



**8º RELATÓRIO SEMESTRAL**

**de NOV/2016**

**a**

**ABRIL/2017**

**MUNICÍPIO DA  
ESTÂNCIA BALNEÁRIA  
DE PRAIA GRANDE**

**SECRETARIA DE GOVERNO**

*"Eu sou parte de uma equipe. Então, quando venço, não sou eu apenas que vence.  
De certa forma, termino o trabalho de um grupo enorme de pessoas!"*

**Ayrton Senna da Silva**

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## APRESENTAÇÃO

A Ouvidoria Municipal, por meio deste 8º Relatório, atende a obrigação legal de mostrar para a sociedade suas atividades realizadas no período de novembro de 2016 a abril de 2017. Todavia, não objetiva somente cumprir o dispositivo legal, mas, também, utilizar este documento para se comunicar com a sociedade e outros entes interessados em compreender as suas ações, buscando resolver de forma imparcial e justa as questões apresentadas pelos cidadãos e evitar que sejam direcionadas para órgãos externos.

A Ouvidoria, que atua como canal de última instância, é composto por um conjunto de serviços de atendimento, sendo os principais:

- Central de Atendimento ao Cidadão - 162,
- o APP - "Ouvidoria Municipal", para smartphones e
- o site da Prefeitura, onde o próprio cidadão registra sua manifestação, por meio de um formulário eletrônico.

É importante ressaltar que, com a maturidade gradativa desse órgão, também cresce a conscientização dos gestores na importância de se ter a Ouvidoria como parceira e de ouvir atentamente a insatisfação do cidadão e trabalhar na busca de alternativas e soluções para os problemas em meio aos desafios relacionados com a amplitude de suas funções e do quantitativo de pessoal.

A interação que o cidadão vem buscando através desse conjunto de ações, reflete a necessidade de se sentirem ouvidos, demonstrando que ainda se faz necessária uma ação mais pontual e dinâmica voltada para uma melhor compreensão dos processos de trabalho da Prefeitura e da Ouvidoria ou da própria consternação em relação aos atos que precisam ser modificados ou aprimorados.

Faz parte de nossa estratégia continuar avançando na transparência e na adequação de produtos e serviços as suas necessidades, estabelecendo uma relação contínua e cada vez mais sustentável. Temos a consciência dos desafios que nos esperam, mas temos a convicção de que estamos no caminho correto para cumprir nosso propósito.

## EXPEDIENTE

### **Prefeito**

Alberto Mourão

### **Secretária de Governo**

Maura Ligia Costa Russo

### **Secretaria de Governo:**

#### **Diretoria de Departamento de Assuntos de Transparência**

Andrea Aparecida da Silva

#### **Diretoria de Divisão de Atendimento ao Cidadão**

Claudia Gardelli

#### **Diretoria de Departamento de Acompanhamento de Metas**

Ana Flávia Teixeira Scarelli

#### **Assessoria**

Daniel Cristian da Silva

Tânia Maria Teixeira Simões de Oliveira

#### **Responsável pelo Serviço no Órgão – RSO**

Alan de Mello Ceres Ferreira - *CIDADANIA*

Ana Paula Carramão - *SECTUR*

Angelita Dulce da Silva Rodrigues - *SEG*

Camila Mariane Rocha de Mattos - *SEAD*

Cintia dos Anjos Guimarães – *SESURB*

Claudio Luiz Monteiro de Moraes - *SEEL*

Danielle Pereira Lacerda - *SESURB*

Eliane Dominguez Mazetto - *SEPLAN*

Fernanda Aguiar Alves - *SEDUC*

Fernanda Marques Barreiro - *SESURB*

Flávia Cristina Alvarez Lorenzo - *SEDETTRA*

Gremacia Barbosa Pinheiro Salim - *SETRANSP*

João Carlos Moreno Gallego - *SEMA*

Laio Peres - *SECOM*

#### **Responsável pelo Serviço no Órgão – RSO cont...**

Monica Correia de Moura - *SESAP*

Nadilma Maria de Melo Farinelli - *PROGEM*

Natalie Bodra - *SETRAN*

Paola Ghelare Mastrichi - *SEOP*

Paula Rodrigues Canovas Pinto - *SEURB*

Rosangela Andreatta - *SEFIN*

Solange Batista Freitas Andrioli - *SESURB*

Tania Maria Queiroz Gomes - *SEPROS*

Tathiane Maria Tavares de Oliveira - *SEHAB*

Thiago Monti Gonçalves - *GABINETE*

#### **Ouvidor da Guarda Municipal**

Marco Alves dos Santos - *SEASP*

#### **Colaborador**

Adriana Stradioto Maciel Oliveira - *PROGEM*

Alejandro Macedo Moura de Castilho - *SEAD*

Alessandra Ferreira Silva - *SESURB*

Alexandre Nascimento Silva - *SEASP*

Aline Caires da Silva – *GABINETE*

Ana Beatriz Zanellato Vasconcelos - *SECTUR*

Ana Paula Dias de Souza - *SEDUC*

Antonio Carlos Biazotto Filho - *SEASP*

Daniel Elias dos Santos Pereira - *SEDUC*

Fabiana Nascimento Vasconcelos - *SEFIN*

Fabiano Bueno Antonachi - *SEASP*

Fabio Freitas da Silva - *CIDADANIA*

Gilberto Douglas Batista - *SESURB*

José Augusto Lopes - *SEFIN*

Leonardo Conti Santos - *SEURB*

Leonardo Silva de Souza - *SEDETTRA*

Luiz Felipe Gimenes Marchezoni – *SESAP*

Marcio Henrique de Oliveira - *CIDADANIA*

#### **Colaborador continuação...**

Maria Aparecida Marcelino Matos - *SETRANSP*

Nadilza Maria Manaroulas - *SEEL*

Paula Rafaini - *SEPLAN*

Patricia Fernandes - *SETRANSP*

Rodrigo Carlos Valente - *GABINETE*

Roselaine Fernandes da Silva – *SEDUC*

Rosemeire Maria da Penha Ignacio - *SESURB*

Sebastião Genoves Guimarães - *SEMA*

Sonia Pereira Dias de Barros - *SEDUC*

Silvia Tomoko Shinzato - *SEOP*

Tatiane Cristina Dimarco de Aguiar - *SEDUC*

Thamiris Roberta Vieira de Oliveira - *SESURB*

Vinícius Ederson da Silva - *SEPROS*

#### **Central de Atendimento - 162**

Juliana de Souza Barbosa

Luzia Aparecida da Silva

Marileide Daltro Barreto

Sandra Regina Ferreira Sampaio

Stephani Pamella Rodrigues

Tatielle Guerra dos Santos

#### **Equipe Externa - CIDADANIA**

Bruno de Menezes Santos

Celso da Silva João

Flávio Damaceno de Amorim

Isac de Oliveira Junior

Ivanildo Martins Braga

Marcelo Moraes Oliveira

Nathalia Fernanda C. Gonçalves

Romero Nunes da Costa

Valtair de Azevedo Santos

Wanderson Junior Claros dos Santos



## 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*

# **PARTICIPAÇÃO EM EVENTOS, PROGRAMAS, CAPACITAÇÕES E PUBLICIDADE**

## ✓ **Programa Integração**

Palestra 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 .

## ✓ **Programa Ação Integrada**

Programa que tem como objetivo aproximar a comunidade (liderança dos bairros) das pastas municipais e informar os serviços desenvolvidos pela Prefeitura de Praia Grande. Presença da Ouvidoria - levantamento, registro e encaminhamento das manifestações.

## ✓ **Material Publicitário**

- Artigos Institucionais com divulgação nas redes sociais e jornais de grande circulação;
- Vídeos Institucionais.

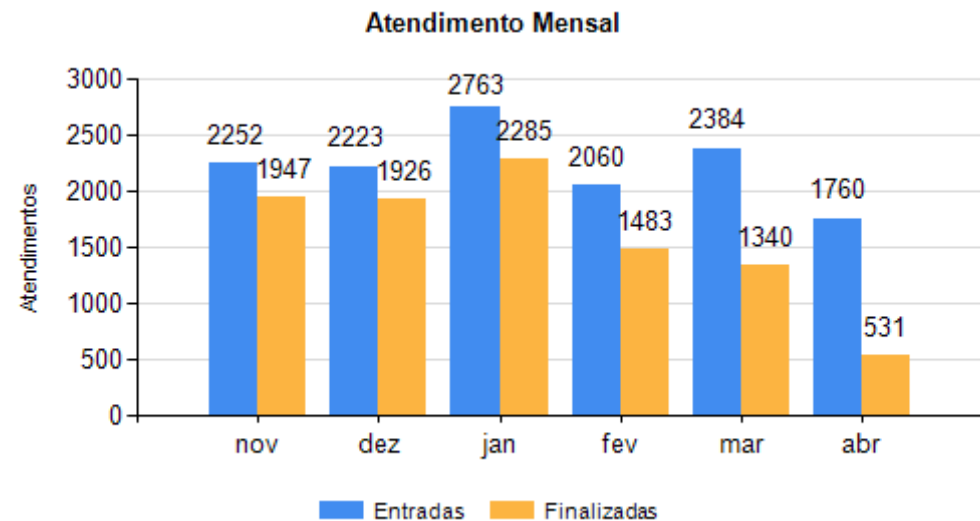
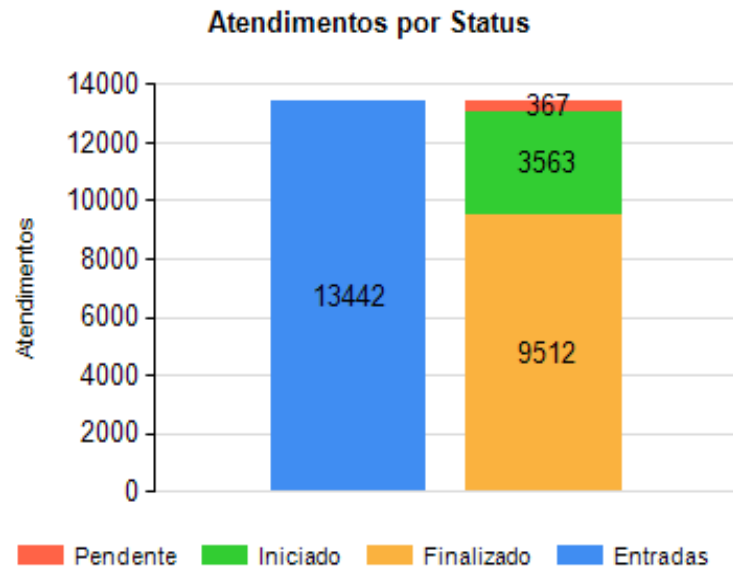
## ✓ **Formação e Capacitação**

- Participação nas Audiências Públicas do Plano Diretor;
- Reunião de atualização com os Ouvidores e RSOs de cada Secretaria;
- Participação em cursos, na modalidade Educação à Distância, oferecidos por órgãos federais, estaduais e municipais.

