

Relatório Estatístico da Rede de Ouvidorias

Outubro 2015

Diretoria de Ouvidoria e Controle Social

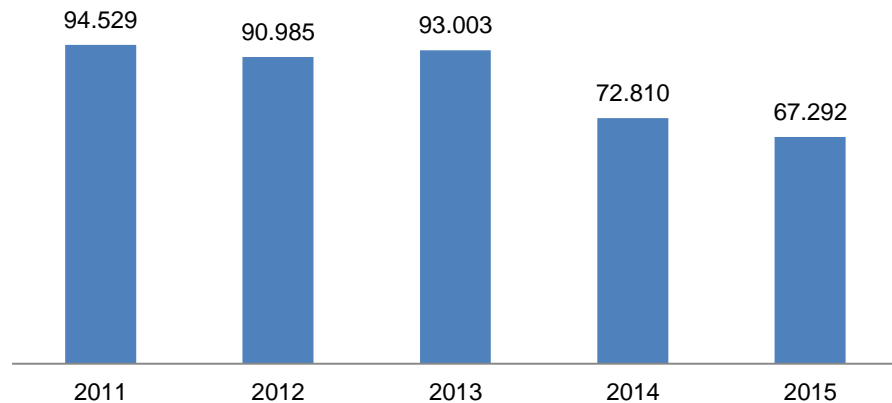
SECRETARIA
DA CONTROLADORIA
GERAL DO ESTADO



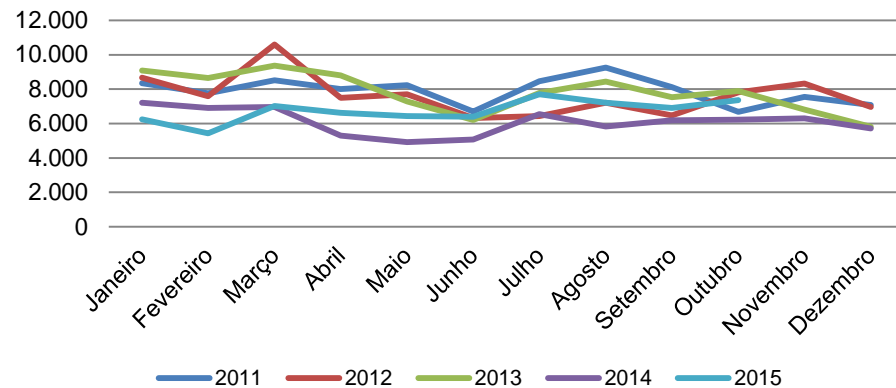
GOVERNO DO ESTADO
Pernambuco

JUNTOS, FAZEMOS MAIS.

