

# Relatório Estatístico da Rede de Ouvidorias

Agosto 2015

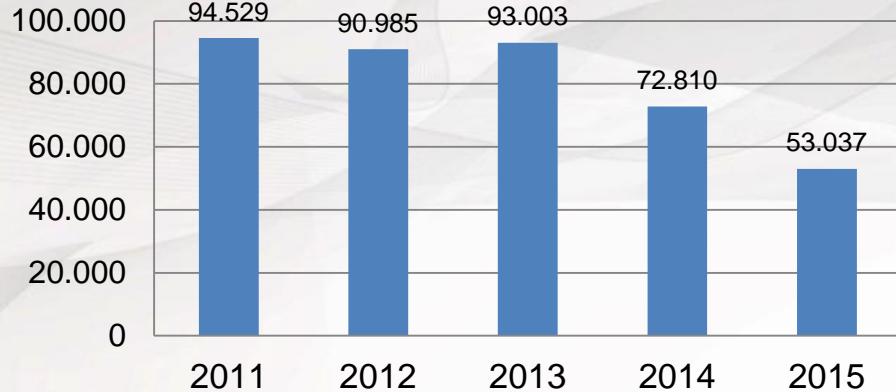
*Diretoria de Ouvidoria e Controle Social*

SECRETARIA  
DA CONTROLADORIA  
GERAL DO ESTADO

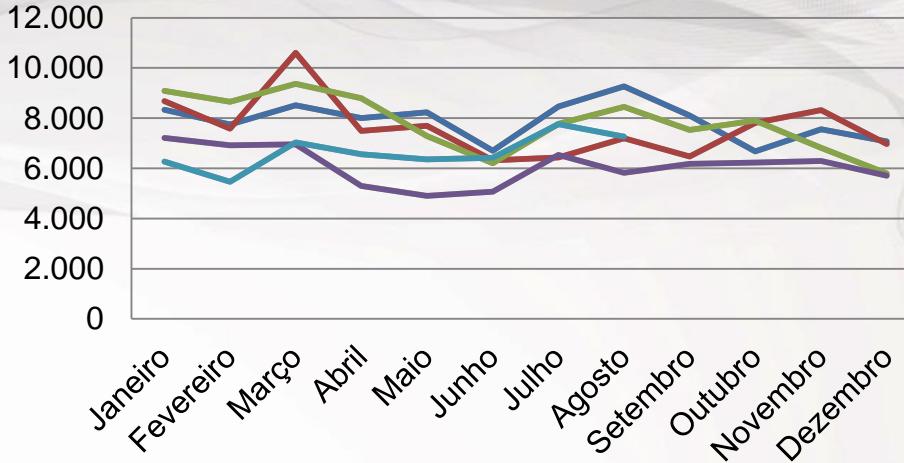


GOVERNO DO ESTADO  
*Pernambuco*  
JUNTOS, FAZEMOS MAIS.

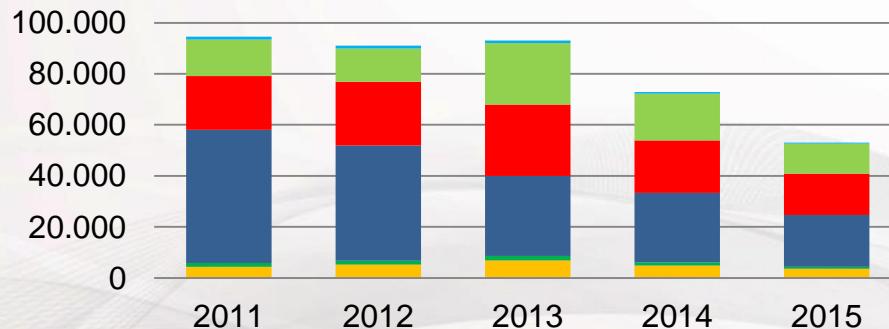
### Total de manifestações por ano



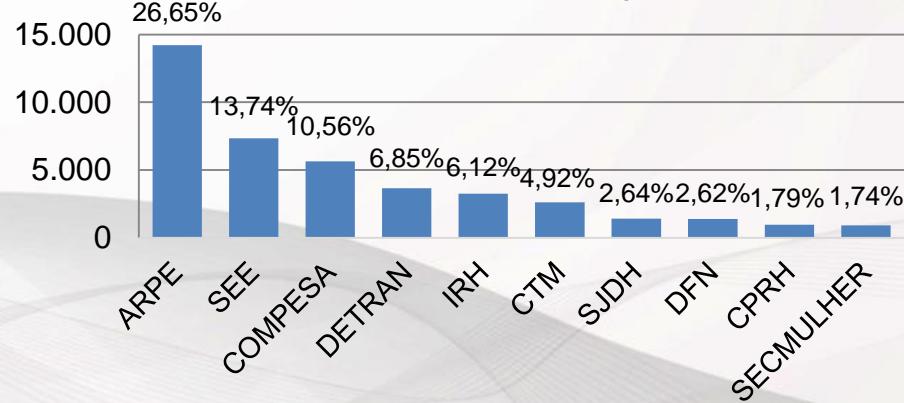
### Total de manifestações por mês em 2015



