

Relatório Estatístico Rede de Ouvidorias e SIC

Janeiro a Dezembro 2015

Diretoria de Ouvidoria e Controle Social

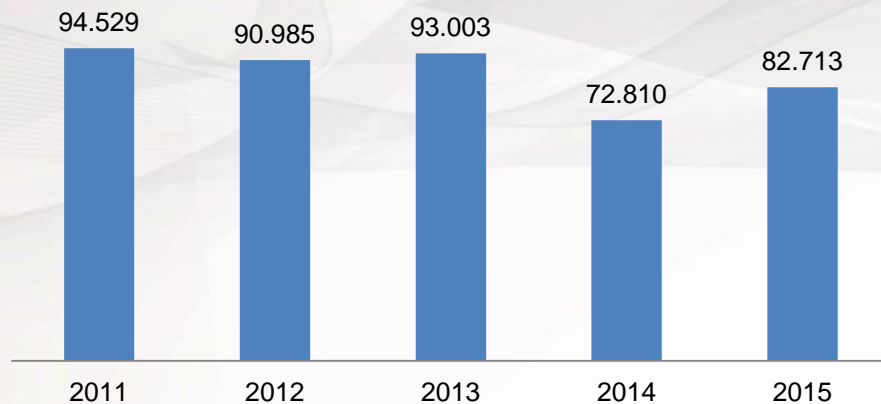
SECRETARIA
DA CONTROLADORIA
GERAL DO ESTADO



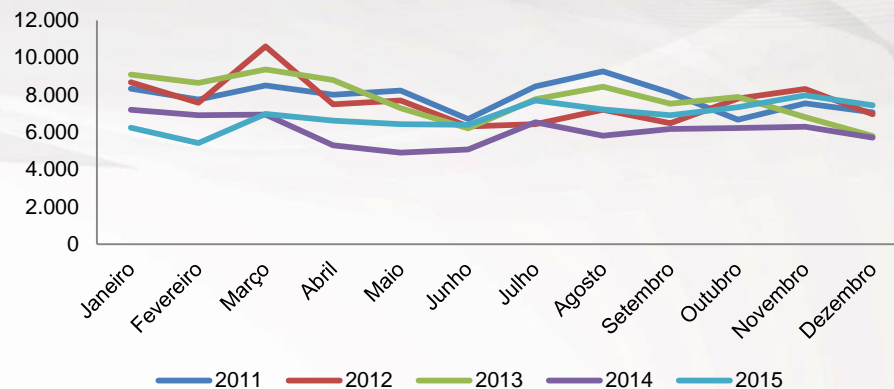
GOVERNO DO ESTADO
Pernambuco

JUNTOS, FAZEMOS MAIS.

