



OUVIDORIA MUNICIPAL

**7º RELATÓRIO SEMESTRAL
de MAIO/2016
a
OUTUBRO/2016**

**MUNICÍPIO DA
ESTÂNCIA BALNEÁRIA
DE PRAIA GRANDE**

SECRETARIA DE GOVERNO

"Dificuldades e empecilhos podem se tornarem barreiras intransponíveis, mas você pode fazer disso uma oportunidade de crescimento"

Mayjo



SECRETARIA DE GOVERNO

APRESENTAÇÃO

Em cumprimento ao Decreto nº 5345, de 26 de junho de 2013 , o presente Relatório da Ouvidoria Municipal, em sua 6ª edição, compreende o período de novembro de 2015 a abril de 2016 e tem por objetivo mostrar as informações registradas pelas Secretarias Municipais e respectivos órgãos, apresentando uma análise crítica dos principais dados coletados.

Ressalta-se aqui também o trabalho que vem sendo feito na aproximação entre os diversos ouvidores e os responsáveis pelos serviços nos órgãos - RSOs, por meio de encontros, fóruns de discussões e reuniões para tratamento de assuntos específicos com vistas ao aprimoramento do atendimento ao cidadão - usuário.

Este relatório apresenta as seguintes informações:

I-Dados numéricos totalizando as manifestações registradas de cada Secretaria no semestre de novembro de 2015 a abril de 2016, possibilitando a visualização da análise comparativa entre os respectivos períodos;

II- Gráficos das manifestações classificadas por tipologia;

III- Gráficos destacando os canais de acesso utilizados pelos cidadãos, e outros dados comparativos relevantes;

IV- Os serviços com maior número de manifestações e demandas, as necessidades e as dificuldades vivenciadas pelo cidadão em relação ao atendimento e a prestação dos serviços públicos e as questões que envolvem a melhoria nas condições de atuação dos ouvidores e equipes.

EXPEDIENTE

Prefeito

Alberto Mourão

Vice-Prefeita e Secretária de Governo

Maura Ligia Costa Russo

Diretora de Divisão de Atendimento ao Cidadão

Andrea Aparecida da Silva

Chefe de Gabinete

Flávia Cristina Alvarez Lorenzo

Diretora de Dep. de Acompanhamento de Metas

Ana Flávia Teixeira Scarelli

Assessoria

Marcio Glauber Vicente de Oliveira

Romero Nunes da Costa

Tânia Maria Teixeira Simões de Oliveira

Responsável pelo Serviço no Órgão – RSO

Alan de Mello Ceres Ferreira - *CIDADANIA*

Angelita Dulce da Silva Rodrigues - *SEG*

Gremacia Barbosa Pinheiro Salim - *SETRANSP*

Camila Mariane Rocha de Mattos - *SEAD*

Cintia dos Anjos Guimarães – *SESURB*

Danielle Pereira Lacerda - *SESURB*

Edgar Dall'Acqua - *SECTUR*

Eliane Dominguez Mazetto - *SEPLAN*

Fabiano Bueno Antonachi – *SEASP*

Fernanda Aguiar Alves - *SEDUC*

Fredes Mendonça da Silva - *SEEL*

João Carlos M. Gallego - *SEMA*

Laio Peres - *SECOM*

Maria Carolina Dondon S. Silveira - *CGM*

Nadilma M. Melo Farinelli - *PROGEM*

Paola Ghelare Mastrichi - *SEOP*

Paula Rodrigues - *SEURB*

Responsável pelo Serviço no Órgão – RSO cont...

Rafhaela da Silva Barbosa - *SEHAB*

Regiane Oliveira Roemer - *SETRAN*

Rodrigo Carlos Valente - *SEDETRRA*

Rosangela Andreatta - *SEFIN*

Solange Batista Freitas Andrioli - *SESURB*

Tania Maria Queiroz Gomes - *SEPROS*

Thiago Monti Gonçalves - *GABINETE*

Ouvidores

Antonio Carlos Biazotto Filho - *SEASP*

Marco Alves dos Santos - *SEASP*

Monica Correia de Moura - *SESAP*

Solange de Mello L. Porto - *SESAP*

Colaboradores

Adriana Stradioto Maciel Oliveira - *PROGEM*

Alejandro Macedo Moura de Castilho - *SEAD*

Alessandra Ferreira Silva - *SESURB*

Aline Caires – *GABINETE*

Aracy Lopes de Oliveira - *SESURB*

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Daniel Elias dos Santos Pereira - *SEDUC*

Edno Roberto da Silva - *SETRAN*

Fernanda Marques Barreiro - *SESURB*

Gilberto Douglas Batista - *SESURB*

Janaina Souza Pereira Costa - *CIDADANIA*

José Augusto Lopes - *SEFIN*

Leonardo Conti Santos - *SEURB*

Luis Gustavo Mourellos - *SEHAB*

Luiz Felipe Gimenes Marchezoni – *SESAP*

Marcela Luzia de Lara e Silva - *SESURB*

Marina Caroline Pitorri Melli - *SESURB*

Marcio Henrique de Oliveira - *GABINETE*

Maria Angélica Bezerra da Silva - *SEURB*

Responsável pelo Serviço no Órgão – RSO cont...

Maria Aparecida Marcelino Matos - *SETRANSP*

Natalie Bodra - *SETRAN*

Paula Renata Santiago - *CIDADANIA*

Patricia Fernandes - *SETRAN*

Raphaela da Silva Barbosa - *SEHAB*

Rita de Cássia da Silva - *SEDUC*

Roselaine Fernandes da Silva – *SEDUC*

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Rubens Fraix Povrezan - *SEFIN*

Sergio Luiz Bueno Machado - *SETRAN*

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Sonia Pereira Dias de Barros - *SEDUC*

Thamiris Roberta Vieira de Oliveira - *SESURB*

Tuane Fagundes Ferreira - *SEOP*

Vinícius Ederson da Silva - *SEPROS*

Central de Atendimento - 162

Juliana de Souza Barbosa

Luzia Aparecida da Silva

Marileide Daltro Barreto

Nadia Maria Rodrigues Estrela

Sandra Regina dos Santos

Sandra Regina Ferreira Sampaio

Stephani Pamella Rodrigues

Equipe Externa

Bruno de Menezes Santos - *CIDADANIA*

Eleniuzza Ap. Borges da Silva - *CIDADANIA*

Flávio Damaceno de Amorim - *CIDADANIA*

Isac de Oliveira Junior - *CIDADANIA*

Ivanildo Martins Braga - *CIDADANIA*

Marcelo Valerio de Medeiros - *CIDADANIA*

Nathalia Fernanda C. Gonçalves - *CIDADANIA*

Valtair de Azevedo Santos - *CIDADANIA*



GLOSSÁRIO

RSO - *Responsável pelo Serviço no Órgão*

PROGEM - *Procuradoria Geral do Município*

CGM - *Controladoria Geral do Município*

LAIP - *Lei de Acesso à Informação Pública*

GP - *Gabinete do Prefeito*

SEAD - *Secretaria de Administração*

SEASP - *Secretaria de Assuntos de Segurança Pública*

SECOM - *Secretaria de Comunicação*

SECTUR - *Secretaria de Cultura e Turismo*

SEDETTRA - *Secretaria de Desenv. Econômico, Ciência, Tecnologia e Trabalho*

SEDUC - *Secretaria de Educação*

SEEL - *Secretaria de Esporte e Lazer*

SEFIN - *Secretaria de Finanças*

SEG - *Secretaria de Governo*

SEHAB - *Secretaria de Habitação*

SEMA - *Secretaria de Meio Ambiente*

SEOP - *Secretaria de Obras Públicas*

SEPLAN - *Secretaria de Planejamento*

SEPROS - *Secretaria de Promoção Social*

SESAP - *Secretaria de Saúde Pública*

SESURB - *Secretaria de Serviços Urbanos*

SETRAN - *Secretaria de Trânsito*

SETRANSP - *Secretaria de Transporte*

SEURB - *Secretaria de Urbanismo*

CONTRU - *Controle Urbano*

SUS - *Serviço Único de Saúde*



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PARTICIPAÇÃO EM EVENTOS, PROGRAMAS, CAPACITAÇÕES E PUBLICIDADE

- ✓ **Conhecendo Nossa Cidade** - Projeto voltado para os munícipes , que tem como objetivo divulgar os pontos turísticos e os serviços oferecidos pela Prefeitura criando, assim, uma identidade com a cidade. Durante o desenvolvimento do projeto divulga-se o canal da Ouvidoria como instrumento de participação.

- ✓ **Cartilha Juventude Legal** - Publicação elaborada especialmente aos jovens munícipes, cujo objetivo é apresentar um resumo dos serviços oferecidos , fonte de consulta e canais de comunicação dos diversos setores e ações implantadas pela prefeitura e seus parceiros na gestão pública da cidade;

- ✓ **Programa Integração** - Programa voltado aos funcionários que assumiram recentemente suas atribuições, via concurso público. Este programa tem como objetivo acolher e valorizar os novos funcionários estreitando o relacionamento deles com a administração pública e apresentando de maneira oficial a estrutura administrativa e os serviços oferecidos à todos .

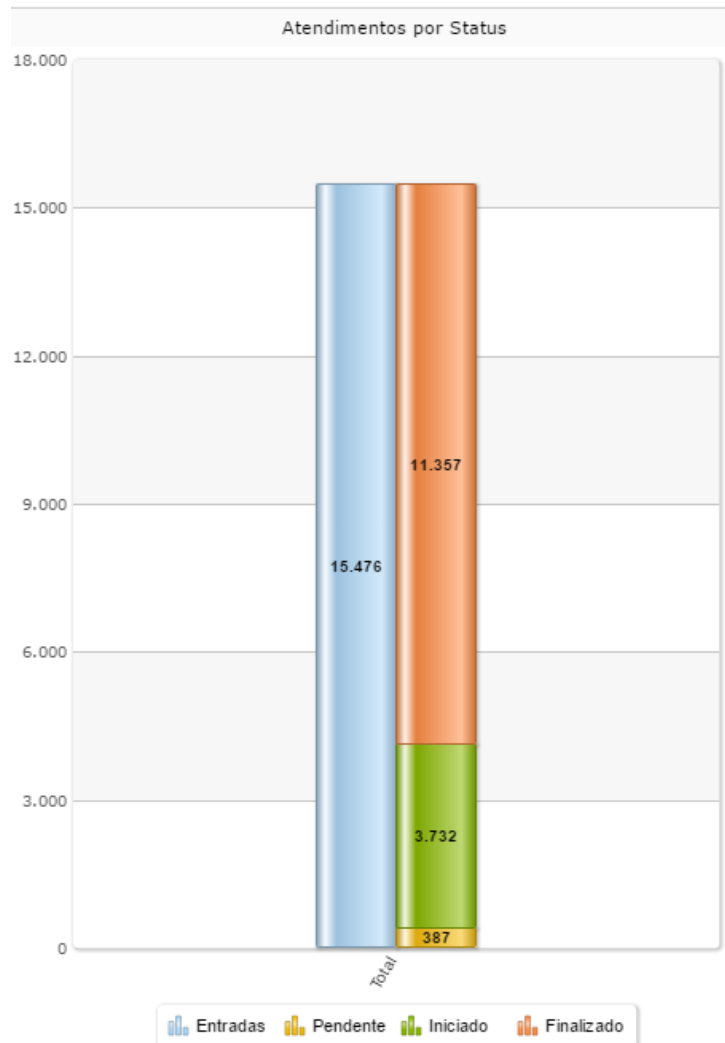
- ✓ **Material Publicitário** -
 - Adesivamento do vidro traseiro dos veículos da Prefeitura com banner informativo;
 - Banner informativo na capa do carnê do IPTU;
 - Divulgação de informações no holerite dos funcionários.

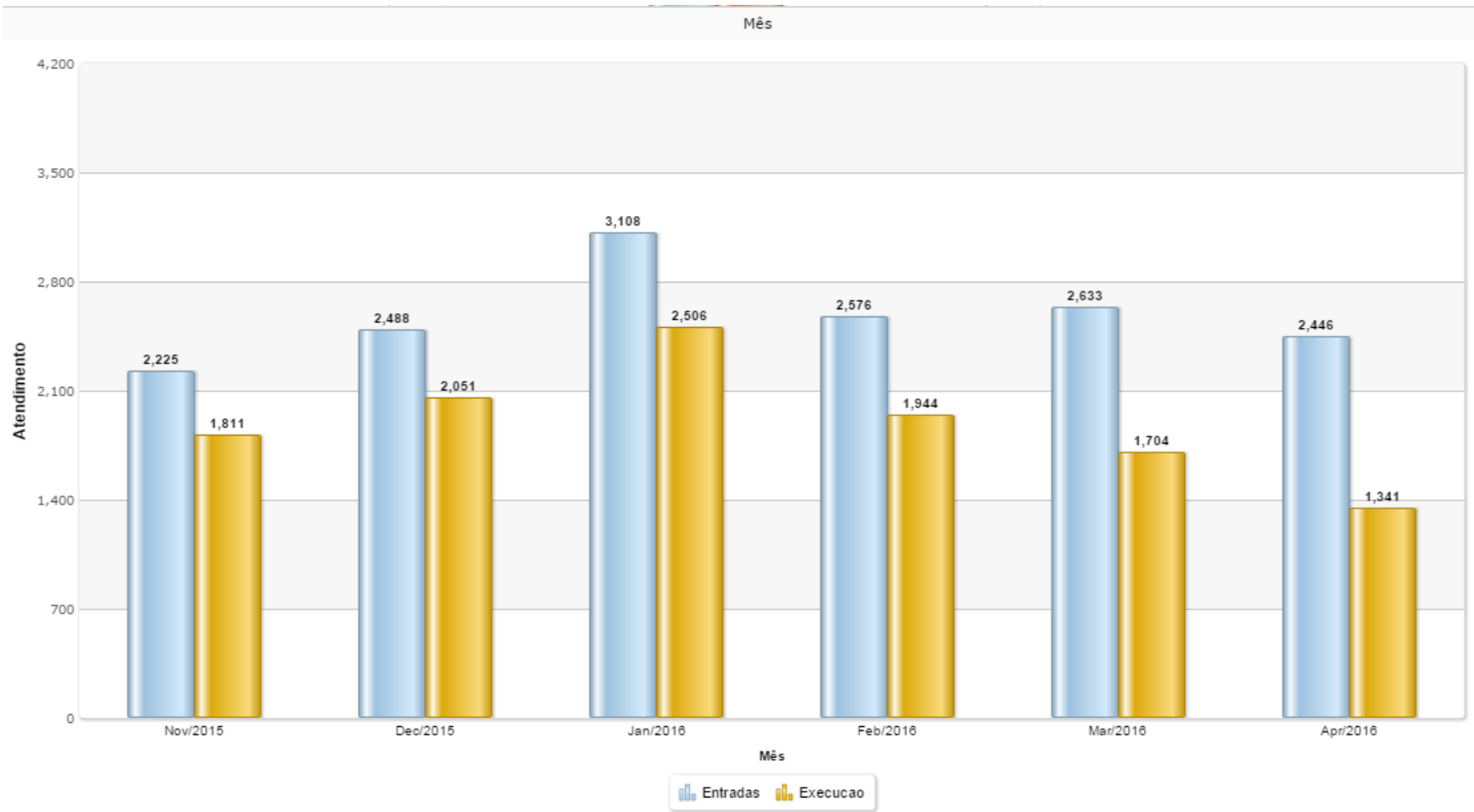
- ✓ **Formação e Capacitação** -
 - Participação nas Audiências Públicas;
 - Formação na Escola de Administração Fazendária;
 - Reunião de atualização com os Ouvidores e RSOs de cada Secretaria;
 - Reunião com representantes das comissões de ética da Seduc, Sesap, Sesurb , GCM e sua Corregedoria e a Comissão Permanente de Procedimentos Disciplinares - CCPD, em face às denúncias apresentadas contra servidores públicos e as formas de apuração;
 - Curso EAD da Escola Nacional de Mediação e Conciliação.

DADOS GERAIS

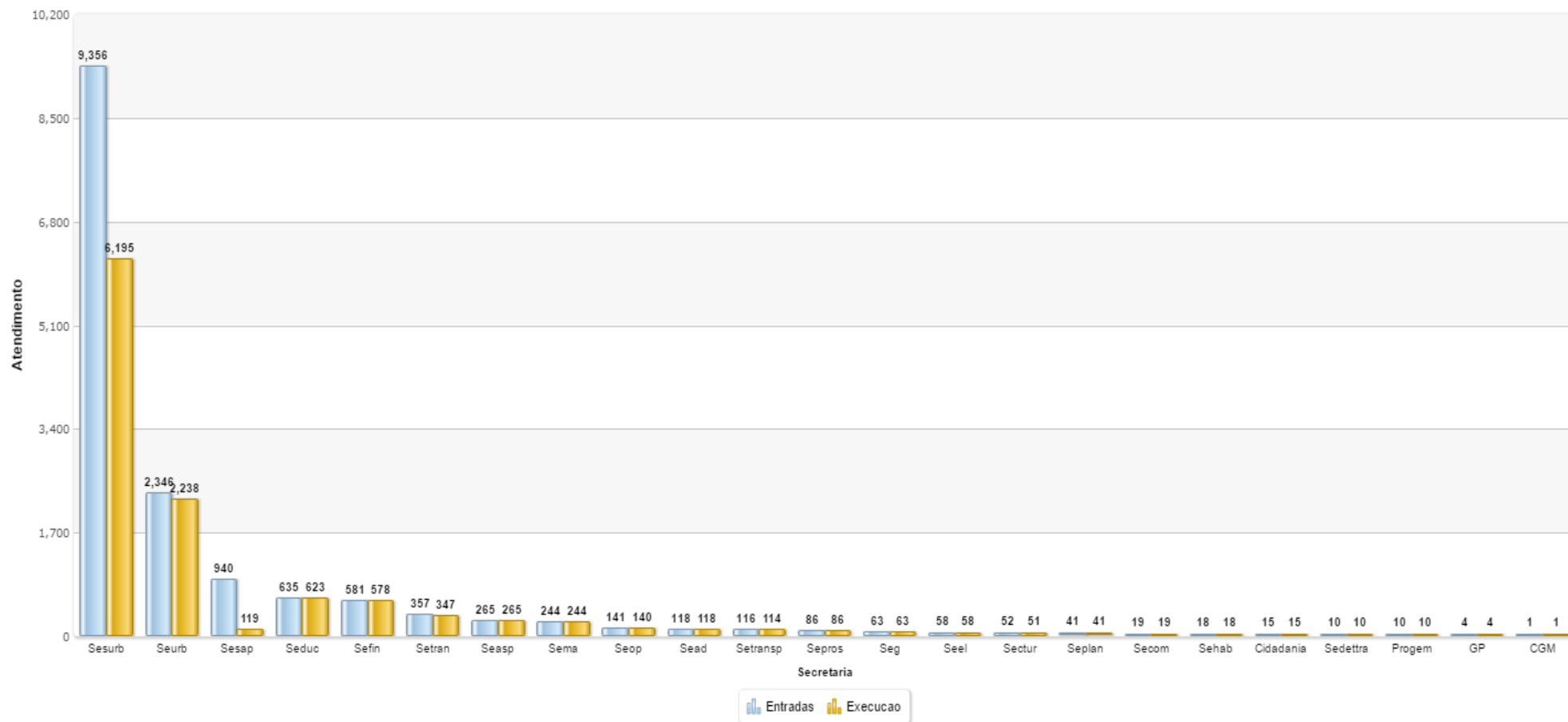


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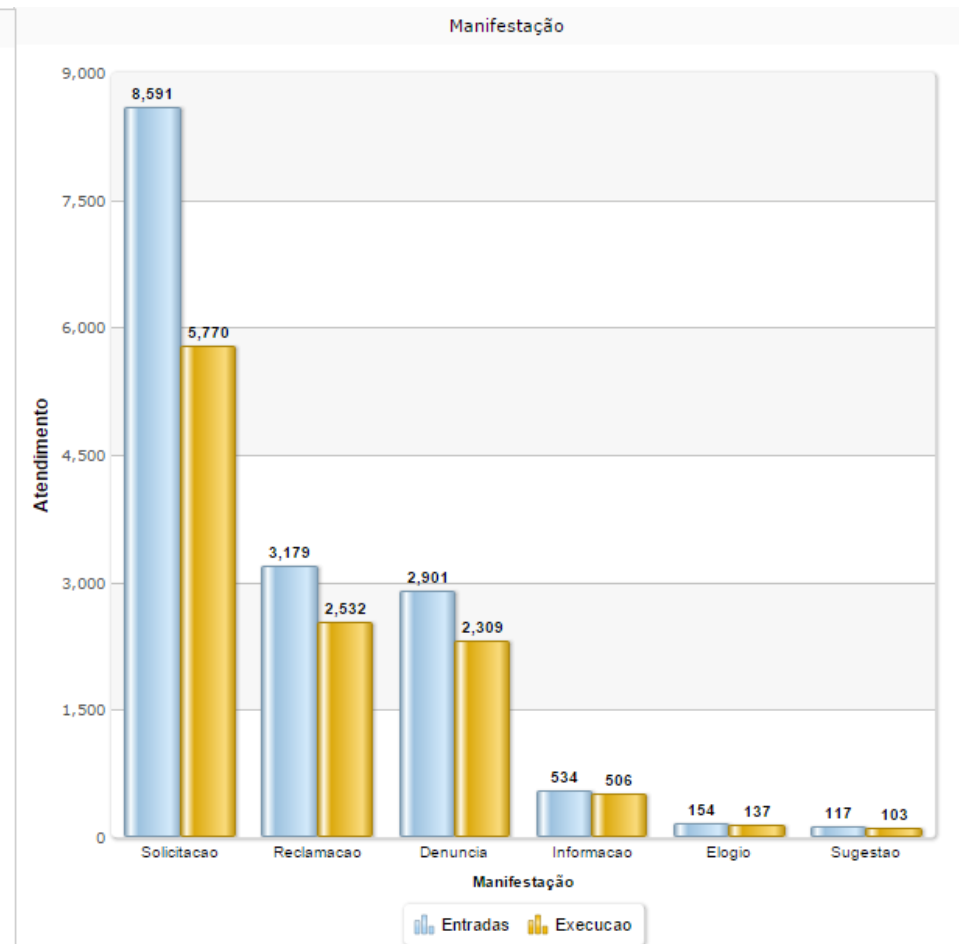
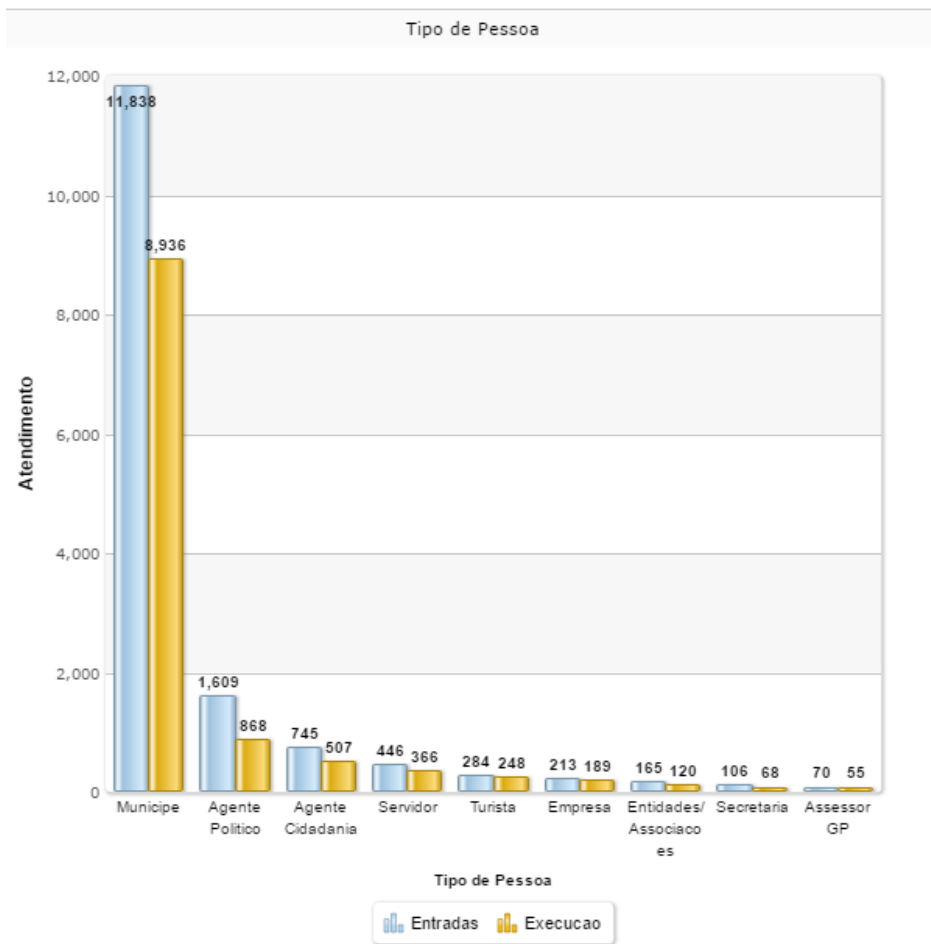


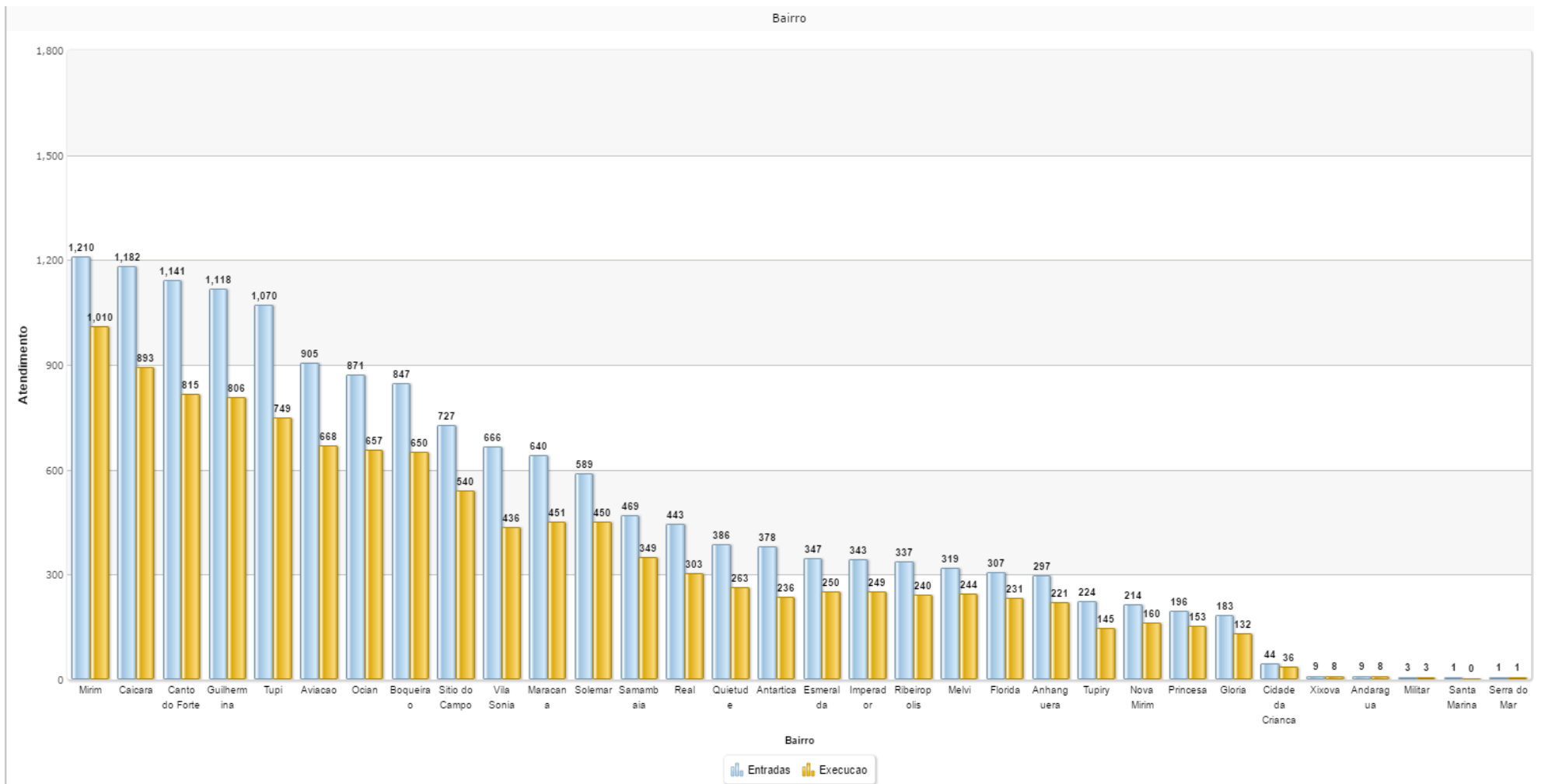


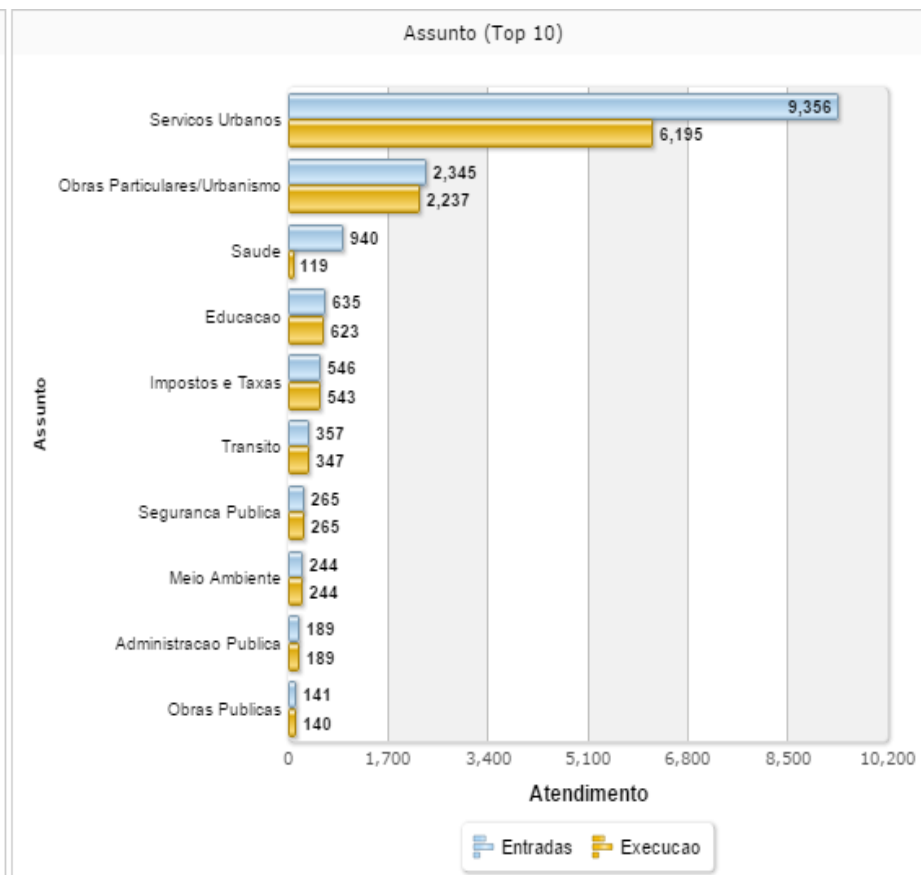
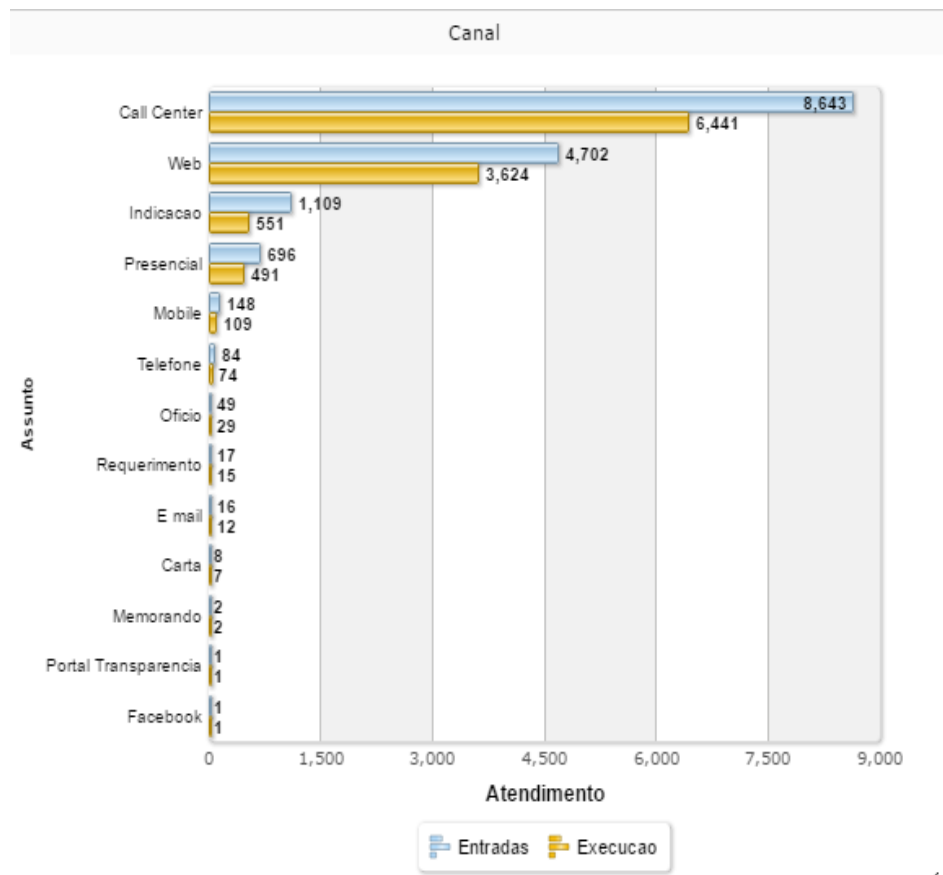
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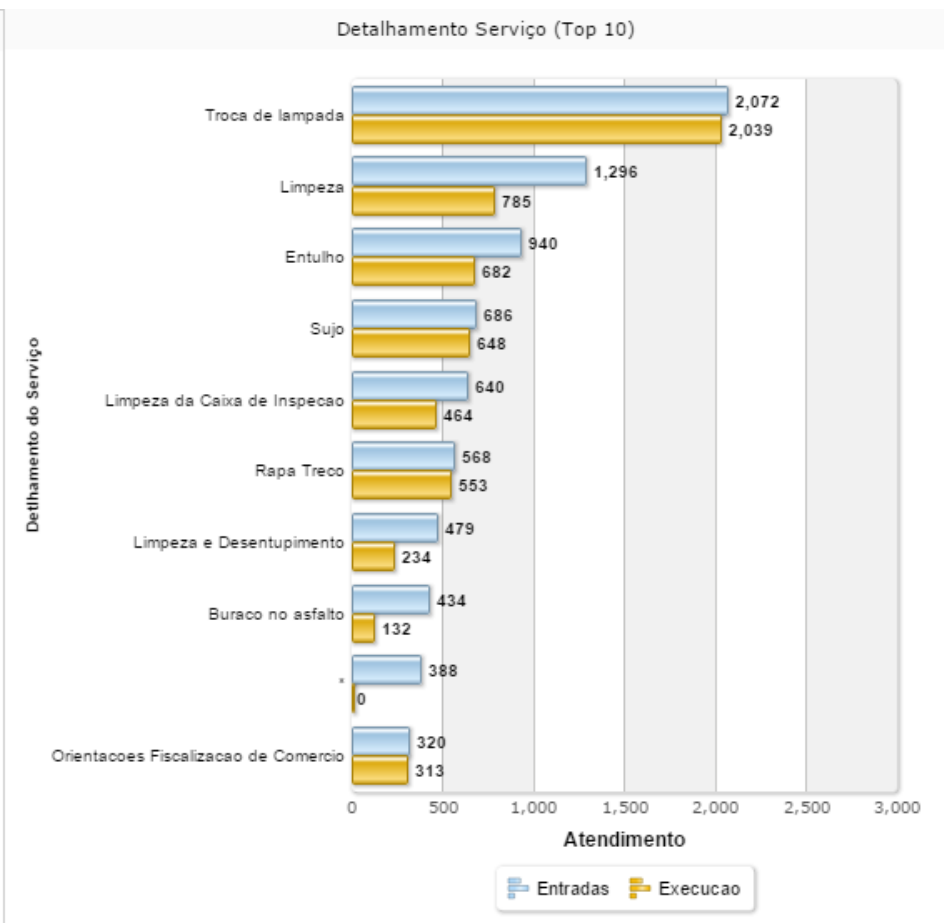
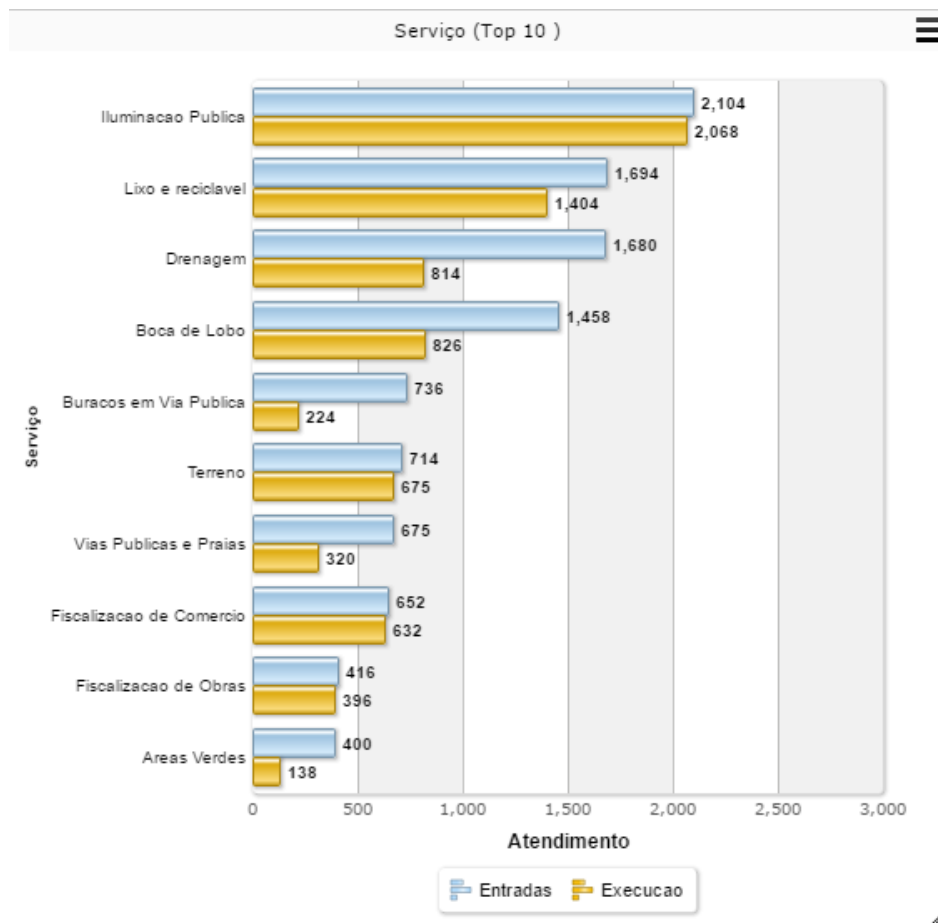


SECRETARIA DE GOVERNO









LEVANTAMENTO DAS MANIFESTAÇÕES POR SECRETARIA



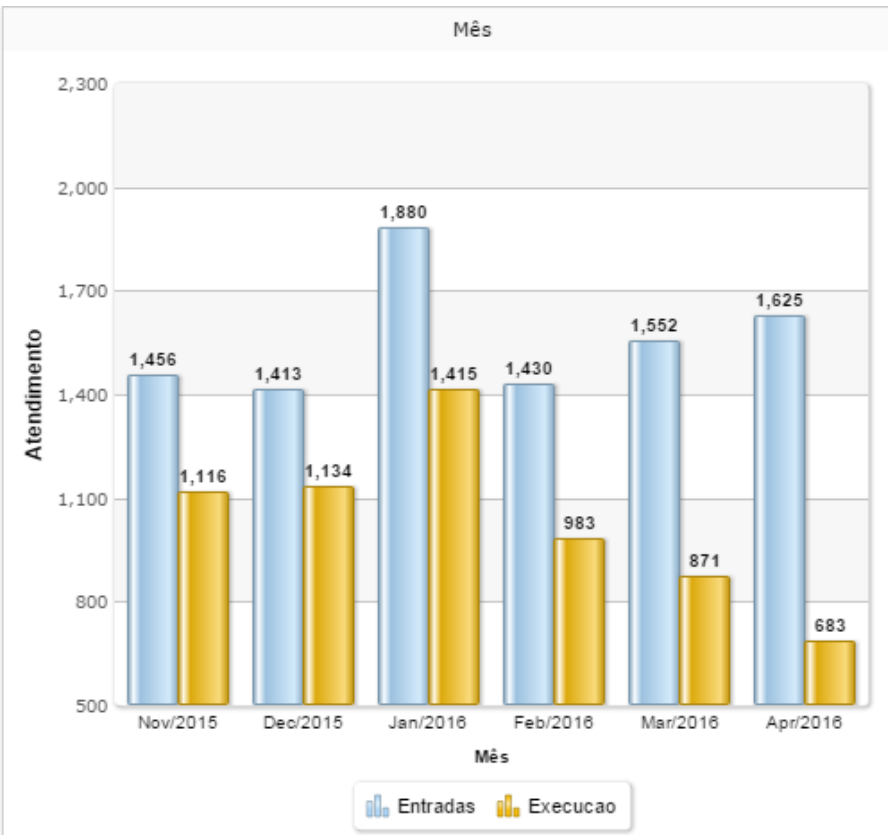
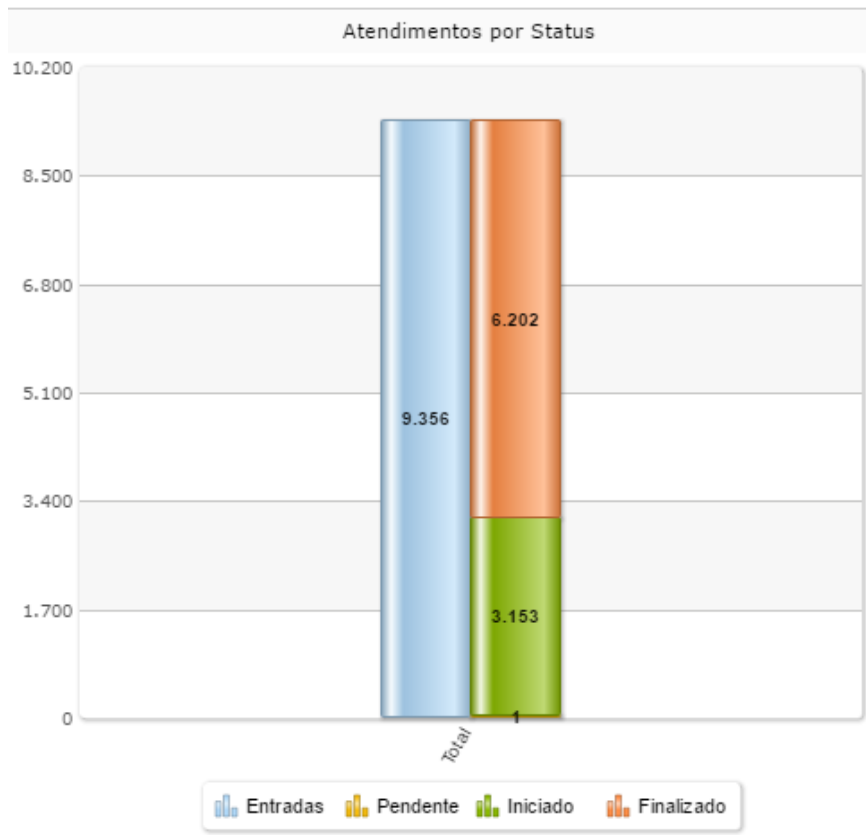
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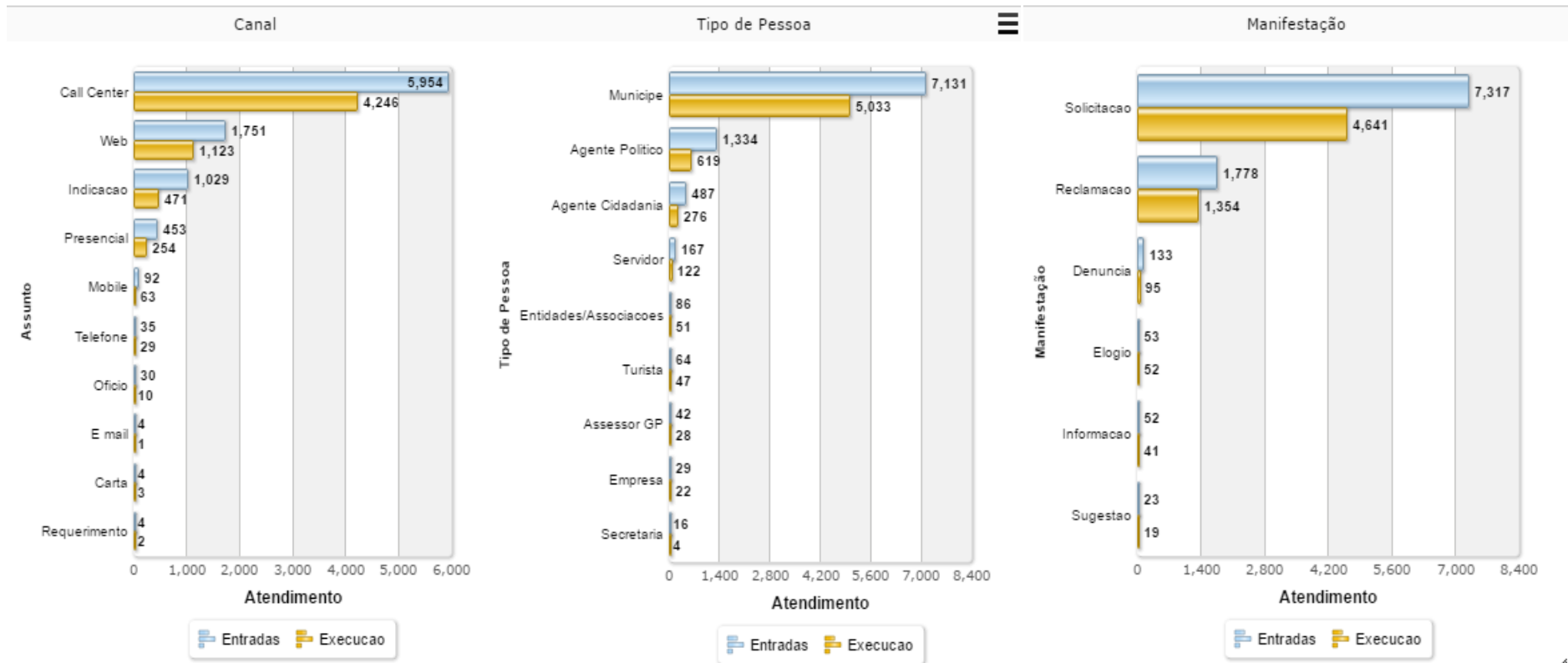
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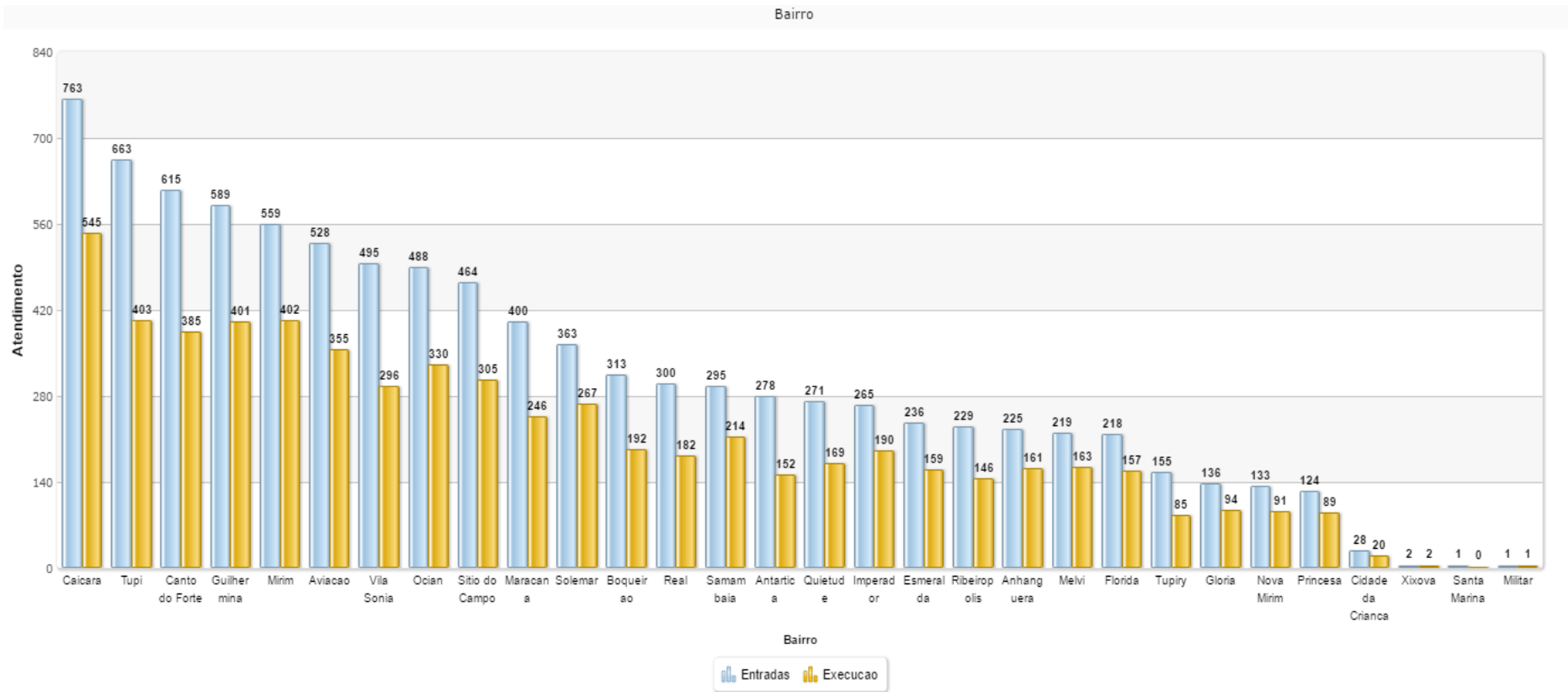
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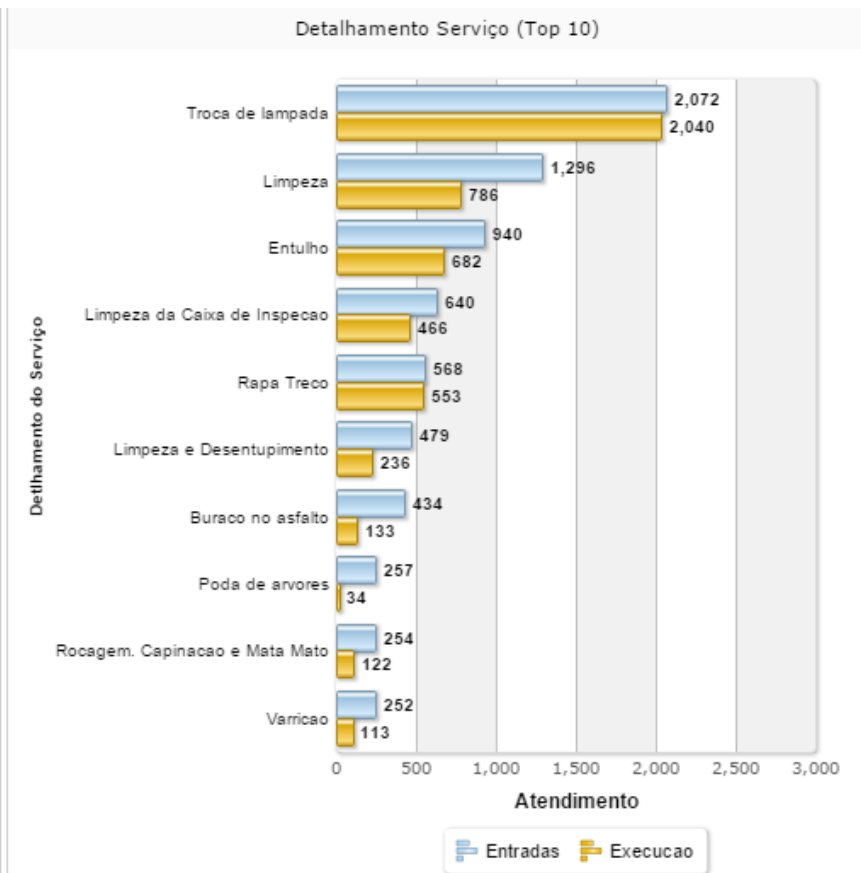
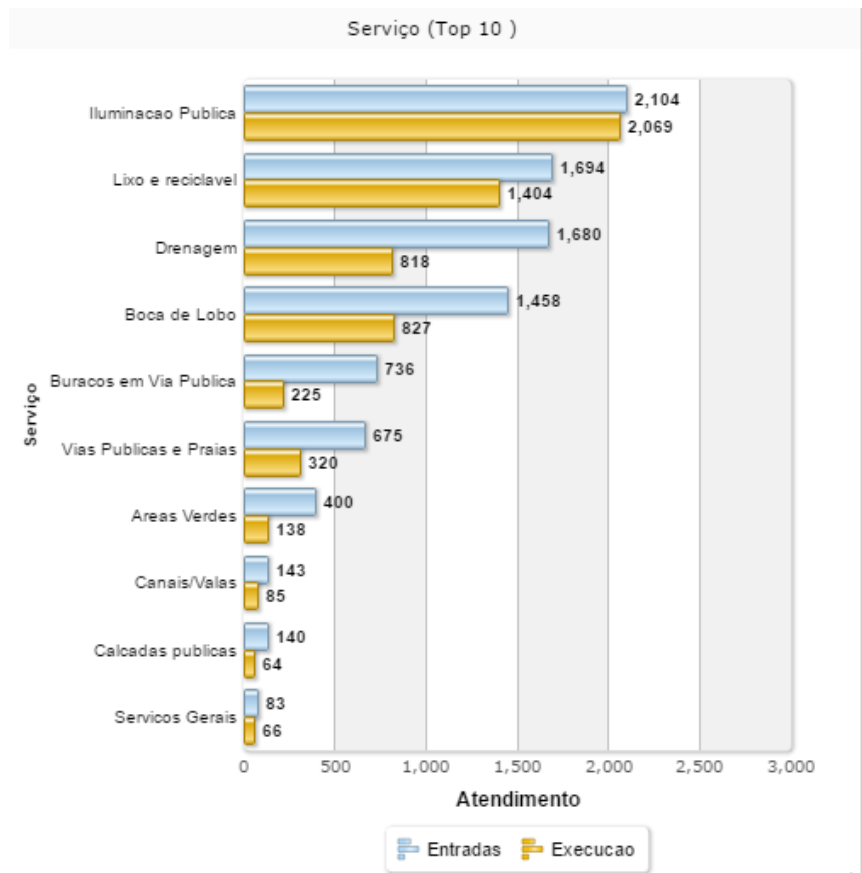