### Manifestações por natureza e ano

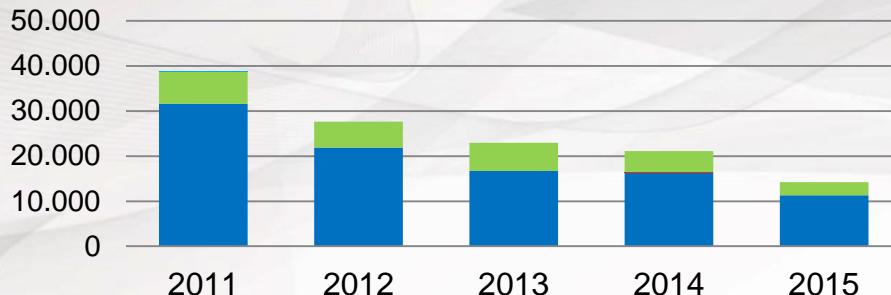


### Top 10 – Quantidade de manifestações em 2015

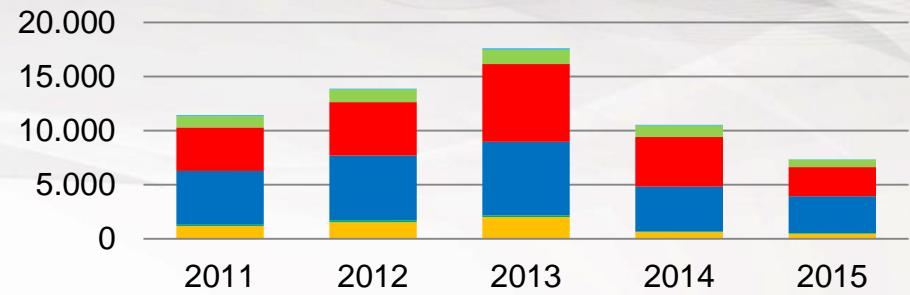


■ Denúncia ■ Elogio ■ Informação ■ Reclamação ■ Solicitação ■ Sugestão

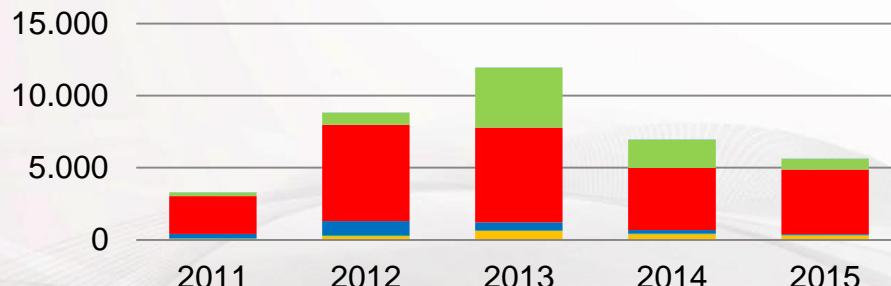
