

# Relatório Estatístico da Rede de Ouvidorias e SIC

*Novembro 2015*

*Diretoria de Ouvidoria e Controle Social*

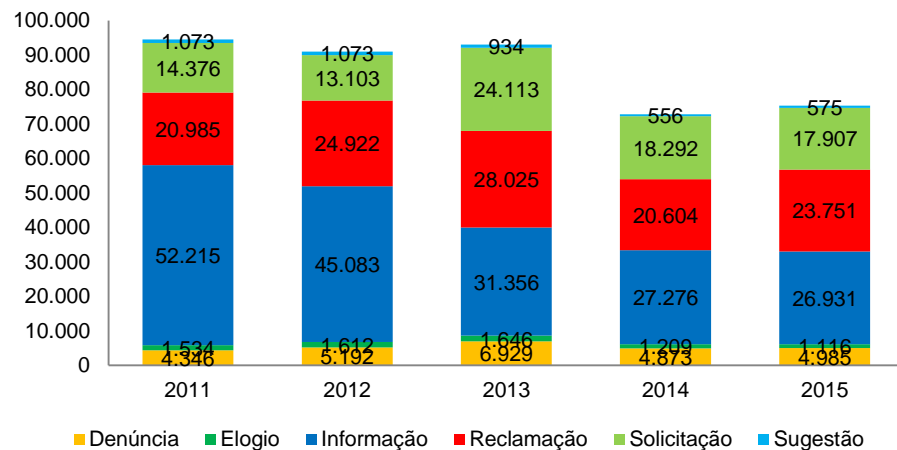
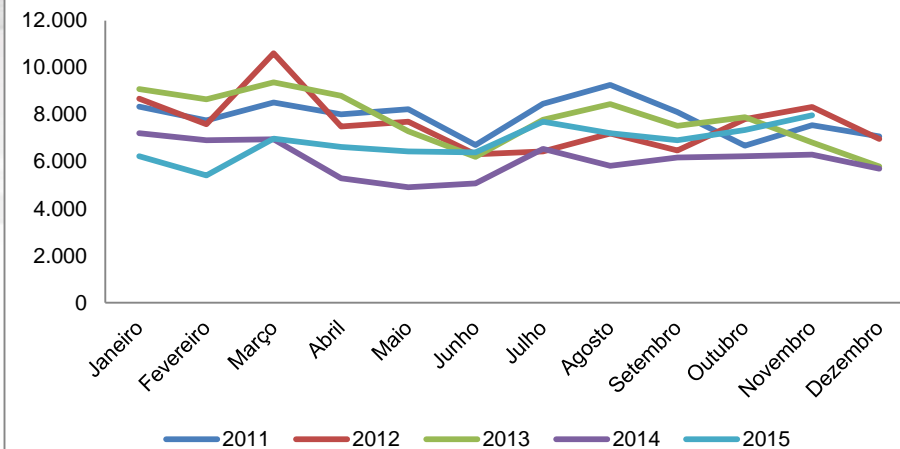
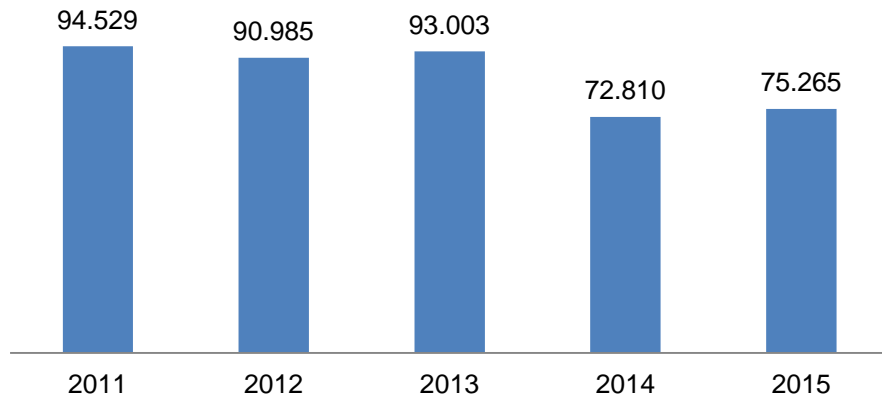
SECRETARIA  
DA CONTROLADORIA  
GERAL DO ESTADO