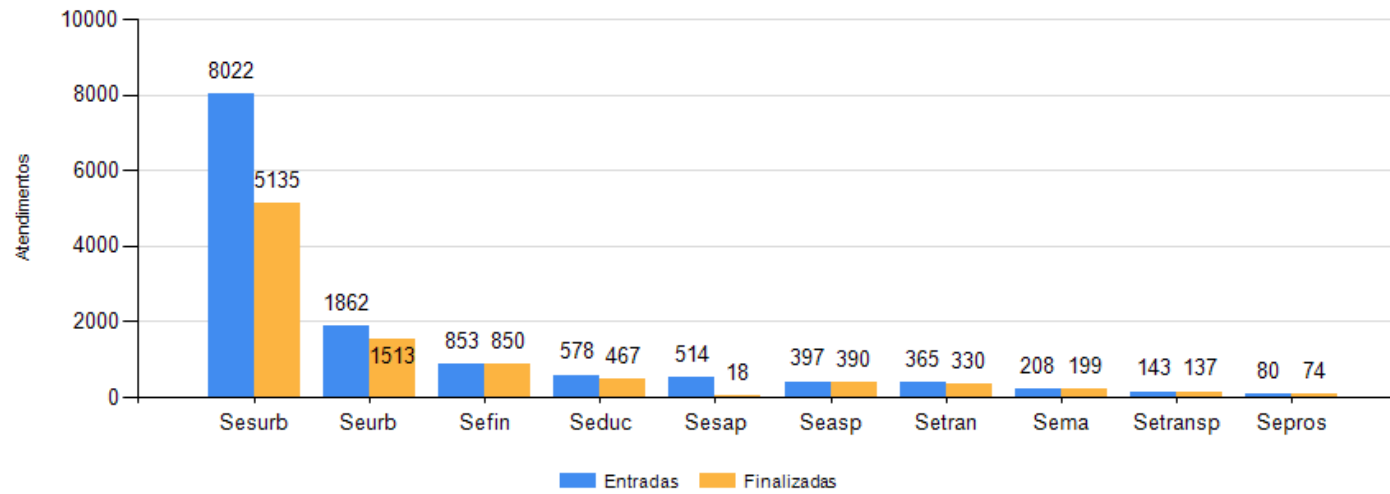


# DADOS GERAIS

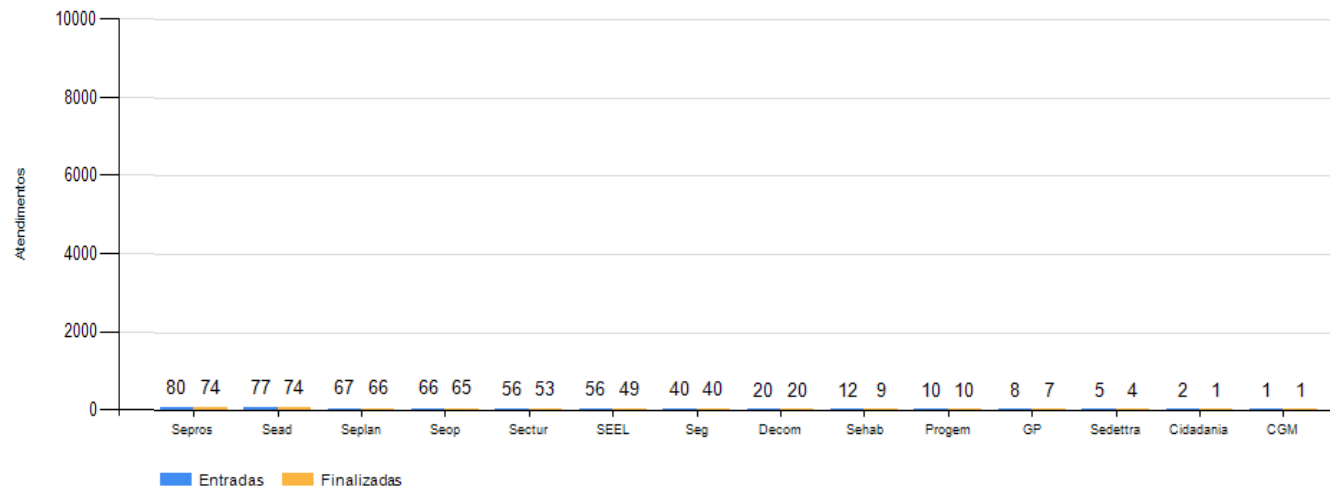
## RELATÓRIO DE ATENDIMENTOS DA OUVIDORIA

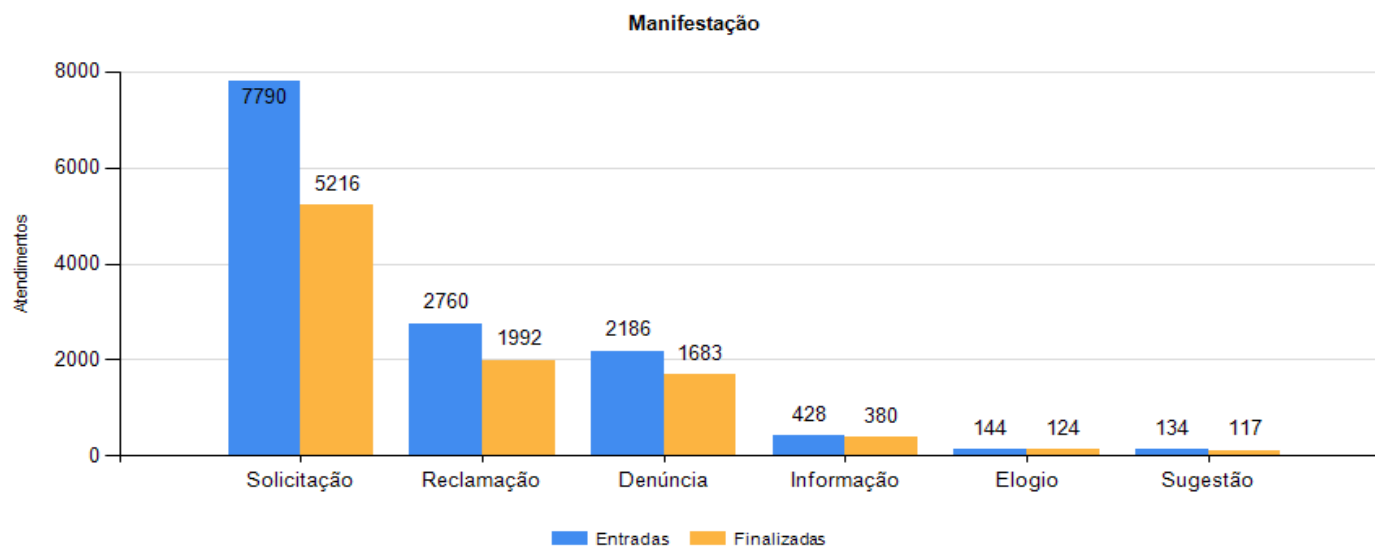
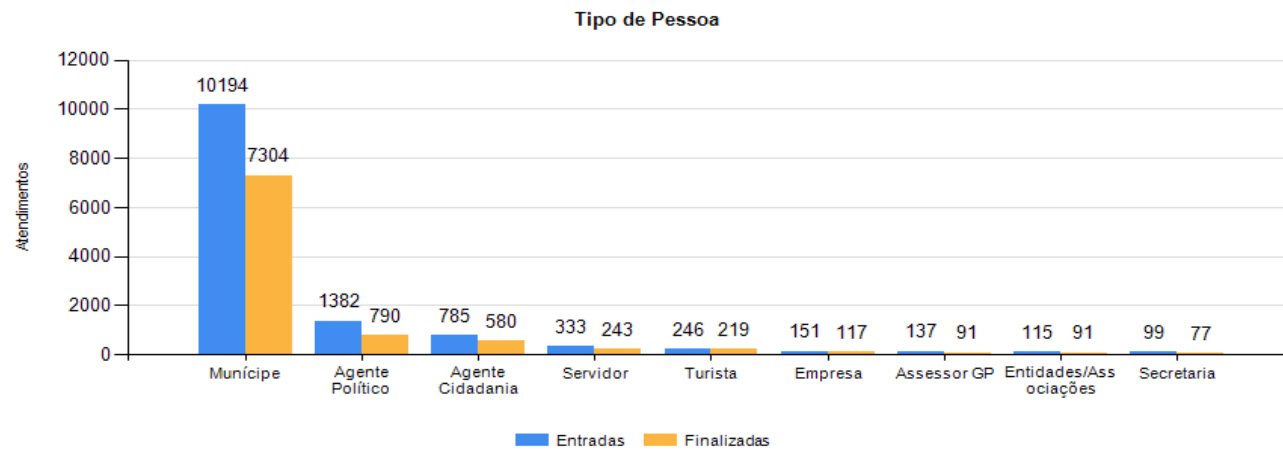


Atendimentos por Secretaria (Top 10)

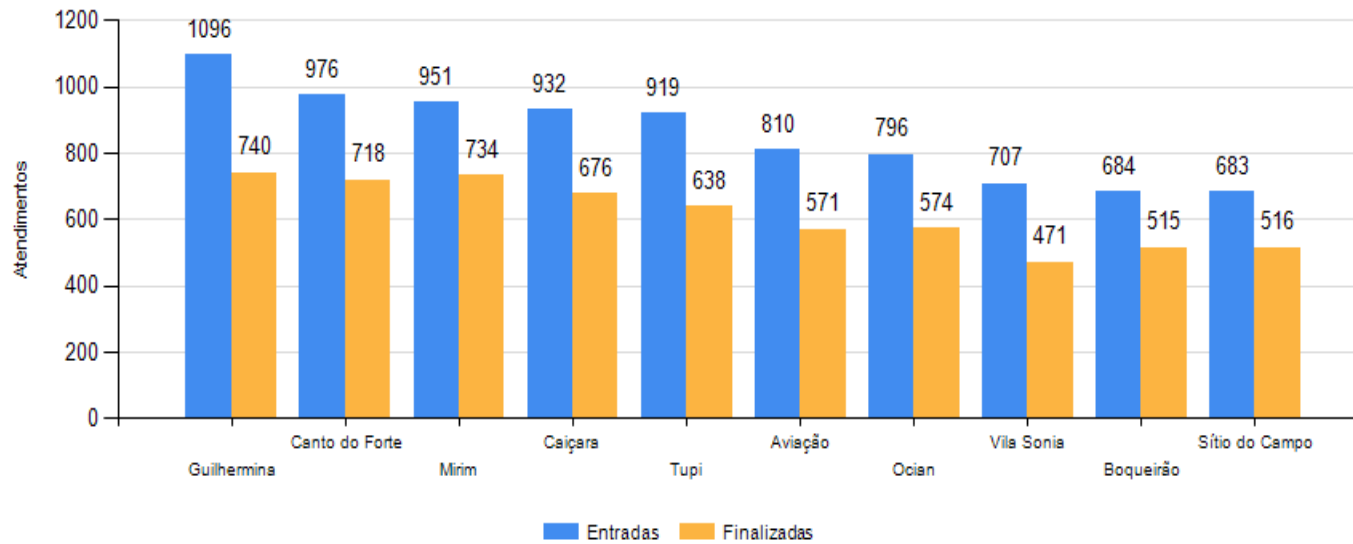


Atendimentos por Secretaria

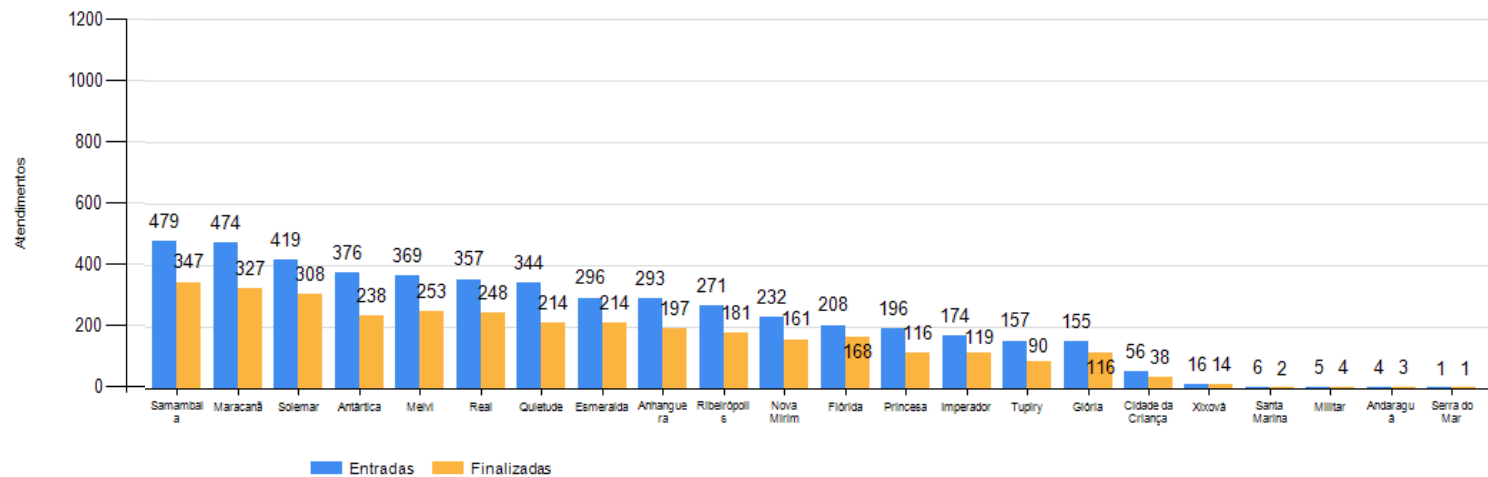




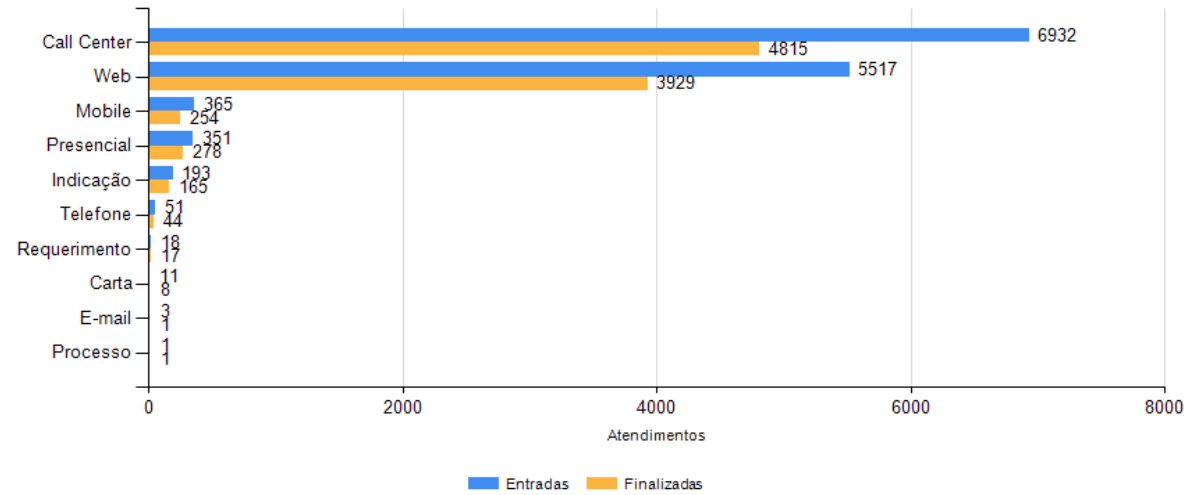
Bairro (Top 10)



