

Relatório Estatístico da Rede de Ouvidorias

Setembro 2015

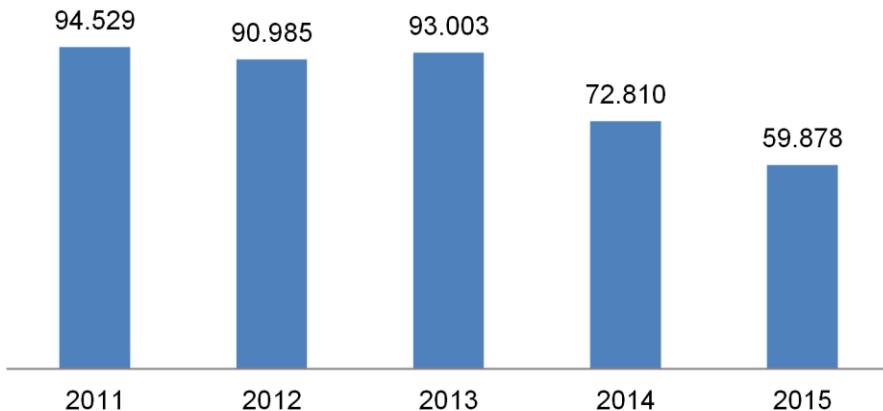
Diretoria de Ouvidoria e Controle Social

SECRETARIA
DA CONTROLADORIA
GERAL DO ESTADO

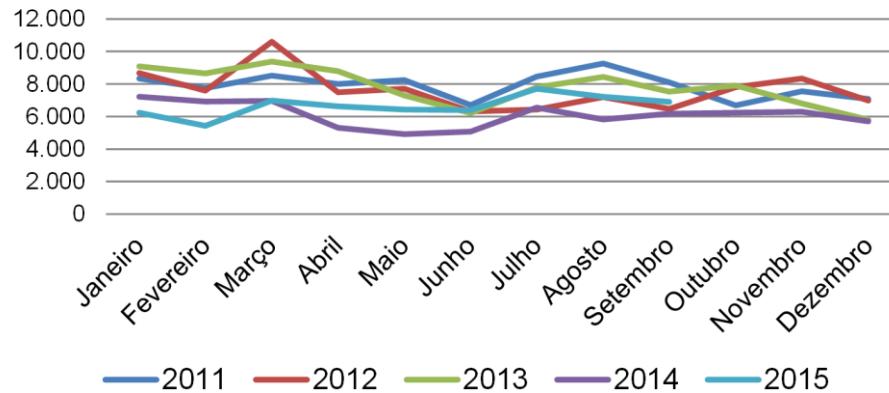


GOVERNO DO ESTADO
Pernambuco
JUNTOS, FAZEMOS MAIS.

