

Relatório Estatístico da Rede de Ouvidorias e SIC

Novembro 2015

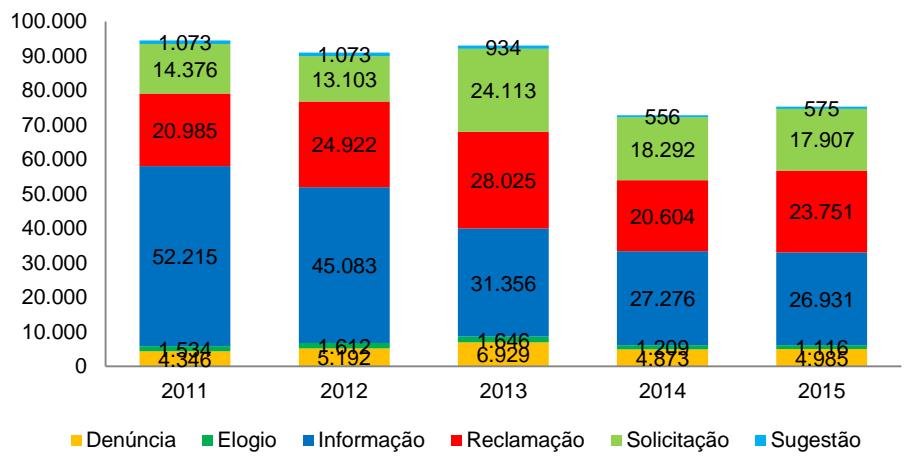
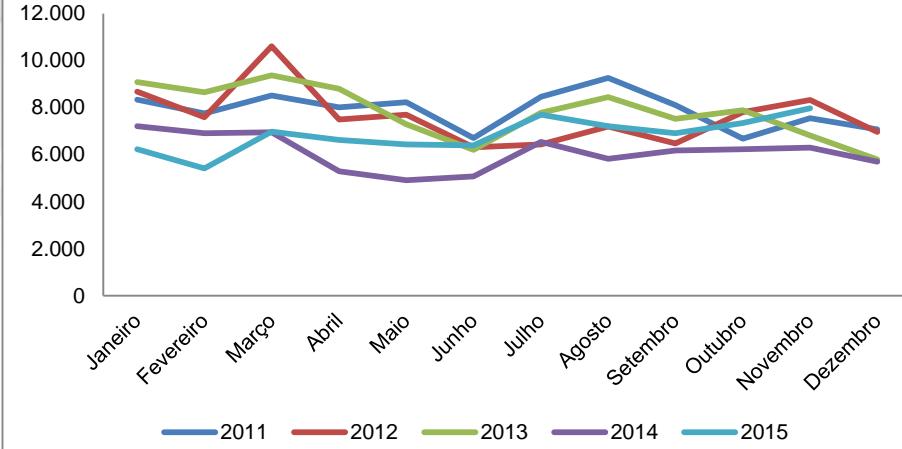
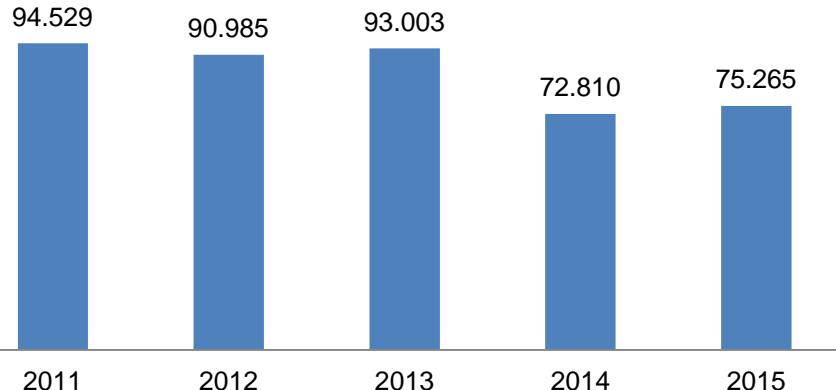
Diretoria de Ouvidoria e Controle Social