### ARPE



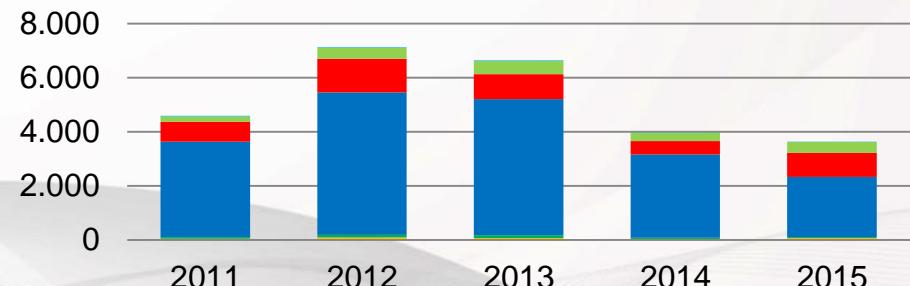
### EDUCAÇÃO



### COMPESA

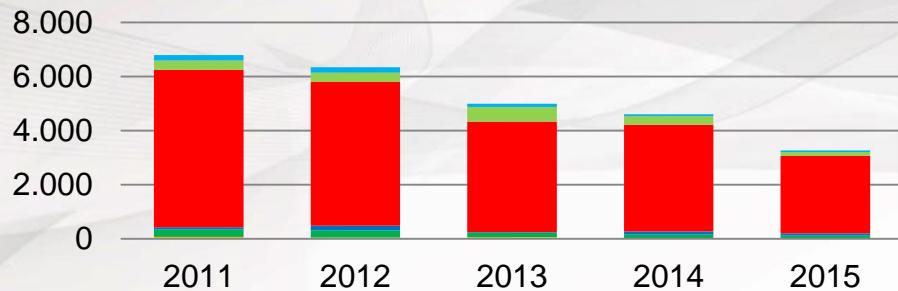
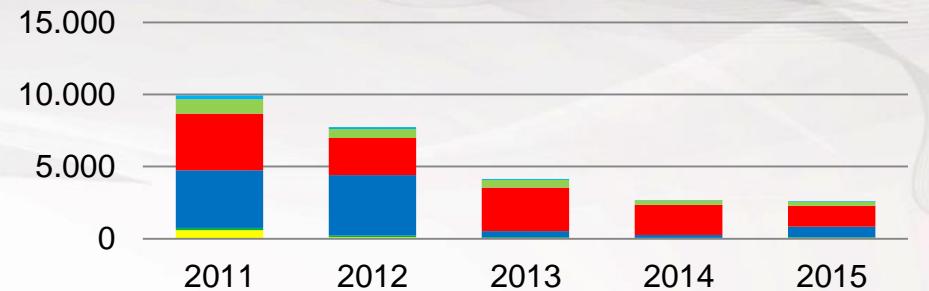
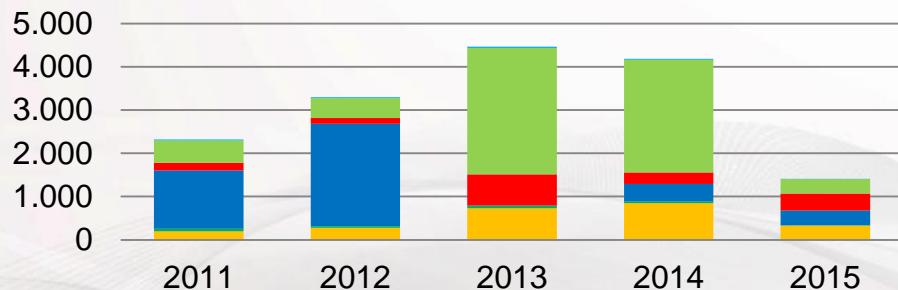
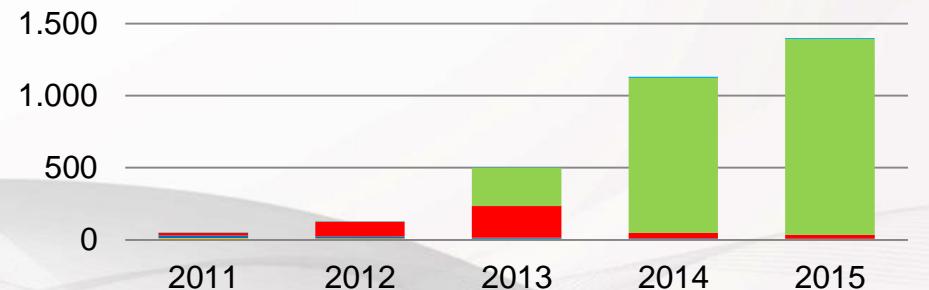