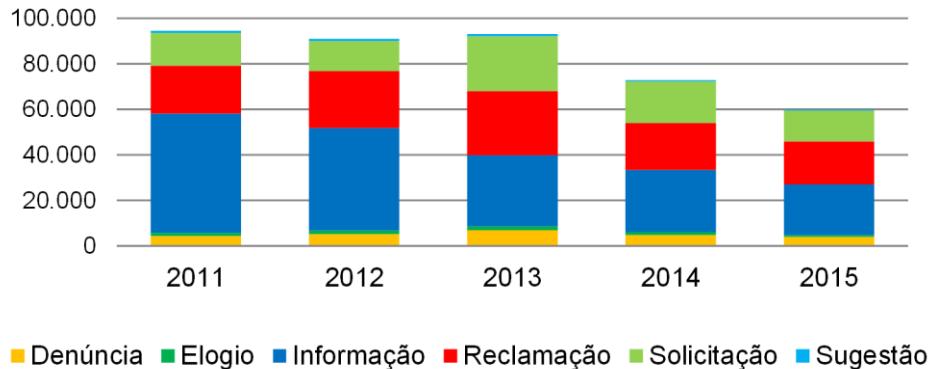
Total de manifestações por ano



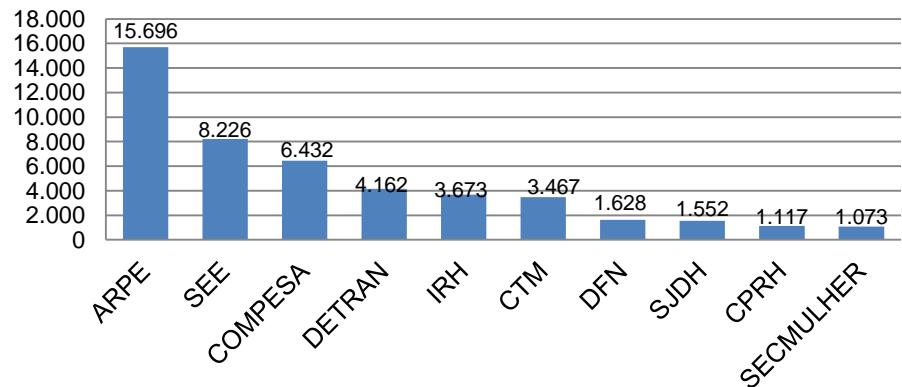
Total de manifestações por mês em 2015



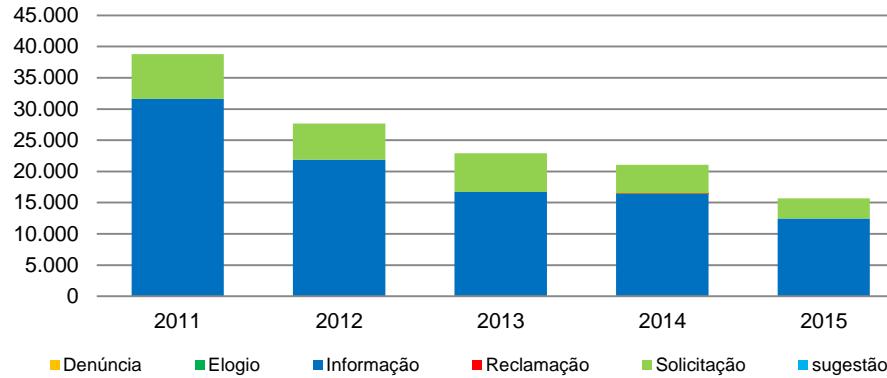
Manifestações por natureza e ano



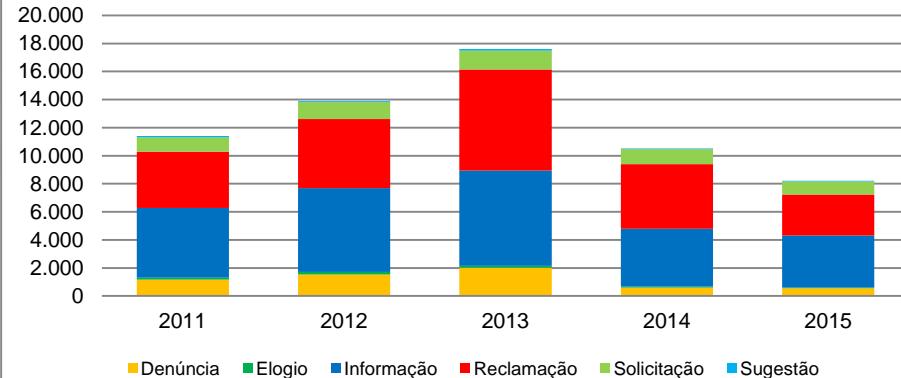
Top 10 - Quantidade de manifestações em 2015



