

# Relatório Estatístico da Rede de Ouvidorias

*Outubro 2015*

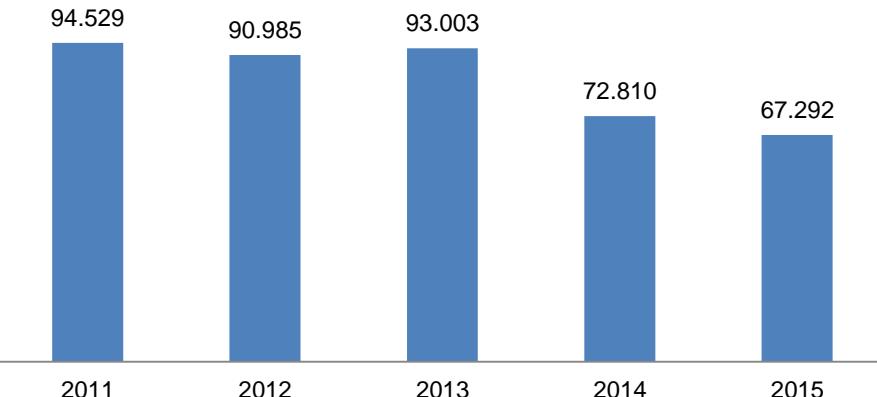
*Diretoria de Ouvidoria e Controle Social*

SECRETARIA  
DA CONTROLADORIA  
GERAL DO ESTADO

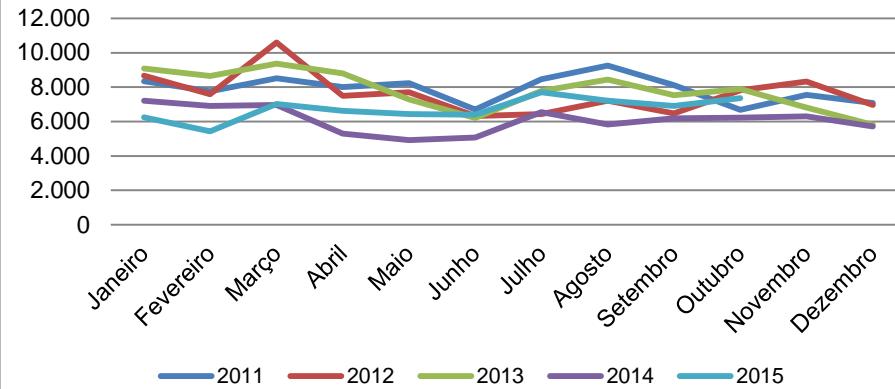


GOVERNO DO ESTADO  
*Pernambuco*  
JUNTOS, FAZEMOS MAIS.