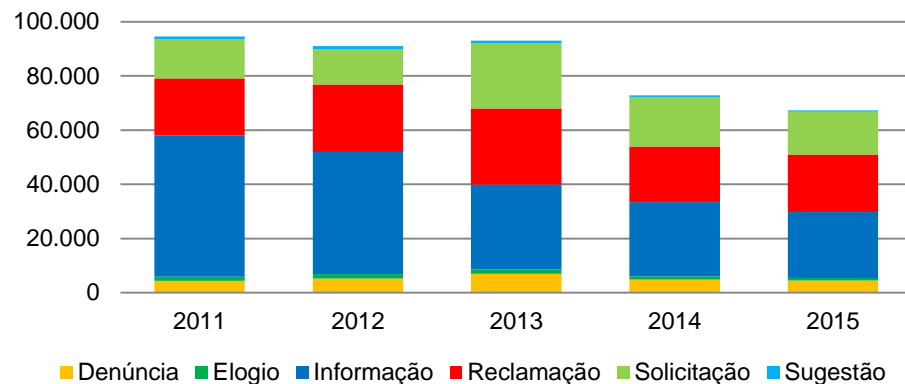
Total de manifestações por ano



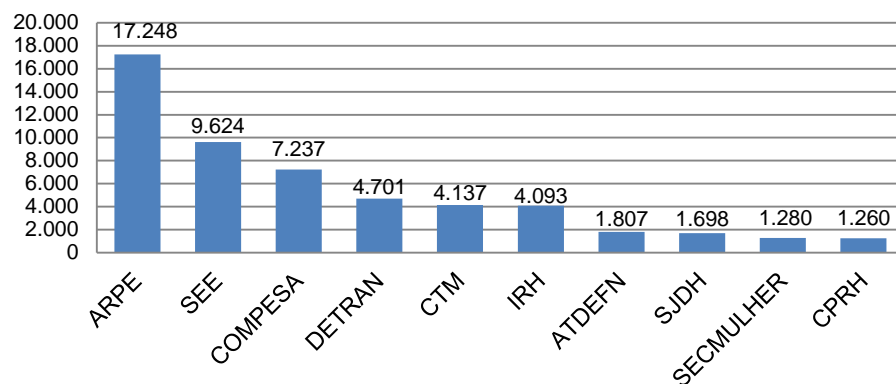
Total de manifestações por mês



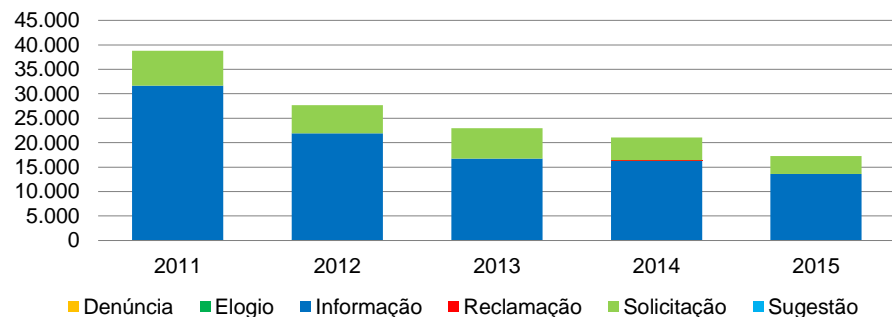
Manifestações por natureza e ano



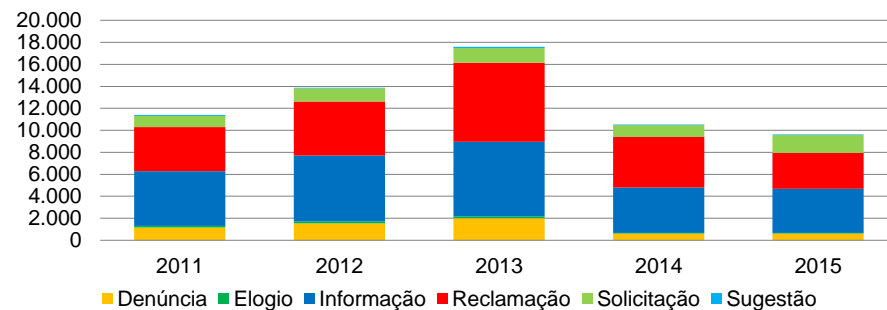
Top 10 - Quantidade de manifestações



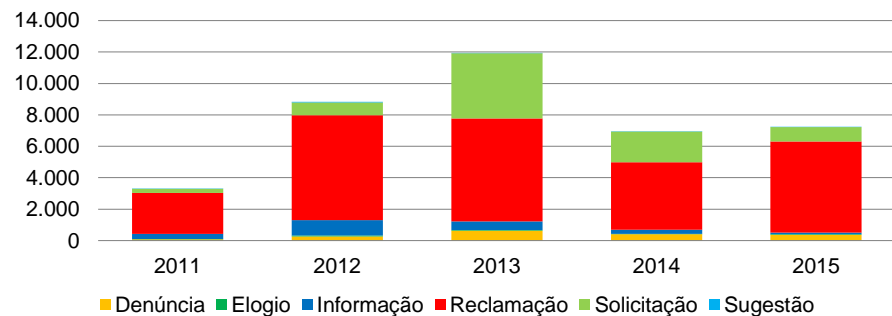
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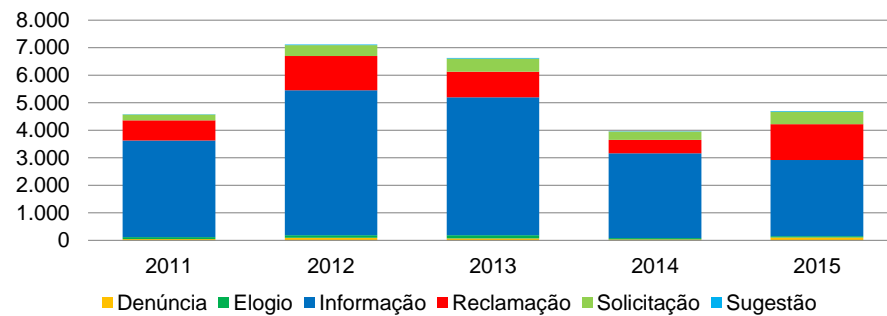
SEE