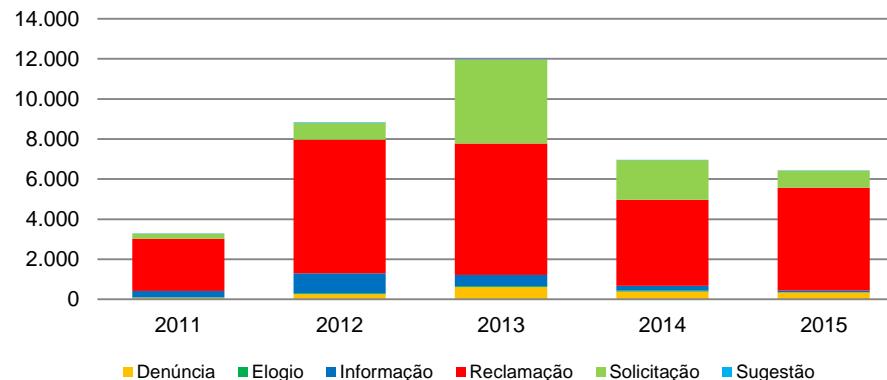
ARPE



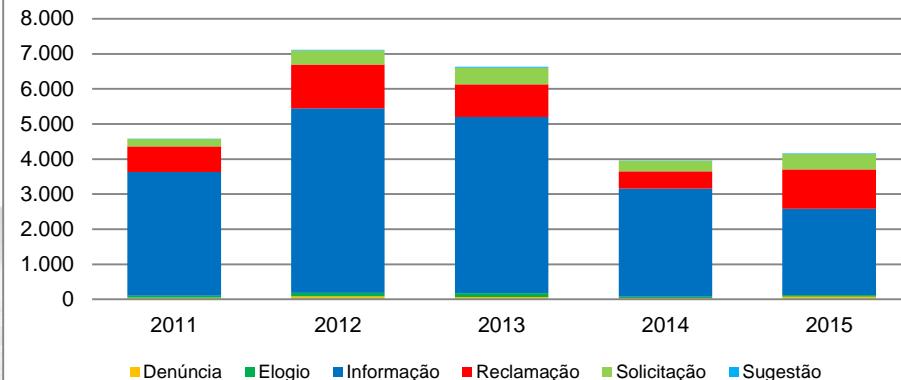
EDUCAÇÃO



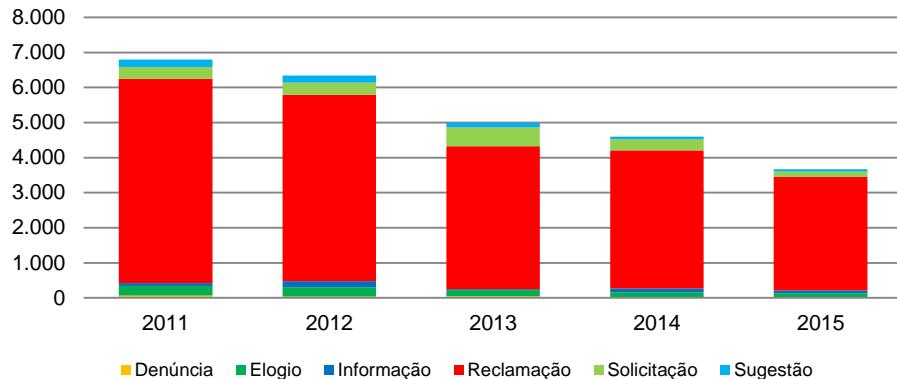
COMPESA



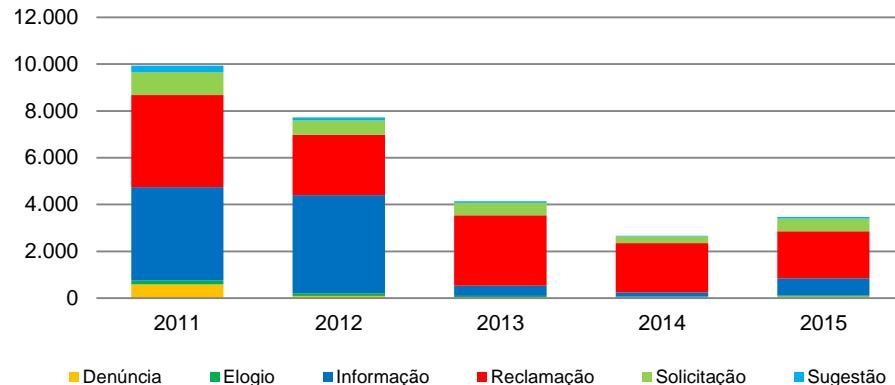
DETRAN



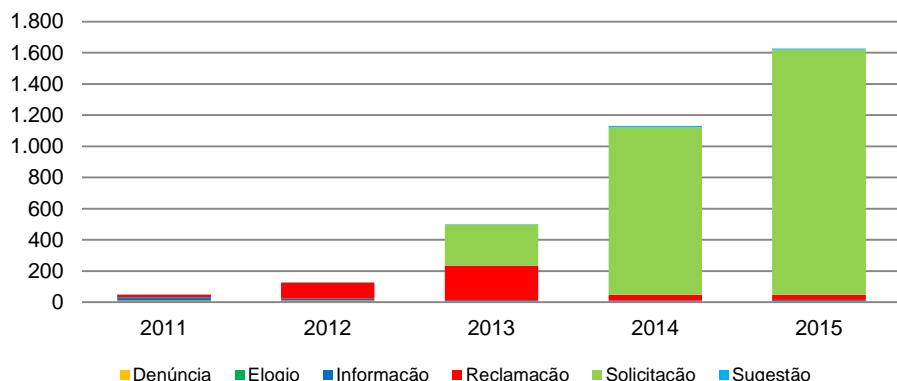
IRH



