

# Relatório Estatístico da Rede de Ouvidorias e SIC

*Março 2016*

*Diretoria de Ouvidoria e Controle Social*

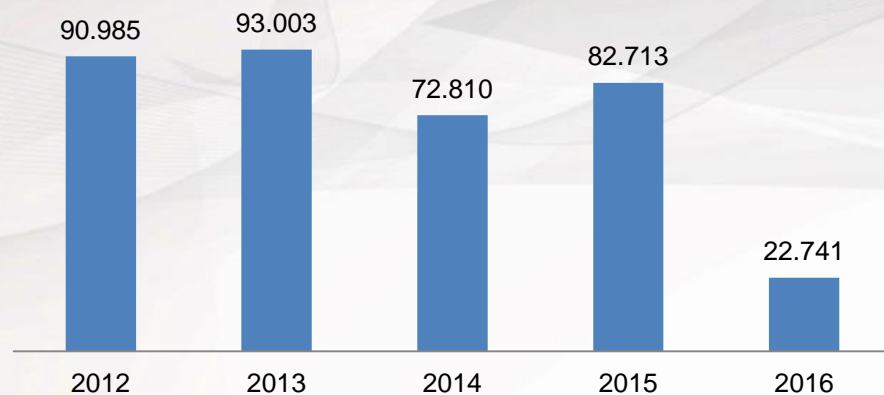
SECRETARIA  
DA CONTROLADORIA  
GERAL DO ESTADO



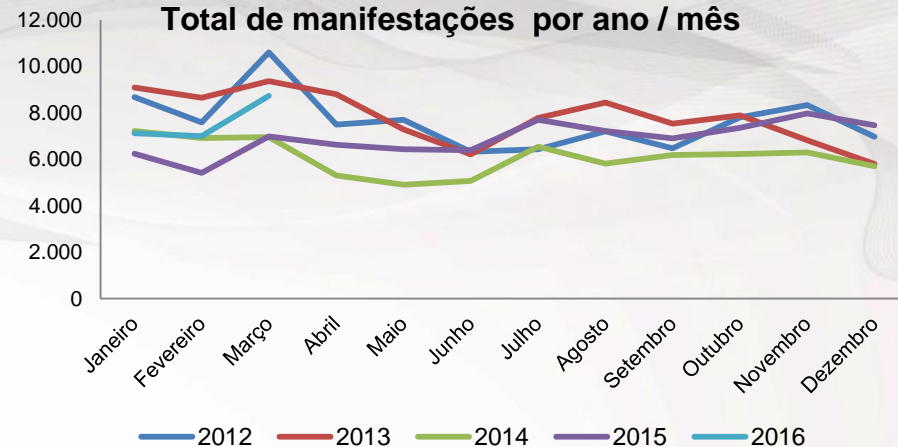
GOVERNO DO ESTADO  
*Pernambuco*

JUNTOS, FAZEMOS MAIS.