SECRETARIA DE GOVERNO







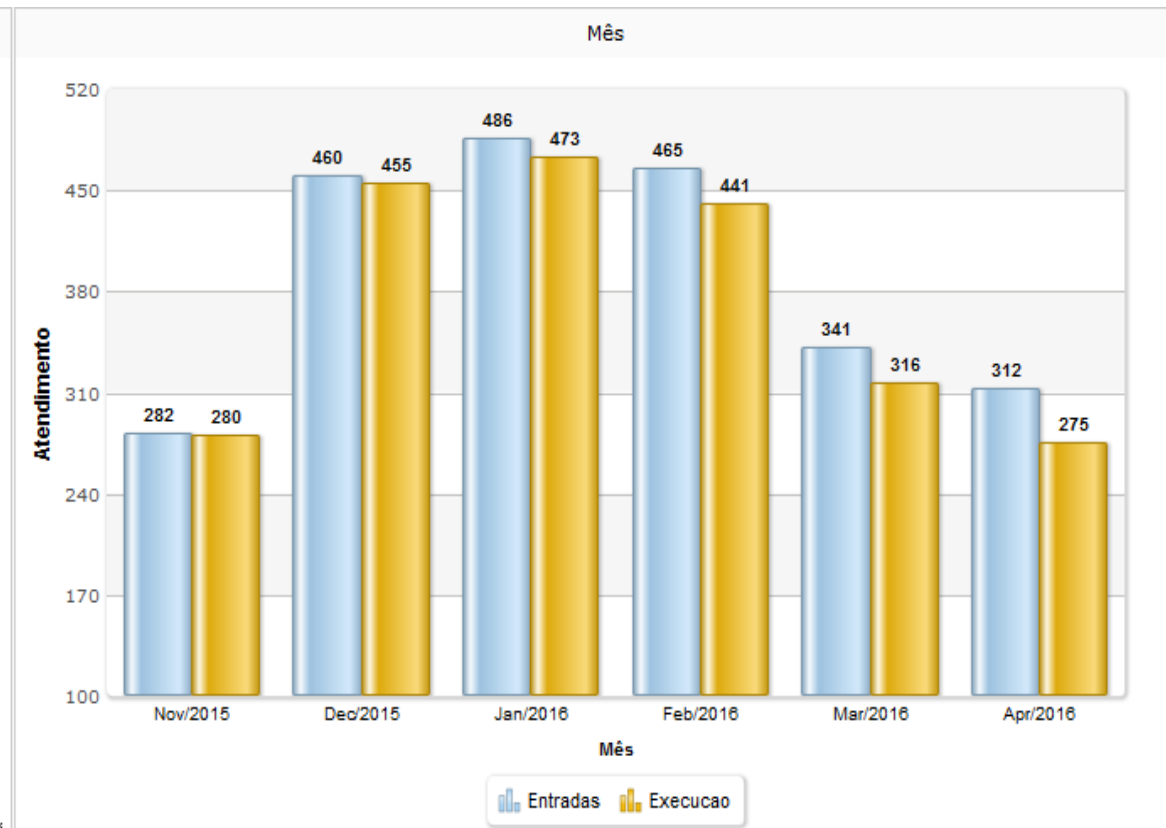
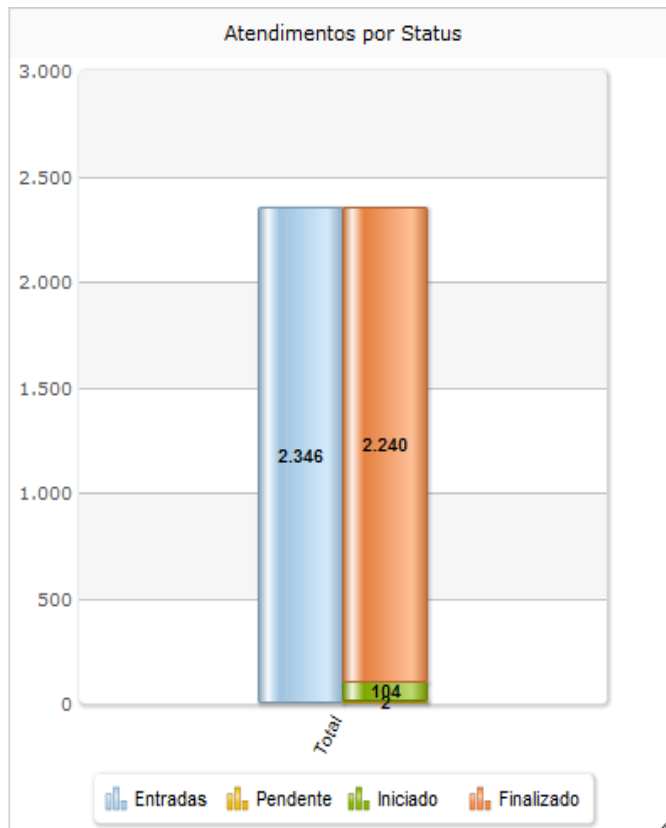


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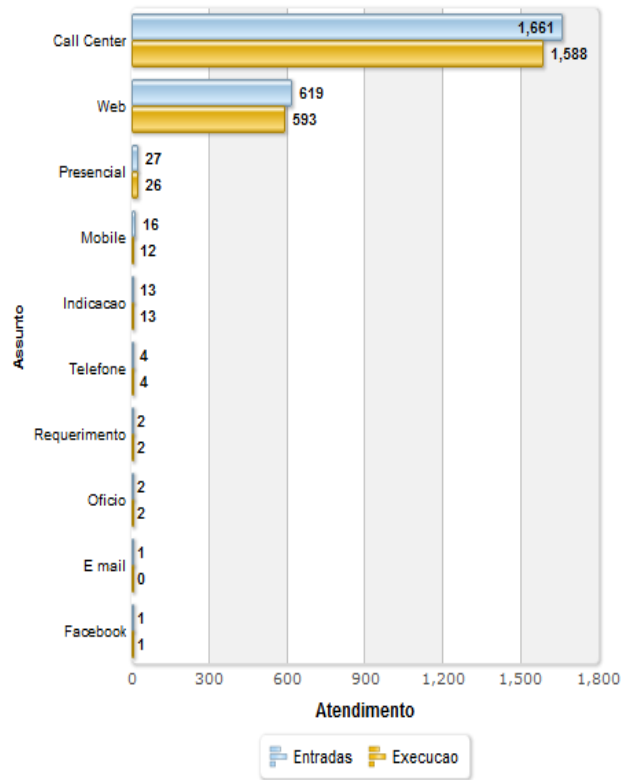
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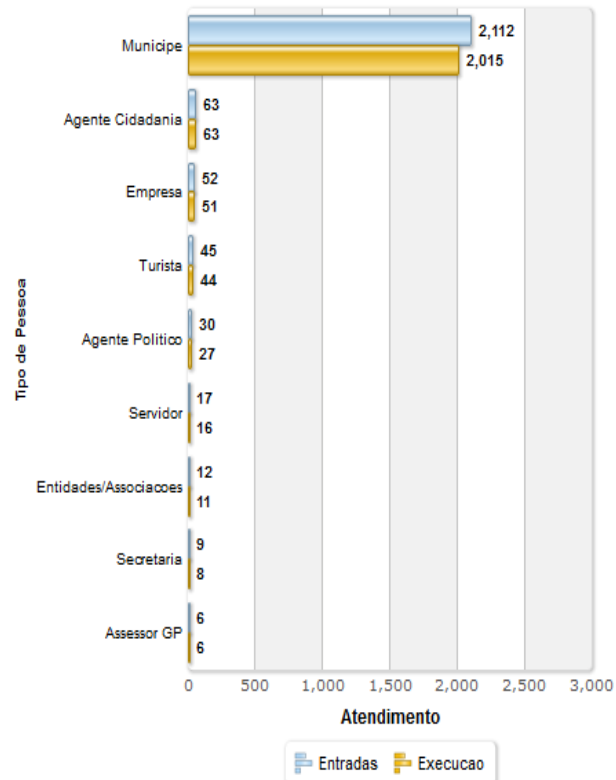
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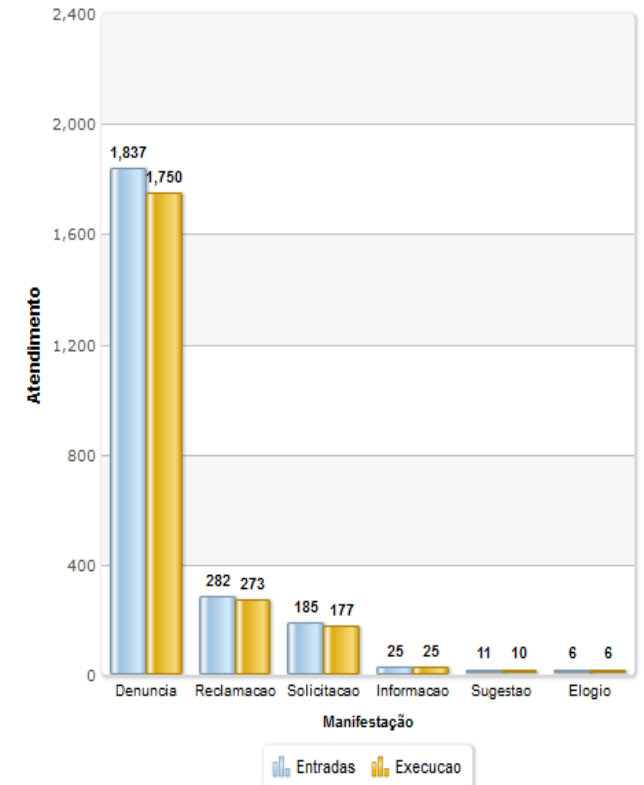
Canal

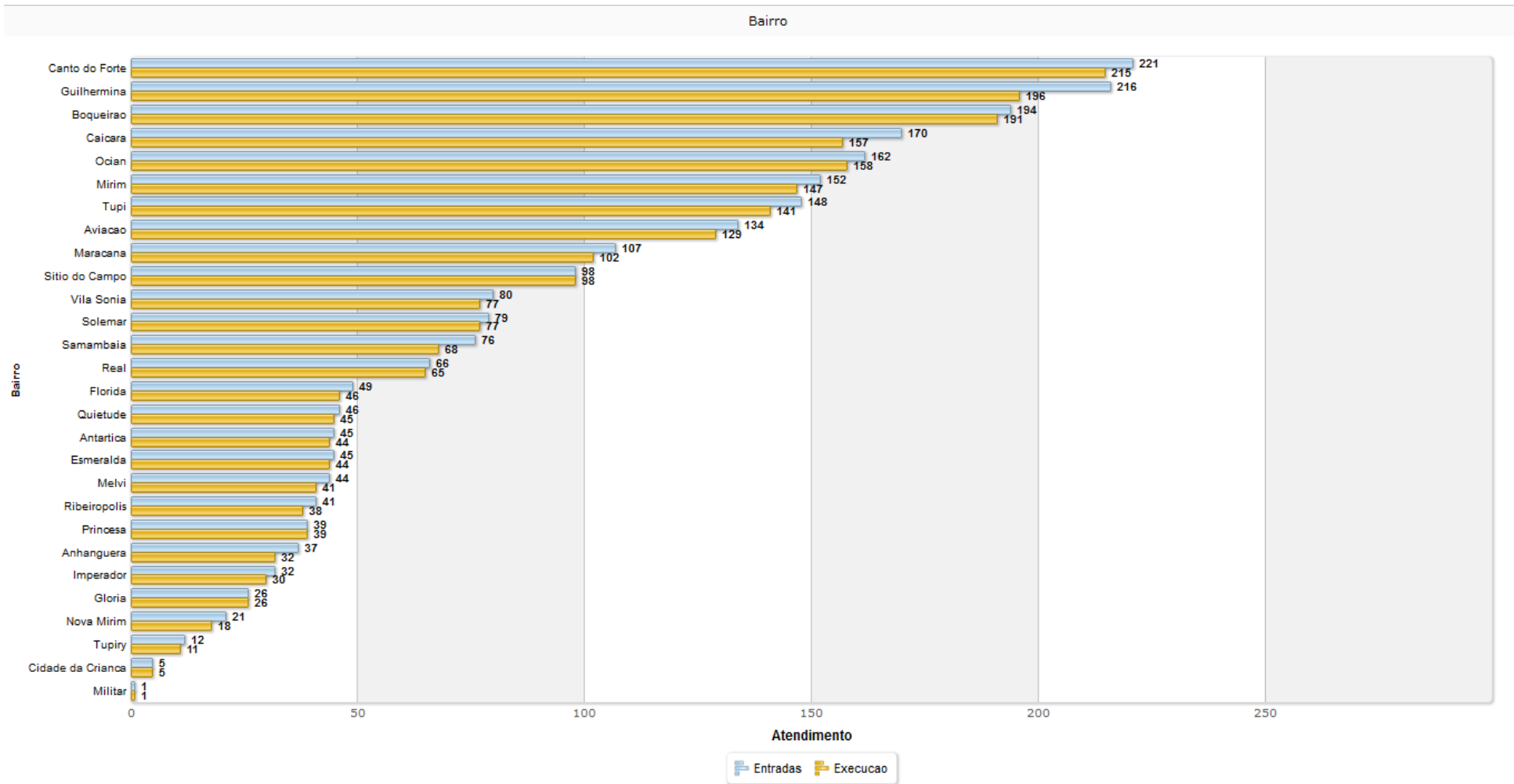


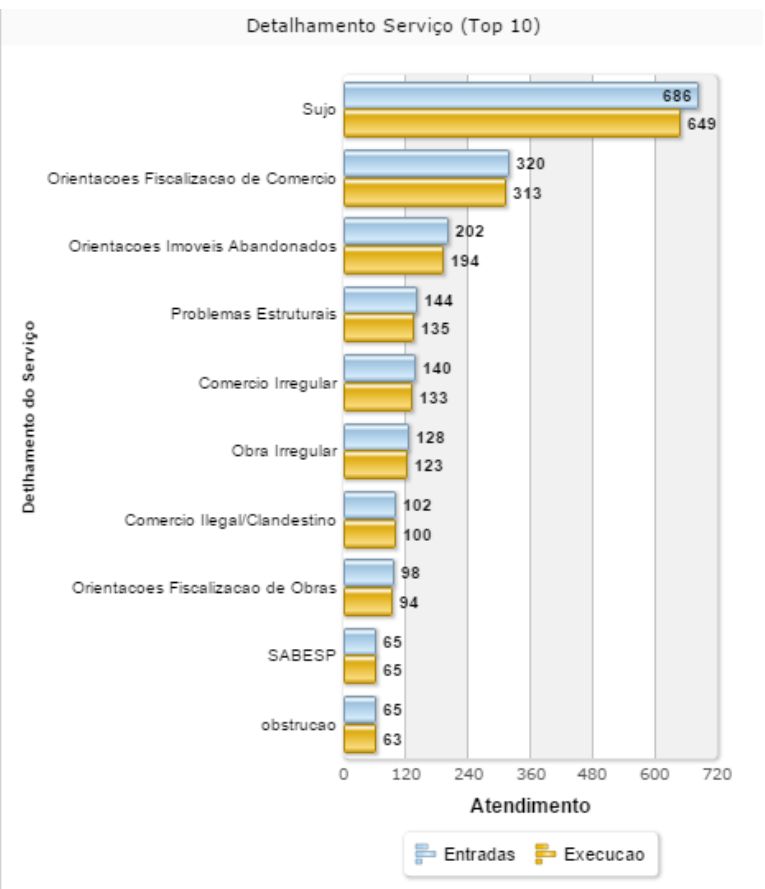
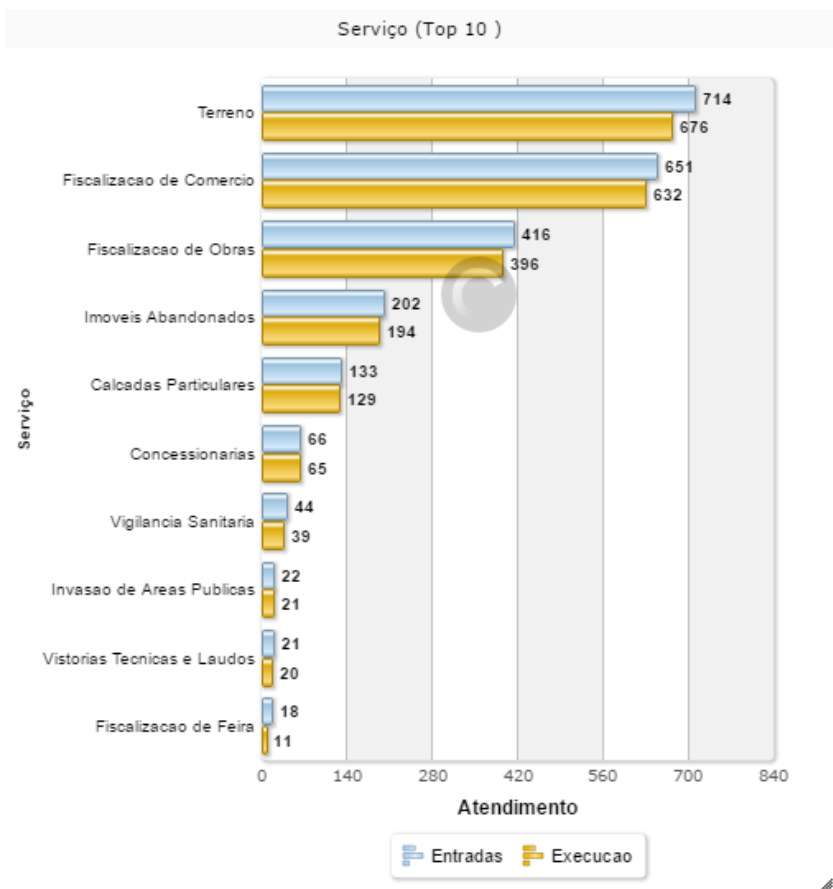
Tipo de Pessoa



Manifestação





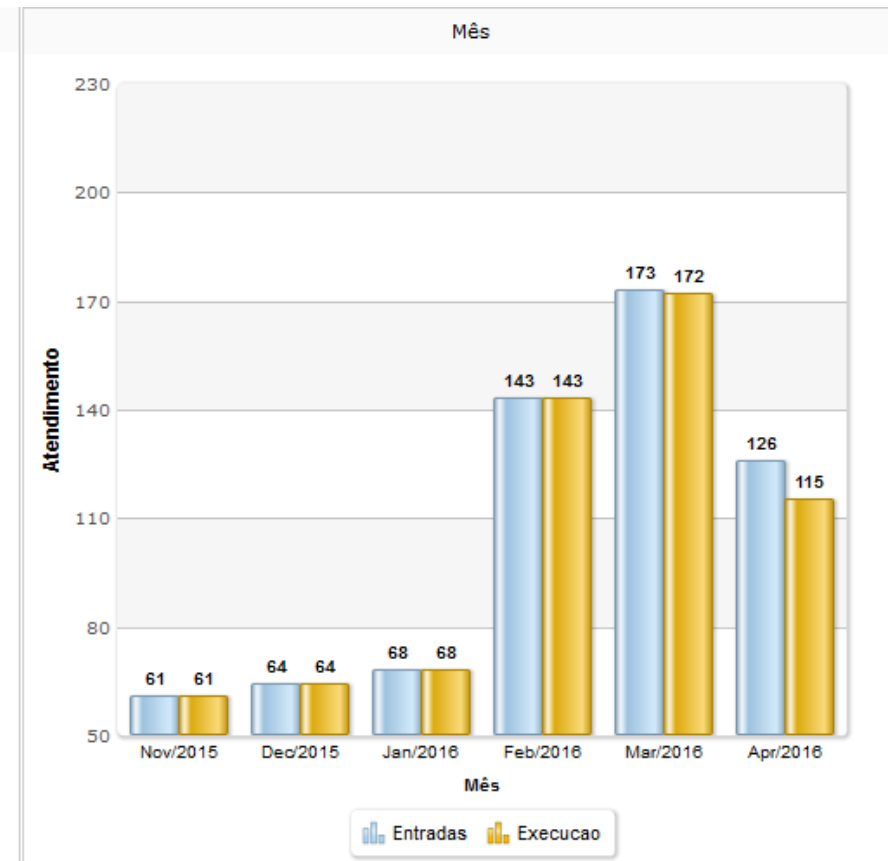
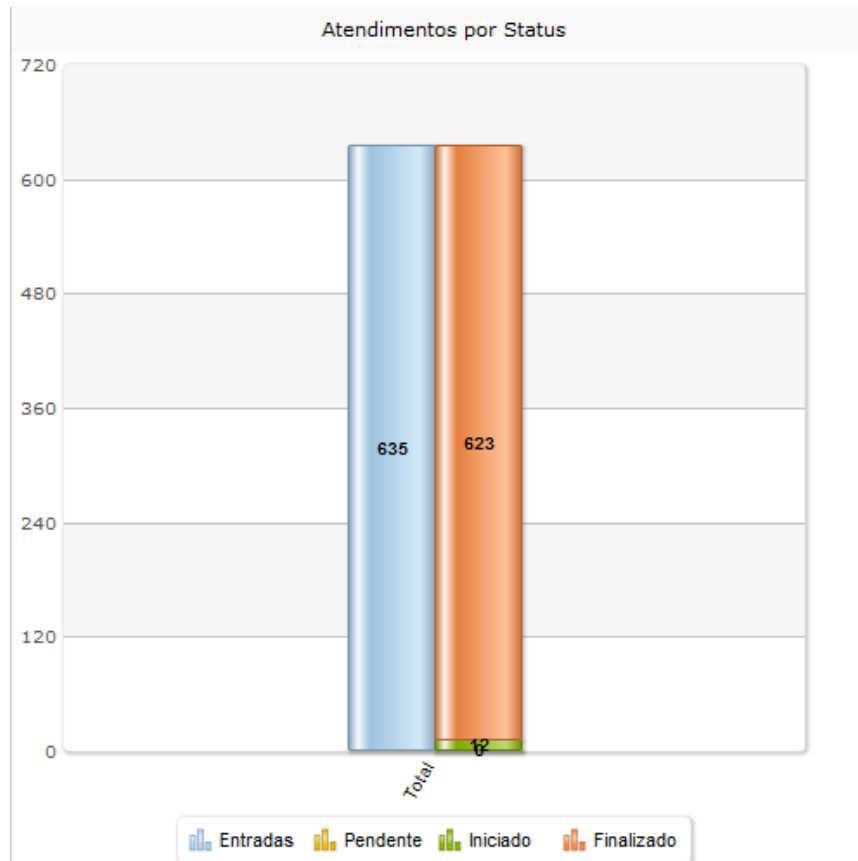


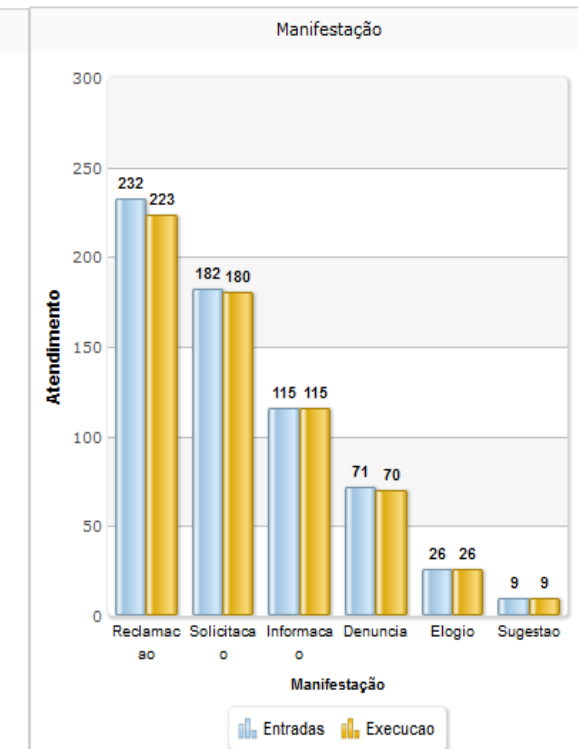
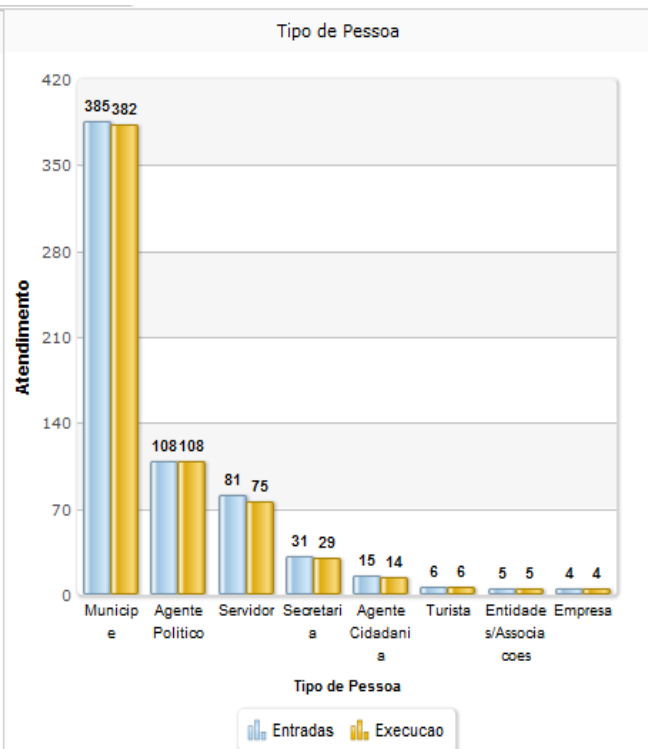
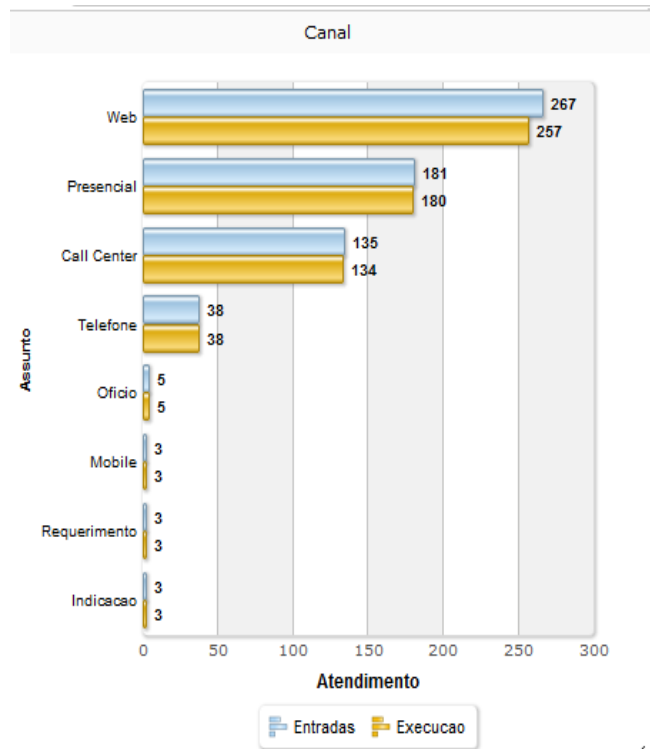
SEDUC

SECRETARIA DE EDUCAÇÃO

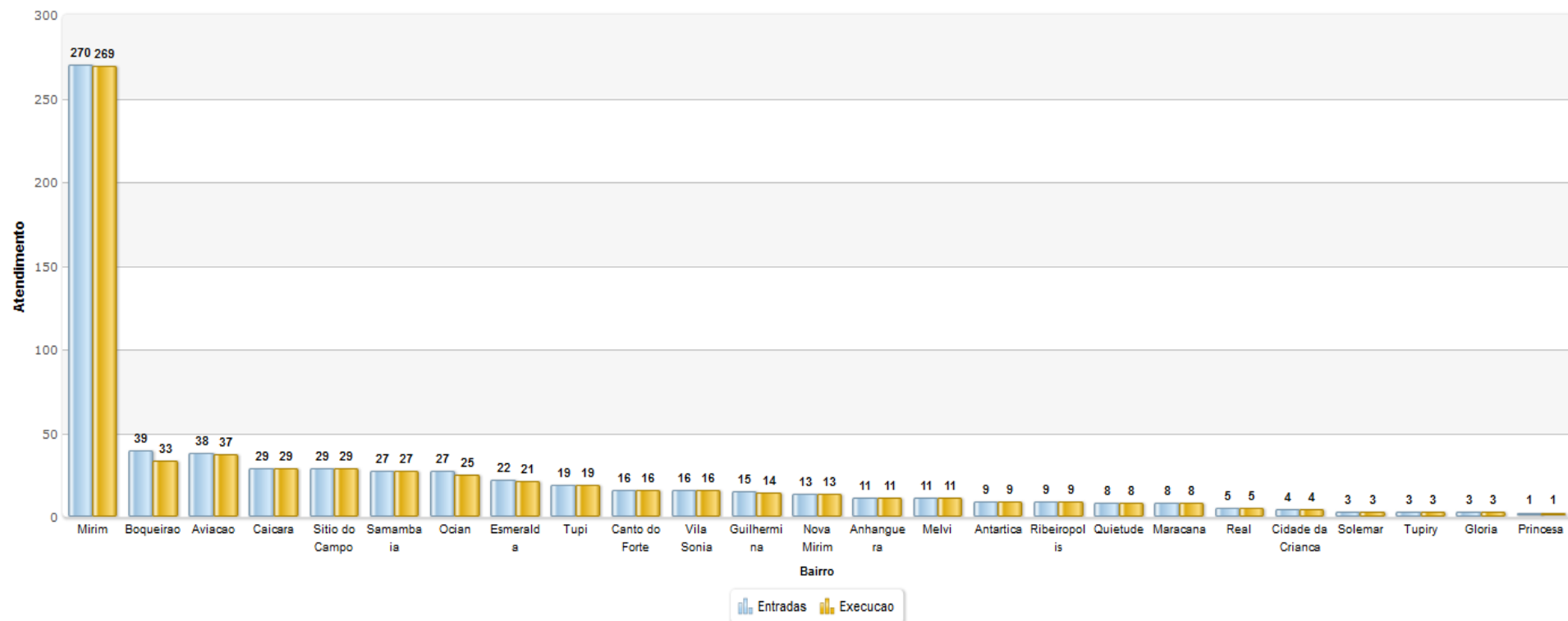


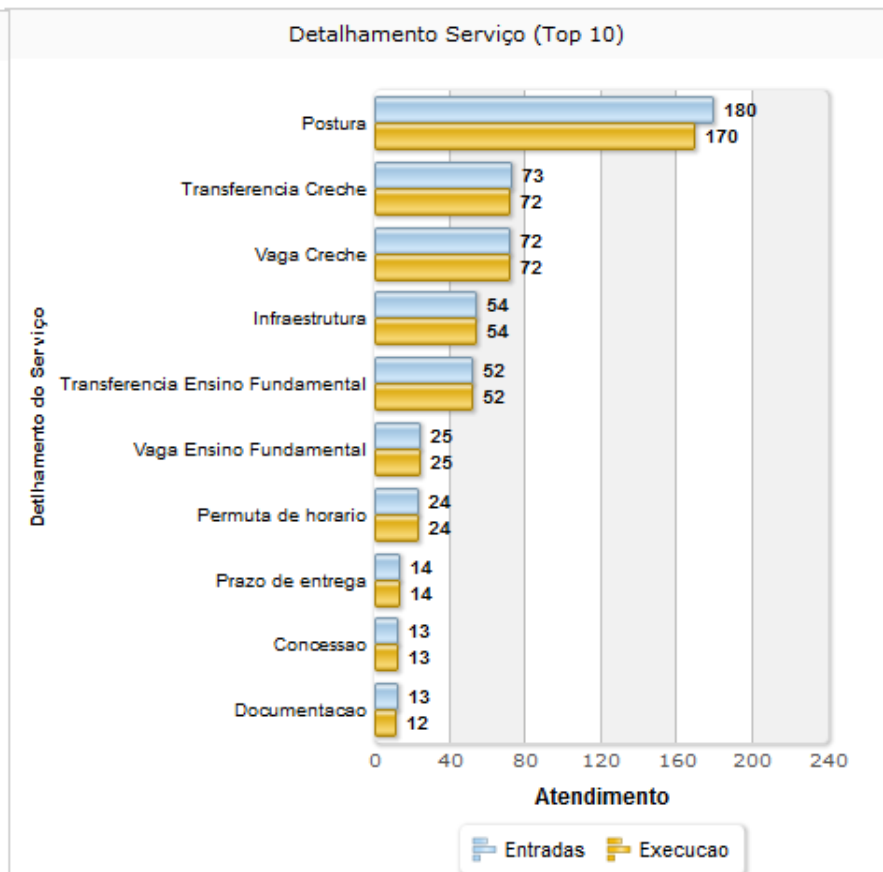
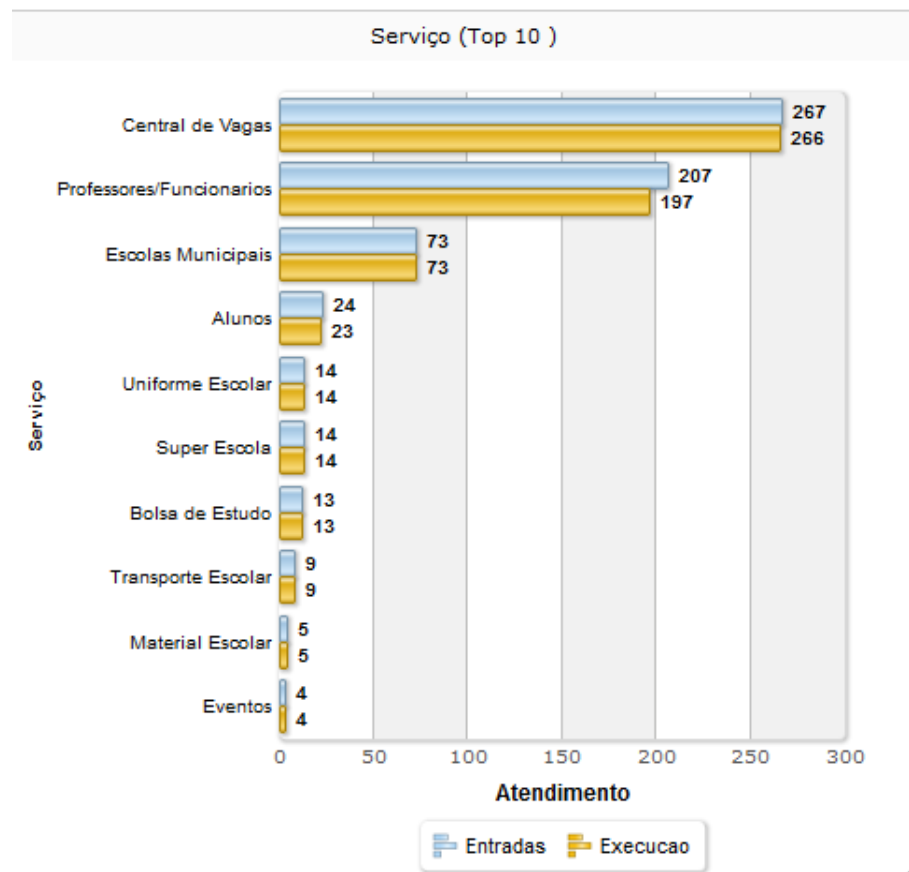
SECRETARIA DE GOVERNO





Bairro



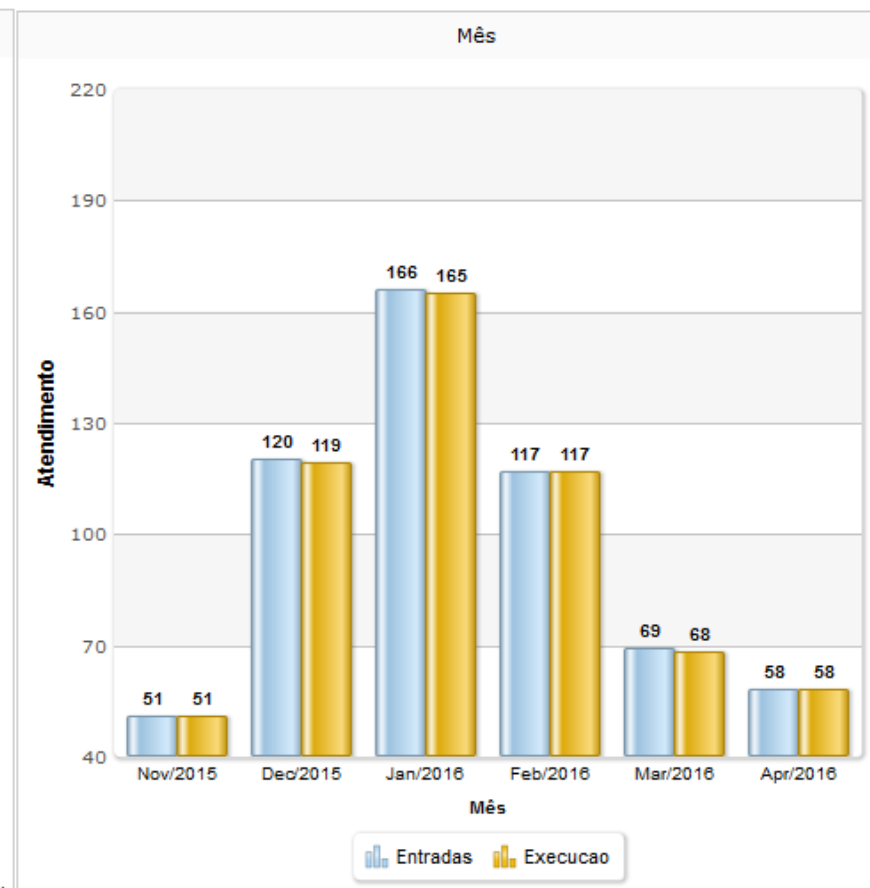
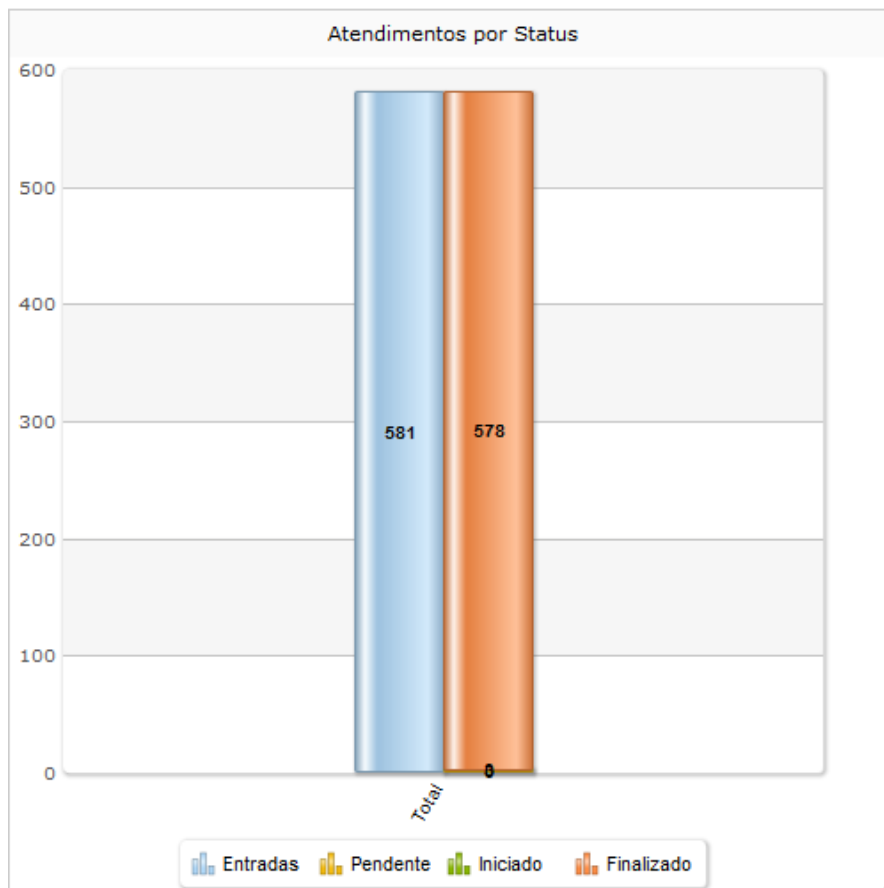


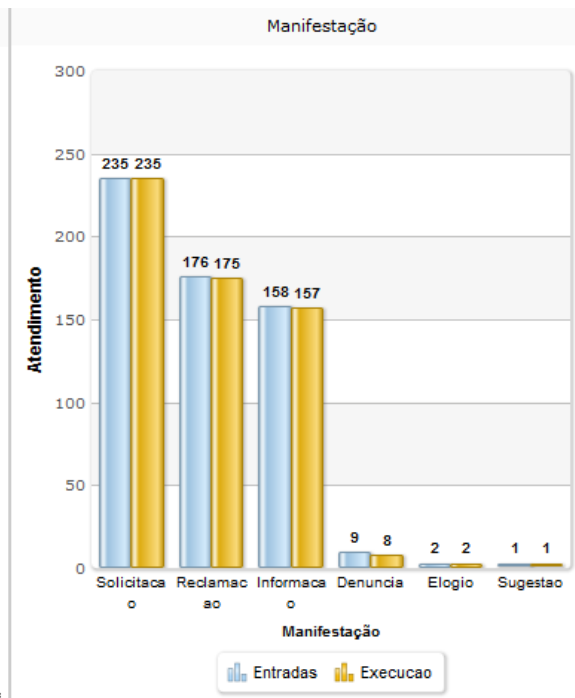
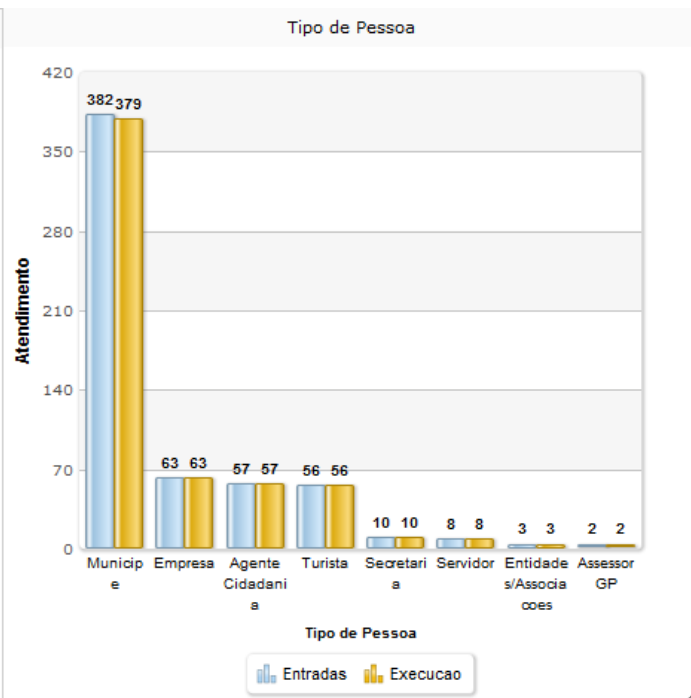
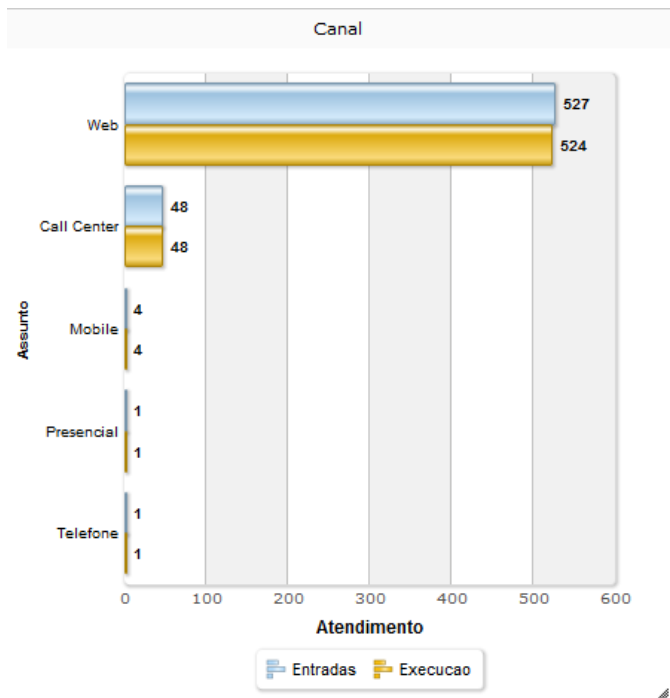
SEFIN

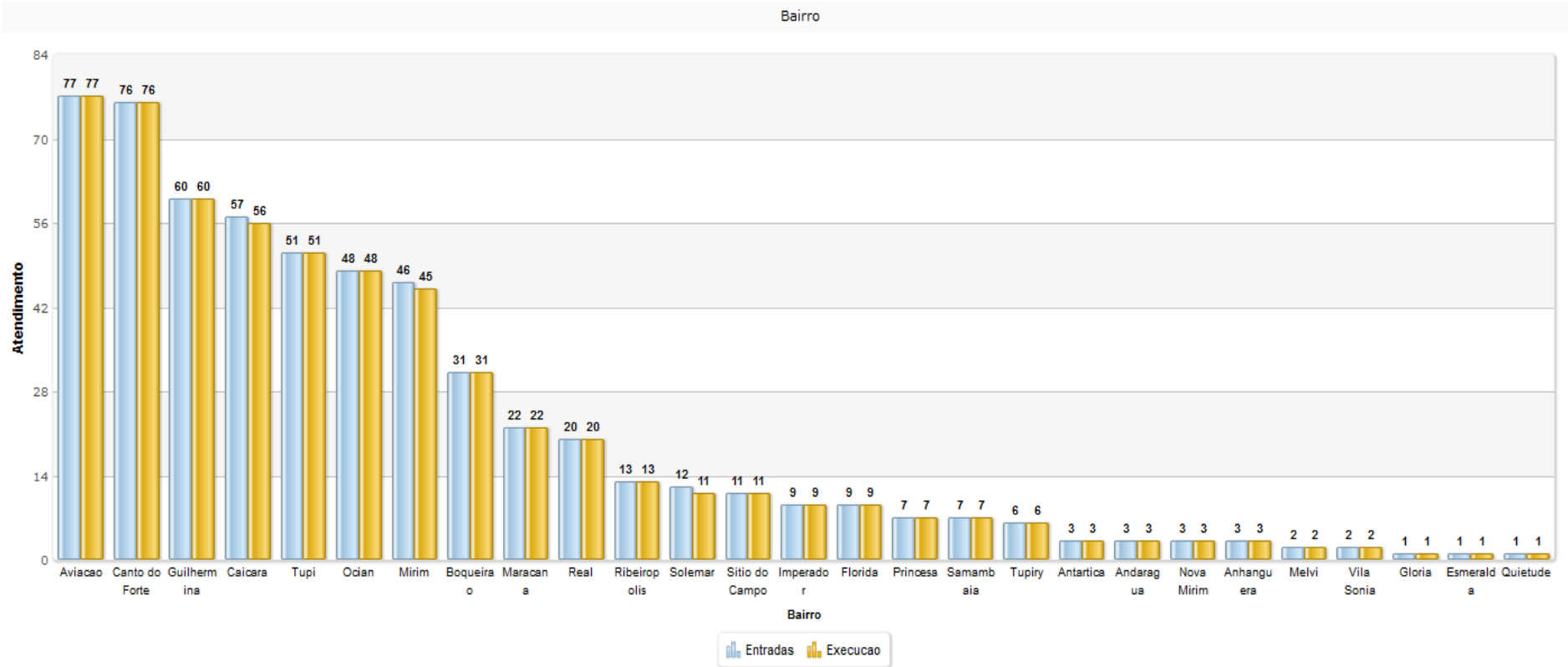
SECRETARIA DE FINANÇAS



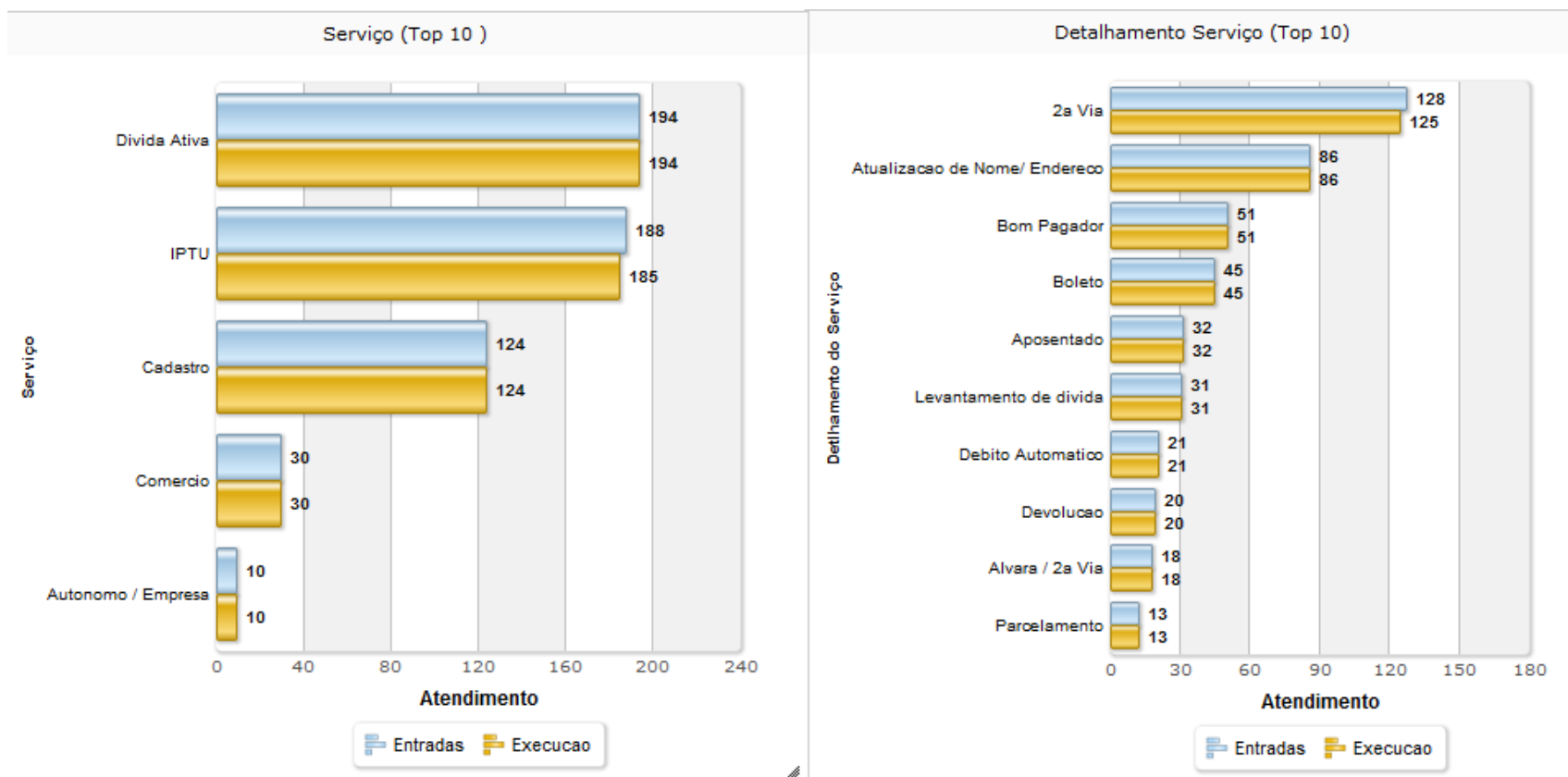
SECRETARIA DE GOVERNO



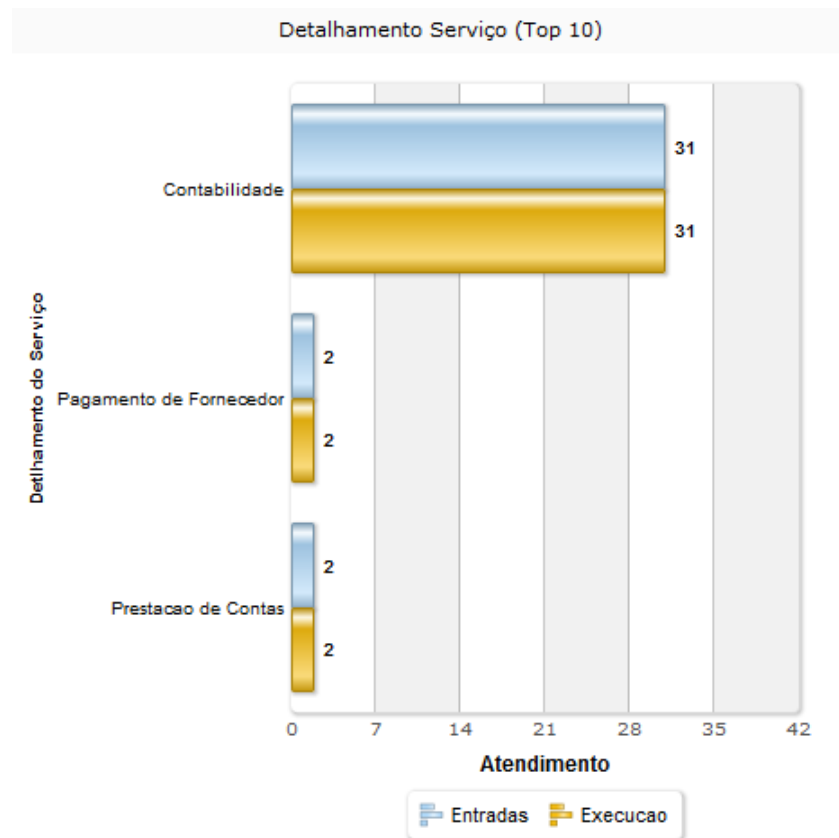




ASSUNTO: IMPOSTOS E TAXAS



ASSUNTO: ADMINISTRAÇÃO PÚBLICA

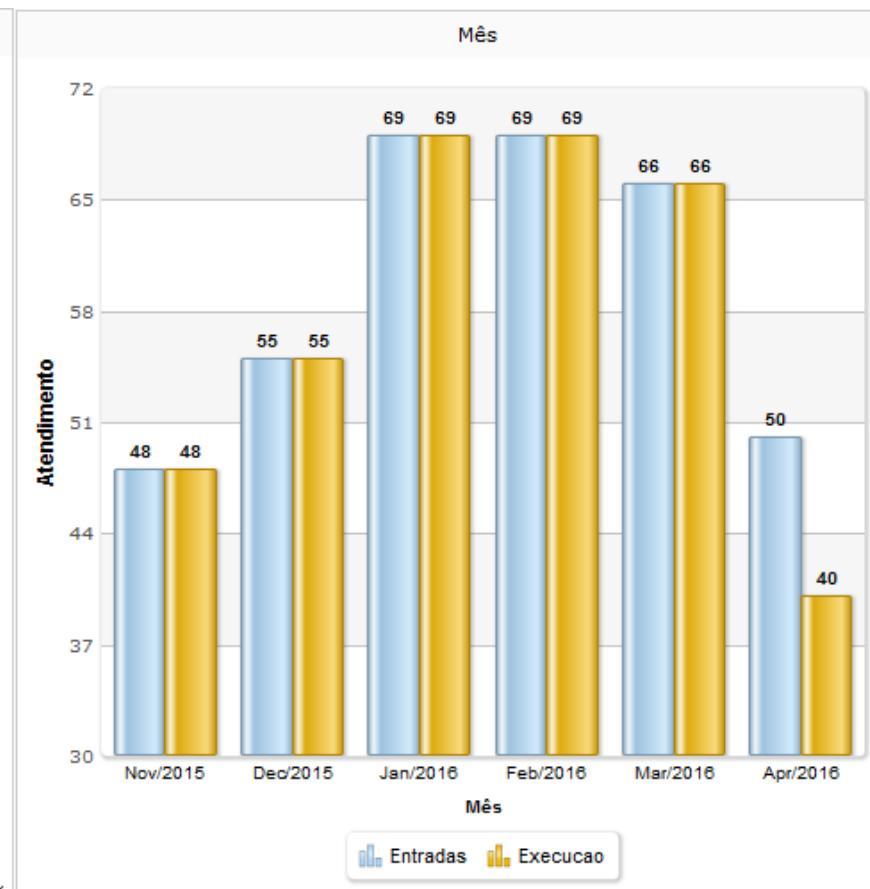
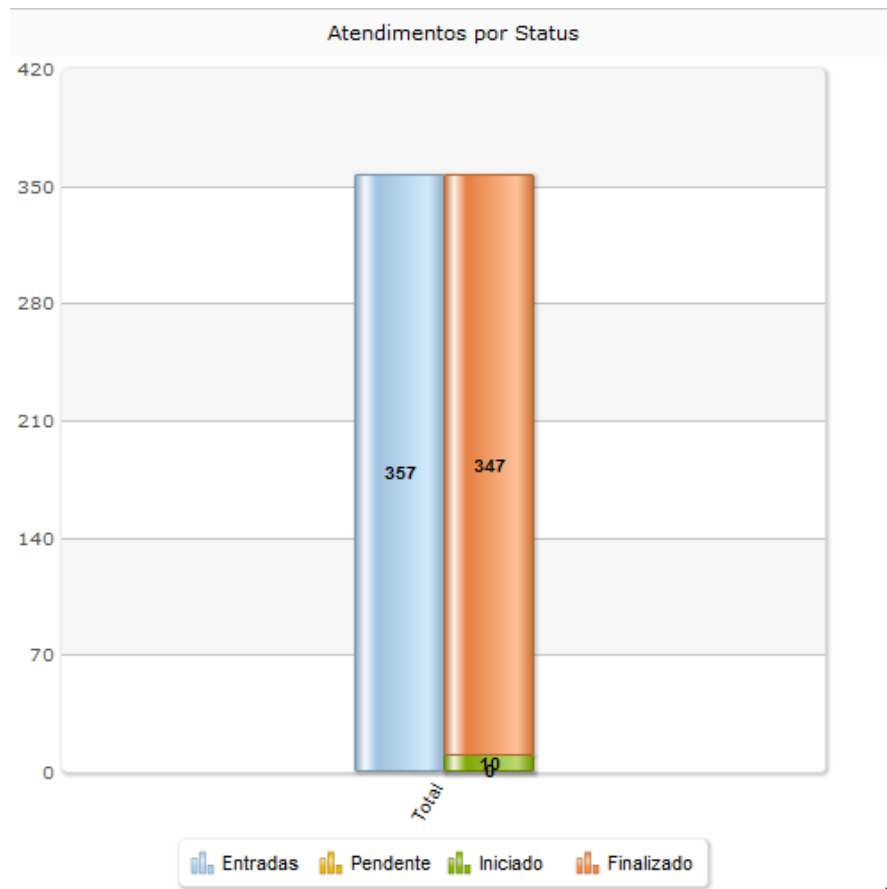