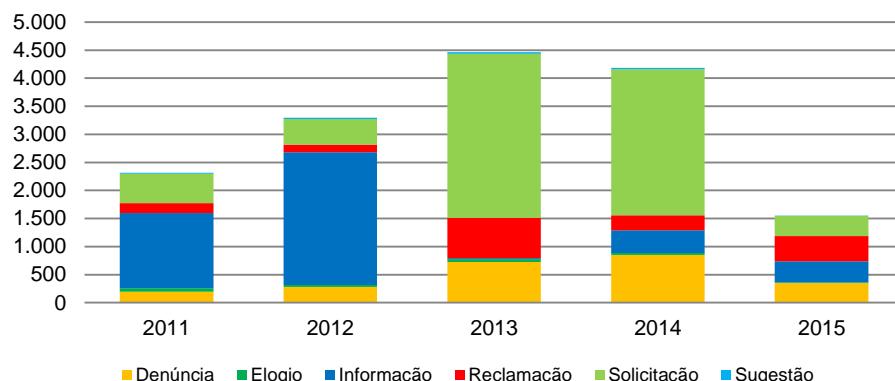
CTM



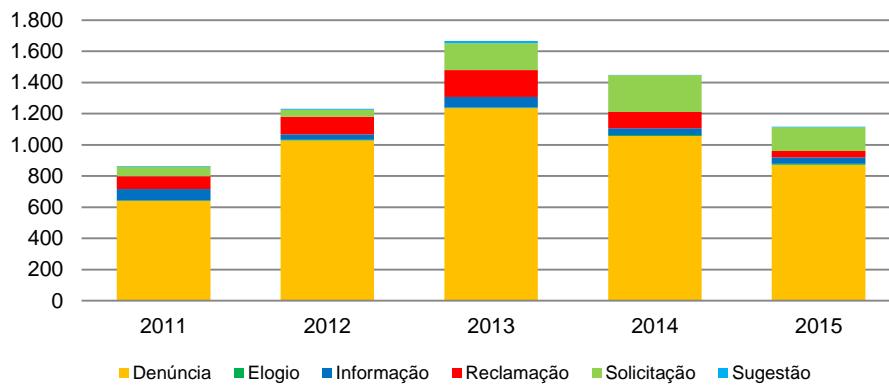
DFN



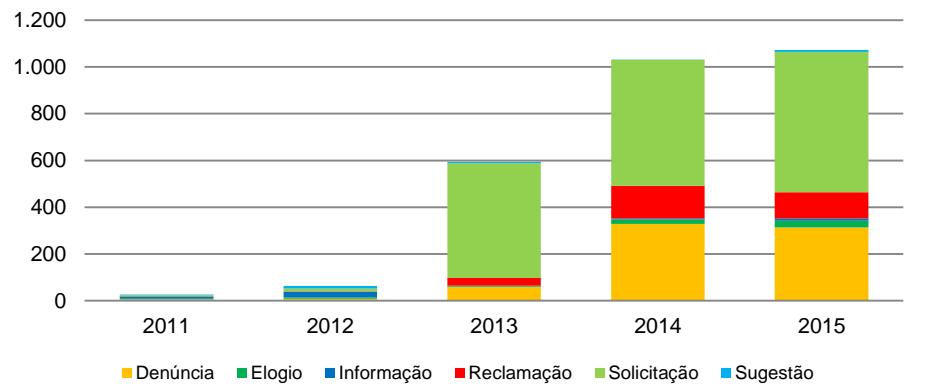
SJDH



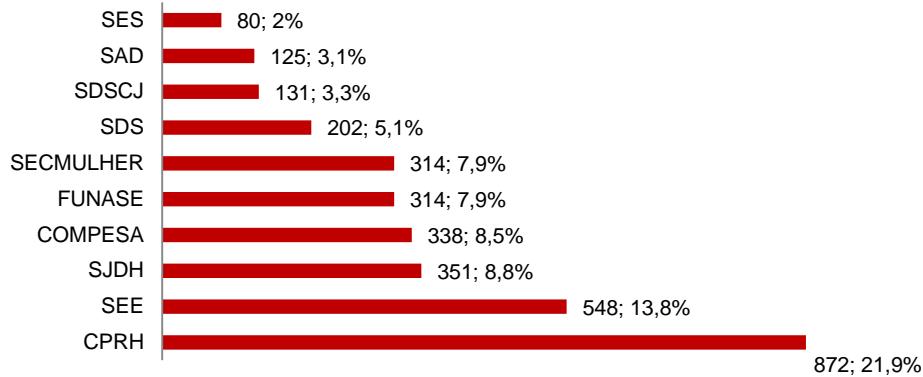
CPRH



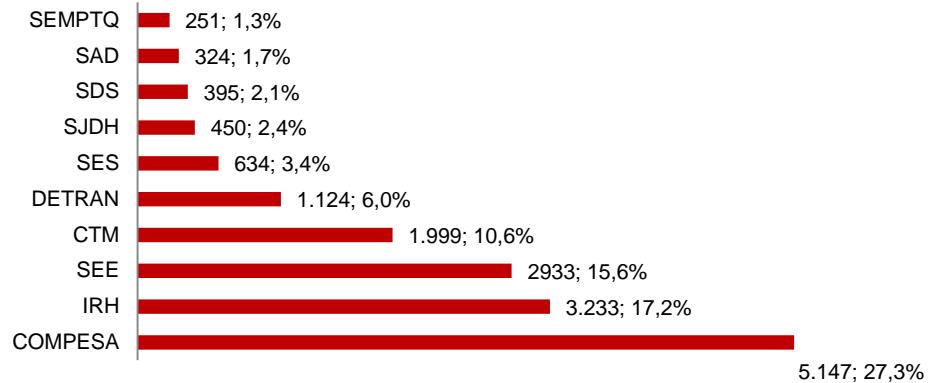
SECMULHER



