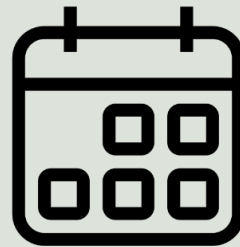


OUVIDORIA



JANEIRO

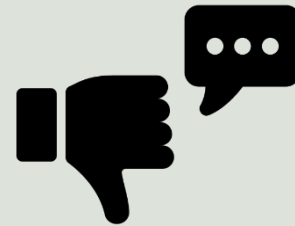
2014

PROTOCOLOS

JAN 14



JAN
14



RECLAMAÇÃO

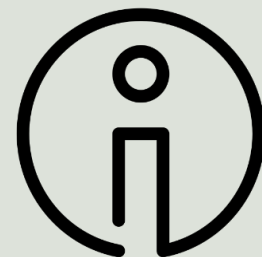
55 reclamações a
nível nacional

20%

Do total de
demandas

JAN
14

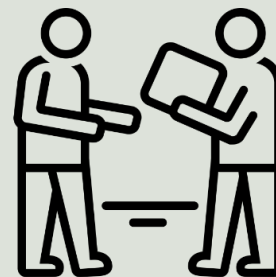
40%
do total de
demandas



INFORMAÇÃO

110 pedidos de
informação

JAN
14

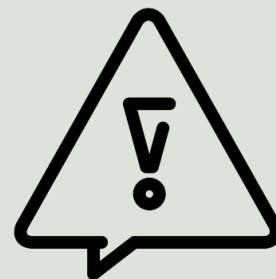


20,7%
do total de
demandas

SOLICITAÇÕES

57 solicitações a
nível nacional

JAN
14

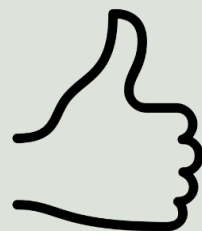


7,6%
do total de
demandas

DENÚNCIA

21 protocolos
cadastrados

JAN
14



ELOGIOS

1 elogio enviado
através do Canal

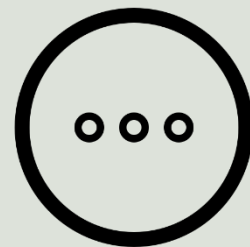
JAN
14



SUGESTÃO

8 sugestões enviadas
a Ouvidoria

JAN
14

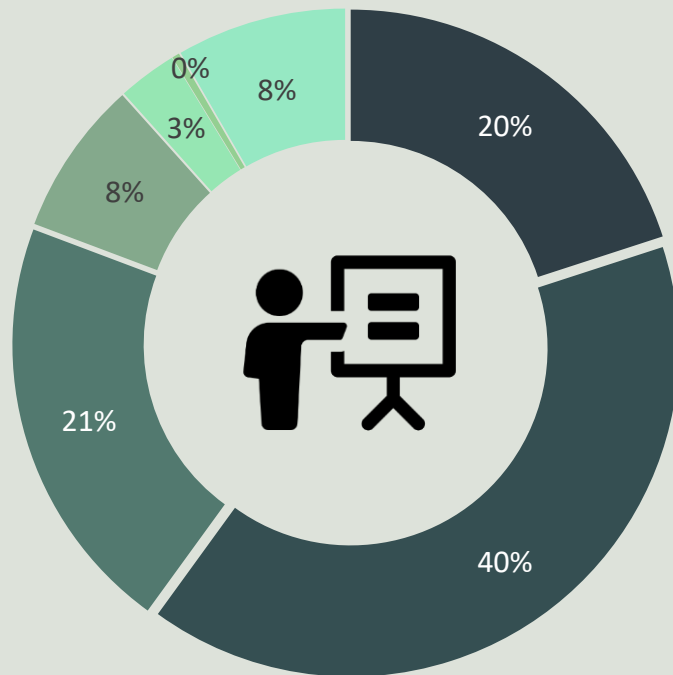


DIVERSOS

23 demandas categorizadas
como assuntos diversos

PERCENTUAL TOTAL

JAN 14



62,1%
anônimos



NÚMEROS POR REGIÃO E ESTADO

JAN 14

SUDESTE

134

NORDESTE

23

ND

81

**CENTRO
OESTE**

16

NORTE

2

SUL

18