SECRETARIA
DA CONTROLADORIA
GERAL DO ESTADO

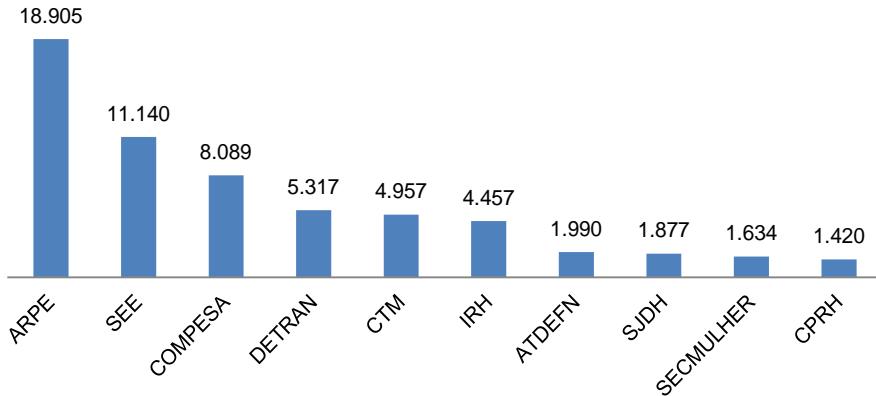


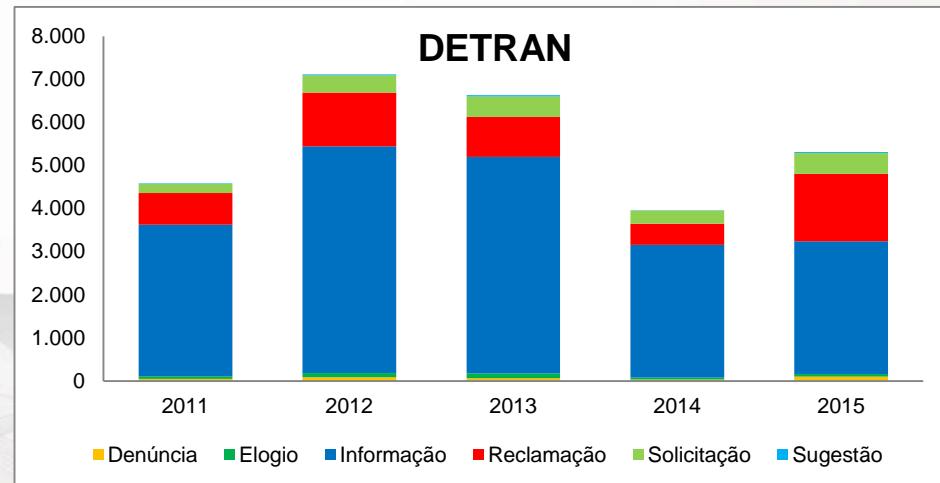
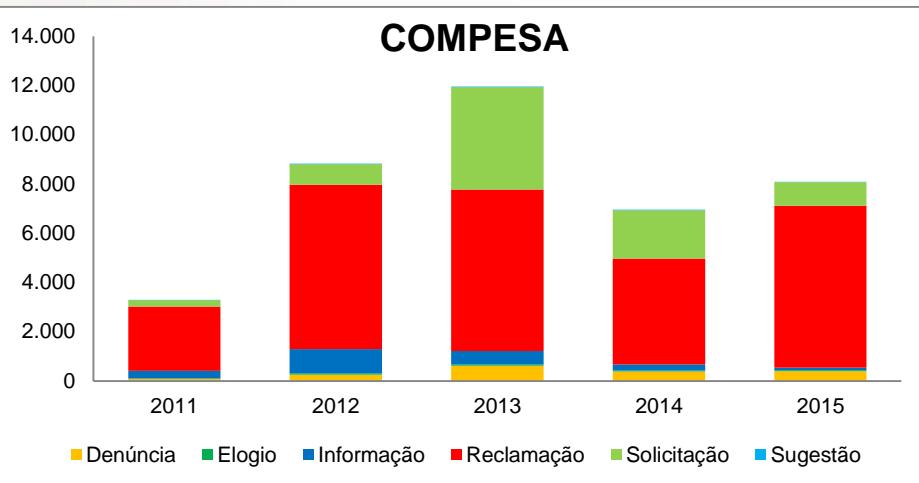
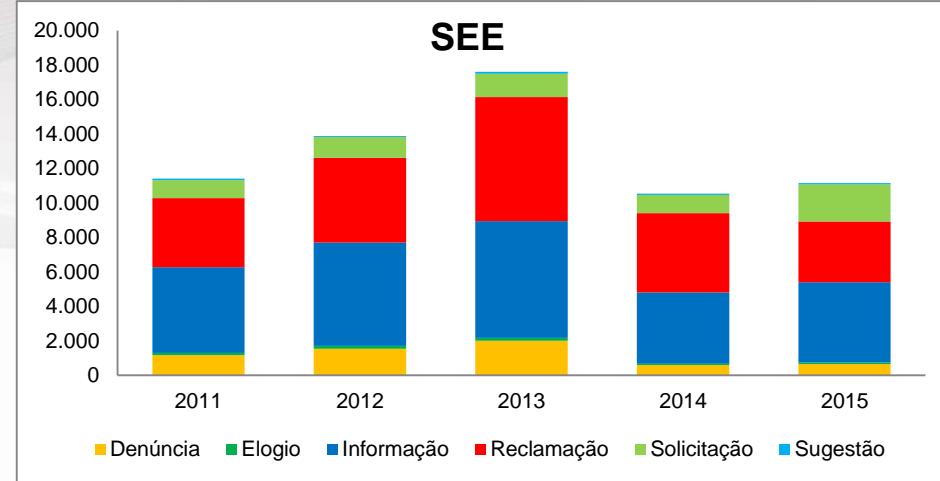
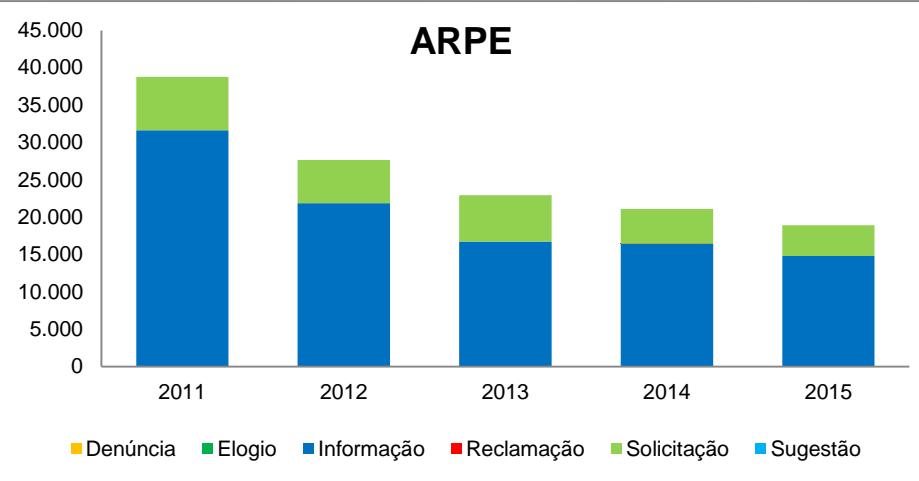
GOVERNO DO ESTADO
Pernambuco
JUNTOS, FAZEMOS MAIS.

