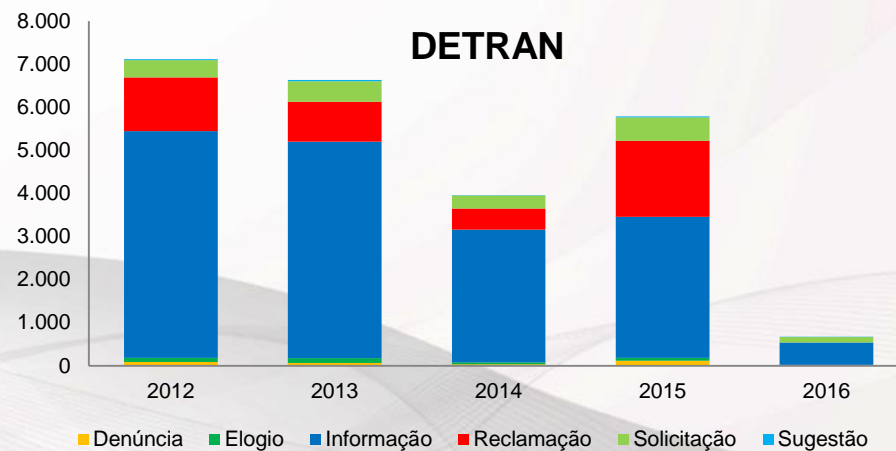
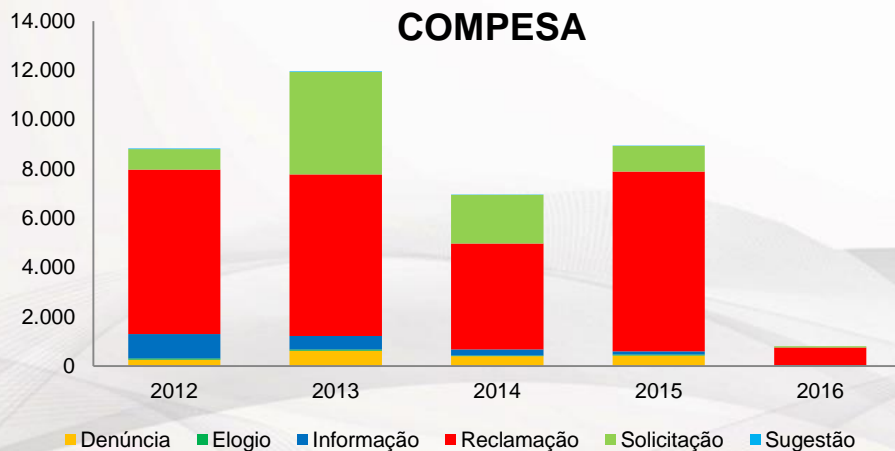
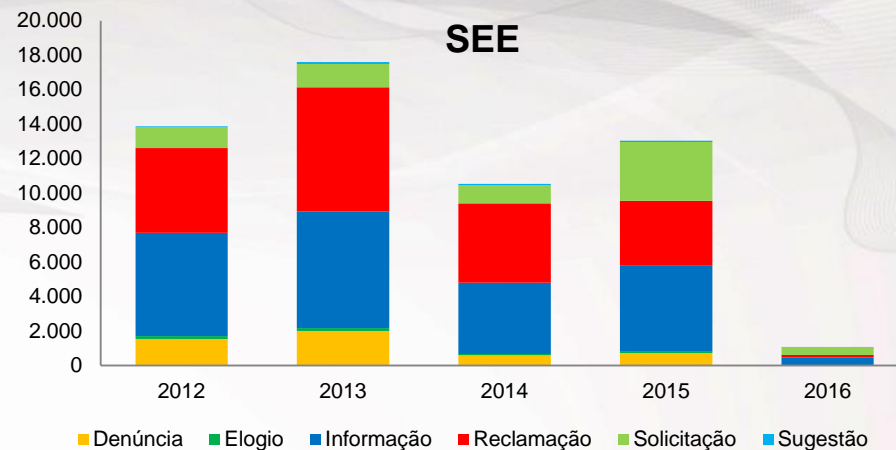
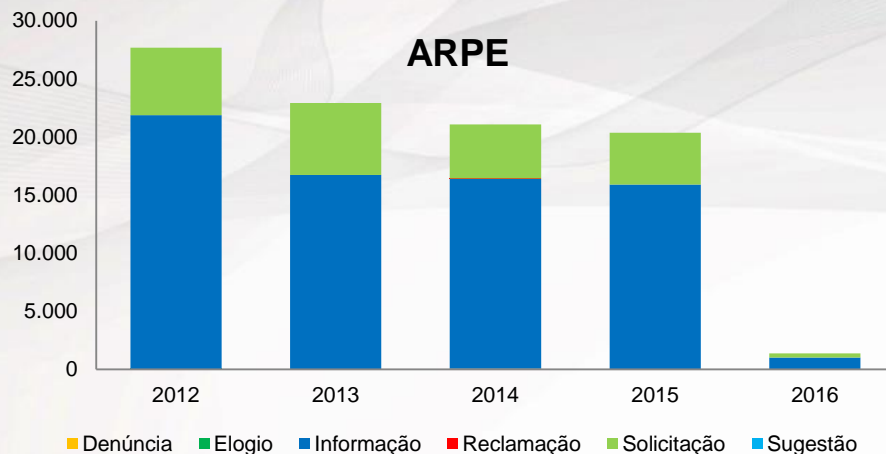
### Total de manifestações por natureza