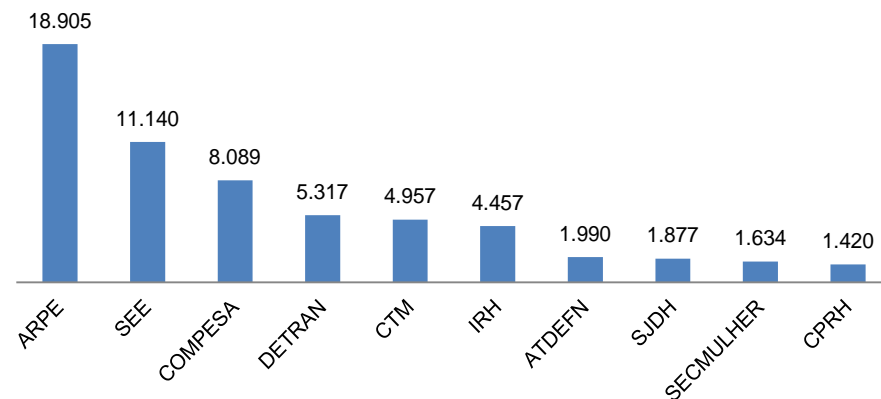
GOVERNO DO ESTADO  
*Pernambuco*

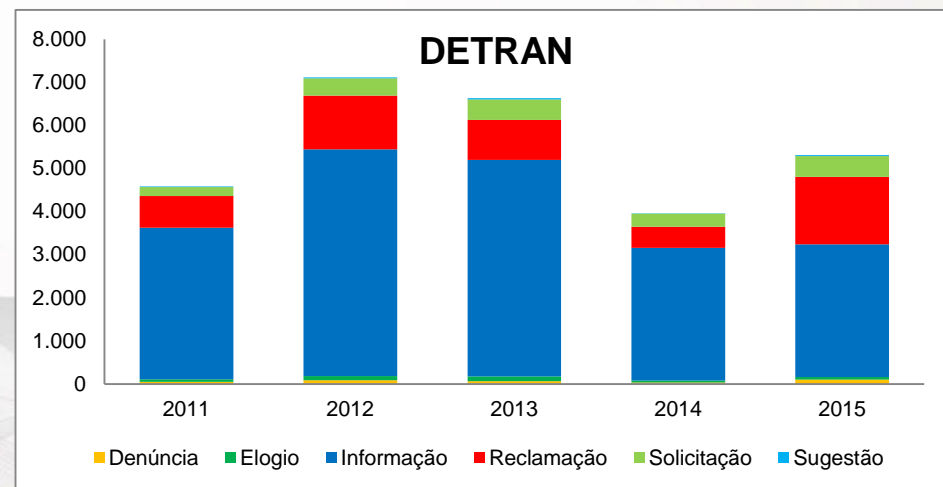
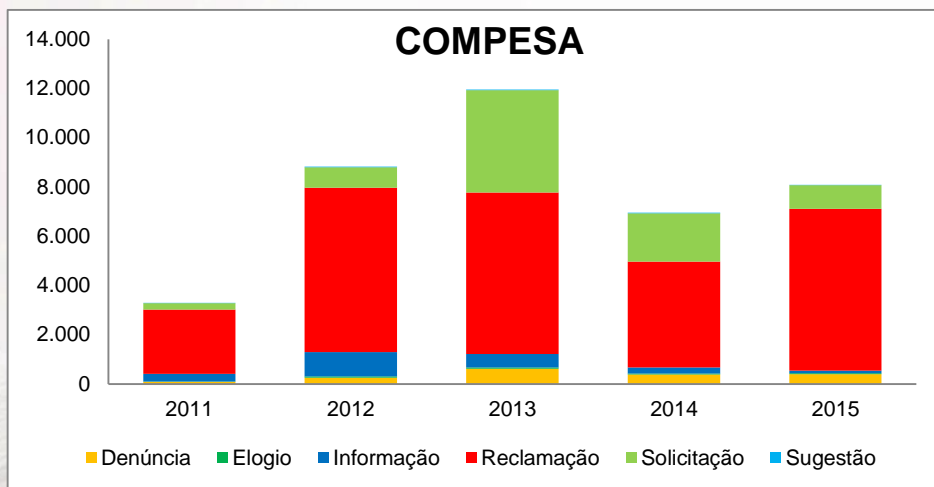
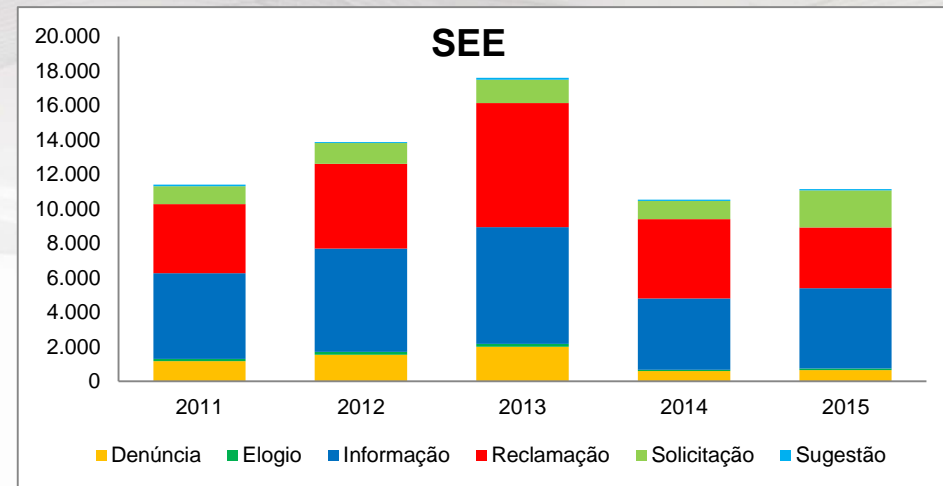
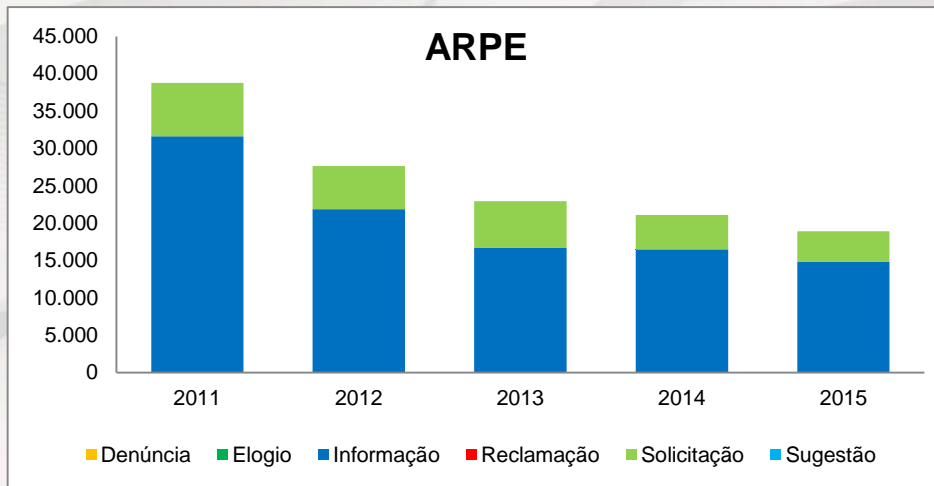
JUNTOS, FAZEMOS MAIS.