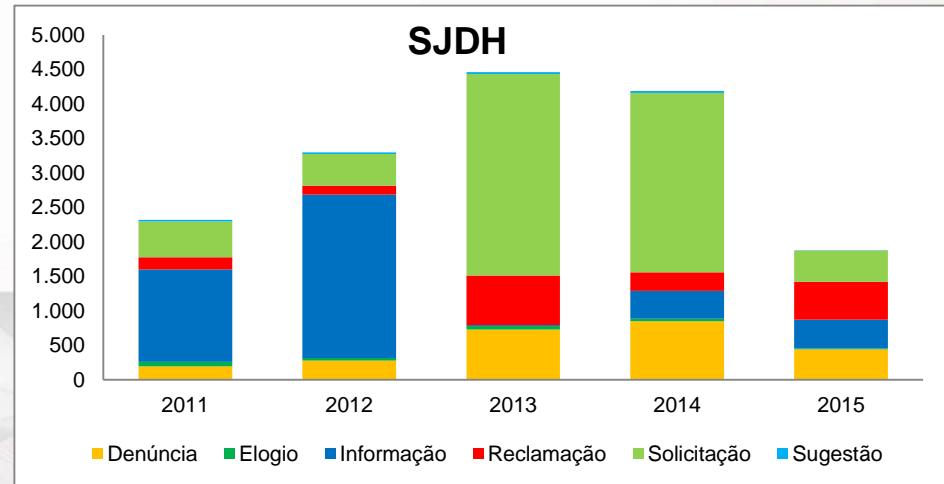
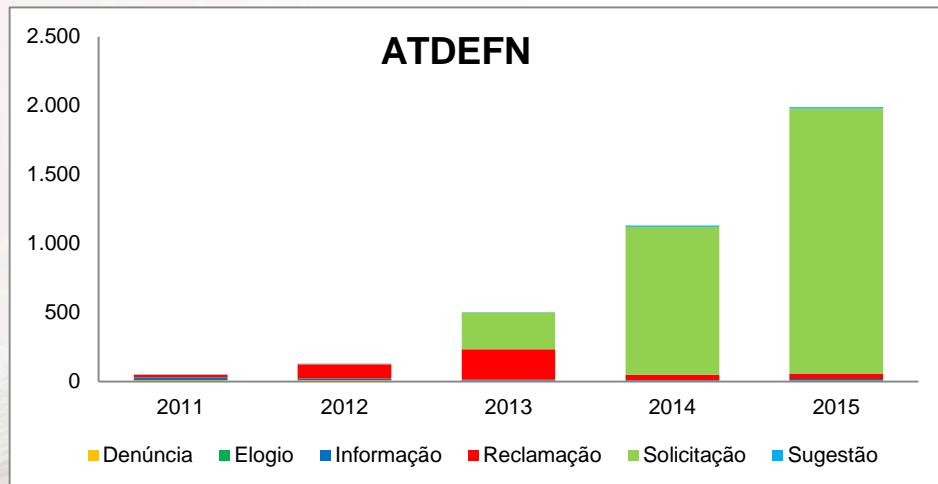
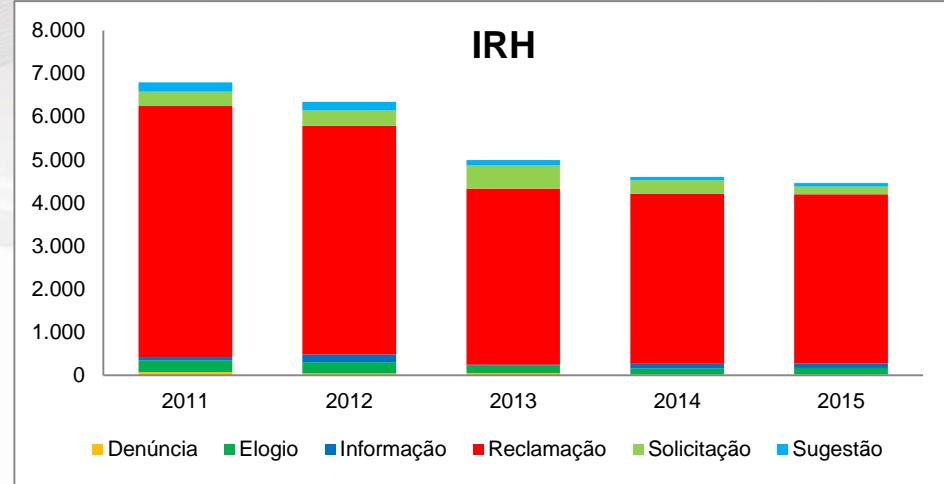
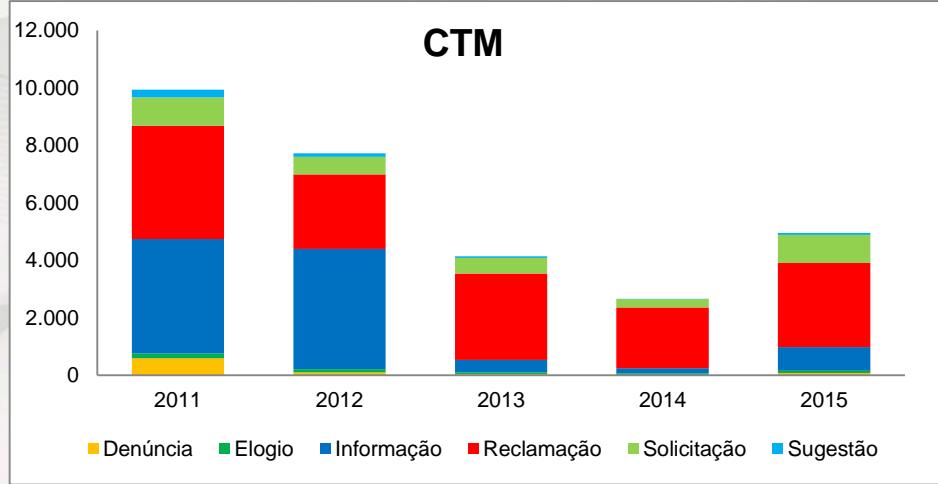
Total de manifestações por ano