### DETTRAN

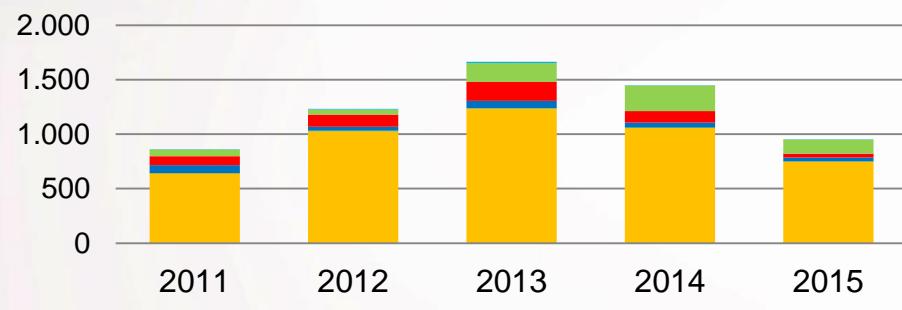


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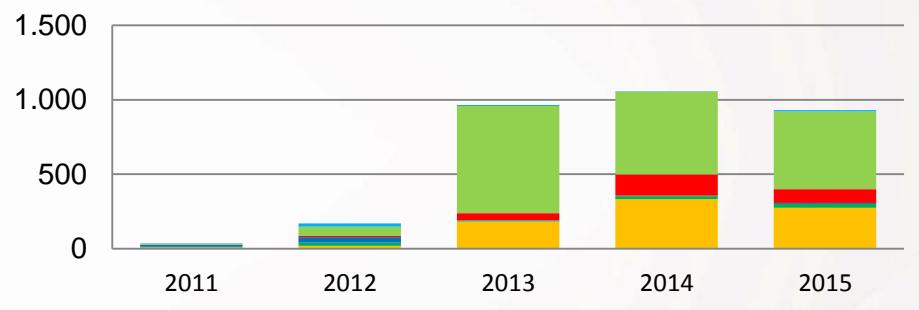
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**IRH****CTM****SJDH****DFN**

### CPRH



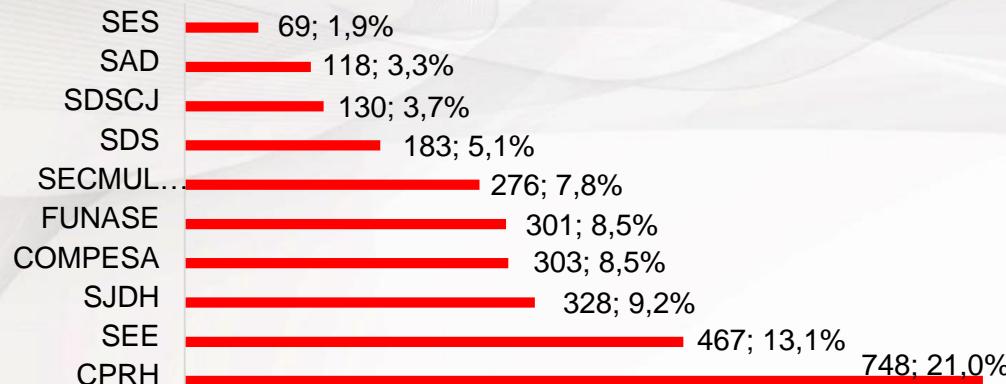
### SECMULHER



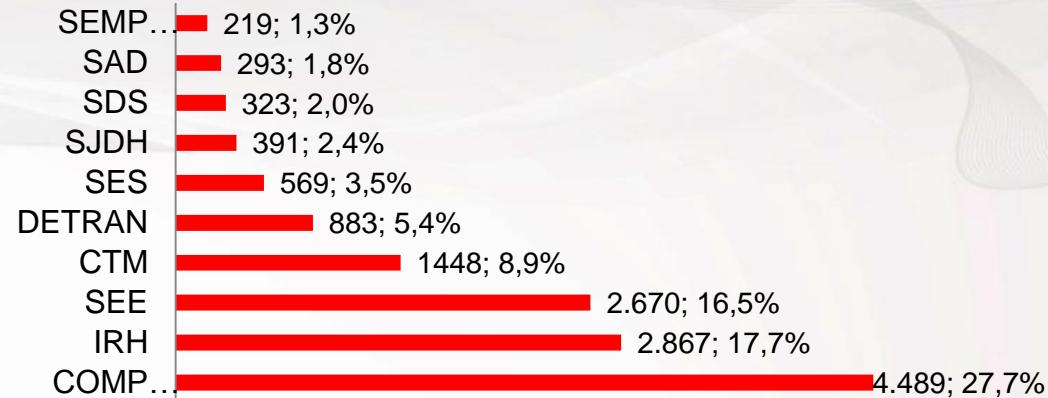
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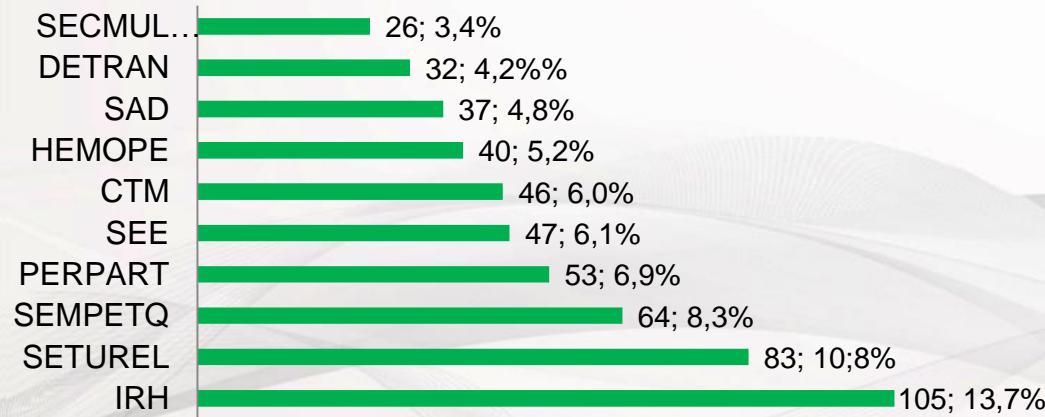
## DENÚNCIAS