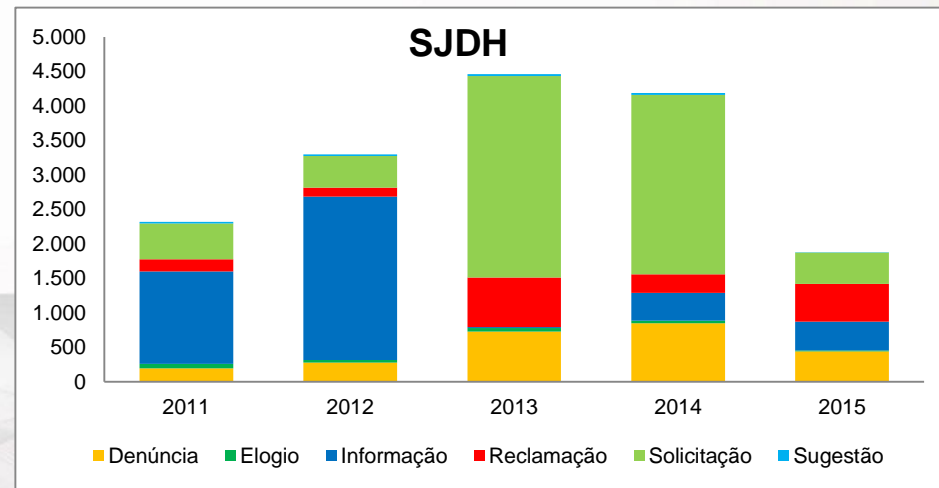
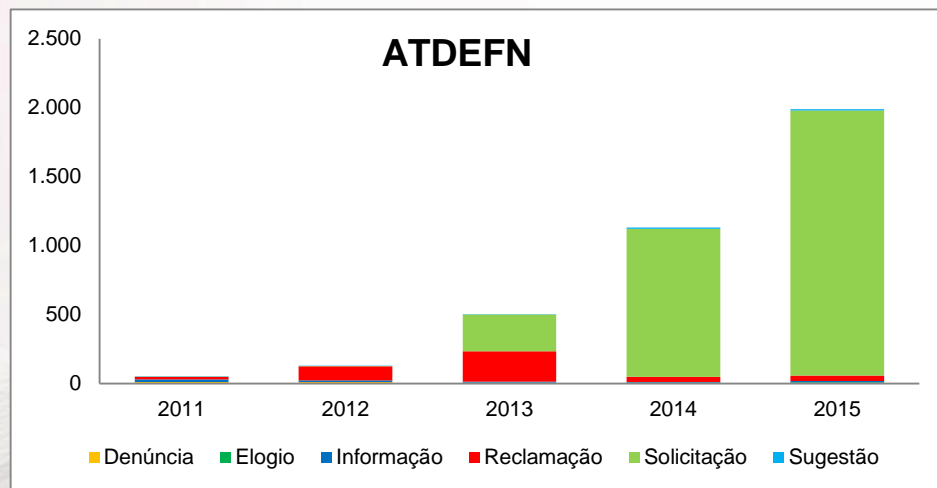
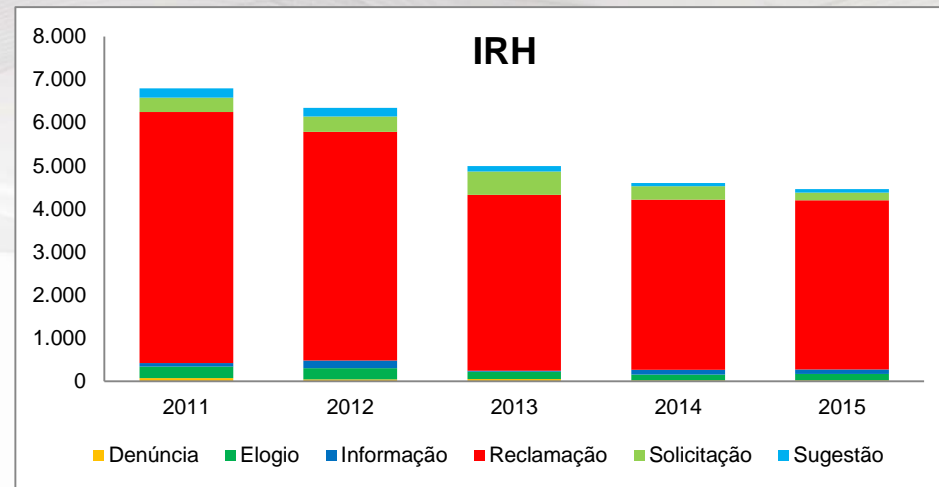
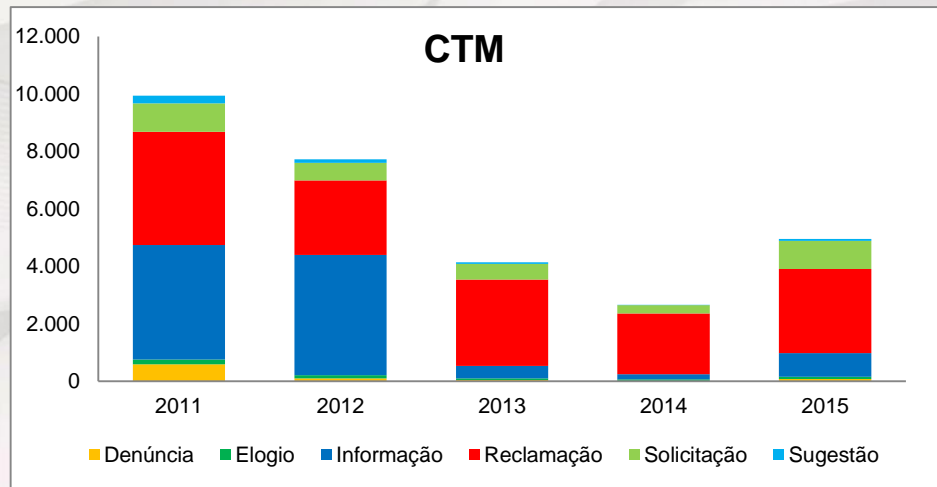
## Total de manifestações por ano