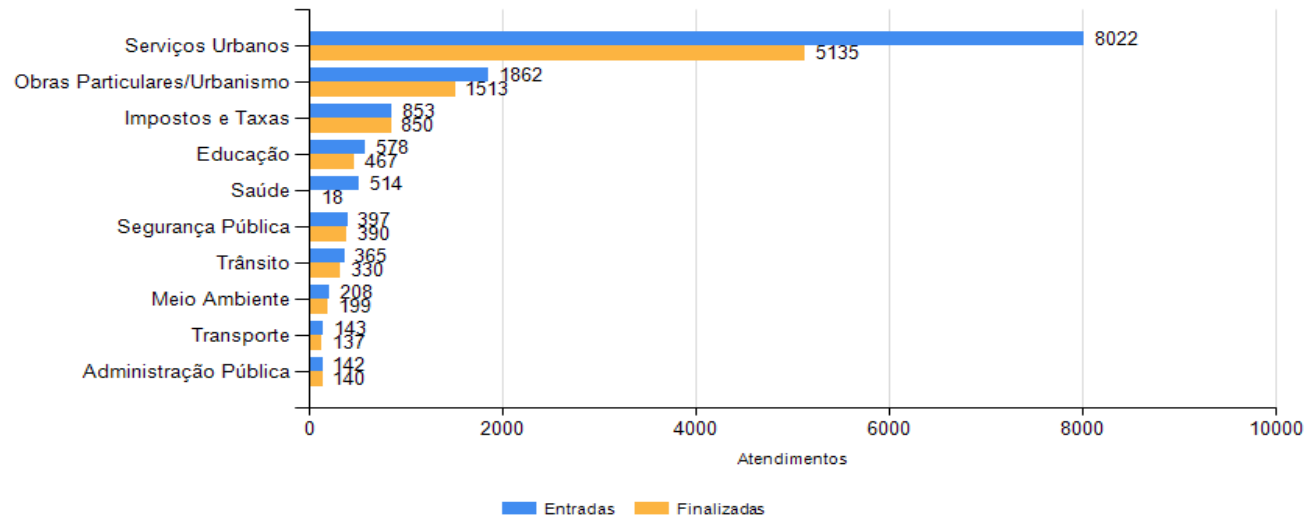
Bairro



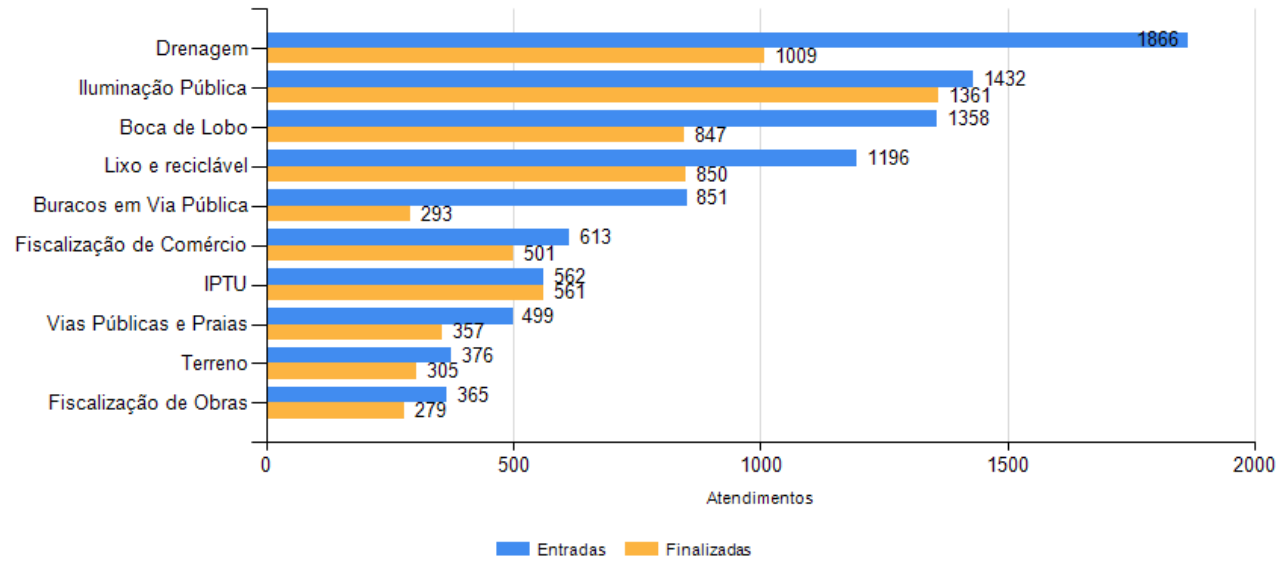
Canal de Atendimento



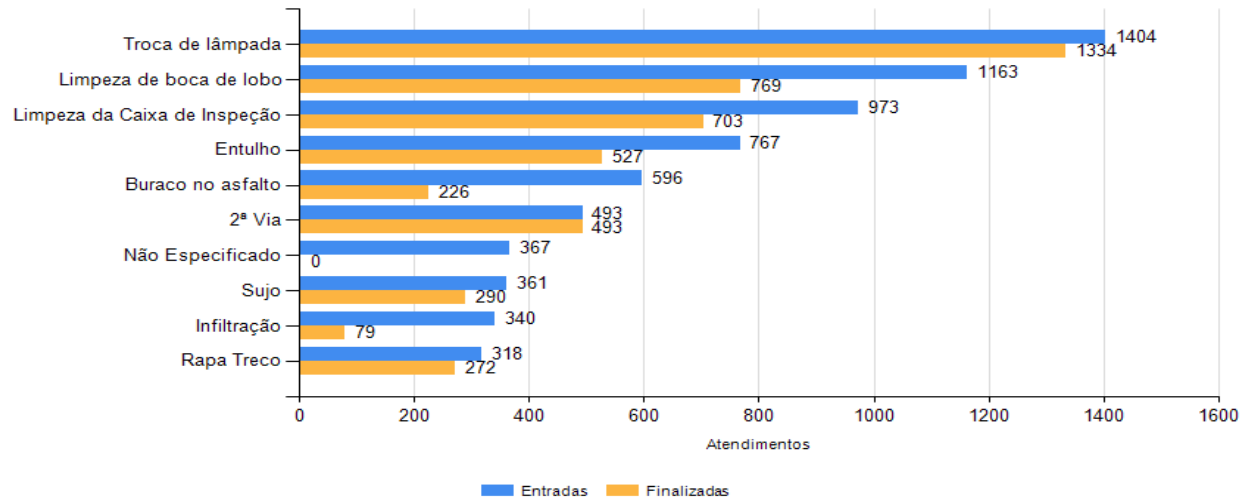
Assunto (Top 10)



### Serviço (Top 10)



### Detalhamento do Serviço (Top 10)



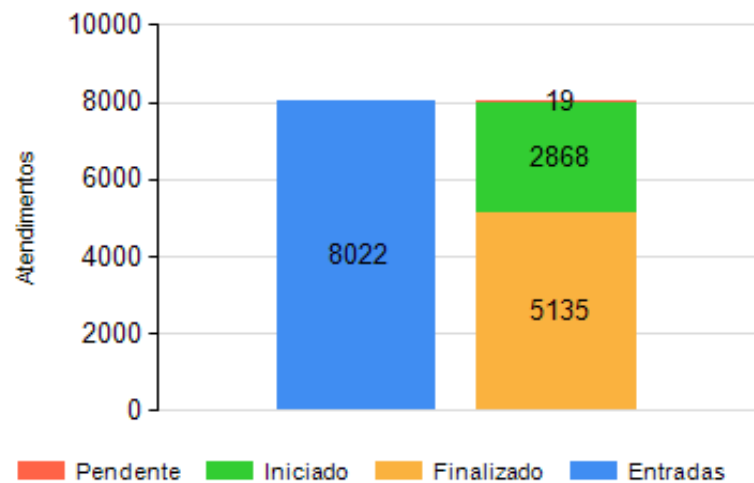
# **LEVANTAMENTO DAS MANIFESTAÇÕES POR SECRETARIA**



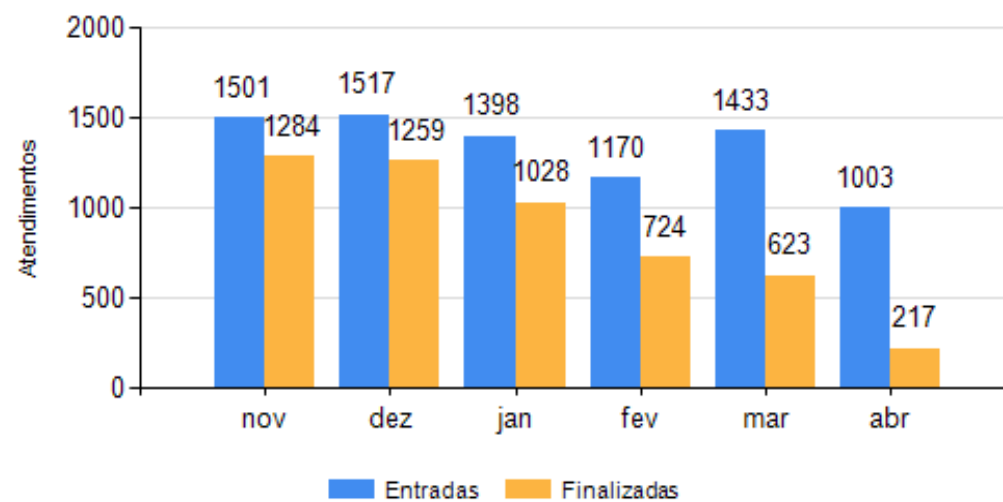
# **SESURB**

## **SECRETARIA DE SERVIÇOS URBANOS**

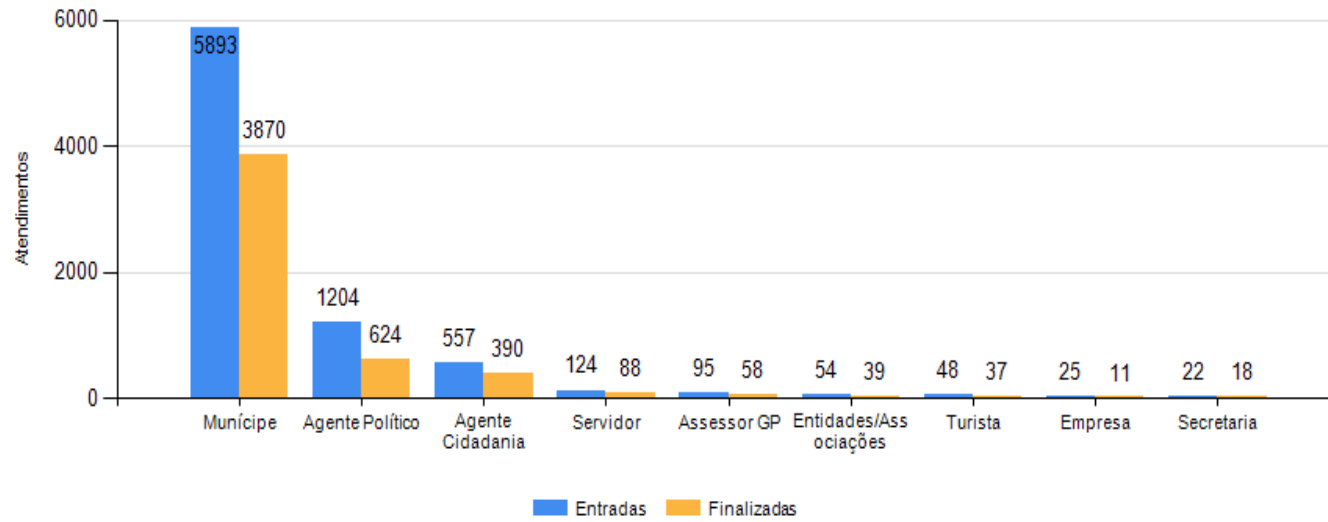
**Atendimentos por Status - SESURB**



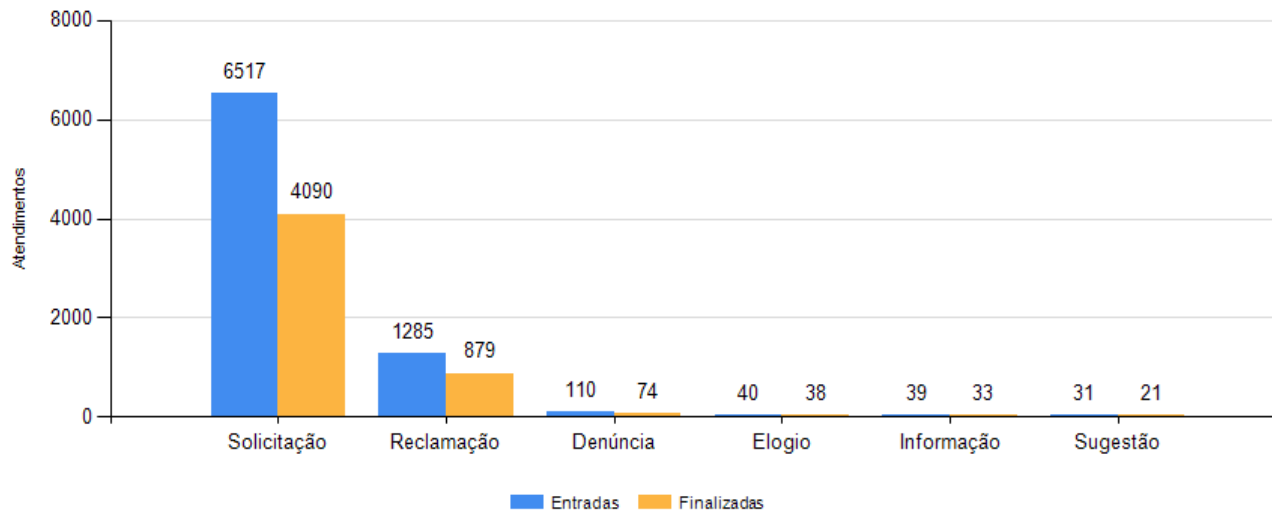
**Atendimento Mensal - SESURB**



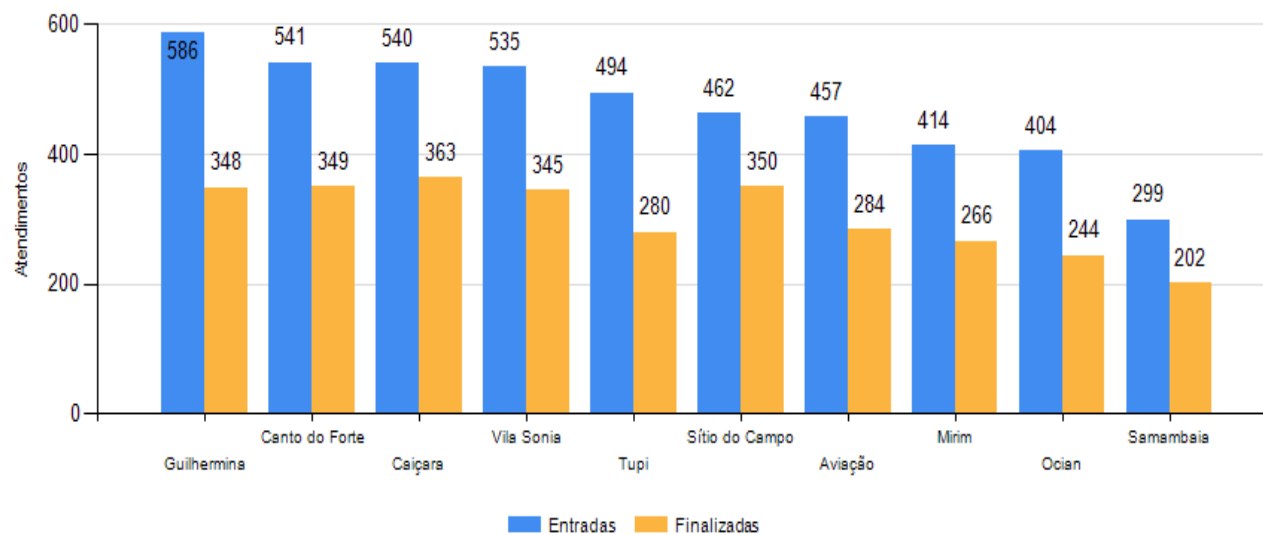
### Tipo de Pessoa - SESURB



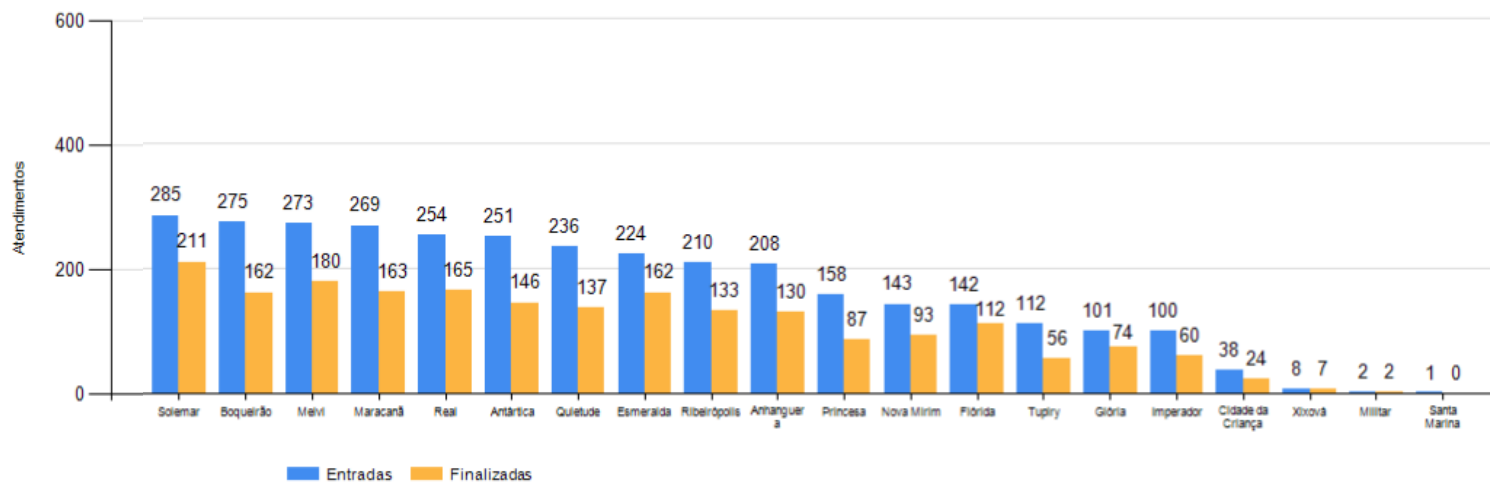
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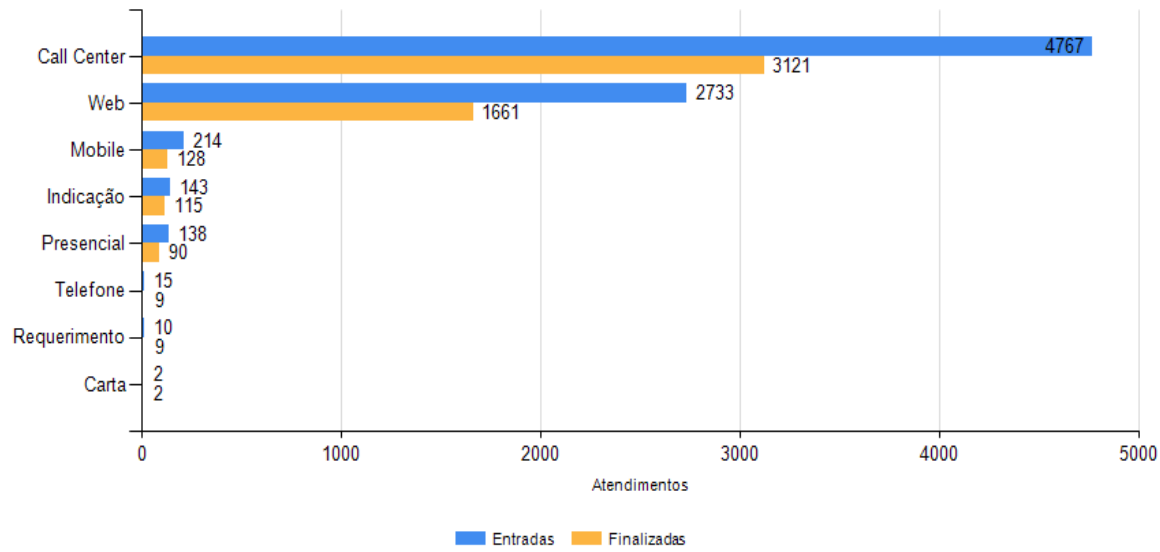
Bairro (Top 10) - SESURB