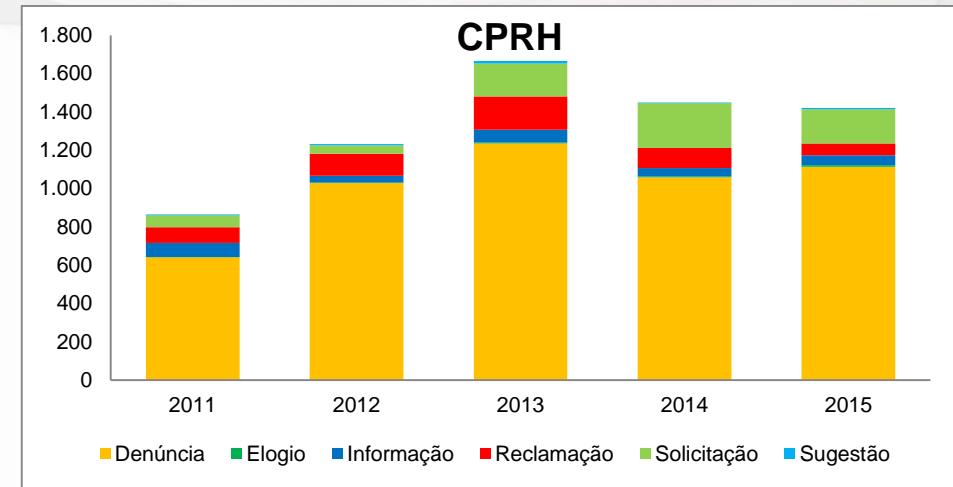
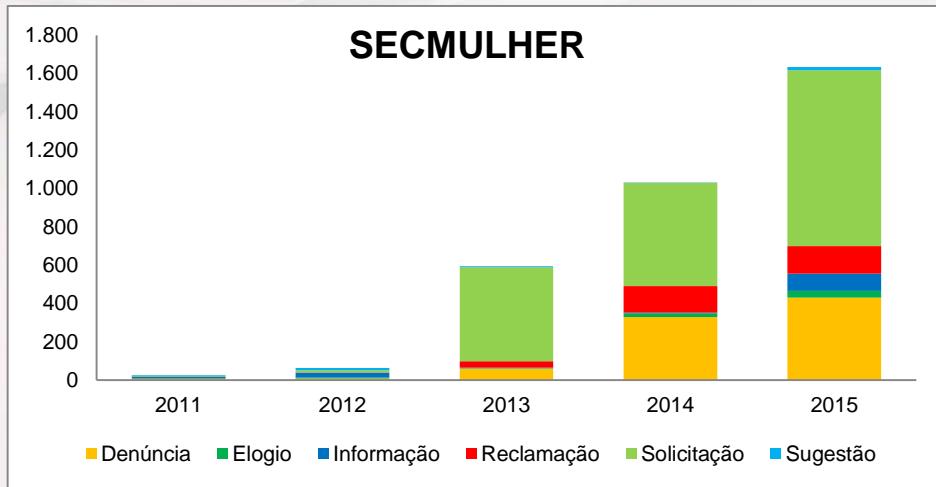


