

Relatório Estatístico da Rede de Ouvidorias e SIC

Março 2016

Diretoria de Ouvidoria e Controle Social

SECRETARIA
DA CONTROLADORIA
GERAL DO ESTADO

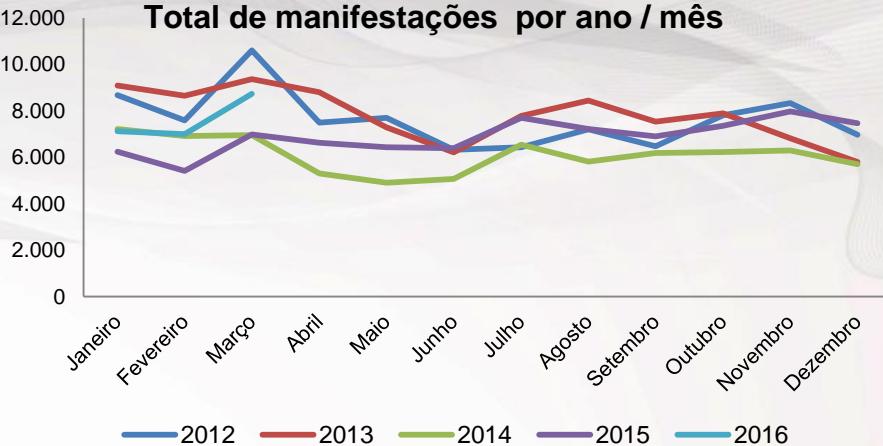


GOVERNO DO ESTADO
Pernambuco
JUNTOS, FAZEMOS MAIS.