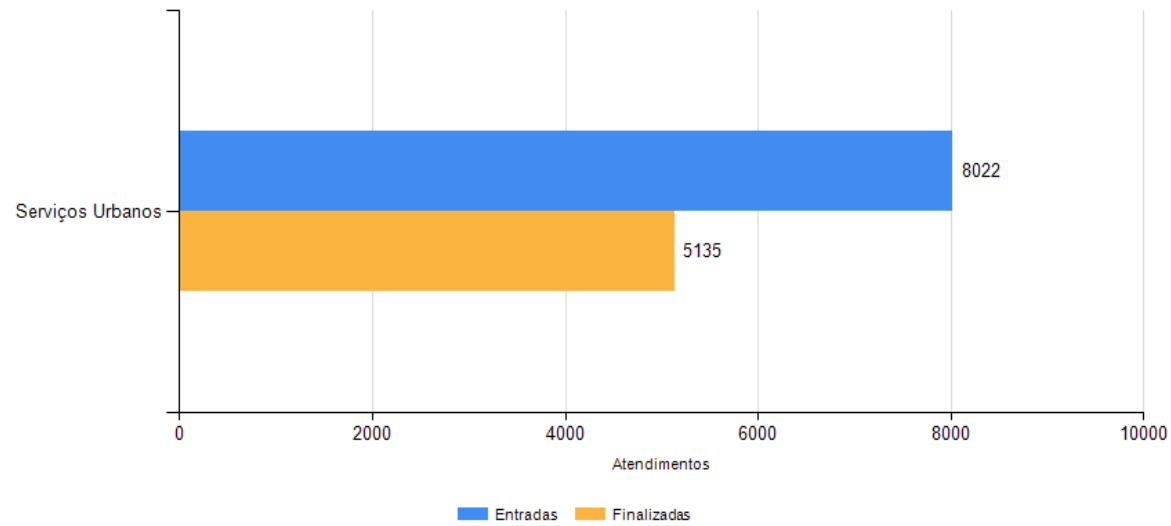
Bairro - SESURB



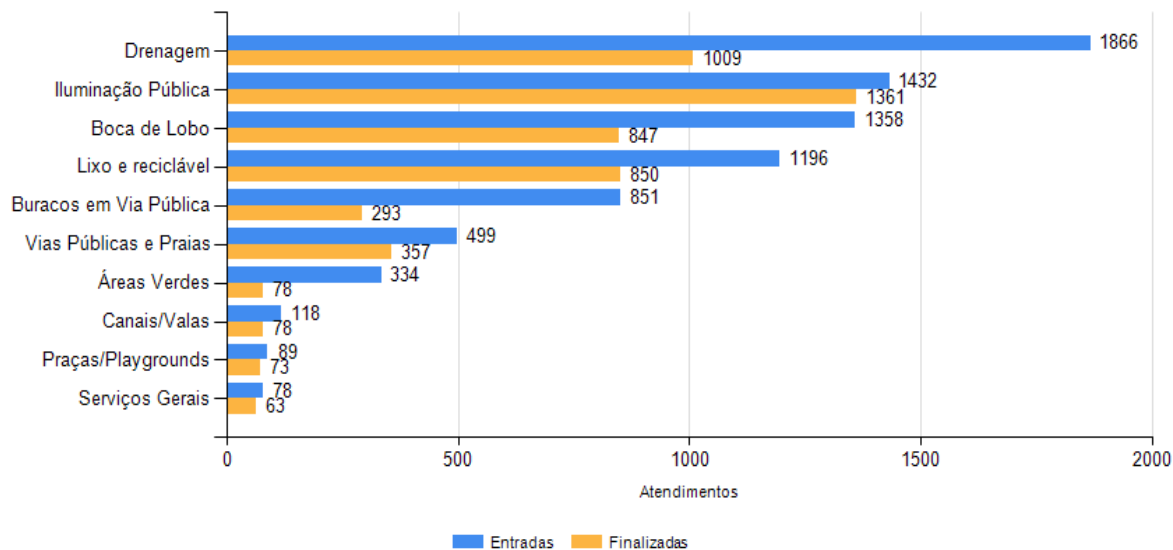
**Canal de Atendimento - SESURB**



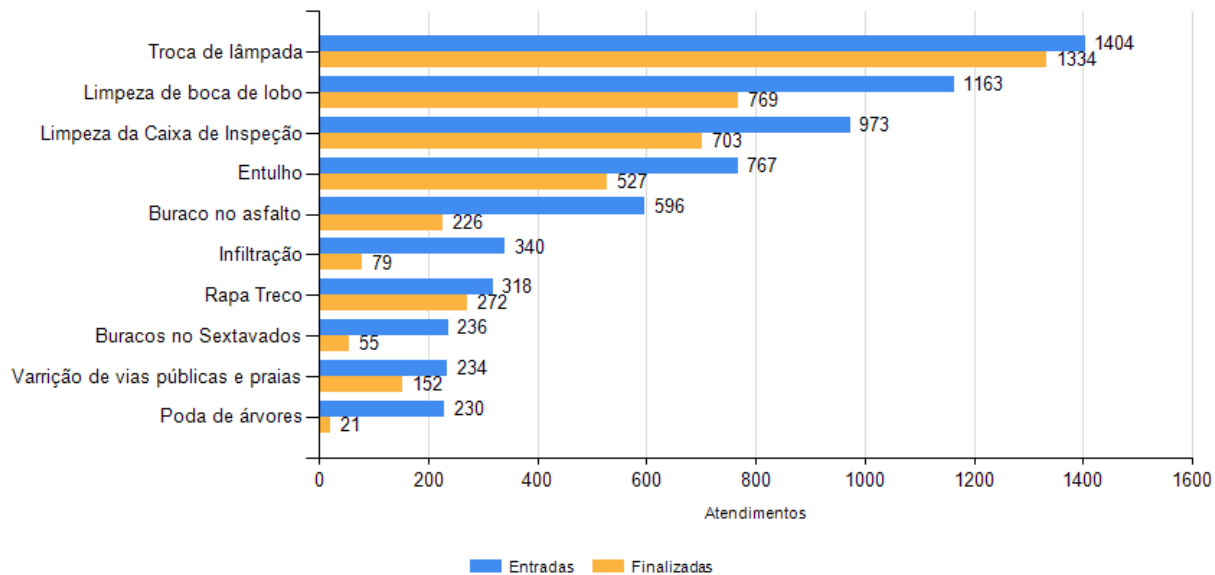
**Assunto (Top 10) - SESURB**



Serviço (Top 10) - SESURB



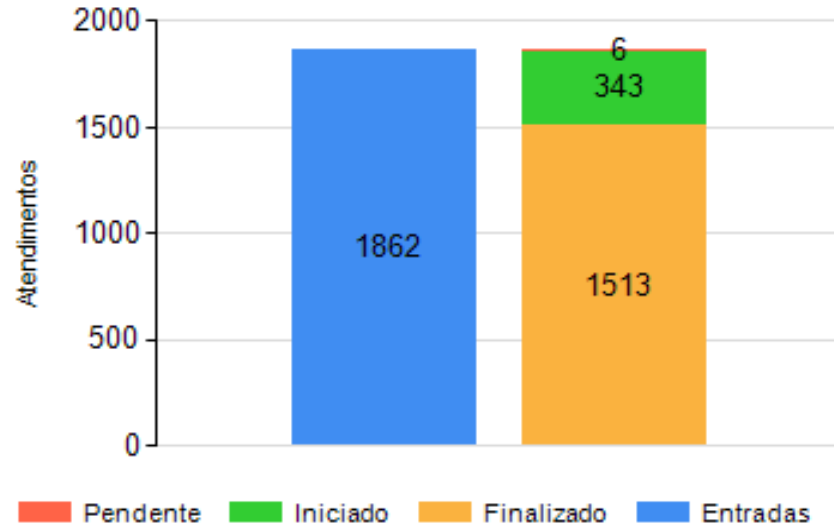
Detalhamento do Serviço (Top 10) - SESURB