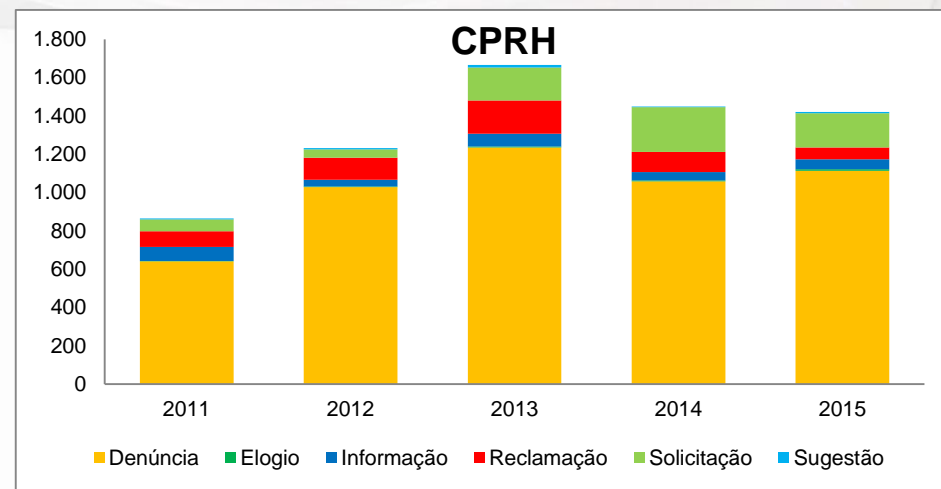
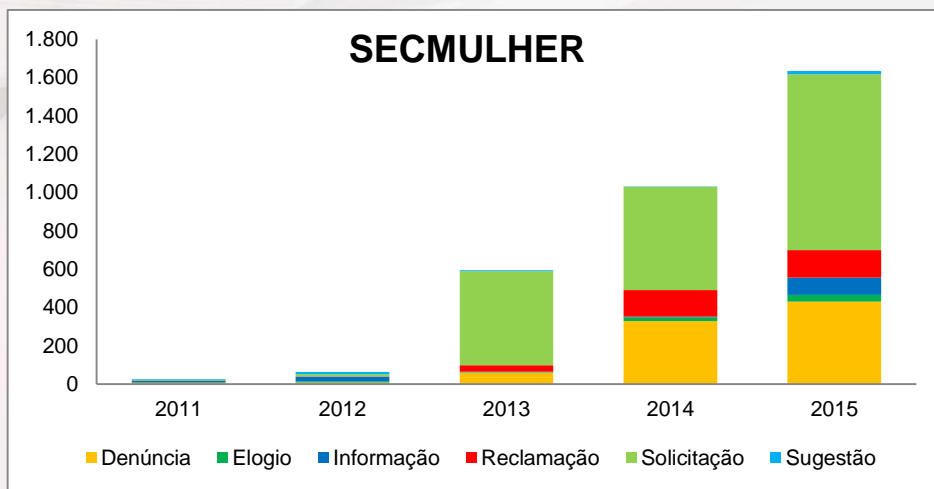