Top 10 - Quantidade de manifestações em 2015

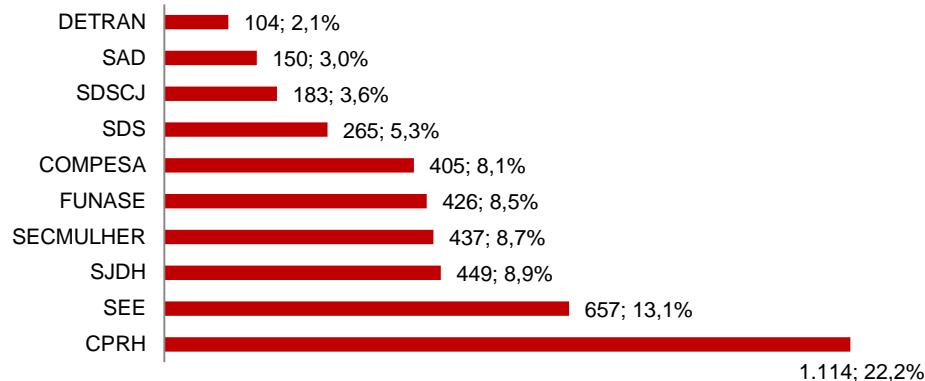




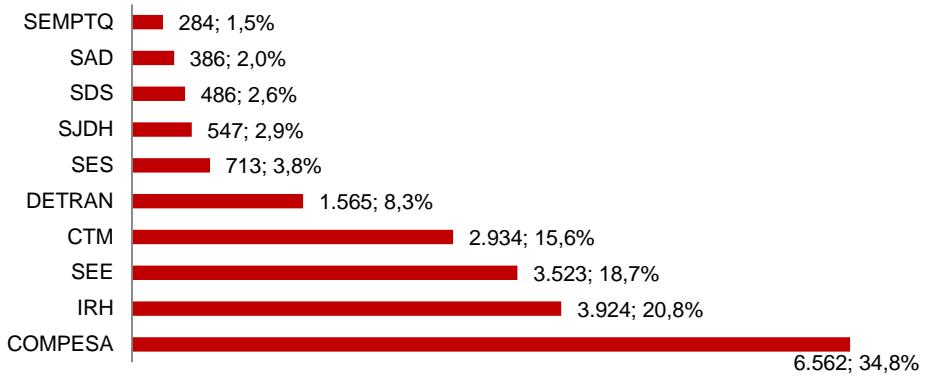




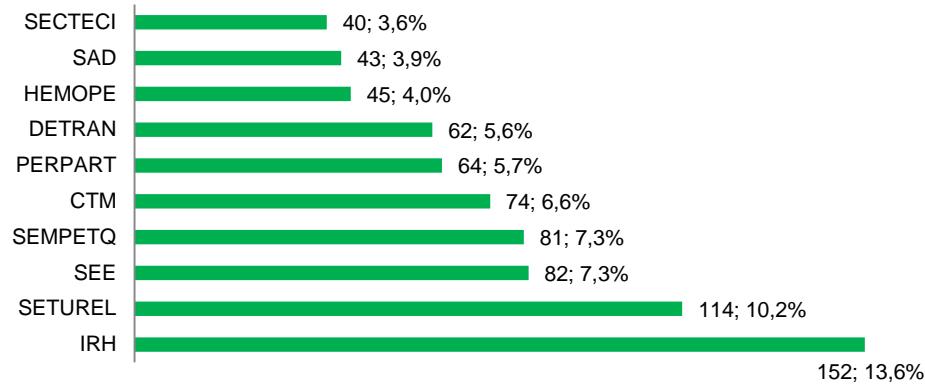
Denúncias



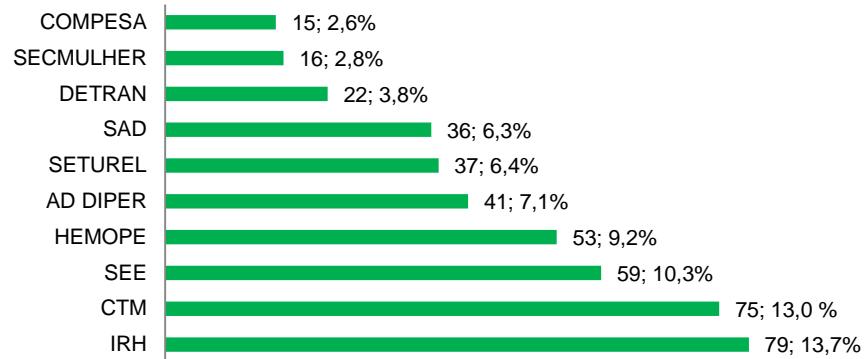
Reclamações



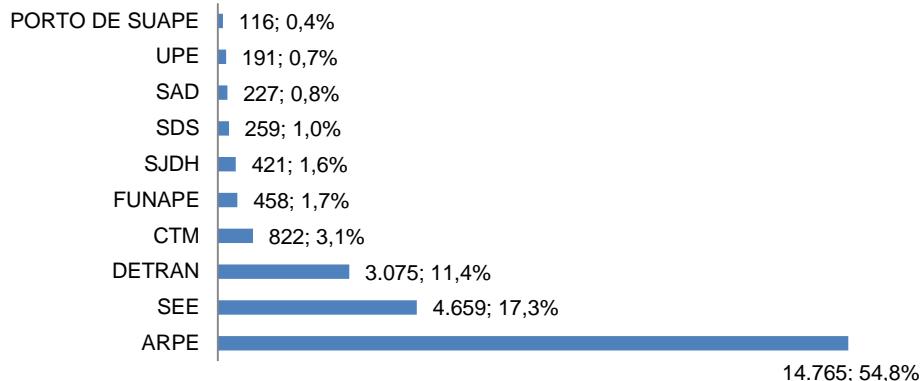
Elogios