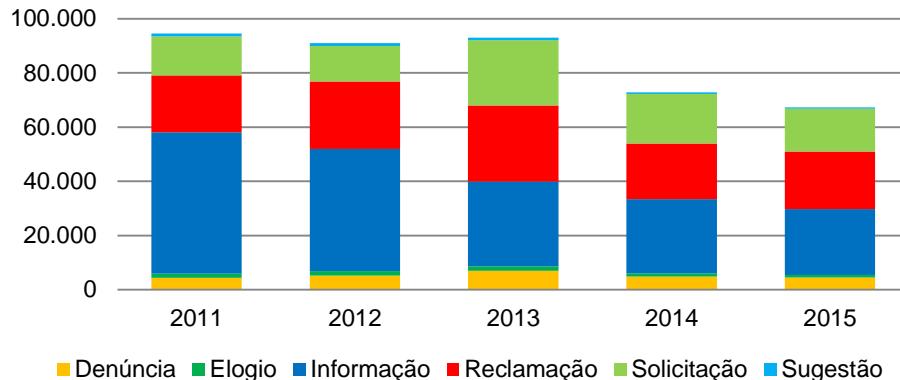
## Total de manifestações por ano



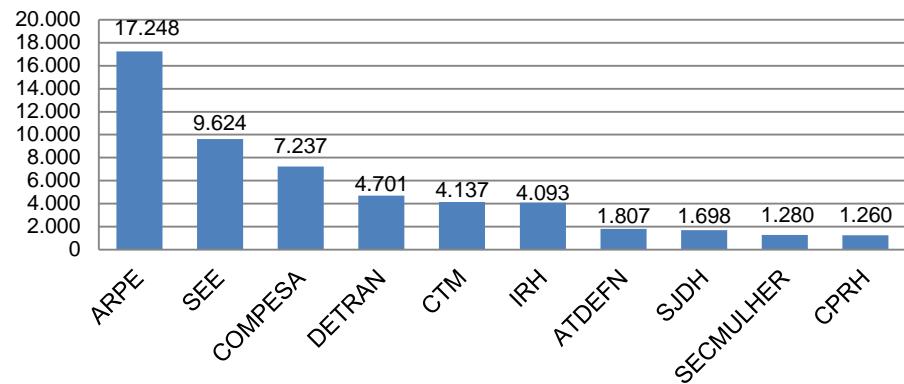
## Total de manifestações por mês



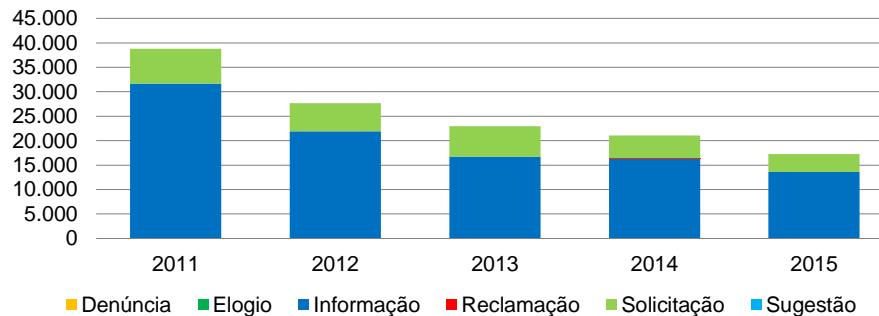
## Manifestações por natureza e ano



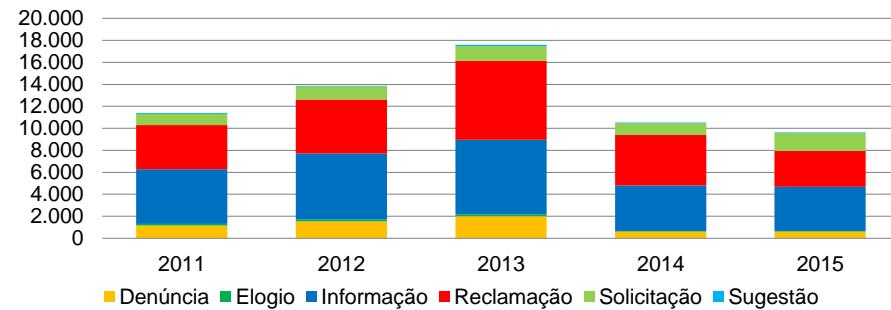
## Top 10 - Quantidade de manifestações



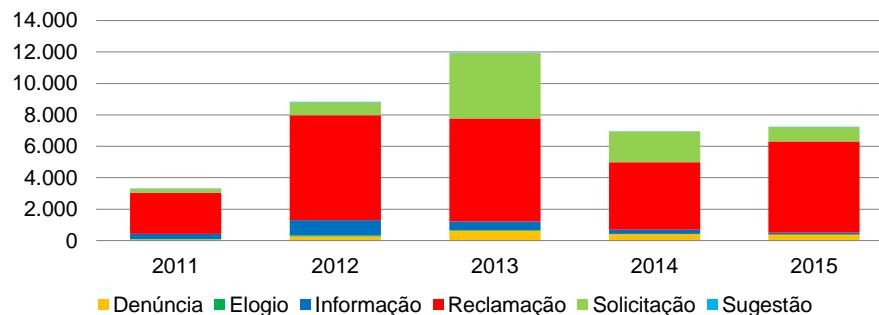