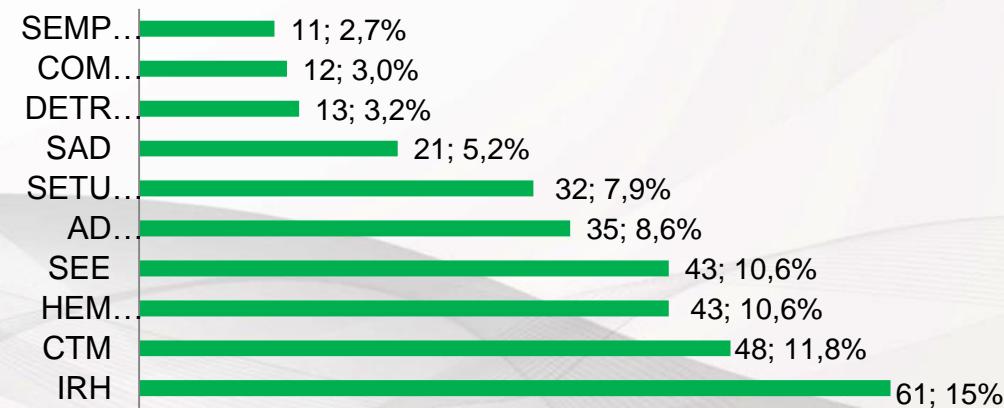
## RECLAMAÇÕES



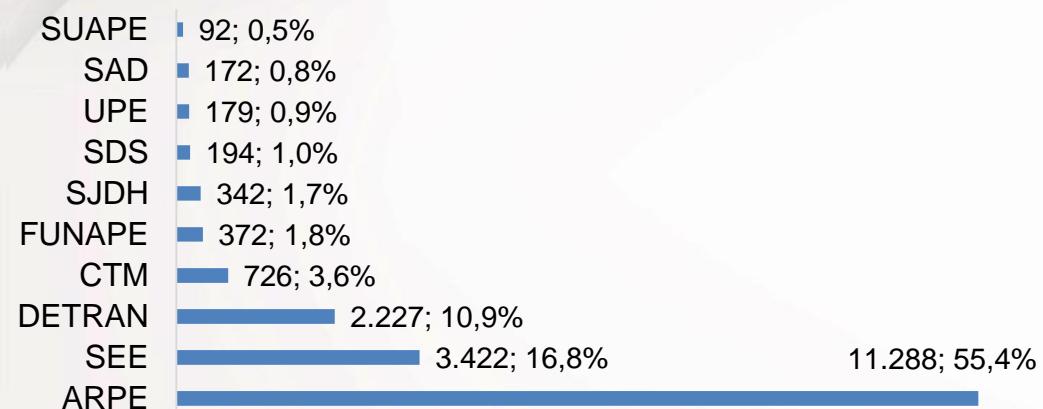
## ELOGIOS



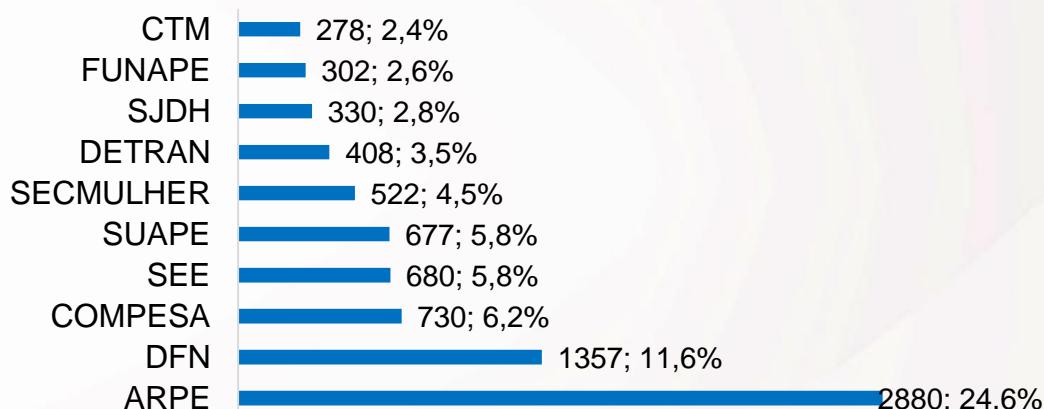
## SUGESTÕES



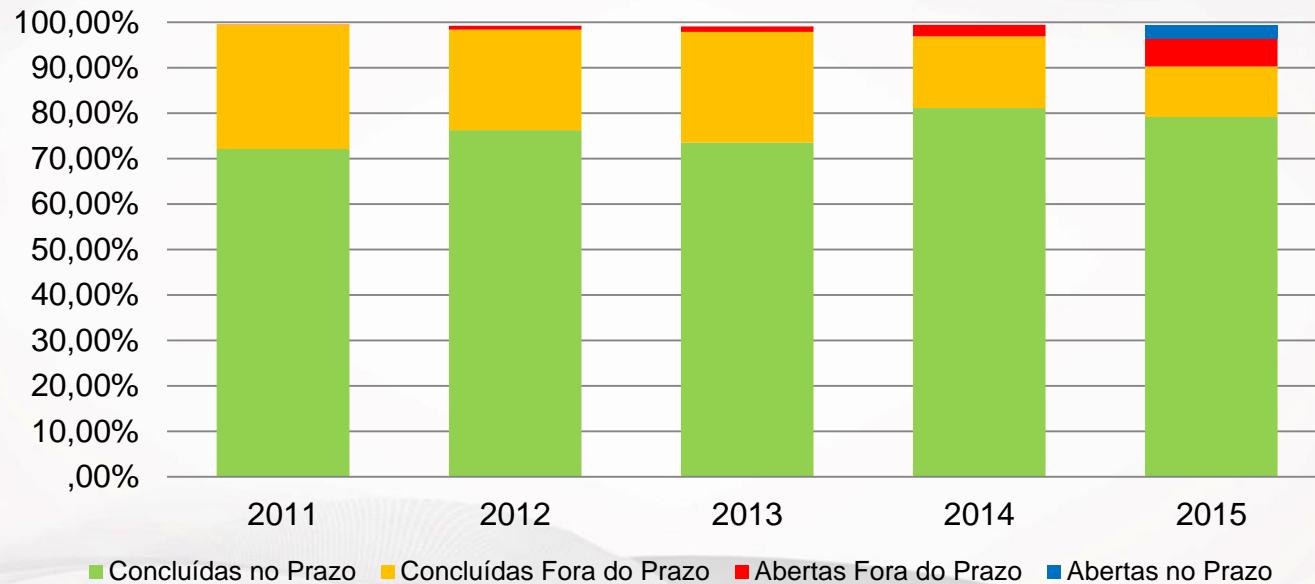
## INFORMAÇÕES



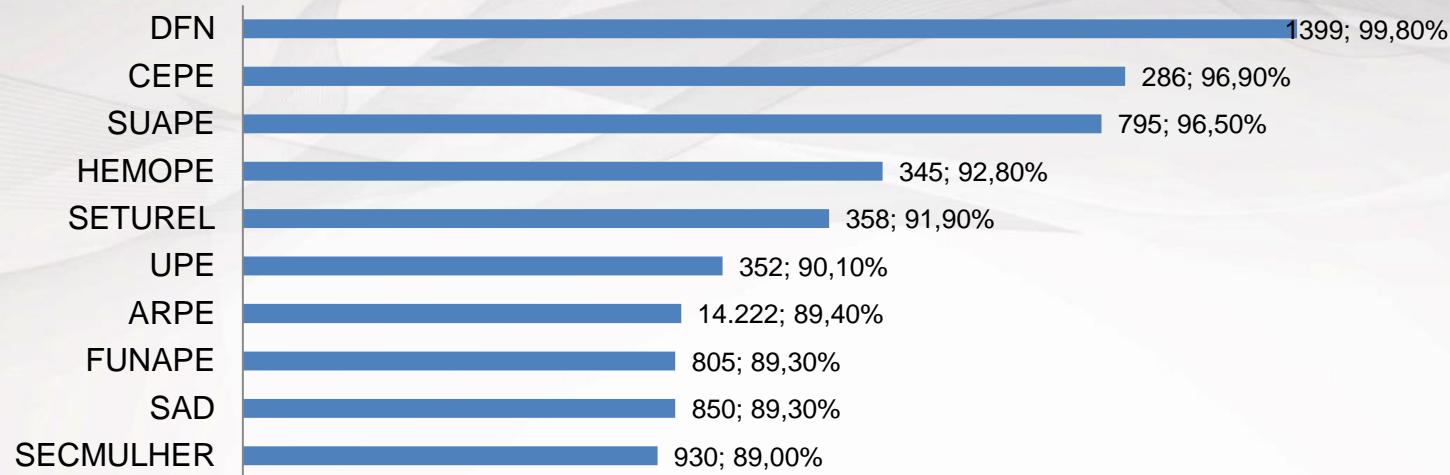