## Top 10 - Quantidade de manifestações em 2015

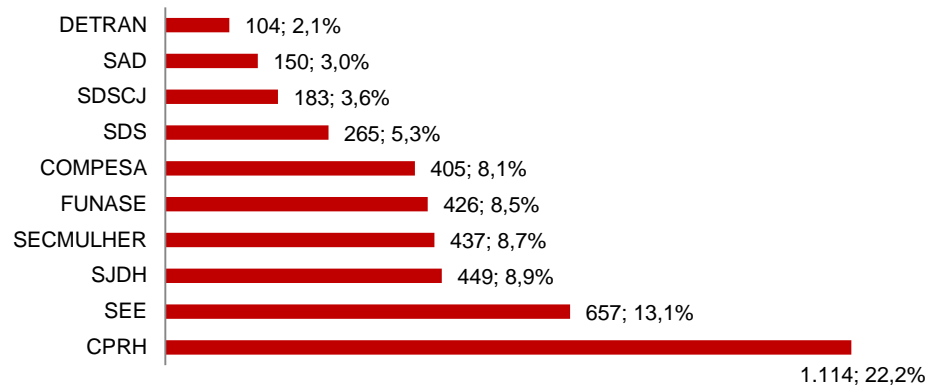




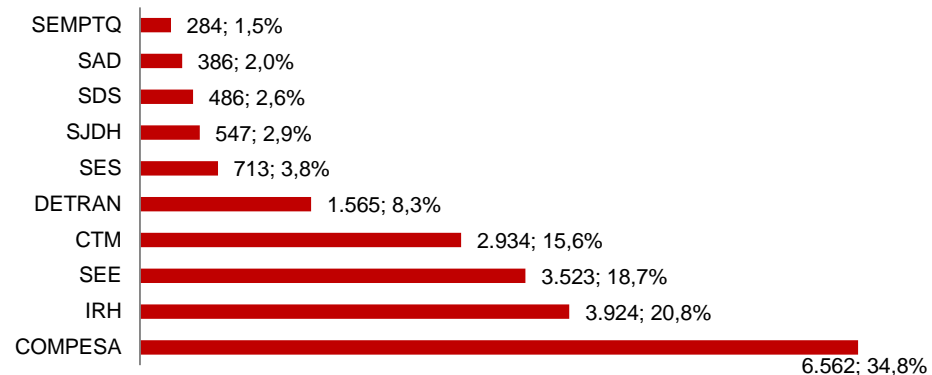




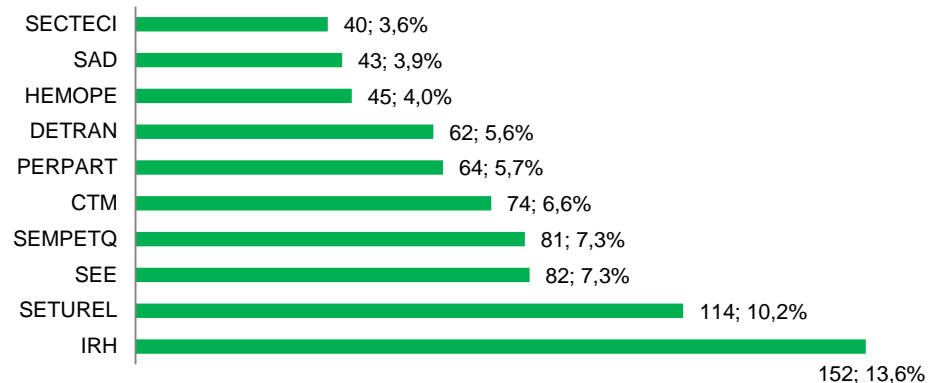
## Denúncias



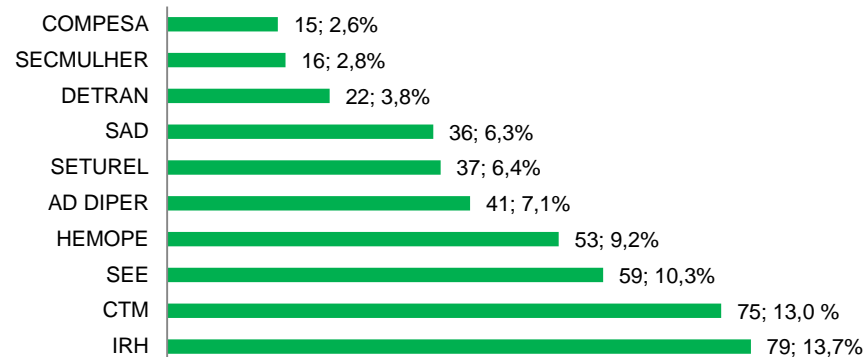
## Reclamações



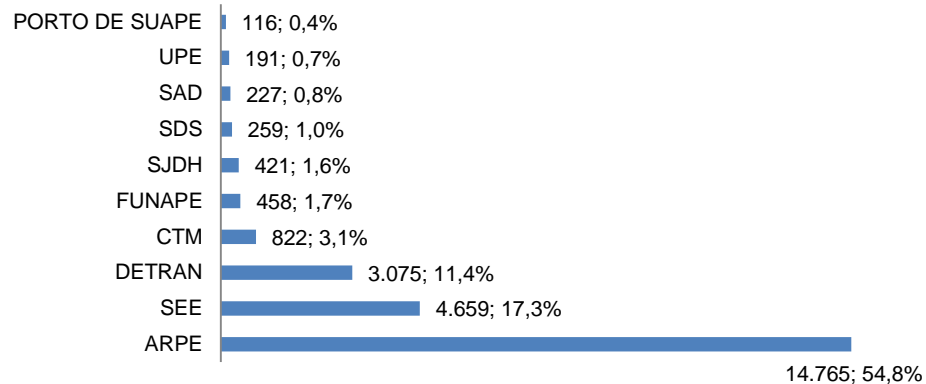