## ARPE



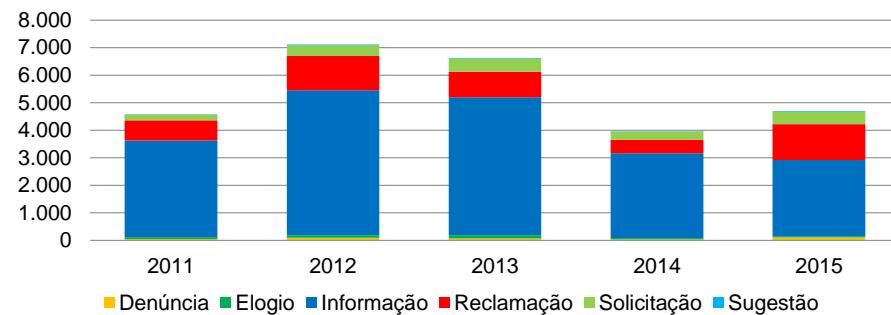
## SEE



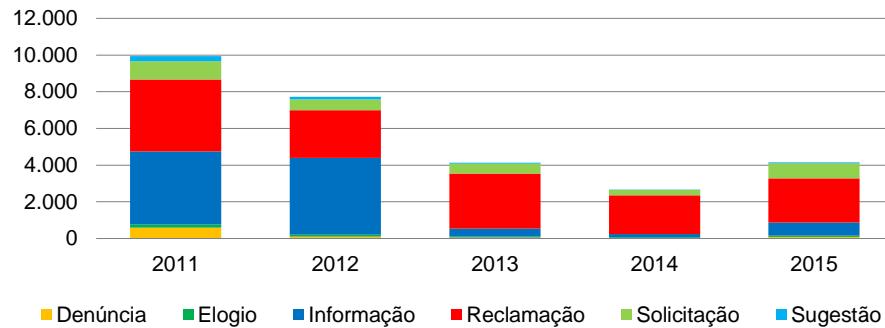
## COMPESA



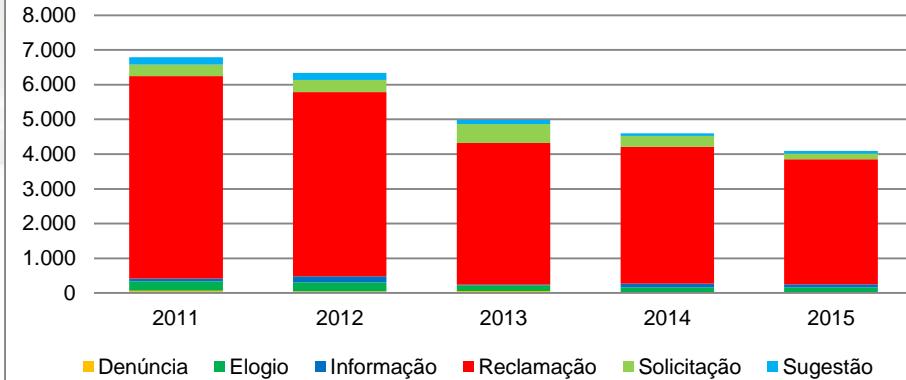
## DETTRAN



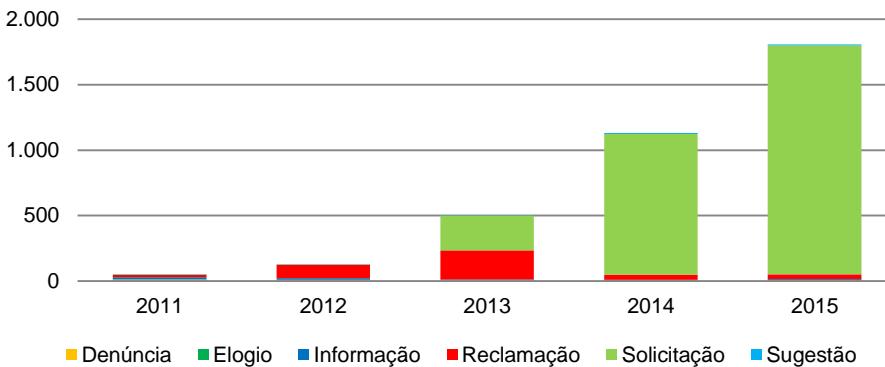
## CTM



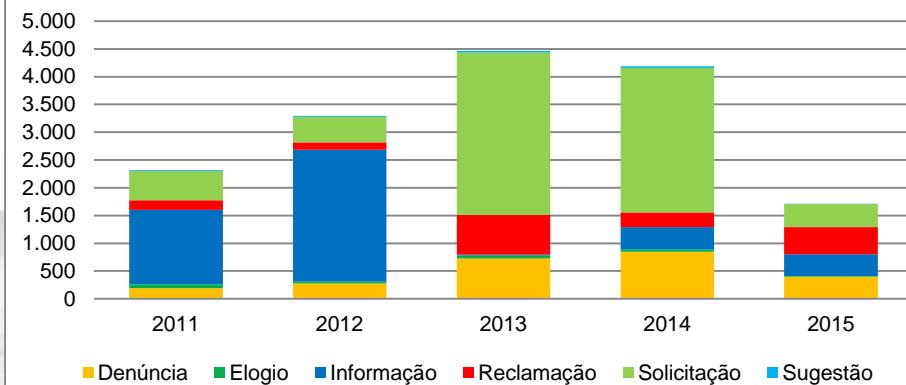
## IRH



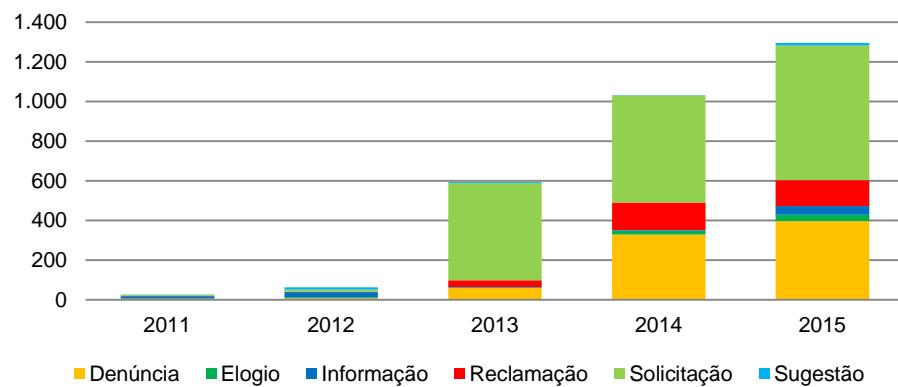