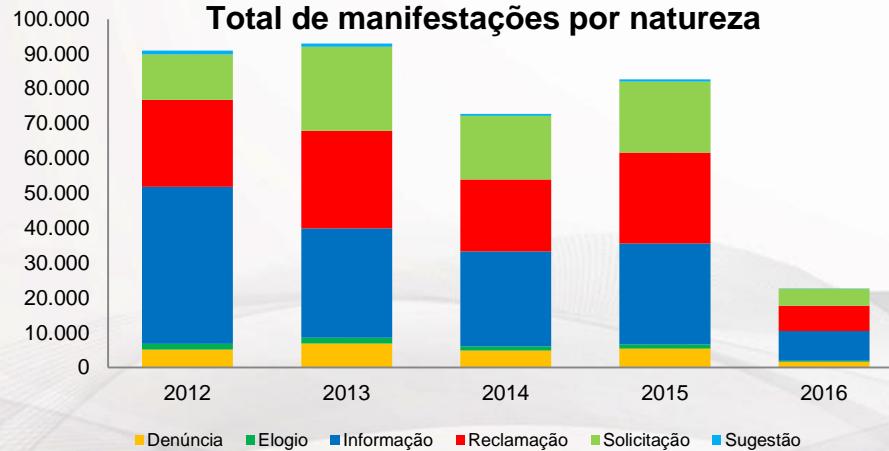
Total de Manifestações por ano



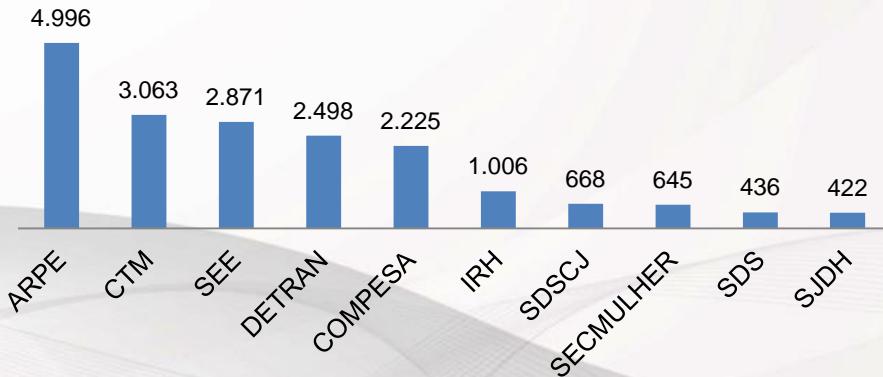
Total de manifestações por ano / mês



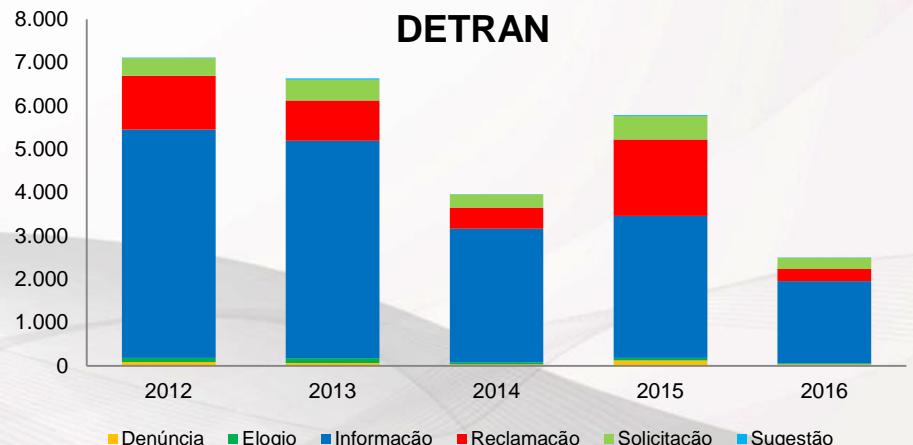