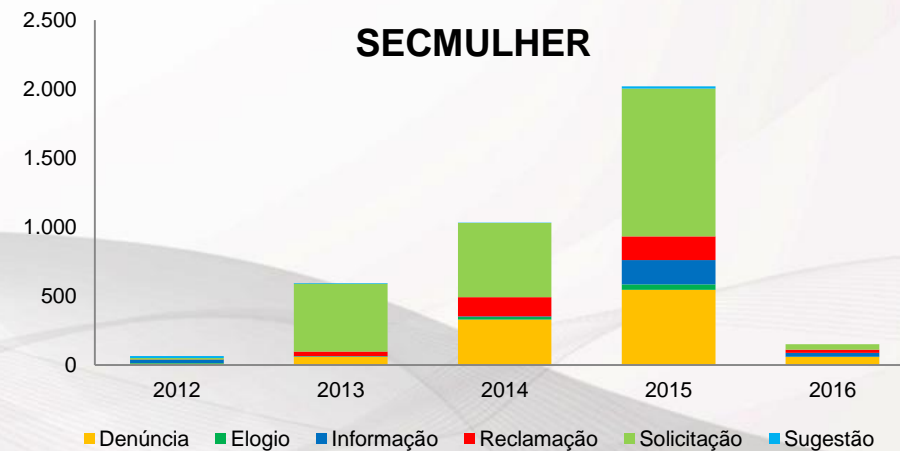
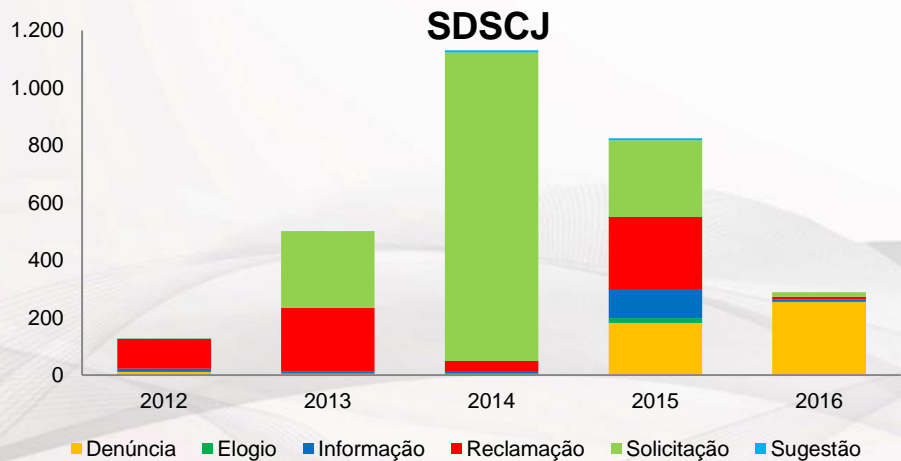
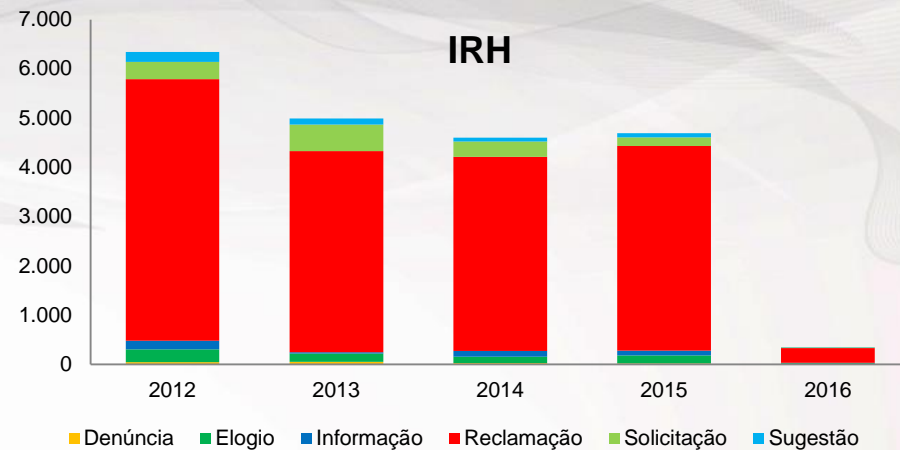