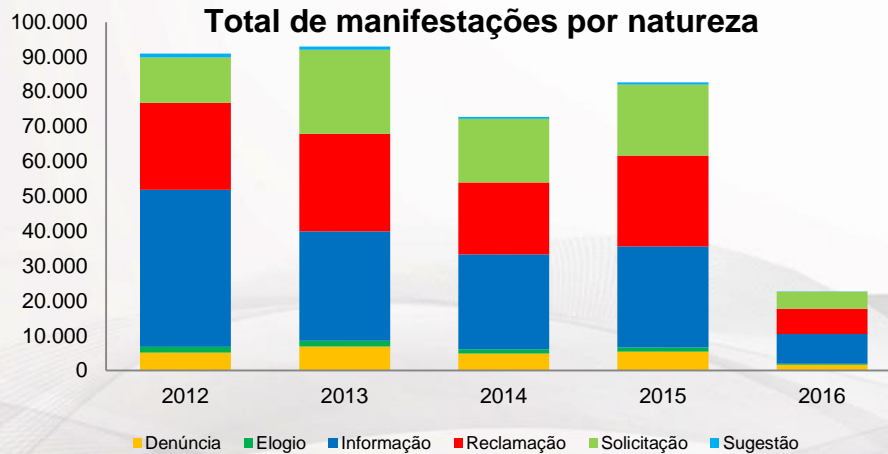
### Total de Manifestações por ano



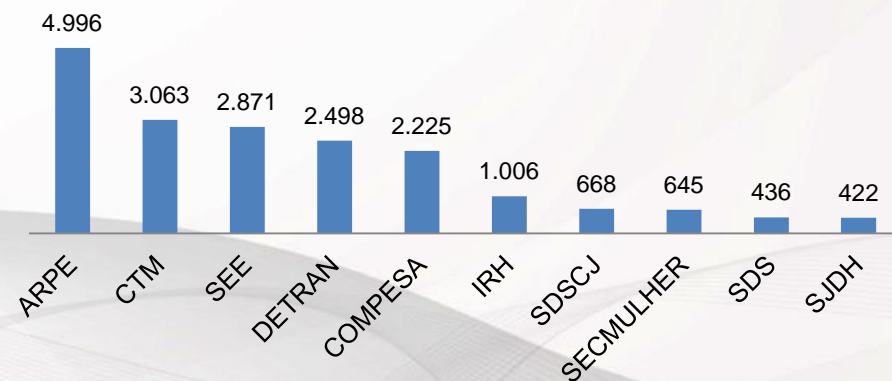
### Total de manifestações por ano / mês



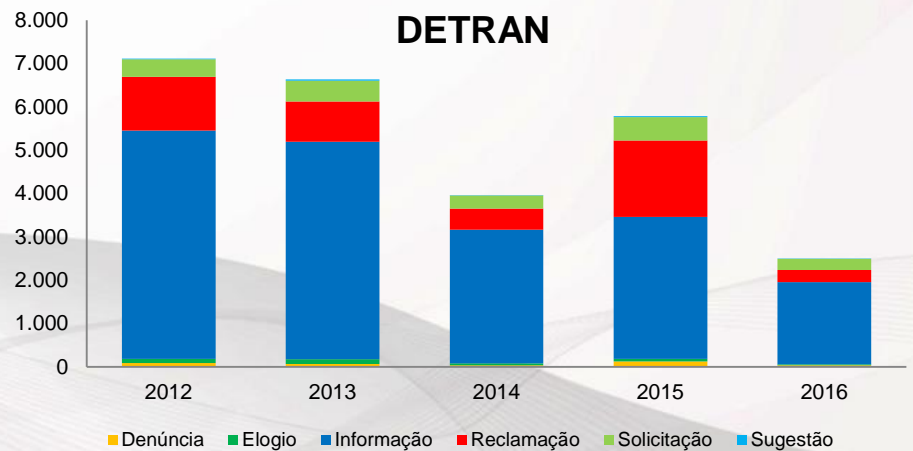
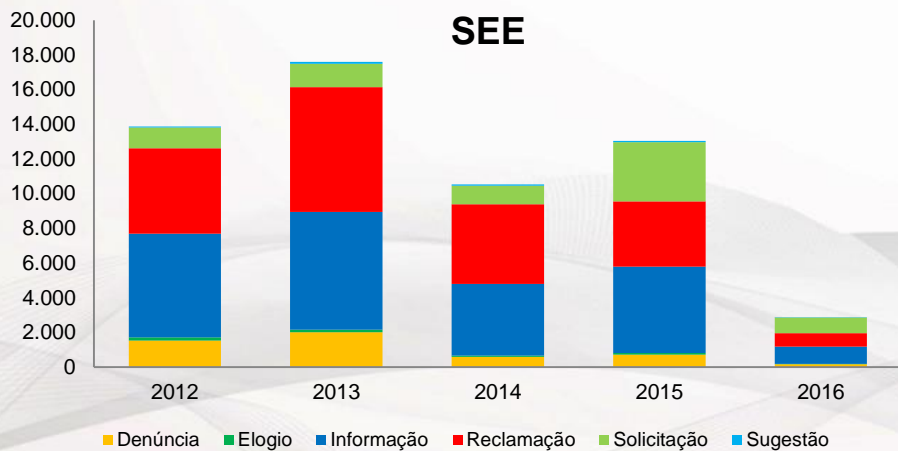
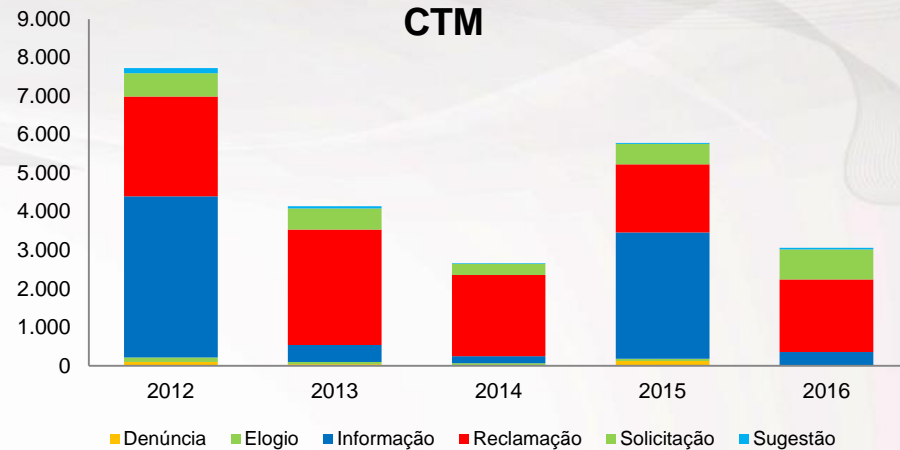
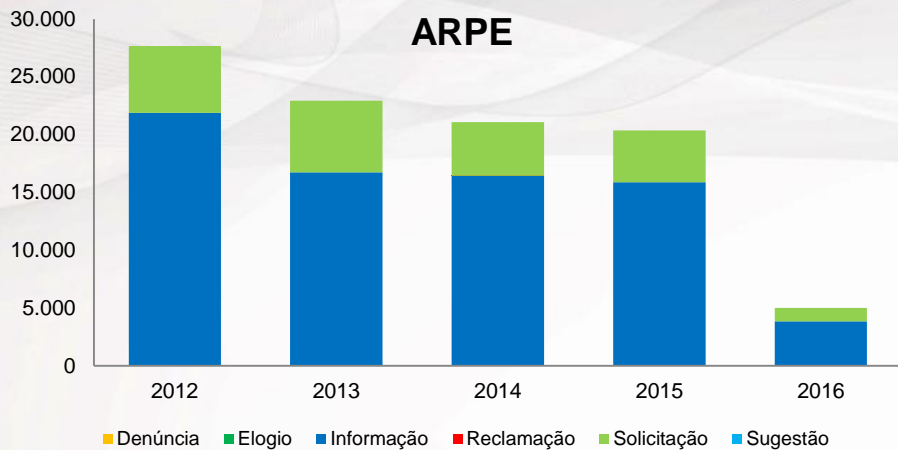
### Total de manifestações por natureza