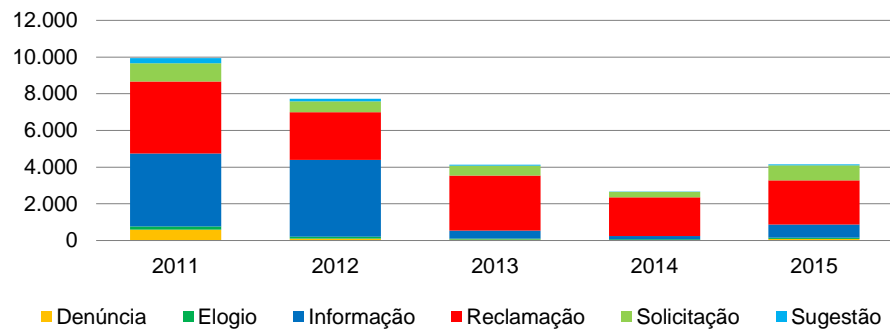
COMPESA



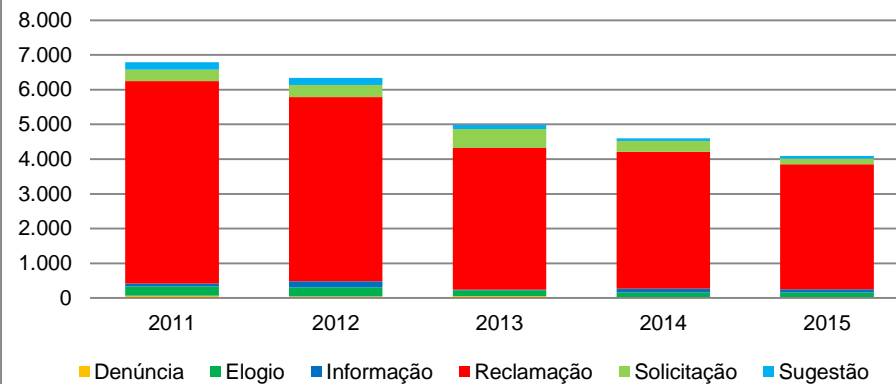
DETRAN



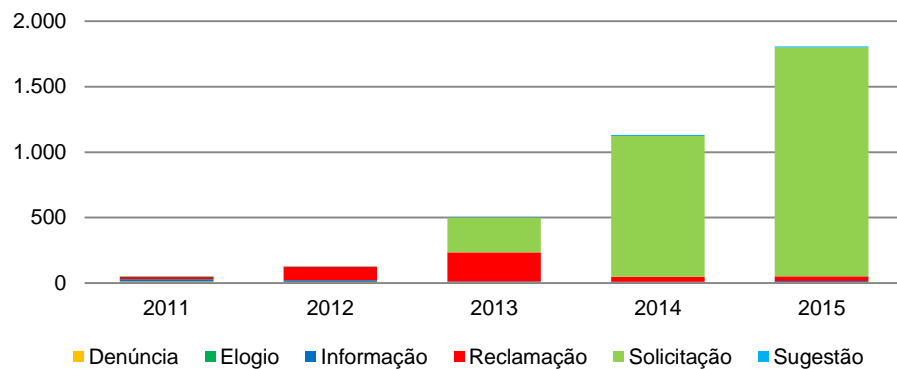
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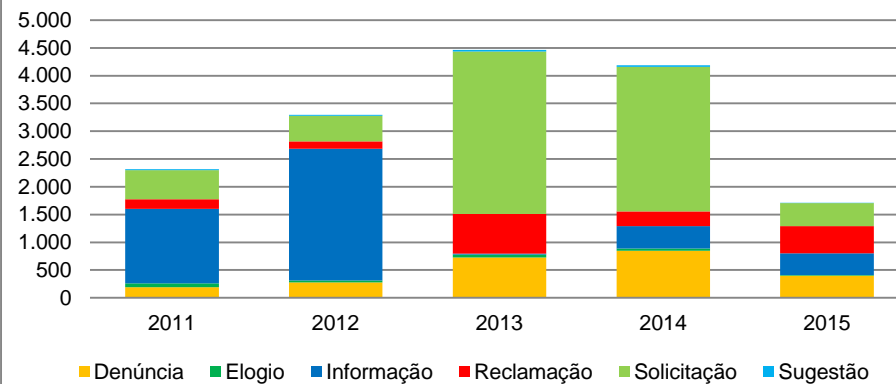