## Elogios



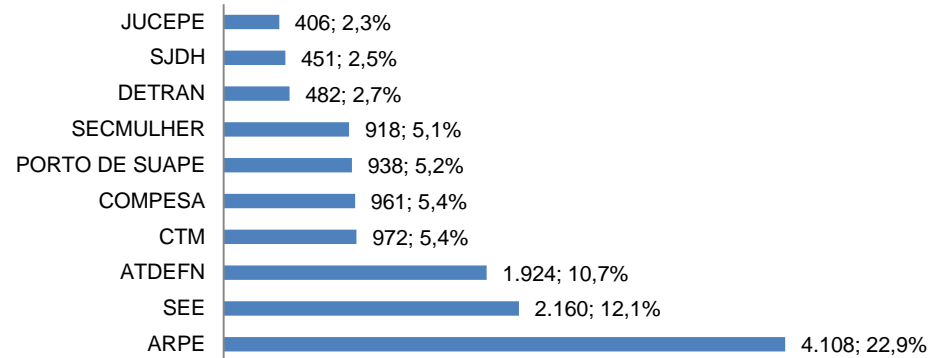
## Sugestões



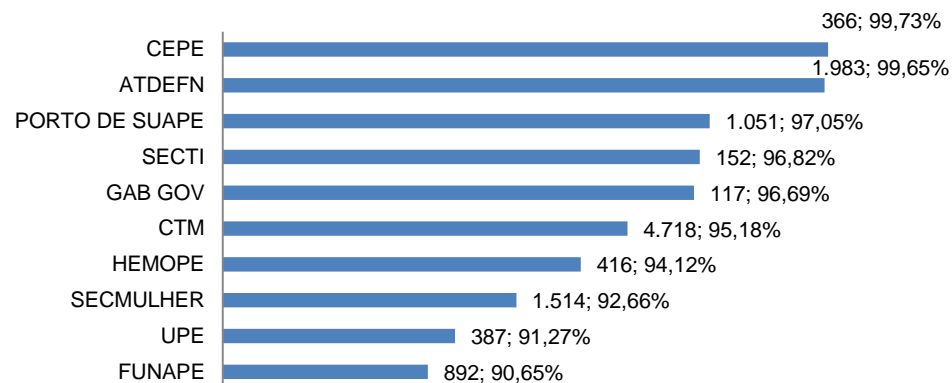
## Informações



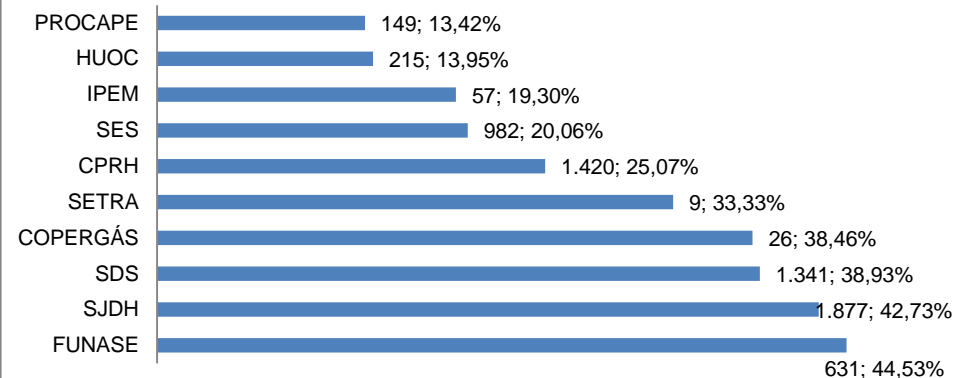
## Solicitações



### Top 10 - melhor resolatividade\*

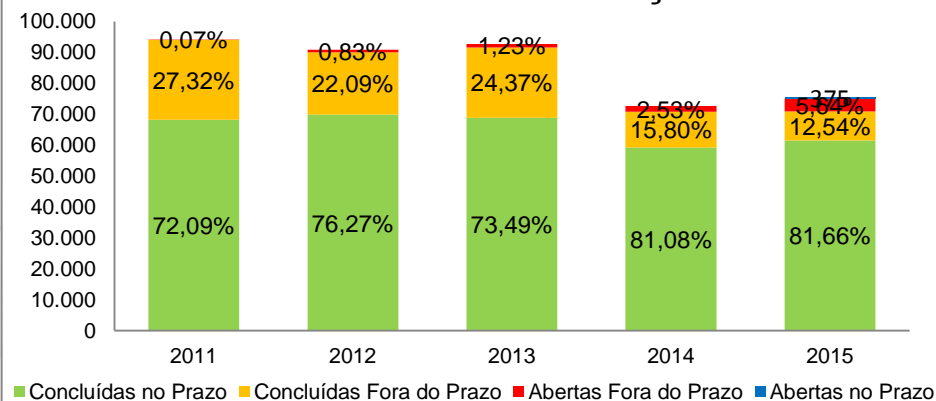


### Top 10 - pior resolatividade\*



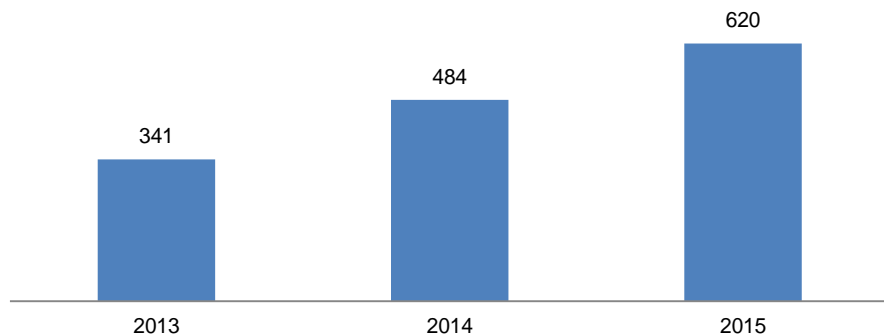