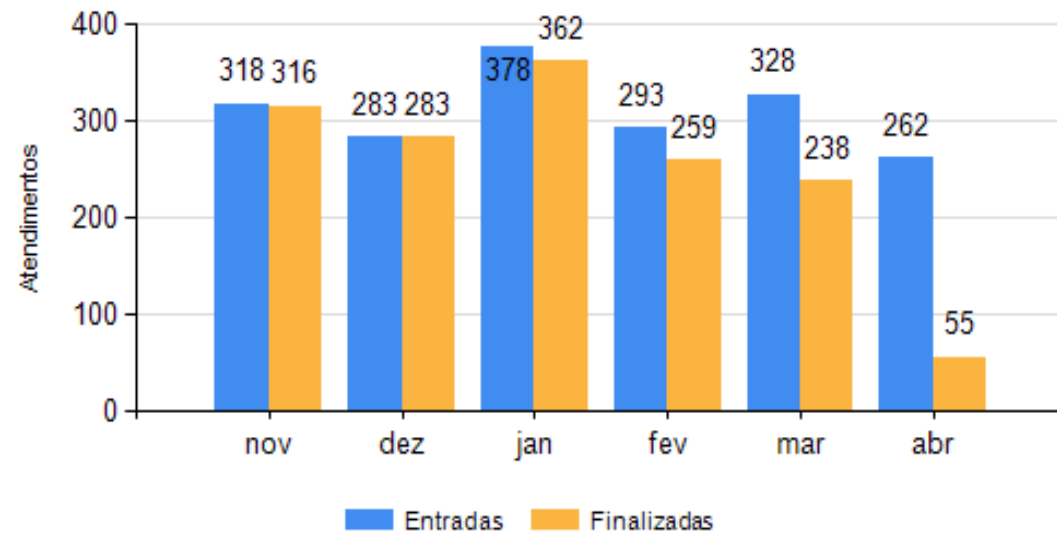
# **SEURB**

## **SECRETARIA DE URBANISMO**

**Atendimentos por Status - SEURB**

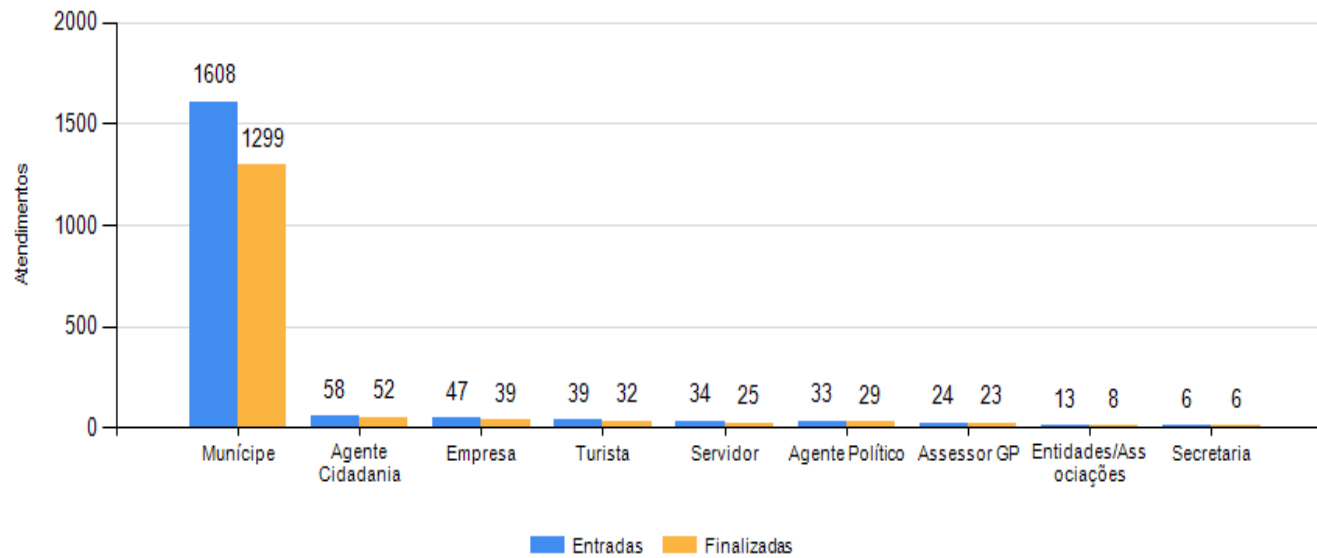


**Atendimento Mensal - SEURB**

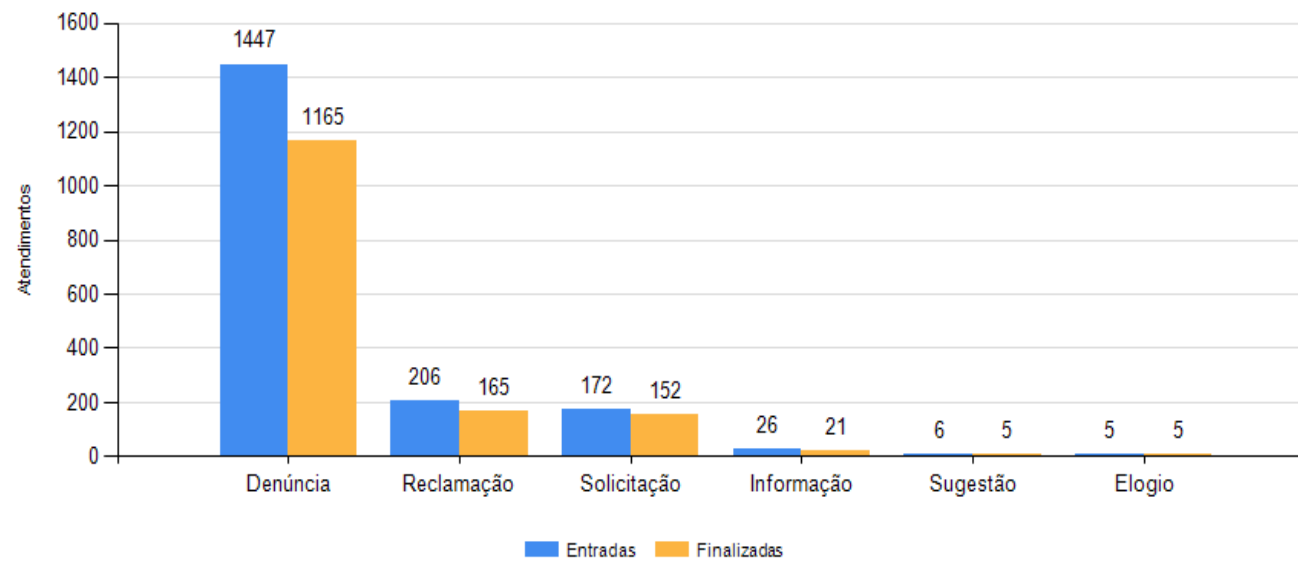




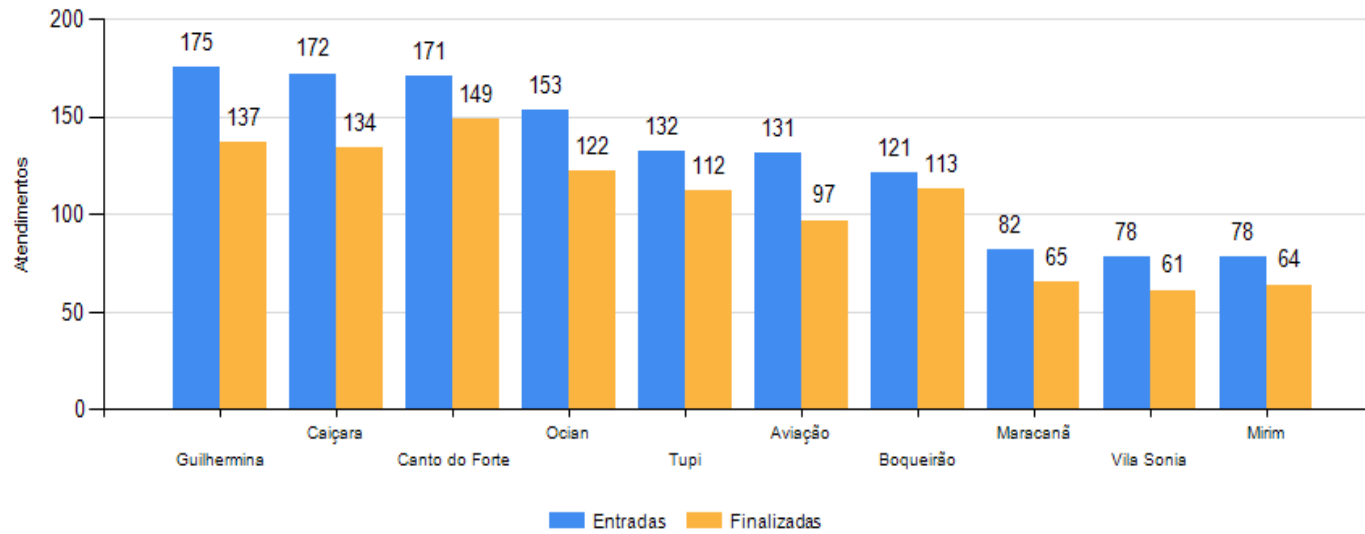
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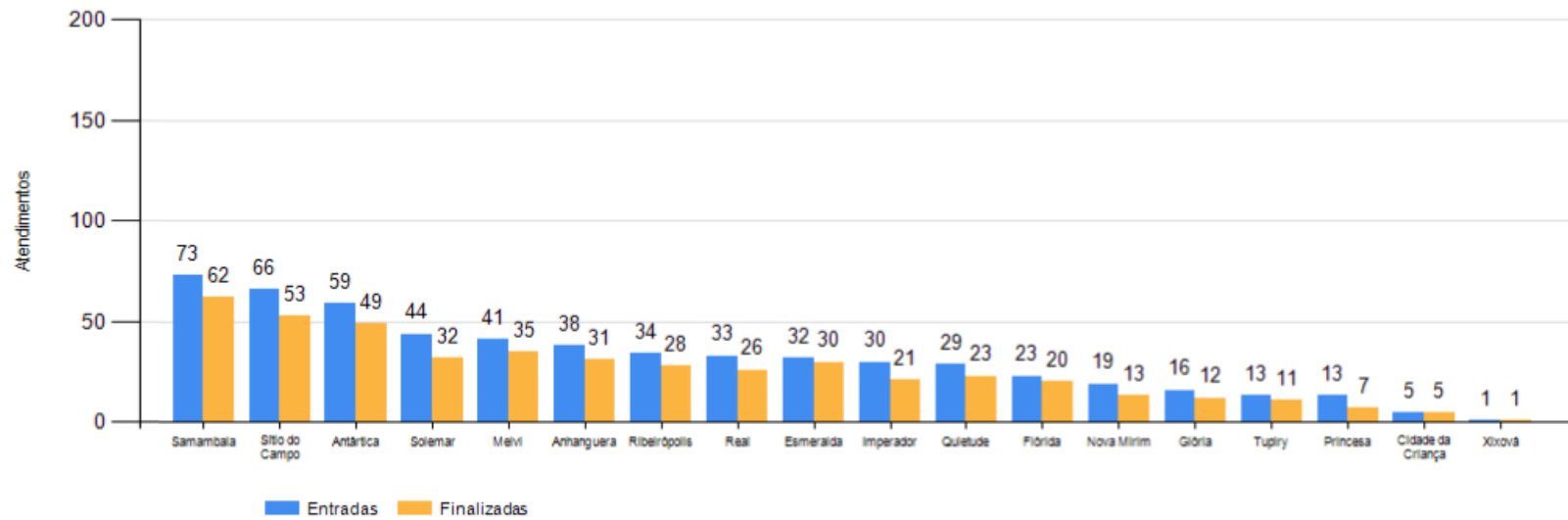
### Manifesta c o - SEURB



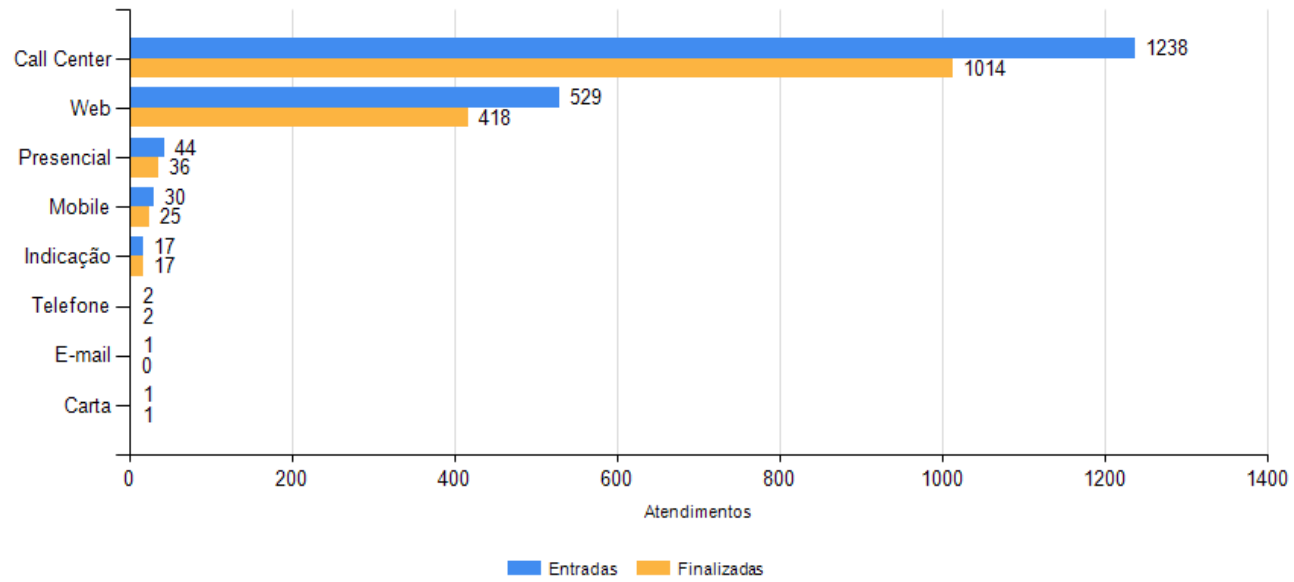
Bairro (Top 10) - SEURB



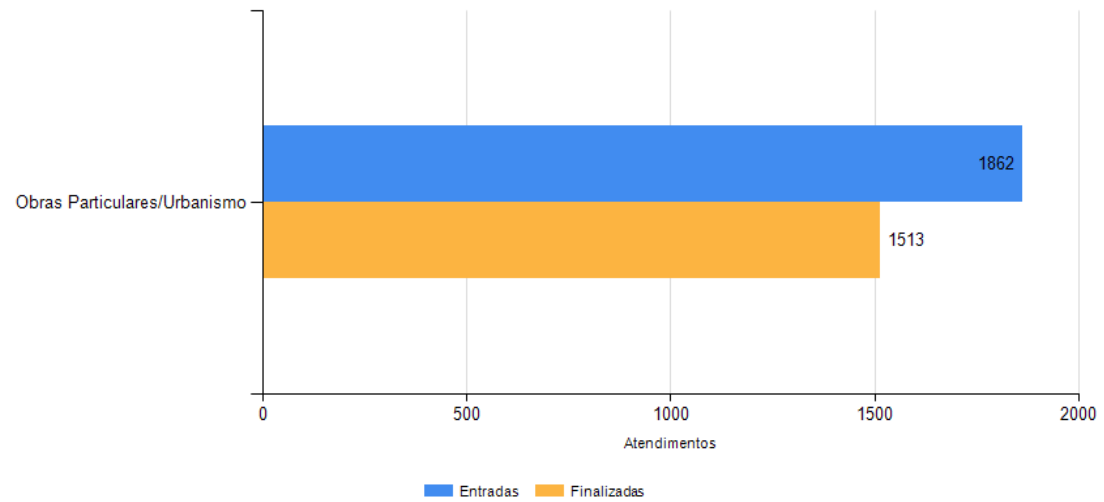
Bairro - SEURB



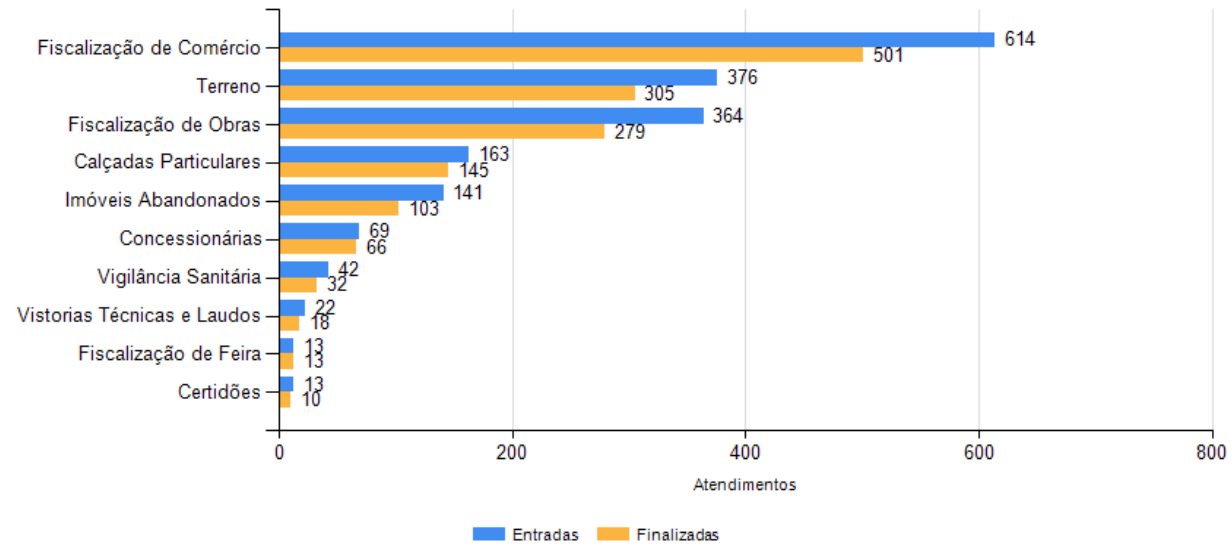
### Canal de Atendimento - SEURB



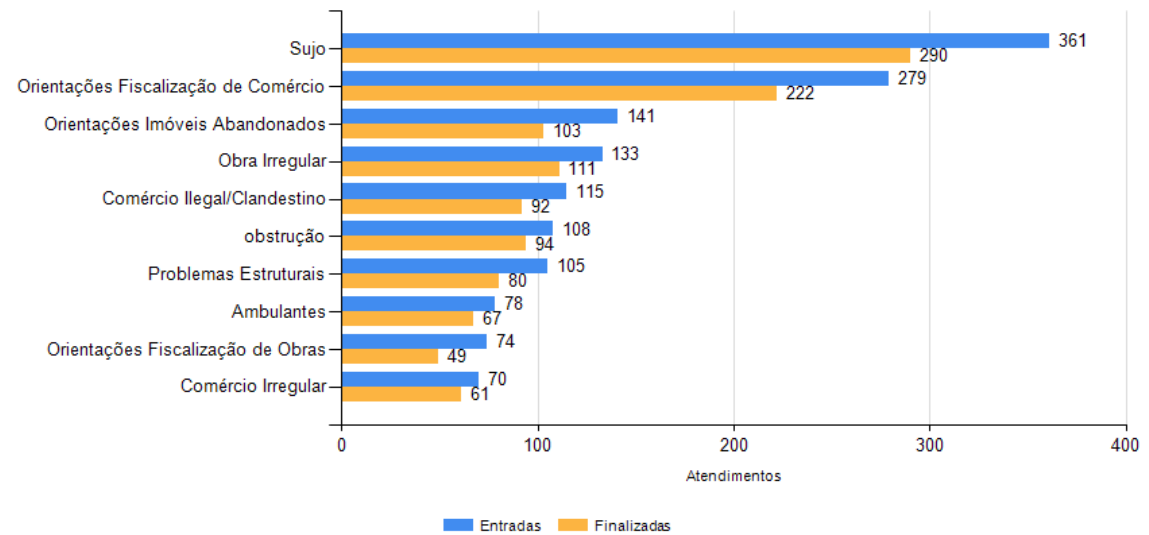
### Assunto (Top 10) - SEURB



### Serviço (Top 10) - SEURB



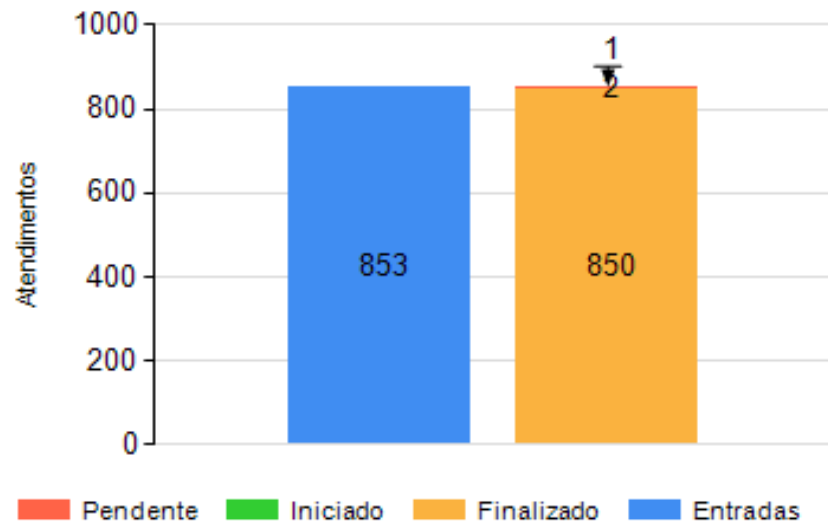
### Detalhamento do Serviço (Top 10) - SEURB