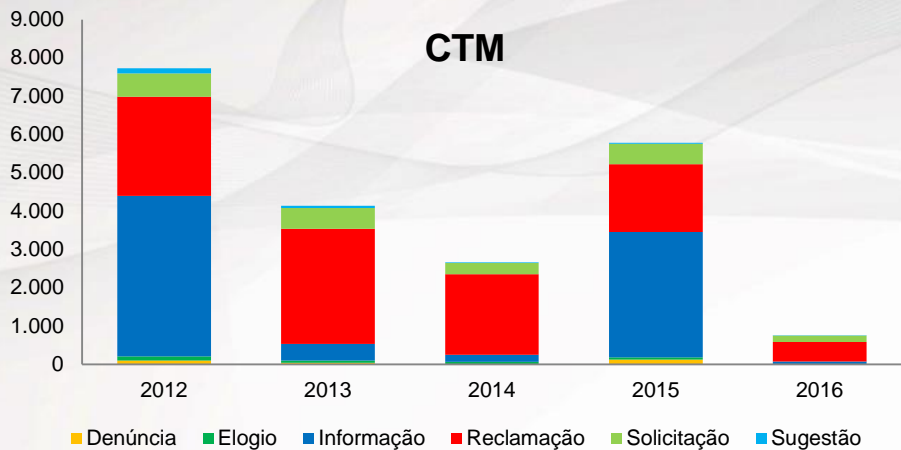
### Top 10 - Quantidade de manifestações em 2016



