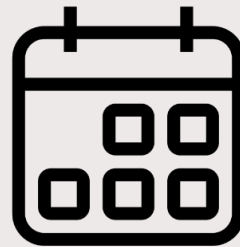


# OUVIDORIA

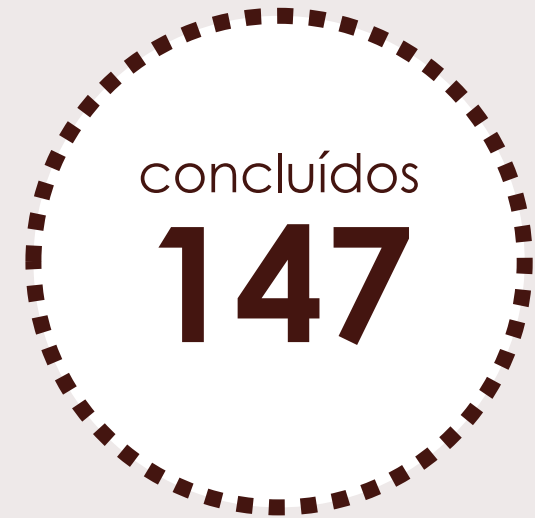


## OUTUBRO

2014

# PROTOCOLOS

OUT 14



OUT  
14

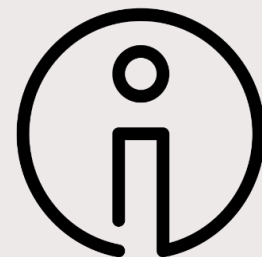


**19,7%**  
Do total de  
demandas

# RECLAMAÇÃO

**49** reclamações a  
nível nacional

OUT  
14

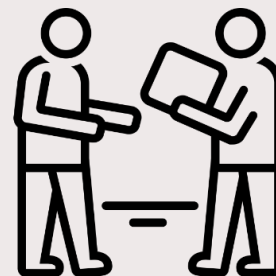


# INFORMAÇÃO

**79** pedidos de  
informação

**31,8%**  
do total de  
demandas

OUT  
14

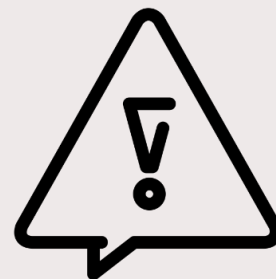


**24,1%**  
do total de  
demandas

# SOLICITAÇÕES

**60** solicitações a  
nível nacional

OUT  
14

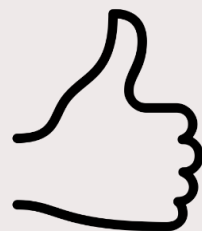


**8,8%**  
do total de  
demandas

# DENÚNCIA

**22** protocolos  
cadastrados

OUT  
14

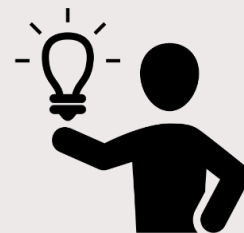


0%  
do total de  
demandas

## ELOGIOS

0 elogio enviado  
através do Canal

OUT  
14



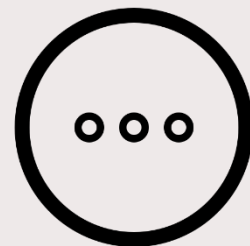
**3,6%**  
do total de  
demandas

## SUGESTÃO

**9** sugestões enviadas  
a Ouvidoria



OUT  
14

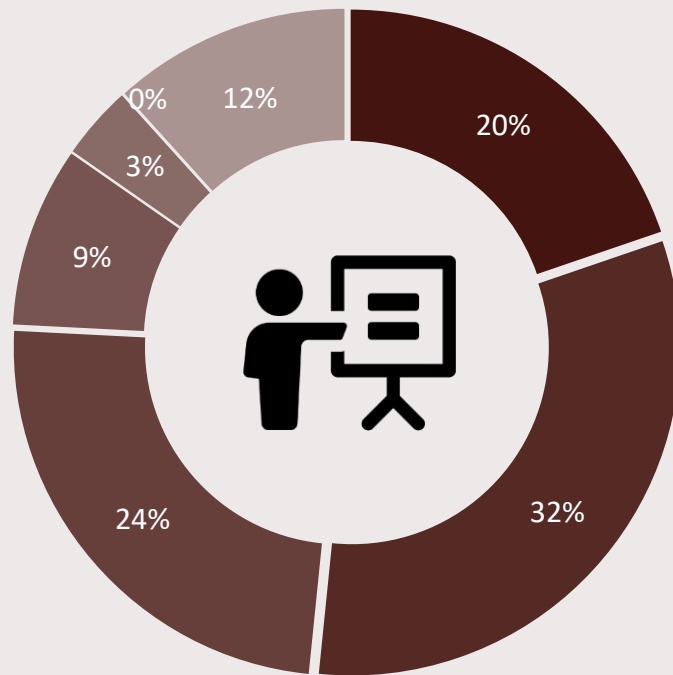


**11,6%**  
do total de  
demandas

## DIVERSOS

**29** demandas categorizadas  
como assuntos diversos

# PERCENTUAL TOTAL OUT 14



**64,9%**  
anônimos



# NÚMEROS POR REGIÃO E ESTADO

OUT 14

SUDESTE

118

NORDESTE

7

ND

16

CENTRO  
OESTE

7

NORTE

2

SUL

40