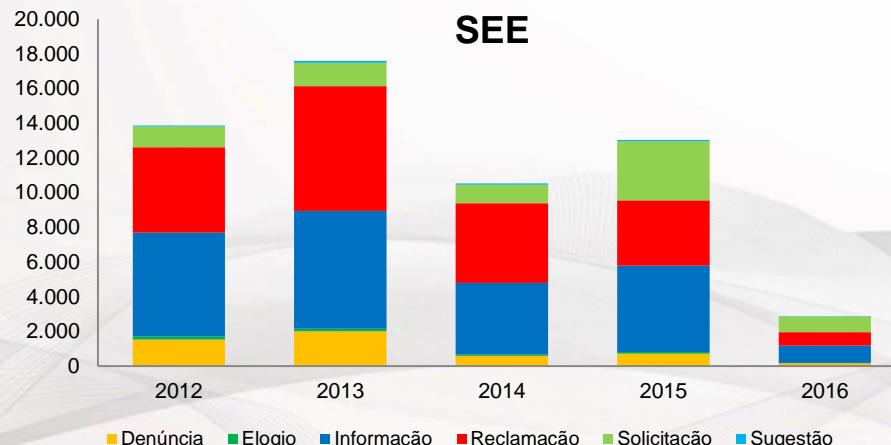
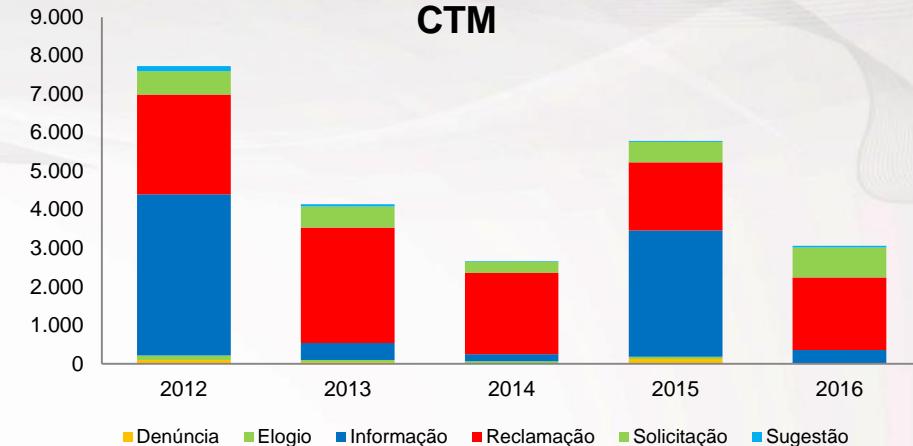
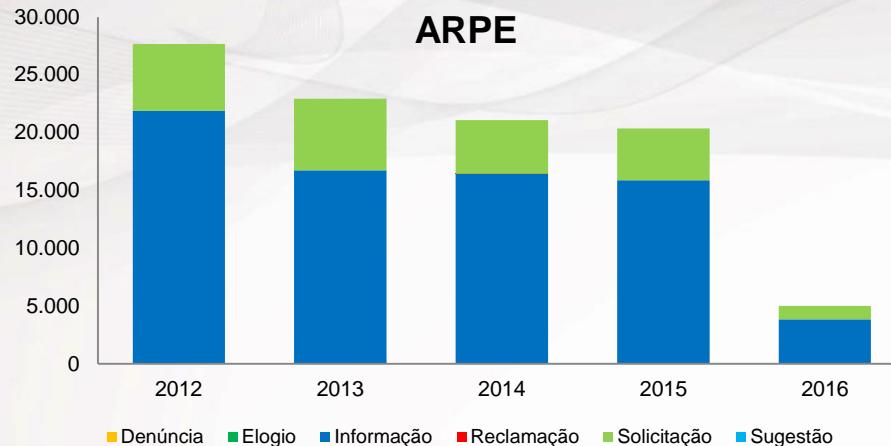
Total de manifestações por natureza