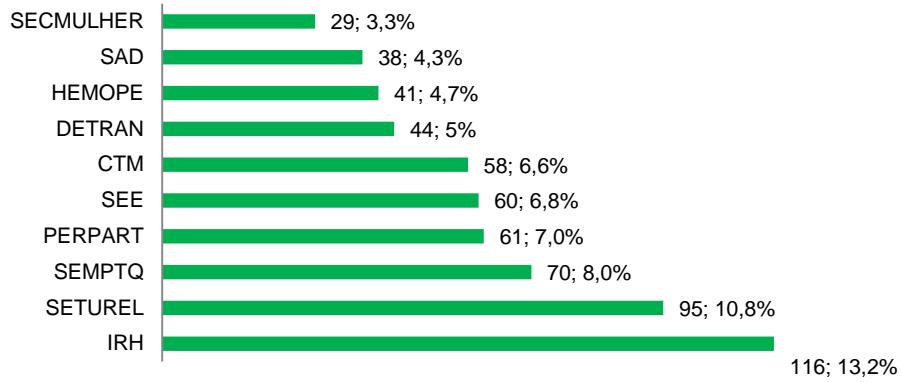
Denúncias



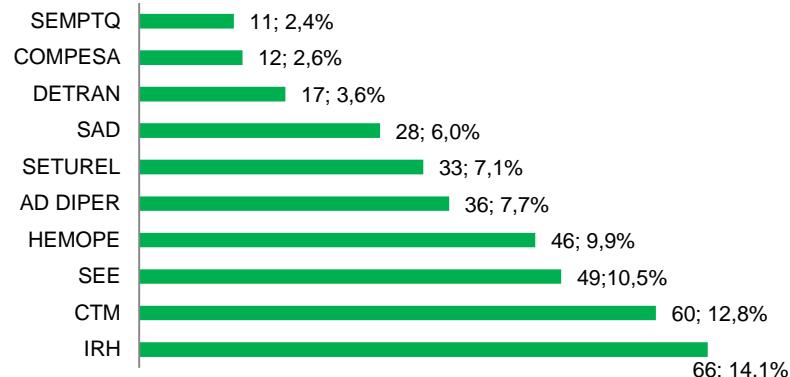
Reclamações



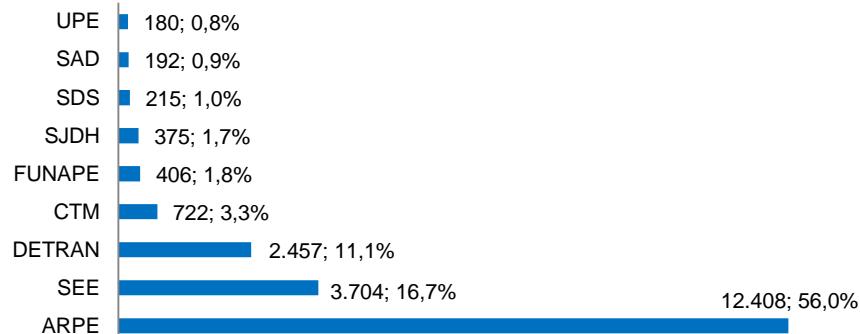
Elogios



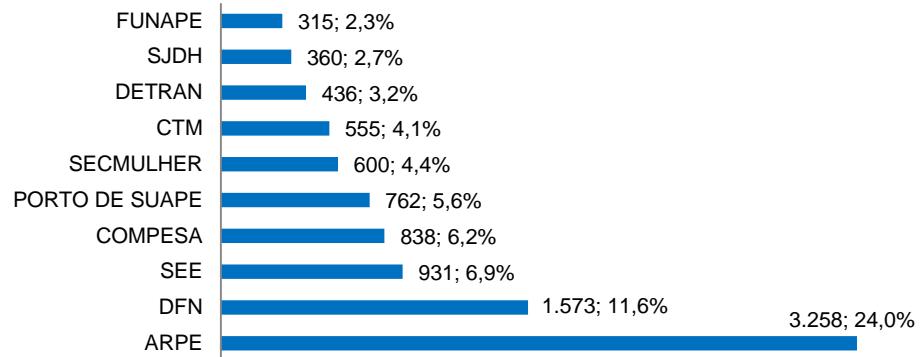
Sugestões



Informações



Solicitações