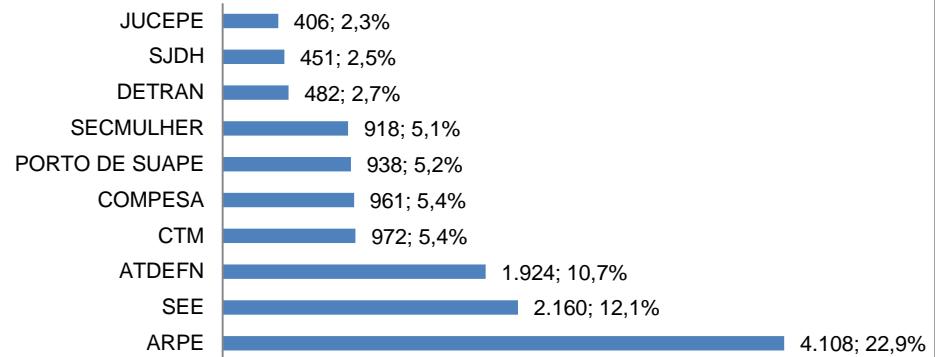
Sugestões



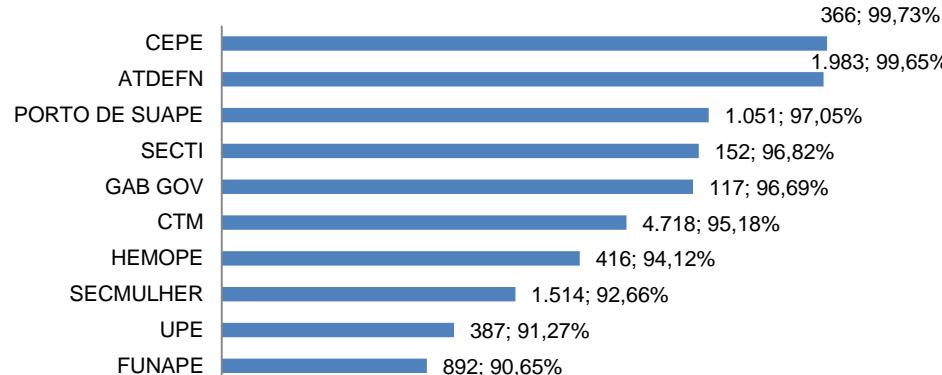
Informações



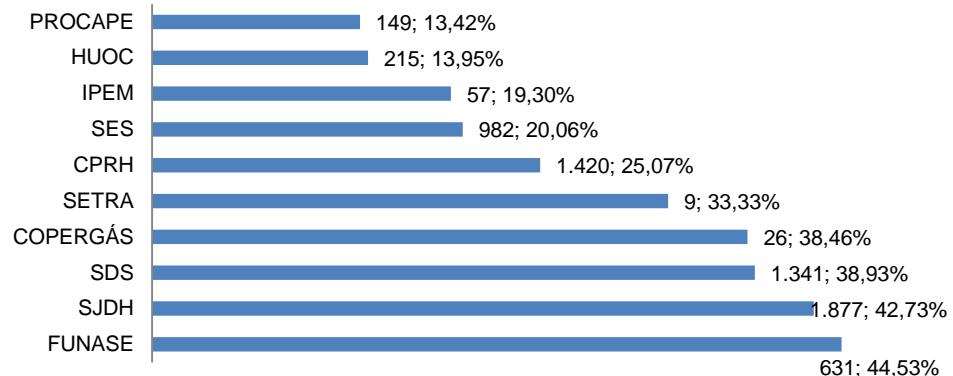
Solicitações



Top 10 - melhor resolutividade*

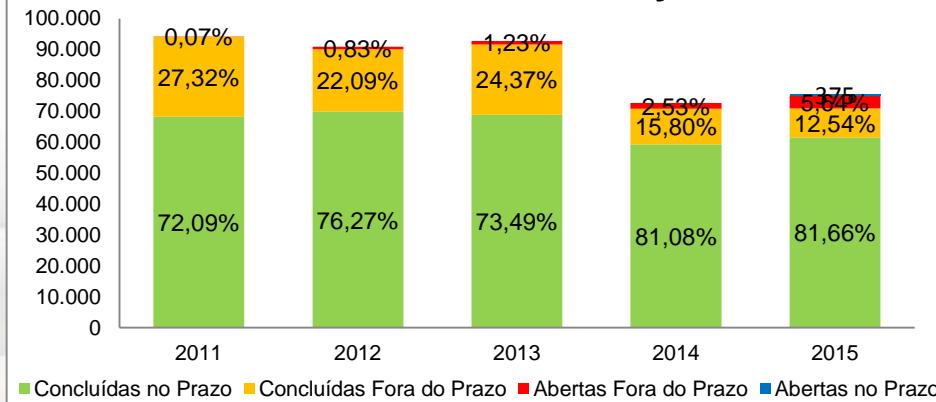


Top 10 - pior resolutividade*

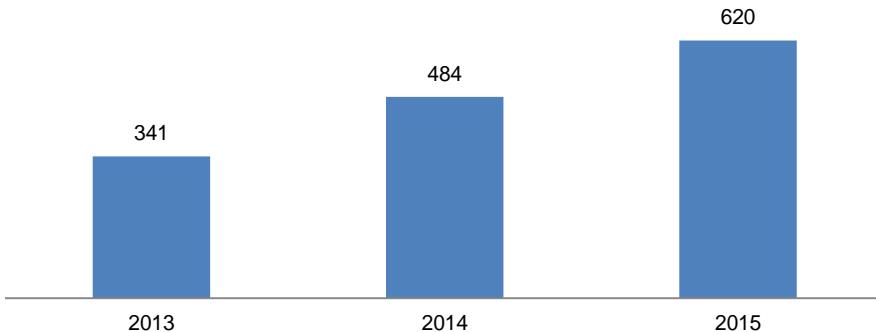