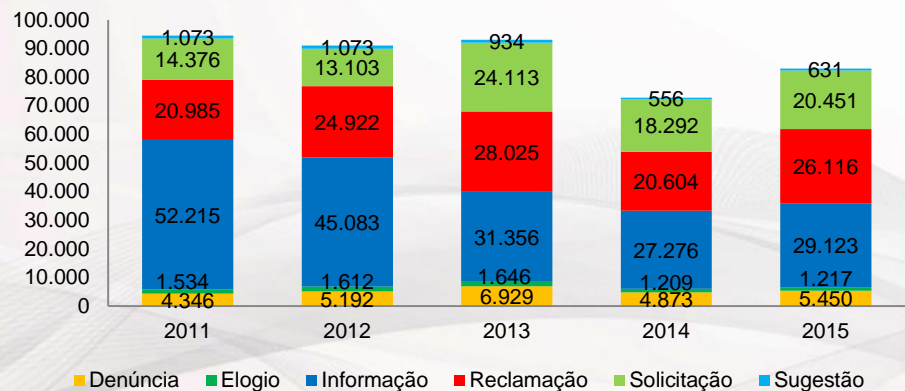
Total de manifestações por ano



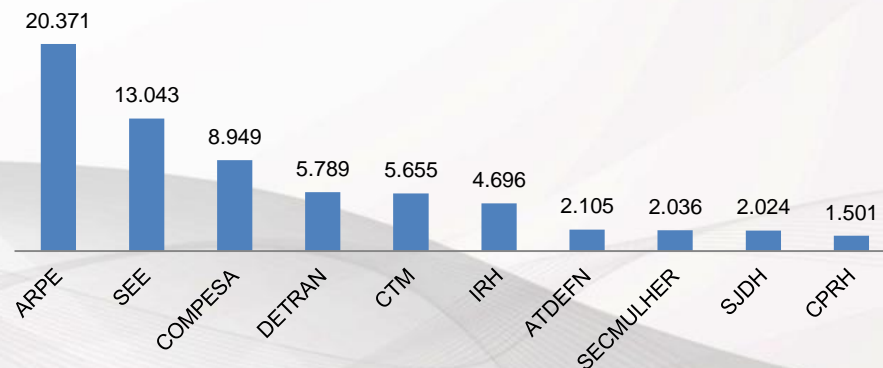
Total de Manifestações por Ano/Mês



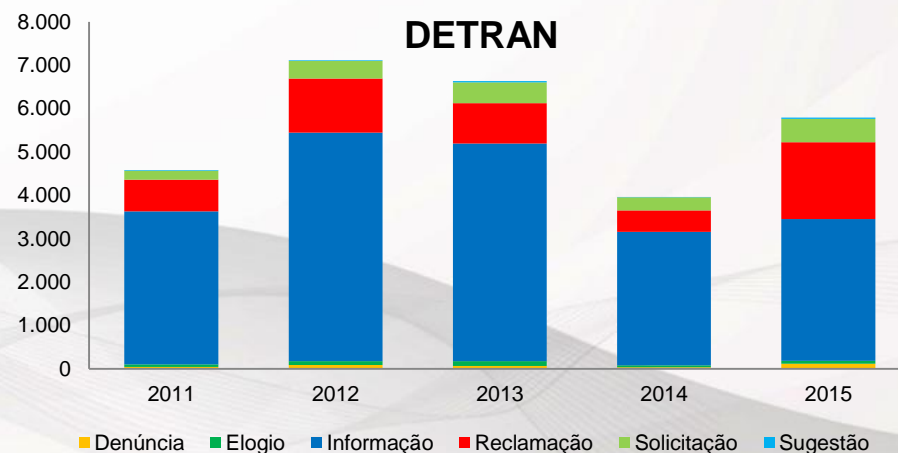
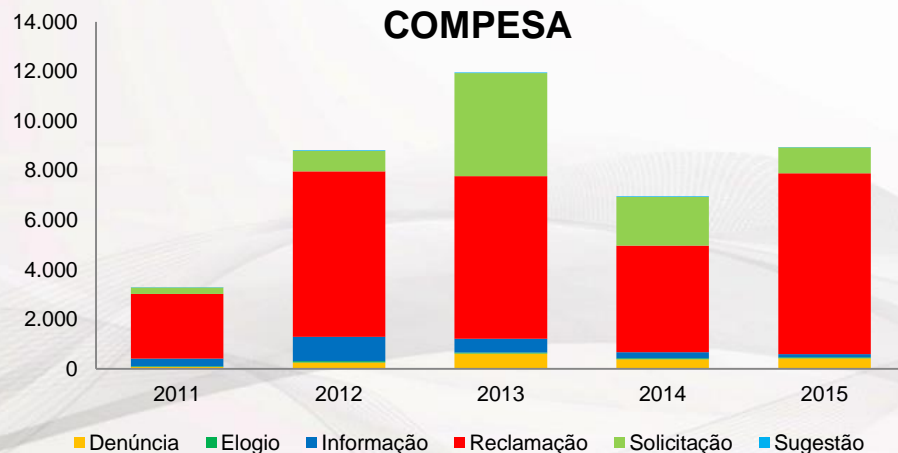
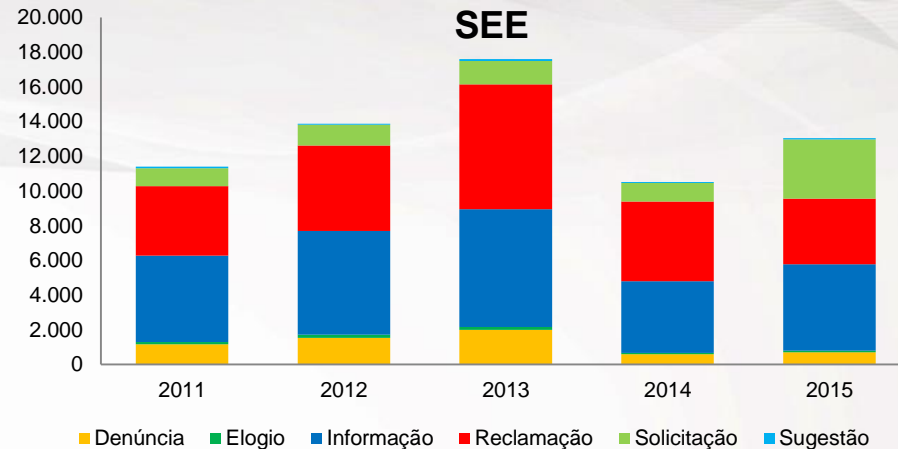
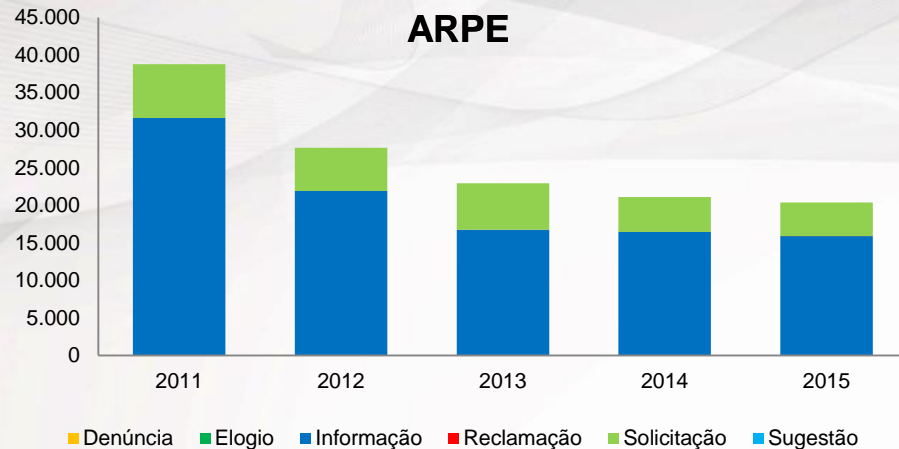
Total de Manifestações por Natureza