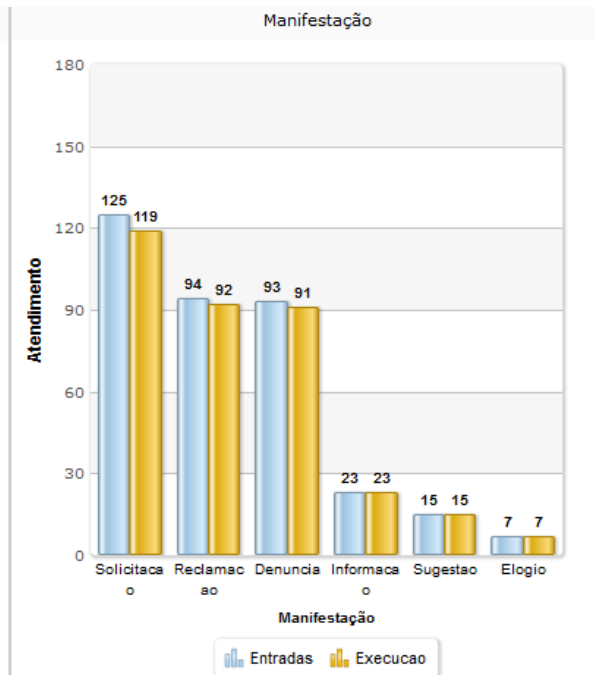
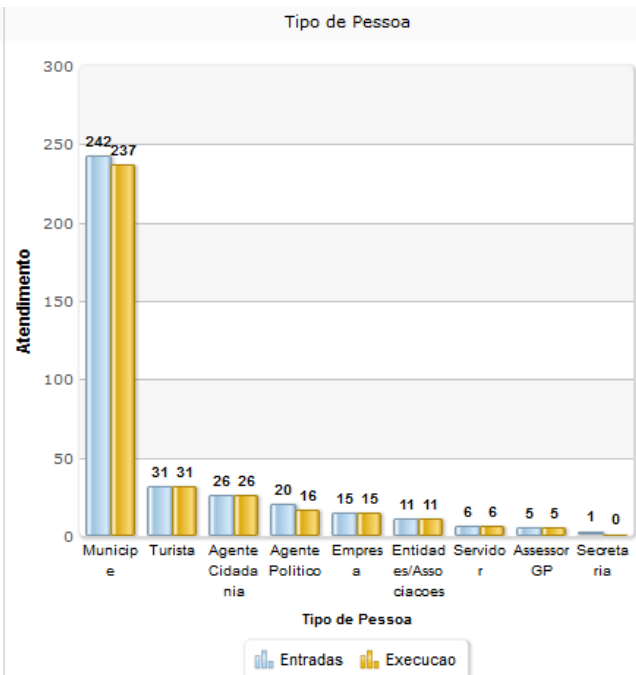
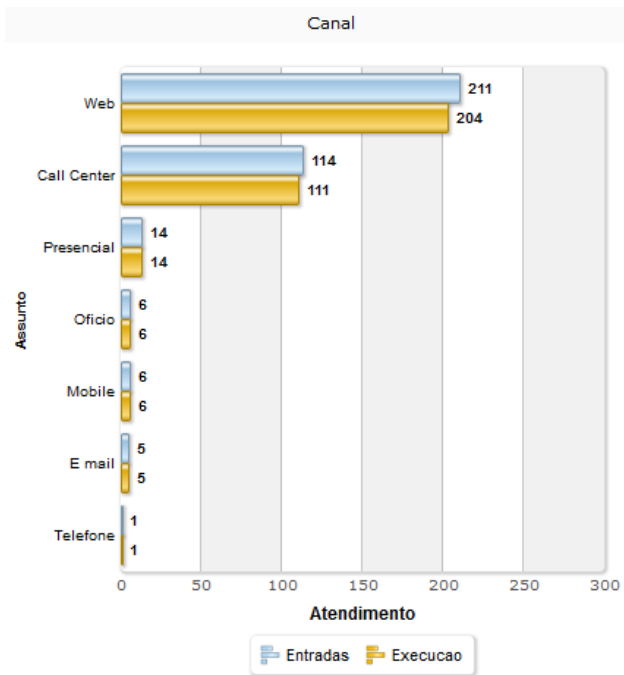
SETRAN

SECRETARIA DE TRÂNSITO

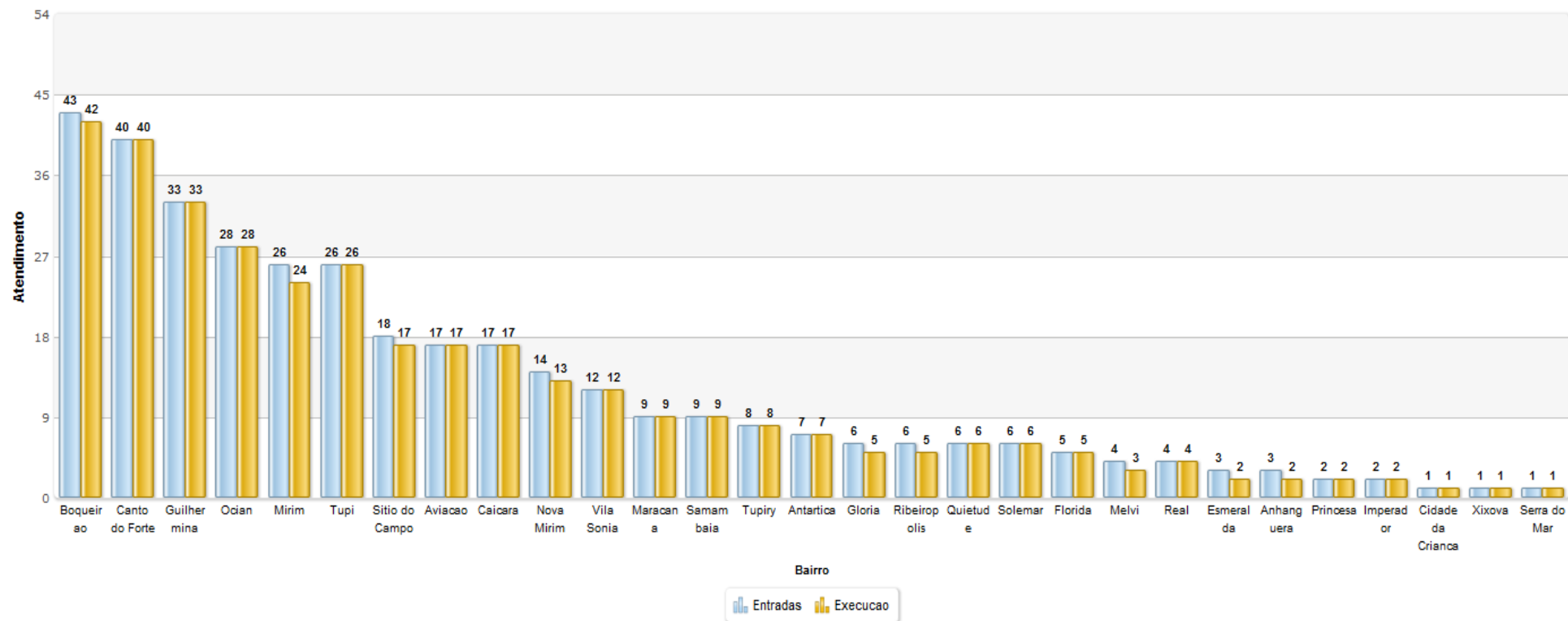


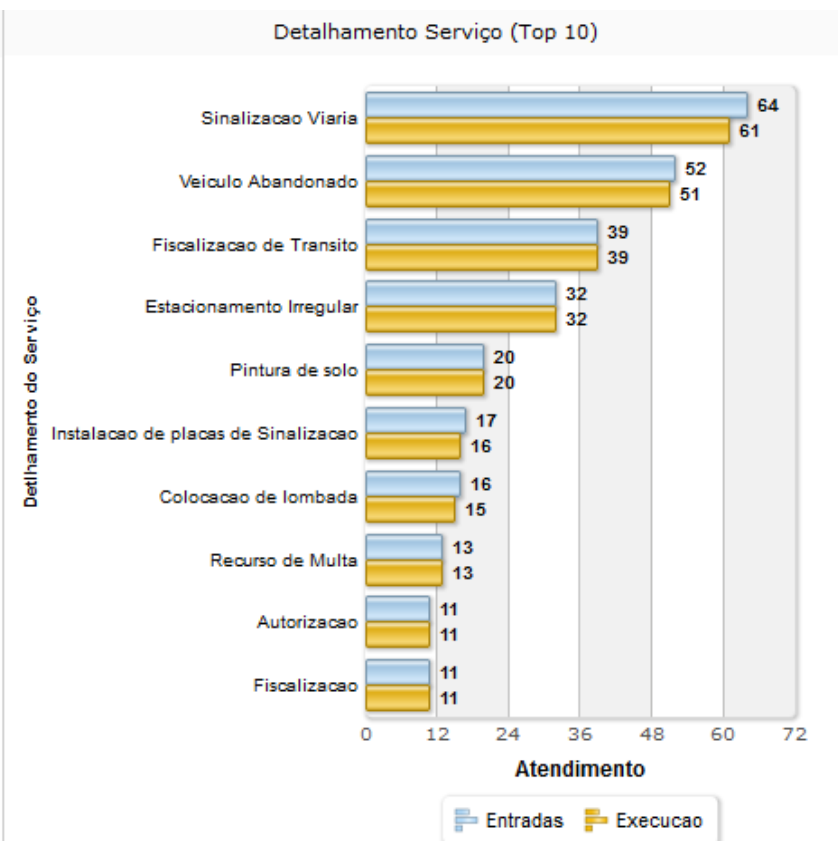
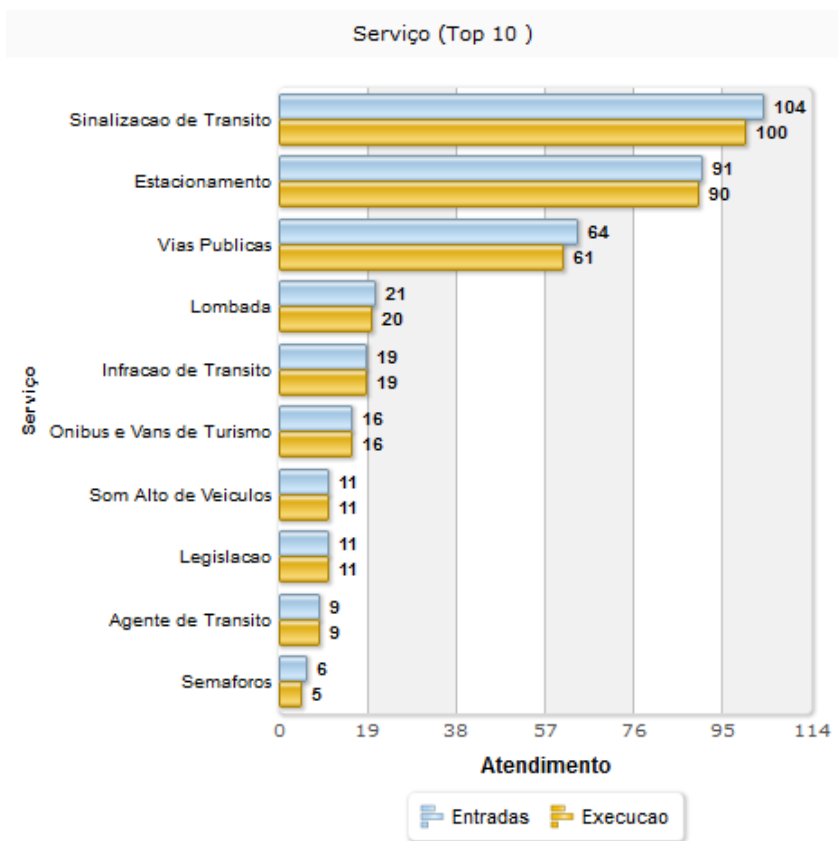
SECRETARIA DE GOVERNO





Bairro



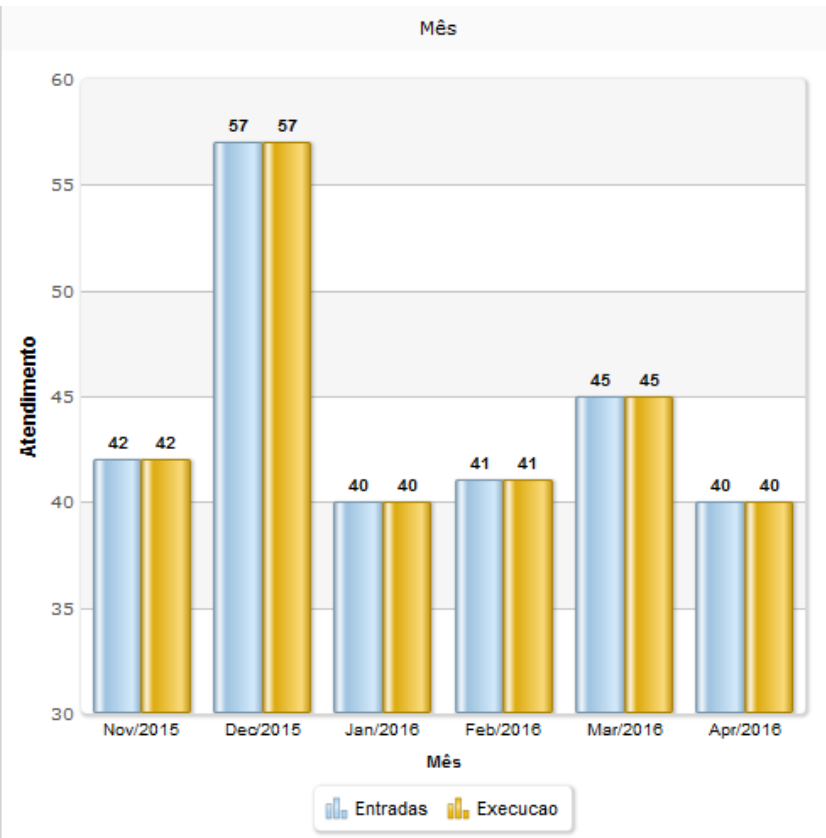
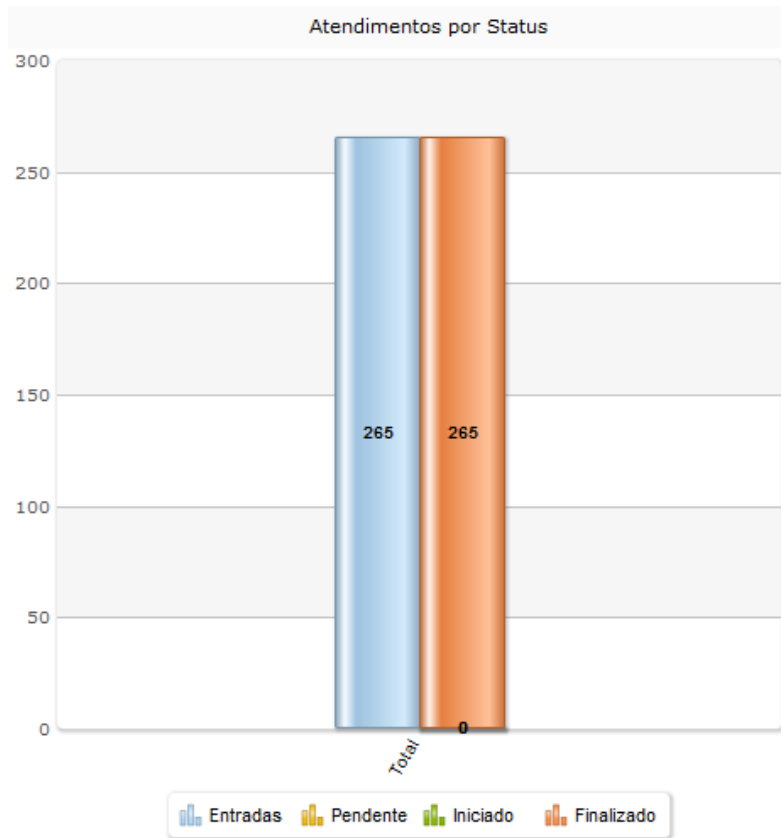


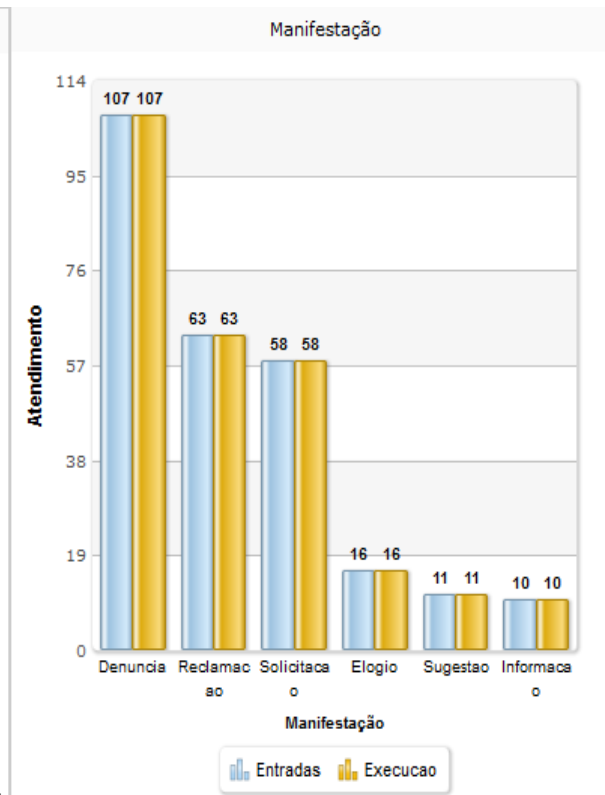
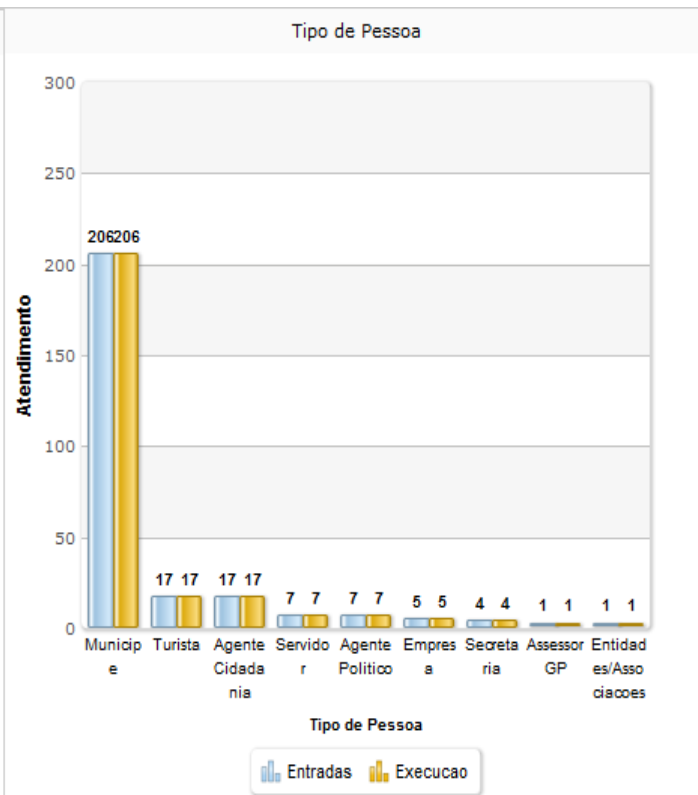
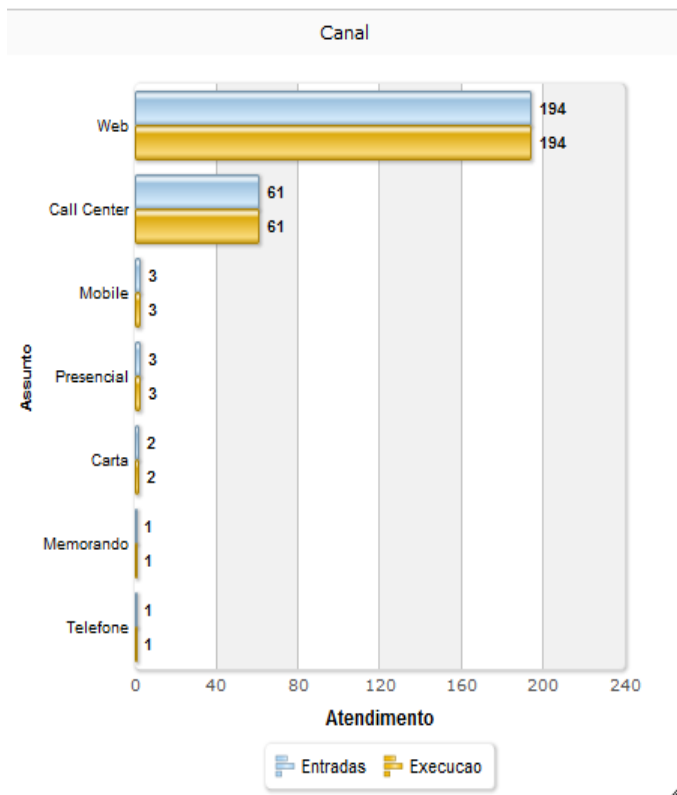
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SECRETARIA DE ASSUNTOS DE SEGURANÇA PÚBLICA

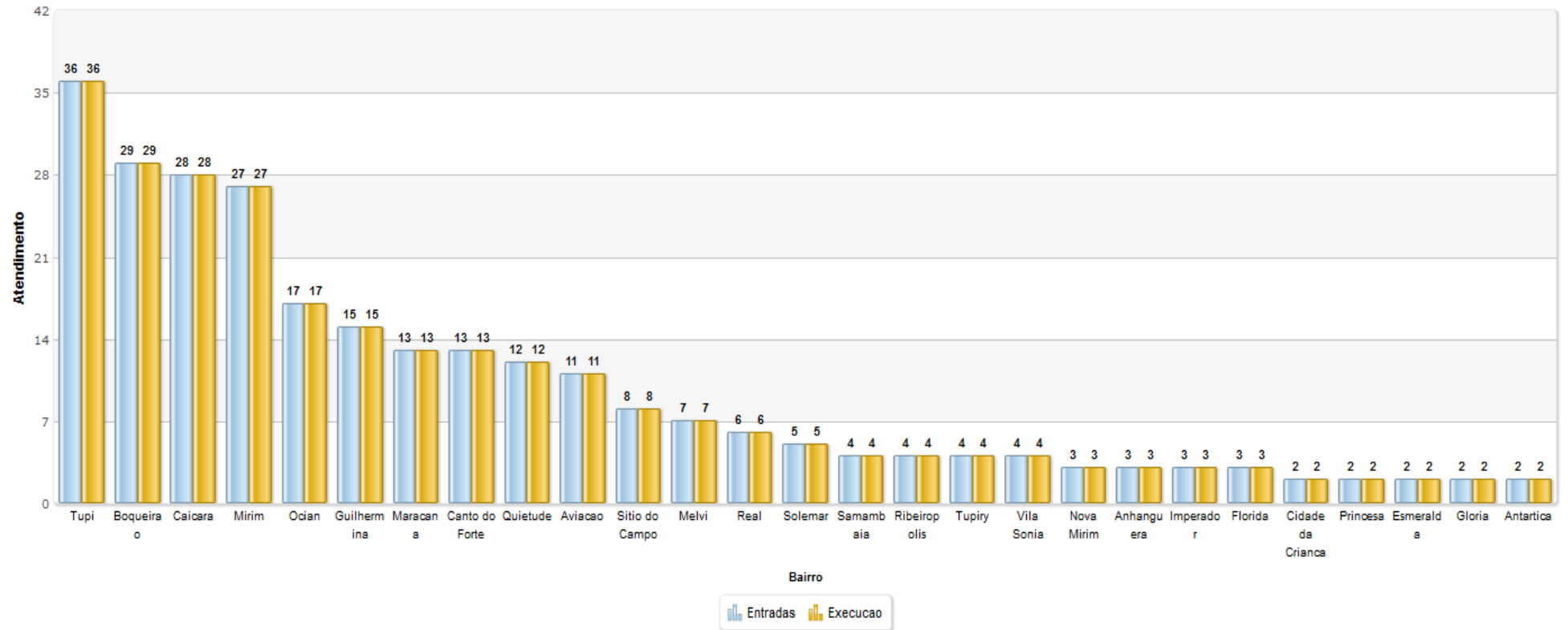


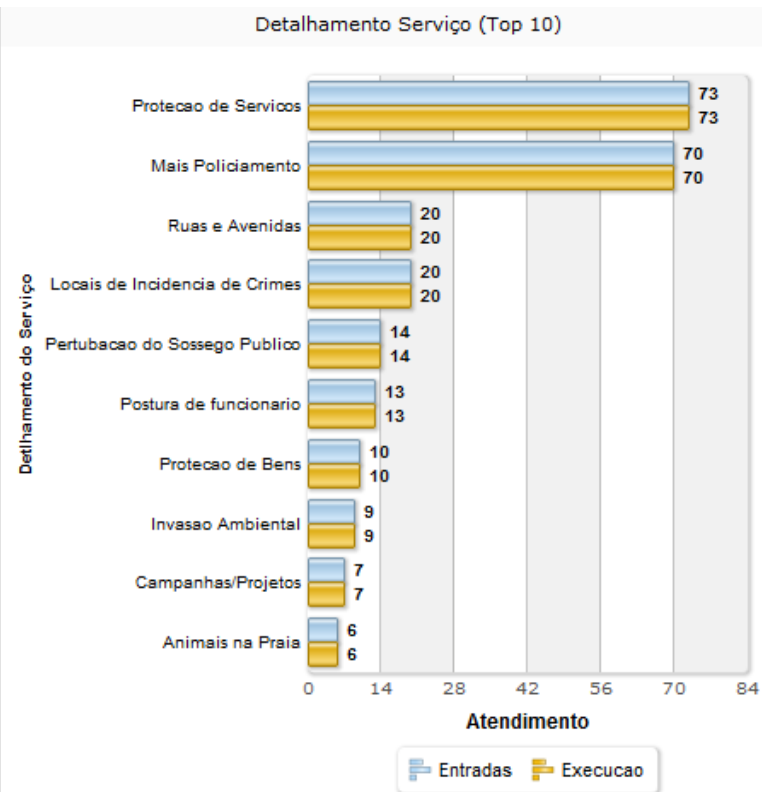
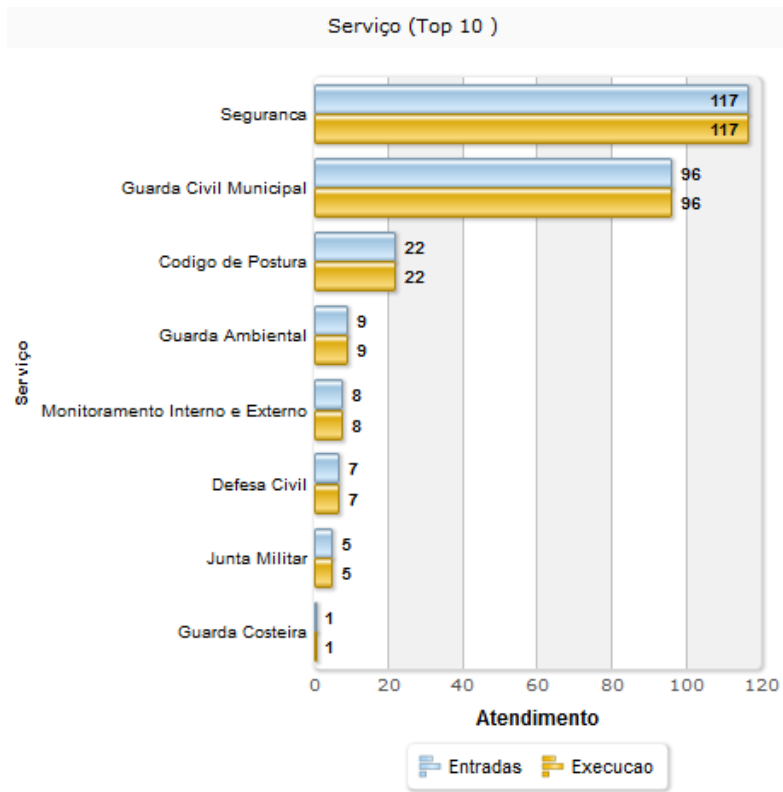
SECRETARIA DE GOVERNO





Bairro



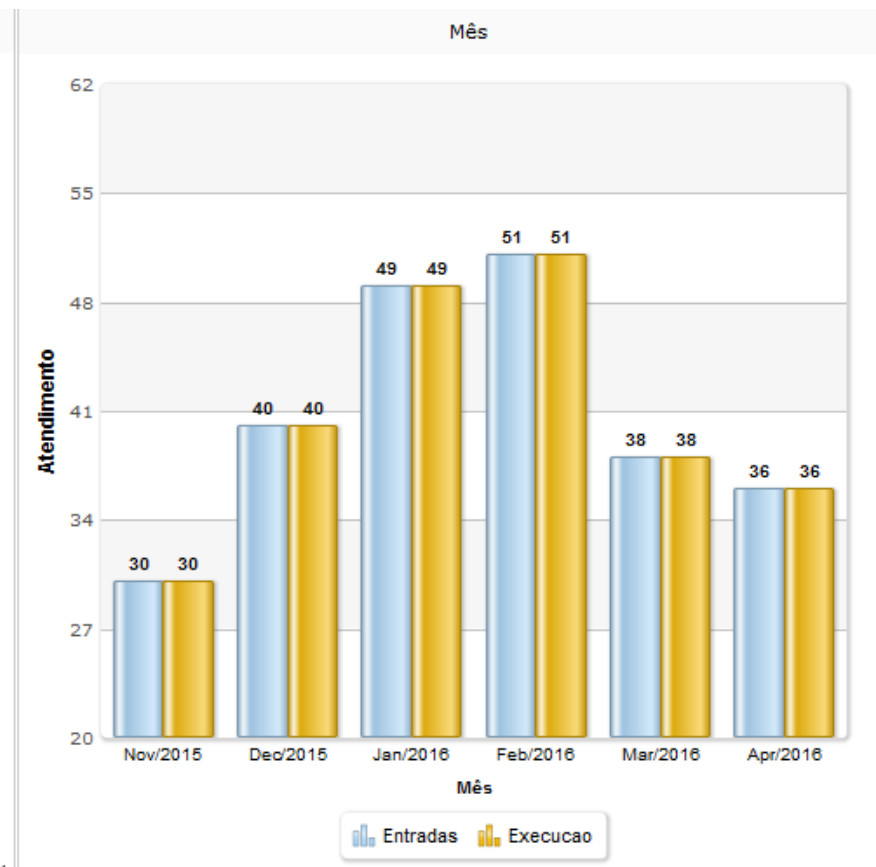
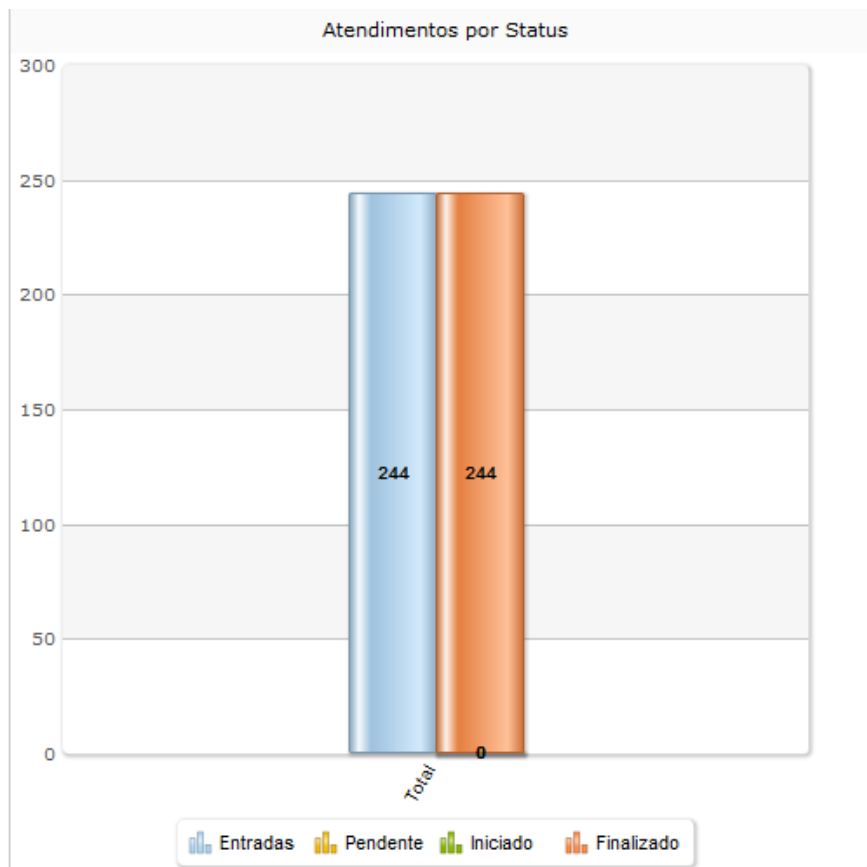


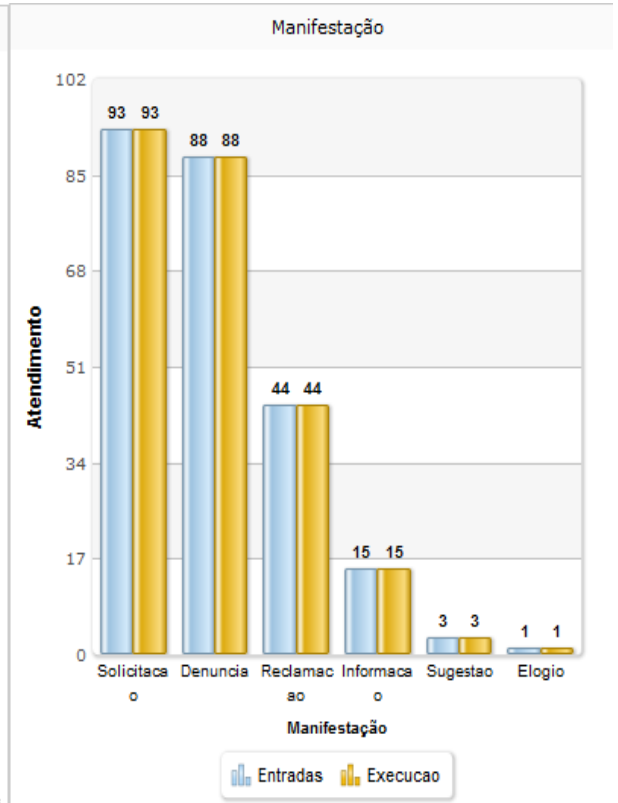
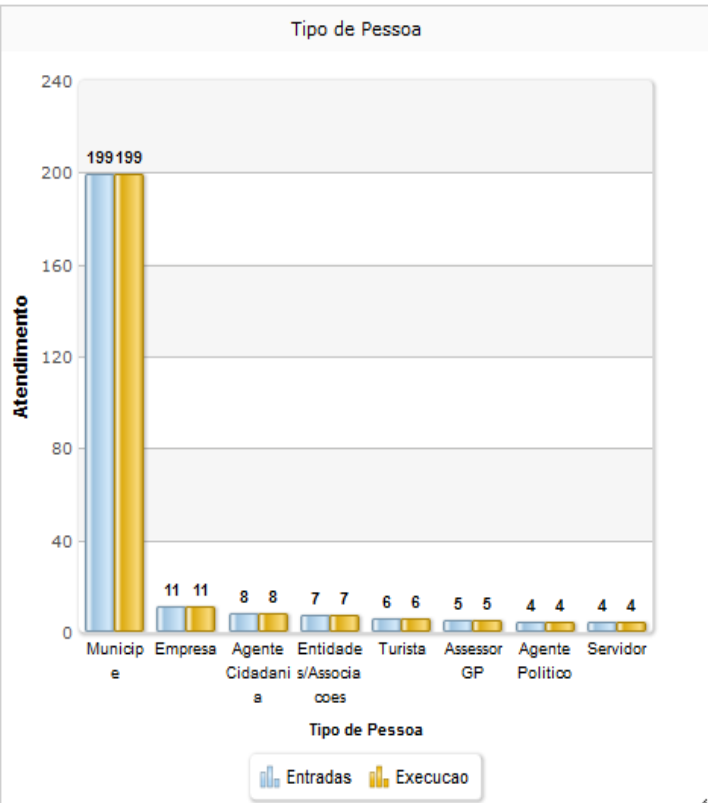
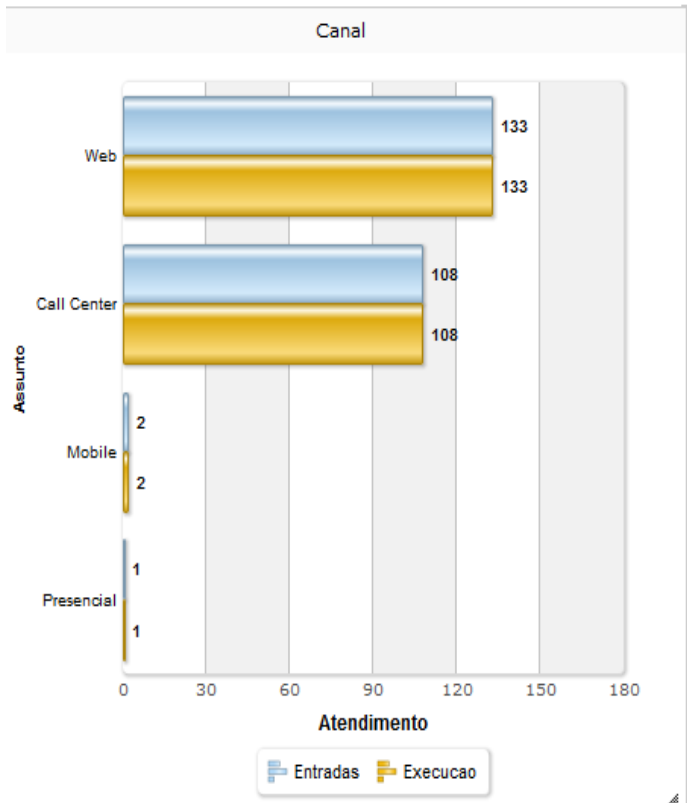
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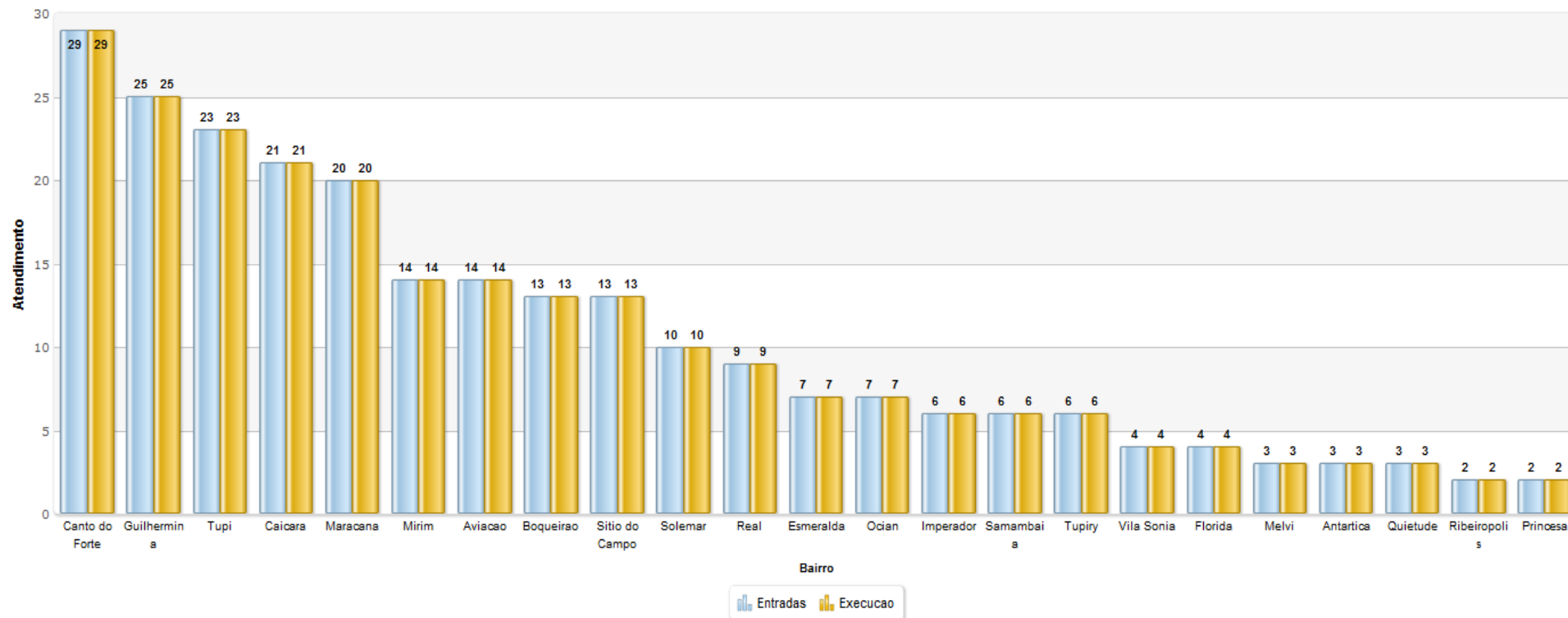


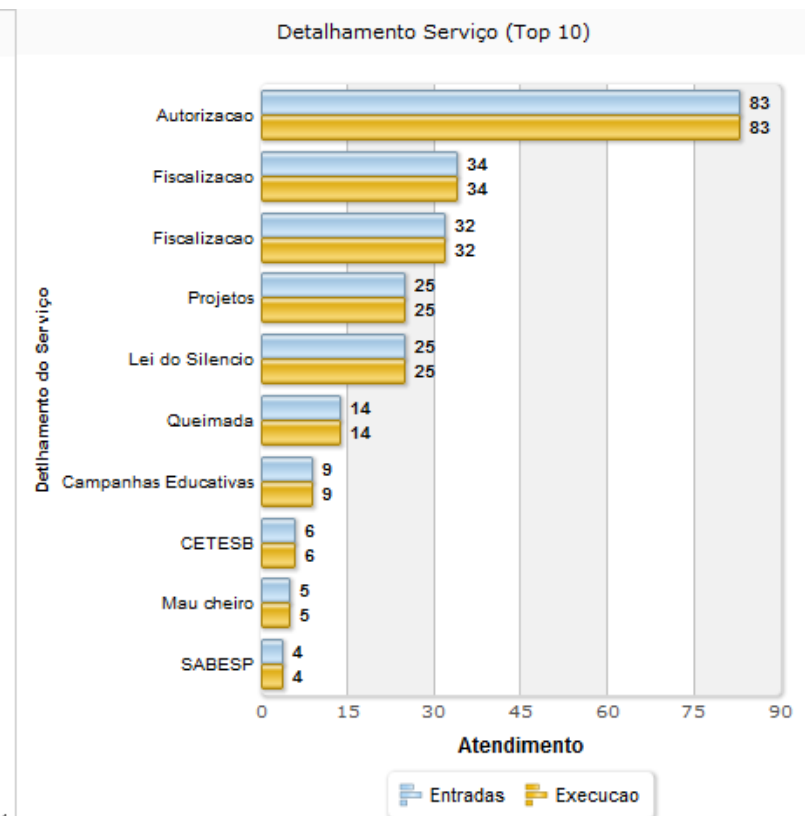
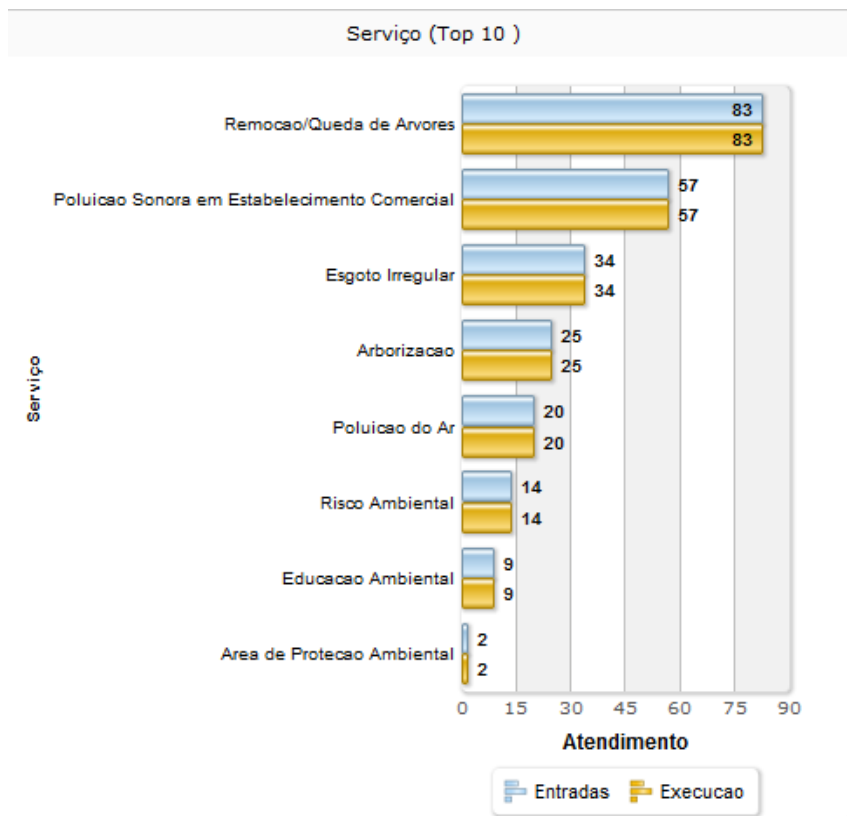
SECRETARIA DE GOVERNO





Bairro



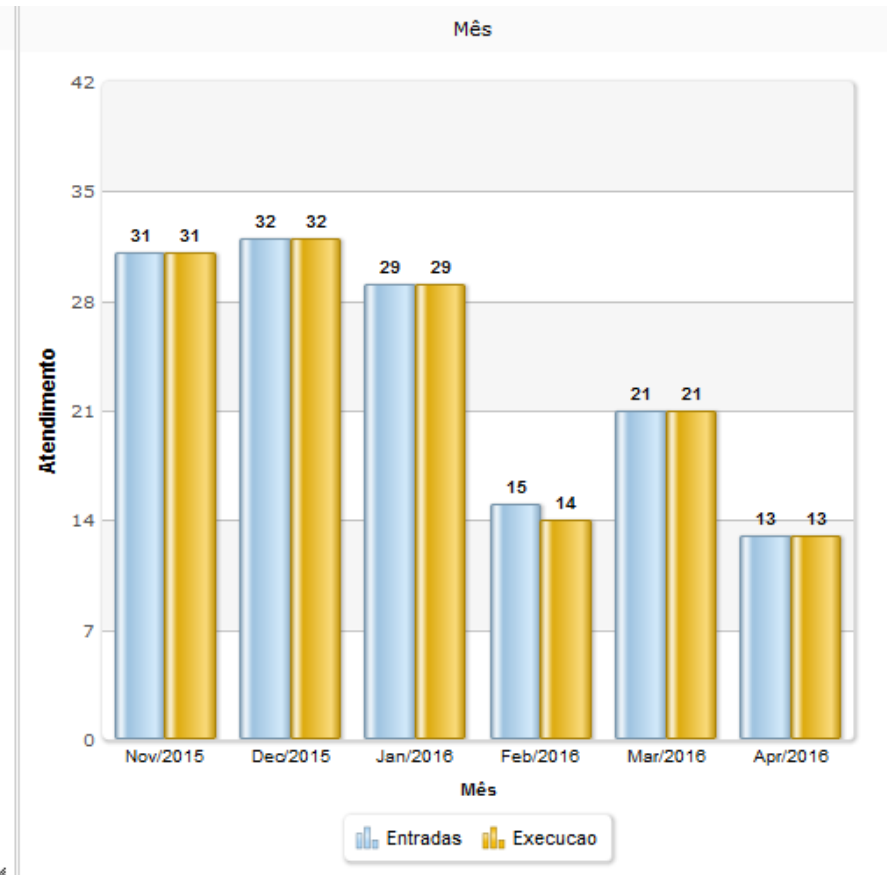
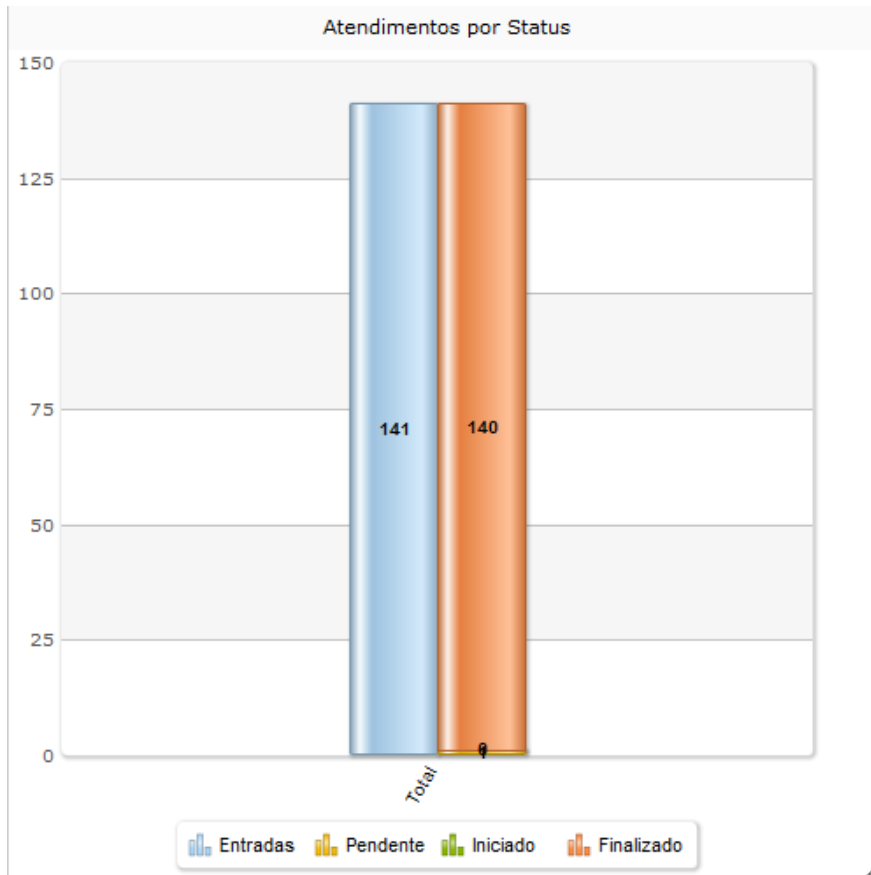