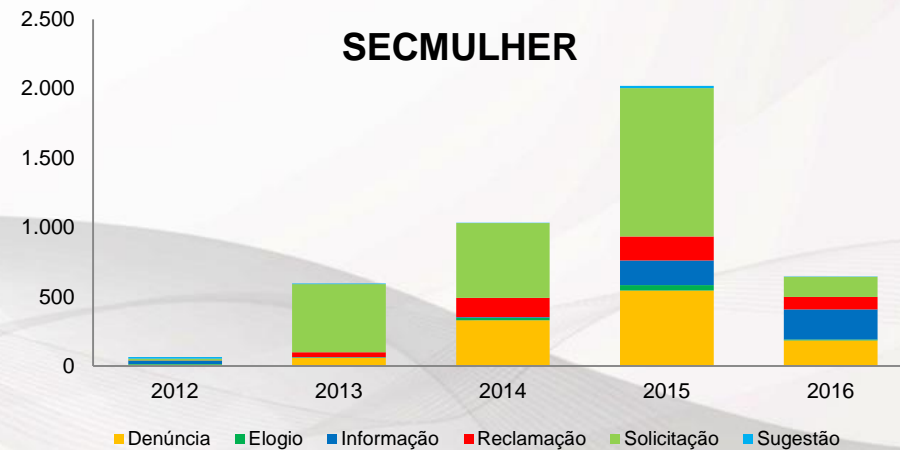
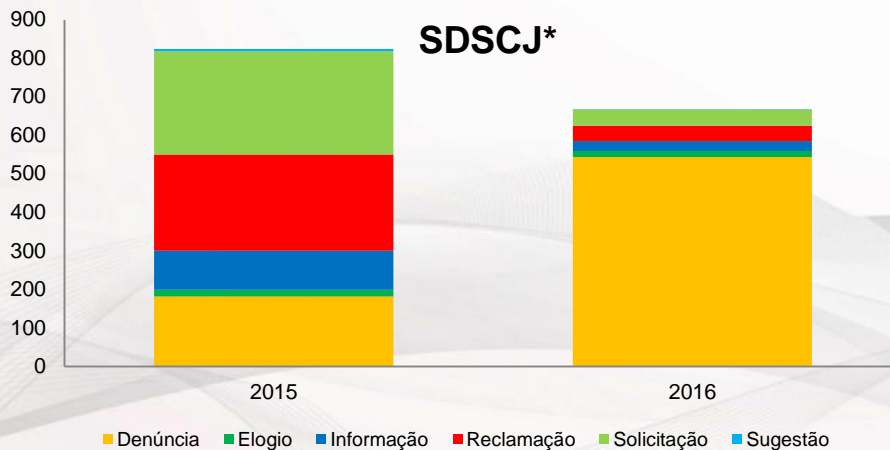
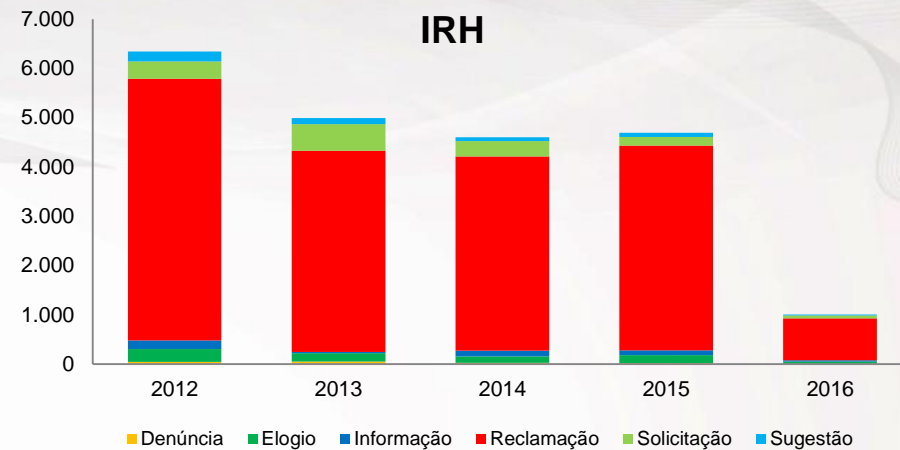
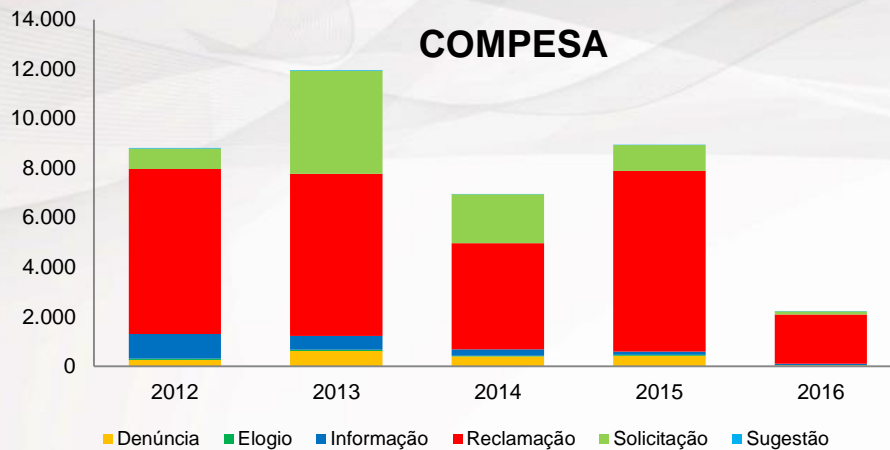
### Top 10 - Quantidade de manifestações em 2016