\* Foram analisadas as ouvidorias com mais de 100 manifestações no período de janeiro a novembro de 2015

### Resolutividade das manifestações em 2015

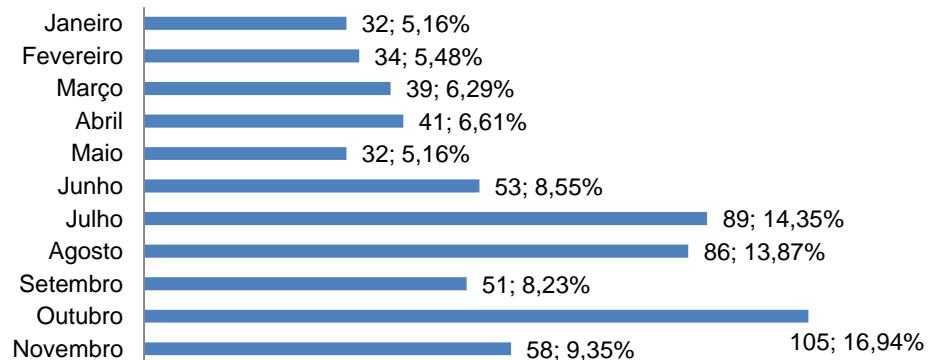




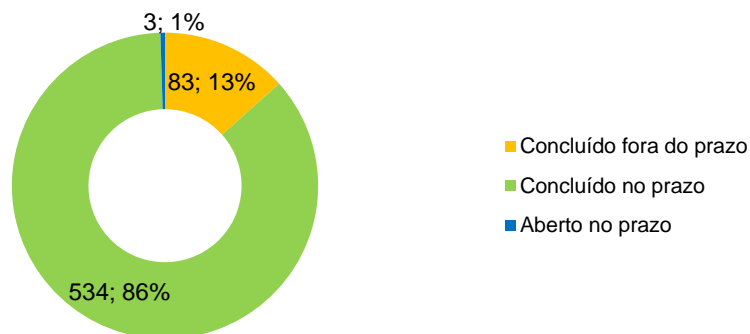
## Total de Pedidos de Acesso à Informação (PAI) por ano