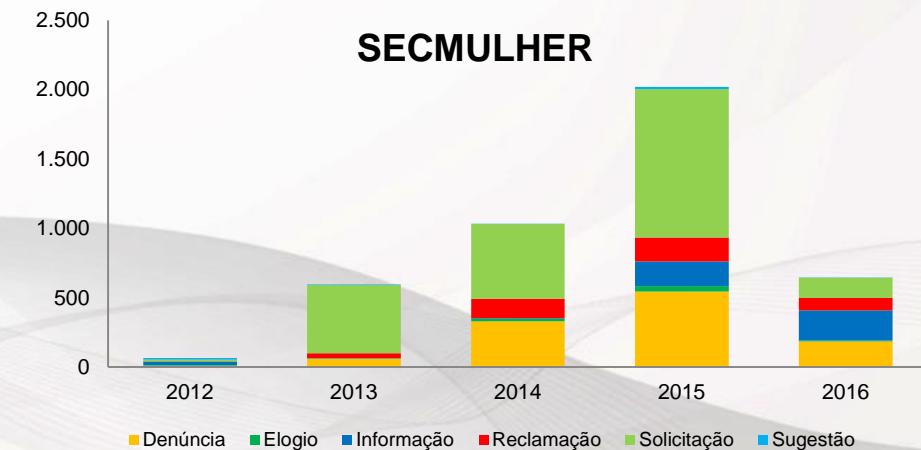
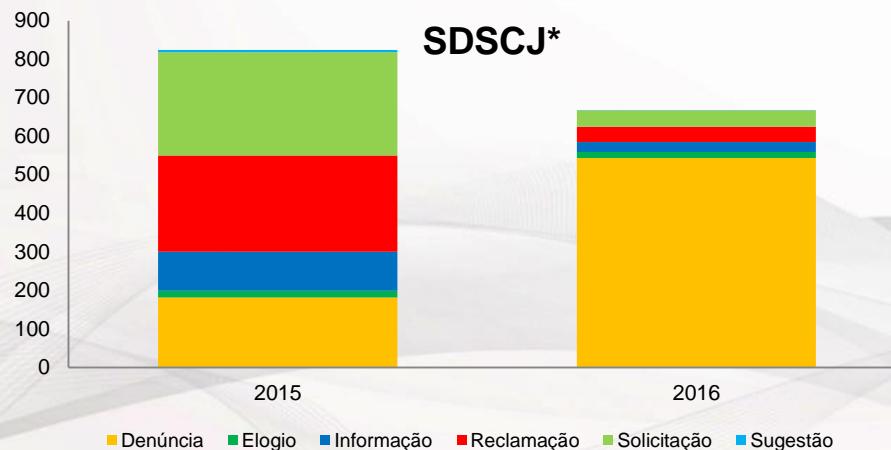
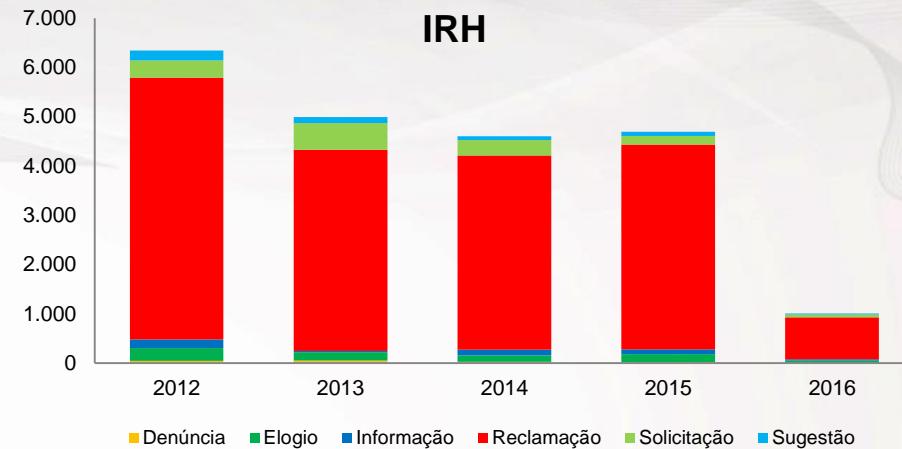
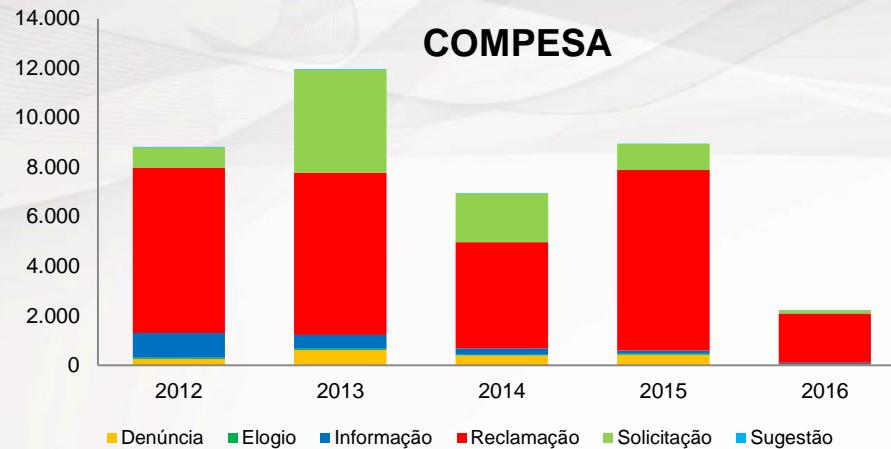
Top 10 - Quantidade de manifestações em 2016