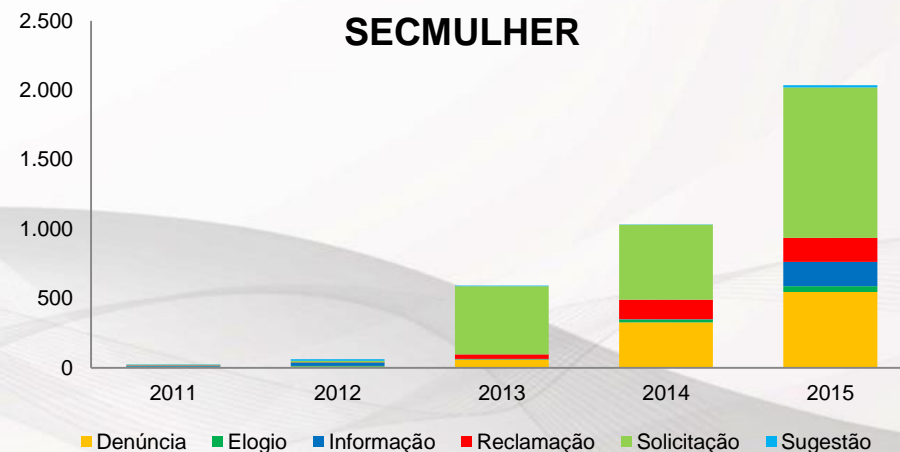
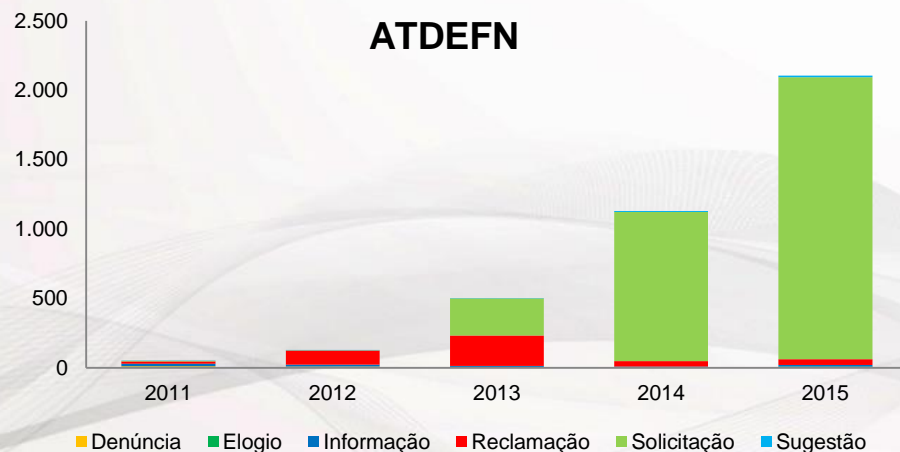
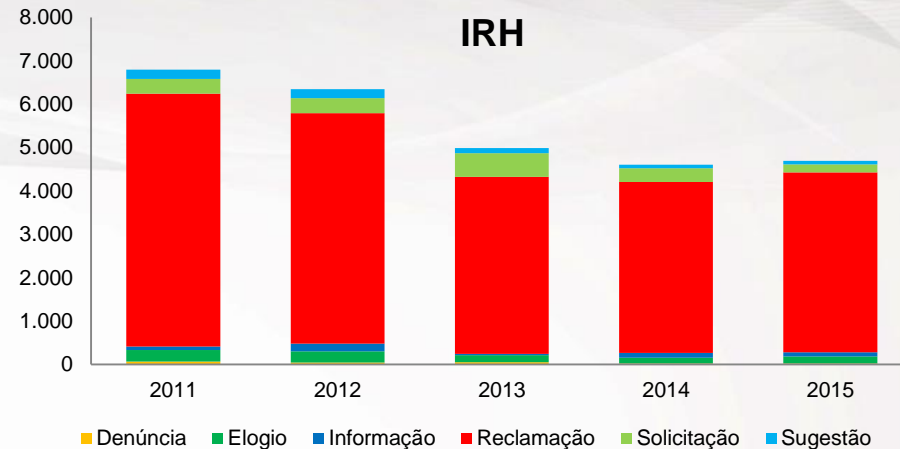
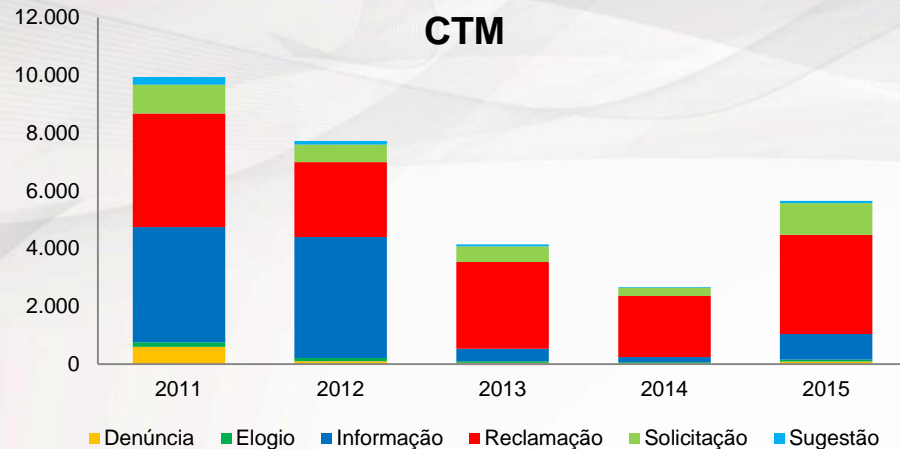
Top 10 - Quantidade de manifestações em 2015