SEOP

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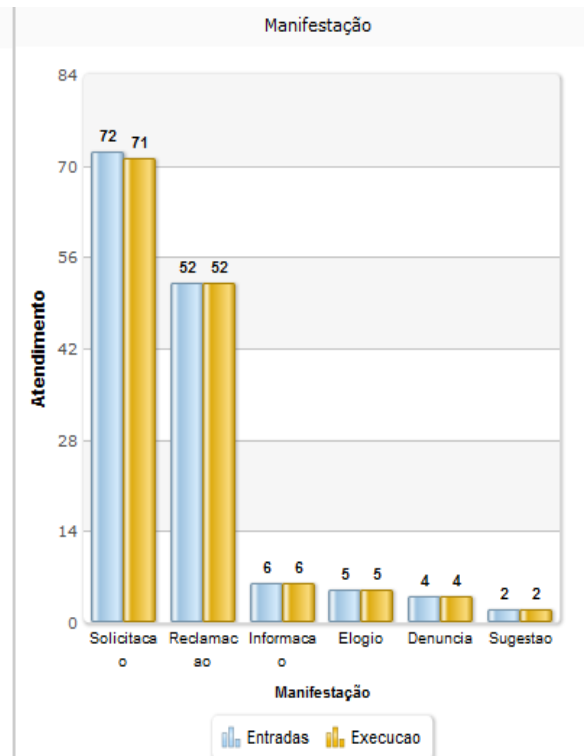
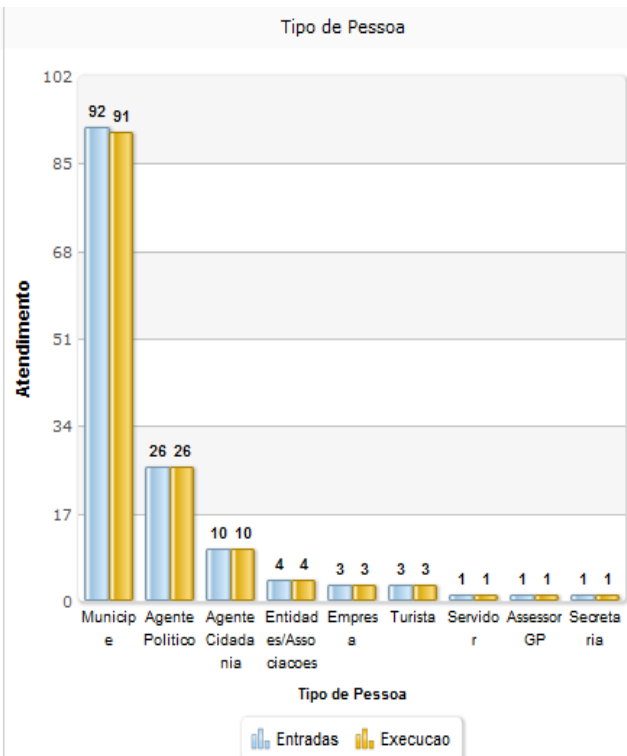
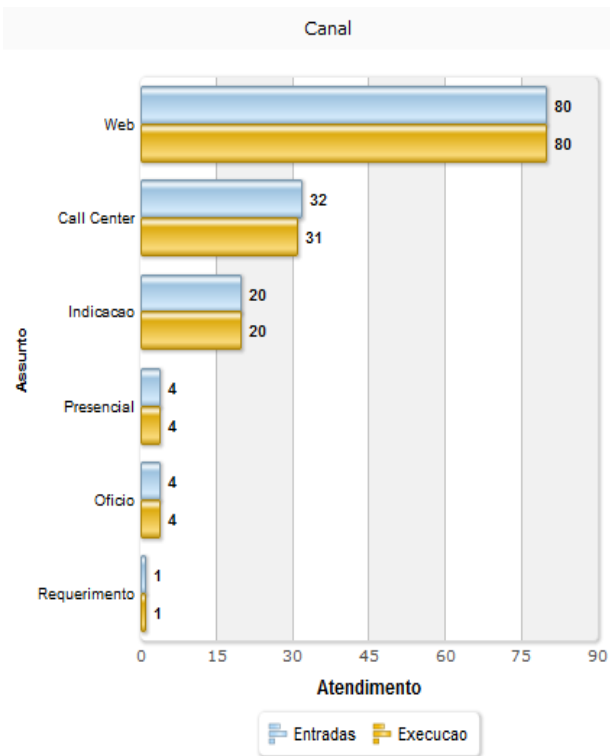


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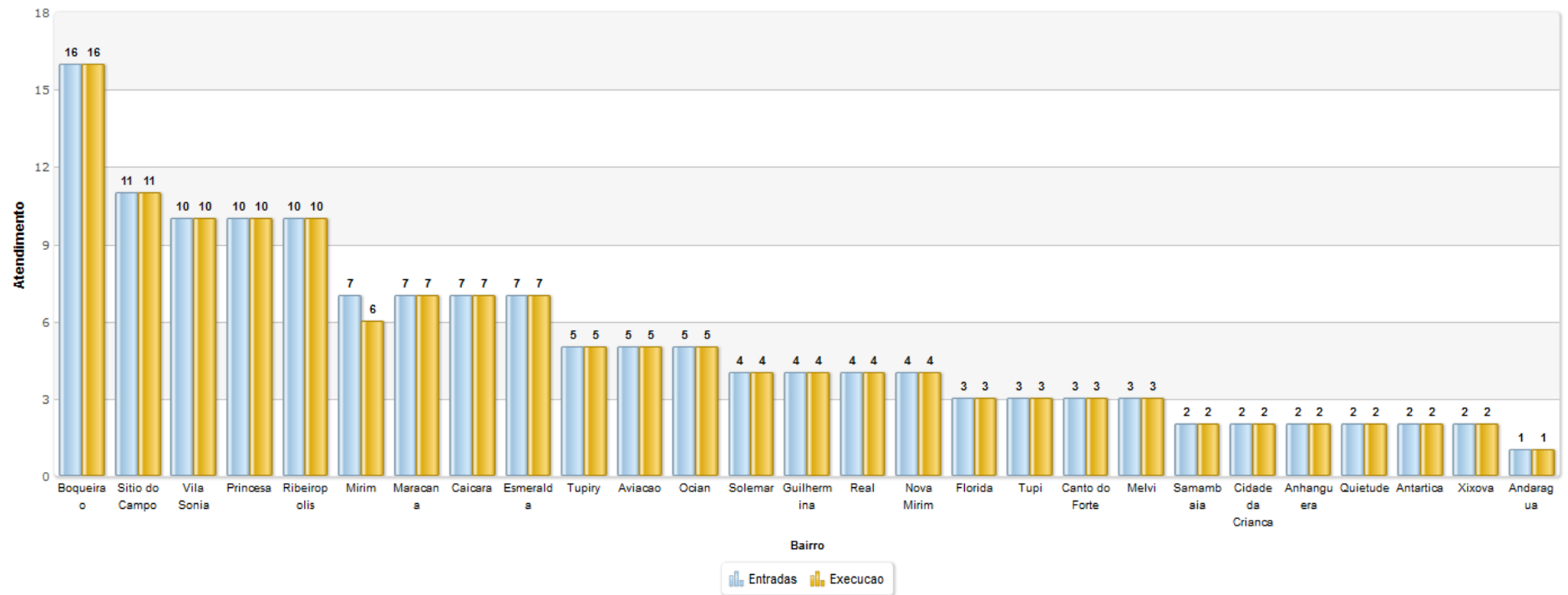


OUVIDORIA
PRAIA GRANDE

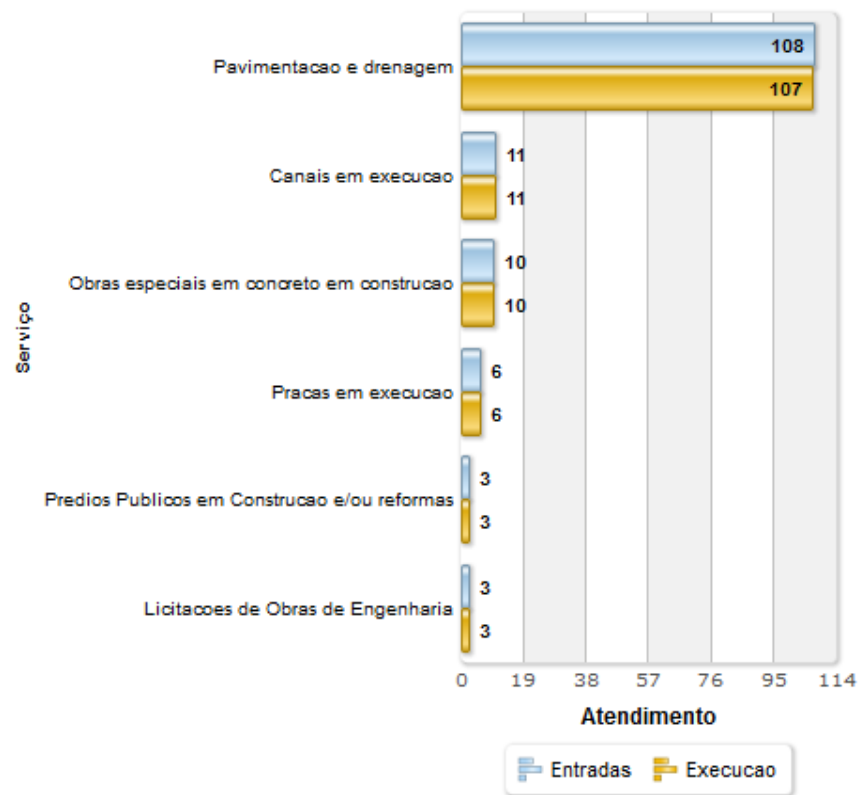
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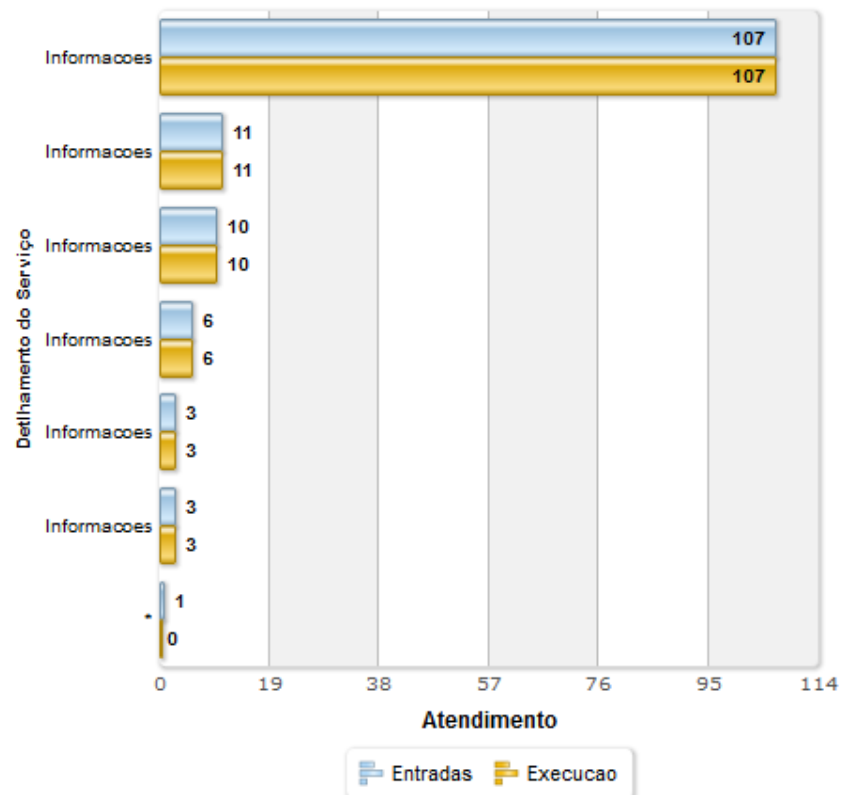
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Serviço (Top 10)



Detalhamento Serviço (Top 10)

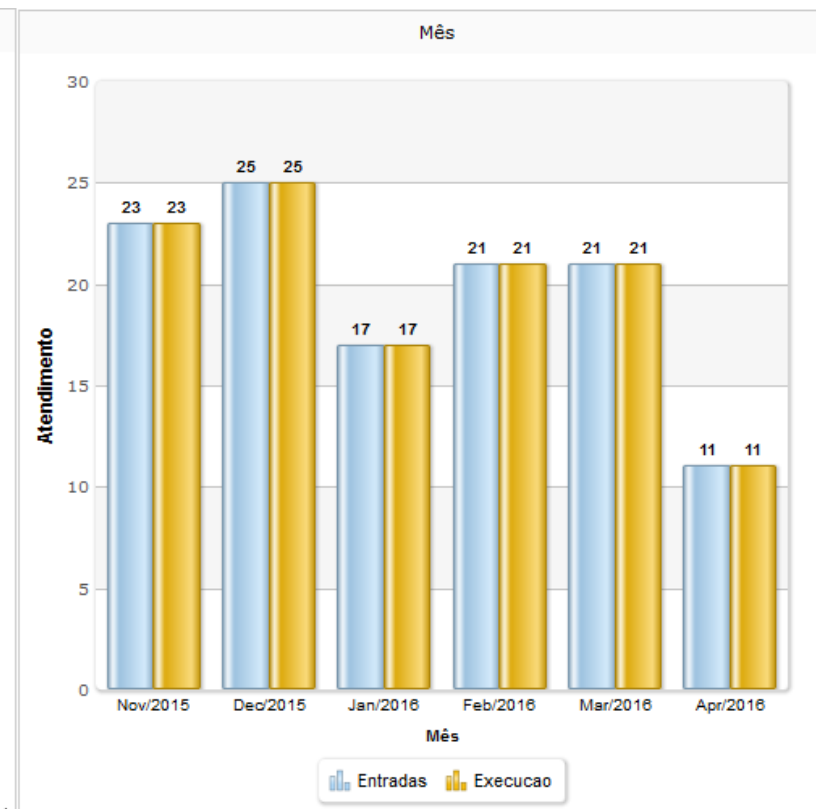
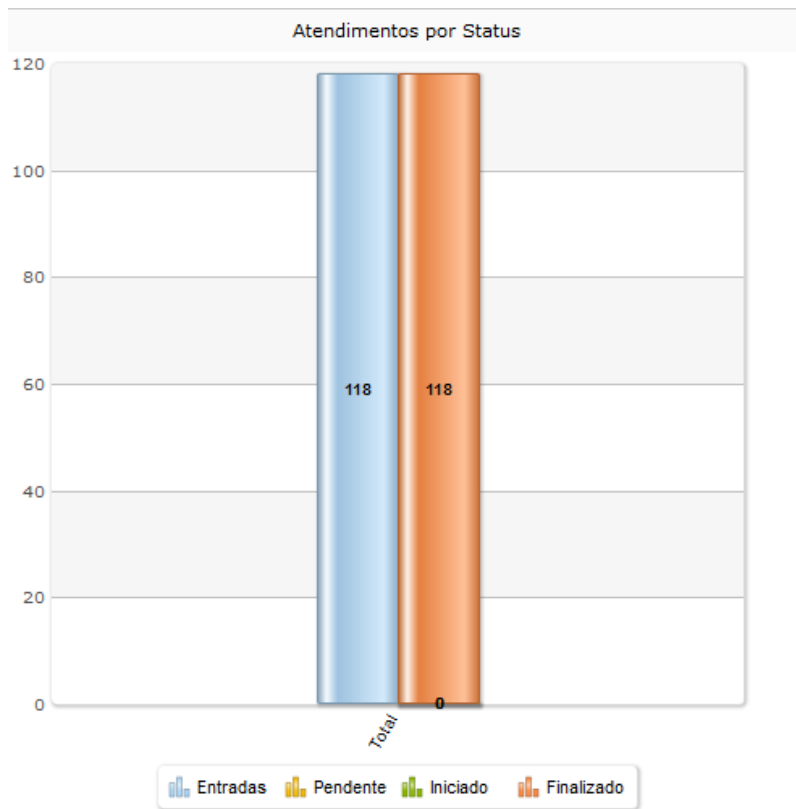


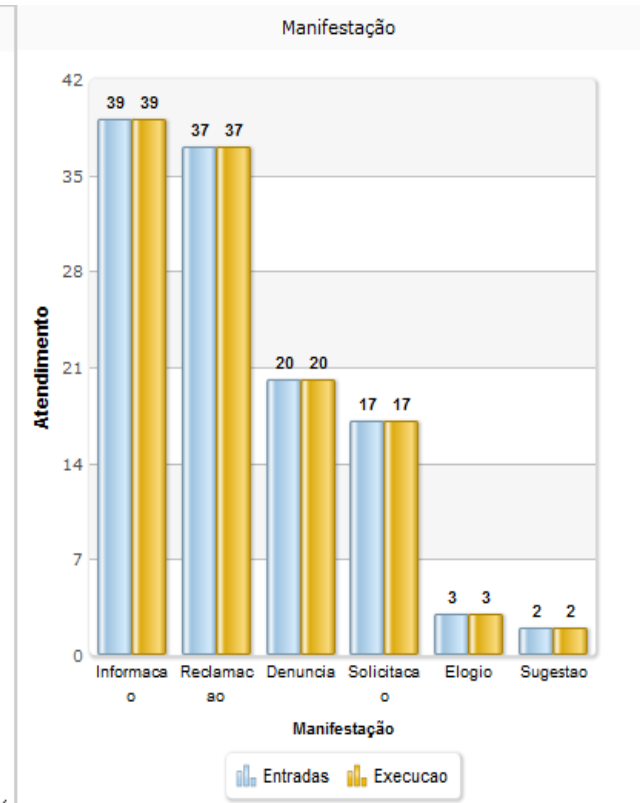
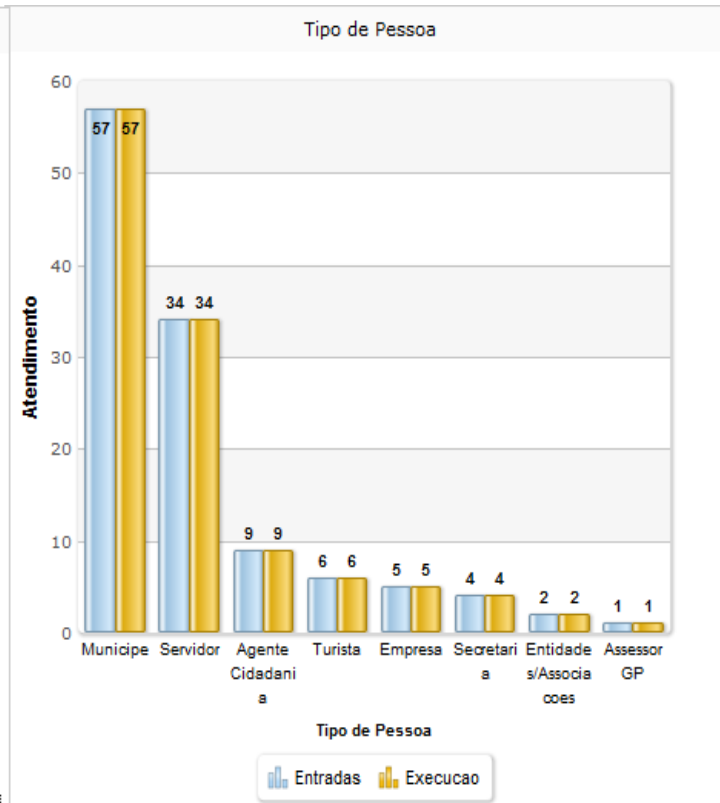
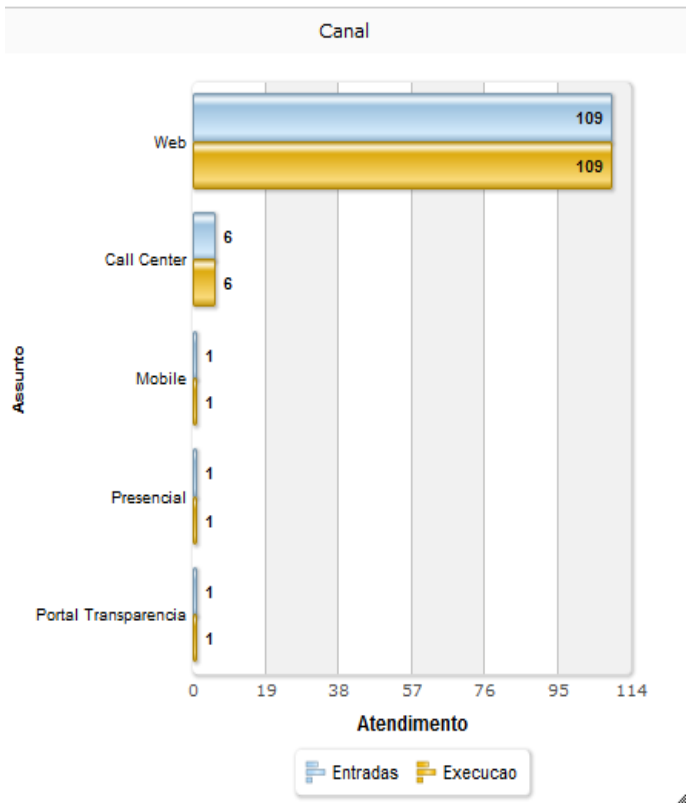
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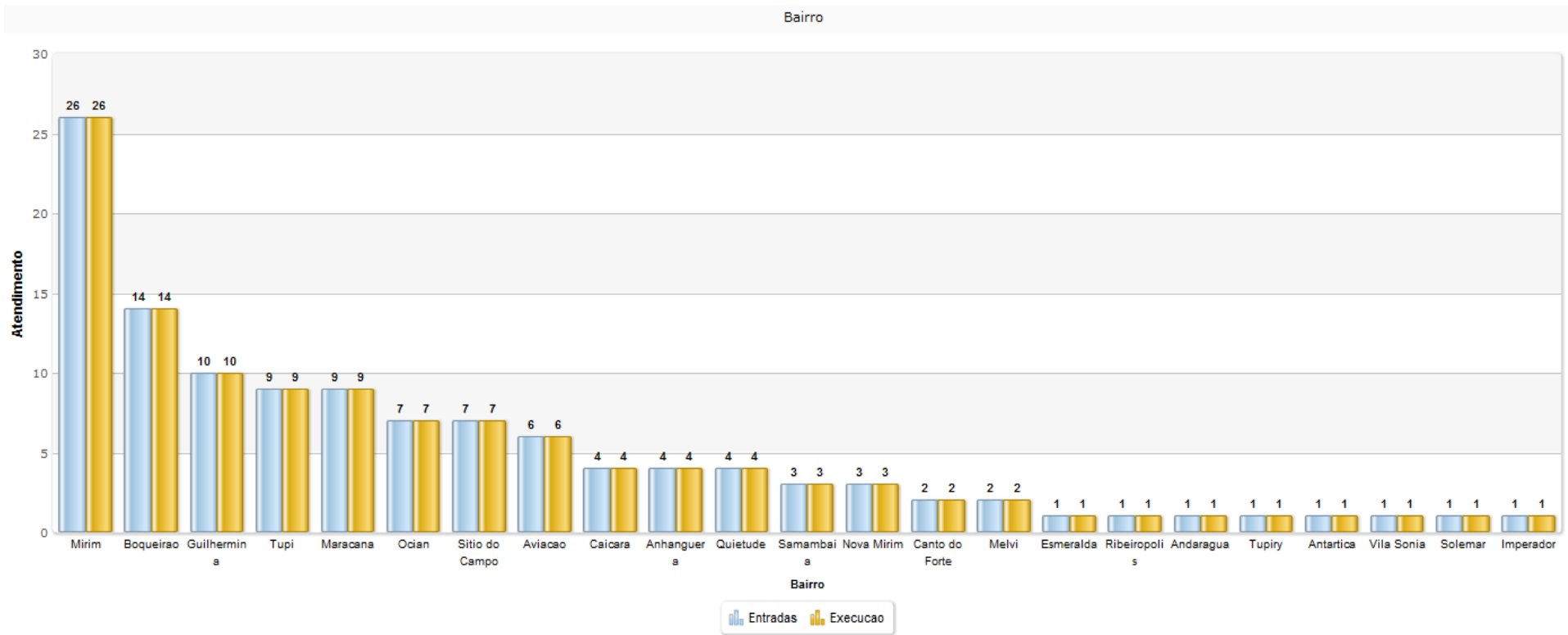
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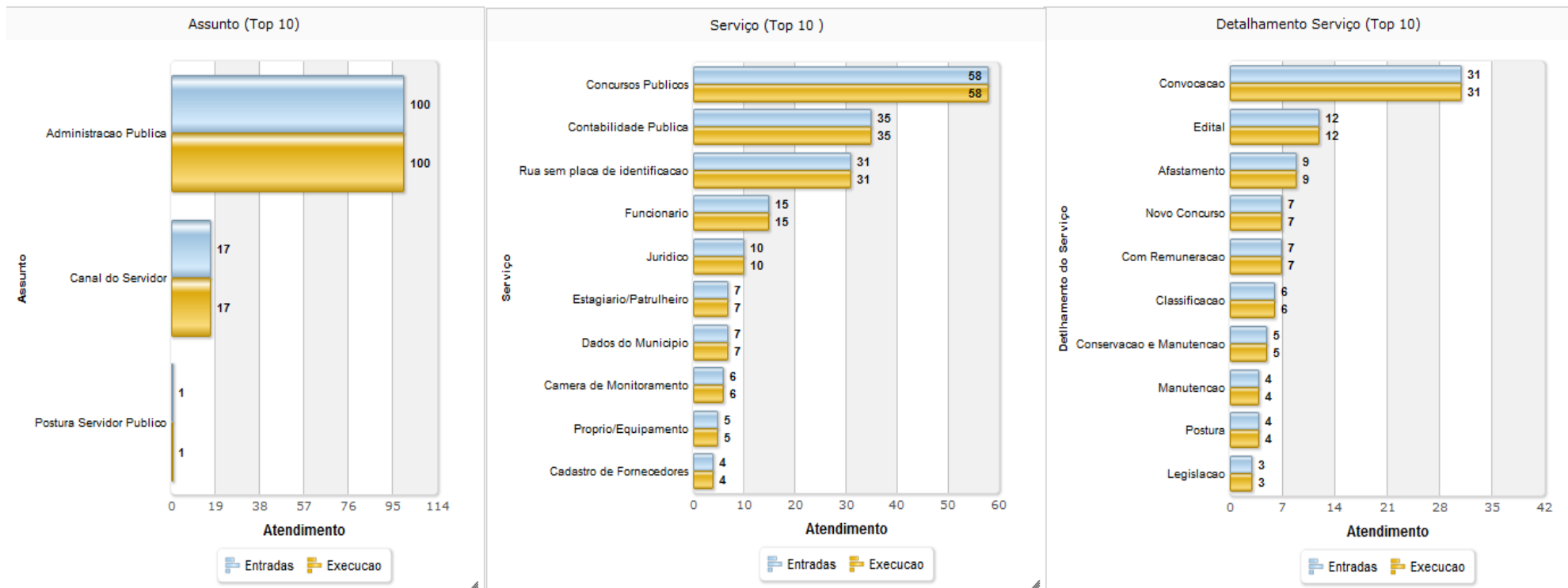
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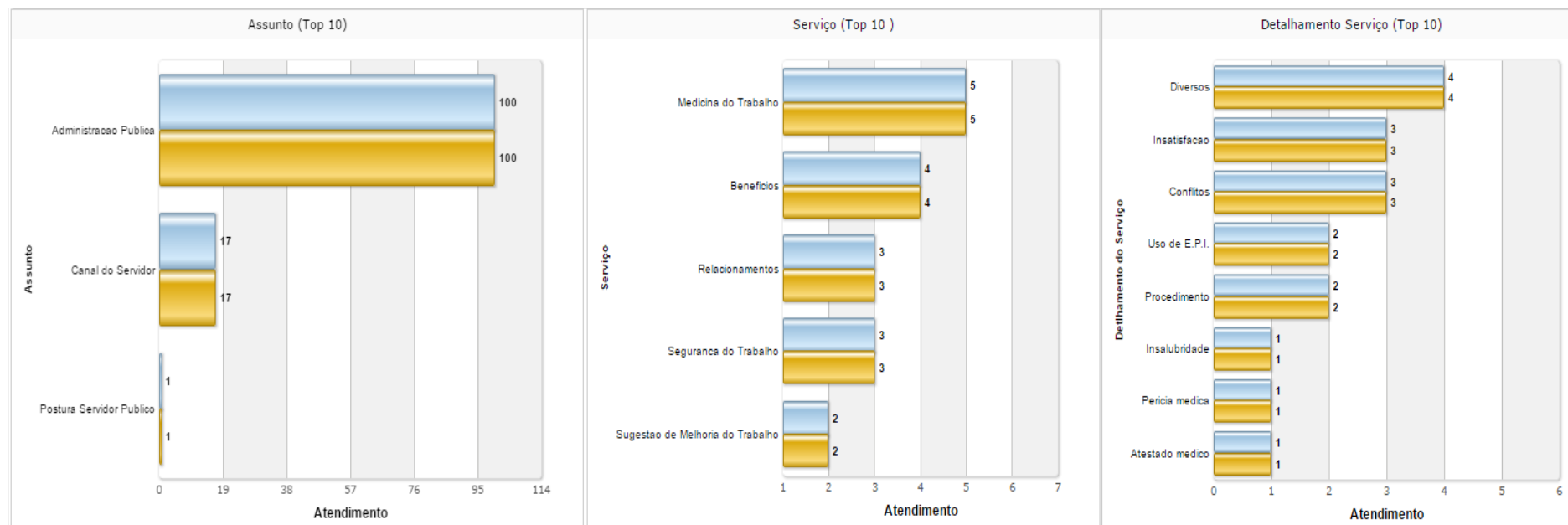




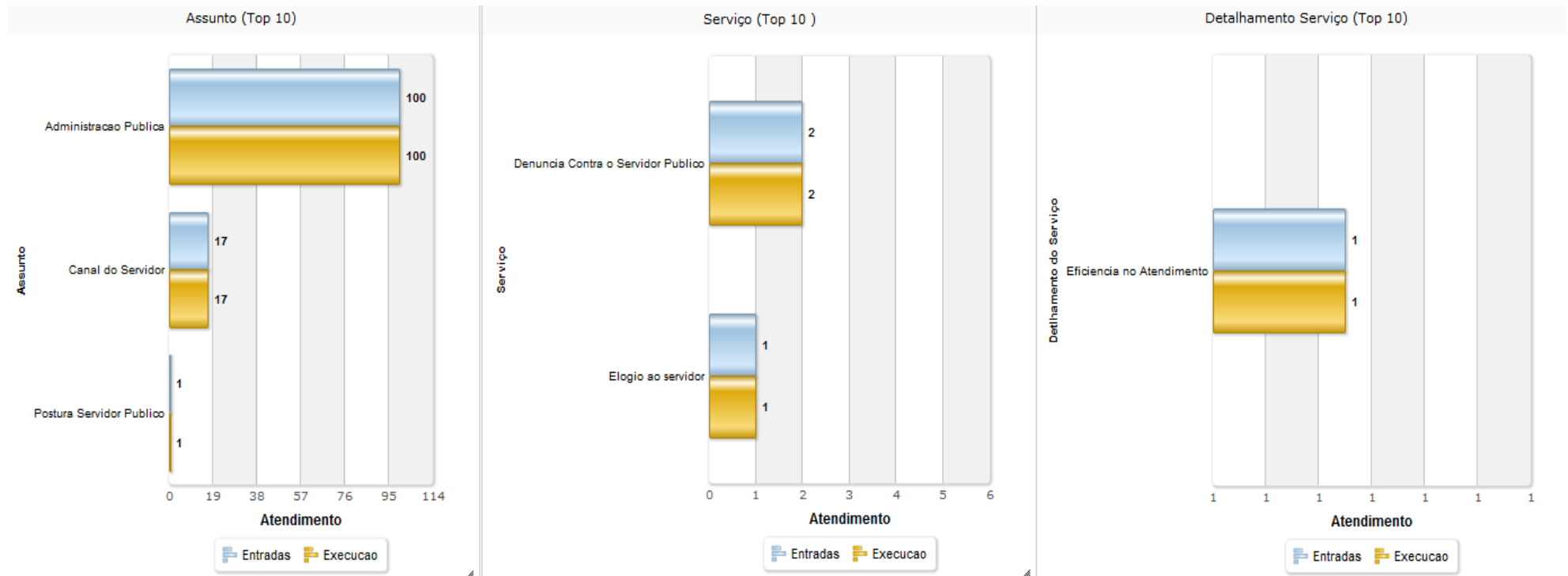
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ASSUNTO: CANAL DO SERVIDOR



ASSUNTO: POSTURA SERVIDOR PÚBLICO

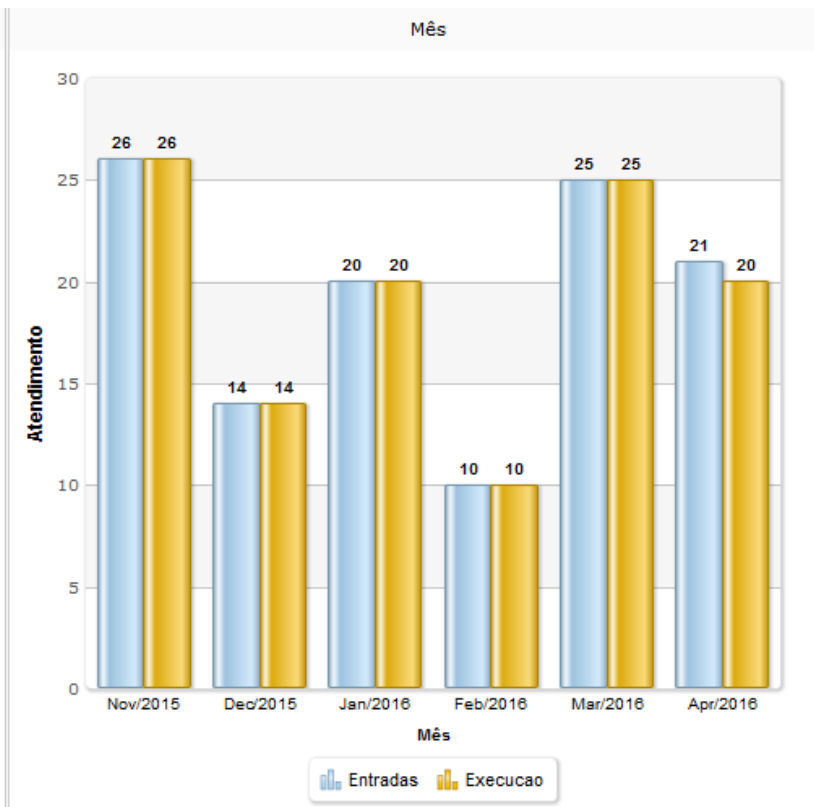
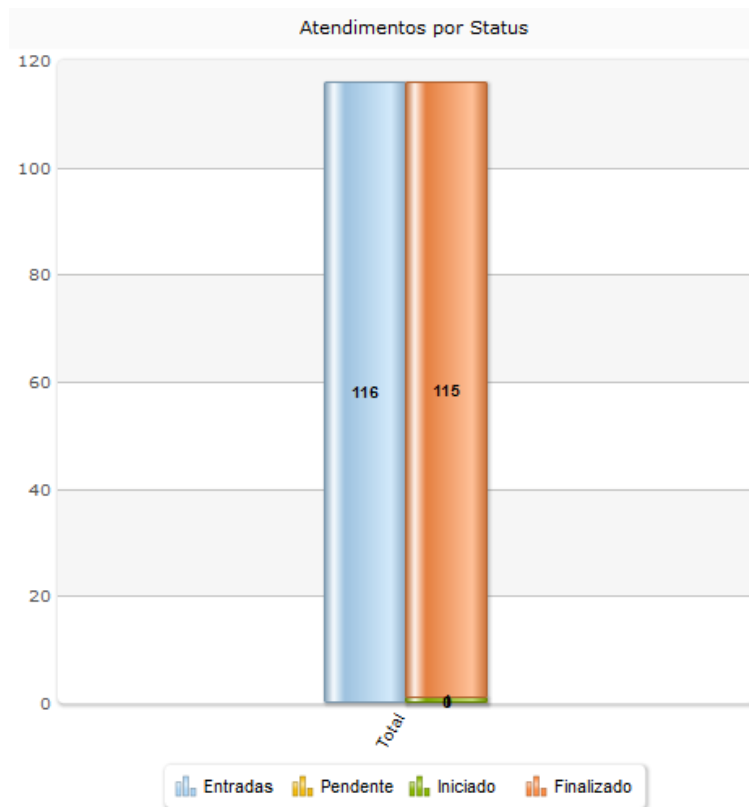


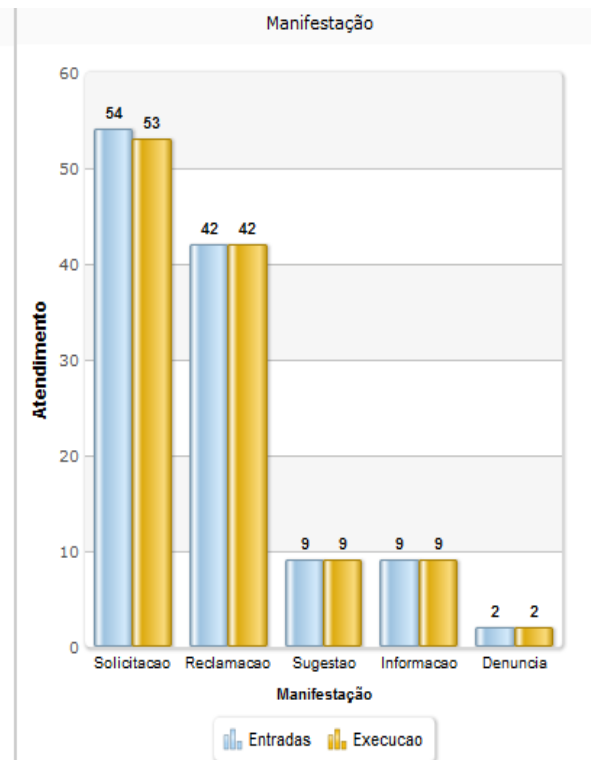
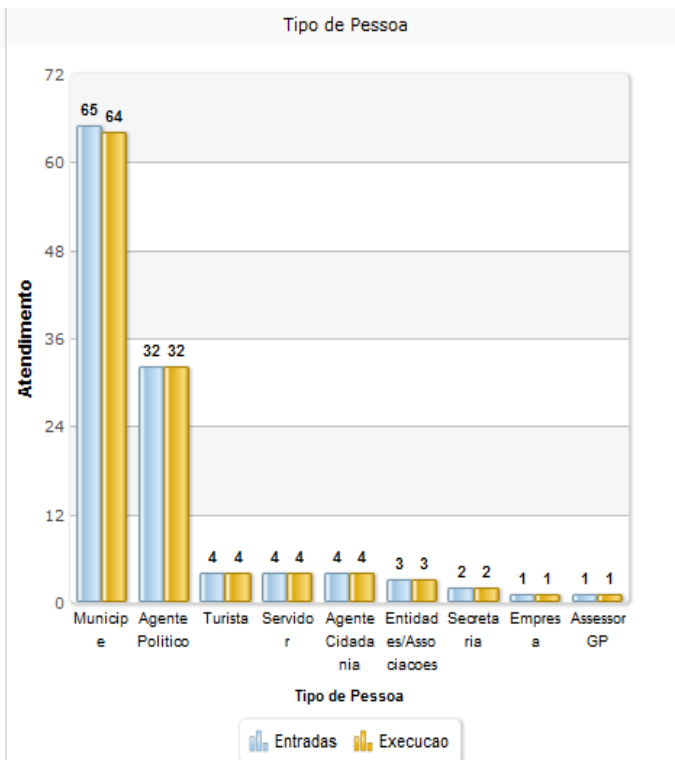
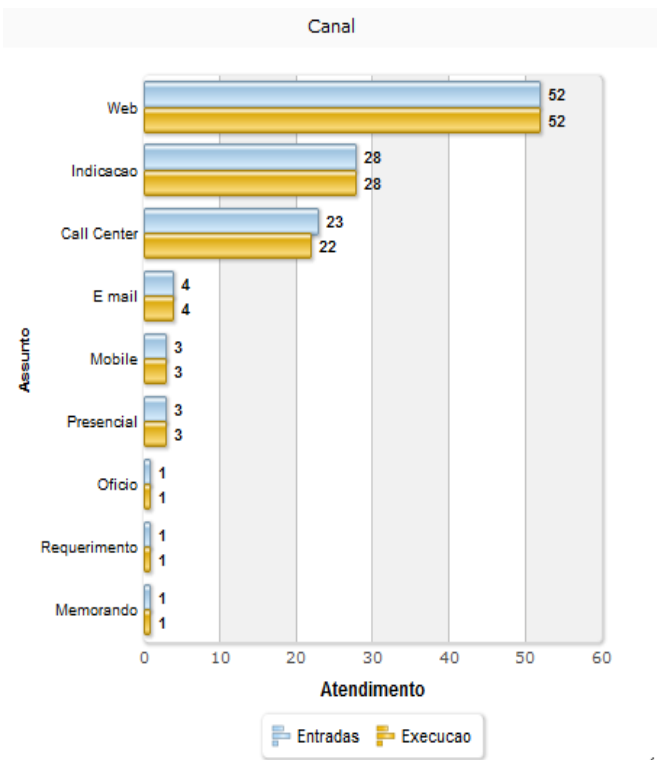
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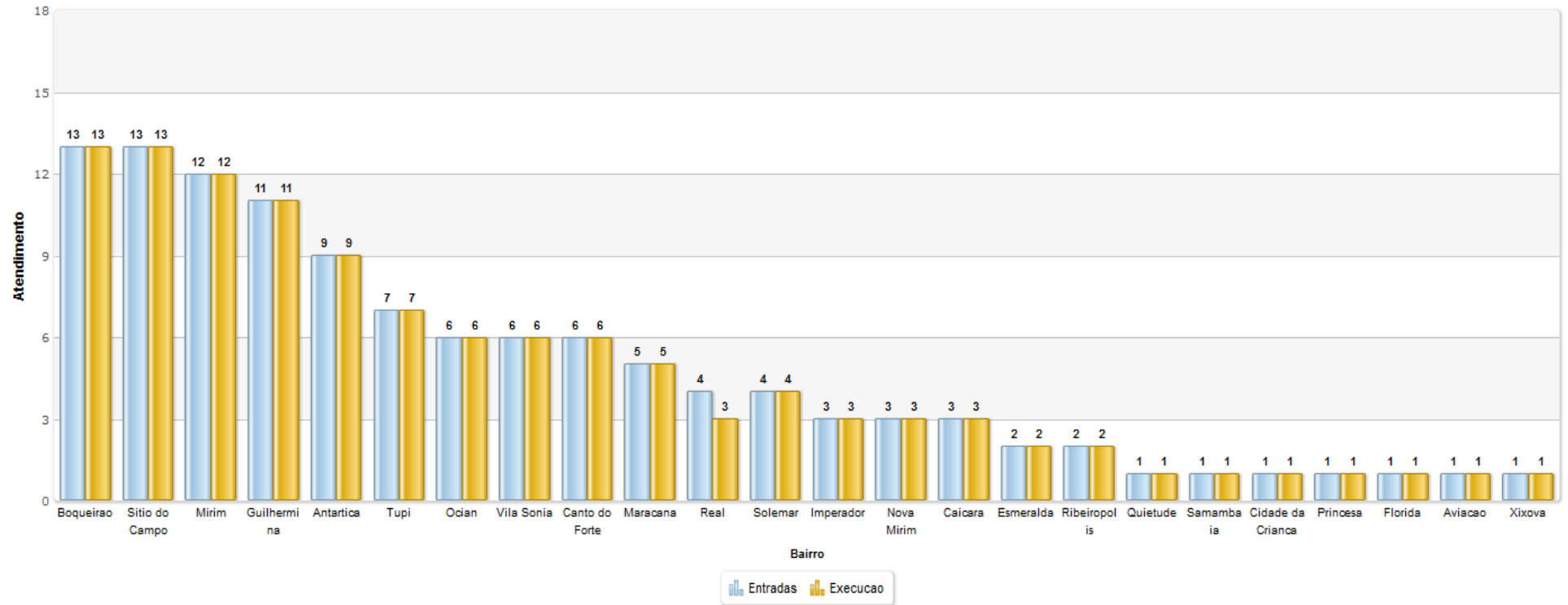


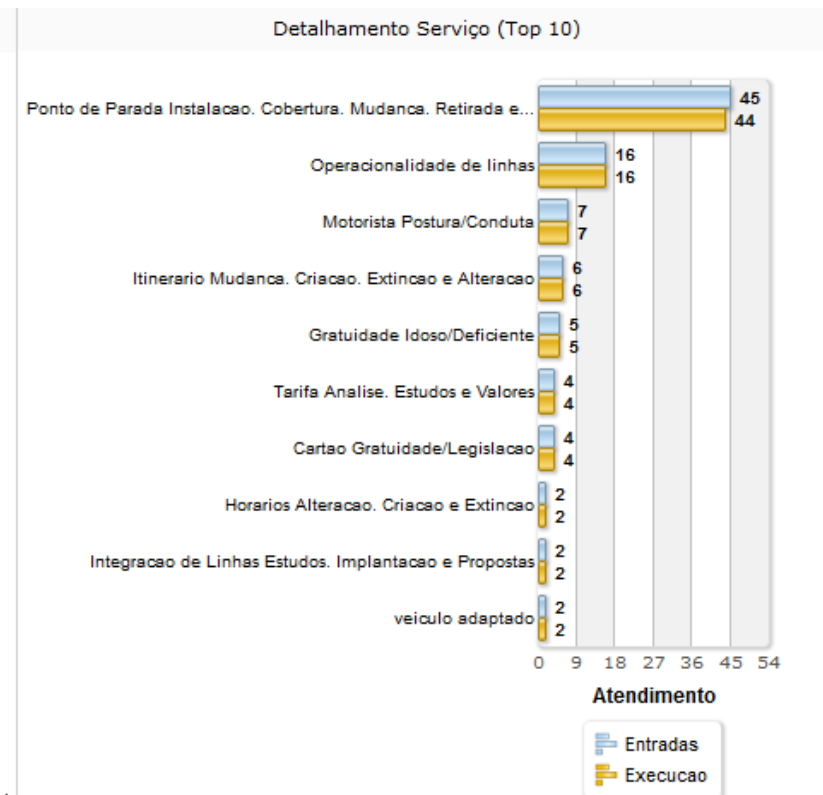
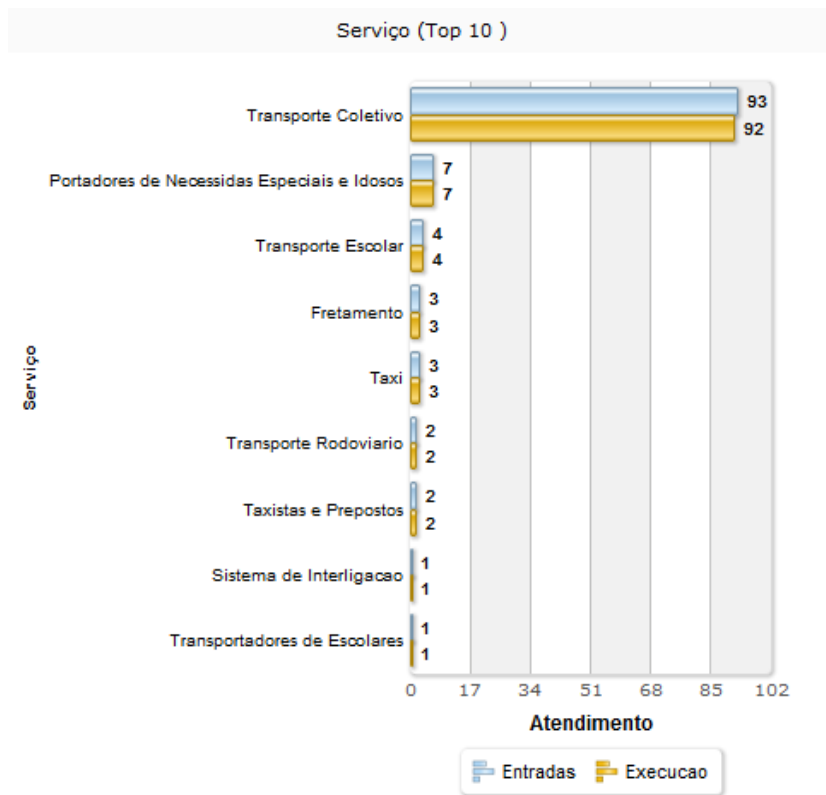
SECRETARIA DE GOVERNO





Bairro



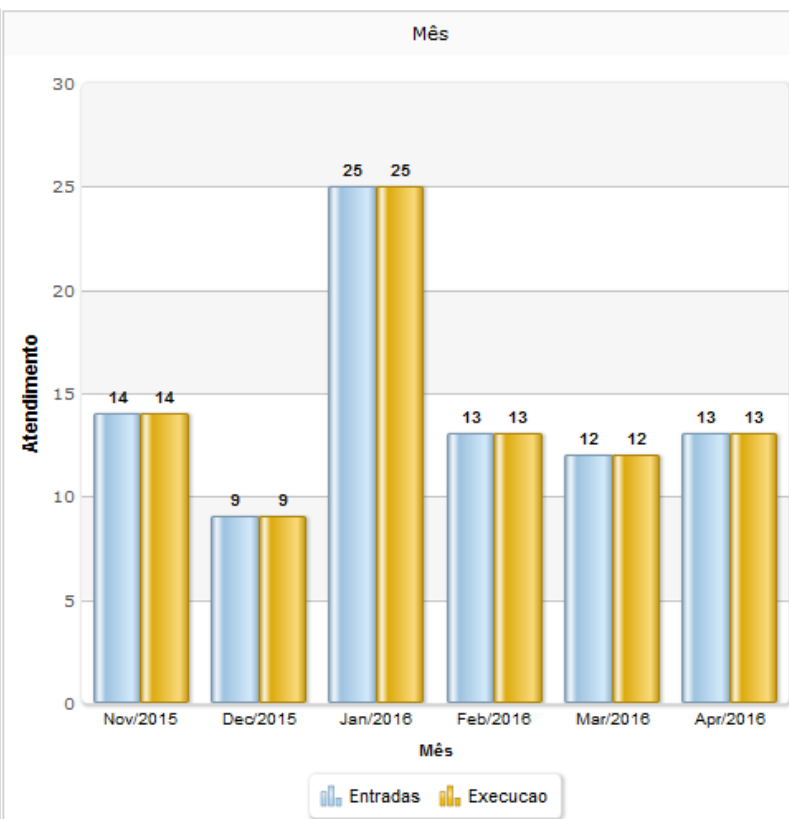
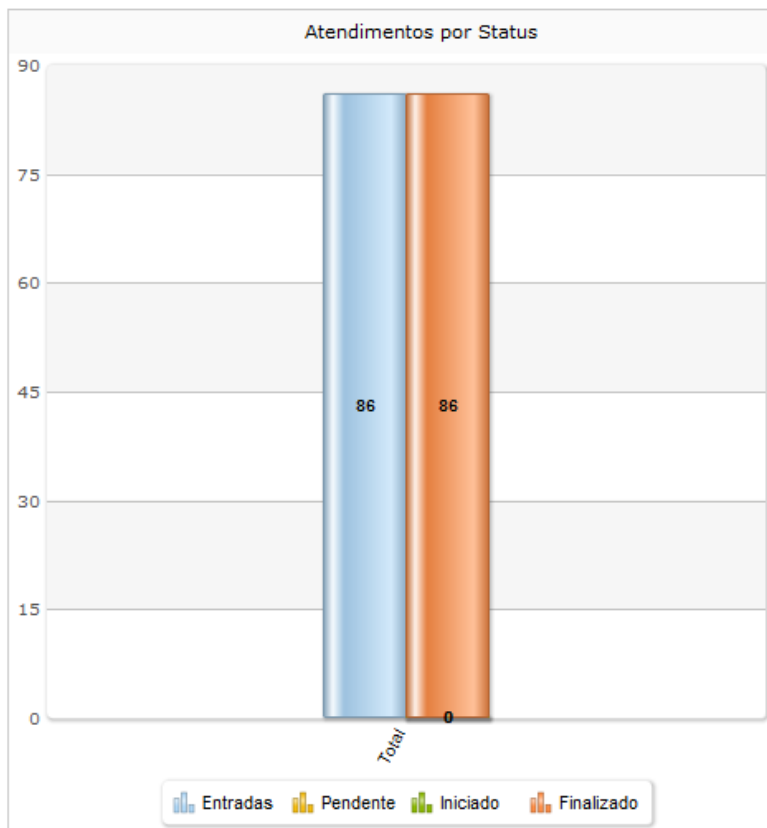