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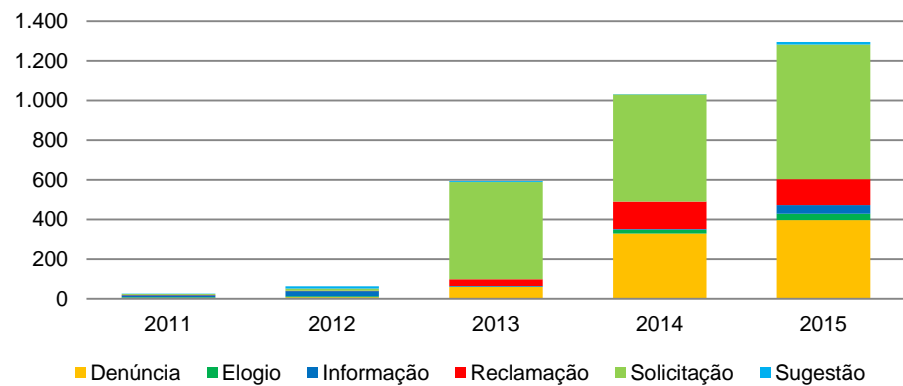
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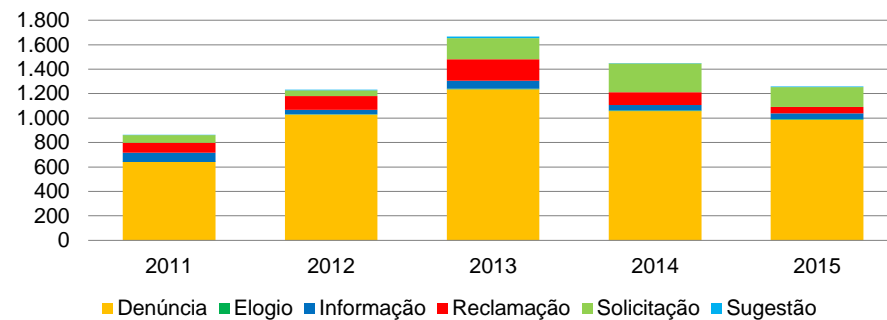
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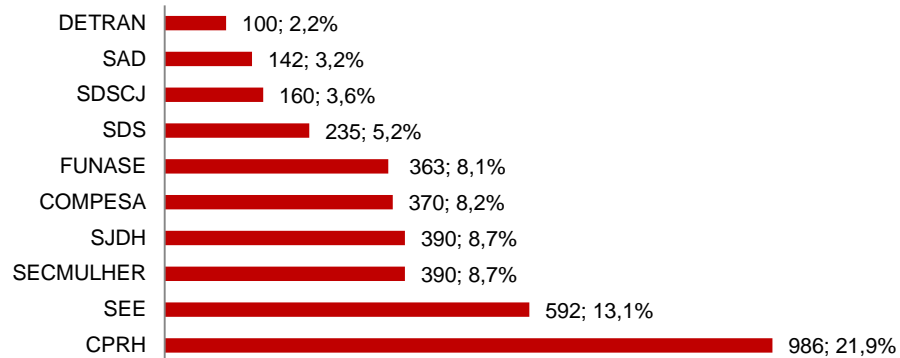
SECMULHER