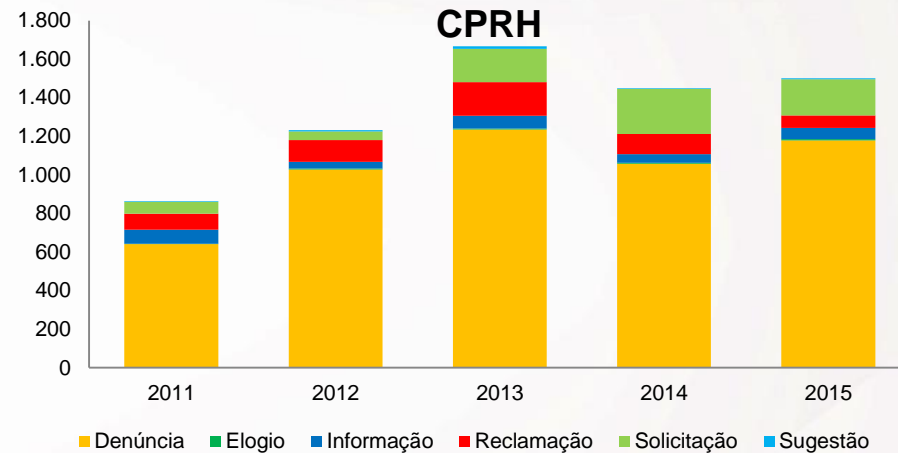
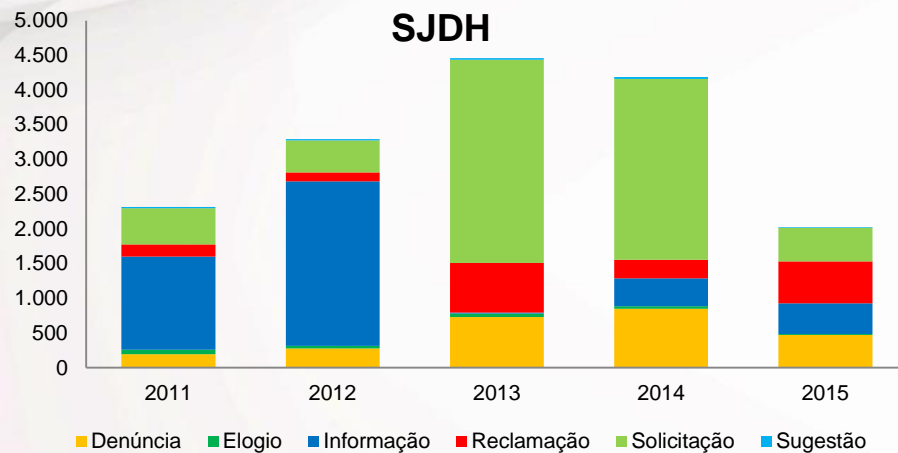
Top 10 – Quantidade de Manifestações (Detalhamento)