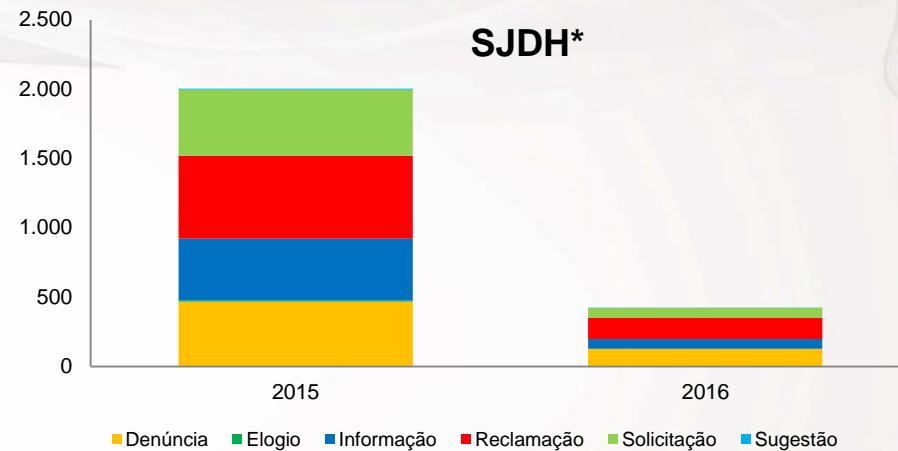
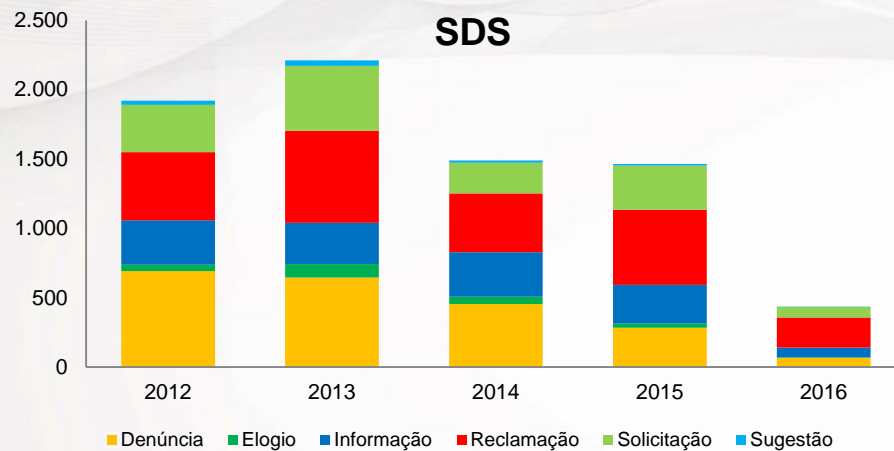
## Top 10 – Quantidade de Manifestações (Detalhamento)