## ATDEFN



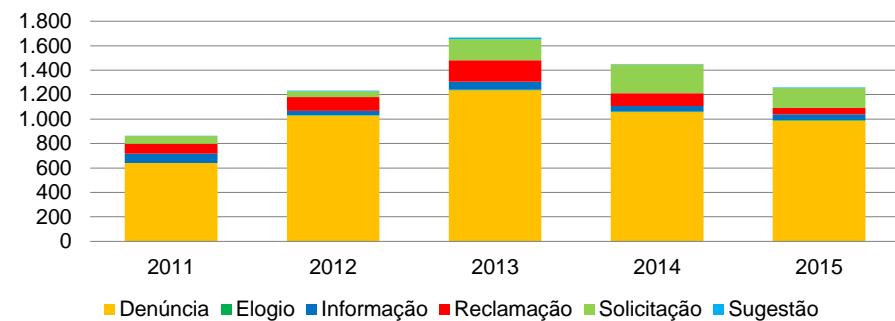
## SJDH



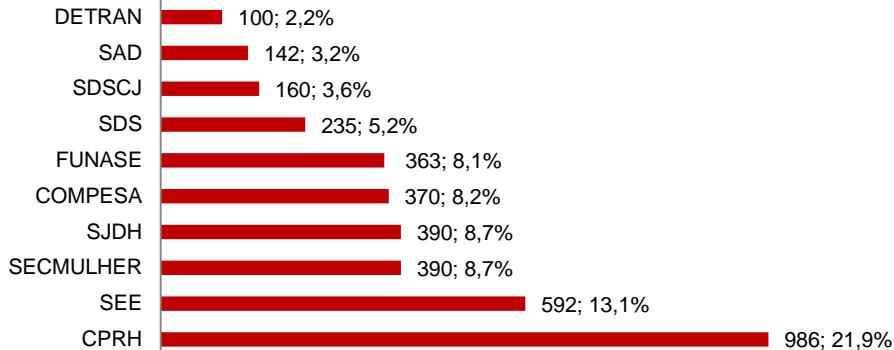
## SECMULHER



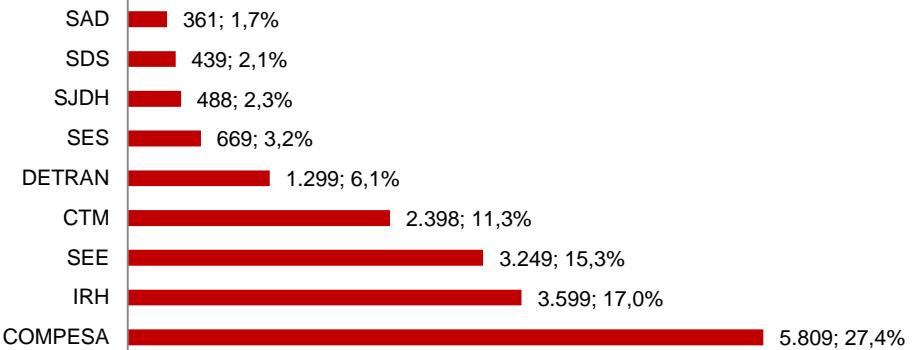
## CPRH



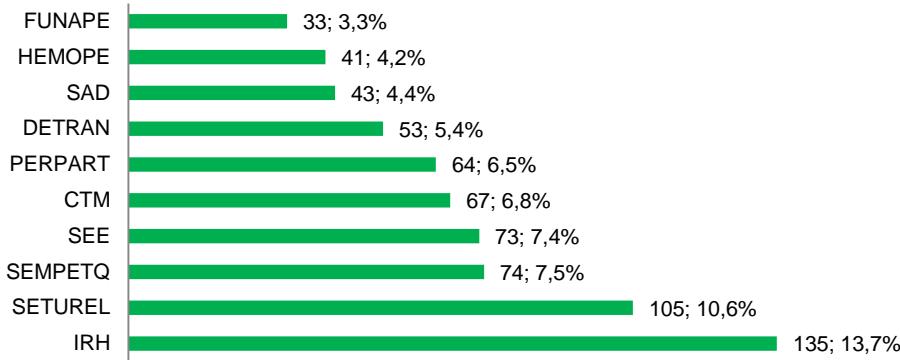
## Denúncias



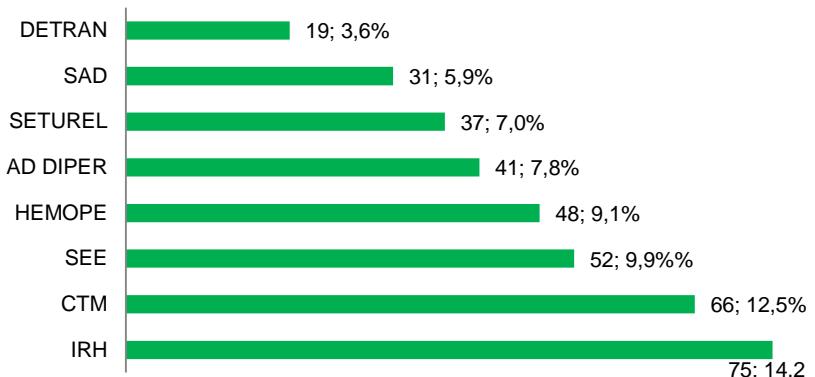
## Reclamações



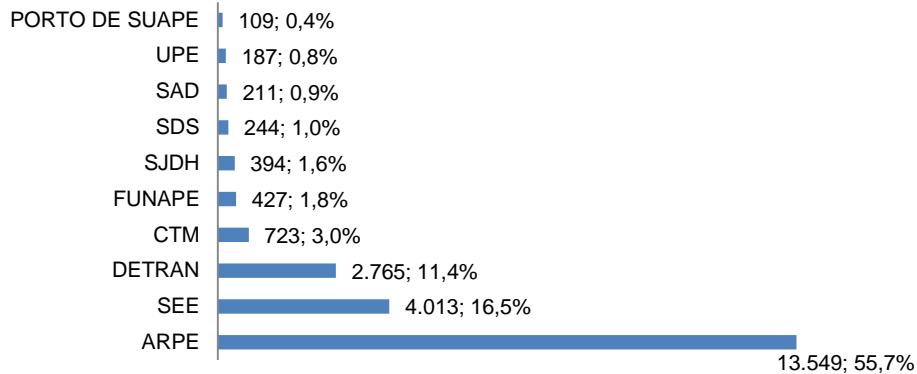