Top 10 – Quantidade de Manifestações (Detalhamento)

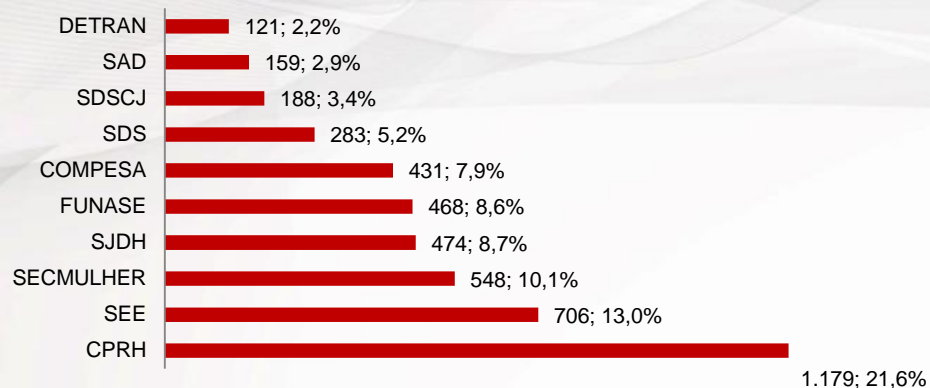


Top 10 – Quantidade de Manifestações (Detalhamento)