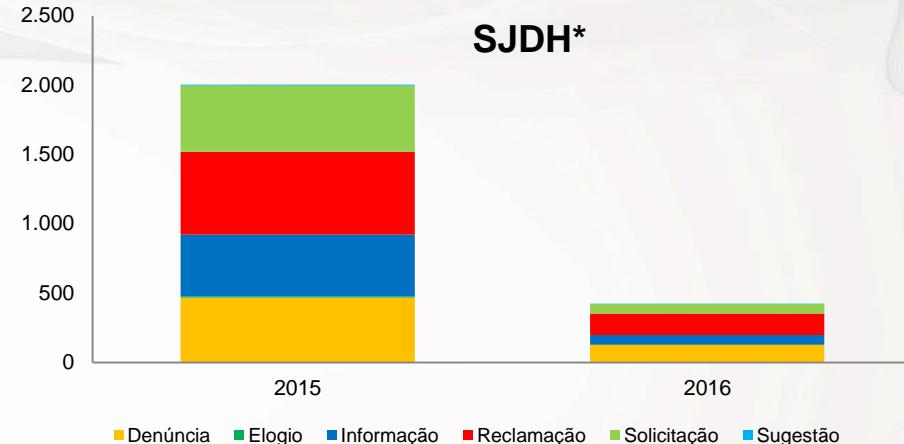
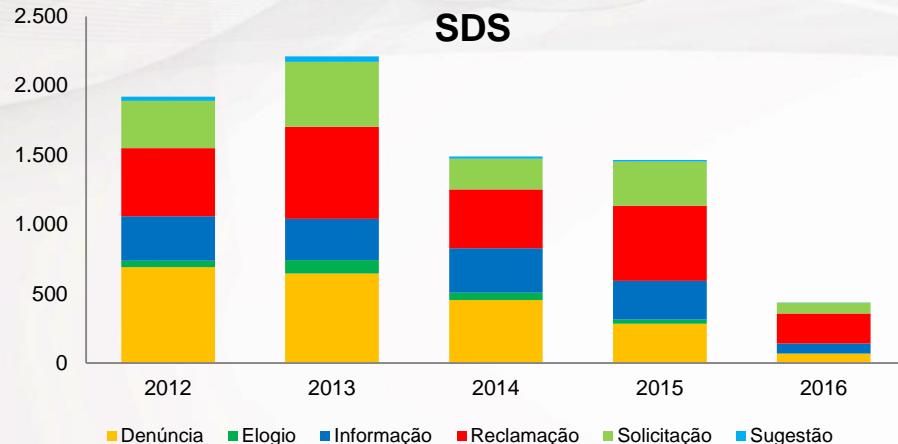
Top 10 – Quantidade de Manifestações (Detalhamento)