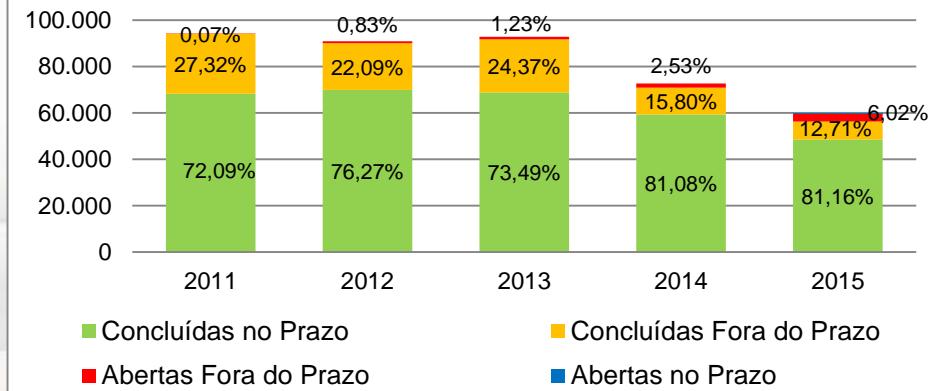
Top 10 - melhor resolutividade

DFN	1.622; 99,63%
CEPE	307; 99,67%
PORTO DE SUAPE	857; 96,84%
CTM	3.467; 93,80%
HEMOPE	370; 93,78%
UPE	362; 92,54%
SETUREL	391; 92,33%
SECMULHER	1.073; 91,33%
SAD	920; 90,76%
FUNAPE	863; 89,92%