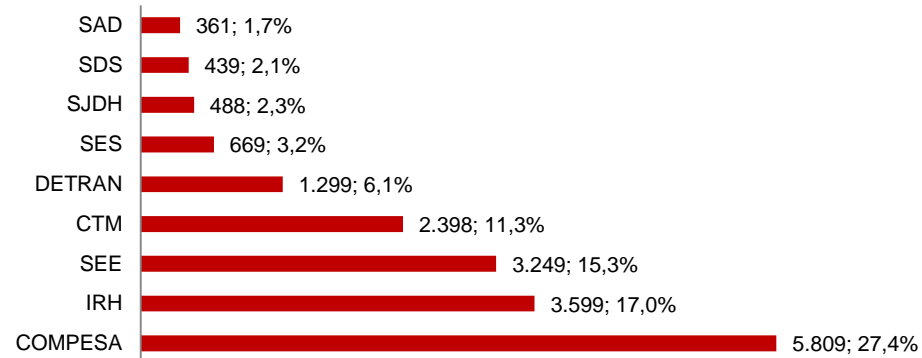
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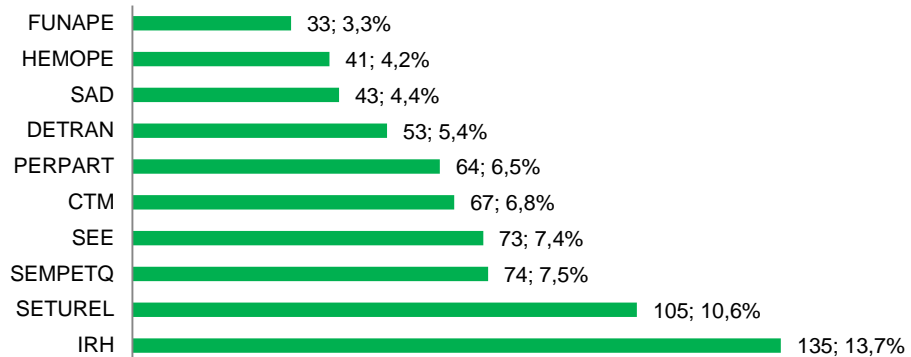
Denúncias