Top 10 – Quantidade de Manifestações (Detalhamento)



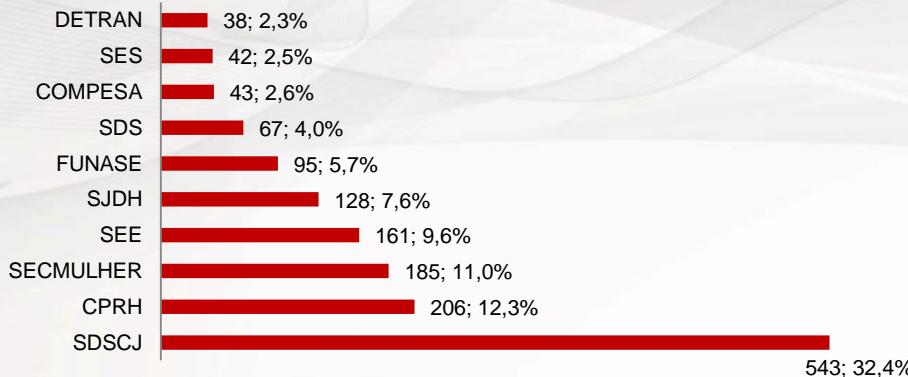
Top 10 – Quantidade de Manifestações (Detalhamento)



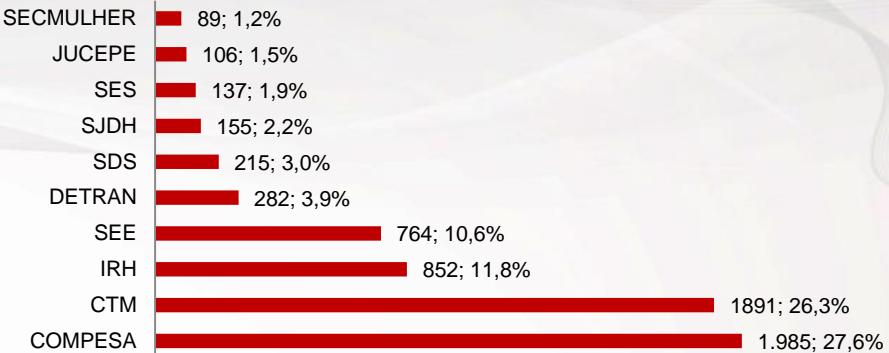
* Secretarias reestruturadas pela Lei nº 15.242/2015, portanto, os dados disponibilizados referem-se apenas aos exercícios de 2015 e 2016.