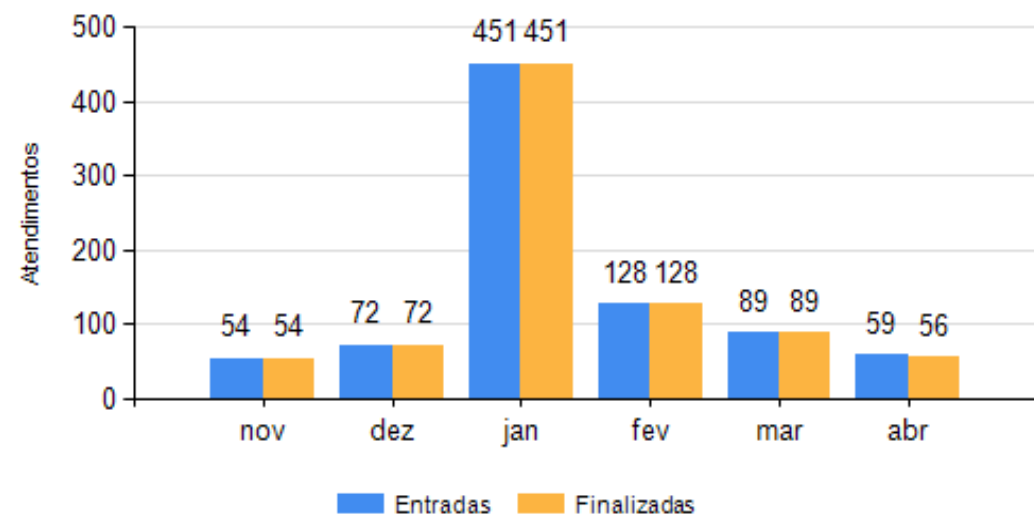
# **SEFIN**

## **SECRETARIA DE FINANÇAS**

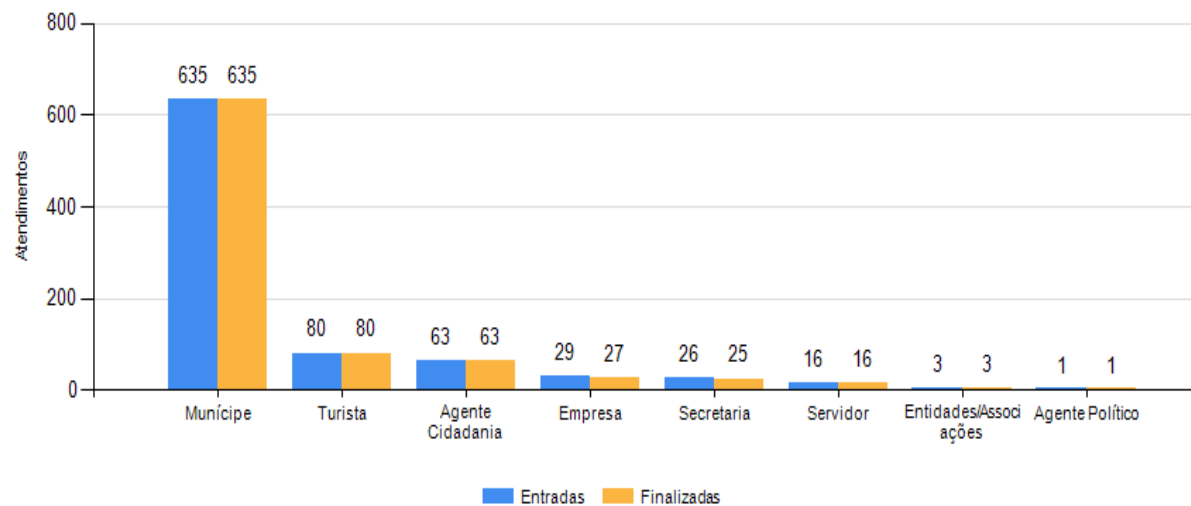
**Atendimentos por Status - SEFIN**



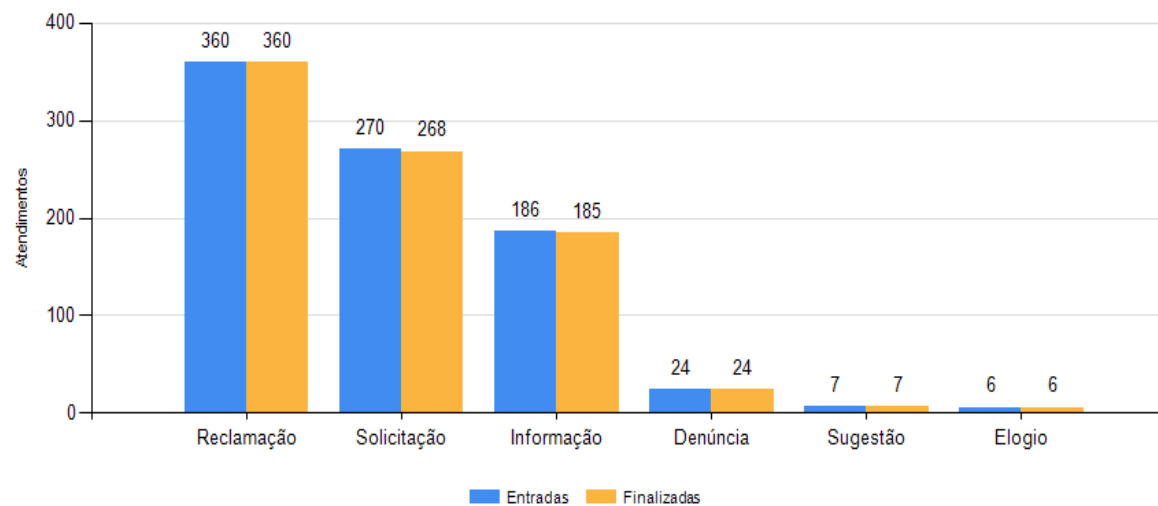
**Atendimento Mensal - SEFIN**



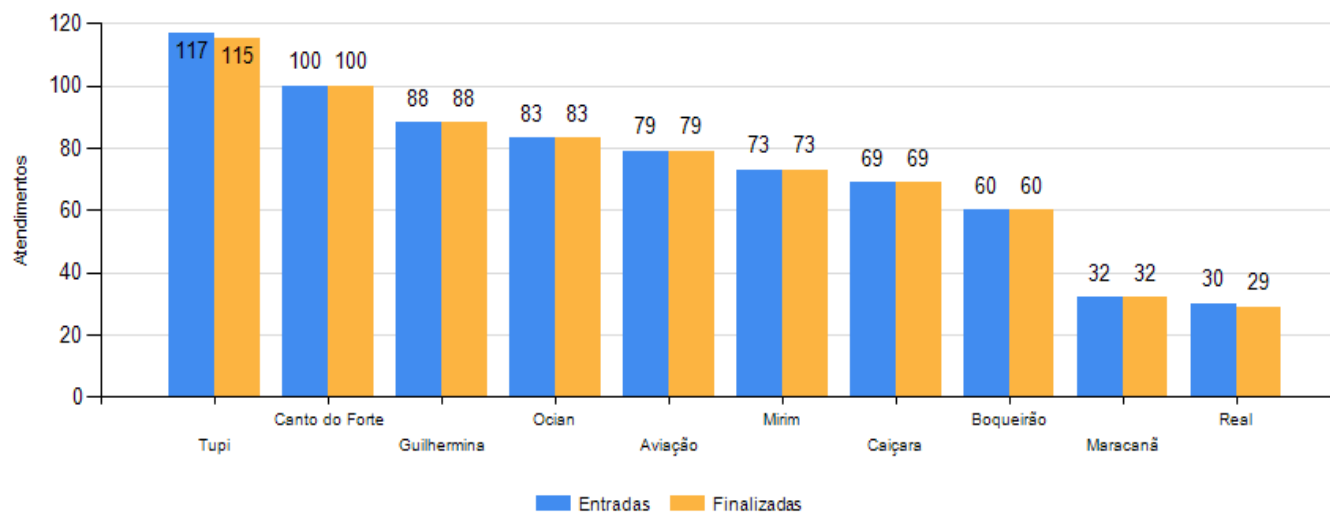
Tipo de Pessoa - SEFIN



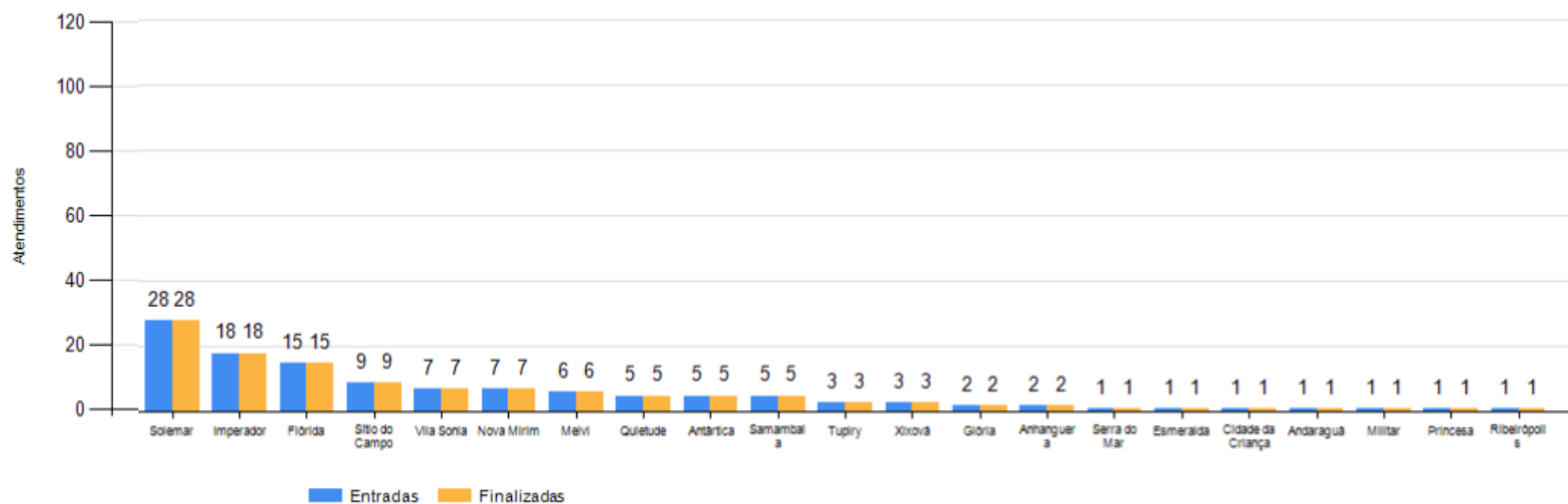
Manifestação - SEFIN



Bairro (Top 10) - SEFIN

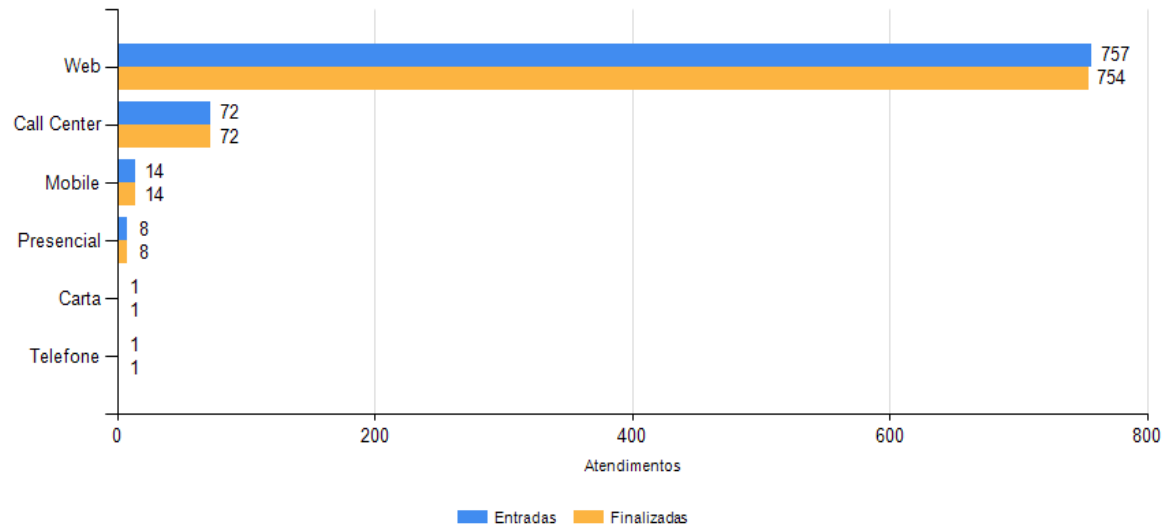


Bairro - SEFIN

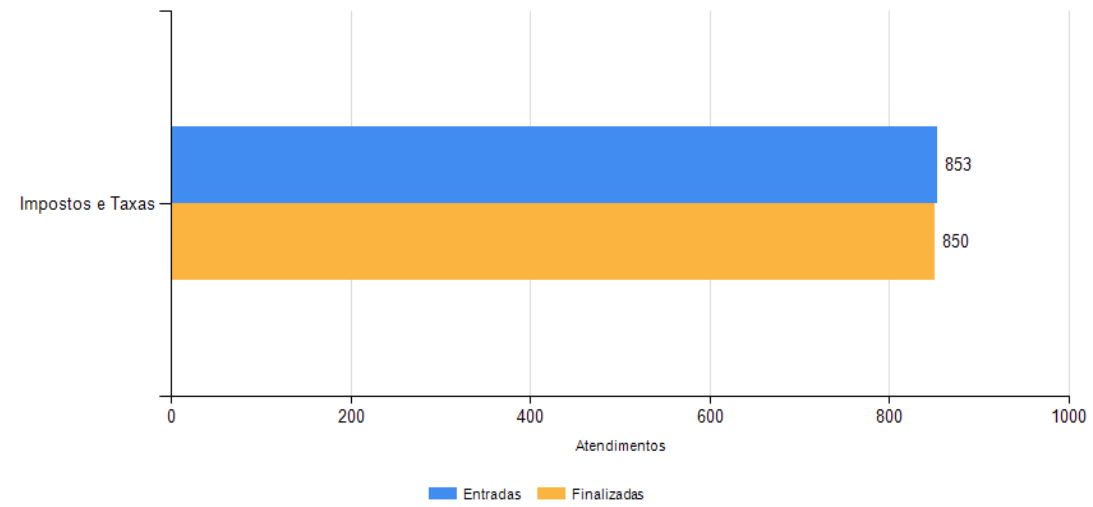