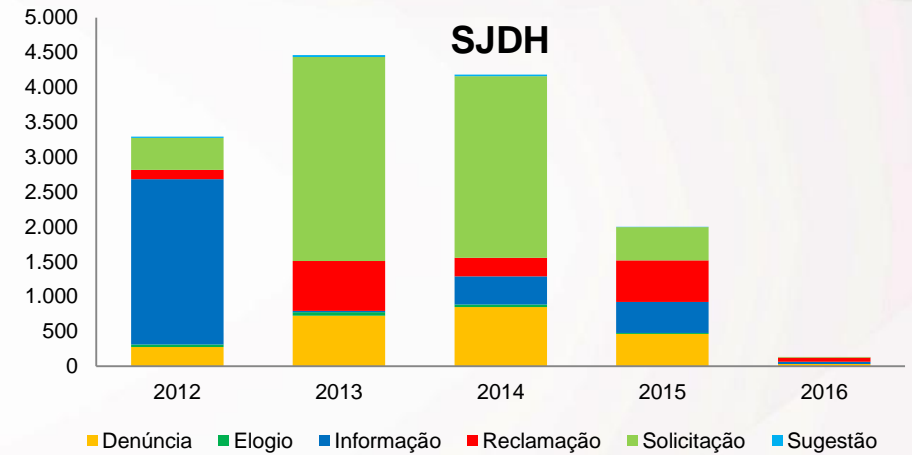
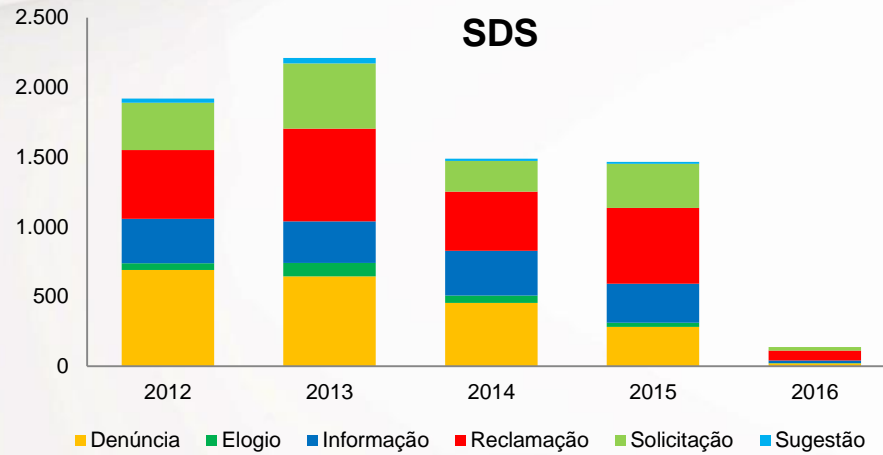
## Top 10 – Quantidade de Manifestações (Detalhamento)