## Top 10 – Quantidade de Manifestações (Detalhamento)



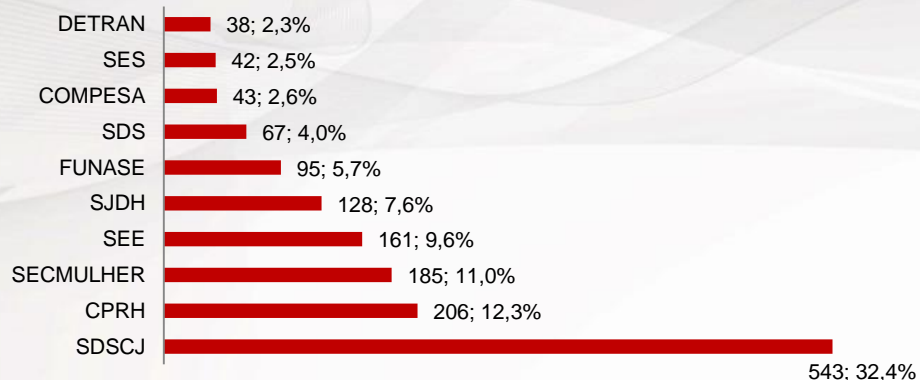
## Top 10 – Quantidade de Manifestações (Detalhamento)



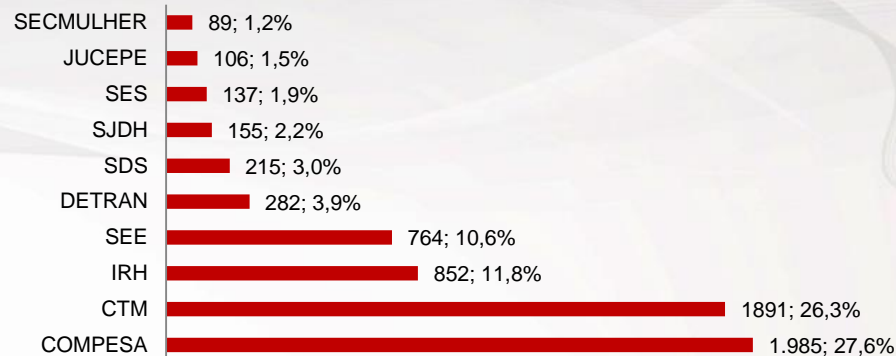
\* Secretarias reestruturadas pela Lei nº 15.242/2015, portanto, os dados disponibilizados referem-se apenas aos exercícios de 2015 e 2016.