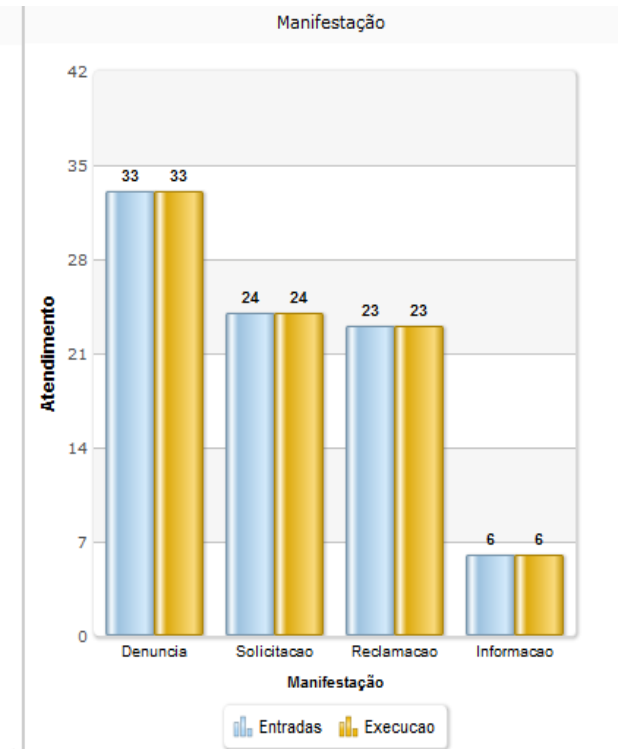
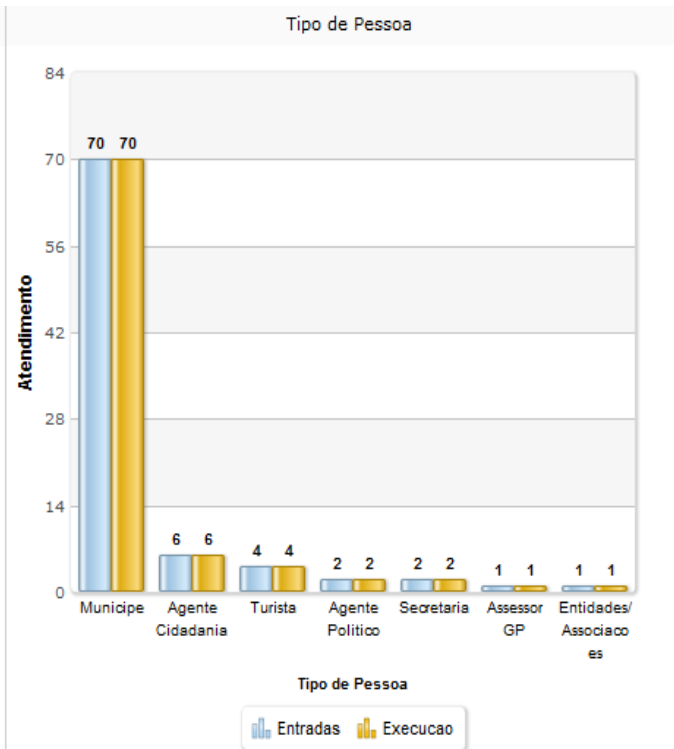
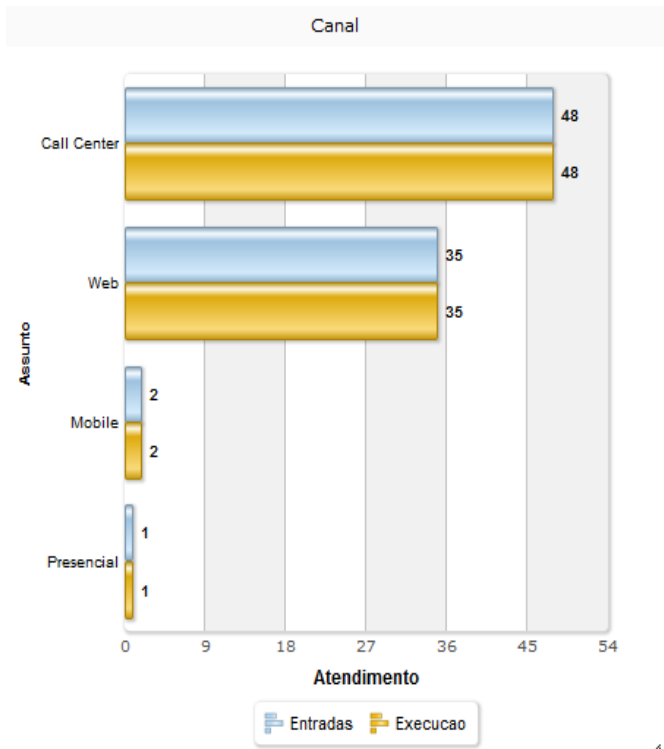
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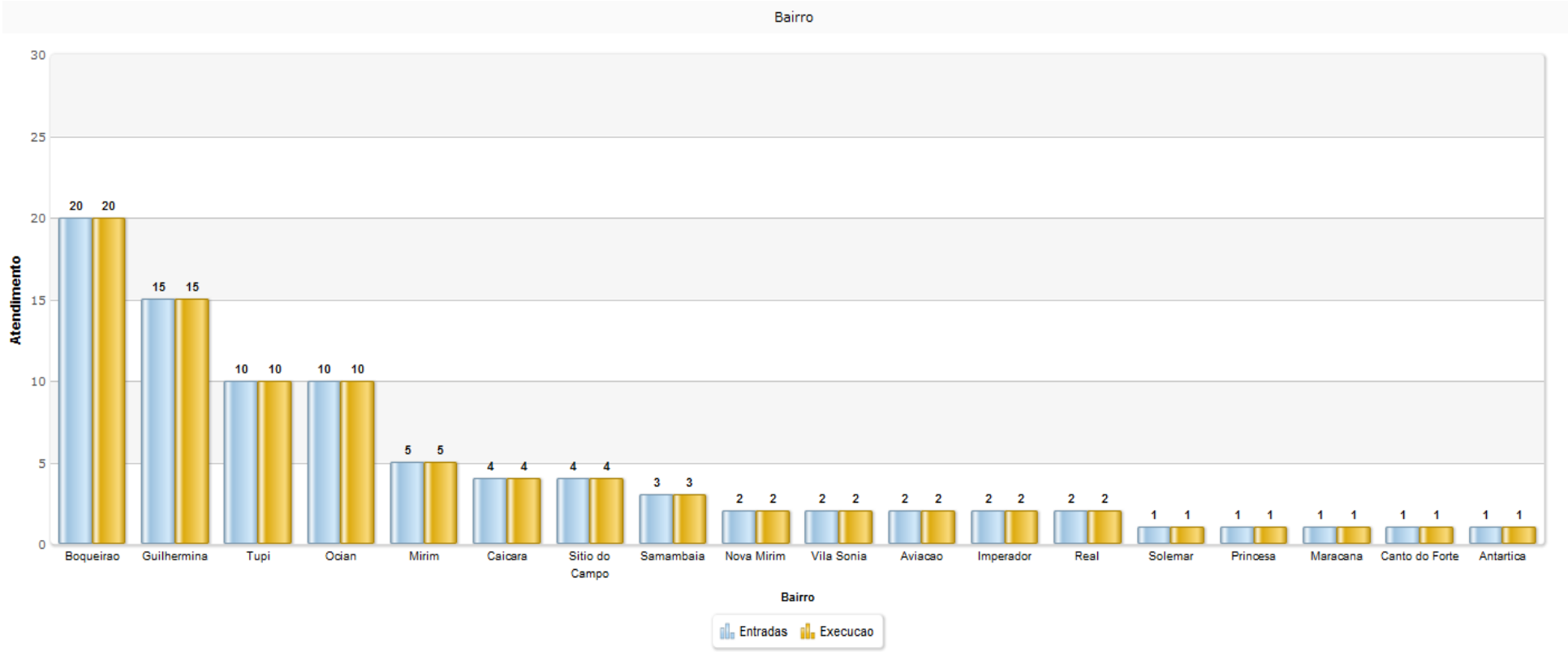
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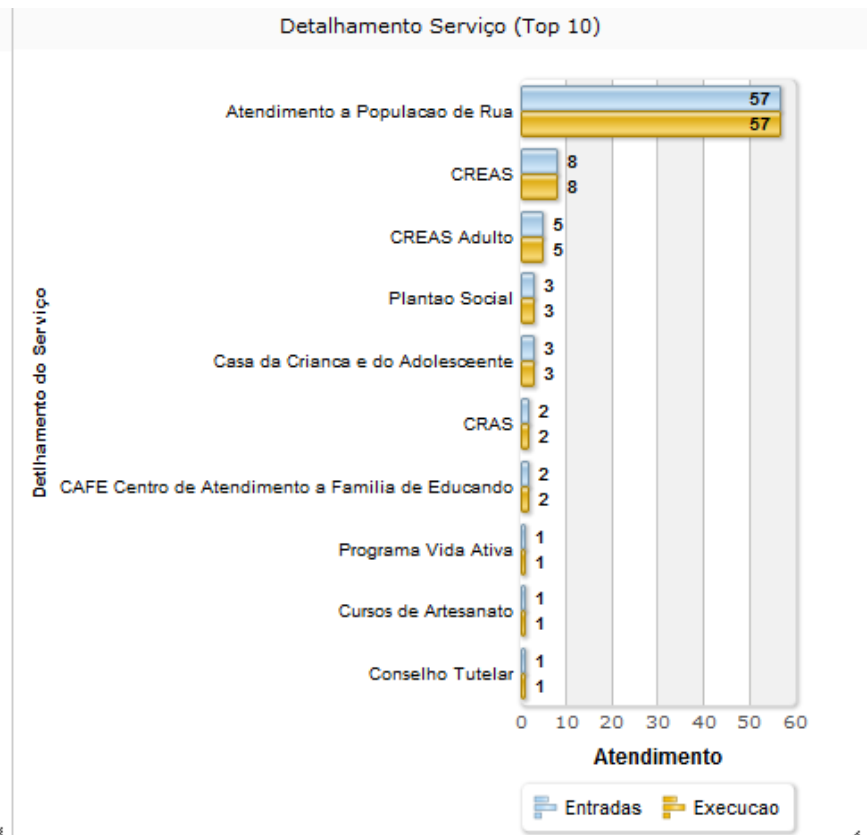
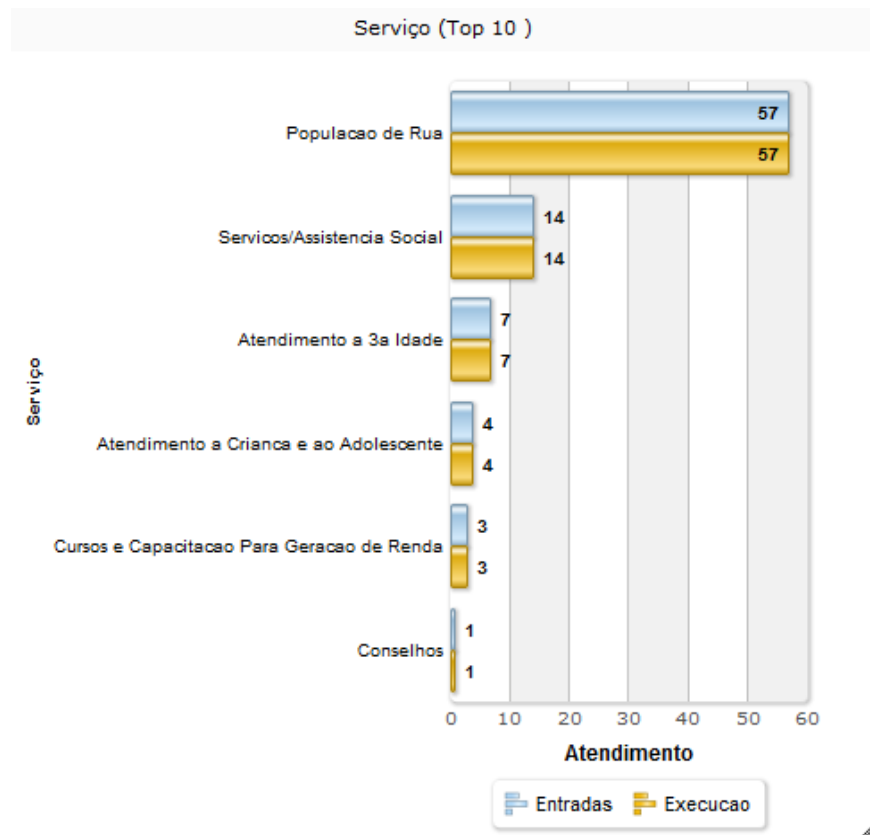


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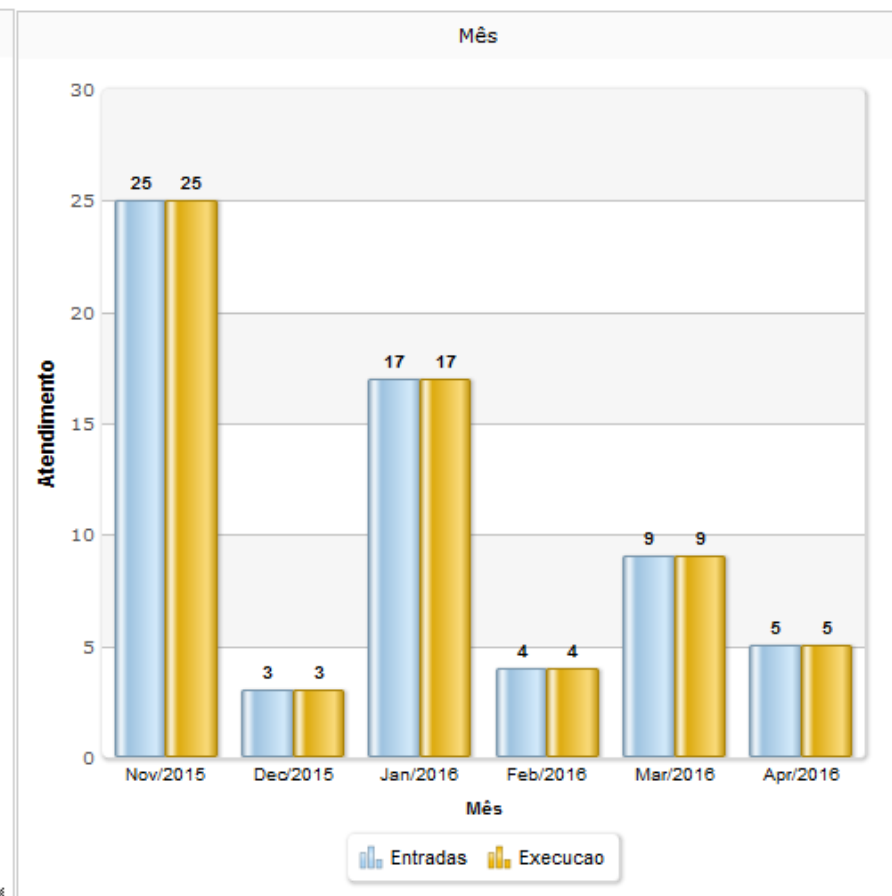
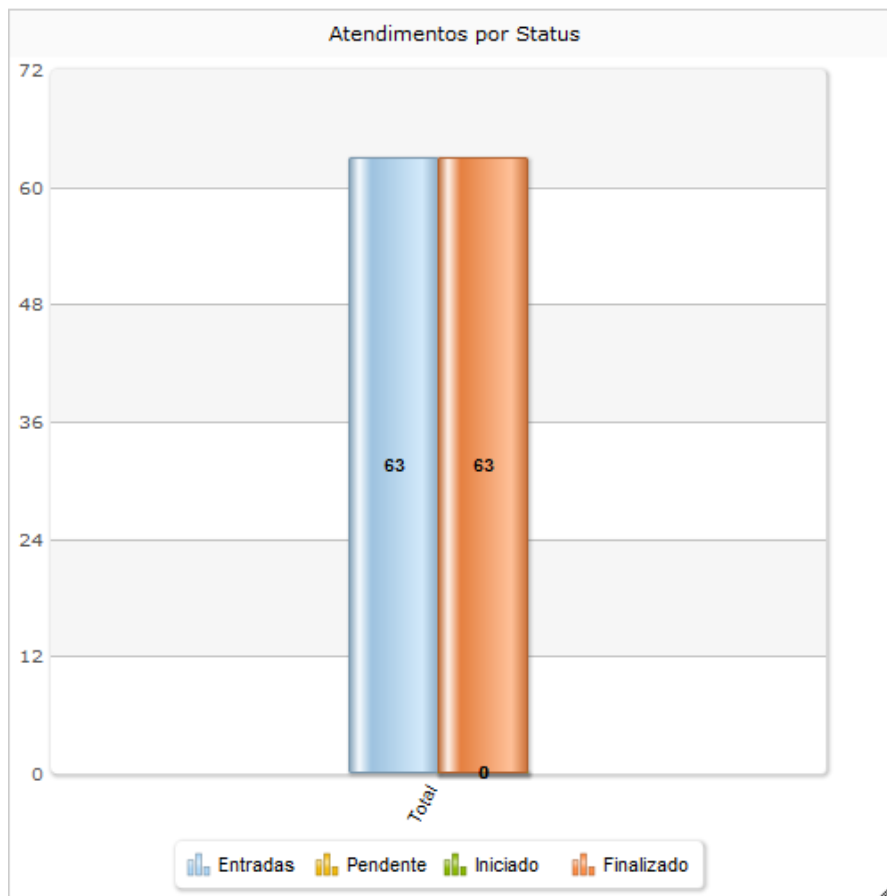


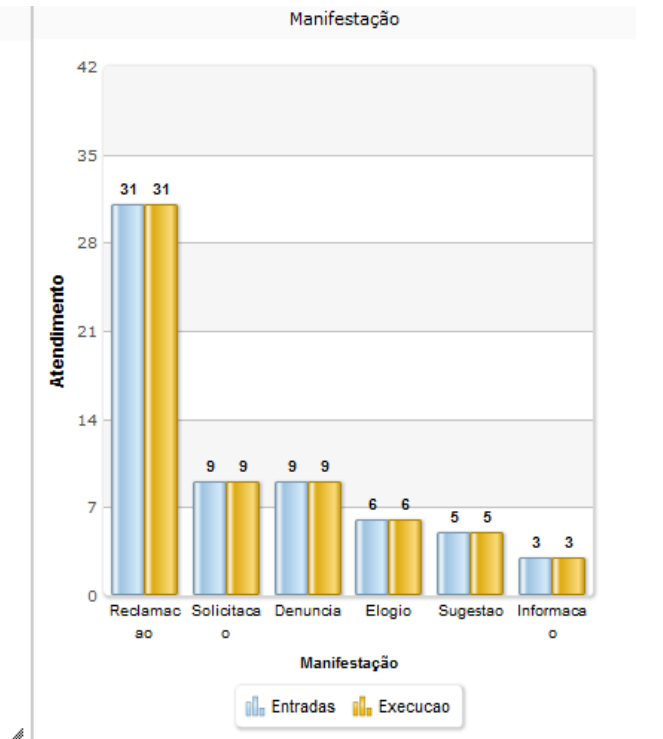
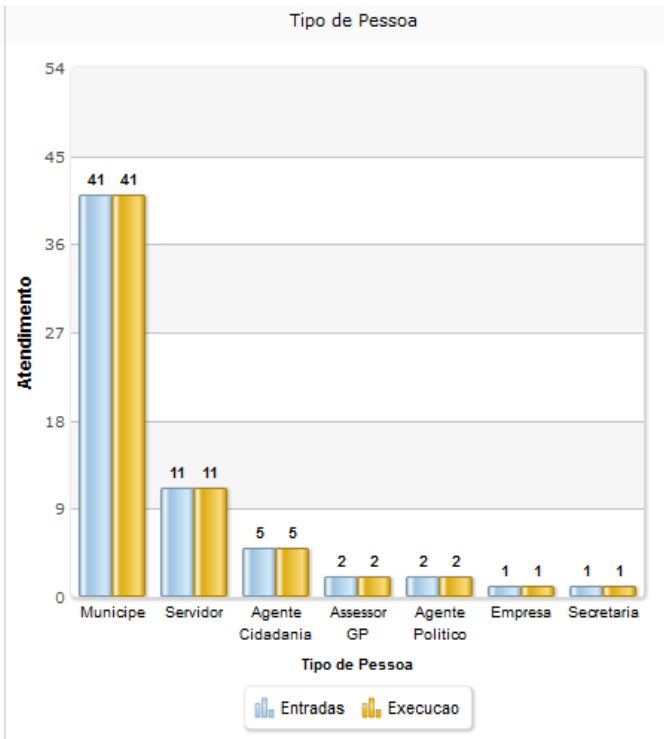
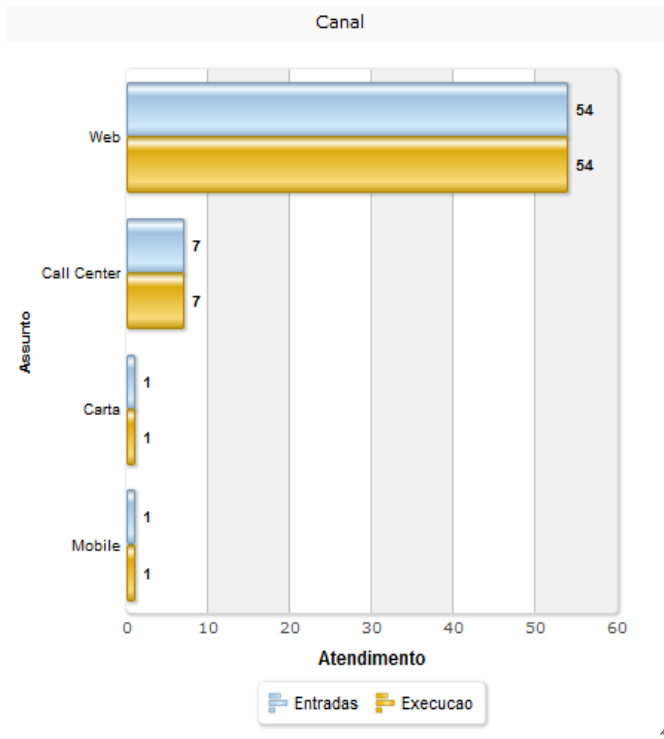
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SECRETARIA DE GOVERNO

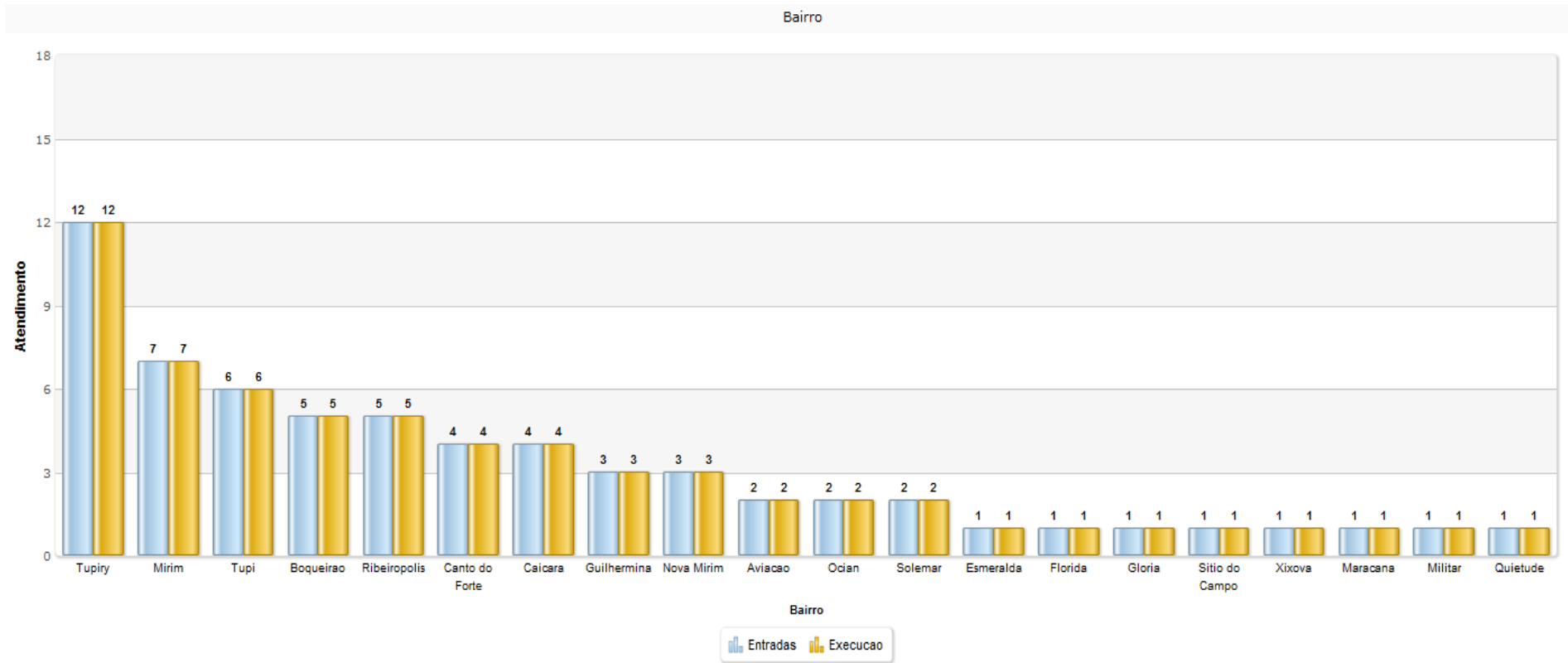


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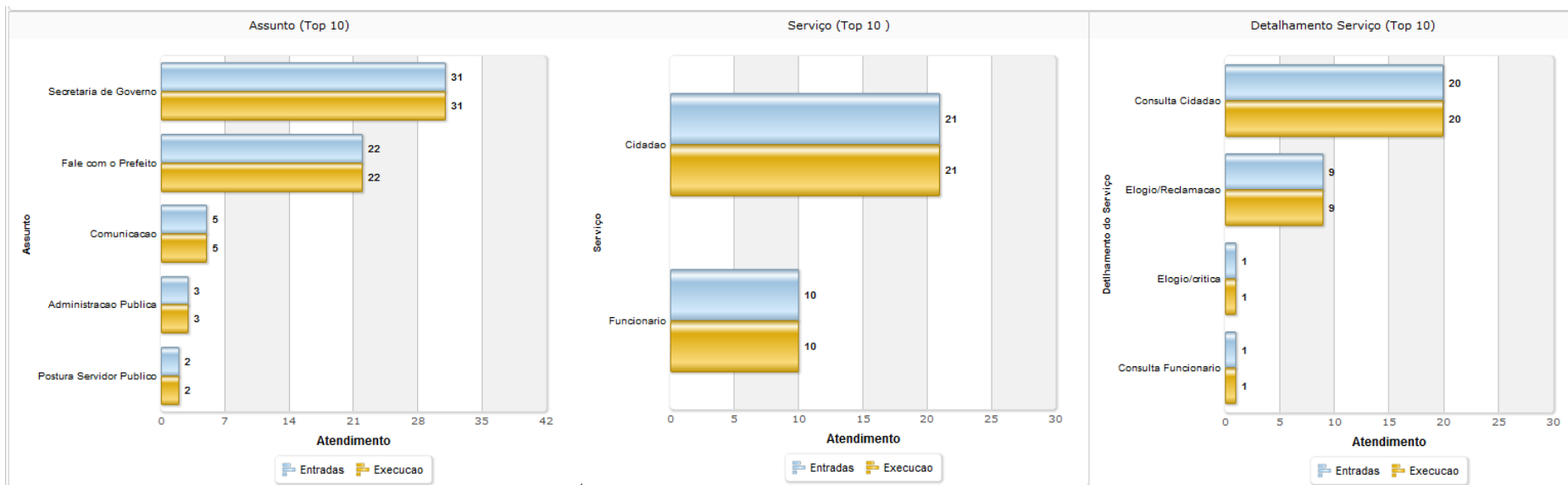




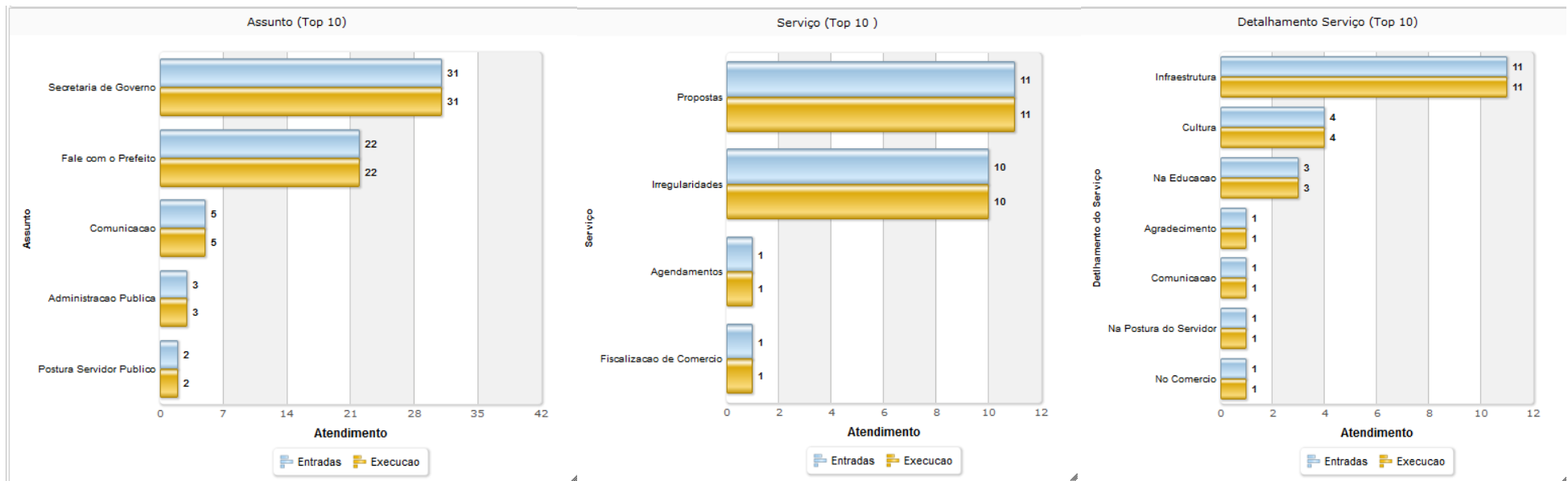
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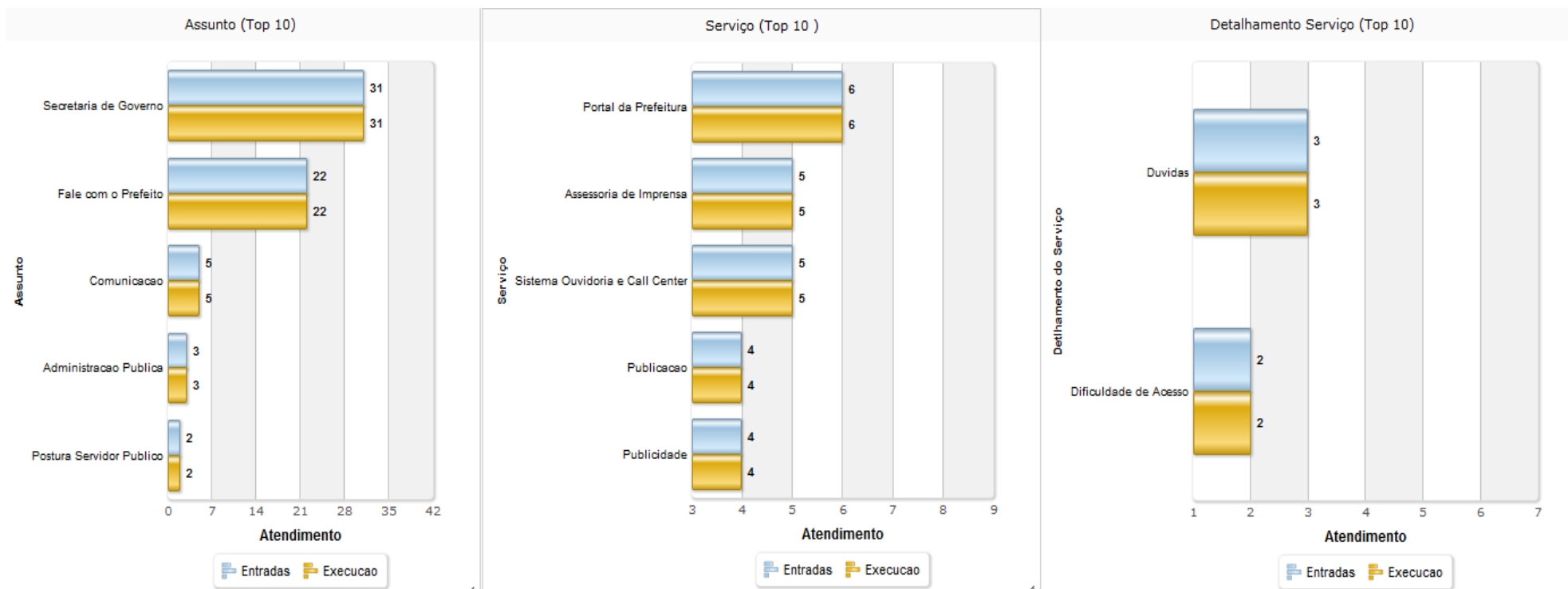
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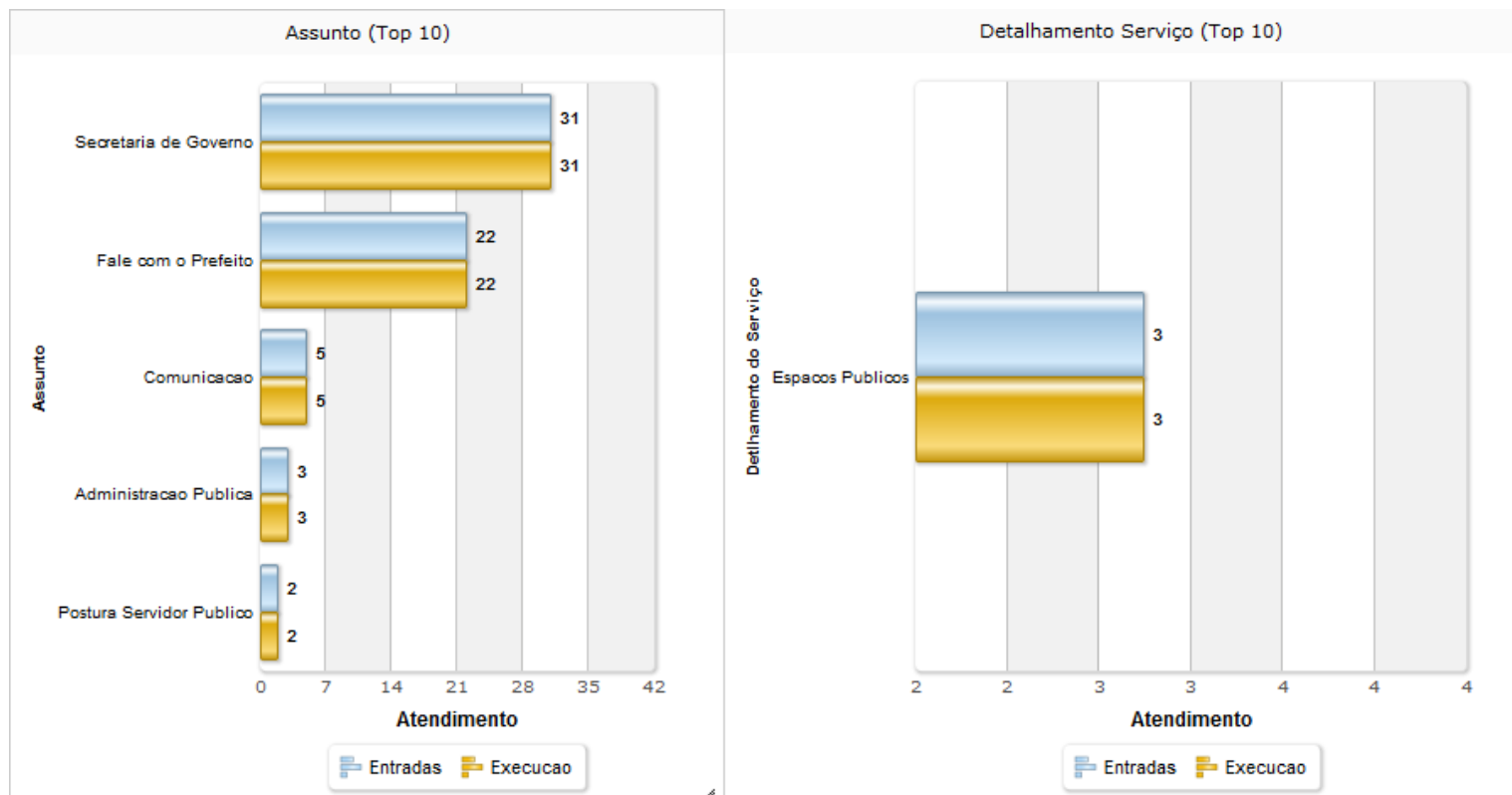
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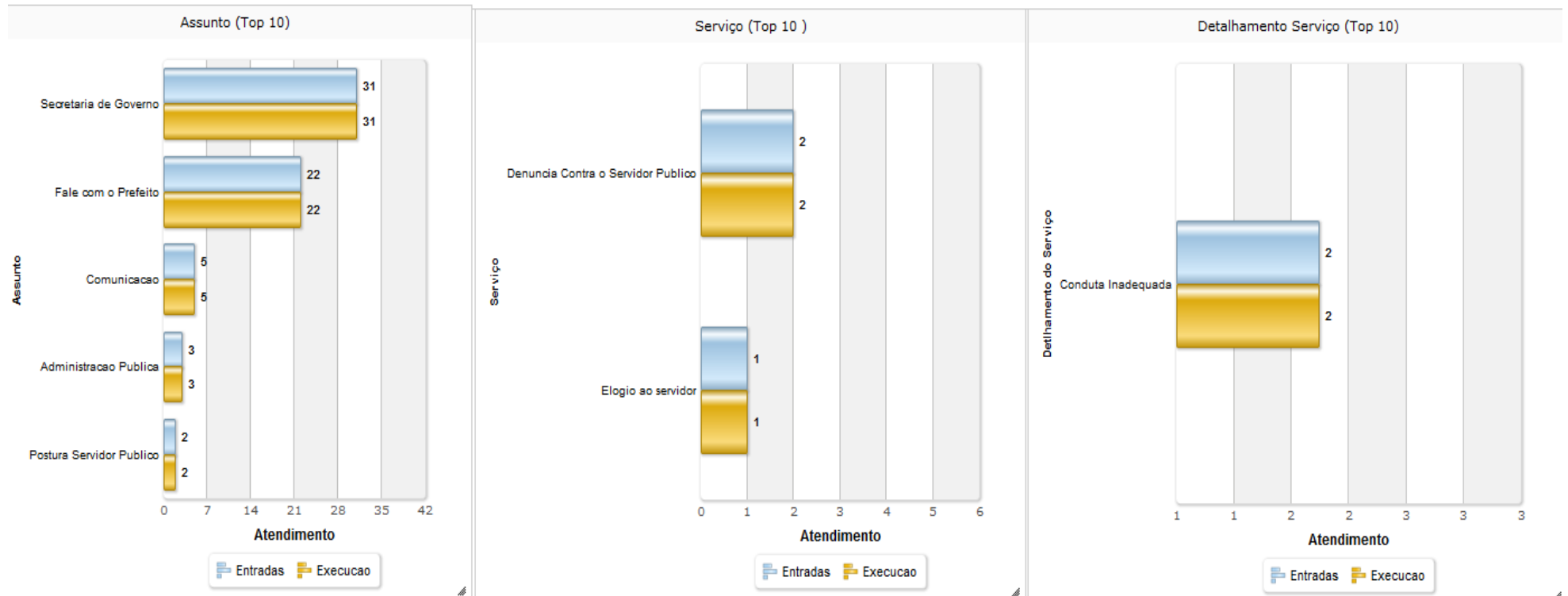
ASSUNTO: COMUNICAÇÃO



ASSUNTO: ADMINISTRAÇÃO PÚBLICA



ASSUNTO: POSTURA SERVIDOR

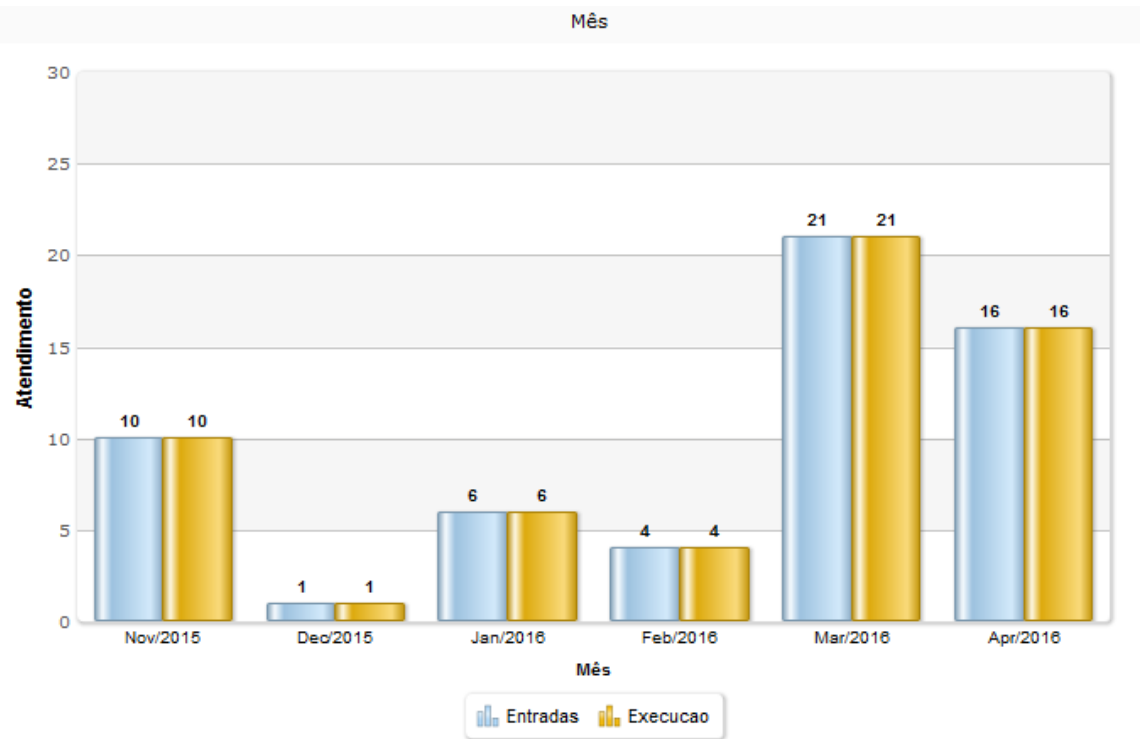
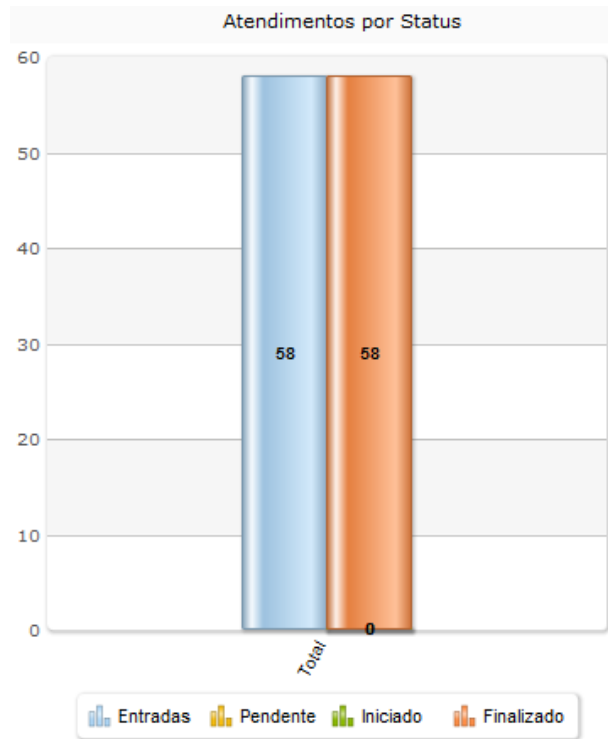


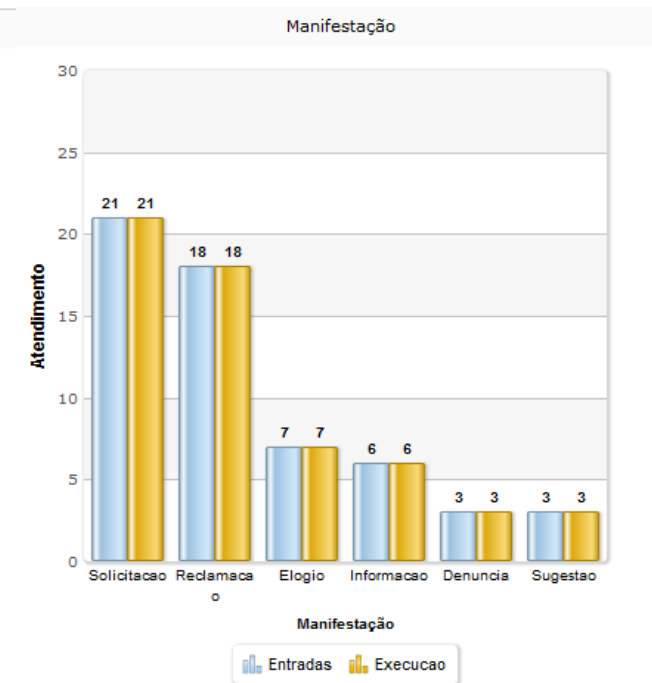
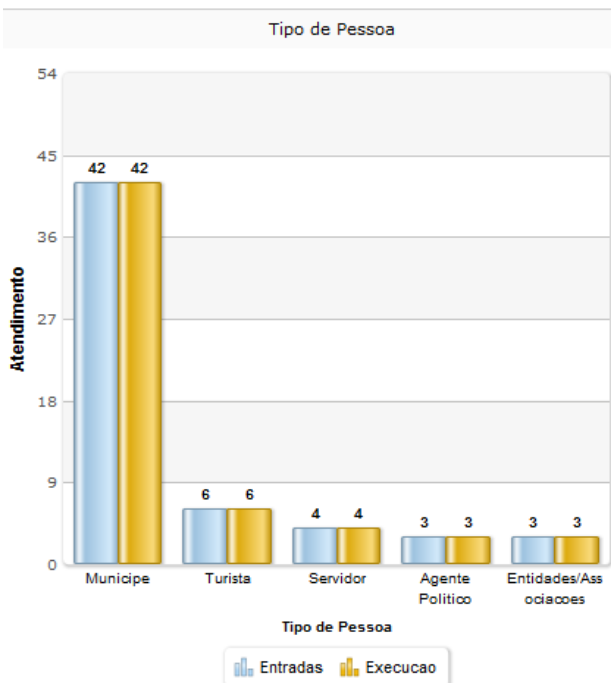
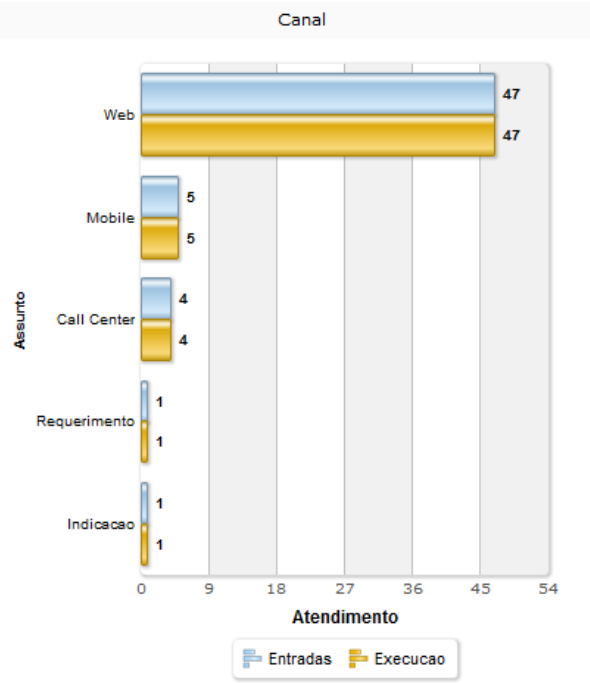
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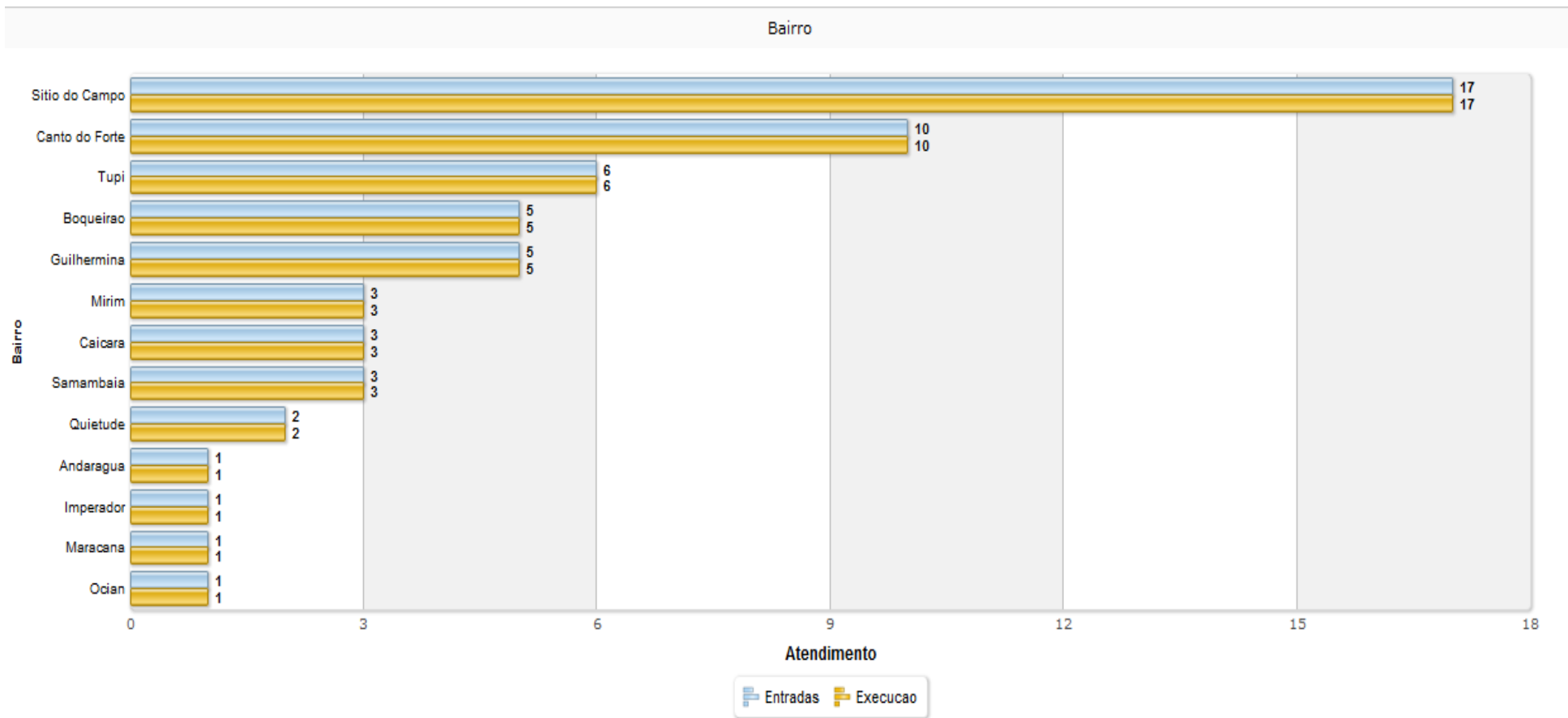
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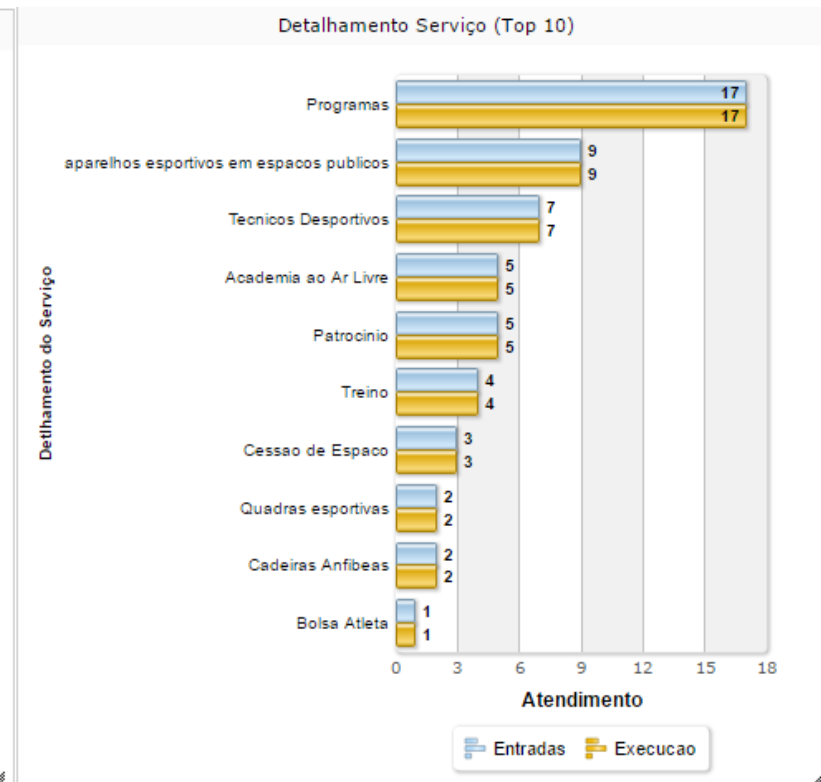
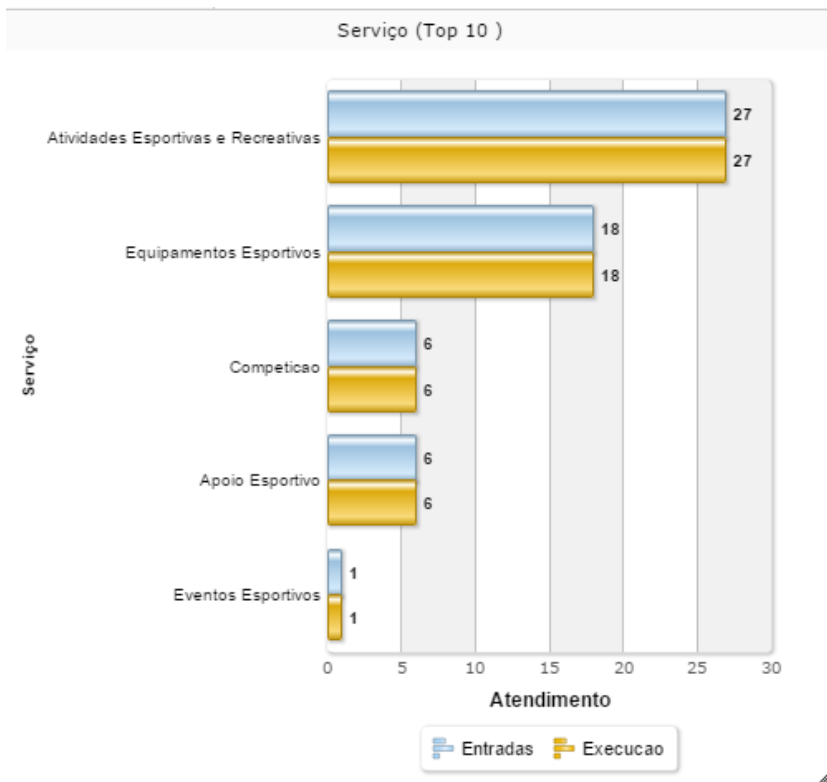