Top 10 – Quantidade de Manifestações por Natureza

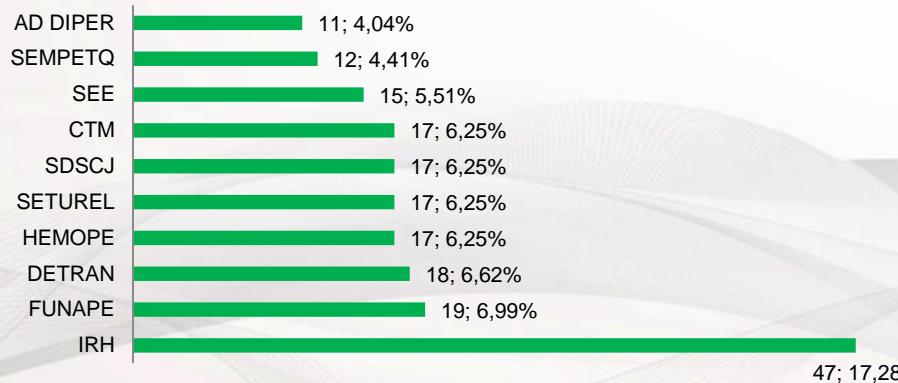
Denúncias



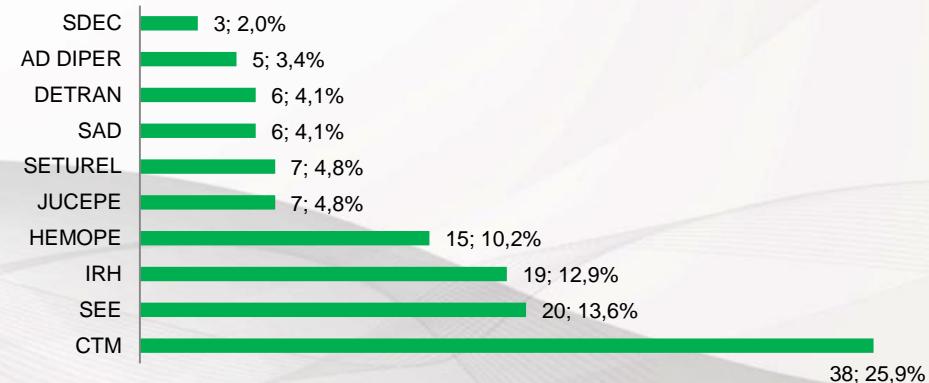
Reclamações



Elogios

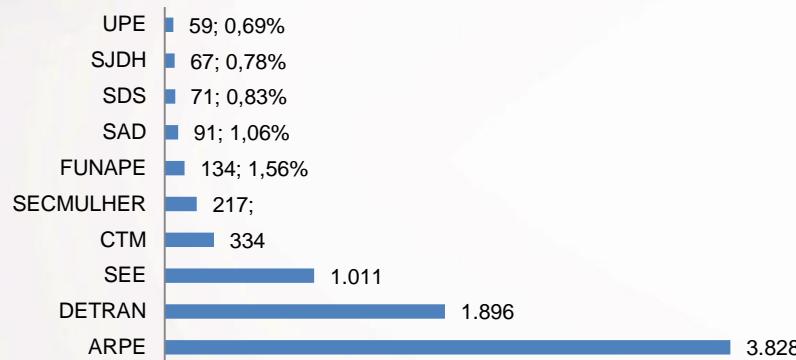


Sugestões

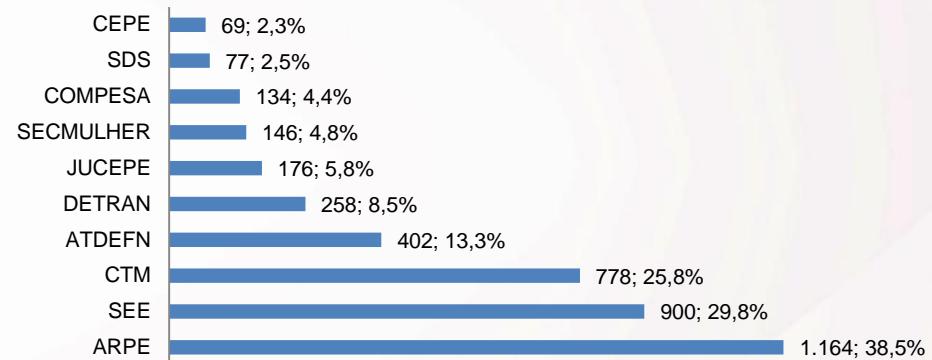


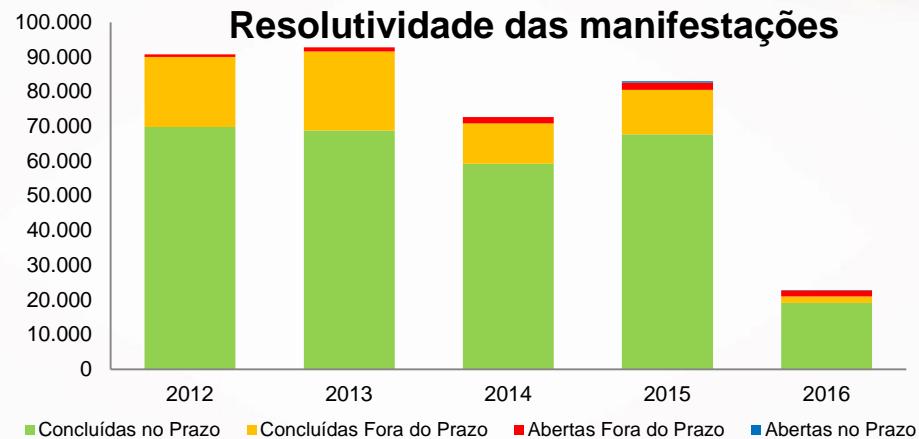
Top 10 – Quantidade de Manifestações por Natureza