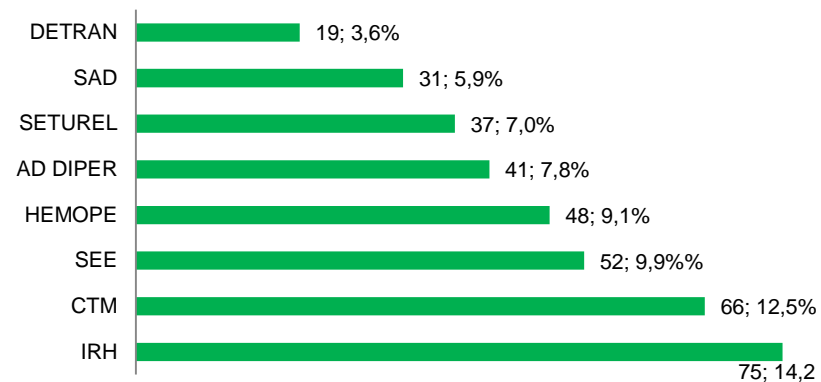
Reclamações



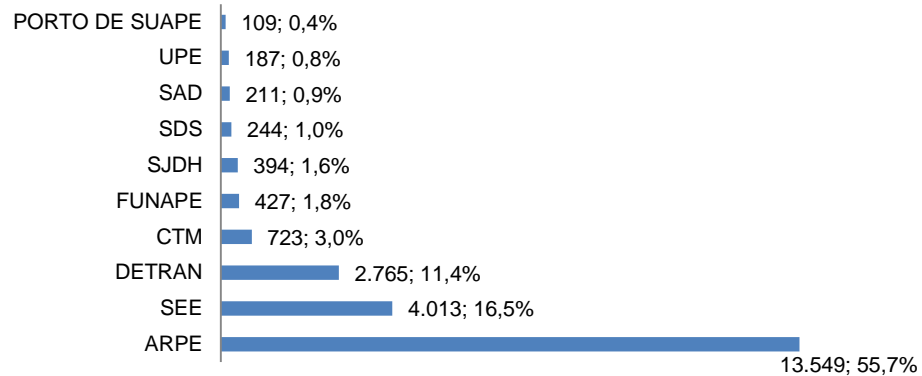
Elogios



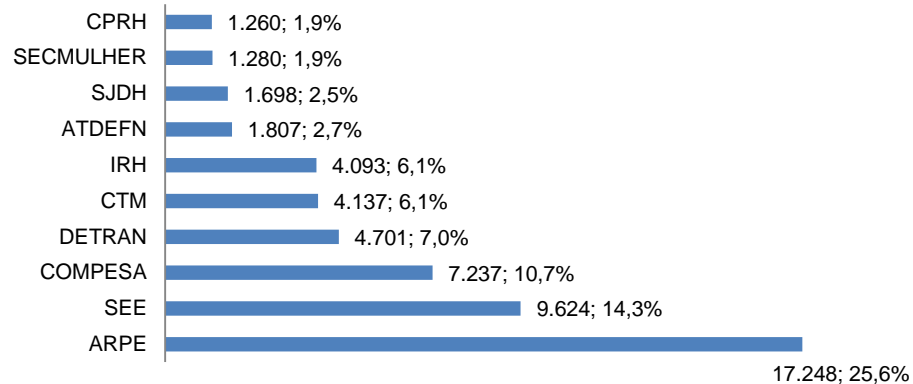
Sugestões



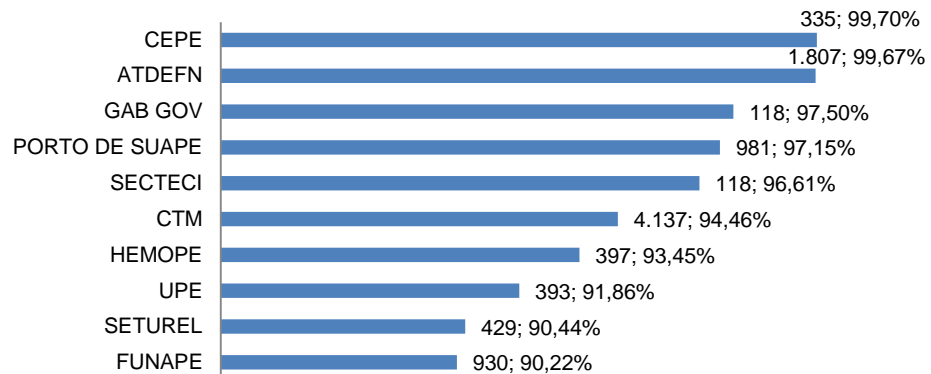
Informações



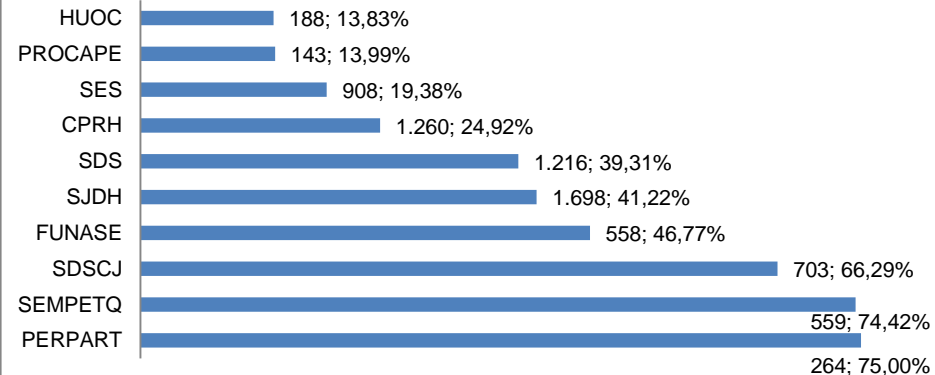
Solicitações