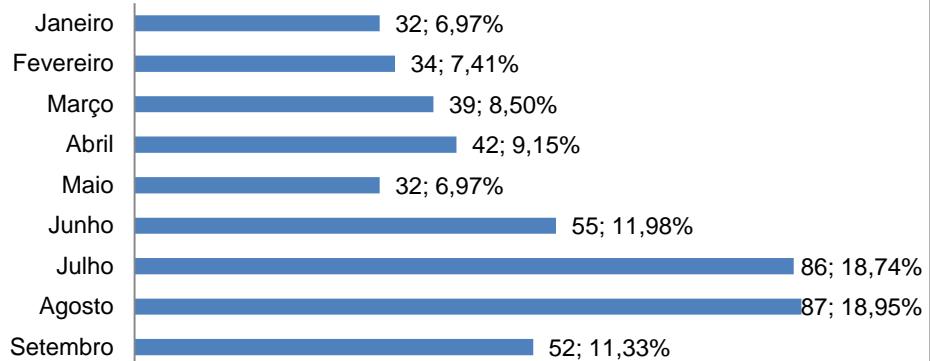
Top 10 - pior resolutividade

HUOC	167; 12,57%
PROCAPE	134; 14,93%
SES	853; 18,99%
CPRH	1.117; 23,90%
SDS	1.070; 38,50%
SJDH	1.552; 38,98%
FUNASE	483; 48,03%
SDSCJ	636; 62,42%
SEMPETQ	530; 73,58%
PERPART	240; 74,17%