Informações

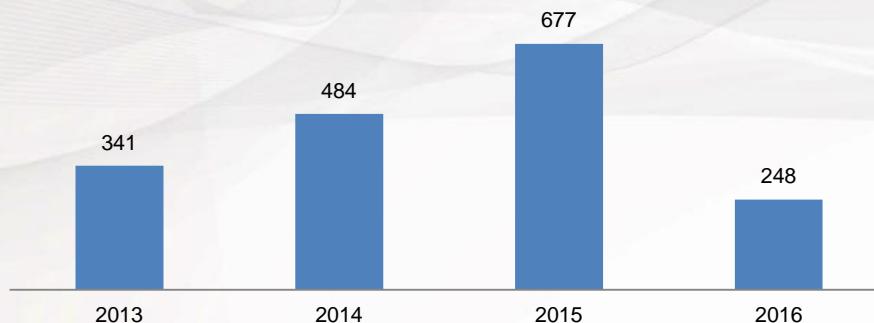


Solicitações

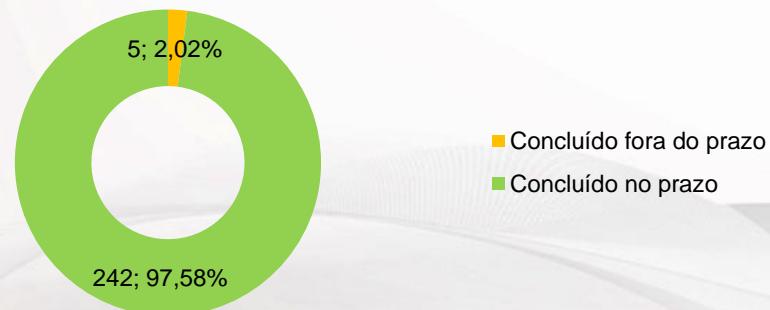




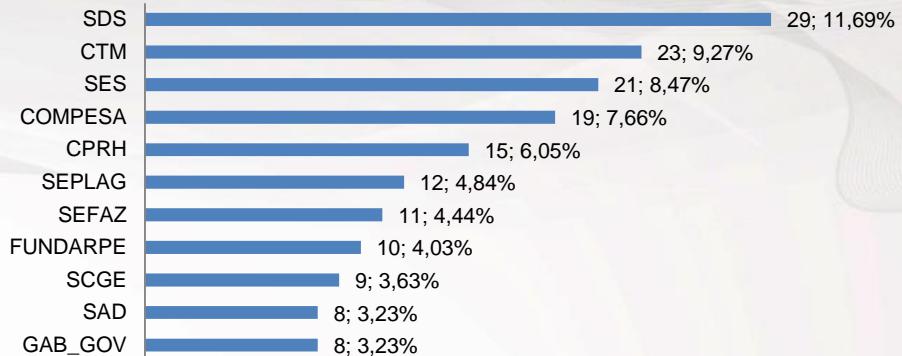
Total de Pedidos de acesso à informação (PAI) por ano



Resolutividade dos PAI's em 2016



Top 10 PAI's em 2016***

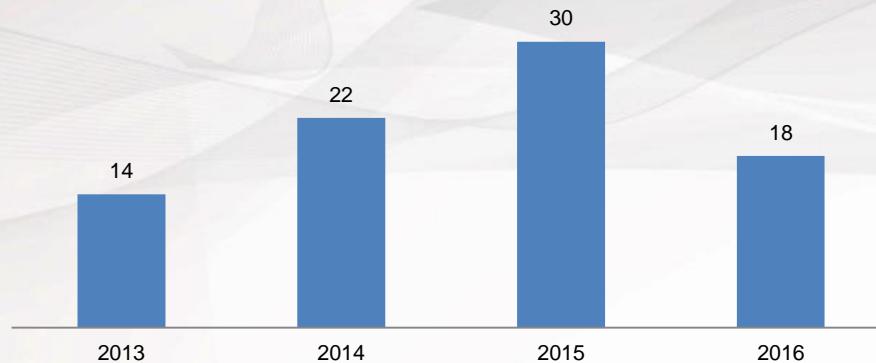


Tipo de Resposta



*** Considerando o registro de mesmo quantitativo de PAI's na SAD e no GAB-GOV, o gráfico, excepcionalmente, reporta 11 órgãos.

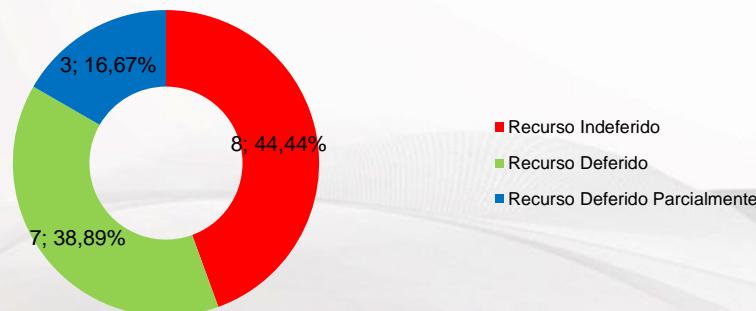
Total de Recursos por ano



Resolutividade dos Recursos



Tipo de decisão



Fonte de dados:

1. Sistemas: G-Con e Qlikview (data da extração: 25/04/2016)
2. Planilha: Controle Mensal dos Pedidos de Acesso à Informação e Recursos (data da extração 26/04/2016).