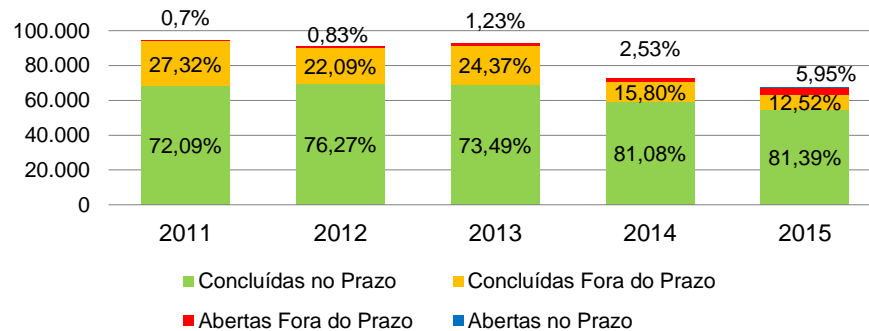
Top 10 - melhor resolatividade



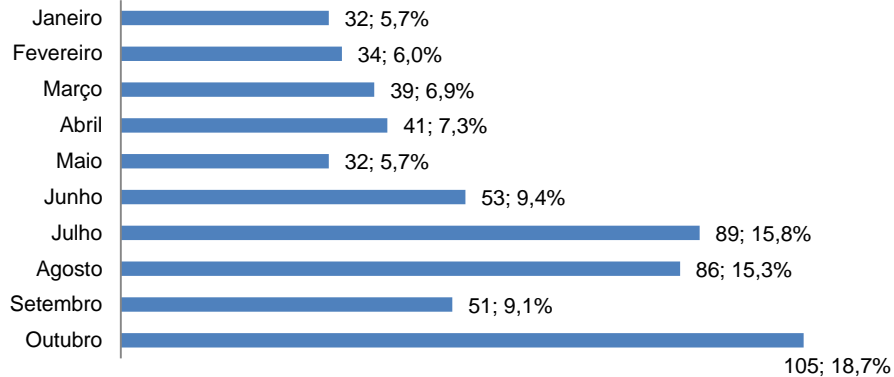
Top 10 - pior resolatividade



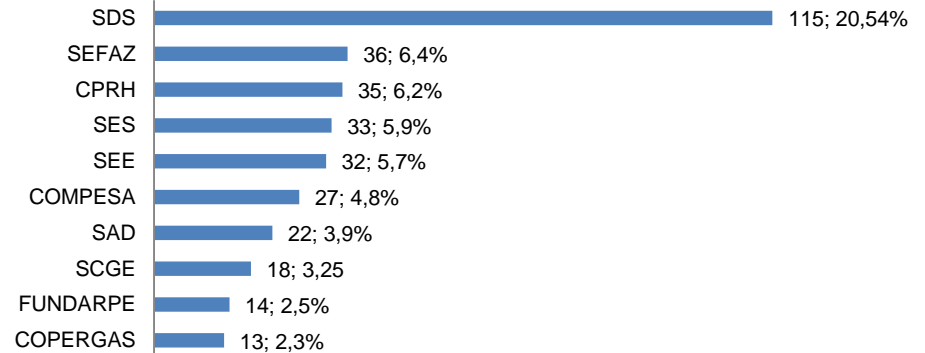
Resolutividade



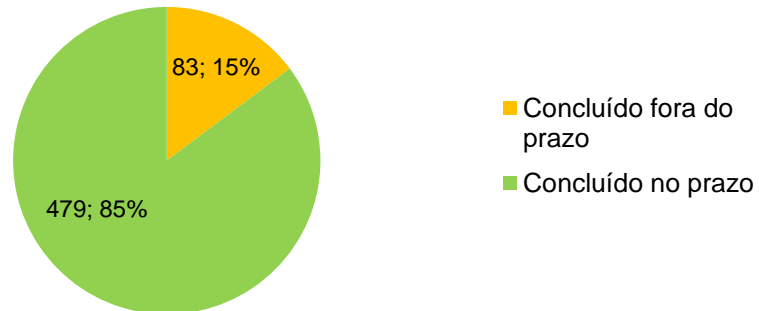
Pedidos de Acesso à Informação



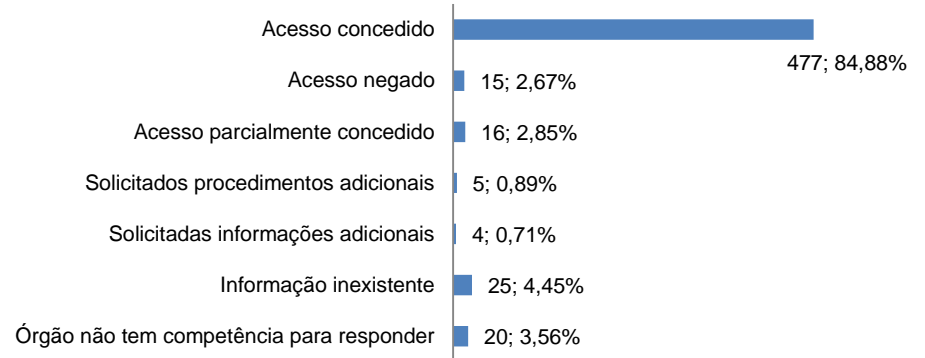