## SOLICITAÇÕES



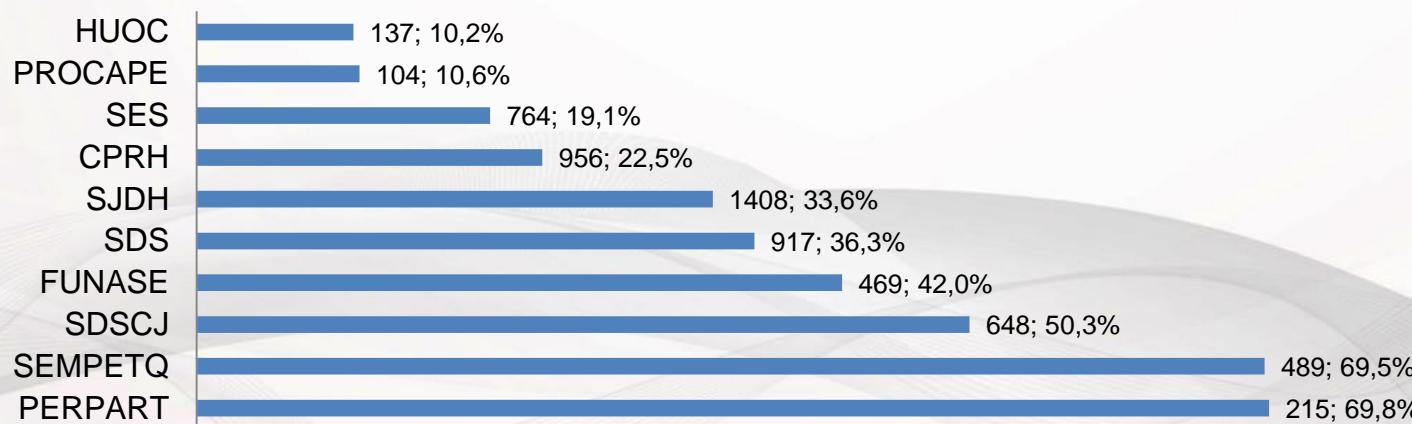
## Resolutividade



## Top 10\* - Melhor Resolutividade em 2015

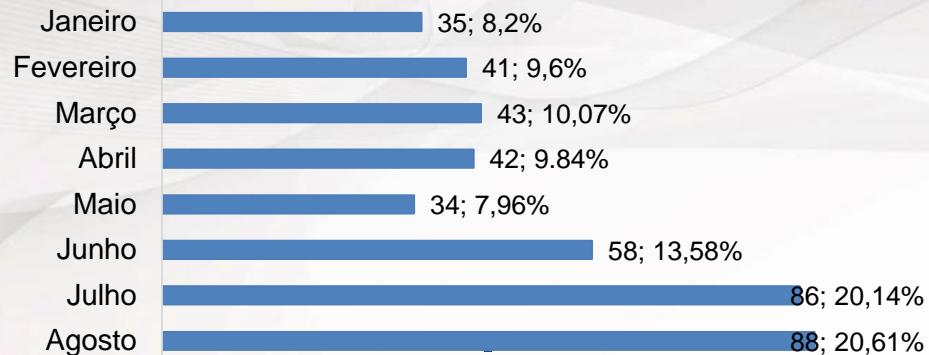


## Top 10\* - Pior Resolutividade em 2015

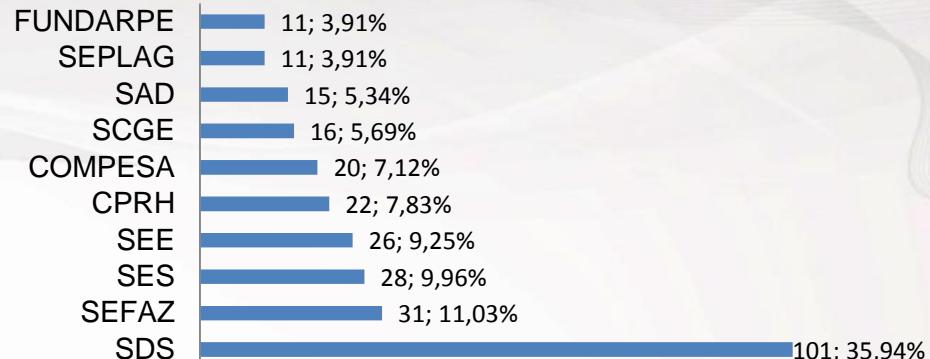