## Top 10 – Quantidade de Manifestações (Detalhamento)

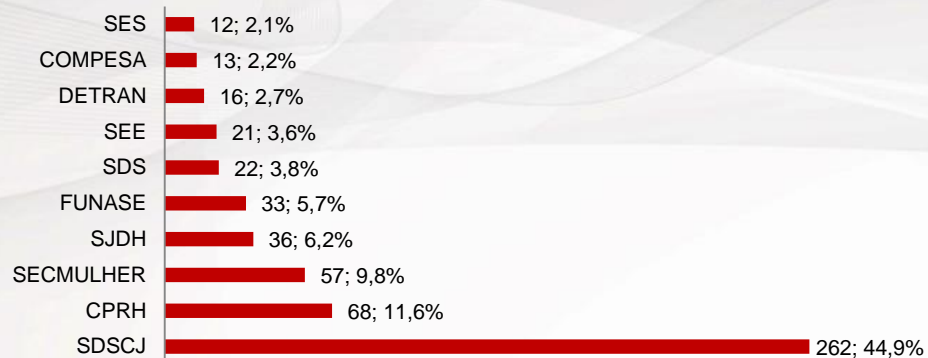


## Top 10 – Quantidade de Manifestações (Detalhamento)

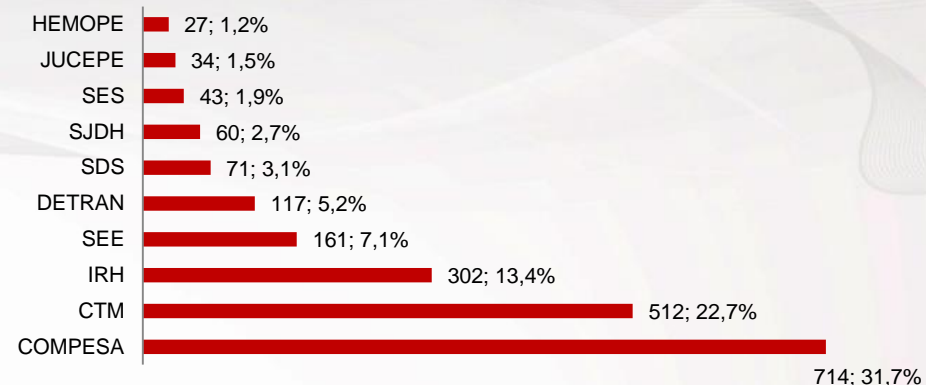


## Top 10 – Quantidade de manifestações por natureza

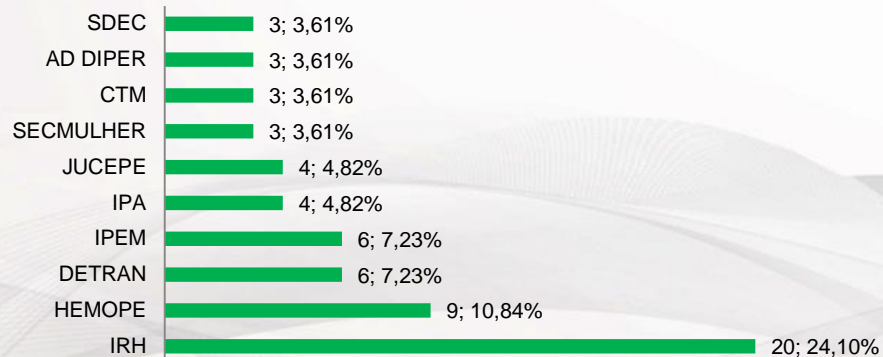
