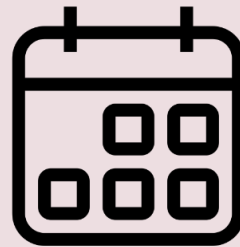


# OUVIDORIA



## NOVEMBRO

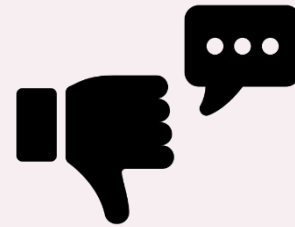
2018

# PROTOCOLOS

NOV 18



NOV  
18



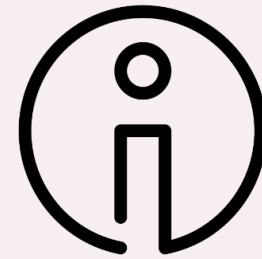
**37,7%**

Do total de  
demandas

# RECLAMAÇÃO

**40** reclamações a  
nível nacional

NOV  
18

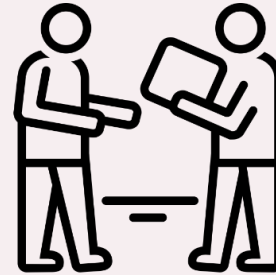


# INFORMAÇÃO

**26** pedidos de  
informação

**24,5%**  
do total de  
demandas

NOV  
18

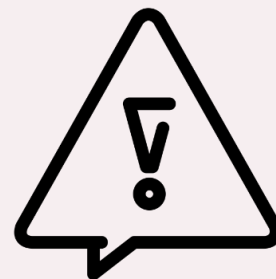


**8,4%**  
do total de  
demandas

# SOLICITAÇÕES

**9** solicitações a  
nível nacional

NOV  
18

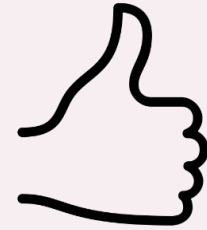


# DENÚNCIA

**28** protocolos  
cadastrados

**26,4%**  
do total de  
demandas

NOV  
18



**1,88%**

do total de  
demandas

## ELOGIOS

**2** elogio enviado  
através do Canal

NOV  
18



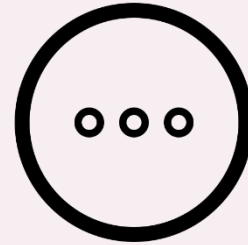
**0,9%**  
do total de  
demandas

# SUGESTÃO

**1** sugestões enviadas  
a Ouvidoria



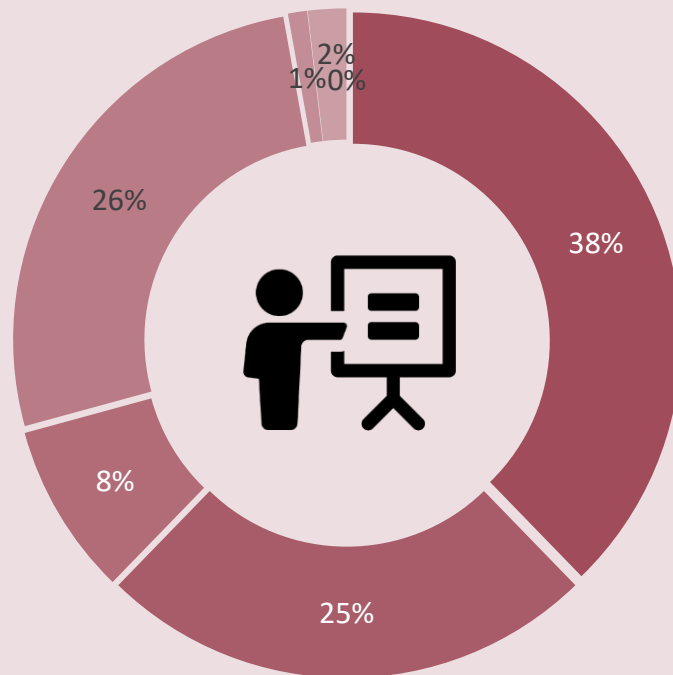
NOV  
18



## DIVERSOS

**0** demandas categorizadas  
como assuntos diversos

# PERCENTUAL TOTAL NOV 18



**20,7%**  
anônimos



# NÚMEROS POR REGIÃO E ESTADO

NOV 18

SUDESTE

61

NORDESTE

21

ND

0

CENTRO  
OESTE

6

NORTE

1

SUL

17