# Top 10 – Quantidade de Manifestações por Natureza

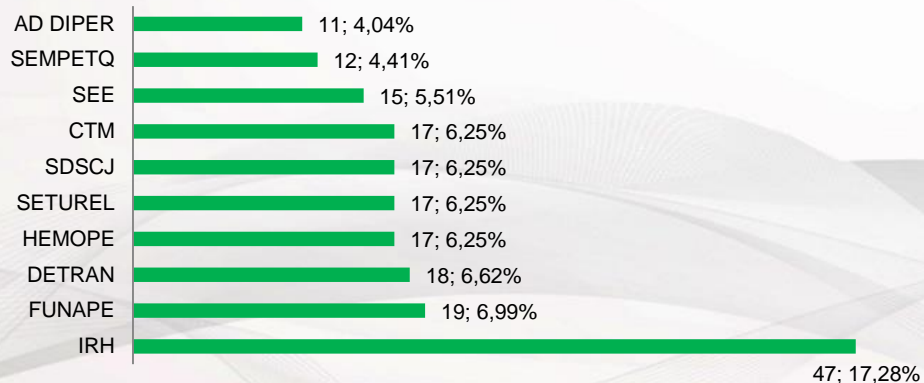
## Denúncias



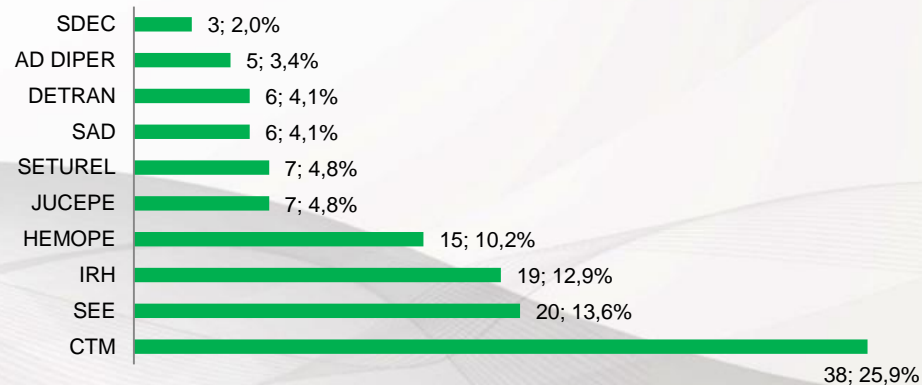
## Reclamações



## Elogios



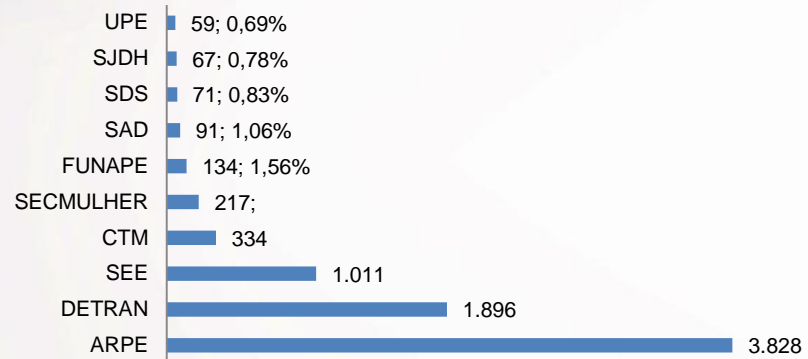
## Sugestões



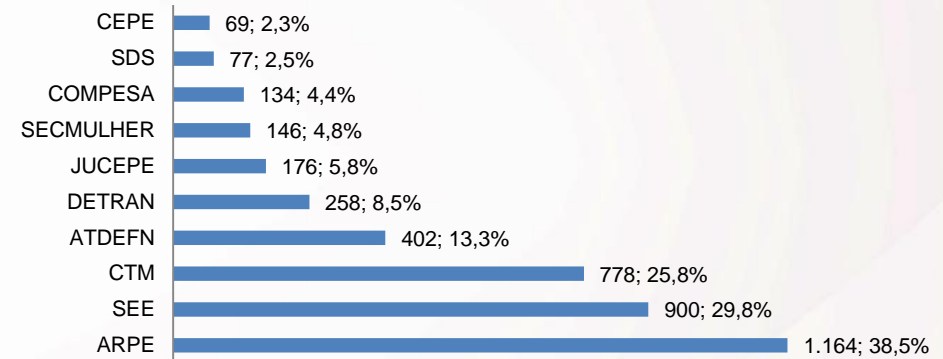


