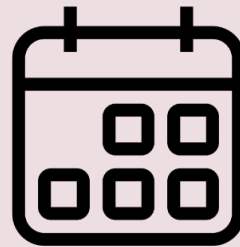


OUVIDORIA



NOVEMBRO

2016

PROTOCOLOS

NOV 16

recibidos

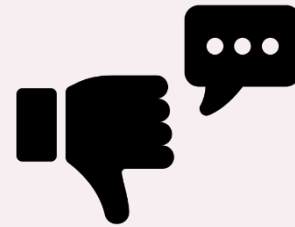
233



Concluídos

189

NOV
16



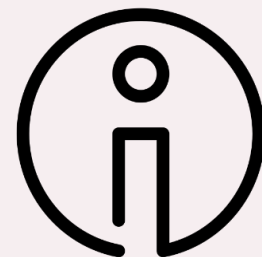
14,1%

Do total de
demandas

RECLAMAÇÃO

33 reclamações a
nível nacional

NOV
16

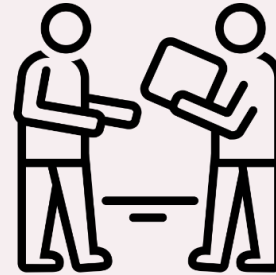


INFORMAÇÃO

73 pedidos de
informação

31,3%
do total de
demandas

NOV
16

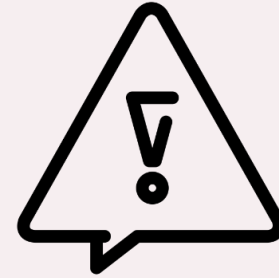


19,3%
do total de
demandas

SOLICITAÇÕES

45 solicitações a
nível nacional

NOV
16

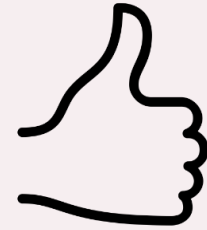


DENÚNCIA

43 protocolos
cadastrados

18,4%
do total de
demandas

NOV
16

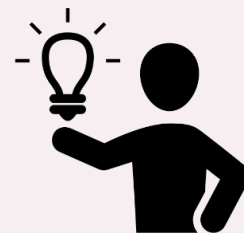


0%
do total de
demandas

ELOGIOS

0 elogio enviado
através do Canal

NOV
16

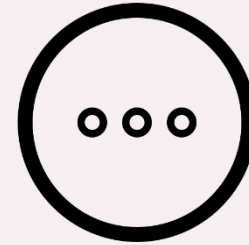


2,1%
do total de
demandas

SUGESTÃO

5 sugestões enviadas
a Ouvidoria

NOV
16



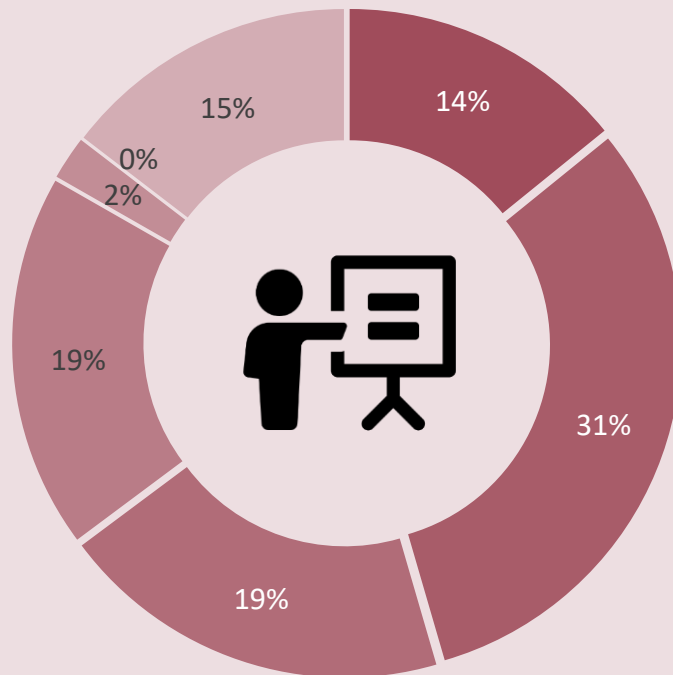
14,5%
do total de
demandas

DIVERSOS

34 demandas categorizadas
como assuntos diversos

PERCENTUAL TOTAL

NOV 16



56%
anônimos



NÚMEROS POR REGIÃO E ESTADO

NOV 16

SUDESTE

95

NORDESTE

17

ND

99

CENTRO
OESTE

7

NORTE

3

SUL

12