Top 10 - Pedidos de Acesso à Informação



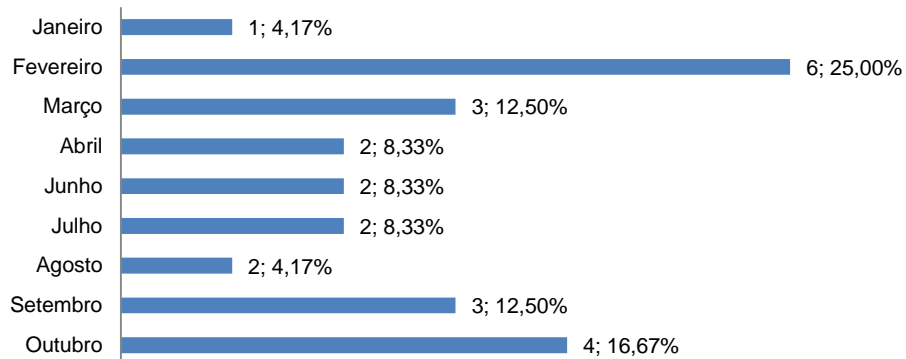
Resolutividade



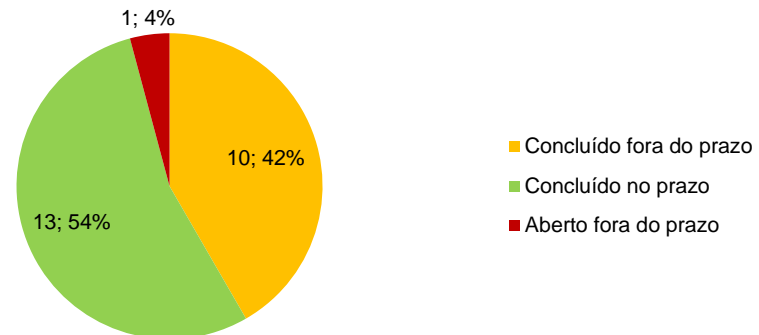
Tipo de resposta



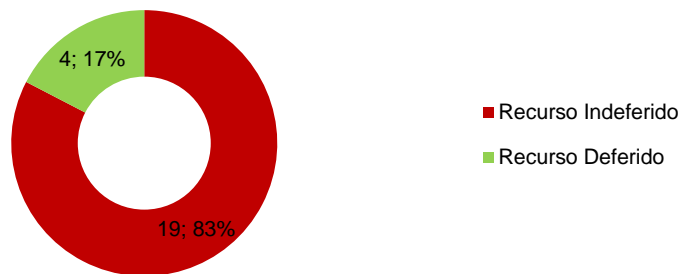
Recursos



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)