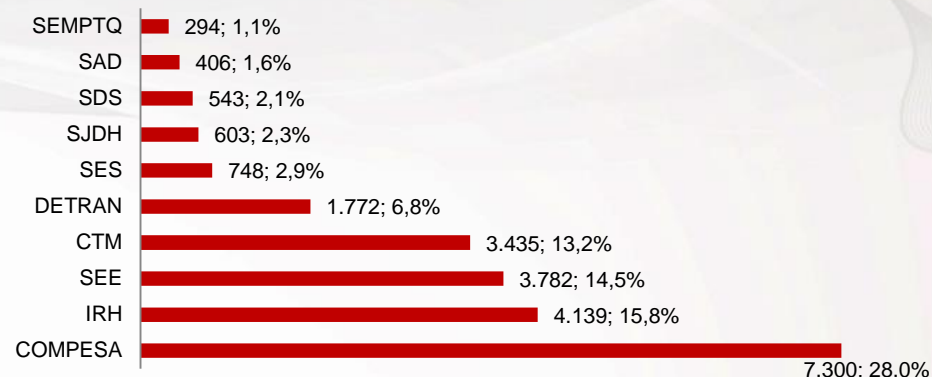


Top 10 – Quantidade de manifestações por natureza

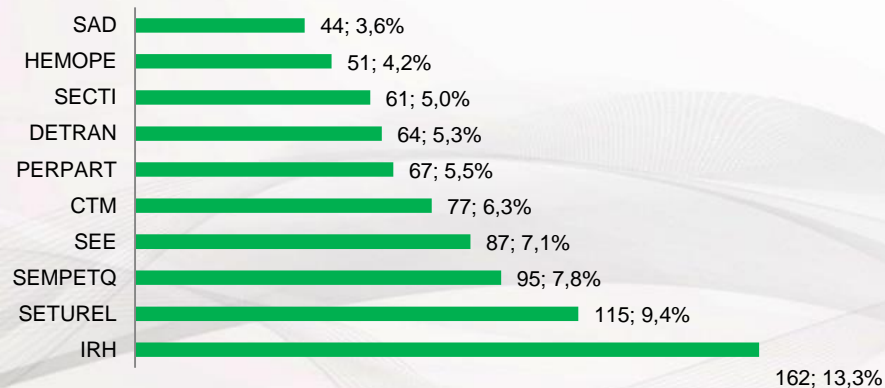
Denúncias



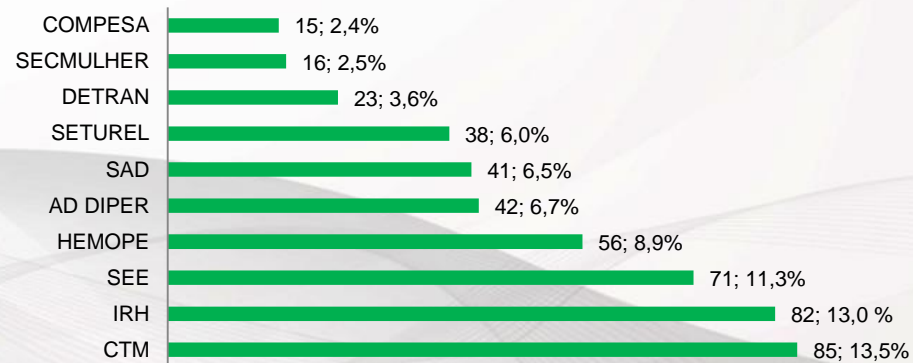
Reclamações



Elogios

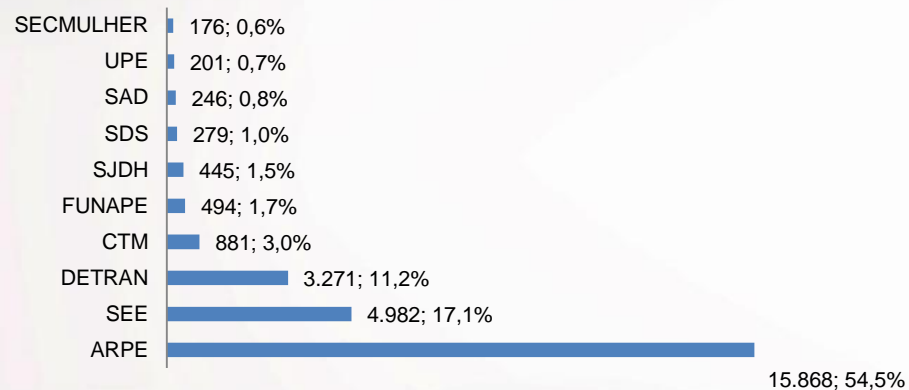


Sugestões

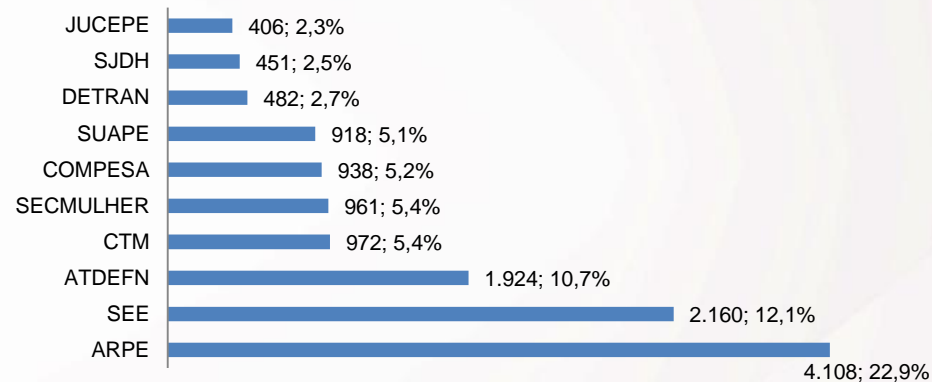