## Top 10 – Quantidade de Manifestações por Natureza

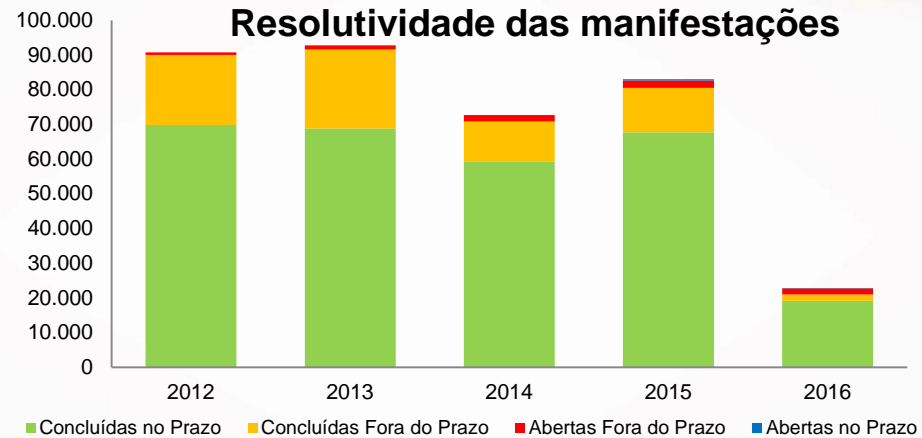
### Informações



### Solicitações

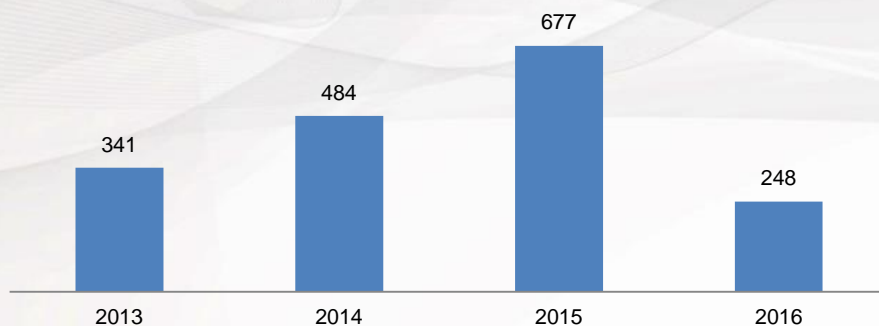


## Resolutividade das manifestações

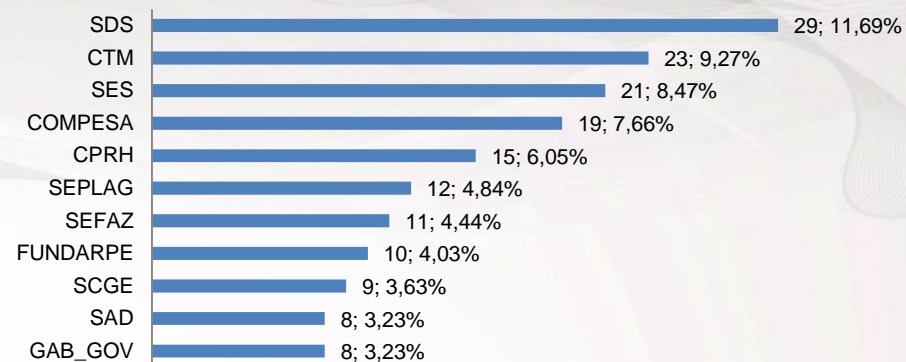




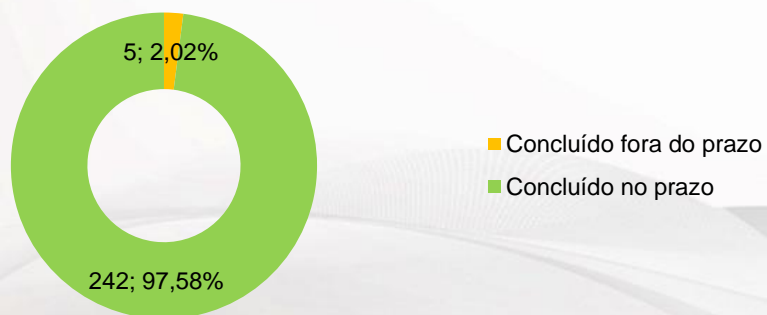
## Total de Pedidos de acesso à informação (PAI) por ano