### Denúncias



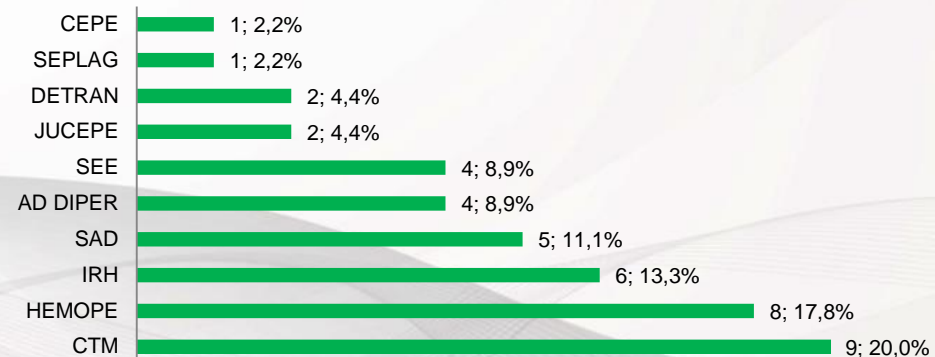
### Reclamações



### Elogios



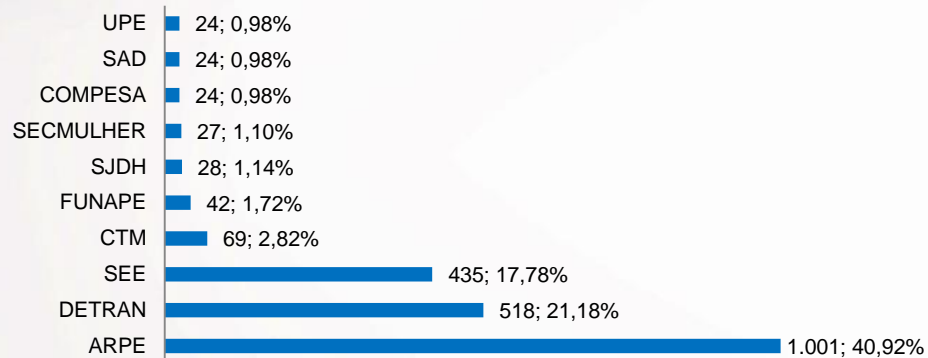
### Sugestões



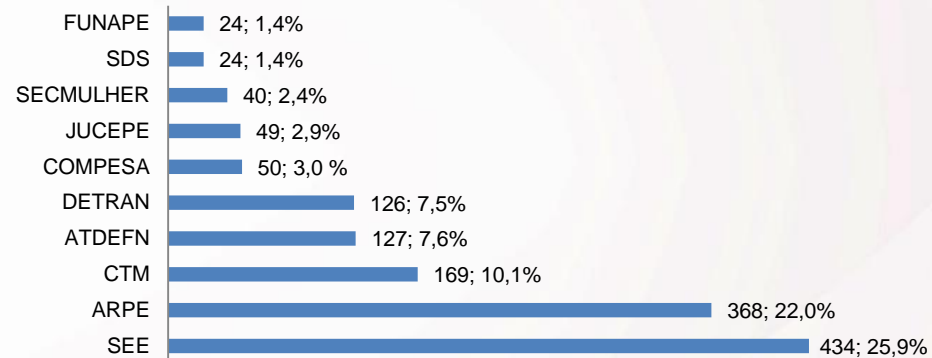


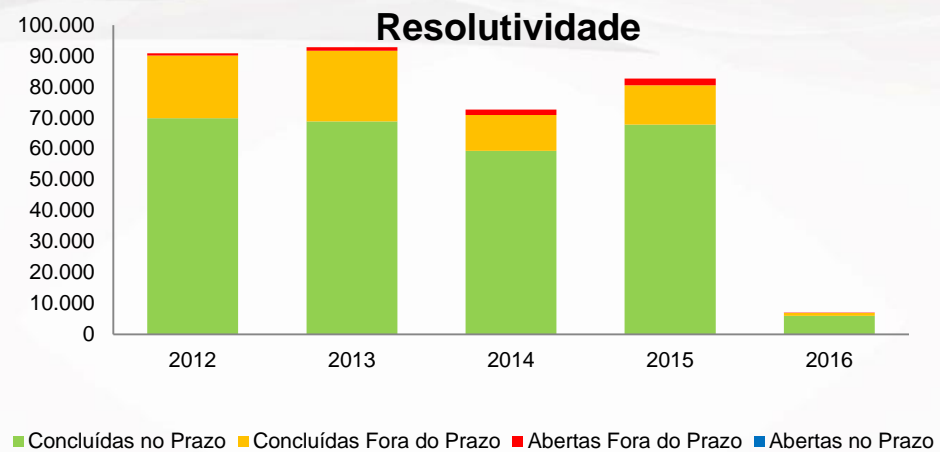
## Top 10 – Quantidade de manifestações por natureza