• Ovidorias com mais de 100 manifestações

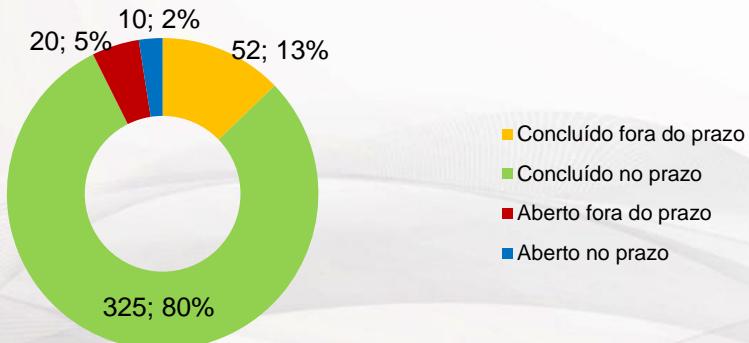
## Pedidos de Acesso à Informação



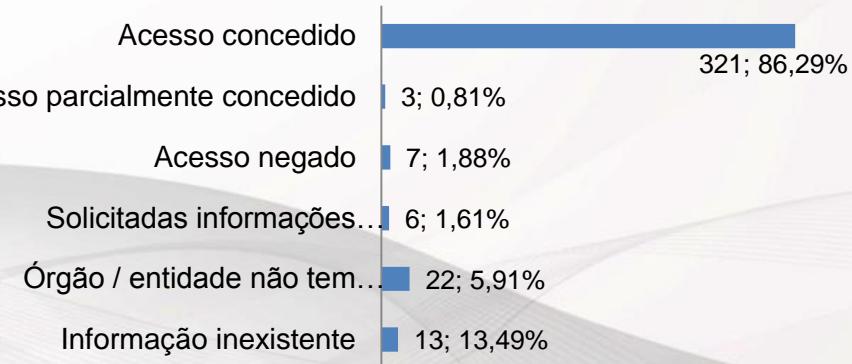
## Top 10 - Pedidos de Acesso à Informação



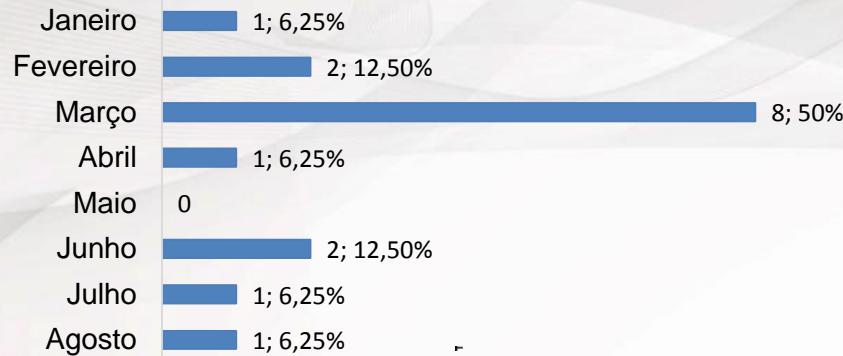