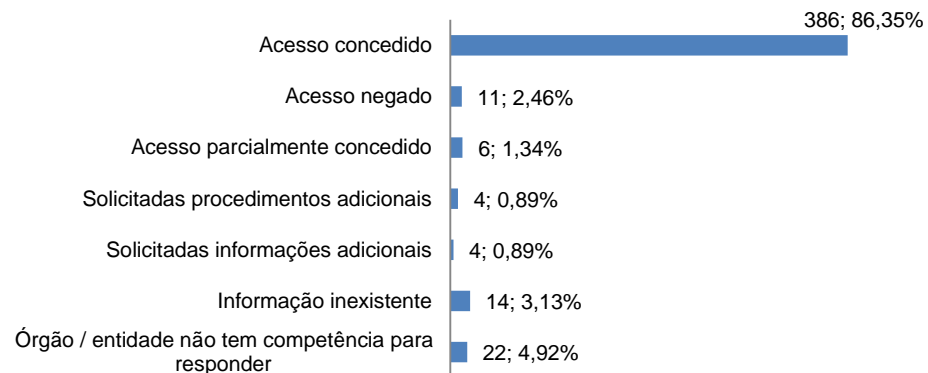
## Total de PAI's por mês em 2015



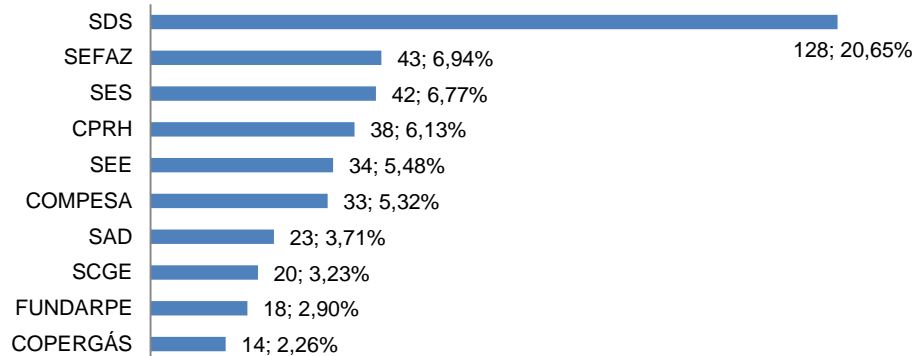
## Resolutividade dos PAI's em 2015



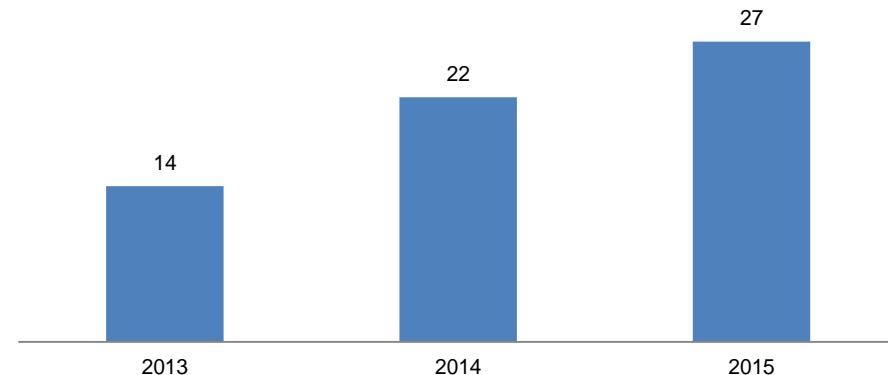
## Tipo de resposta



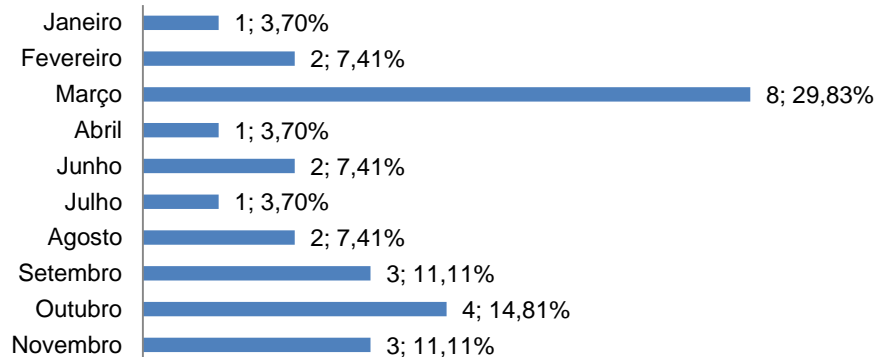
### Top 10 - PAI's em 2015



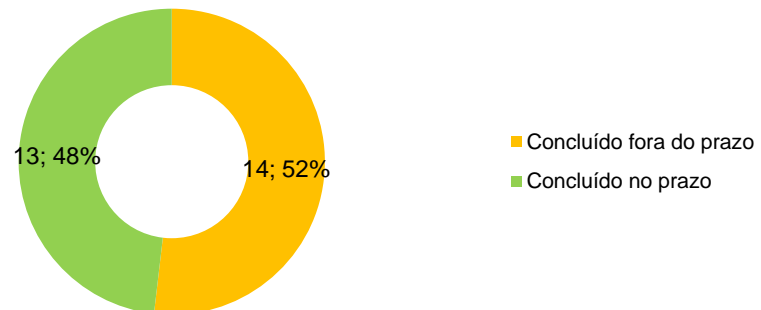
### Total de recursos por ano



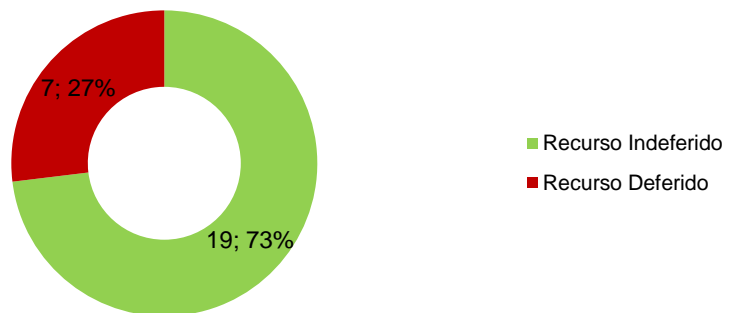
### Recursos por mês em 2015



### 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)