## Elogios



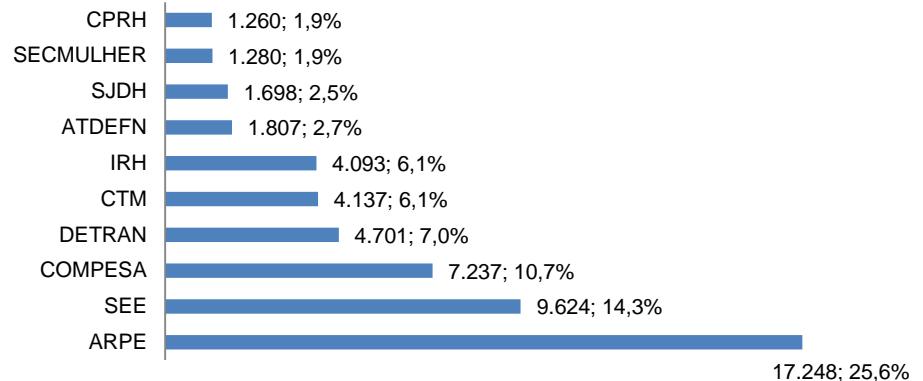
## Sugestões



## Informações



## Solicitações



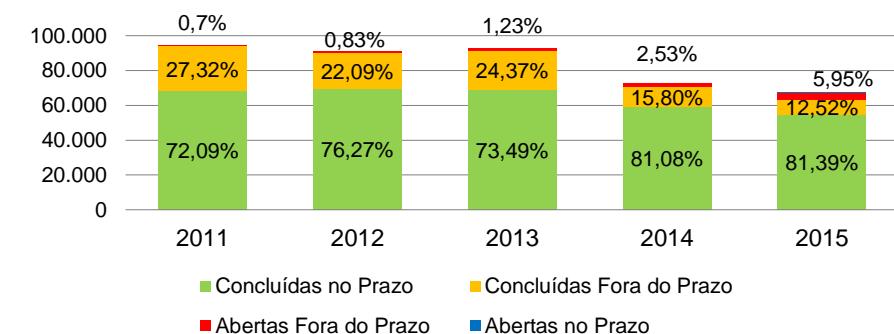
## Top 10 - melhor resolutividade

CEPE	335; 99,70%
ATDEFN	1.807; 99,67%
GAB GOV	118; 97,50%
PORTO DE SUAPE	981; 97,15%
SECTECI	118; 96,61%
CTM	4.137; 94,46%