Top 10 – Quantidade de manifestações por natureza

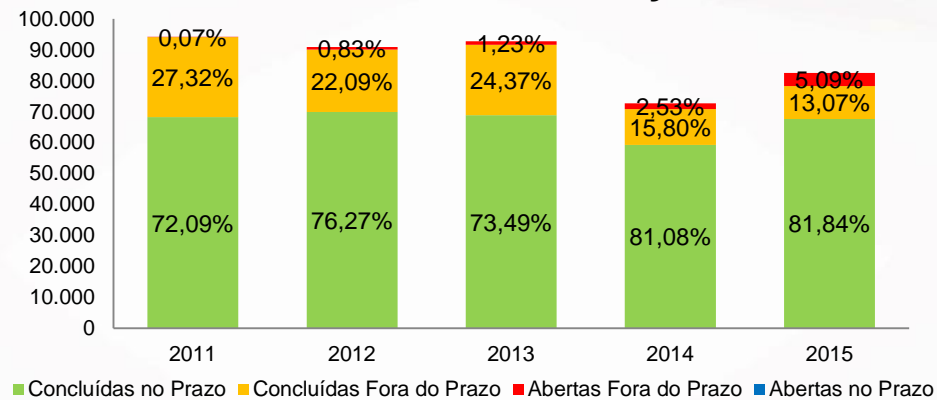
Informações



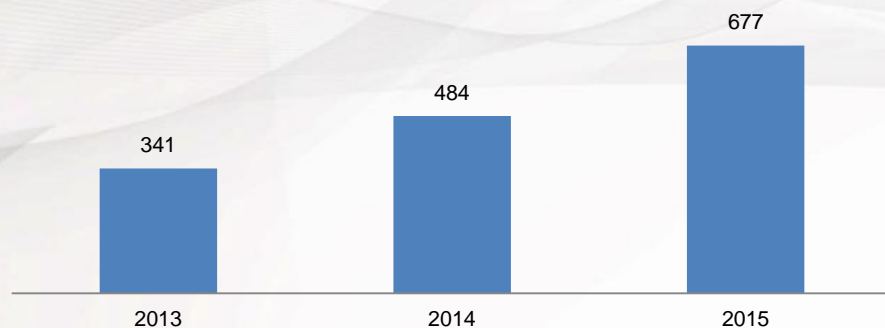
Solicitações



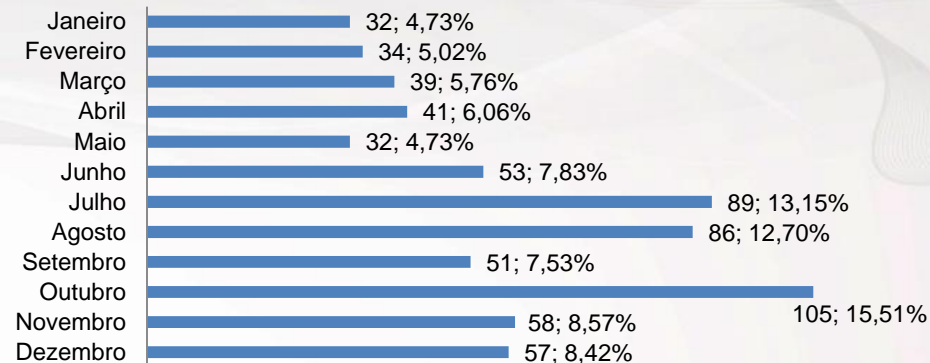
Resolutividade das manifestações em 2015



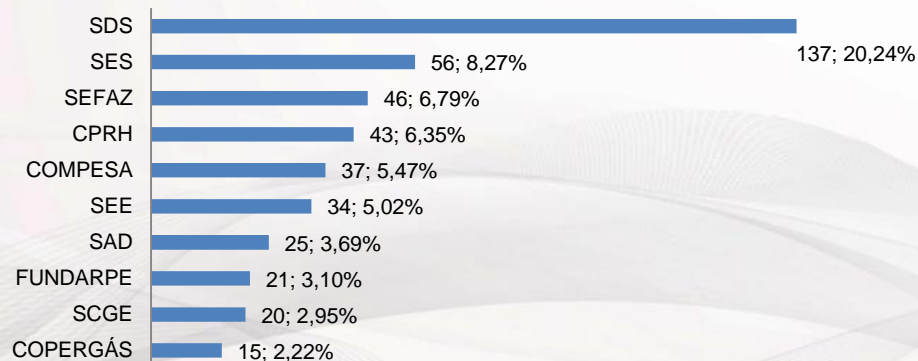
Total de Pedidos de acesso à informação (PAI) por ano



