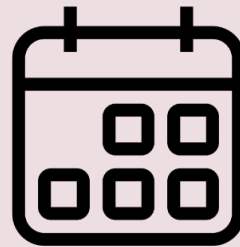


OUVIDORIA



NOVEMBRO

2013

PROTOCOLOS

NOV 13

recibidos

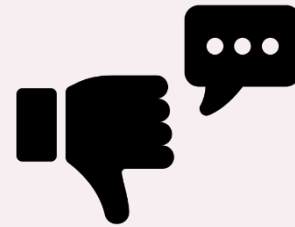
666



concluídos

374

NOV
13



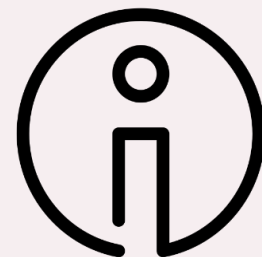
22,9%

Do total de
demandas

RECLAMAÇÃO

153 reclamações a
nível nacional

NOV
13

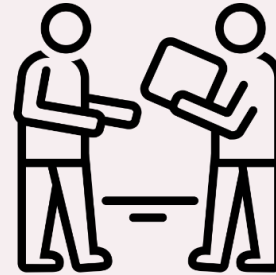


INFORMAÇÃO

126 pedidos de
informação

18,9%
do total de
demandas

NOV
13

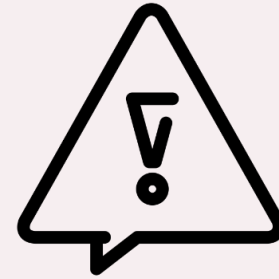


27,6%
do total de
demandas

SOLICITAÇÕES

184 solicitações a
nível nacional

NOV
13

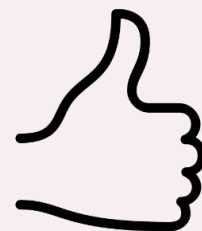


6%
do total de
demandas

DENÚNCIA

40 protocolos
cadastrados

NOV
13

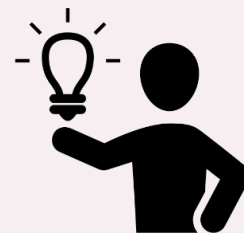


2,1%
do total de
demandas

ELOGIOS

14 elogio enviado
através do Canal

NOV
13

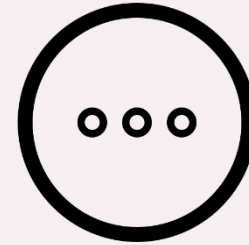


9,3%
do total de
demandas

SUGESTÃO

62 sugestões enviadas
a Ouvidoria

NOV
13

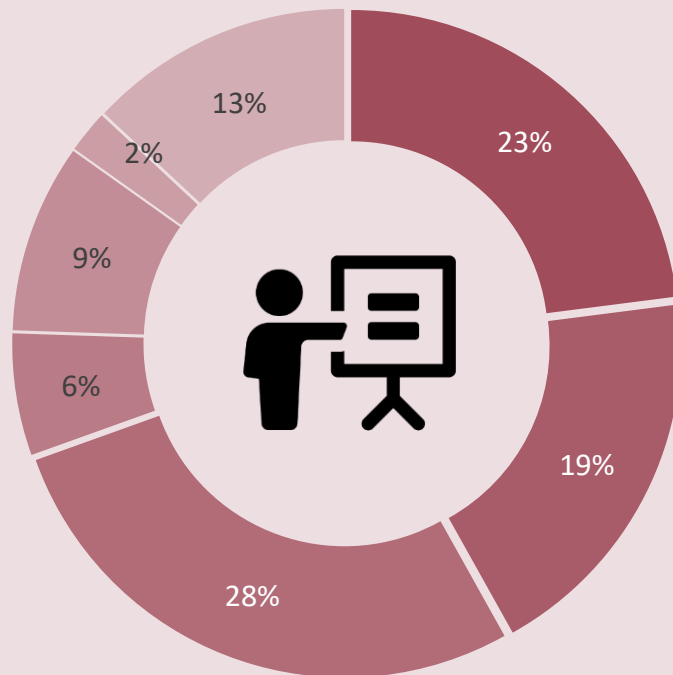


13%
do total de
demandas

DIVERSOS

87 demandas categorizadas
como assuntos diversos

PERCENTUAL TOTAL NOV 13



61,5%
anônimos



NÚMEROS POR REGIÃO E ESTADO

NOV 13

SUDESTE

363

NORDESTE

21

ND

150

CENTRO
OESTE

17

NORTE

8

SUL

88