## Resolutividade



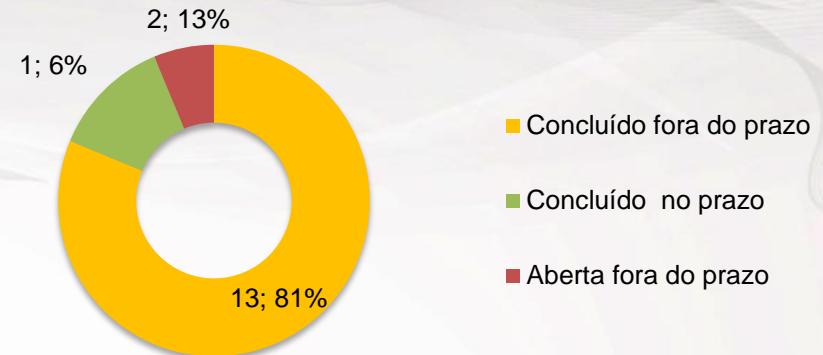
## Tipos de Resposta



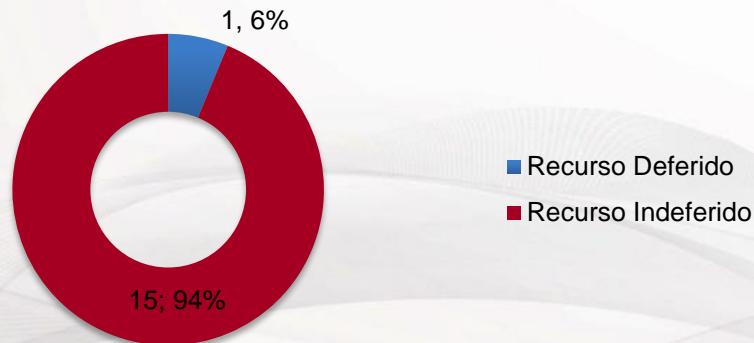
### Recursos



### Resolutividade



### Tipos de Decisão



Data de geração: 30/09/2015