* Foram analisadas as ouvidorias com mais de 100 manifestações no período de janeiro a novembro de 2015

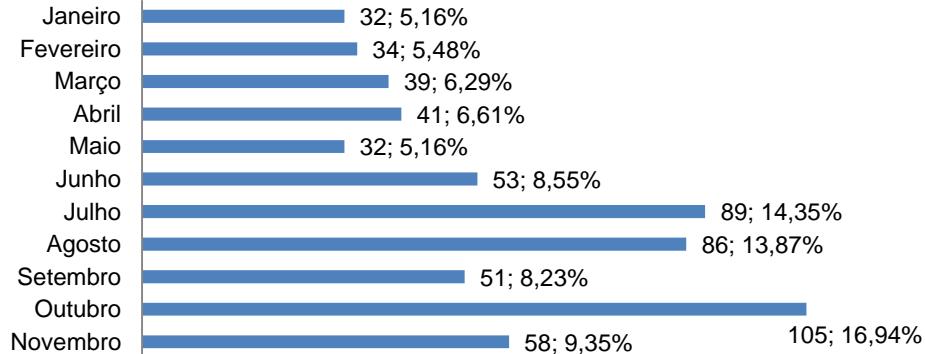
Resolutividade das manifestações em 2015



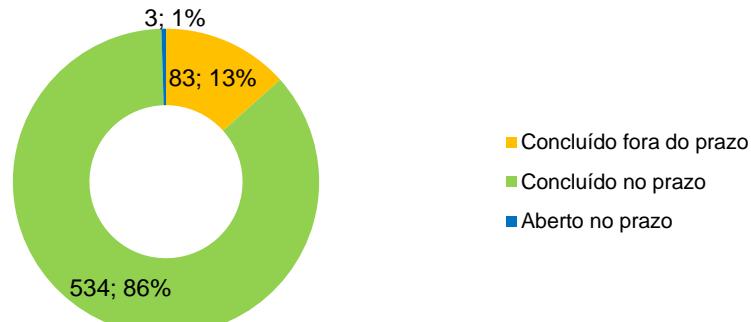
Total de Pedidos de Acesso à Informação (PAI) por ano