HEMOPE	397; 93,45%
UPE	393; 91,86%
SETUREL	429; 90,44%
FUNAPE	930; 90,22%

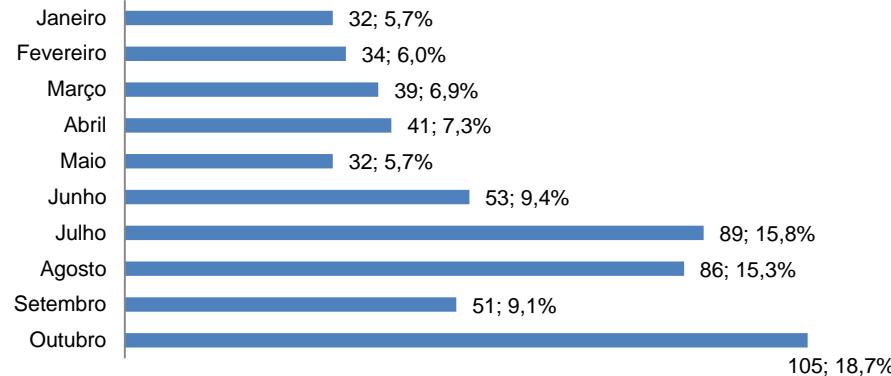
## Top 10 - pior resolutividade

HUOC	188; 13,83%
PROCAPE	143; 13,99%
SES	908; 19,38%
CPRH	1.260; 24,92%
SDS	1.216; 39,31%
SJDH	1.698; 41,22%
FUNASE	558; 46,77%
SDSCJ	703; 66,29%
SEMPETQ	559; 74,42%
PERPART	264; 75,00%