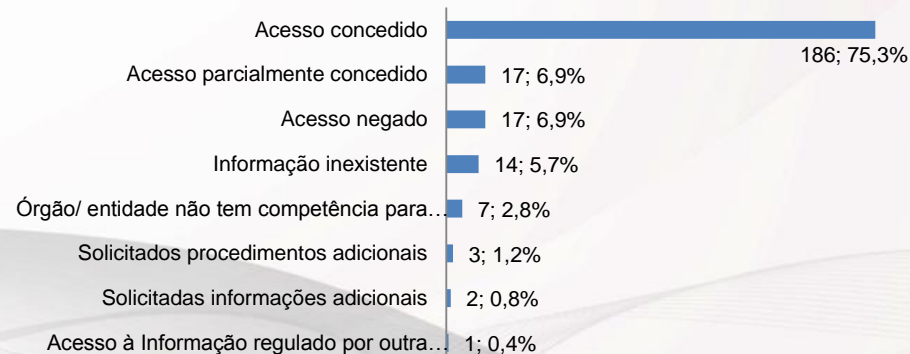
## Top 10 PAI's em 2016\*\*\*



## Resolutividade dos PAI's em 2016

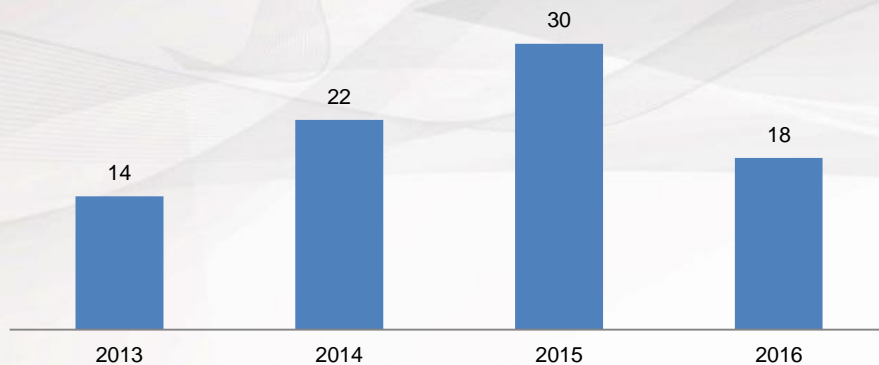


## Tipo de Resposta

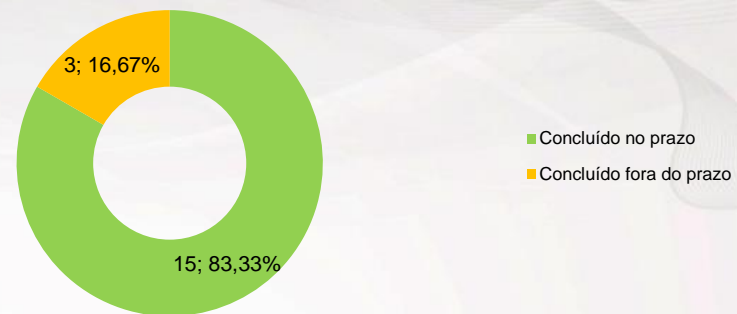


\*\*\* Considerando o registro de mesmo quantitativo de PAI's na SAD e no GAB-GOV, o gráfico, excepcionalmente, reporta 11 órgãos.

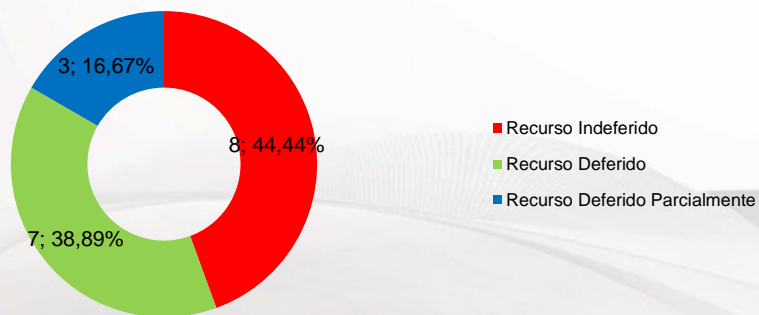
## Total de Recursos por ano



## 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).