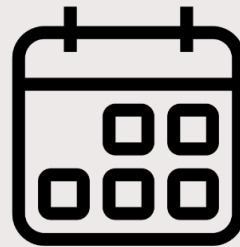


OUVIDORIA

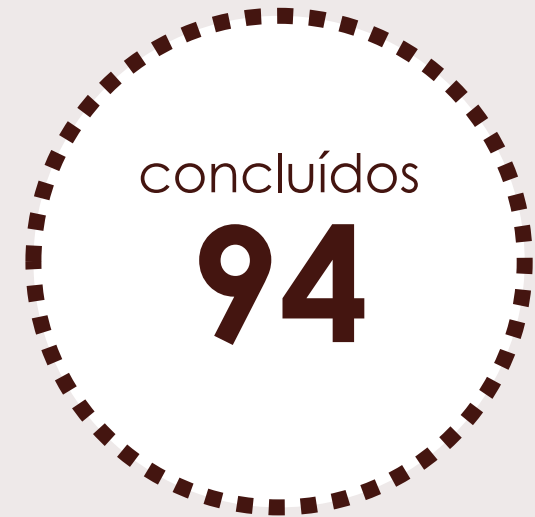


OUTUBRO

2015

PROTOCOS

OUT 15



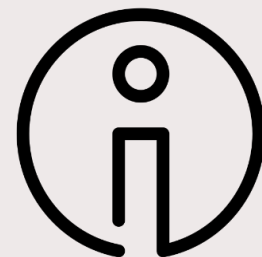
OUT
15



RECLAMAÇÃO

76 reclamações a
nível nacional

OUT
15

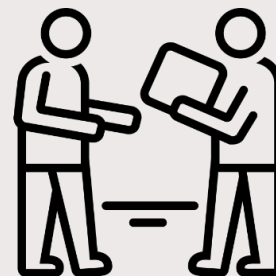


INFORMAÇÃO

92 pedidos de
informação

26%
do total de
demandas

OUT
15

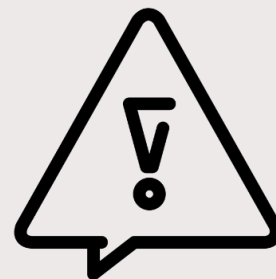


SOLICITAÇÕES

91 solicitações a nível nacional

26%
do total de demandas

OUT
15

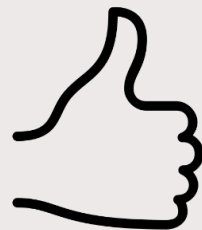


DENÚNCIA

37 protocolos
cadastrados

10,6%
do total de
demandas

OUT
15

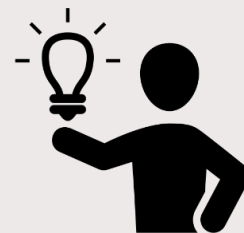


1,4%
do total de
demandas

ELOGIOS

5 elogio enviado
através do Canal

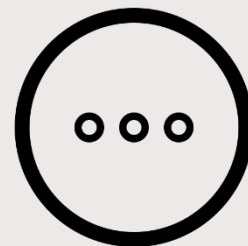
OUT
15



SUGESTÃO

12 sugestões enviadas
a Ouvidoria

OUT
15

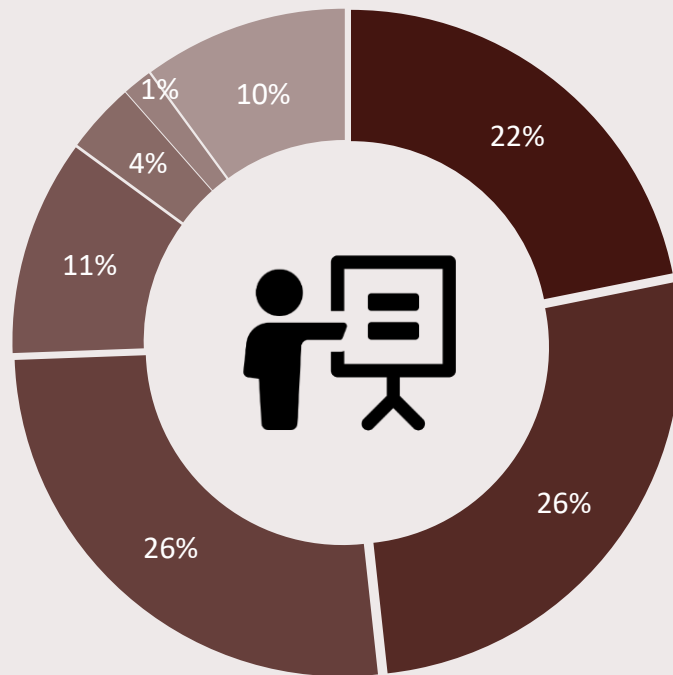


10%
do total de
demandas

DIVERSOS

35 demandas categorizadas
como assuntos diversos

PERCENTUAL TOTAL OUT 15



68%
anônimos



NÚMEROS POR REGIÃO E ESTADO

OUT 15

SUDESTE

146

NORDESTE

23

ND

140

CENTRO
OESTE

11

NORTE

7

SUL

21