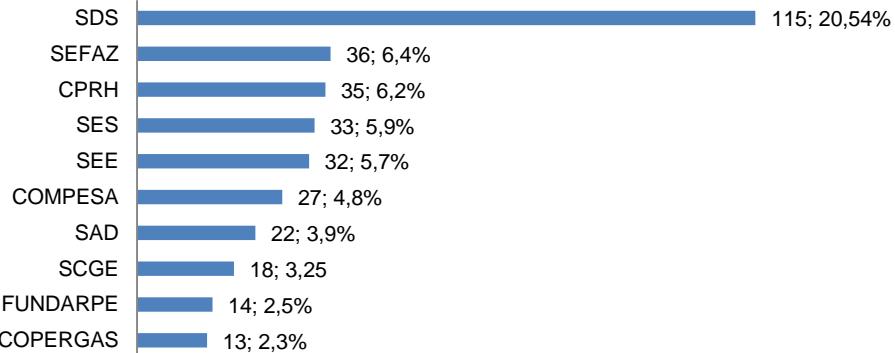
## Resolutividade



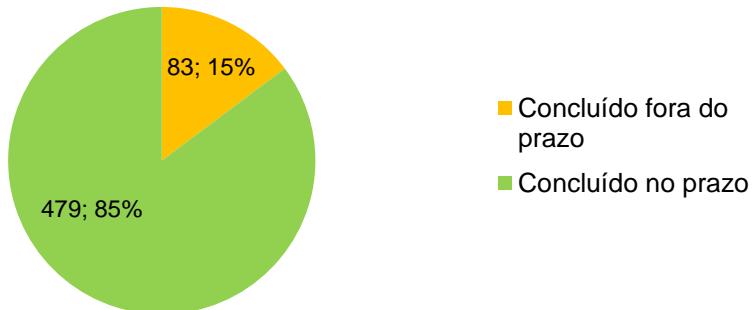
## Pedidos de Acesso à Informação



## Top 10 - Pedidos de Acesso à Informação



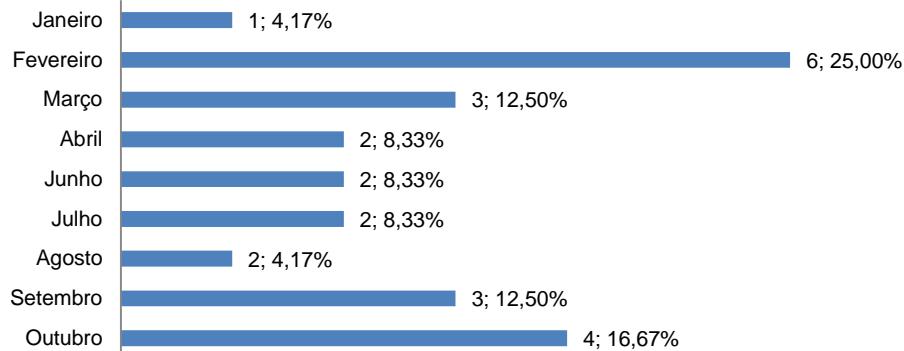
## Resolutividade



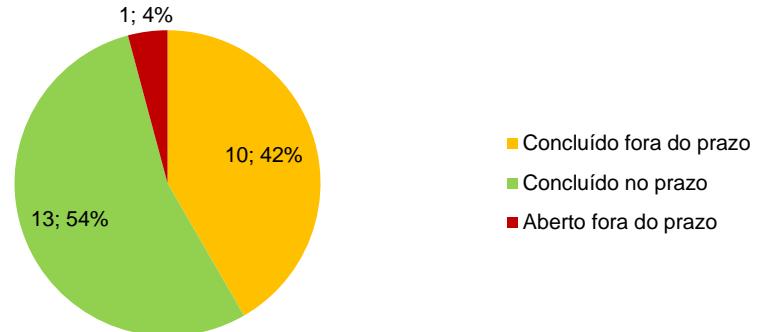
## Tipo de resposta



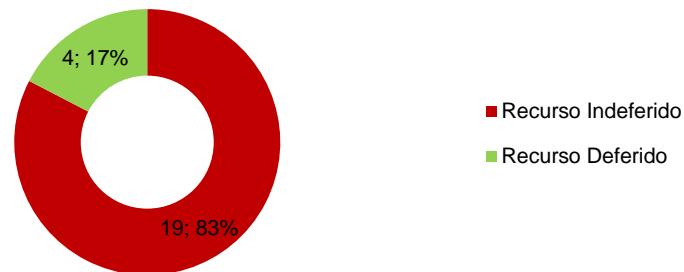
## Recursos



## Resolutividade



## Tipo de decisão



## Fonte de dados:

1. Sistemas: G-CON e Qlikview (data da extração: 25/11/2015)
2. Planilha: Controle Mensal dos Pedidos de Acesso à Informação e Recursos (data da extração 01/12/2015)