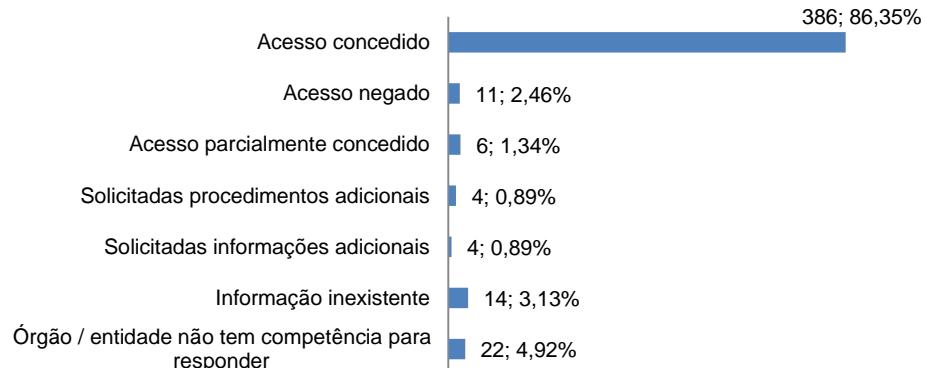
Total de PAI's por mês em 2015



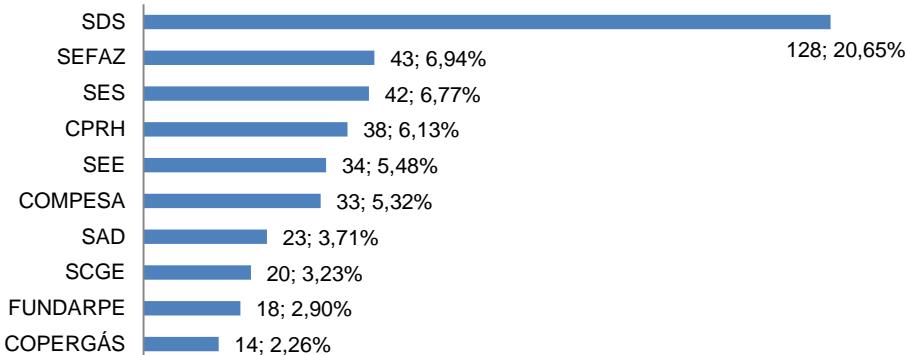
Resolutividade dos PAI's em 2015



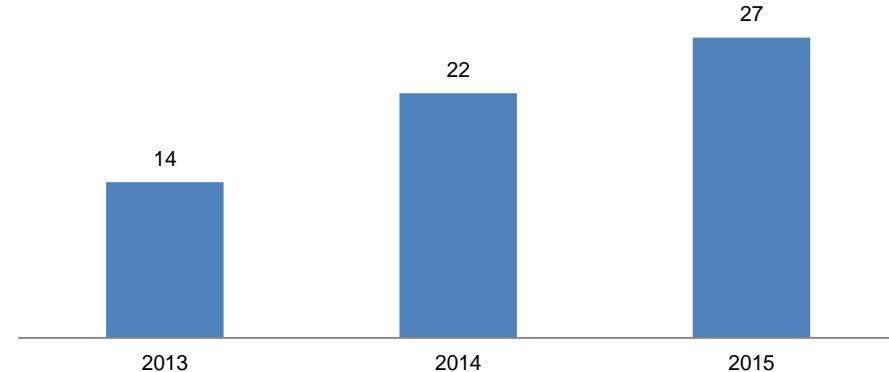
Tipo de resposta



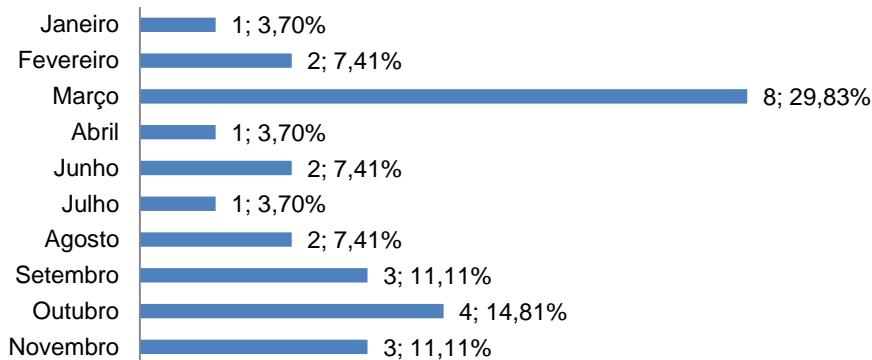
Top 10 - PAI's em 2015



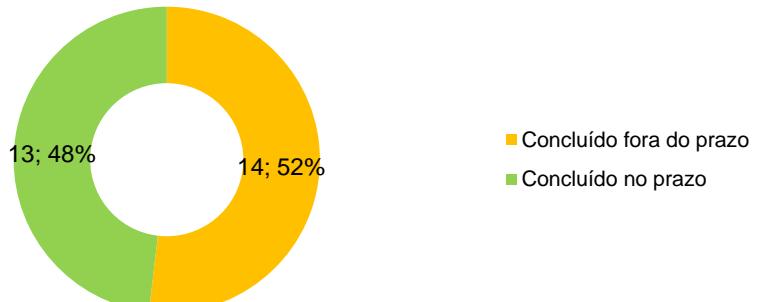
Total de recursos por ano



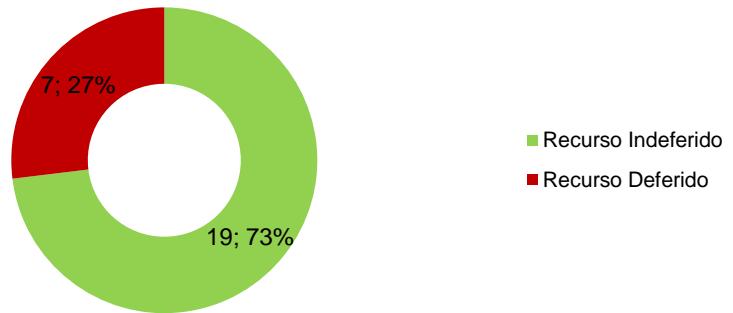
Recursos por mês em 2015



Resolutividade dos recursos em 2015



Tipo de decisão



Fonte de dados:

1. Sistemas: G-CON e Qlikview (data da extração: 21/12/2015)
2. Planilha: Controle Mensal dos Pedidos de Acesso à Informação e Recursos (data da extração 21/12/2015)