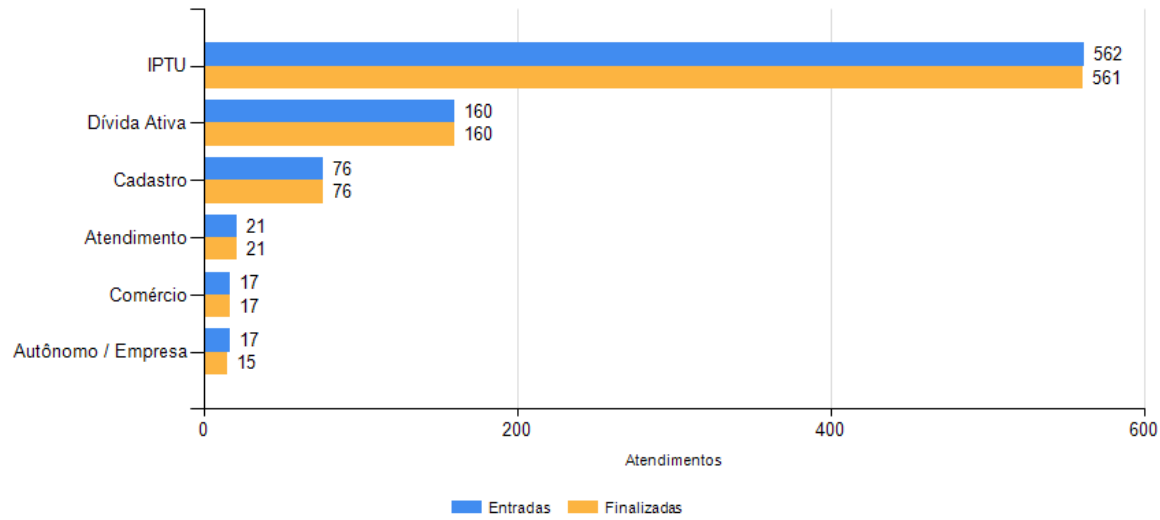
Canal de Atendimento - SEFIN



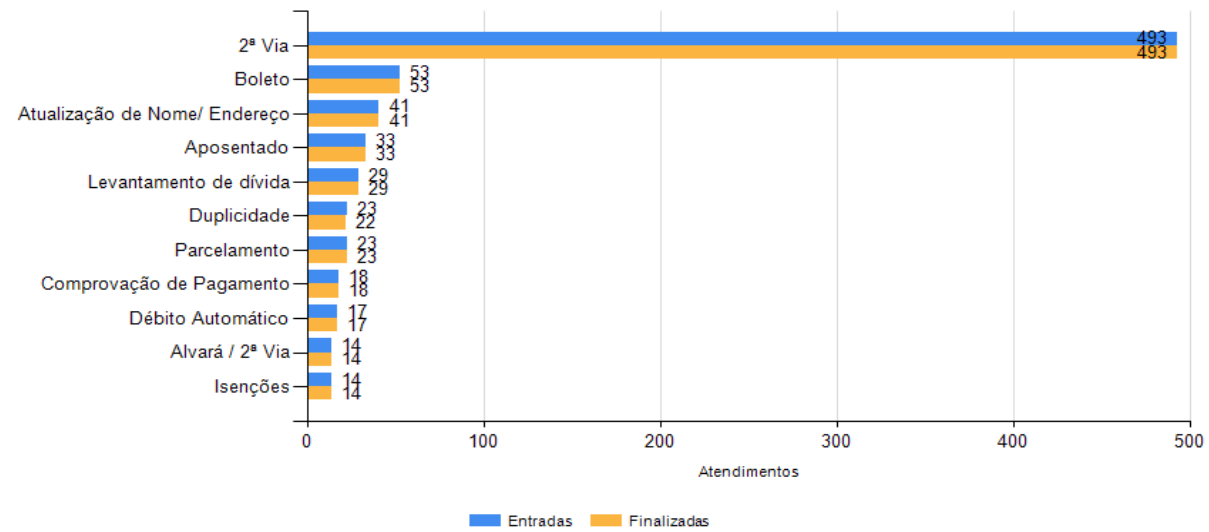
Assunto (Top 10) - SEFIN



Serviço (Top 10) - SEFIN



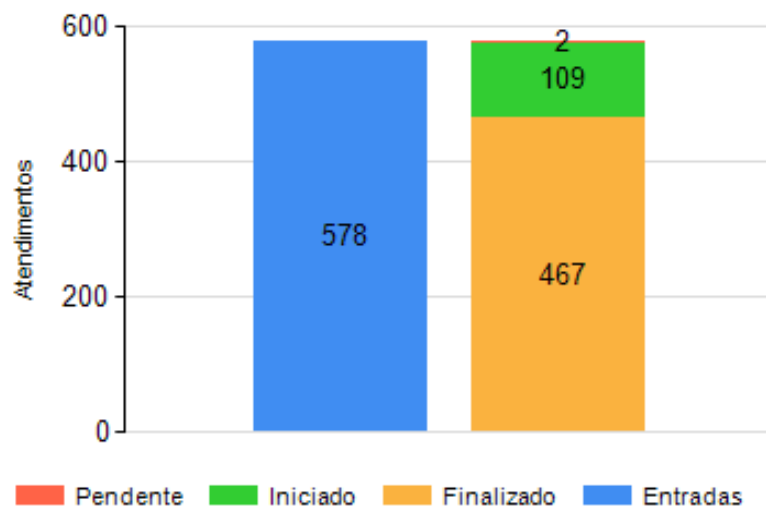
Detalhamento do Serviço (Top 10) - SEFIN



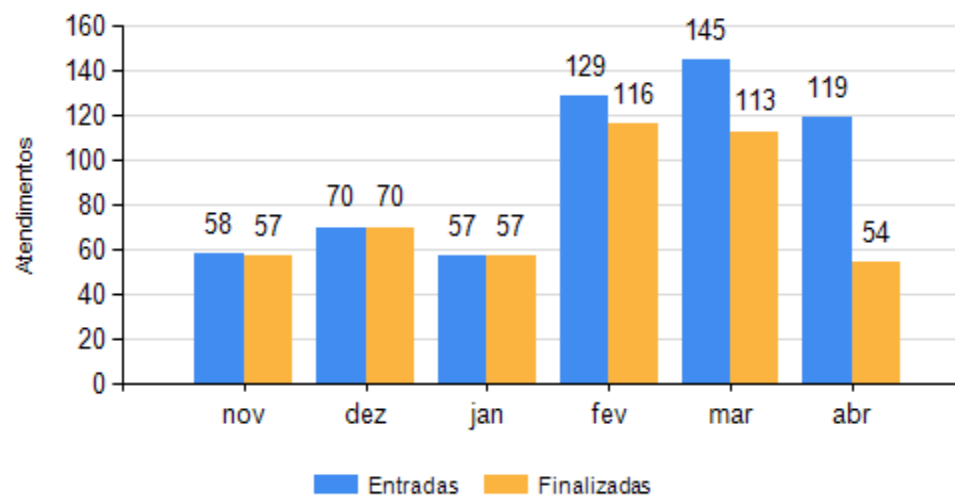
# **SEDUC**

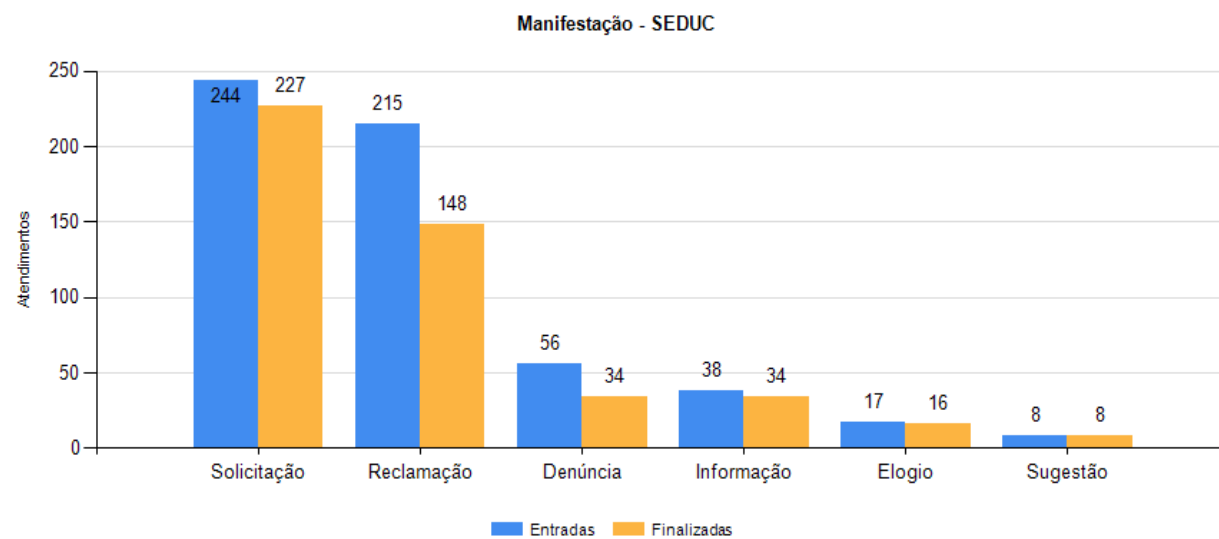
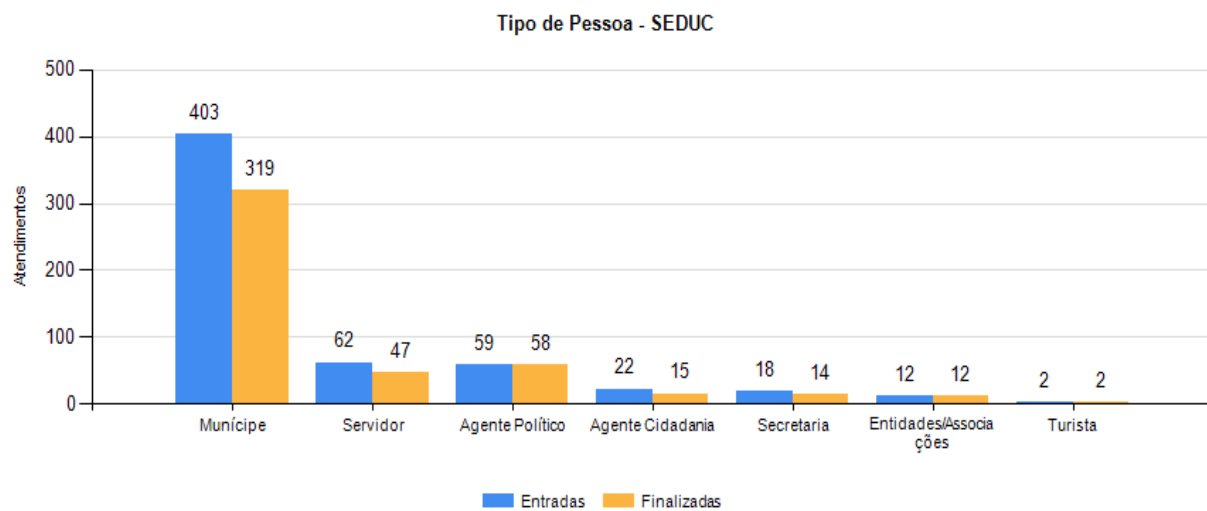
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**Atendimentos por Status - SEDUC**