### Informações



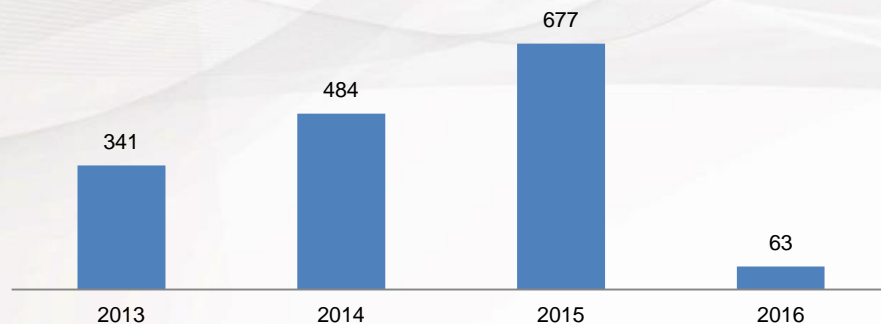
### Solicitações



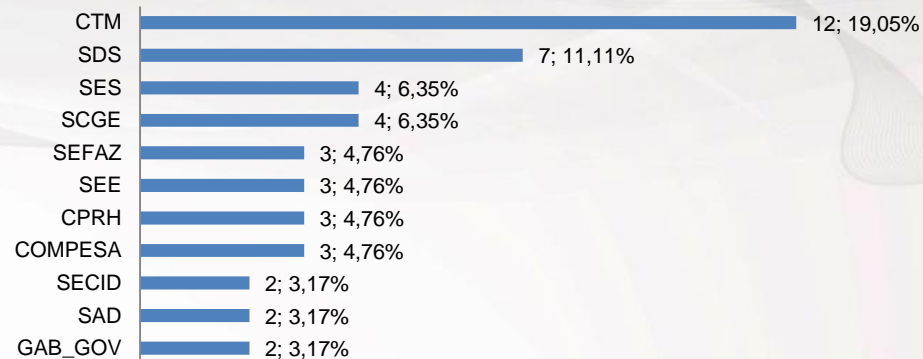




## Total de Pedidos de acesso à informação (PAI) por ano



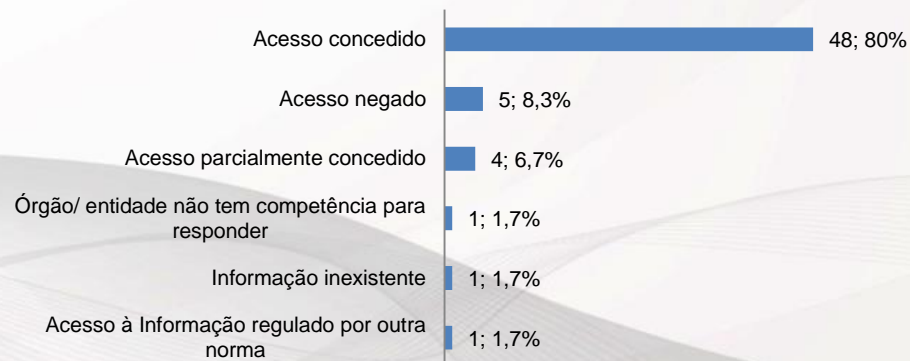
## Top 10 PAI's em 2016



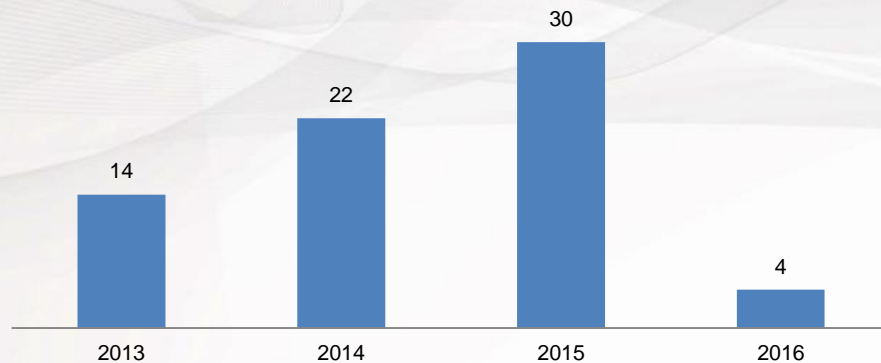
## Resolutividade dos PAI's em 2016



## Tipo de Resposta



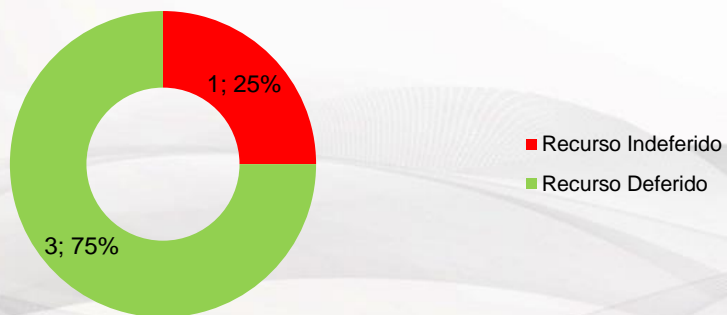
## Total de recursos por ano



## Resolutividade dos recursos em 2015



## Tipo de decisão



### Fonte de dados:

1. Sistemas: G-Con e *Qlikview* (data da extração: 23/01/2016)
2. Planilha: Controle Mensal dos Pedidos de Acesso à Informação e Recursos (data da extração 24/01/2016)