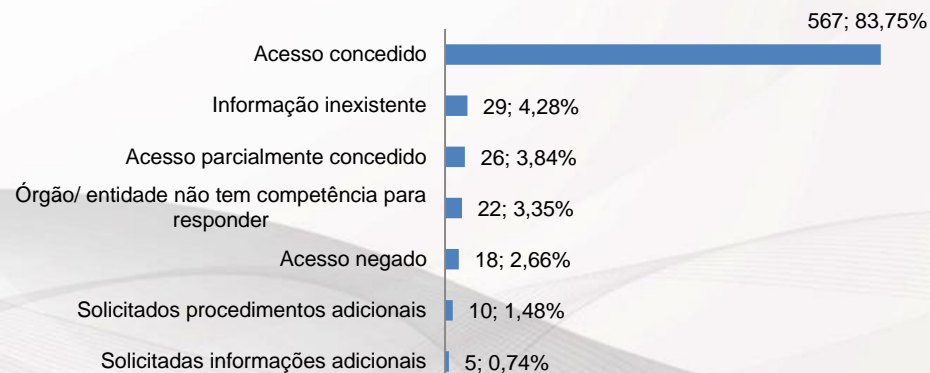
Total de PAI's por mês em 2015



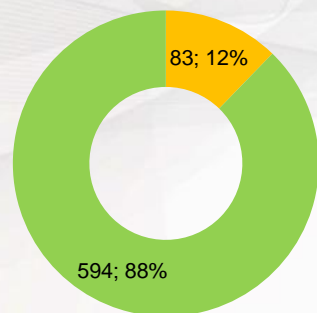
Top 10 - PAI's em 2015



Tipo de resposta

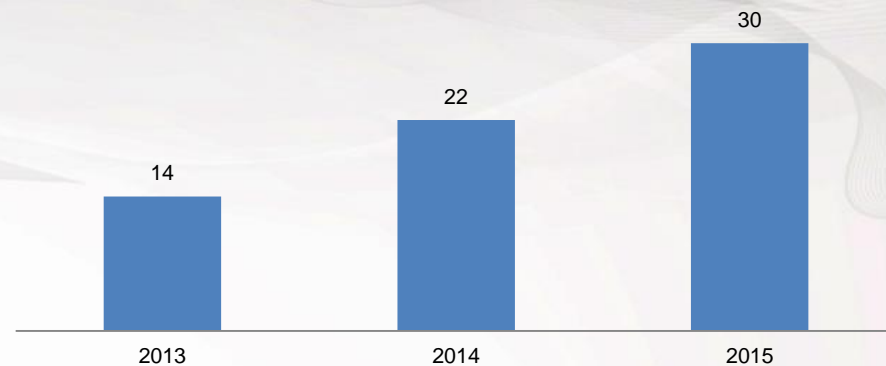


Resolutividade dos PAI's em 2015

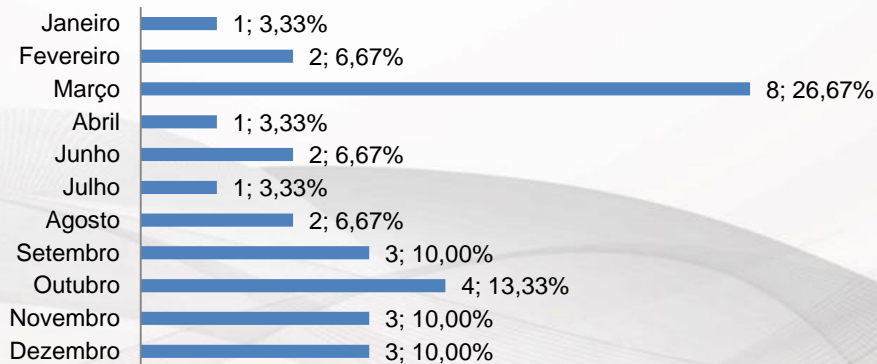


- Concluído fora do prazo
- Concluído no prazo

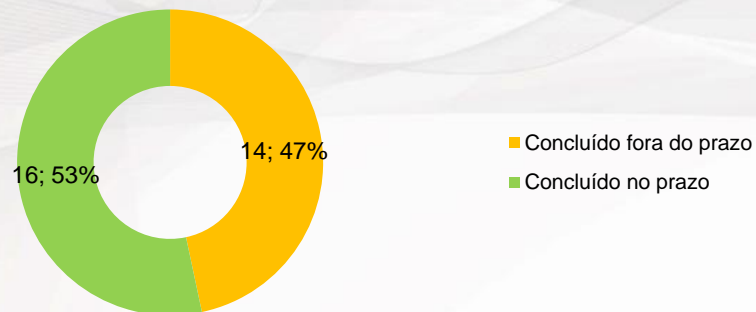
Total de recursos por ano



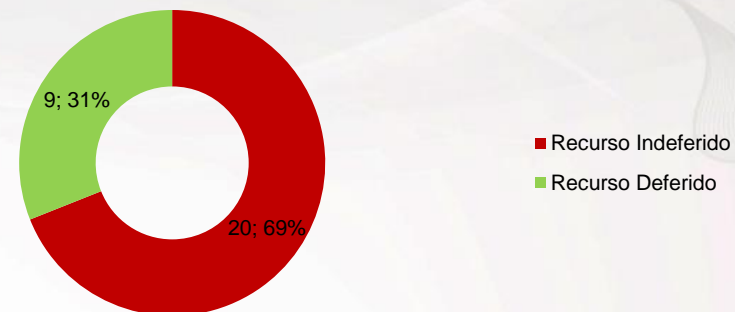
Recursos por mês em 2015



Resolutividade dos recursos em 2015



Tipo de decisão



Fonte de dados:

1. Sistemas: G-CON e Qlikview (data da extração: 21/01/2016)
2. Planilha: Controle Mensal dos Pedidos de Acesso à Informação e Recursos (data da extração 21/01/2016)

SECRETARIA
DA CONTROLADORIA
GERAL DO ESTADO



GOVERNO DO ESTADO
Pernambuco

JUNTOS, FAZEMOS MAIS.