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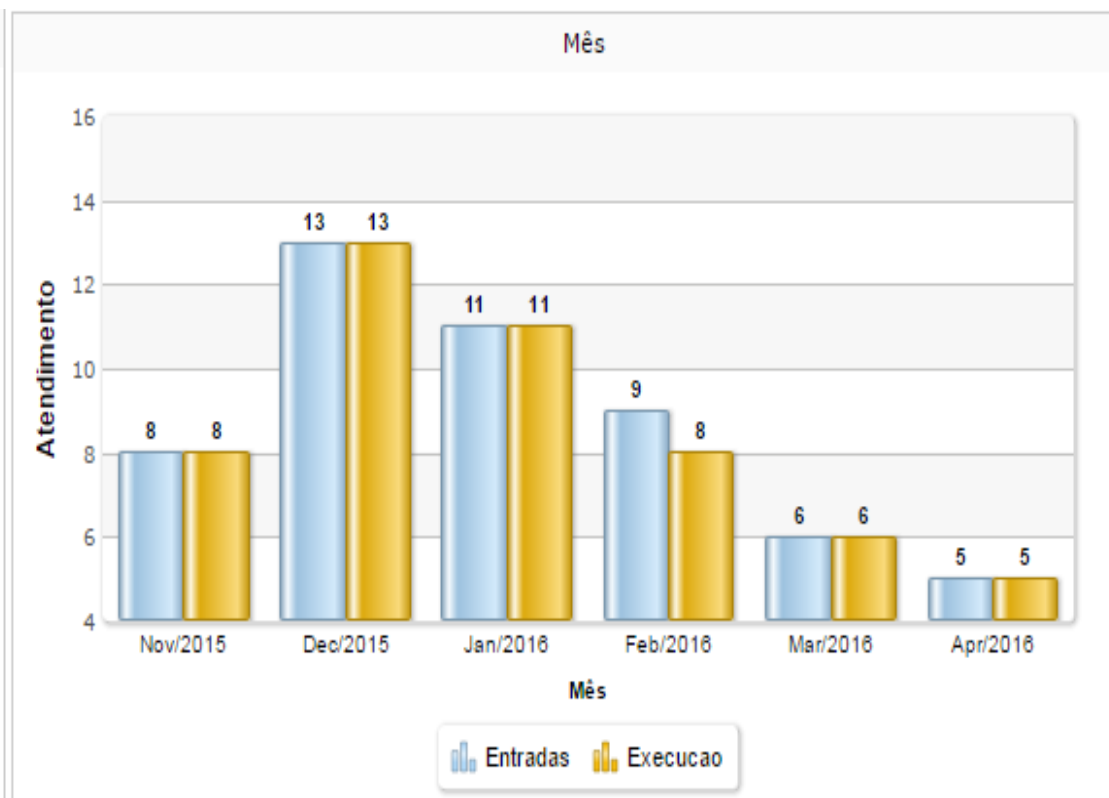
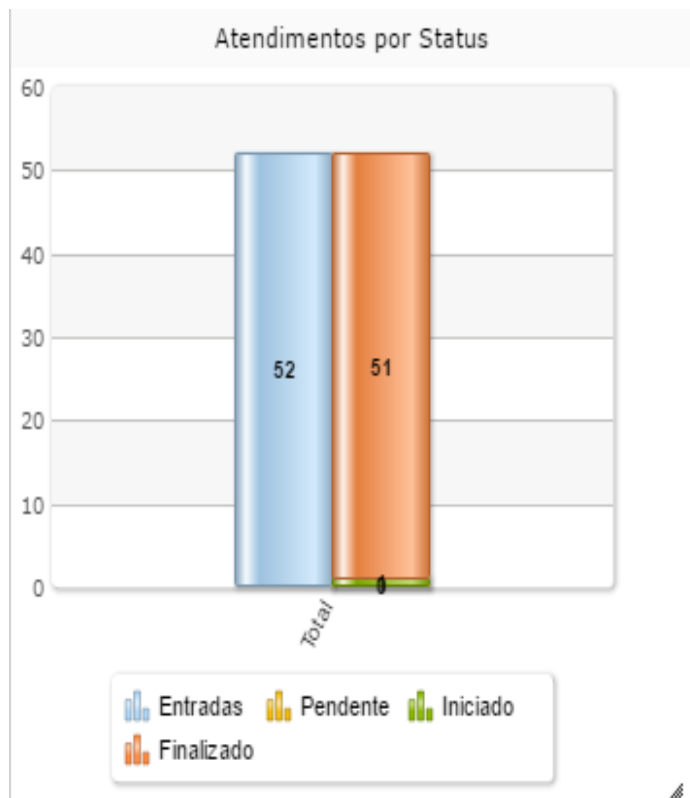


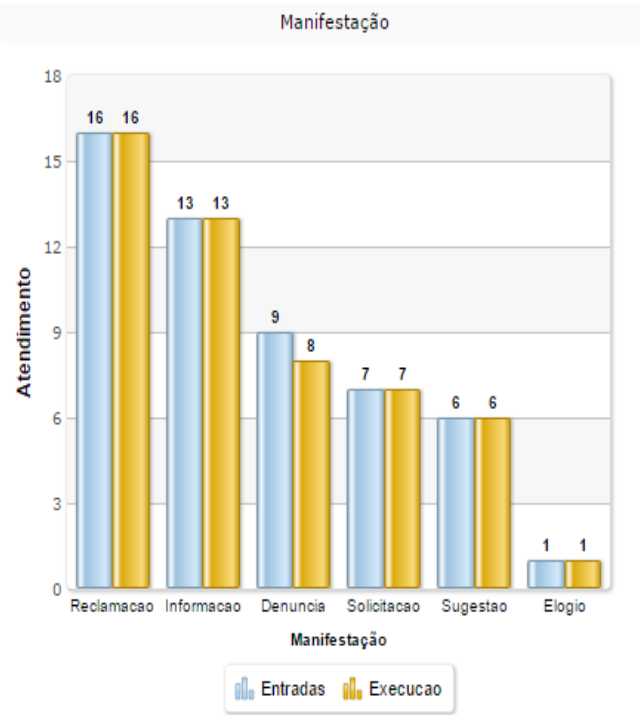
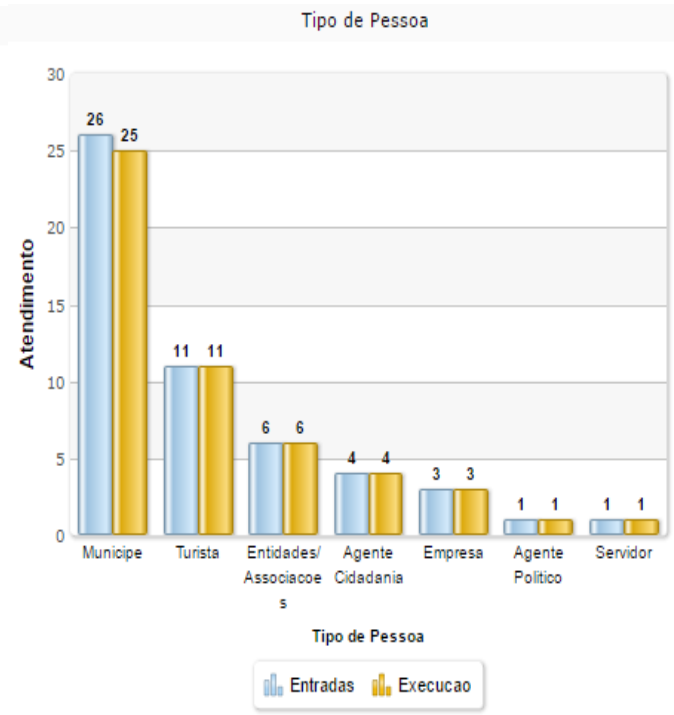
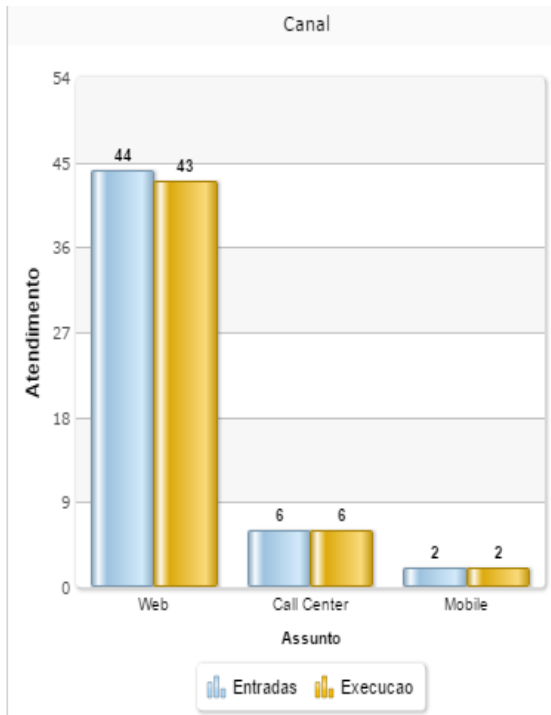
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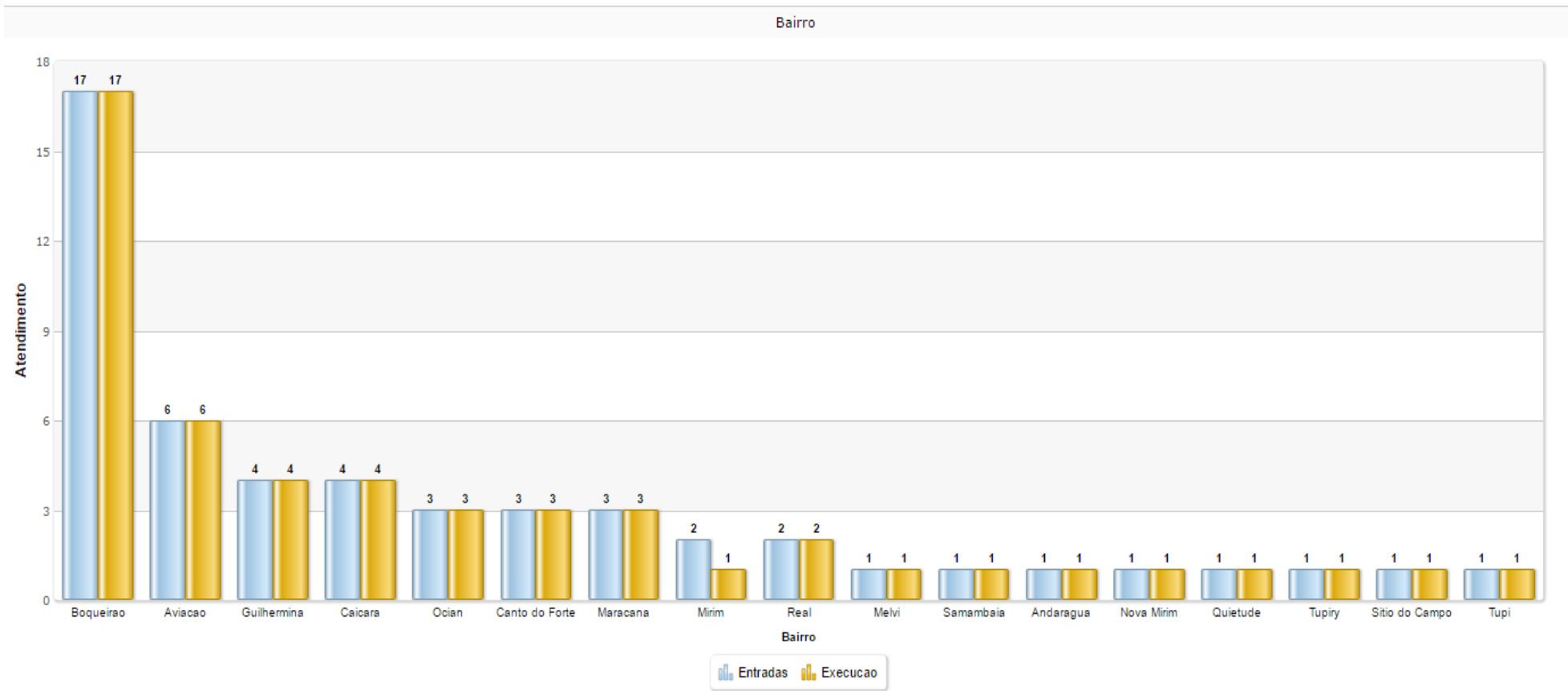
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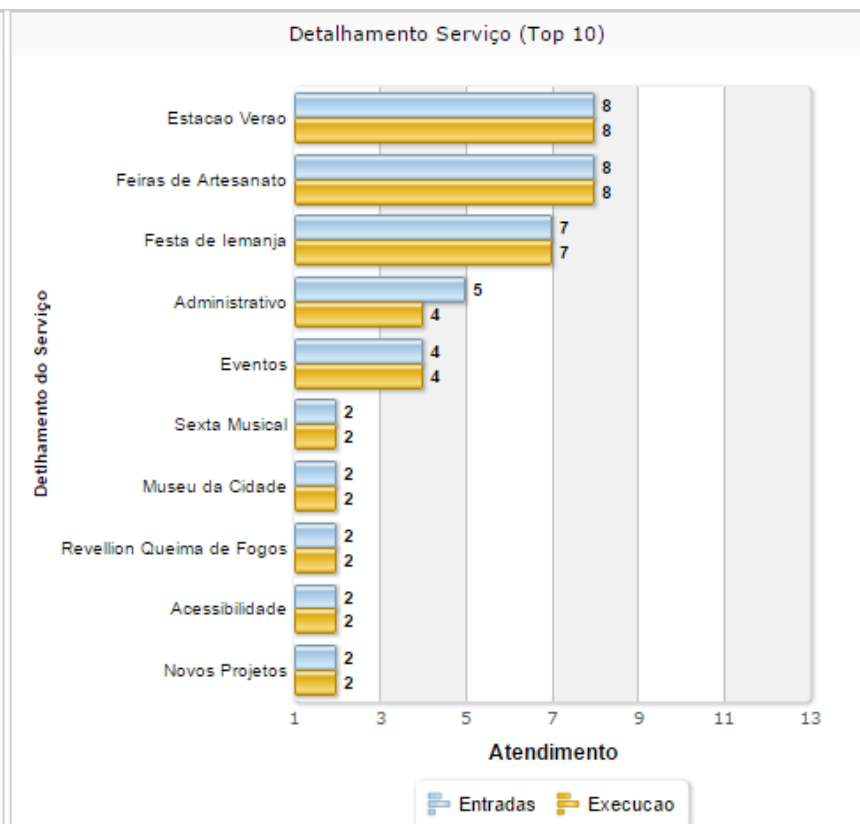
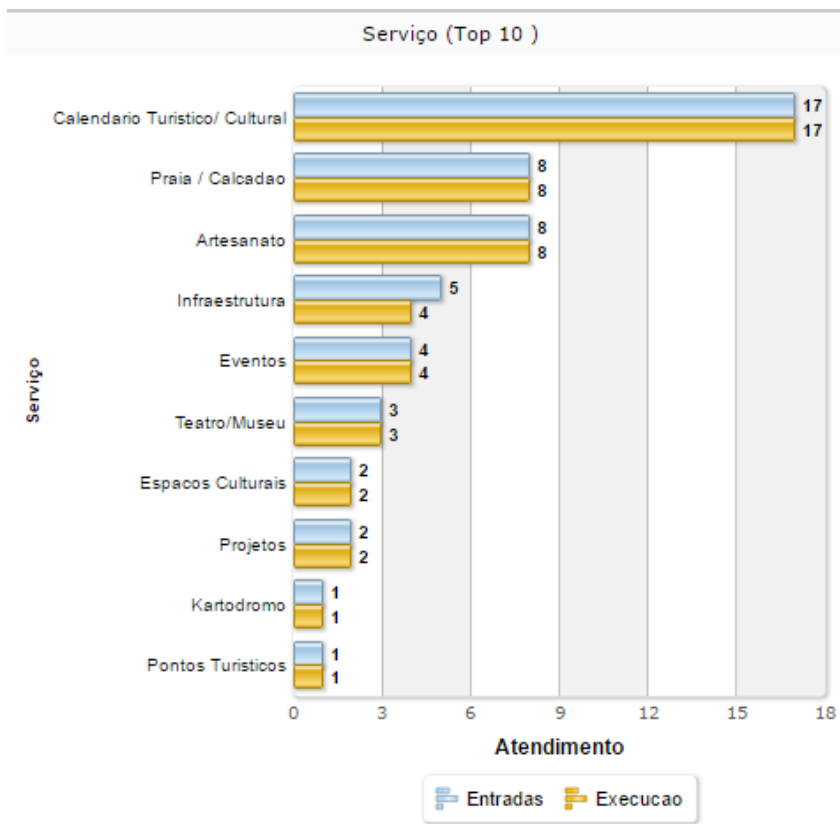


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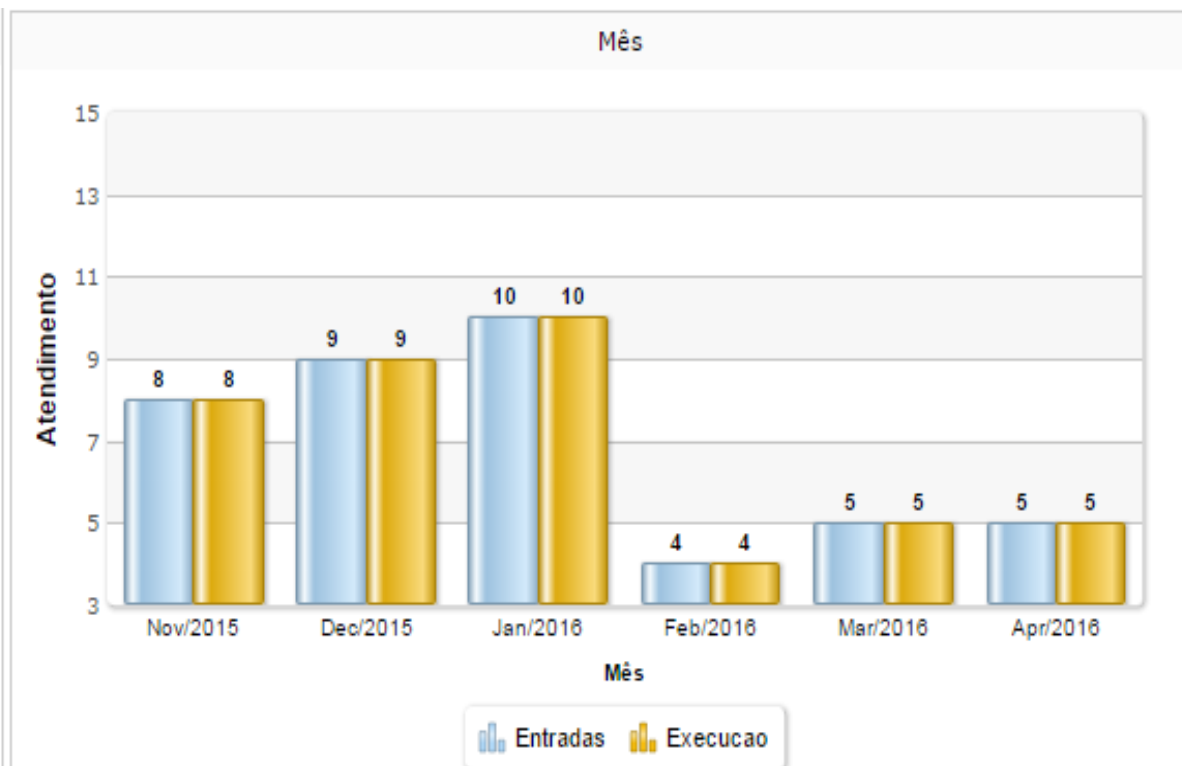
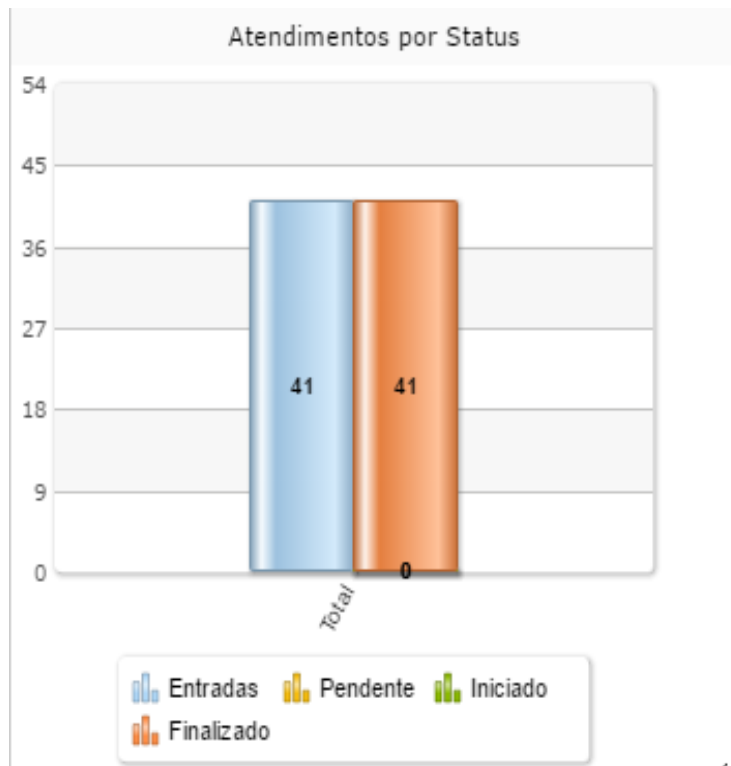


SEPLAN

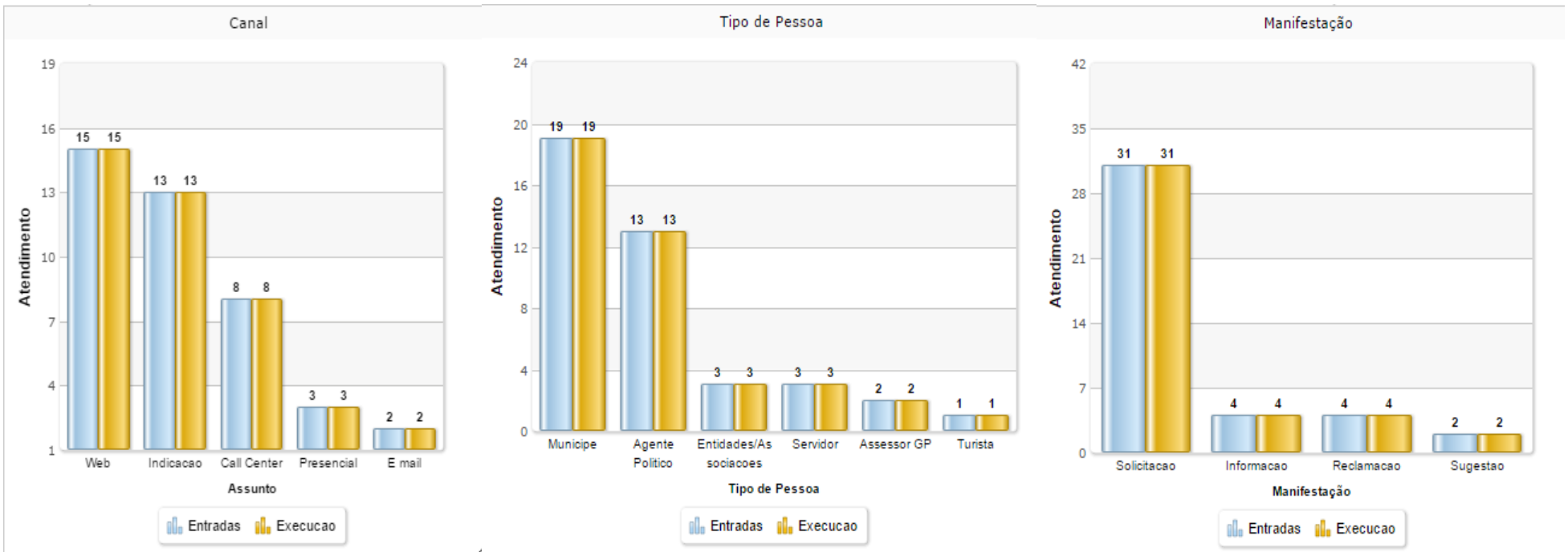
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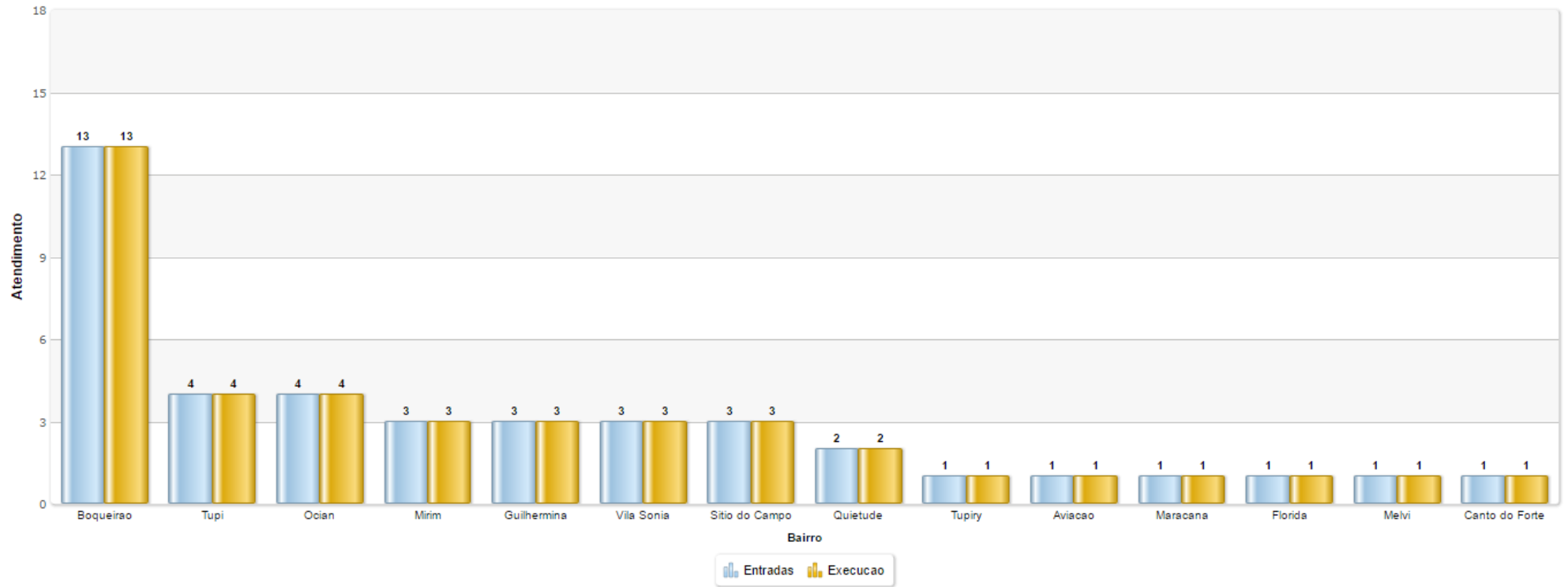
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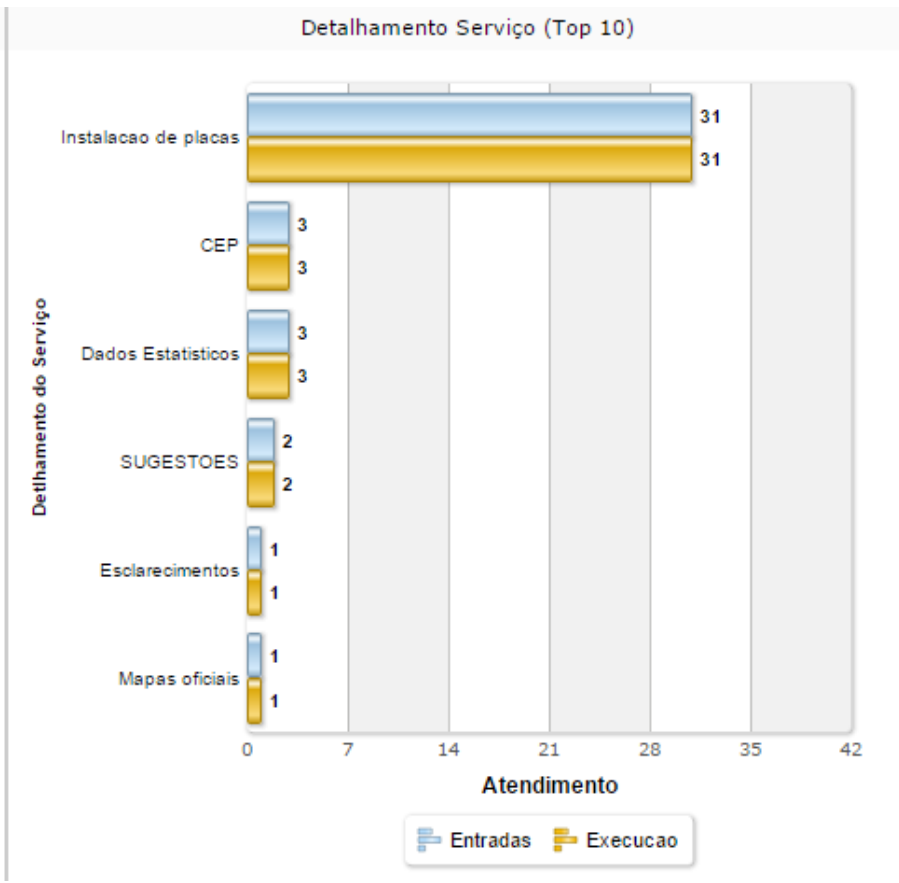
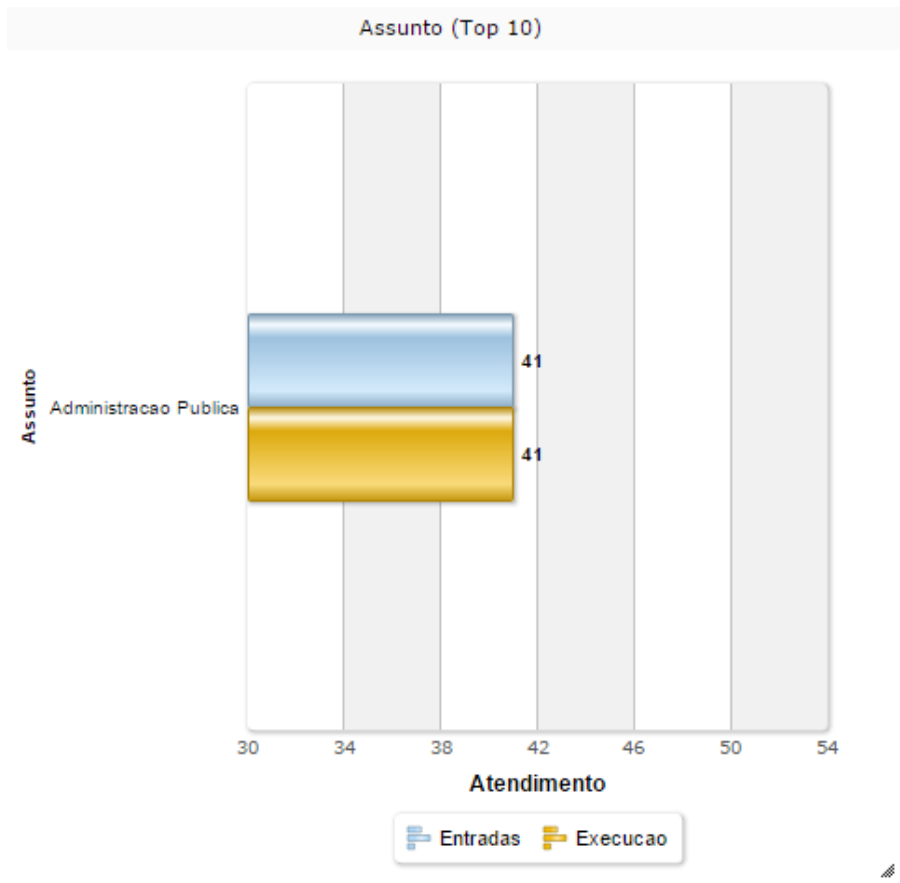


4



Bairro



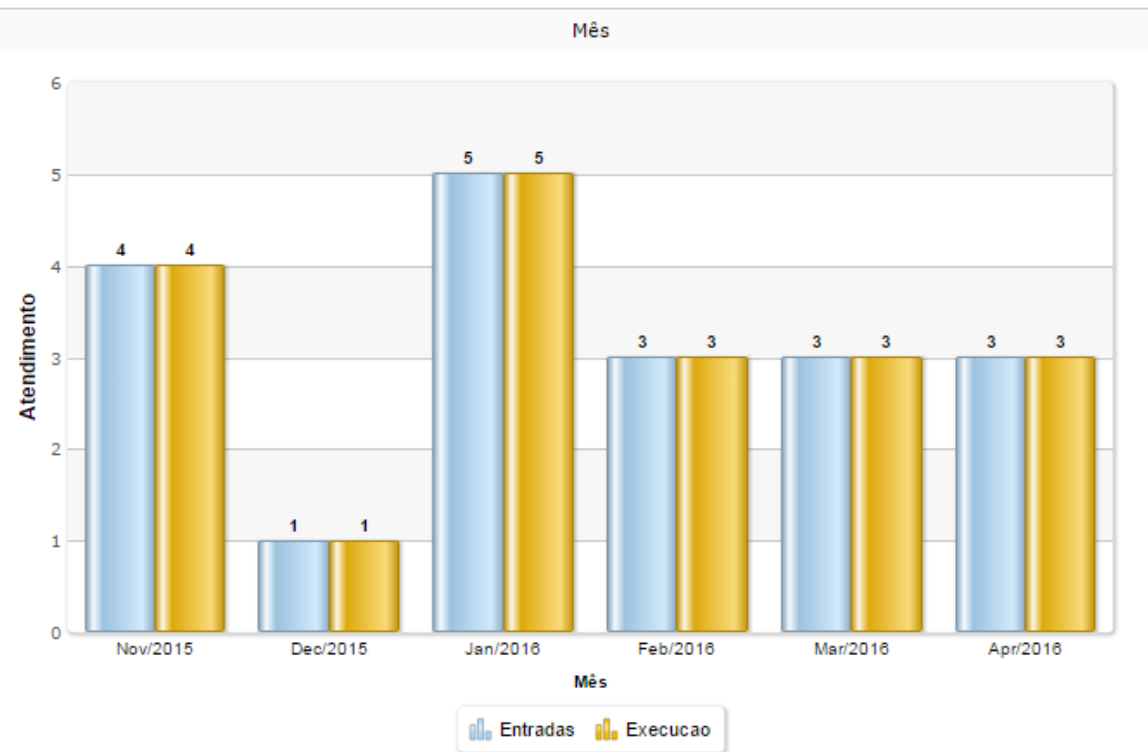
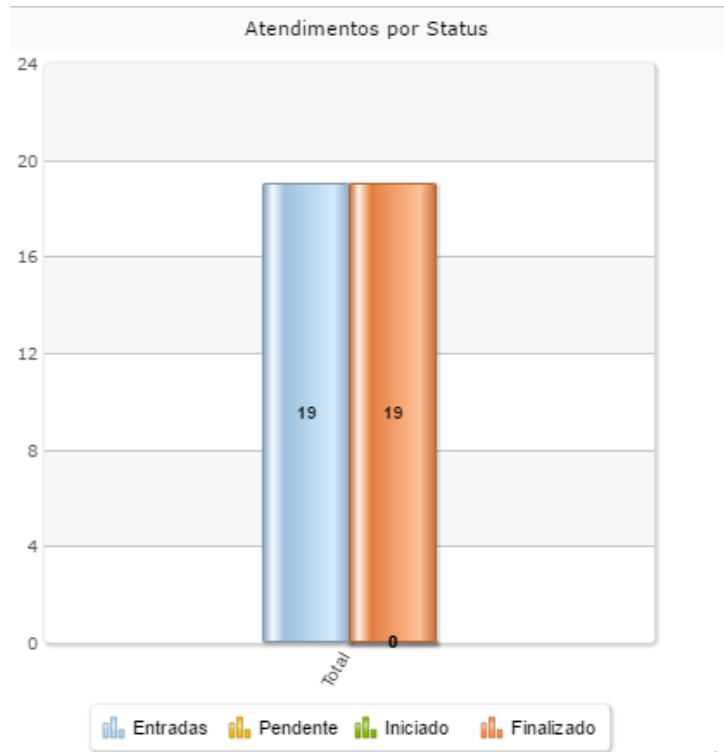


SECOM

SECRETARIA DE COMUNICAÇÃO

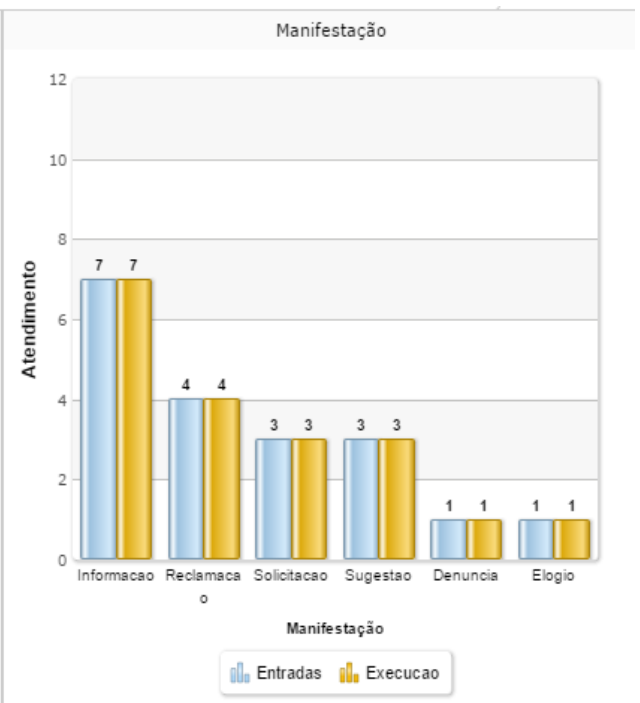
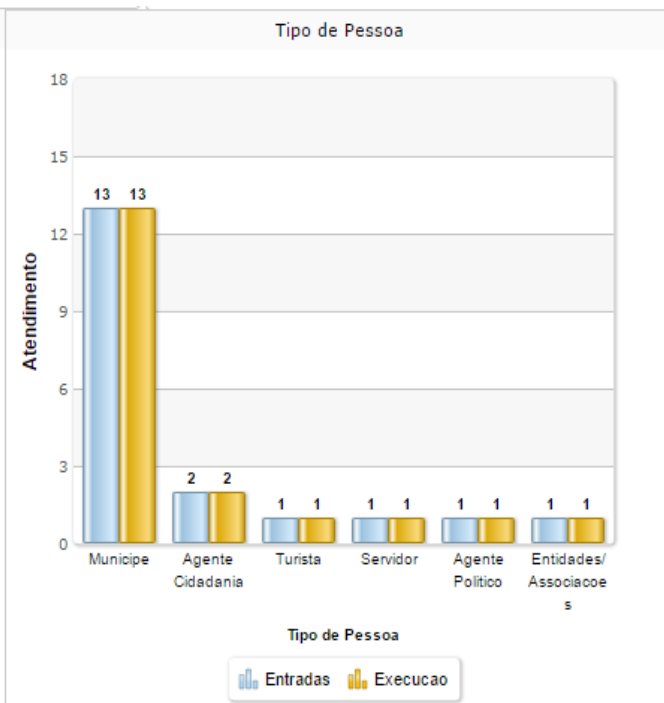
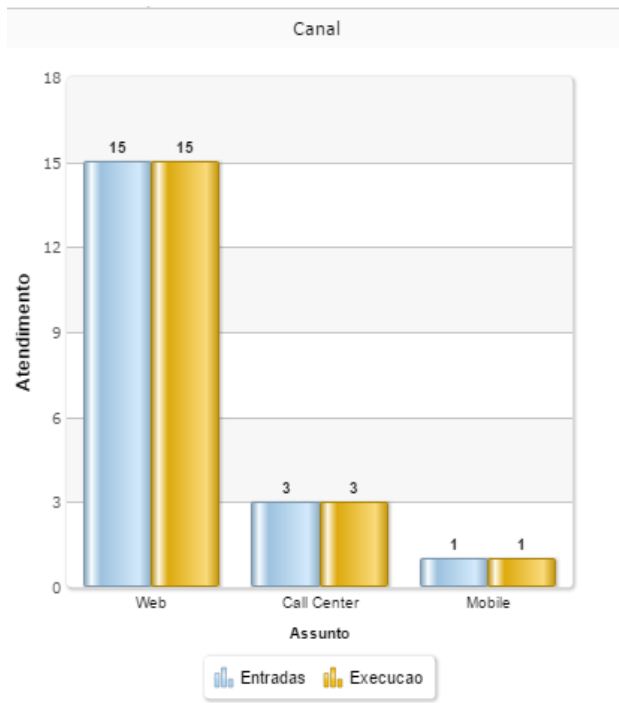


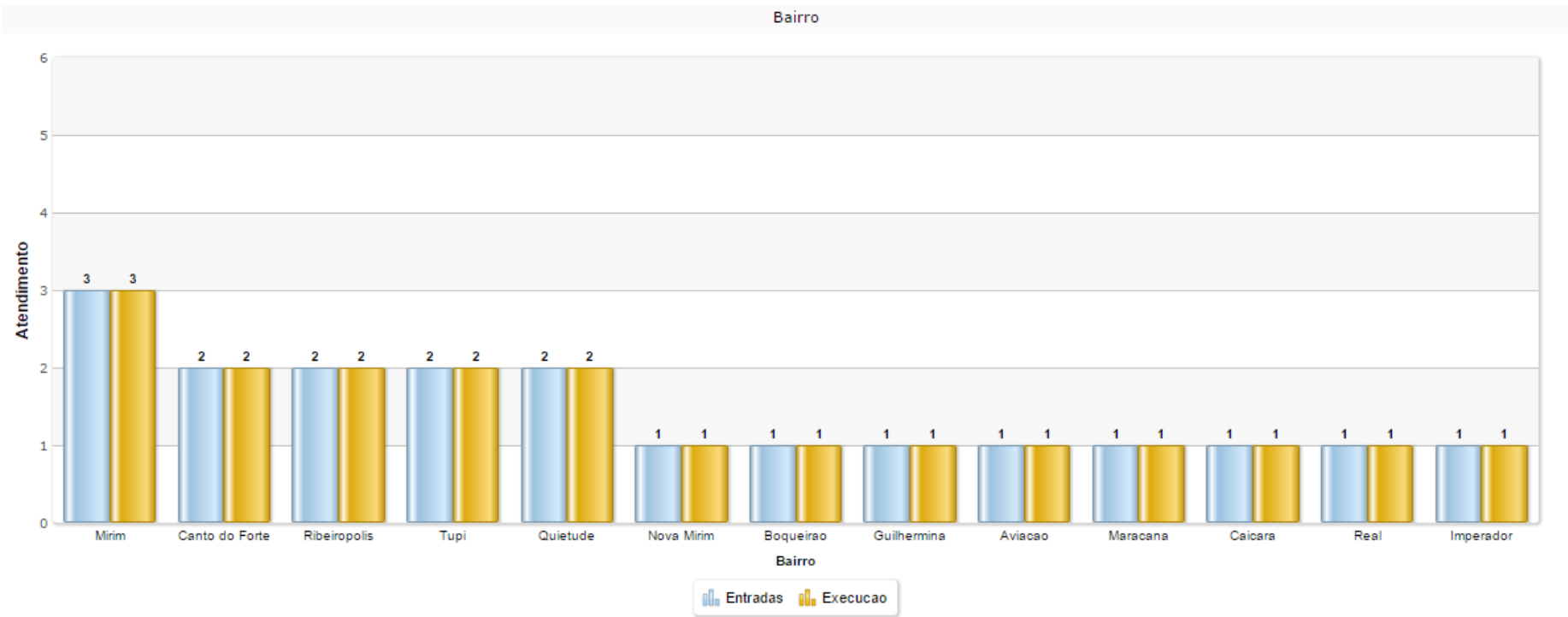
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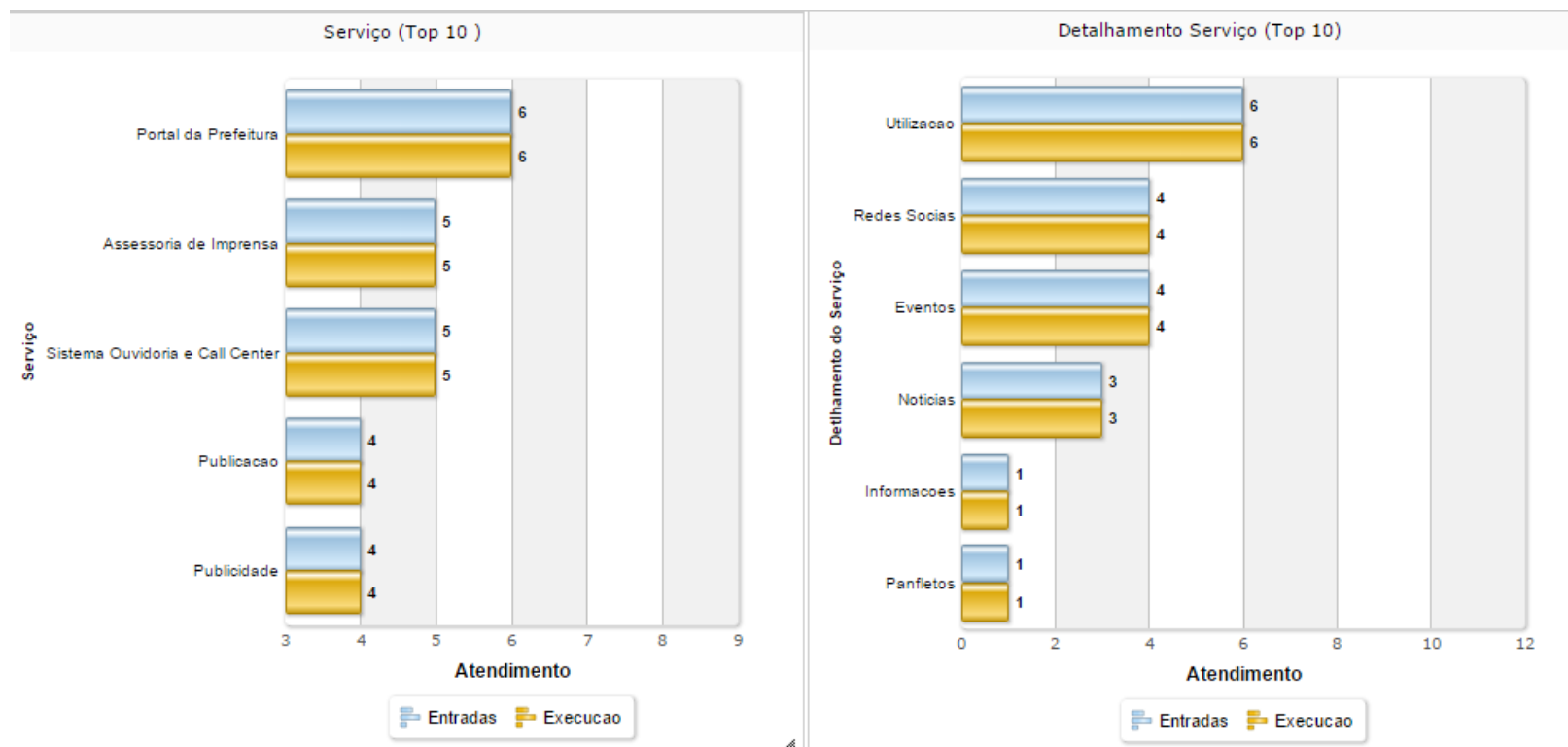


4









**OUVIDORIA
PRAIA GRANDE**

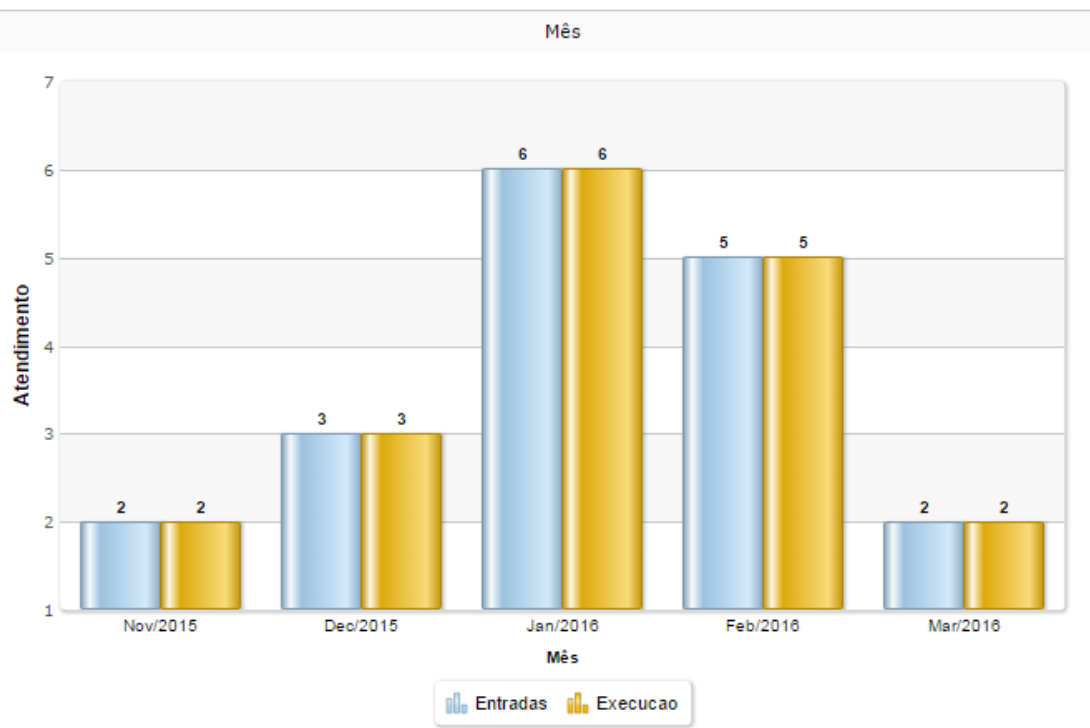
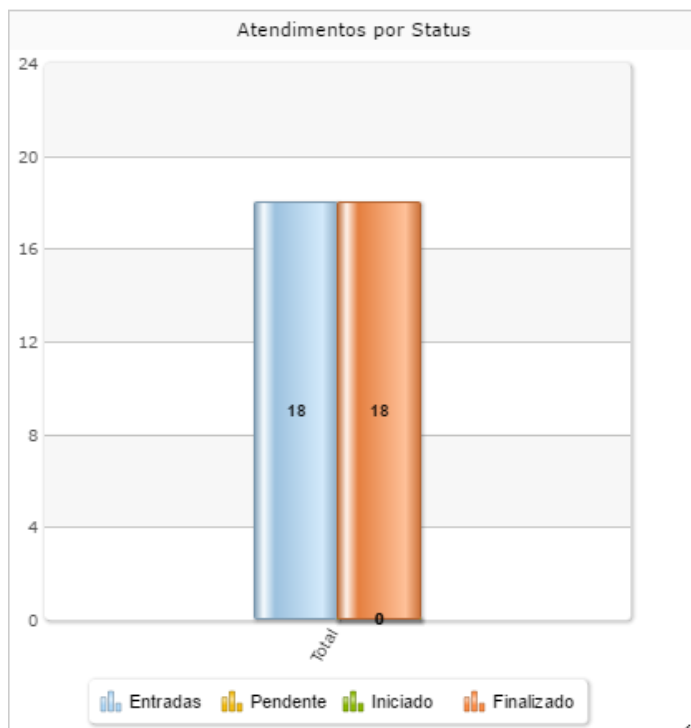
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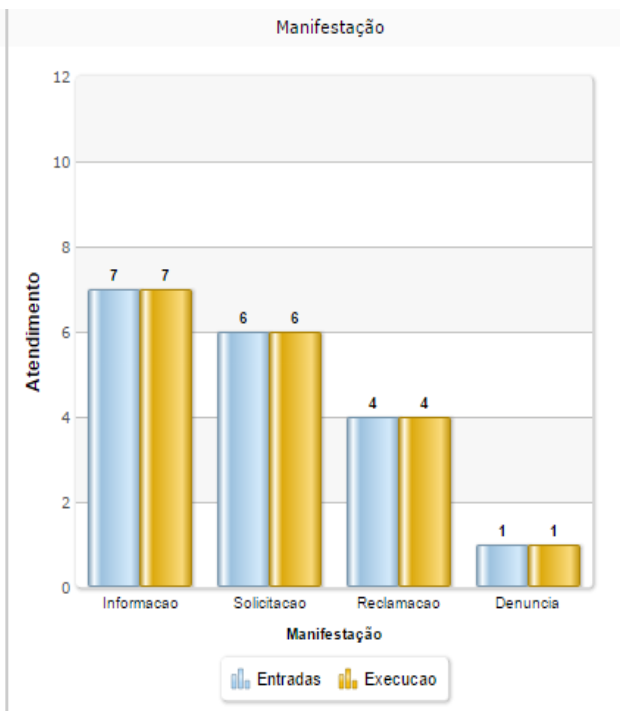
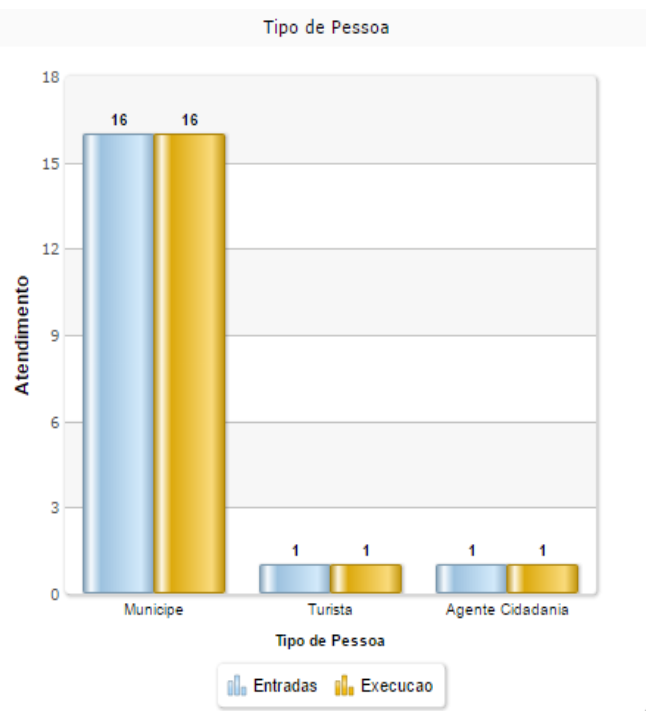
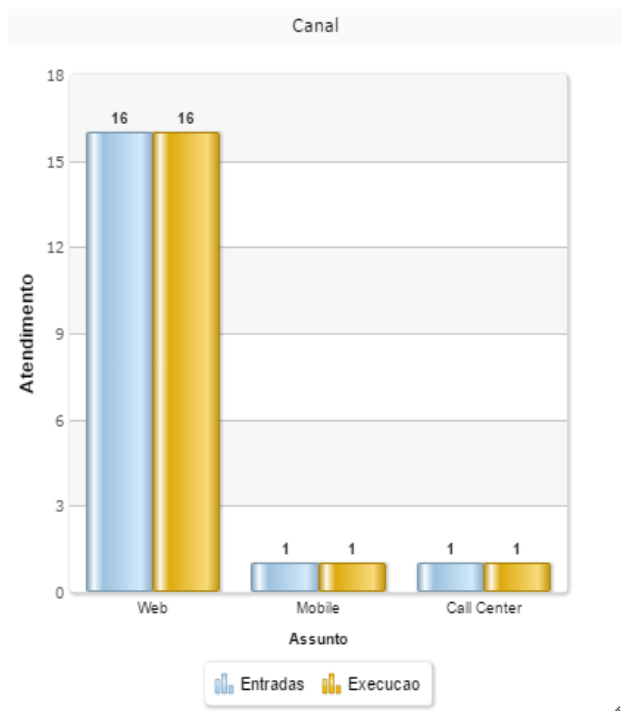
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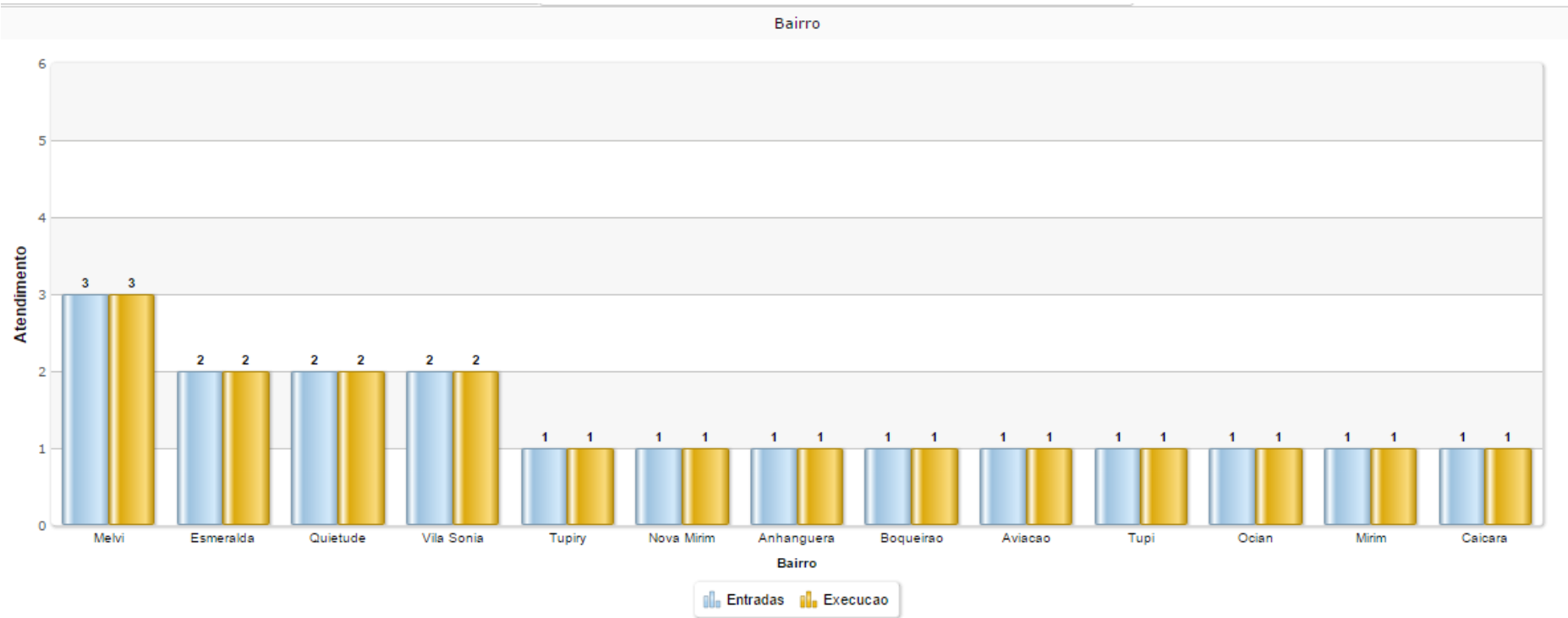
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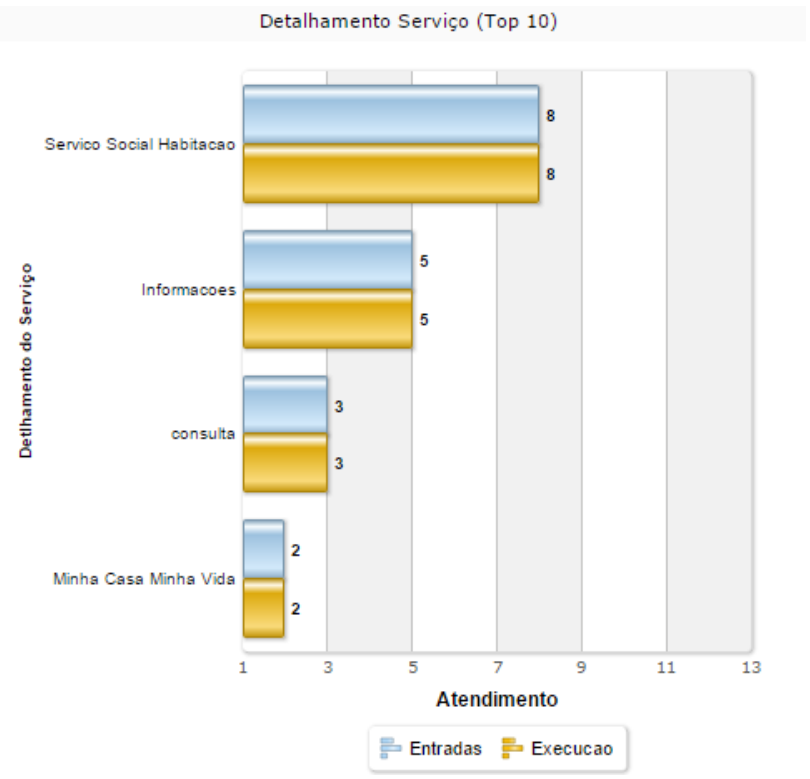
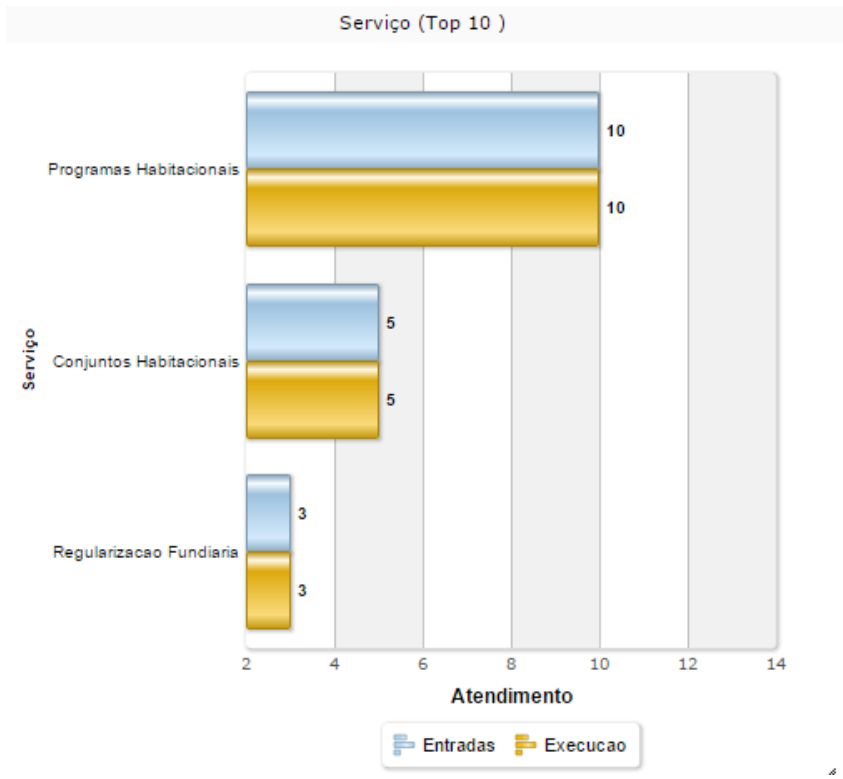


