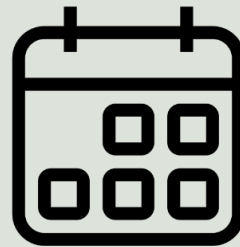


OUVIDORIA

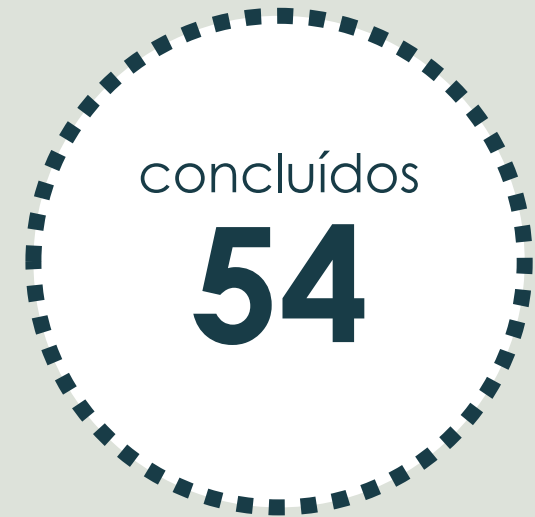


JANEIRO

2016

PROTOCOLOS

JAN 16



JAN
16



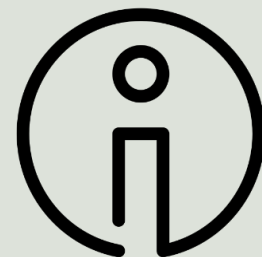
RECLAMAÇÃO

82 reclamações a
nível nacional

20%

Do total de
demandas

JAN
16

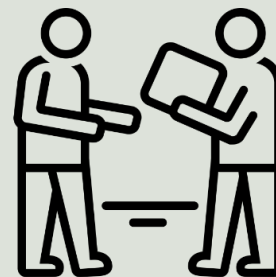


INFORMAÇÃO

150 pedidos de
informação

36%
do total de
demandas

JAN
16

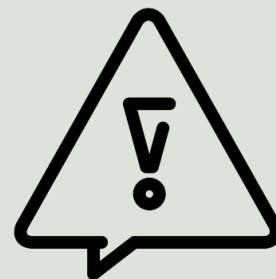


20%
do total de
demandas

SOLICITAÇÕES

83 solicitações a
nível nacional

JAN
16

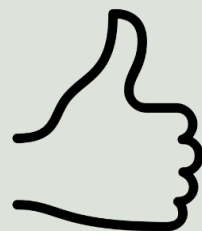


12,8%
do total de
demandas

DENÚNCIA

53 protocolos
cadastrados

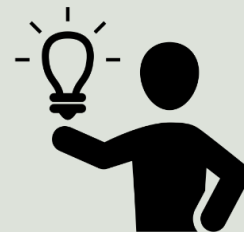
JAN
16



ELOGIOS

0 elogio enviado
através do Canal

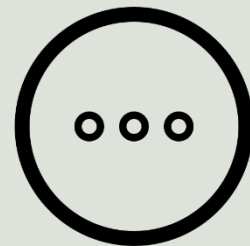
JAN
16



SUGESTÃO

15 sugestões enviadas
a Ouvidoria

JAN
16

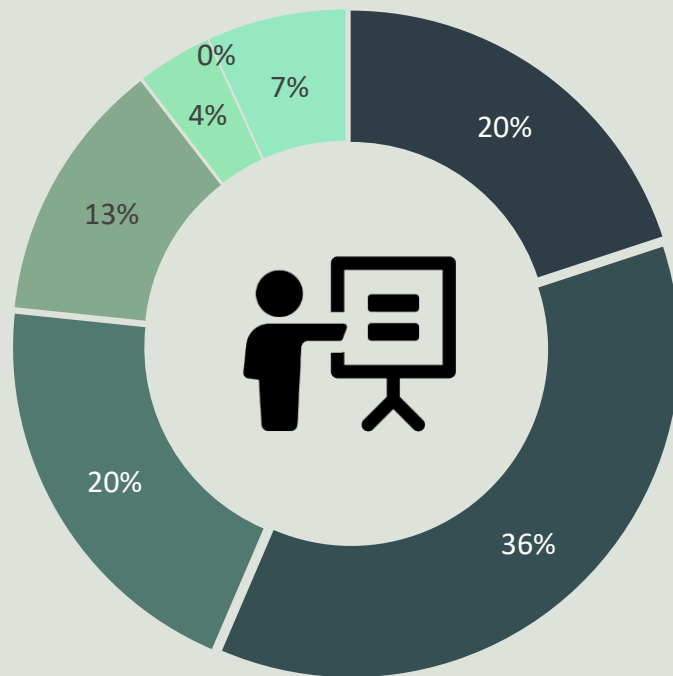


DIVERSOS

28 demandas categorizadas
como assuntos diversos

PERCENTUAL TOTAL

JAN 16



62%
anônimos



NÚMEROS POR REGIÃO E ESTADO

JAN 16

SUDESTE

211

NORDESTE

17

ND

131

**CENTRO
OESTE**

9

NORTE

2

SUL

41