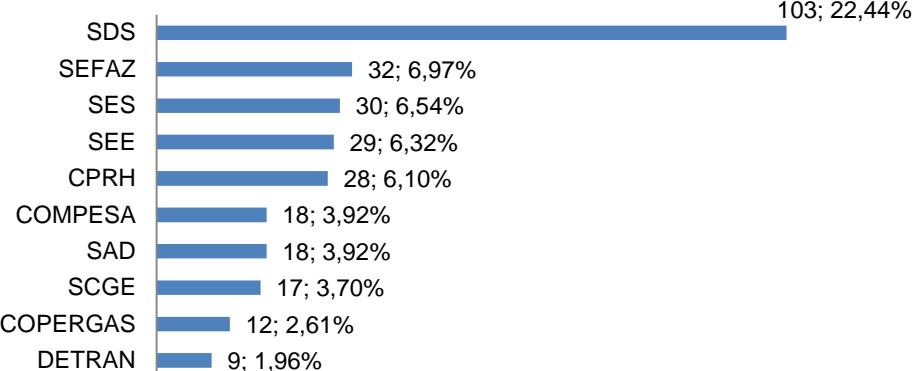
Resolutividade



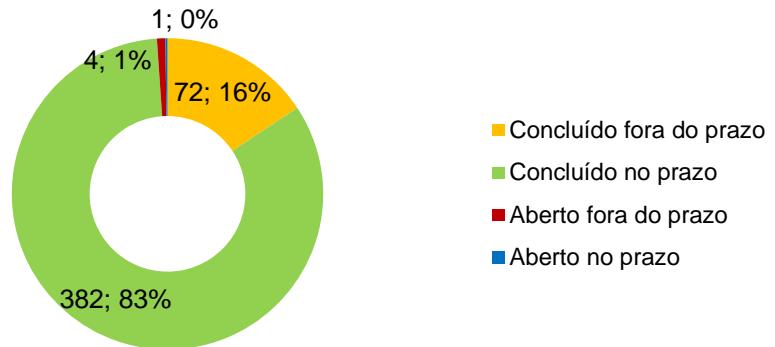
Pedidos de Acesso à Informação



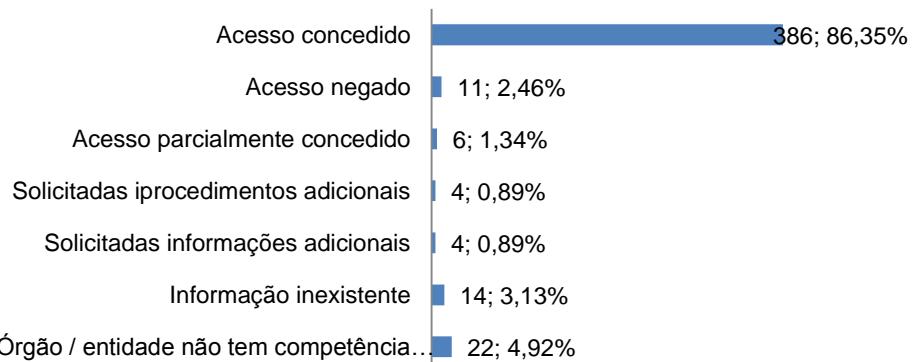
Top 10 - Pedidos de Acesso à Informação



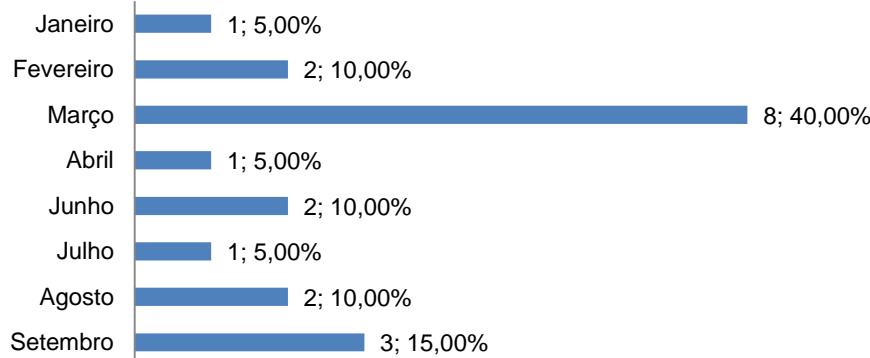
Resolutividade



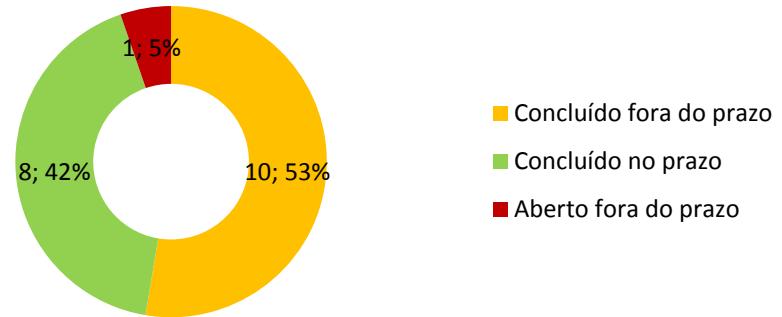
Tipo de resposta



Recursos



Resolutividade



Tipo de decisão