SECRETARIA DE GOVERNO









**OUVIDORIA
PRAIA GRANDE**

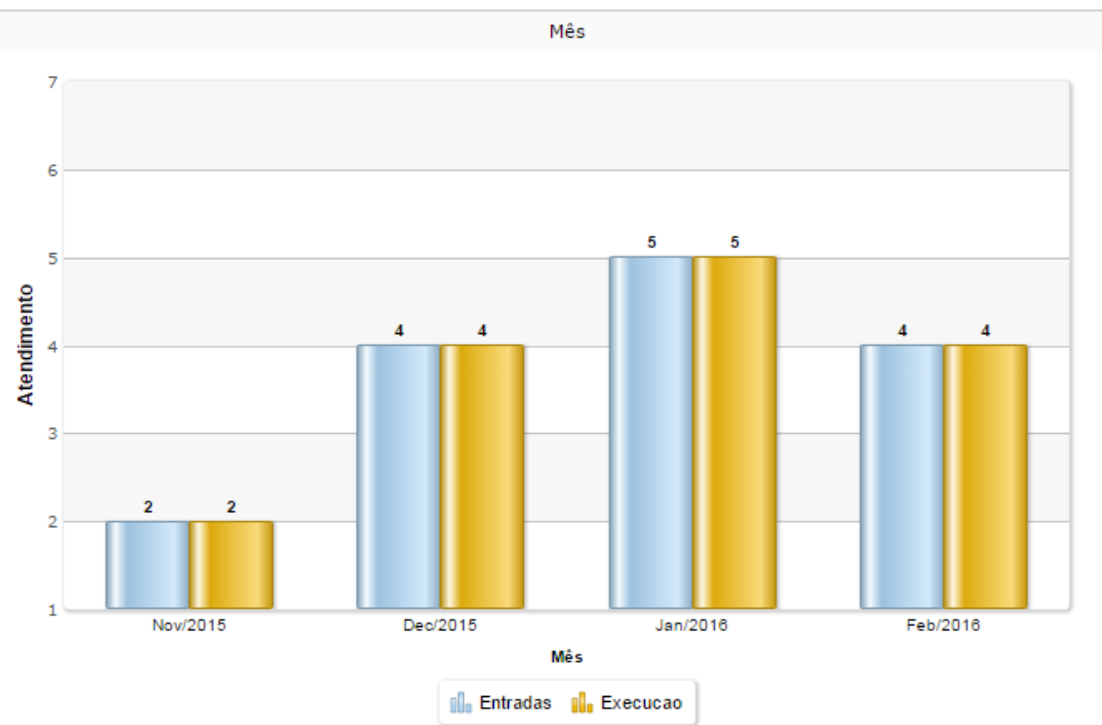
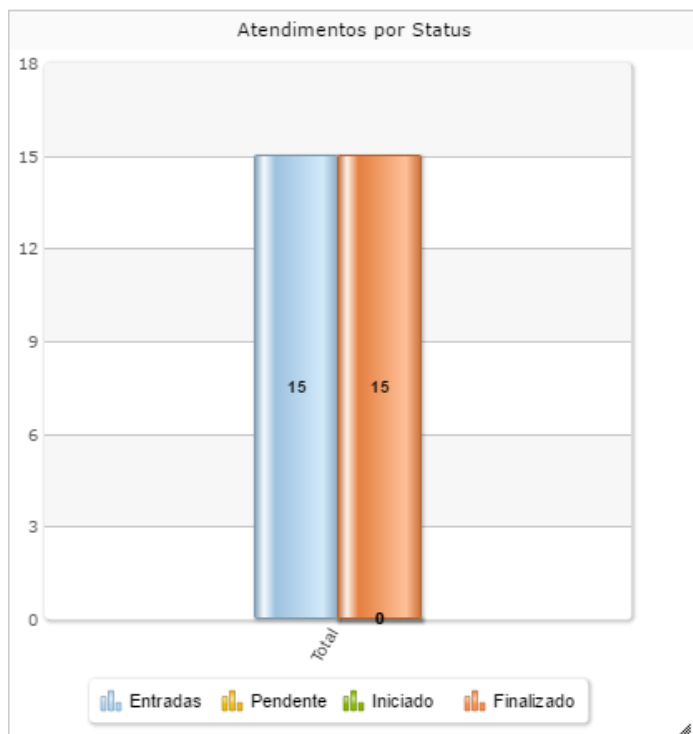
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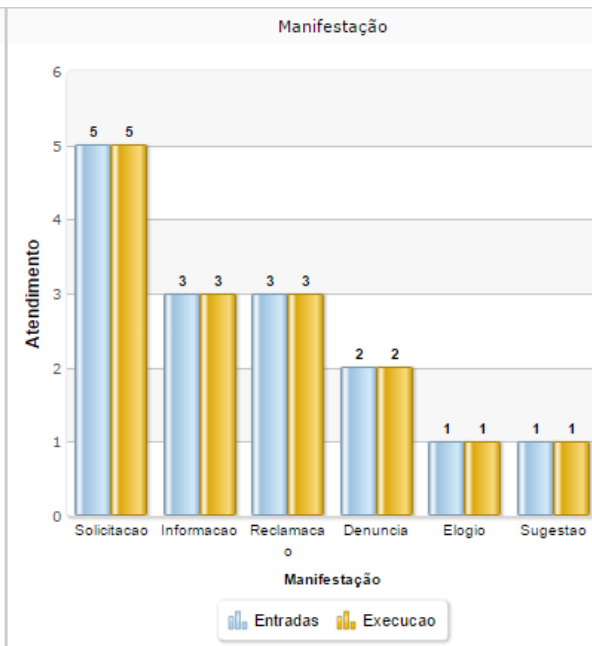
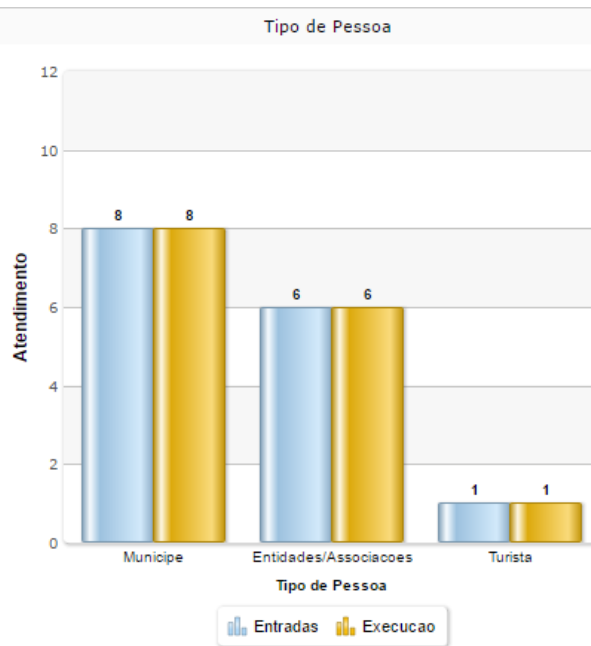
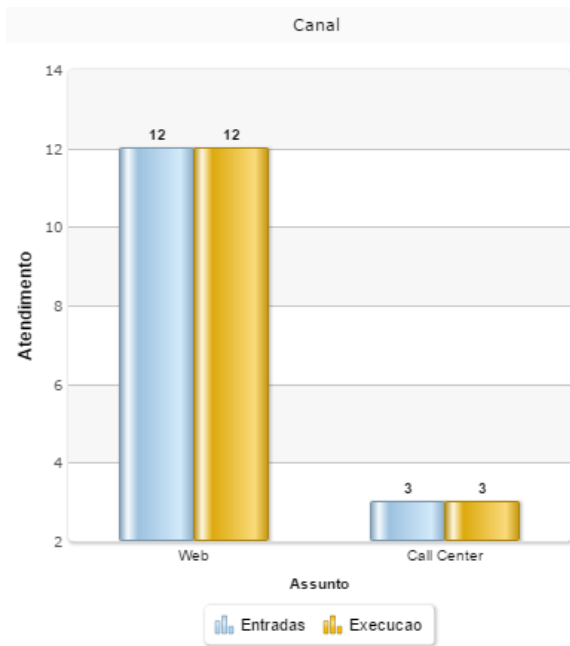
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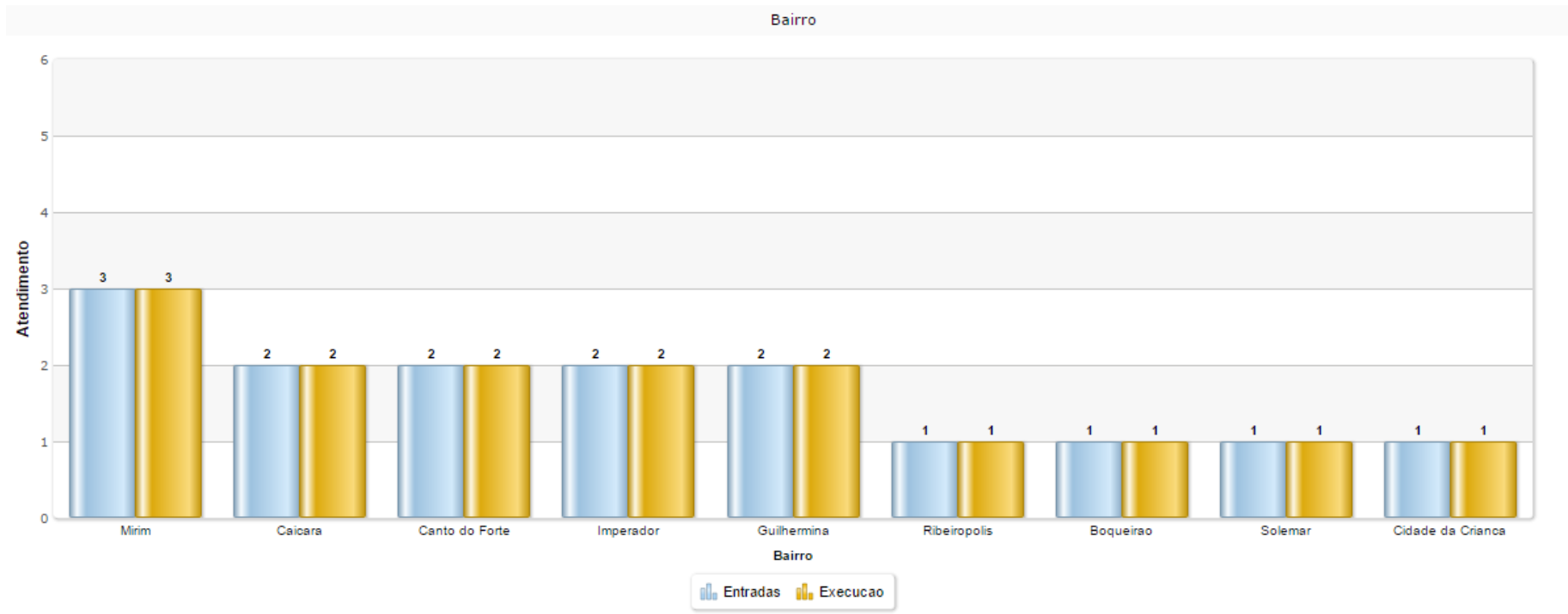
AÇÕES DE CIDADANIA

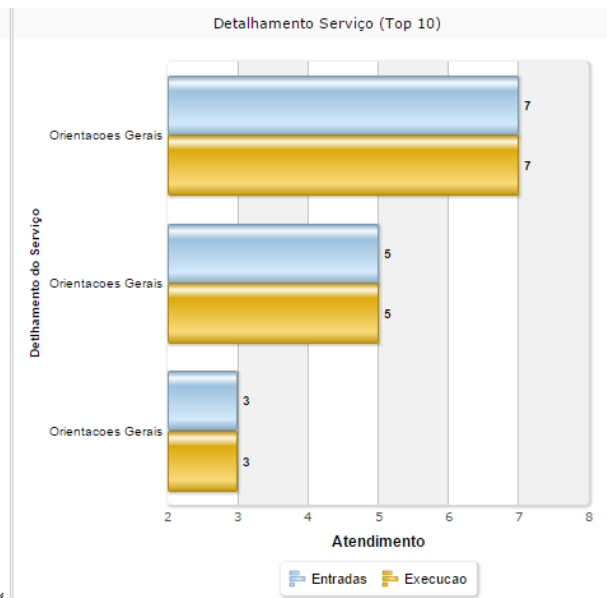
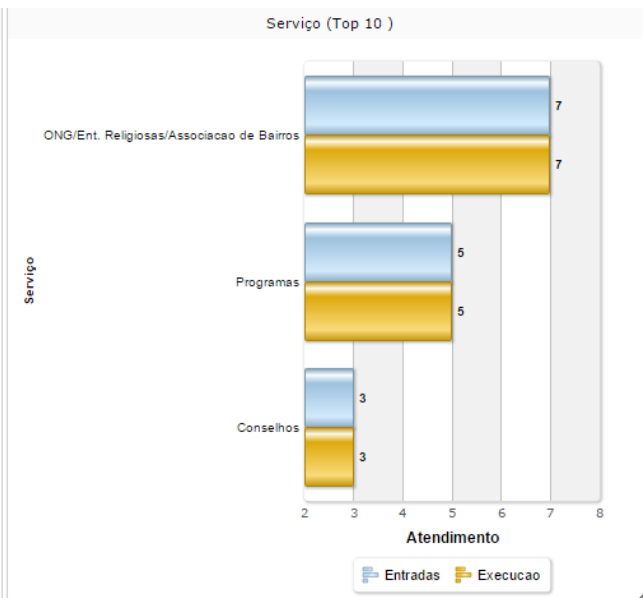
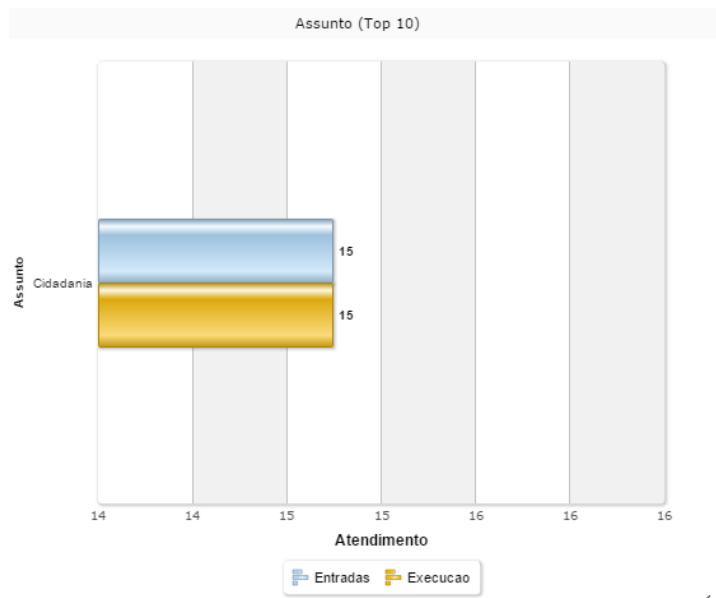


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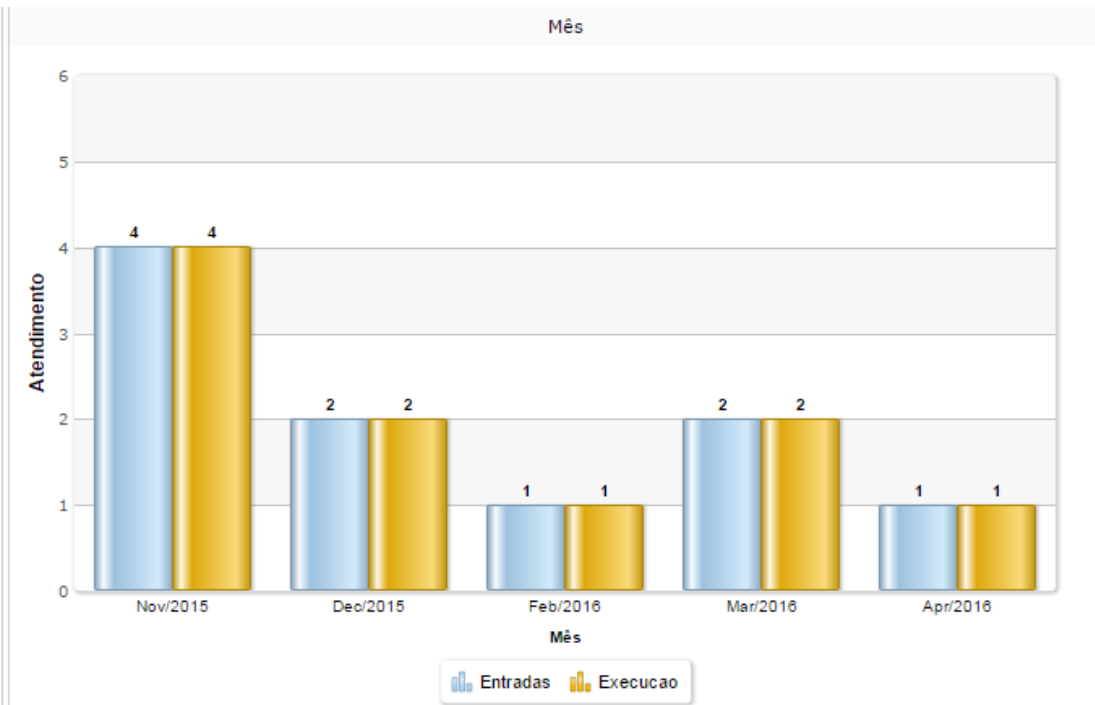
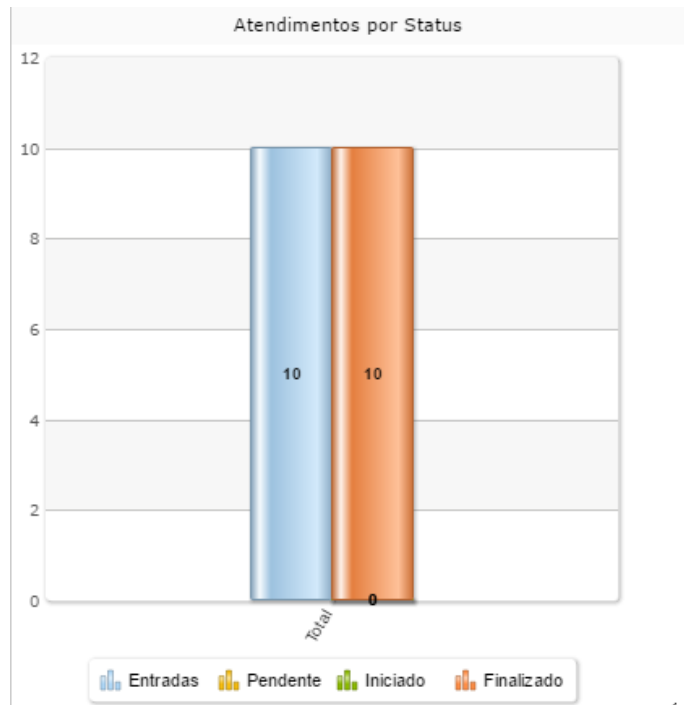


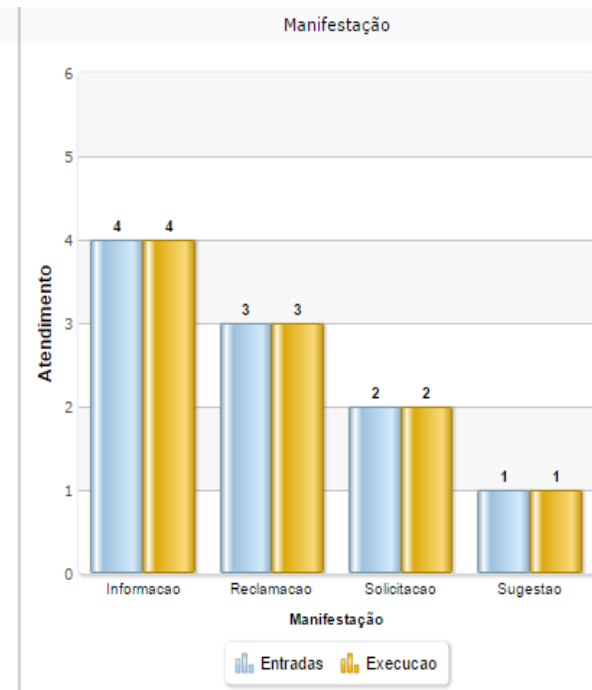
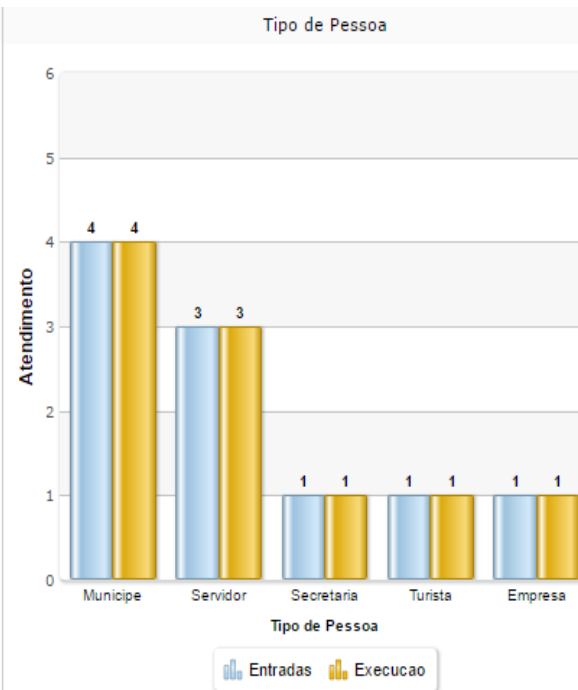
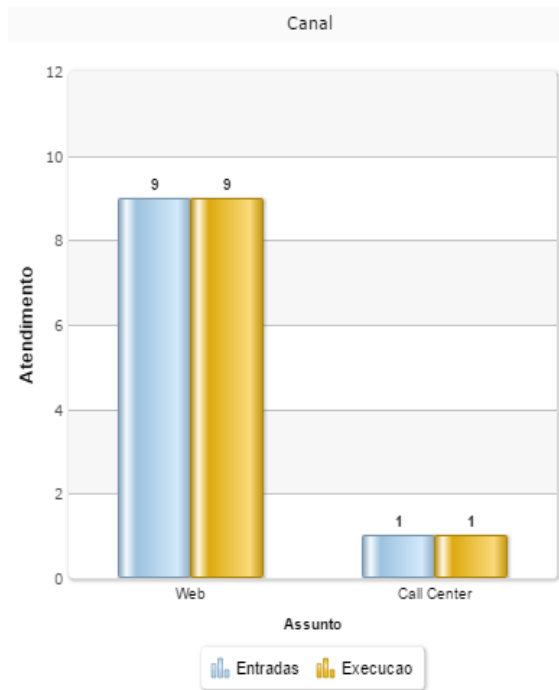
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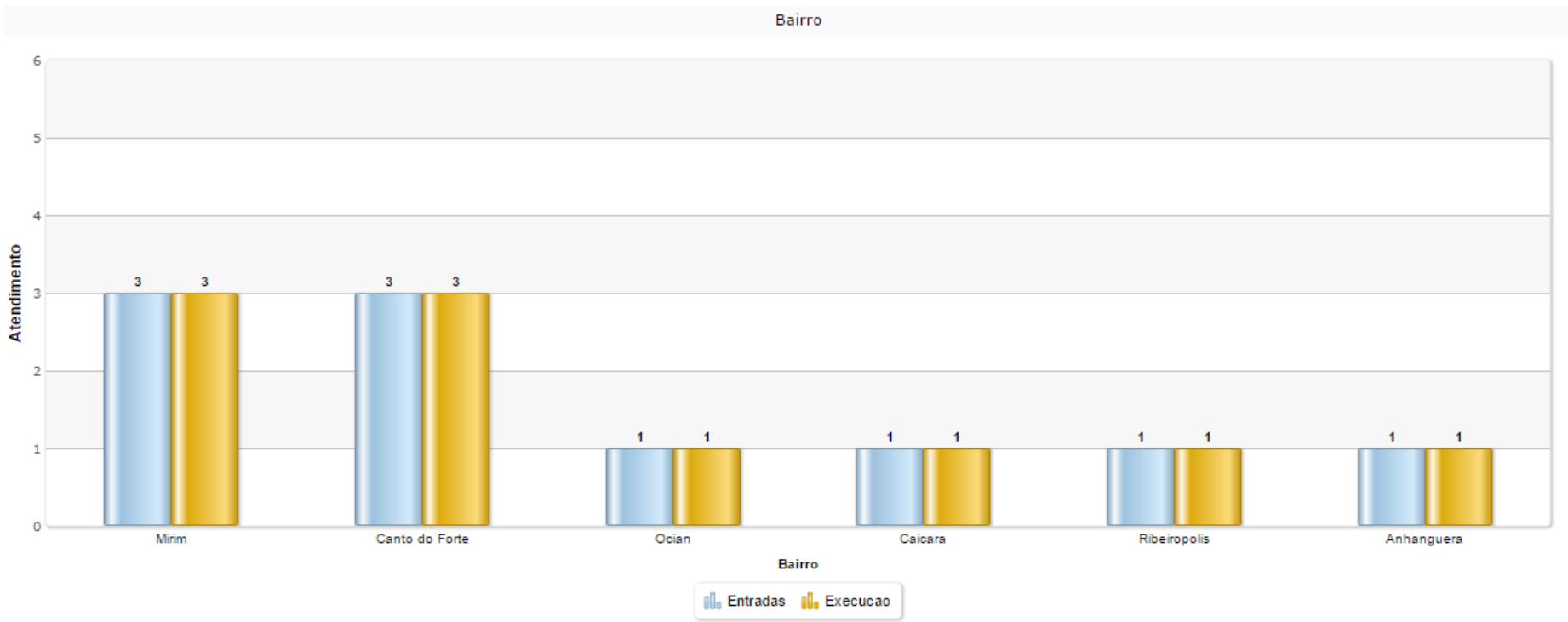
**SECRETARIA DE DESENVOLVIMENTO
ECONÔMICO, CIÊNCIA, TECNOLOGIA E
TRABALHO**



SECRETARIA DE GOVERNO

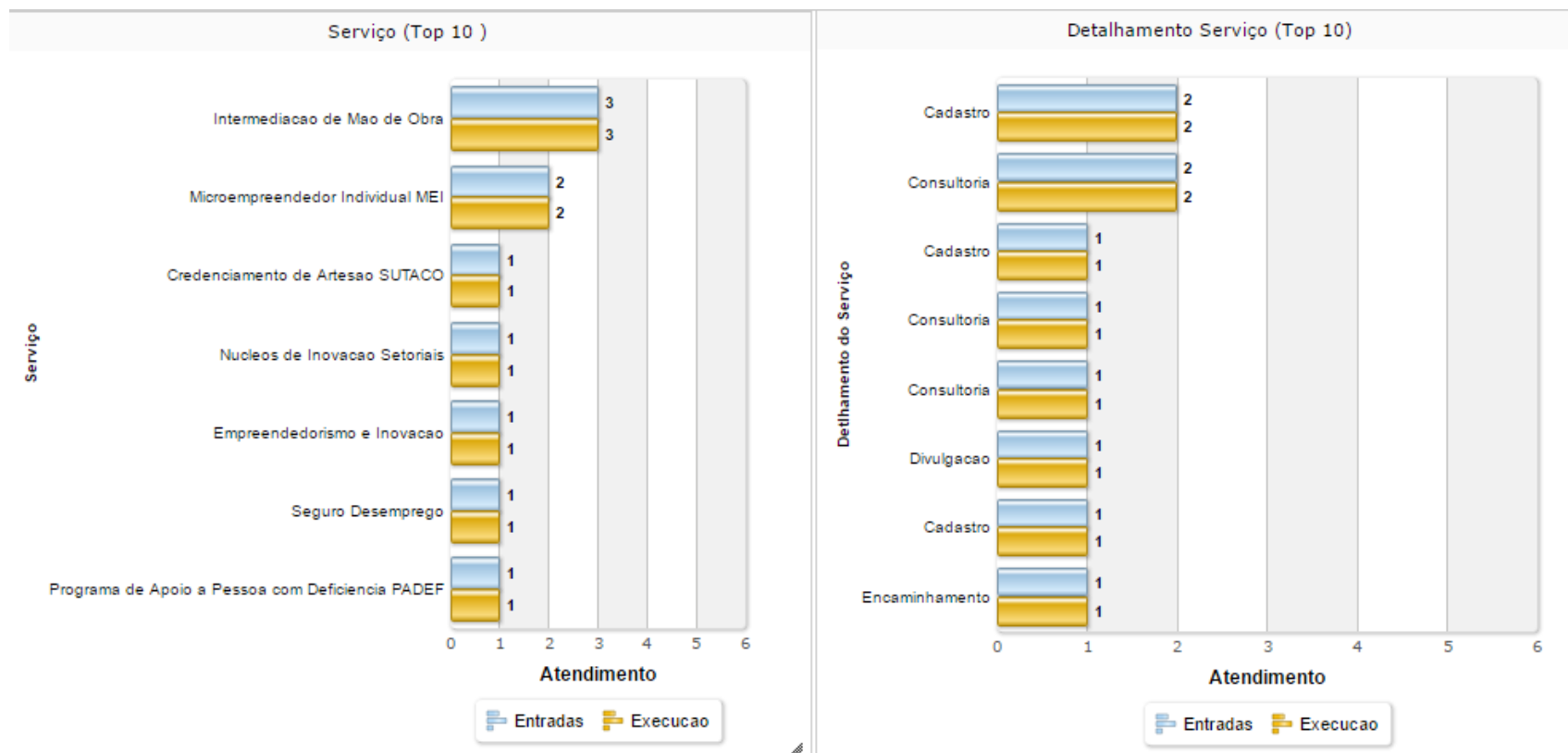






OUVIDORIA
PRAIA GRANDE

SECRETARIA DE GOVERNO

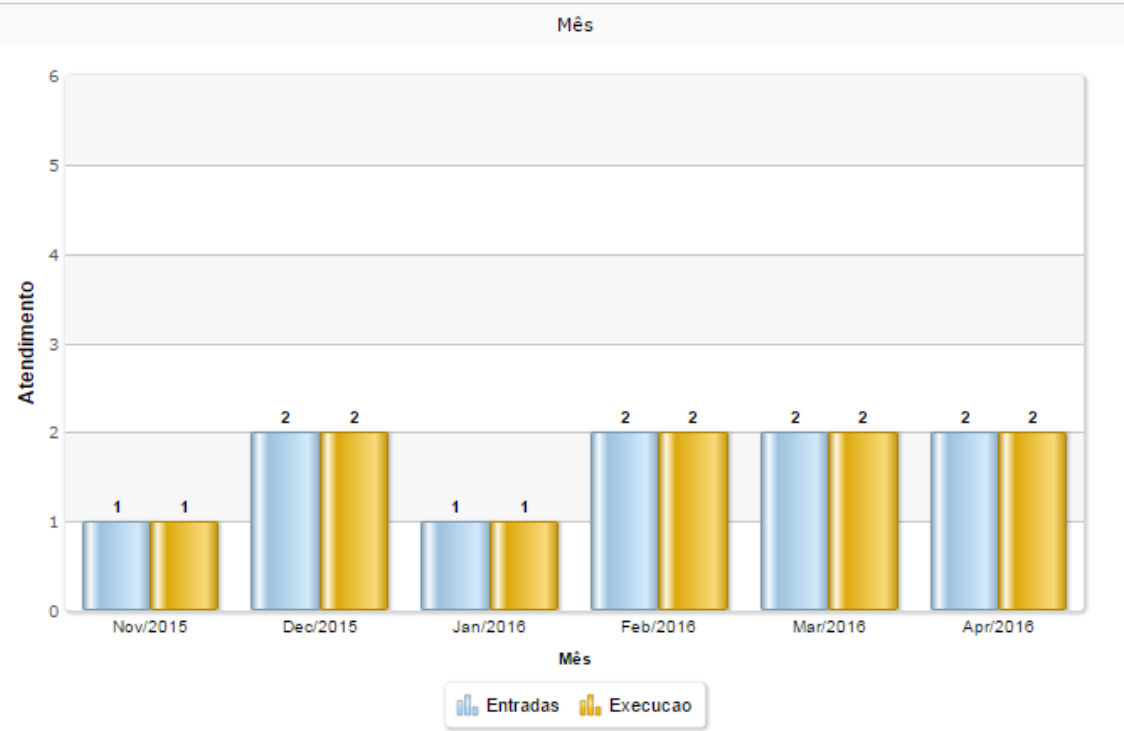
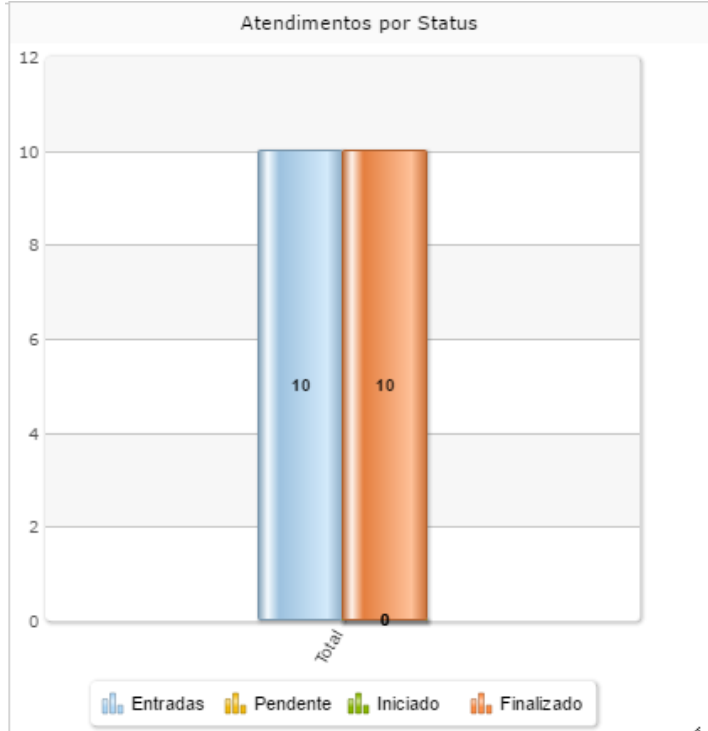


PROGEM

PROCURADORIA GERAL DO MUNICÍPIO

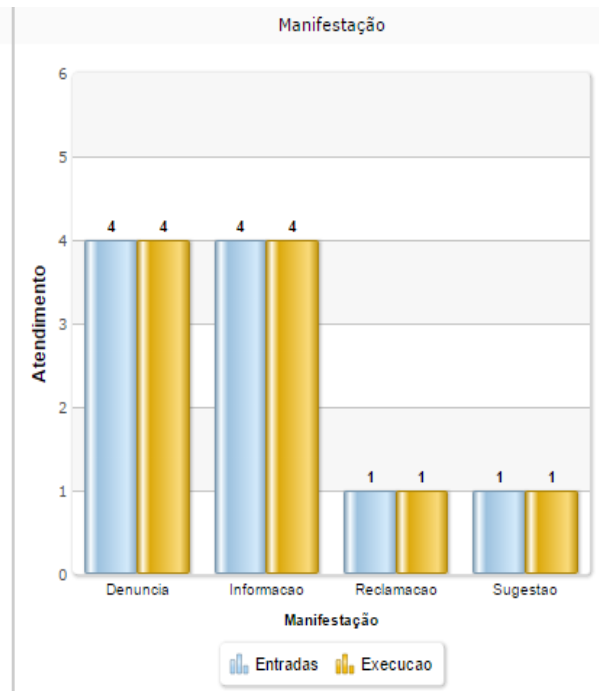
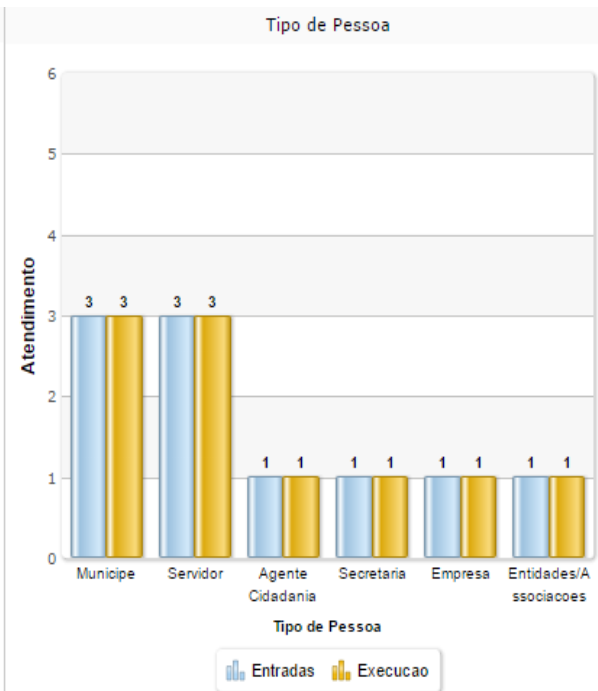
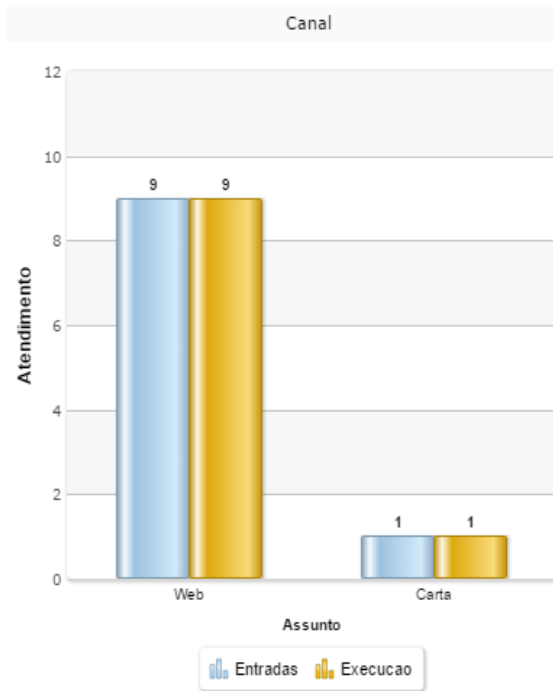


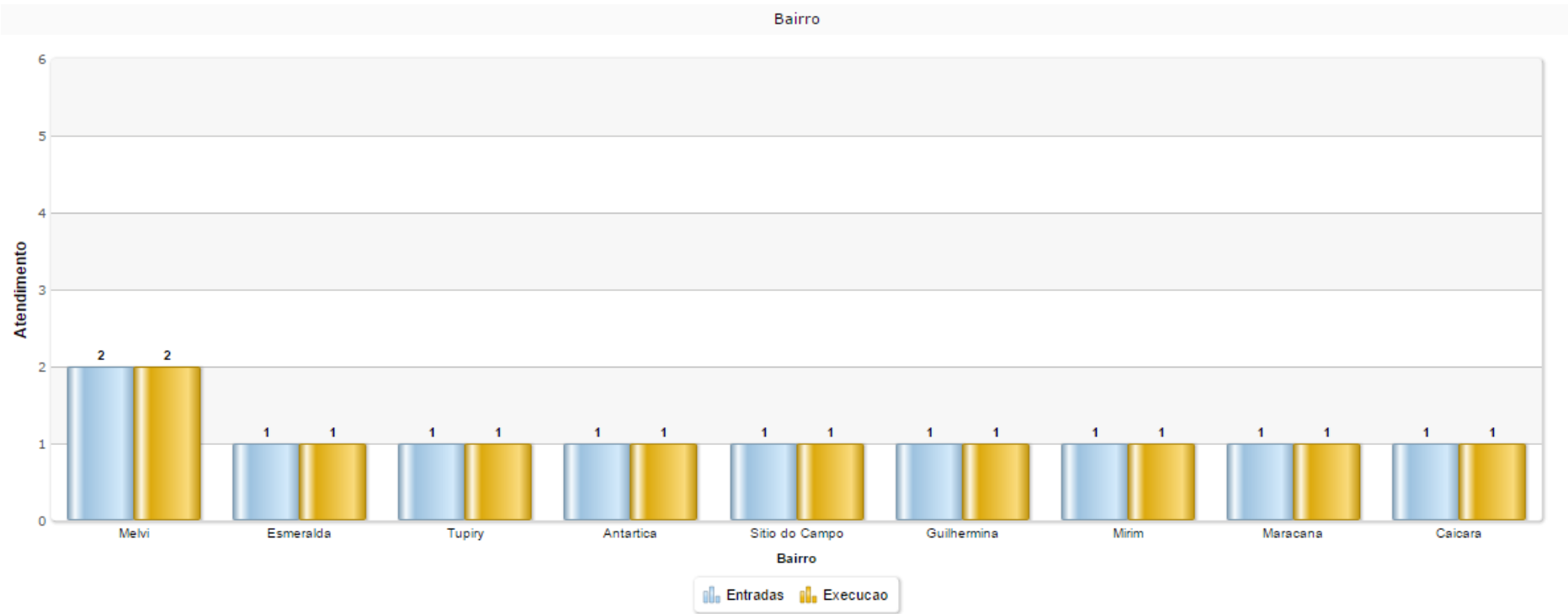
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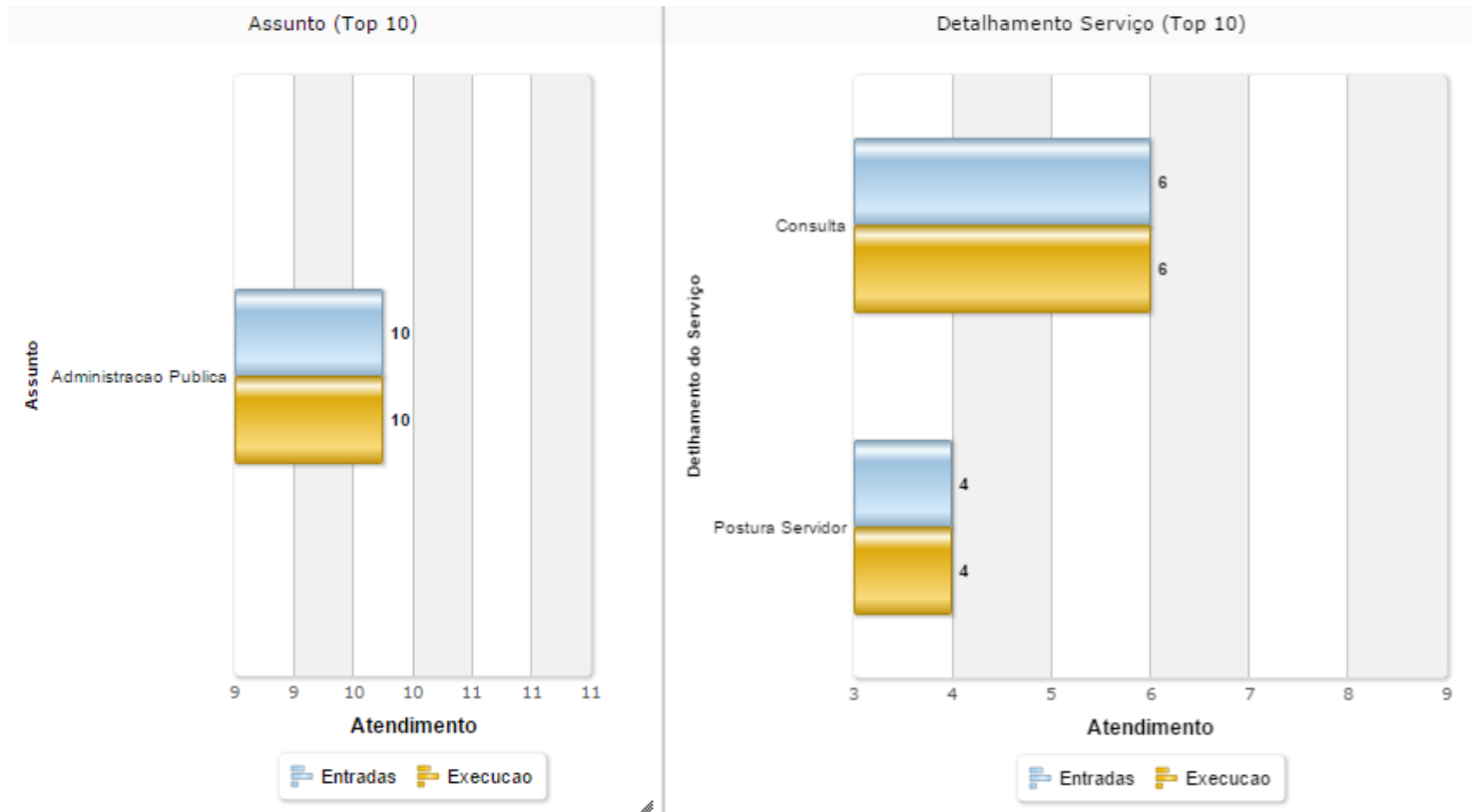


OUVIDORIA
PRAIA GRANDE

SECRETARIA DE GOVERNO





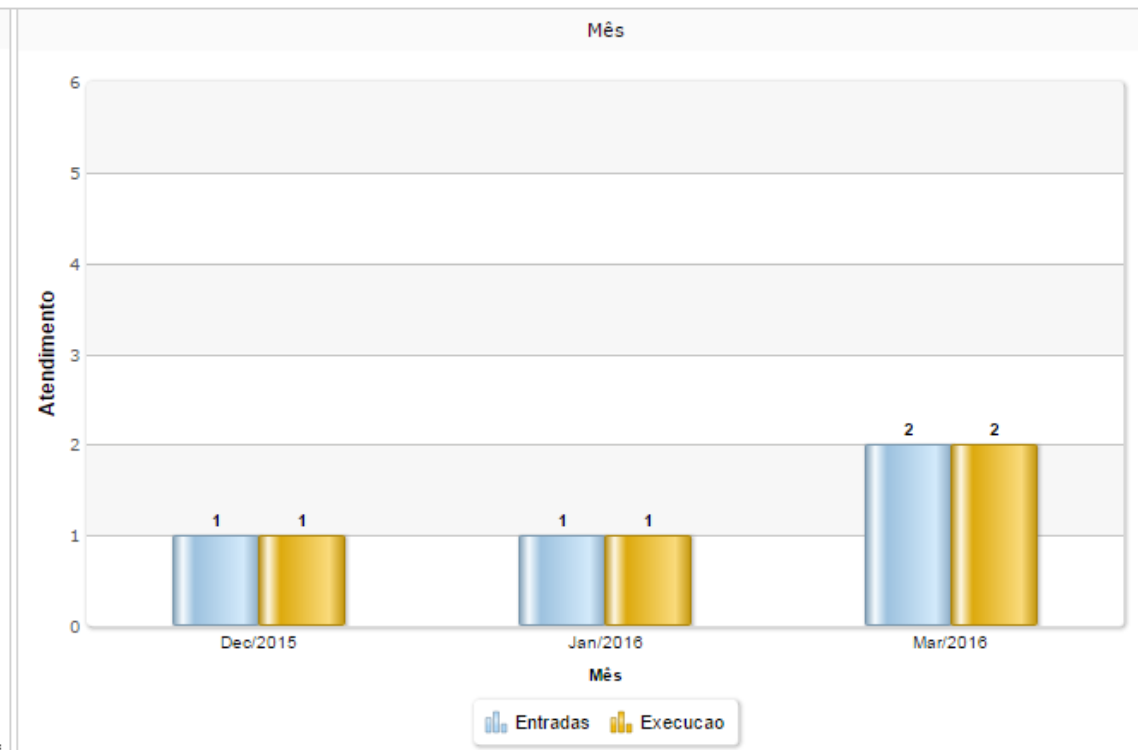
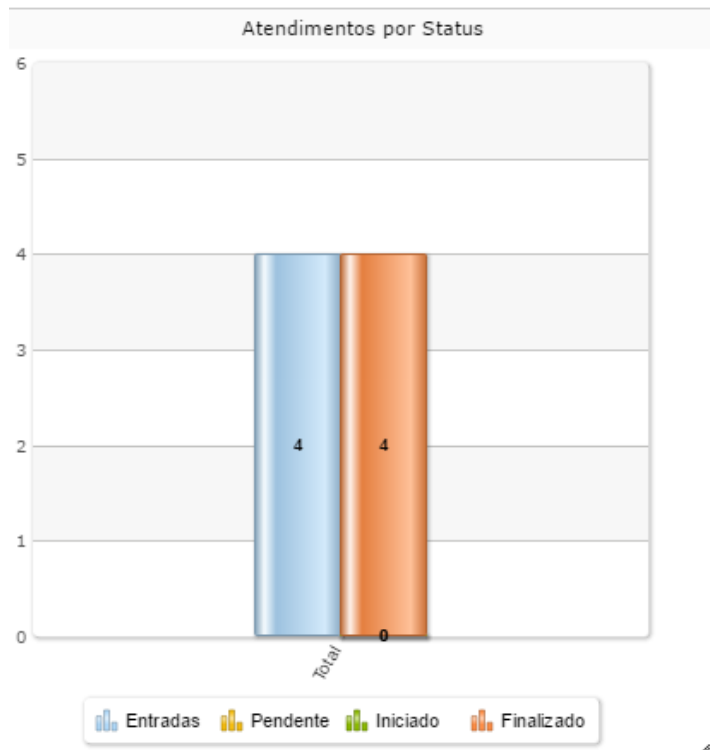


