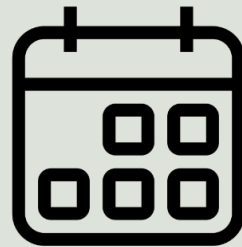


# OUVIDORIA

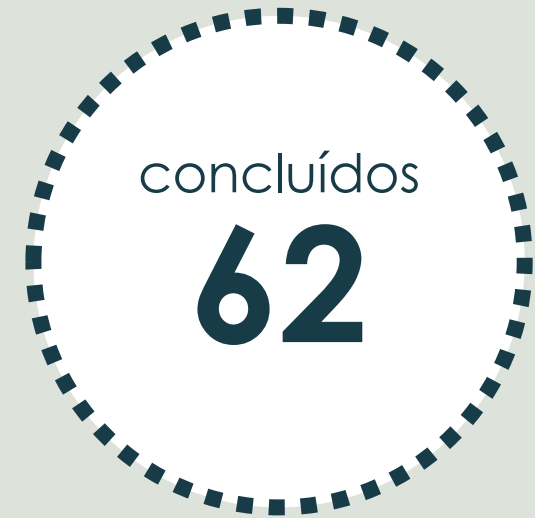


## JANEIRO

2015

# PROTOCOLOS

JAN 15



JAN  
15



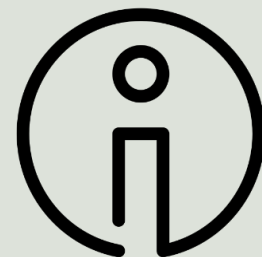
# RECLAMAÇÃO

**43** reclamações a  
nível nacional

**13%**

Do total de  
demandas

JAN  
15



# INFORMAÇÃO

**134** pedidos de  
informação

**40%**  
do total de  
demandas

JAN  
15

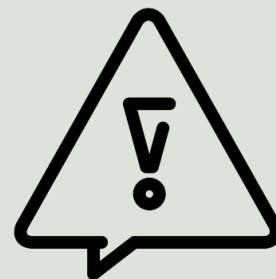


**20%**  
do total de  
demandas

# SOLICITAÇÕES

**68** solicitações a  
nível nacional

JAN  
15

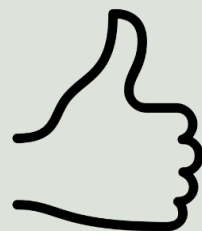


**15,8%**  
do total de  
demandas

# DENÚNCIA

**52** protocolos  
cadastrados

JAN  
15



## ELOGIOS

**0** elogio enviado  
através do Canal

JAN  
15

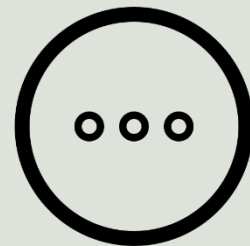


## SUGESTÃO

**7** sugestões enviadas  
a Ouvidoria



JAN  
15

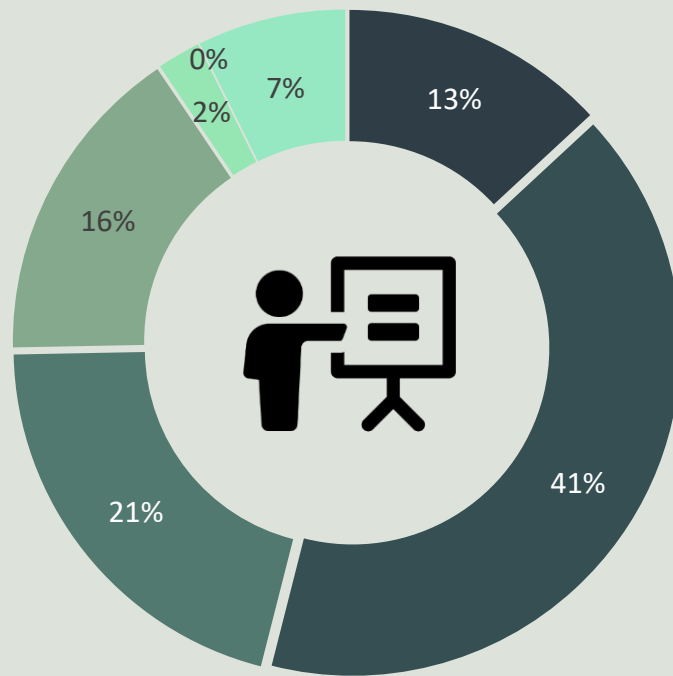


## DIVERSOS

**24** demandas categorizadas  
como assuntos diversos

# PERCENTUAL TOTAL

JAN 15



54,5%  
anônimos



# NÚMEROS POR REGIÃO E ESTADO

JAN 15

**SUDESTE**

144

**NORDESTE**

24

**ND**

110

**CENTRO  
OESTE**

5

**NORTE**

2

**SUL**

43