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GABINETE DO PREFEITO

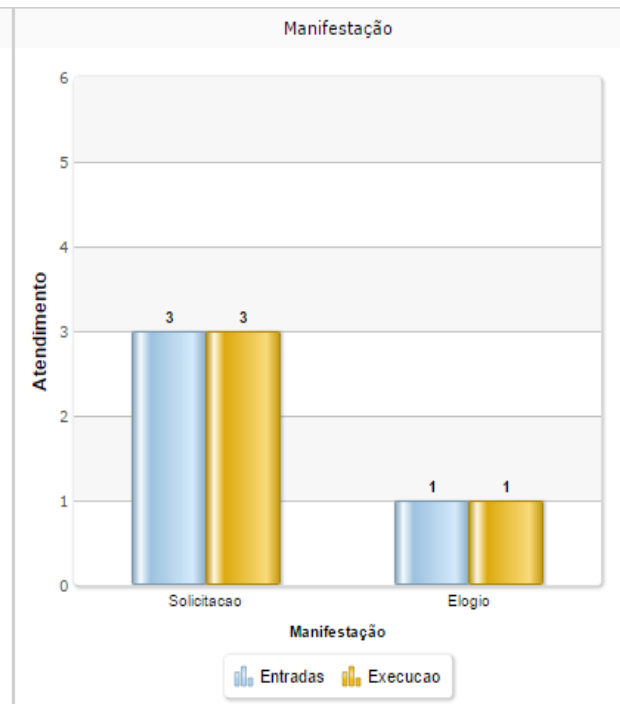
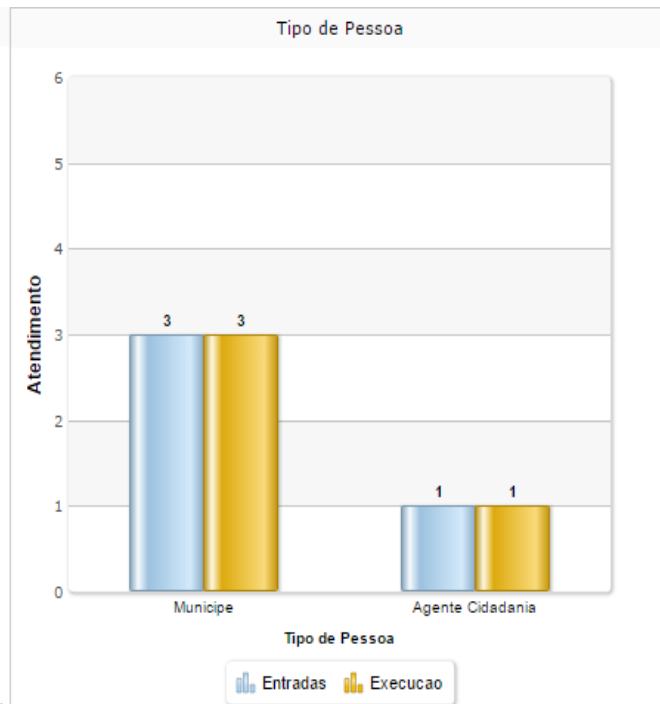
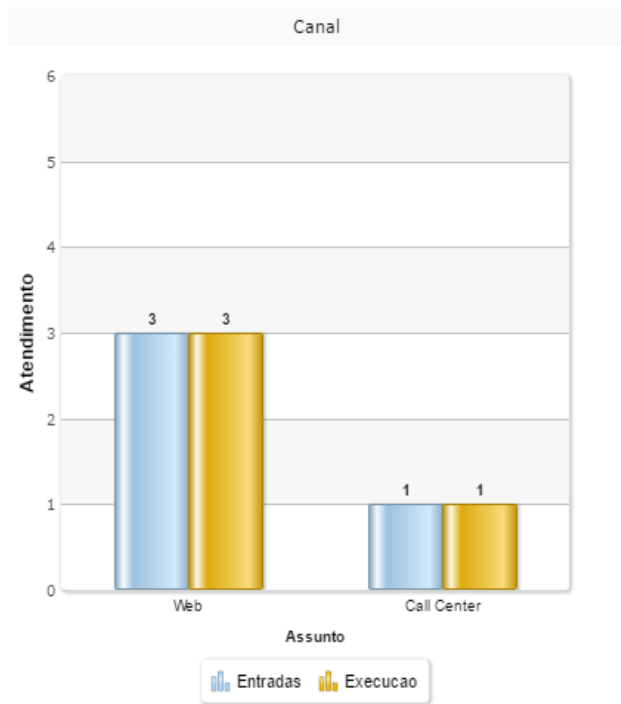


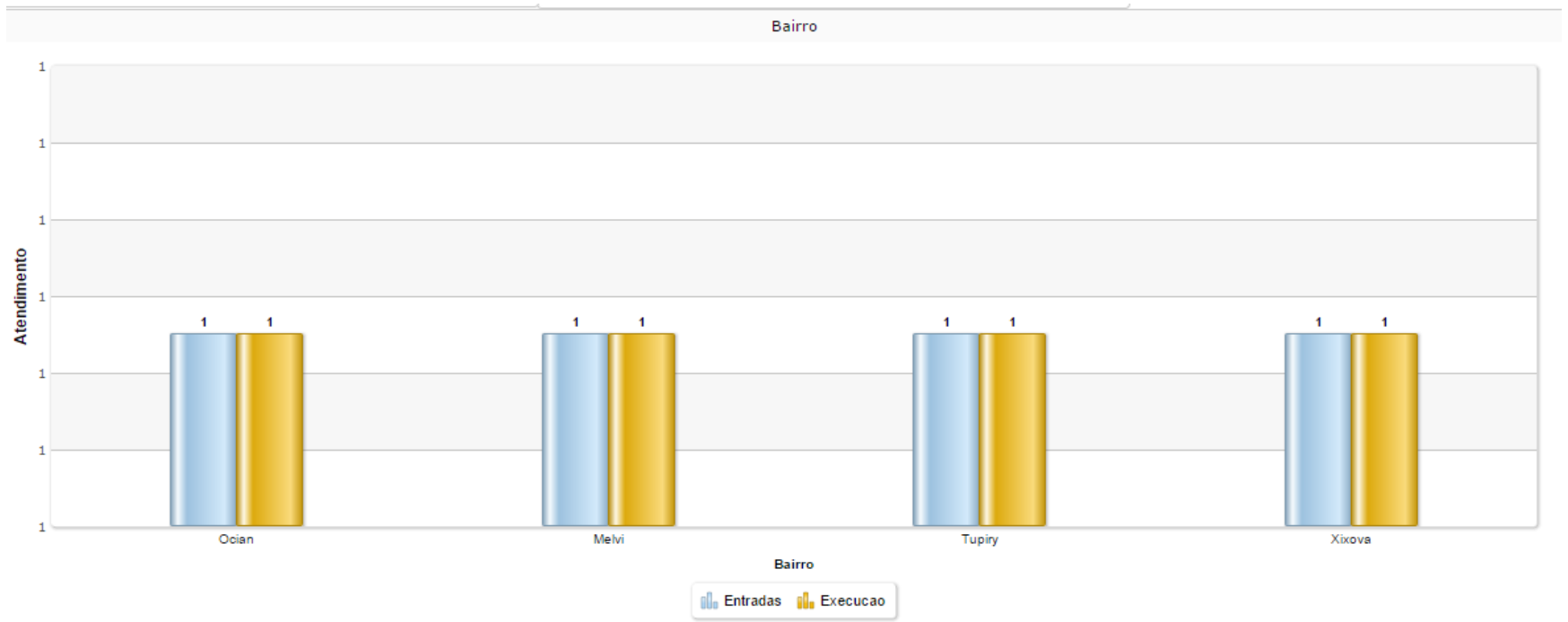
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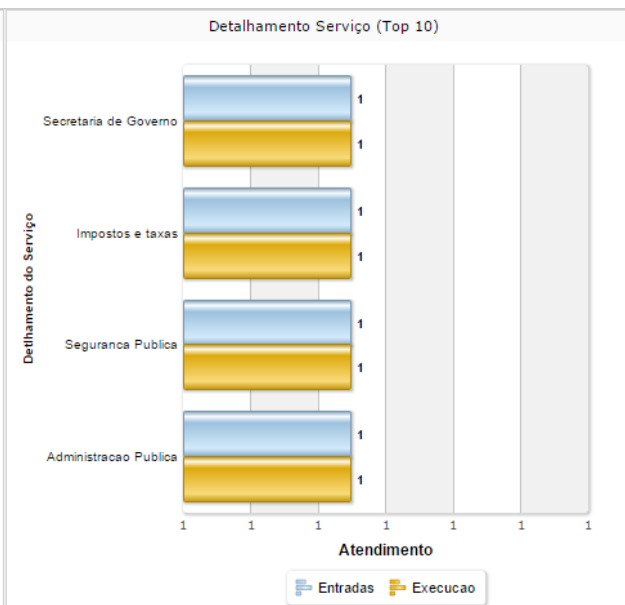
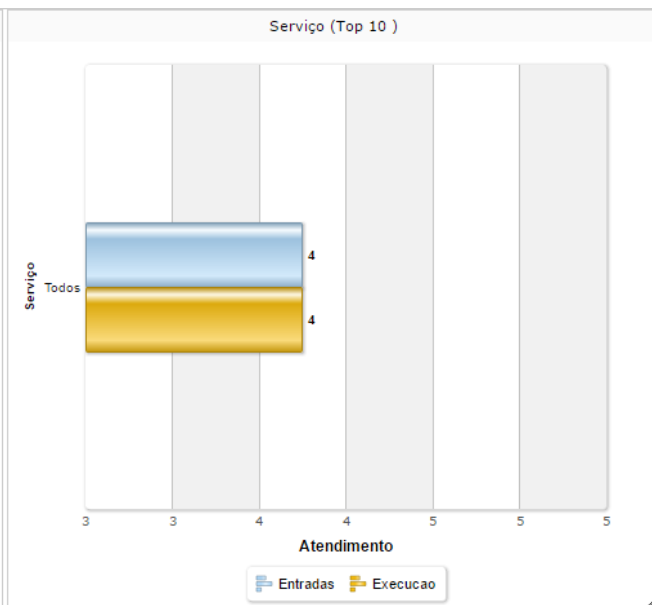
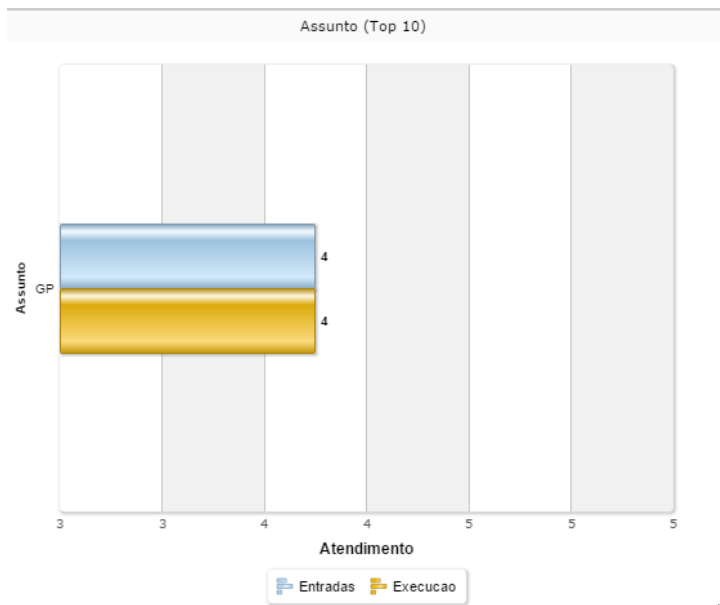


OUVIDORIA
PRAIA GRANDE

SECRETARIA DE GOVERNO





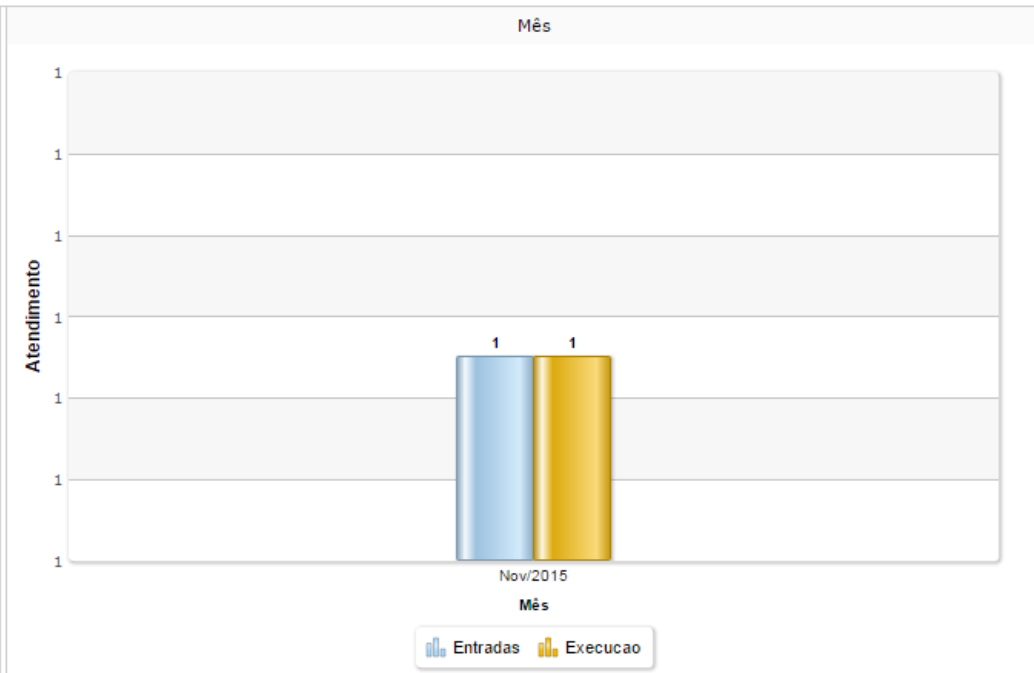
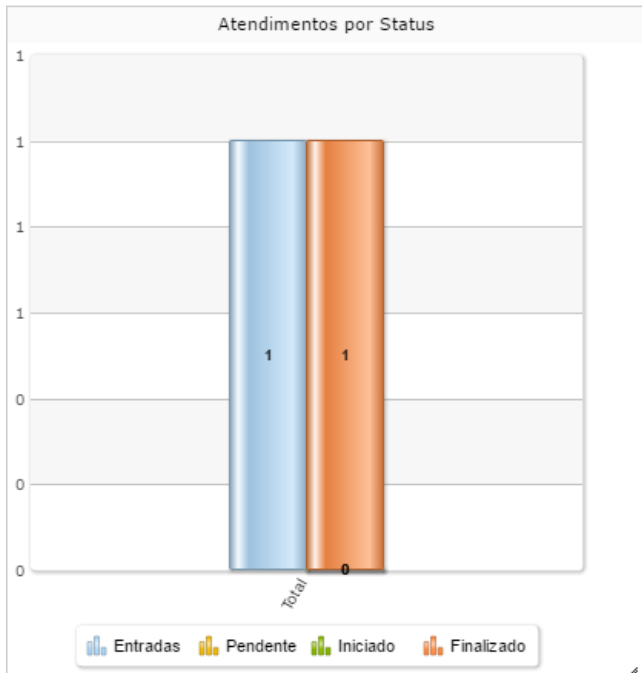


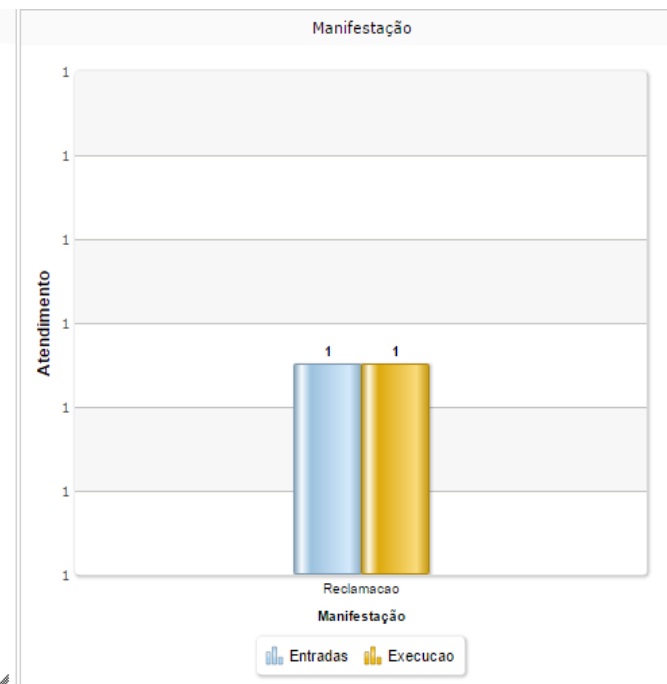
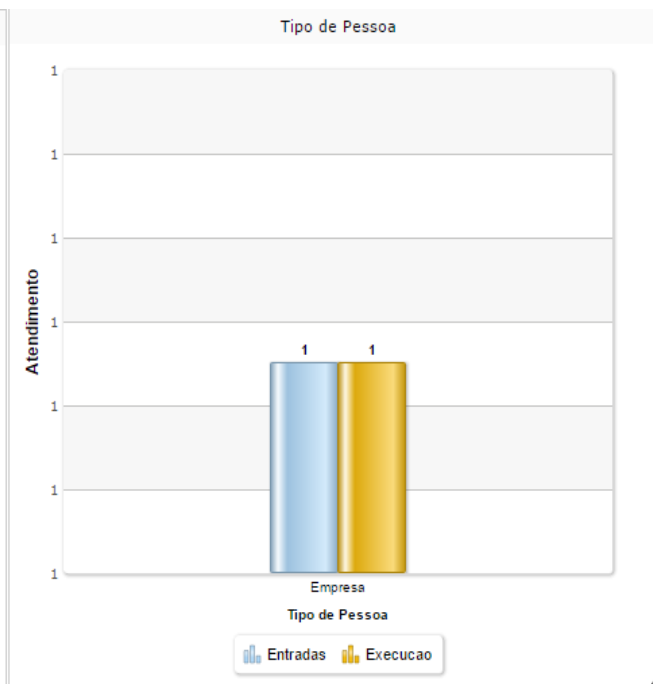
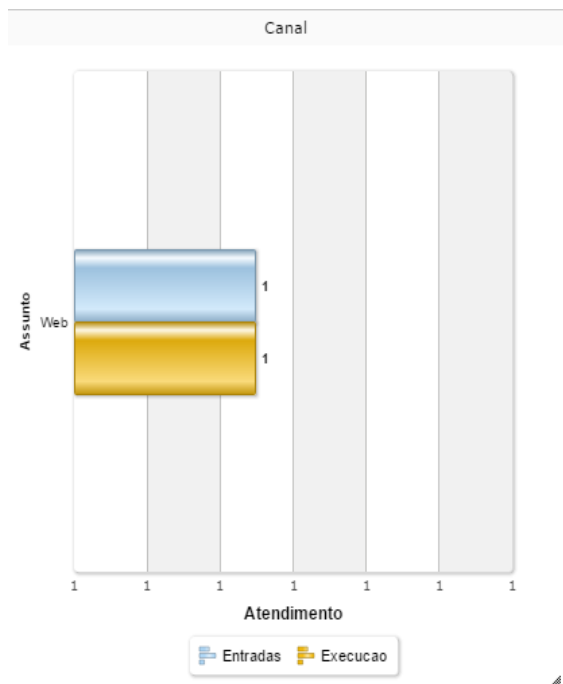
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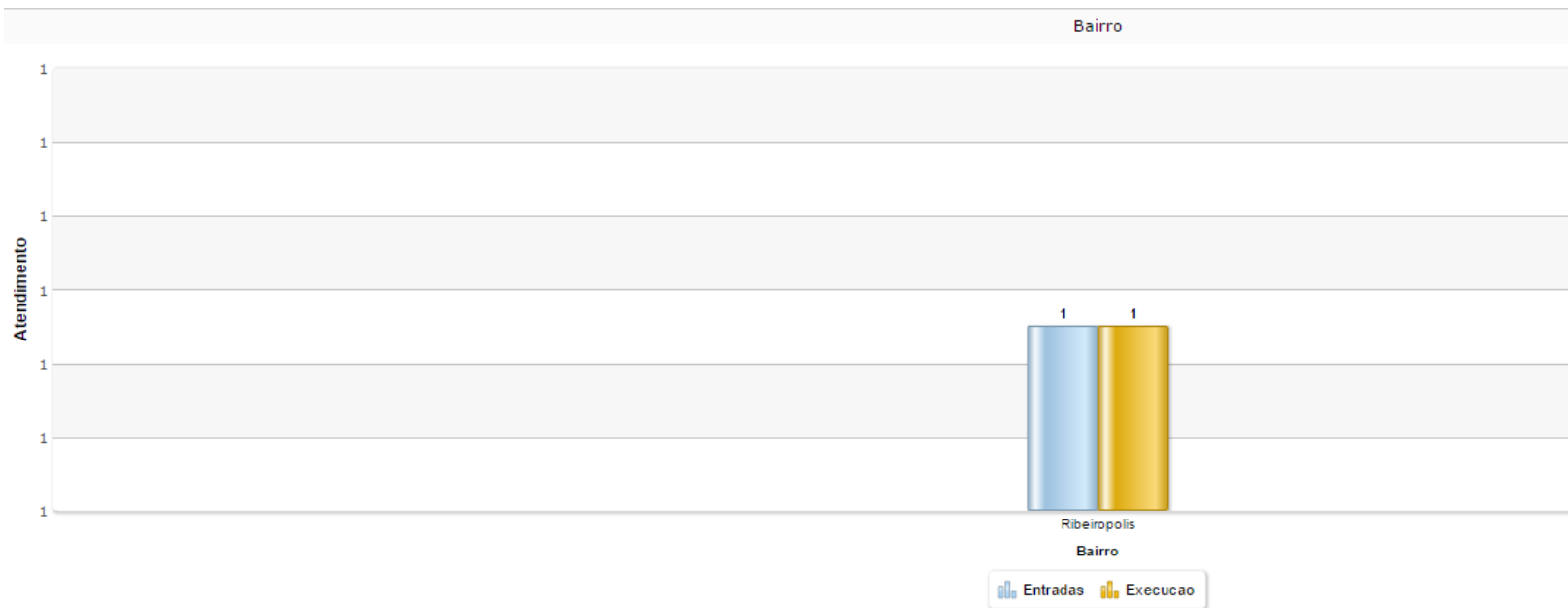
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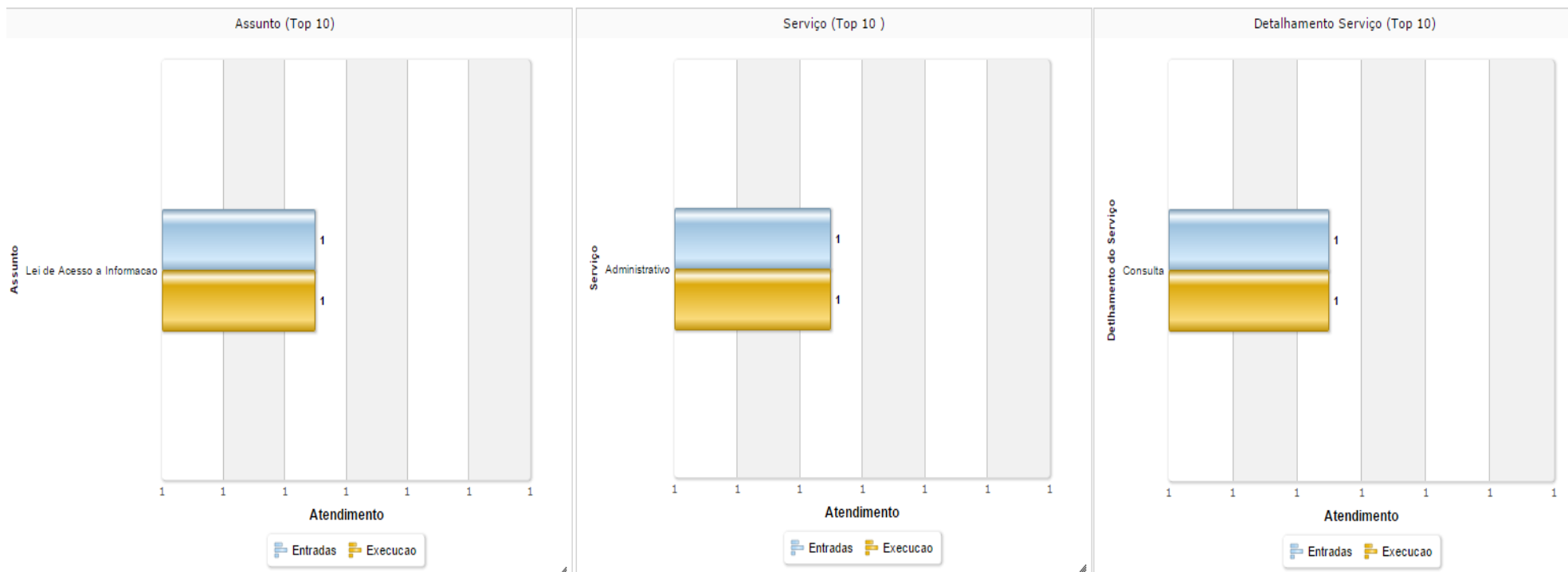


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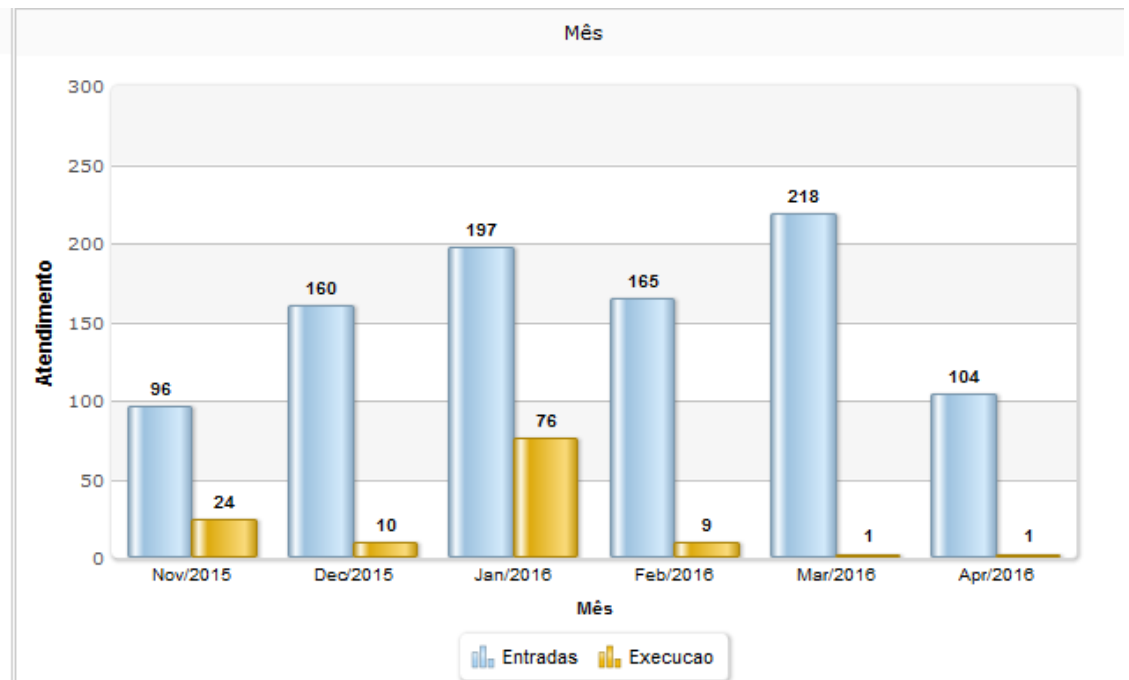
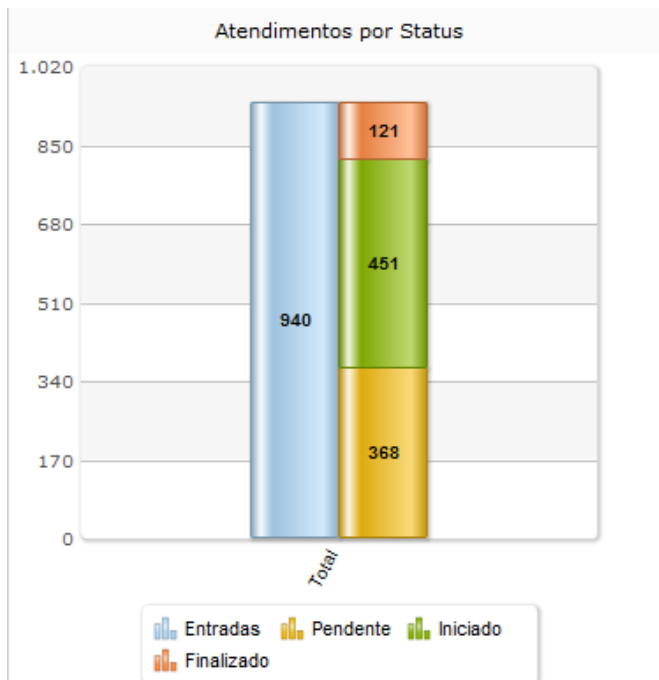


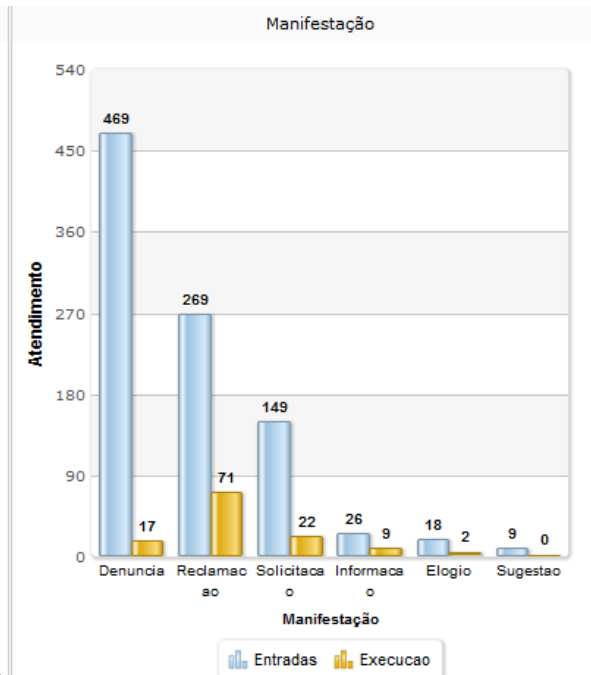
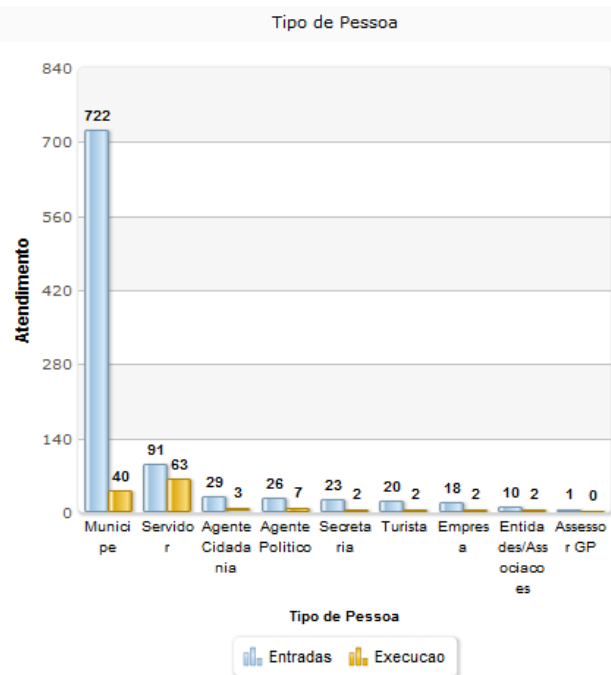
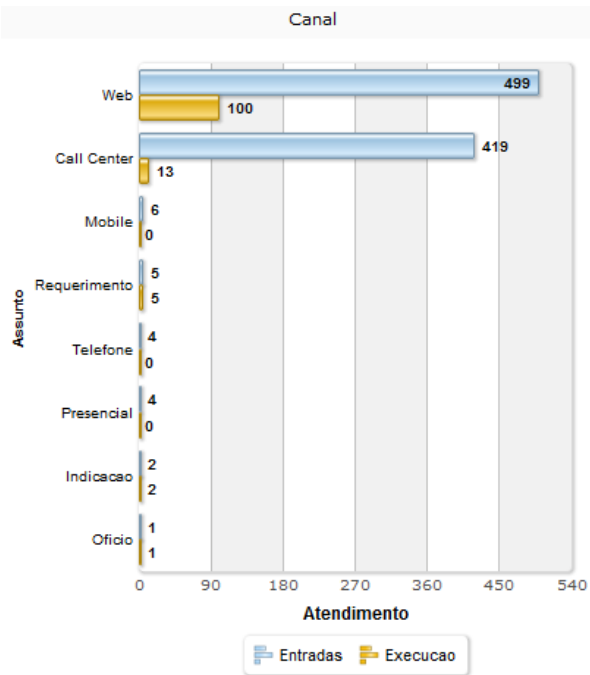
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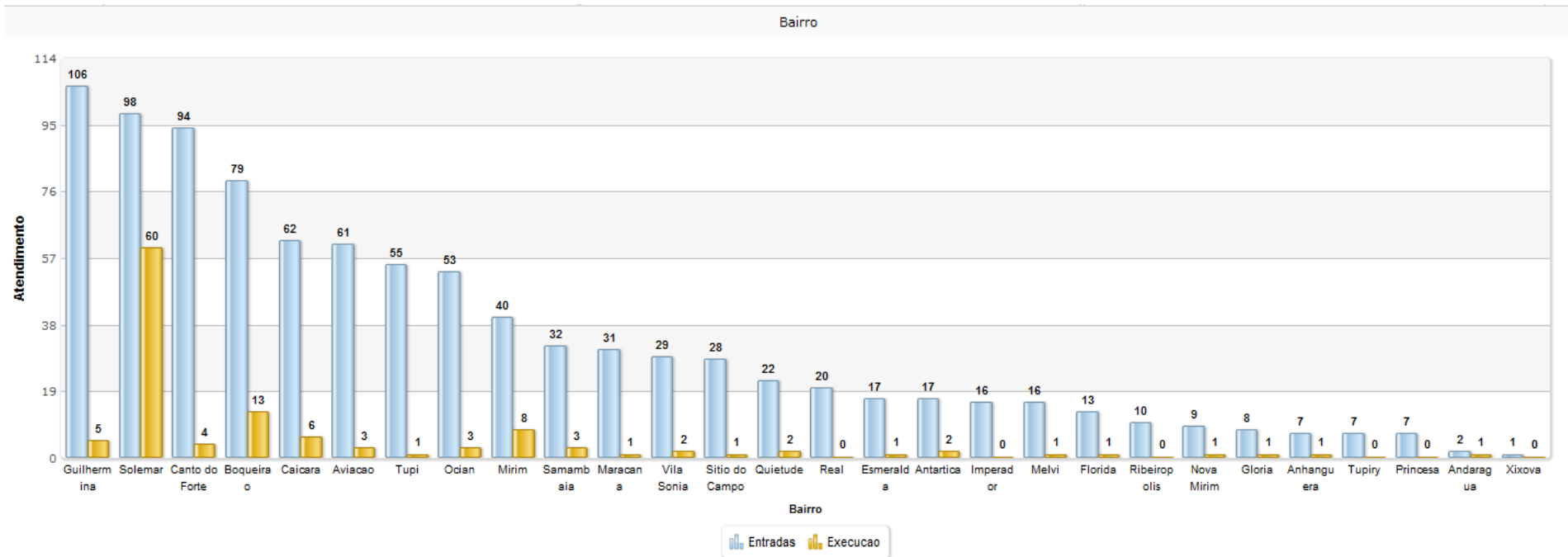
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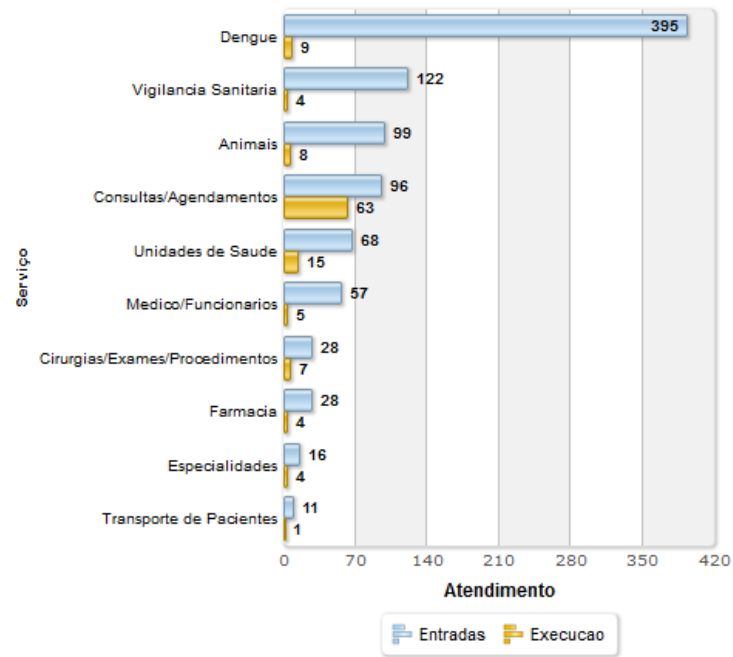
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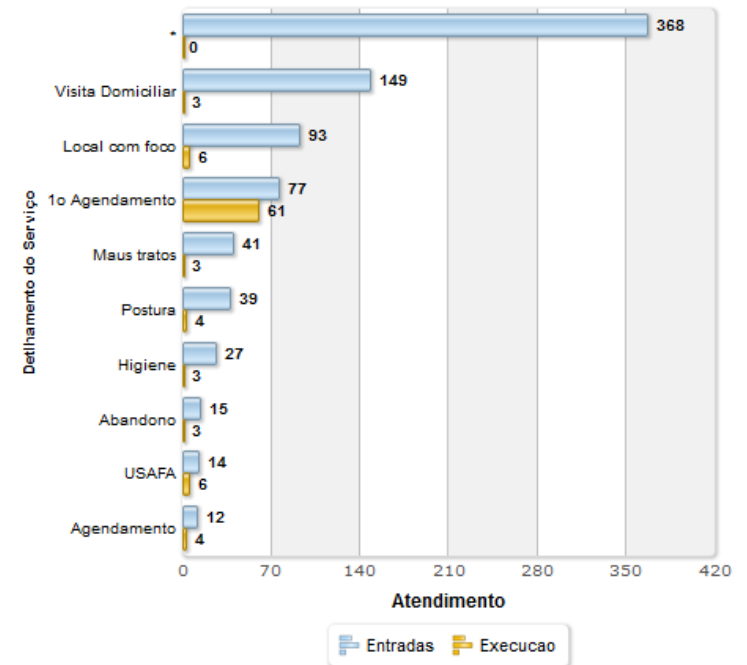




Serviço (Top 10)



Detalhamento Serviço (Top 10)



SESAP
SECRETARIA DE SAÚDE PÚBLICA
OUVIDORIA SUS

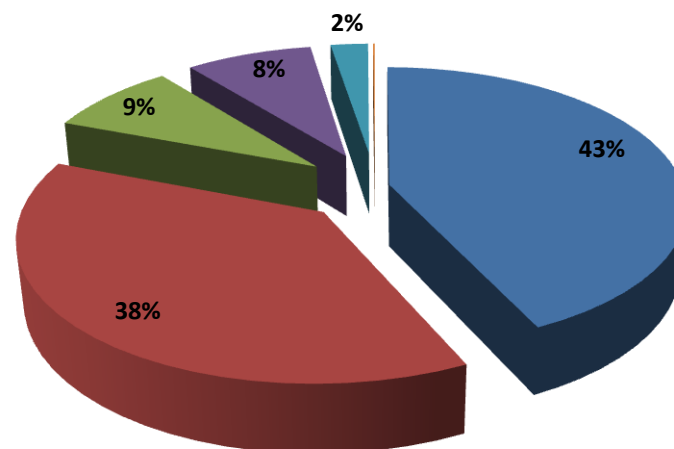


SECRETARIA DE GOVERNO

MANIFESTAÇÕES RECEBIDAS	Total
ENCAMINHADO	2255
CONCLUÍDO	1985
ARQUIVADO	445
EM ANÁLISE	431
FECHADO	128
REENCAMINHADO	6
TOTAL GERAL	5250

STATUS DA DEMANDA

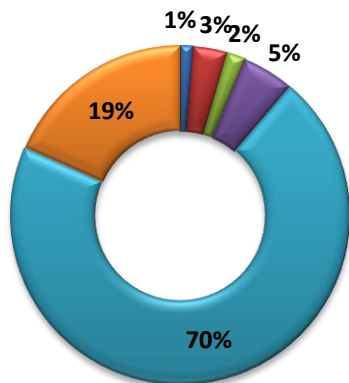
■ ENCAMINHADO ■ CONCLUÍDO ■ ARQUIVADO ■ EM ANÁLISE ■ FECHADO



CANAL DE ENTRADA

■ CARTA

■ CORRESPONDÊNCIA OFICIAL



TIPOLOGIA

■ SOLICITAÇÃO

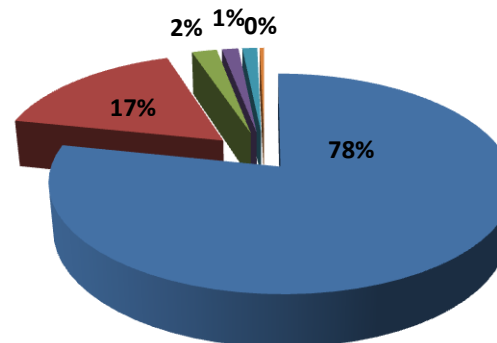
■ RECLAMAÇÃO

■ DENÚNCIA

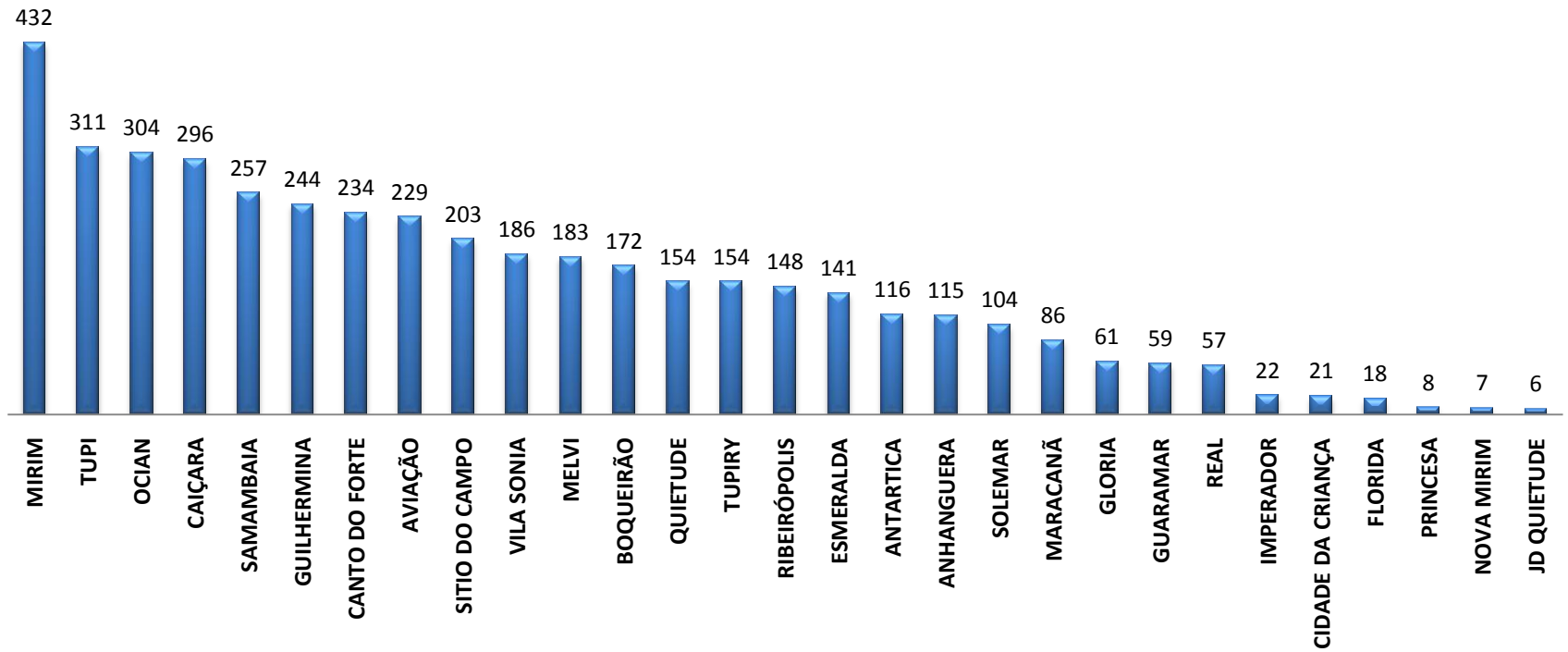
■ INFORMAÇÃO

■ ELOGIO

■ SUGESTÃO



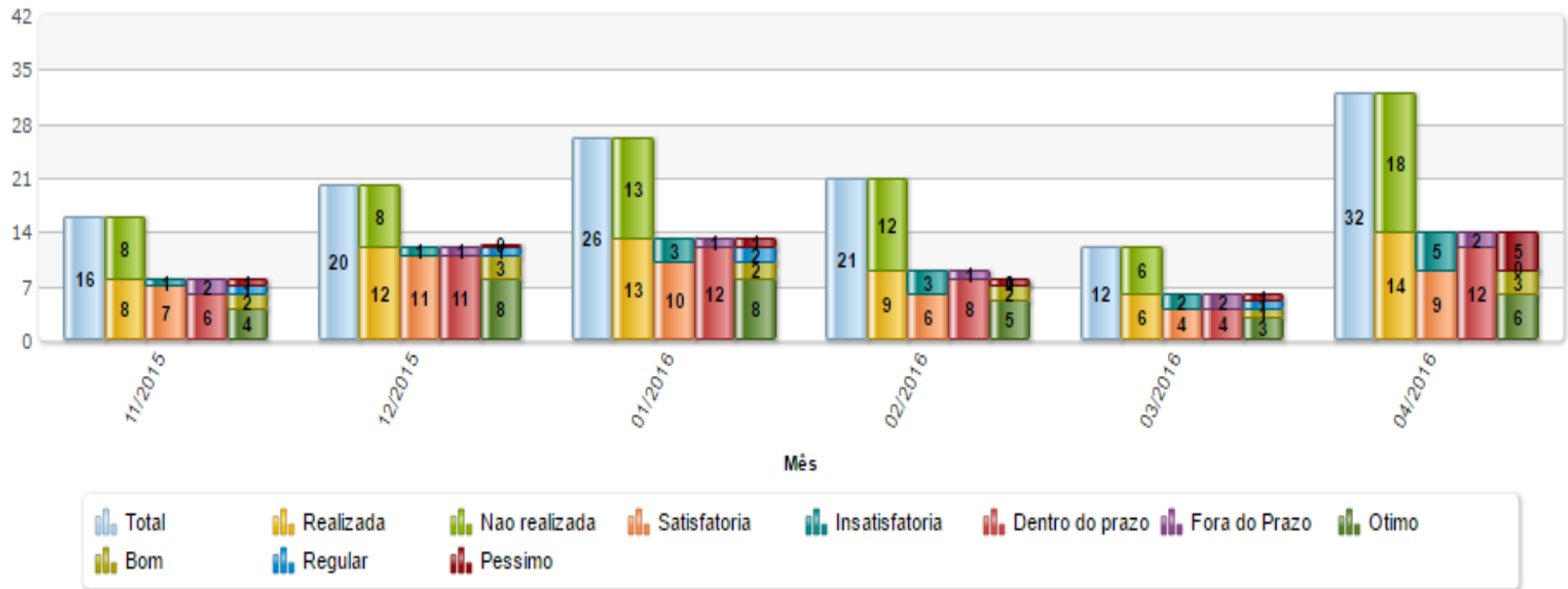
BAIRROS



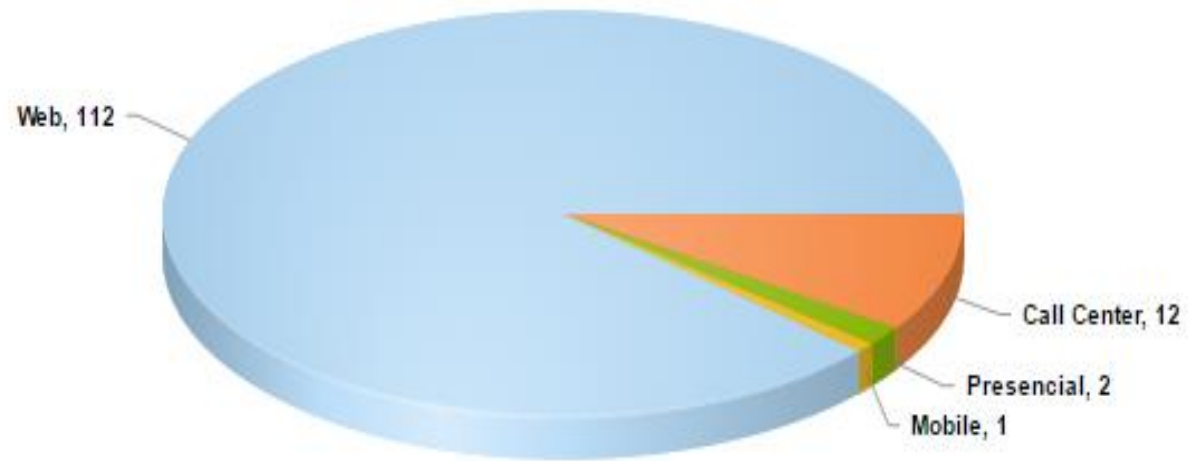
PESQUISA DE SATISFAÇÃO



Pesquisa por Mês



Canal de Entrada



Pesquisa por Secretaria

Secretaria	Total	Realizada	Não realizada	Satisfatória	Insatisfatória	Dentro do prazo	Fora do Prazo	Ótimo	Bom	Regular	Péssimo
Sesurb	42	24	18	23	1	20	4	13	9	2	0
Seurb	23	8	15	3	5	6	2	2	1	0	5
Sefin	20	12	8	9	3	11	1	8	1	0	2
Seduc	11	3	8	2	1	2	1	2	0	0	1
Setran	9	4	5	2	2	4	0	3	0	1	0
Sema	6	3	3	2	1	3	0	2	0	1	0
Seop	2	1	1	1	0	1	0	0	1	0	0
Sead	2	0	2	0	0	0	0	0	0	0	0
Sesap	2	2	0	1	1	1	1	1	0	0	1
Seel	2	0	2	0	0	0	0	0	0	0	0
Seasp	1	0	1	0	0	0	0	0	0	0	0
Secom	1	1	0	1	0	1	0	1	0	0	0
Sehab	1	0	1	0	0	0	0	0	0	0	0
Sectur	1	1	0	0	1	1	0	0	0	1	0
Seplan	1	1	0	1	0	1	0	0	1	0	0
Seg	1	1	0	1	0	1	0	1	0	0	0
Sepros	1	1	0	1	0	1	0	1	0	0	0
Cidadania	1	0	1	0	0	0	0	0	0	0	0

Pesquisa por Assunto

Assunto	Total	Realizada	Não realizada	Satisfatória	Insatisfatória	Dentro do prazo	Fora do Prazo	Ótimo	Bom	Regular	Péssimo
Serviços Urbanos	33	19	14	19	0	19	0	12	6	1	0
Obras Particulares/Urbanismo	31	14	17	6	8	9	5	4	1	0	9
Impostos e Taxas	20	12	8	9	3	11	1	8	1	0	2
Educação	10	4	6	3	1	3	1	3	0	0	1
Trânsito	9	4	5	2	2	4	0	3	0	1	0
Meio Ambiente	6	3	3	2	1	3	0	2	0	1	0
Administração Pública	3	1	2	1	0	1	0	0	1	0	0
Esporte e Lazer	2	0	2	0	0	0	0	0	0	0	0
Obras Públicas	2	1	1	1	0	1	0	0	1	0	0
Promoção Social	1	1	0	1	0	1	0	1	0	0	0
Saúde	1	1	0	1	0	1	0	1	0	0	0
Cidadania	1	0	1	0	0	0	0	0	0	0	0
Secretaria de Governo	1	1	0	1	0	1	0	1	0	0	0
Habitação	1	0	1	0	0	0	0	0	0	0	0
Segurança Pública	1	0	1	0	0	0	0	0	0	0	0
Comunicação	1	1	0	1	0	1	0	1	0	0	0
Cultura e Turismo	1	1	0	0	1	1	0	0	0	1	0

Pesquisa por Serviço

Serviço	Total	Realizada	Não realizada	Satisfatória	Insatisfatória	Dentro do prazo	Fora do Prazo	Ótimo	Bom	Regular	Péssimo
Central de Vagas	5	1	4	1	0	1	0	1	0	0	0
Professores/Funcionários	3	2	1	1	1	1	1	1	0	0	1
Escolas Municipais	2	0	2	0	0	0	0	0	0	0	0
Concursos Públicos	2	0	2	0	0	0	0	0	0	0	0
Dados do Município	1	1	0	1	0	1	0	0	1	0	0
Bolsa de Estudo	1	0	1	0	0	0	0	0	0	0	0
Atividades Esportivas e Recreativas	1	0	1	0	0	0	0	0	0	0	0
Equipamentos Esportivos	1	0	1	0	0	0	0	0	0	0	0
Programas Habitacionais	1	0	1	0	0	0	0	0	0	0	0
Guarda Civil Municipal	1	0	1	0	0	0	0	0	0	0	0

CONSIDERAÇÕES FINAIS

O relatório do 6º semestre (novembro/15 a abril/16) apresenta um panorama do atendimento aos usuários dos serviços públicos oferecidos pela Administração Municipal. Observa-se que o total de registros de manifestações apresentaram uma elevação de 22%, em comparação ao período anterior. Mas vale ressaltar, fator preocupante, que as finalizações das manifestações só apresentaram um crescimento de 11,8%, não acompanhando o ritmo da procura dos serviços pelo cidadão.

A Ouvidoria Municipal está sempre atenta aos melhoramentos que possam ser alcançados no método de trabalho proposto por cada Secretaria Municipal e também na apresentação dos resultados alcançados. Para tanto, é de fundamental importância que este e todos os demais relatórios por ela elaborados e circulados sejam exaustivamente discutidos internamente com cada equipe técnica e que propostas sejam transmitidas à Ouvidoria para avaliação e, dependendo, implementação. Sem esta parceria, estará a Ouvidoria limitada pela criatividade daqueles que dela participam diretamente, exigindo um esforço adicional às atividades rotineiras.

Com o propósito de atender sempre, da melhor forma possível, os cidadãos que procuram seus serviços diariamente, a Ouvidoria Municipal procura trabalhar de maneira autônoma, com transparência e independência, acolhendo e respeitando as manifestações, garantindo o sigilo do nome do(a) manifestante (quando for necessário e solicitado) e o direito à resposta.

OUVIDORIA MUNICIPAL



SECRETARIA DE GOVERNO