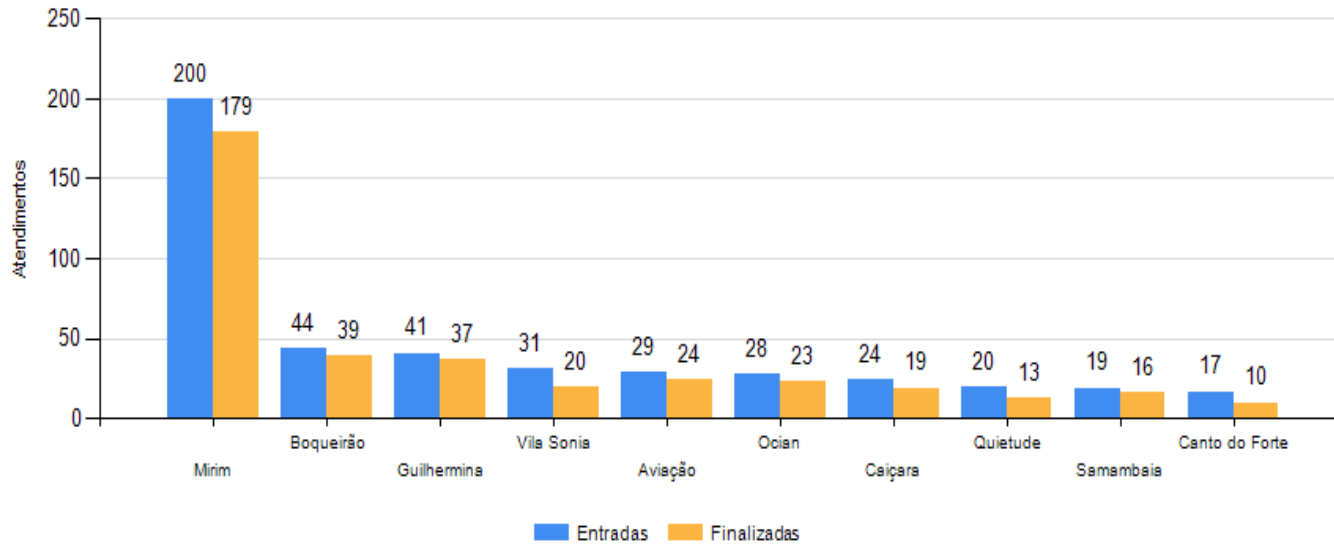


**Atendimento Mensal - SEDUC**

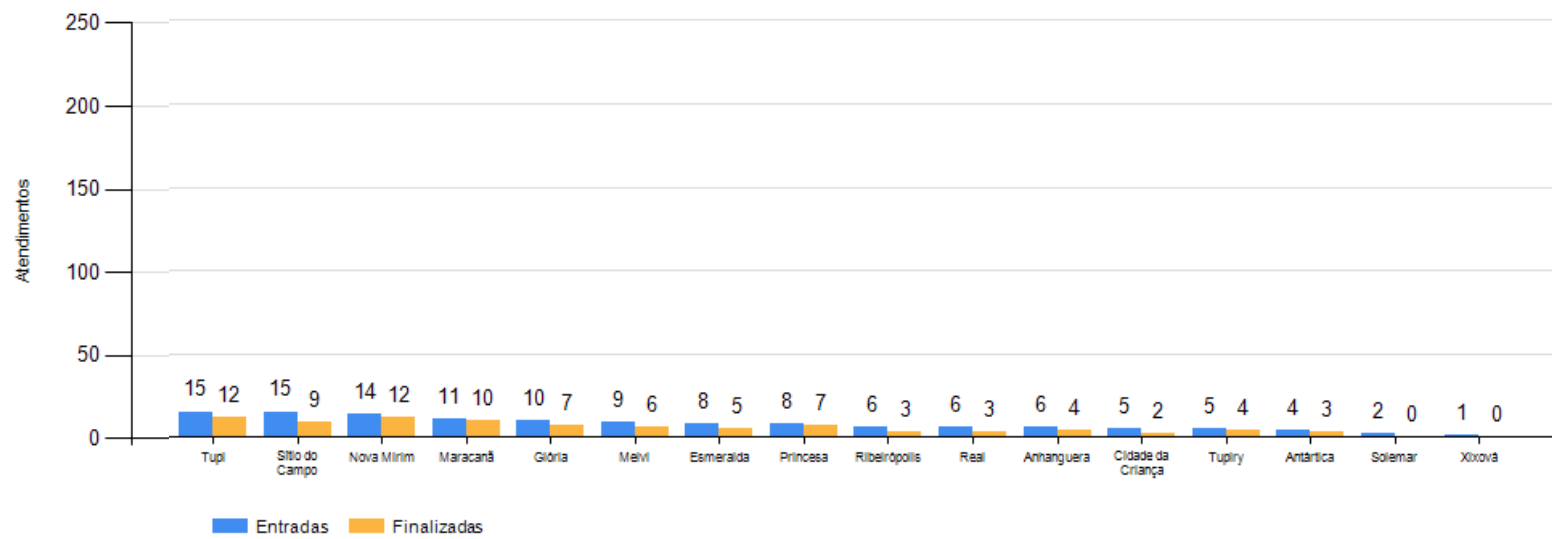




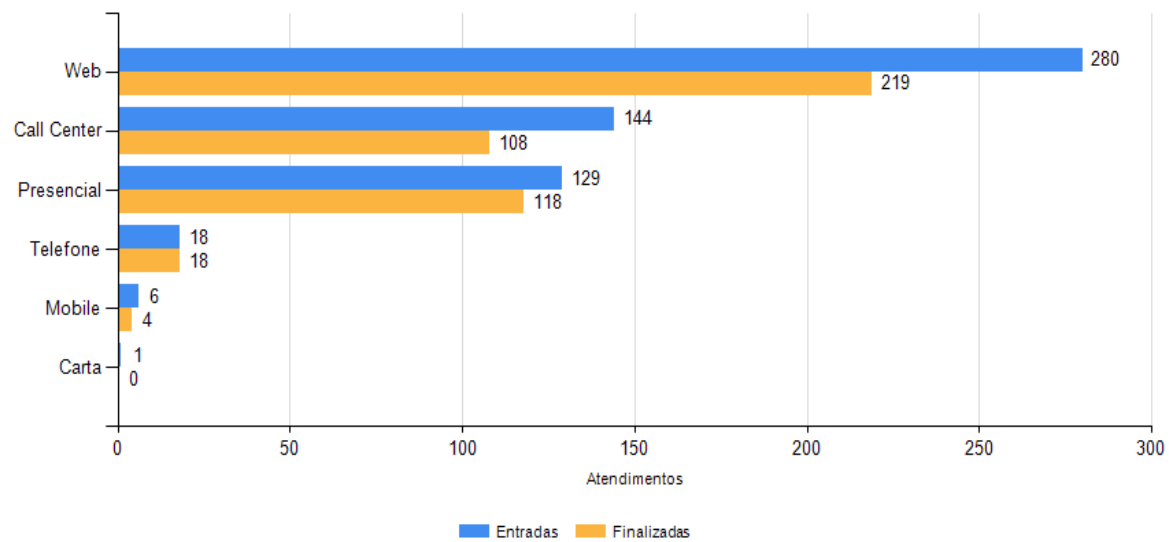
Bairro (Top 10) - SEDUC



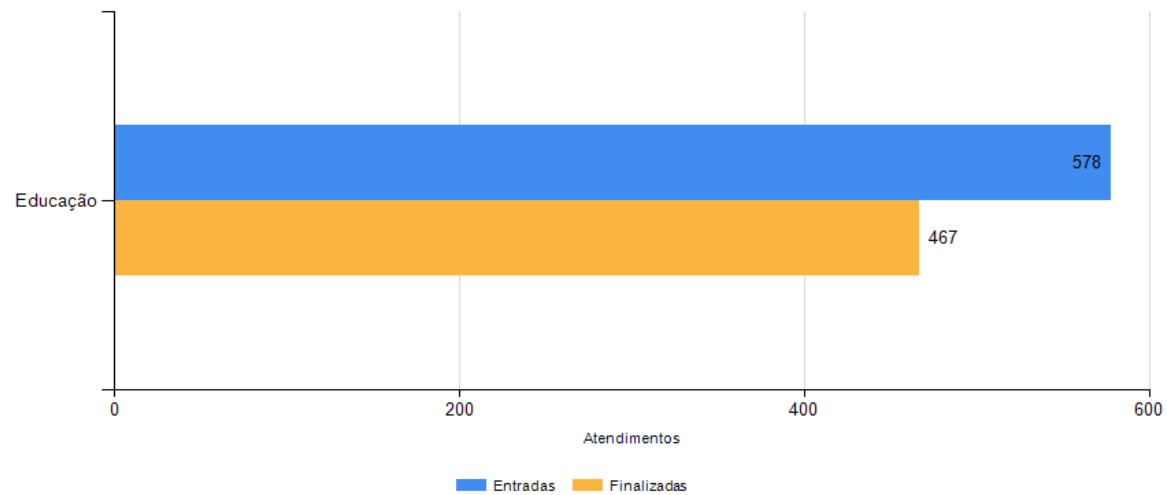
Bairro - SEDUC



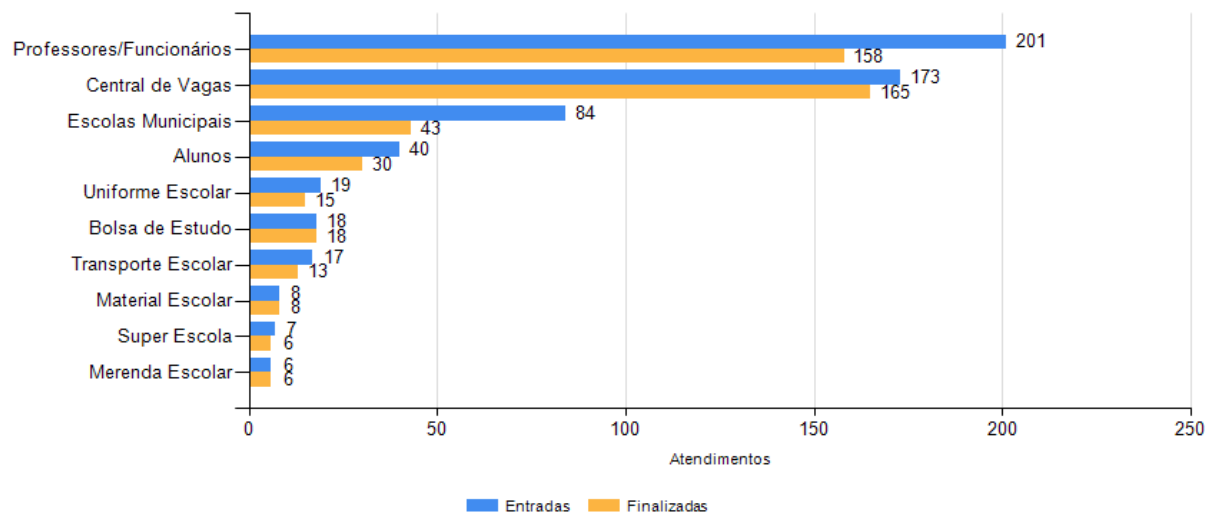
Canal de Atendimento - SEDUC



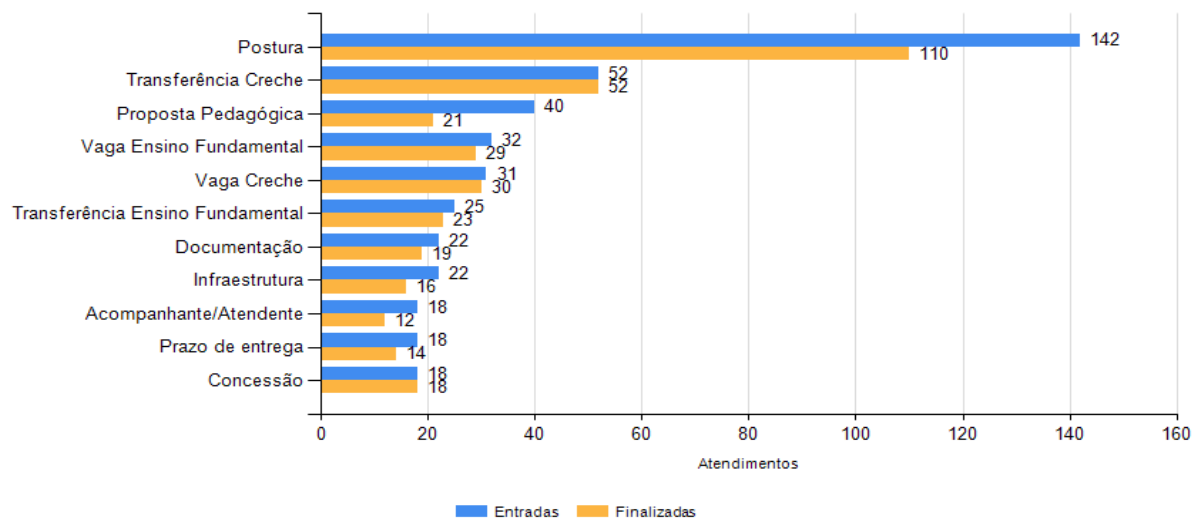
Assunto (Top 10) - SEDUC



Serviço (Top 10) - SEDUC



Detalhamento do Serviço (Top 10) - SEDUC

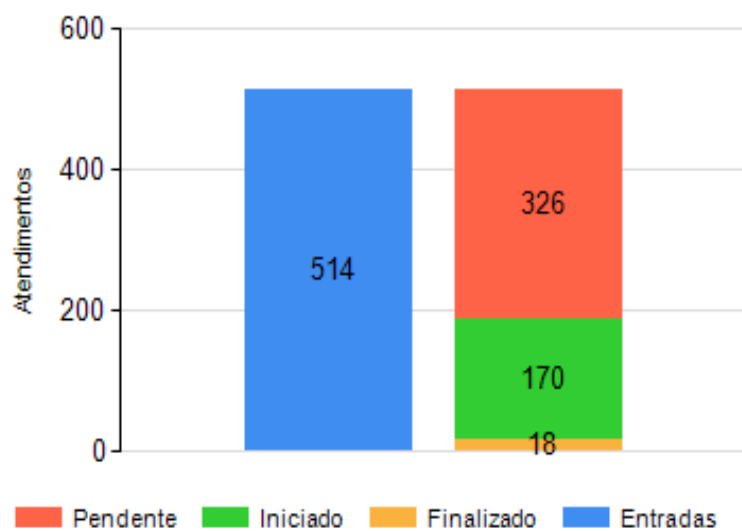




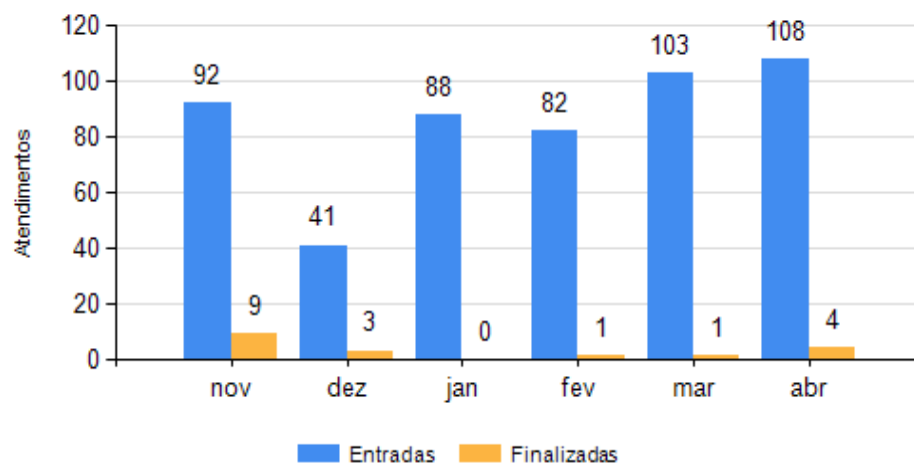
# **SESAP**

## **SECRETARIA DE SAÚDE PÚBLICA**

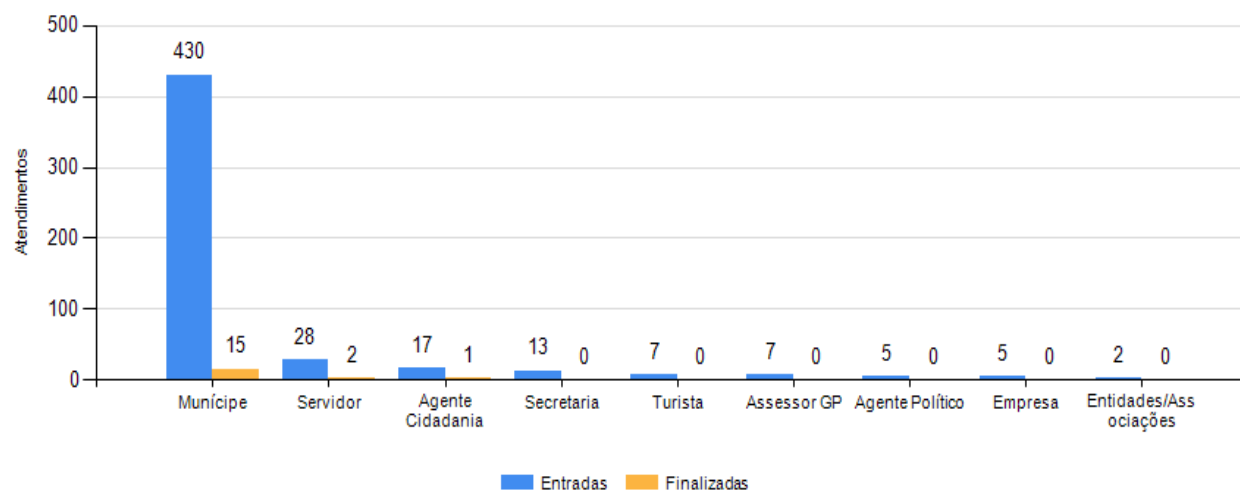
**Atendimentos por Status - SESAP**



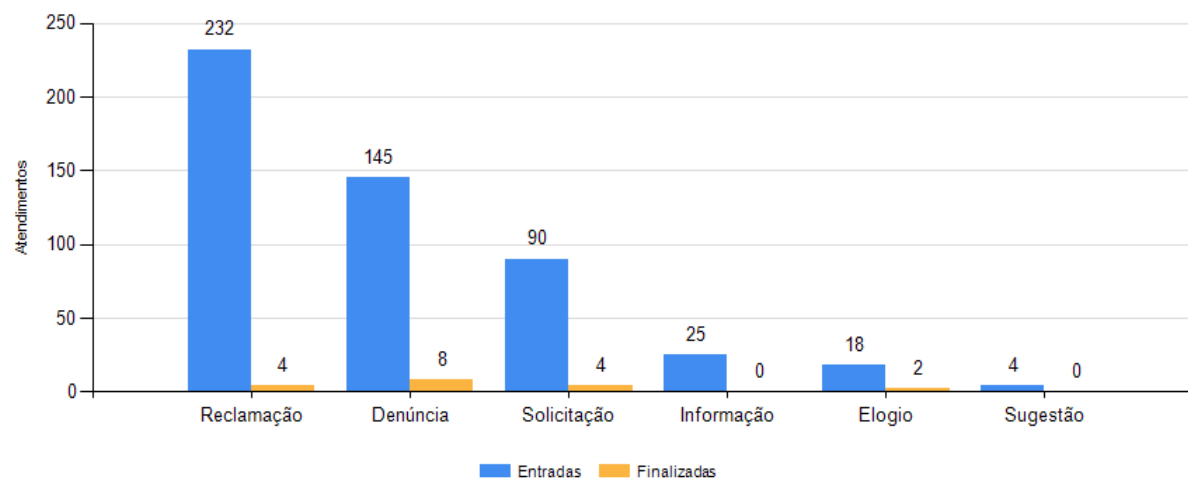
**Atendimento Mensal - SESAP**



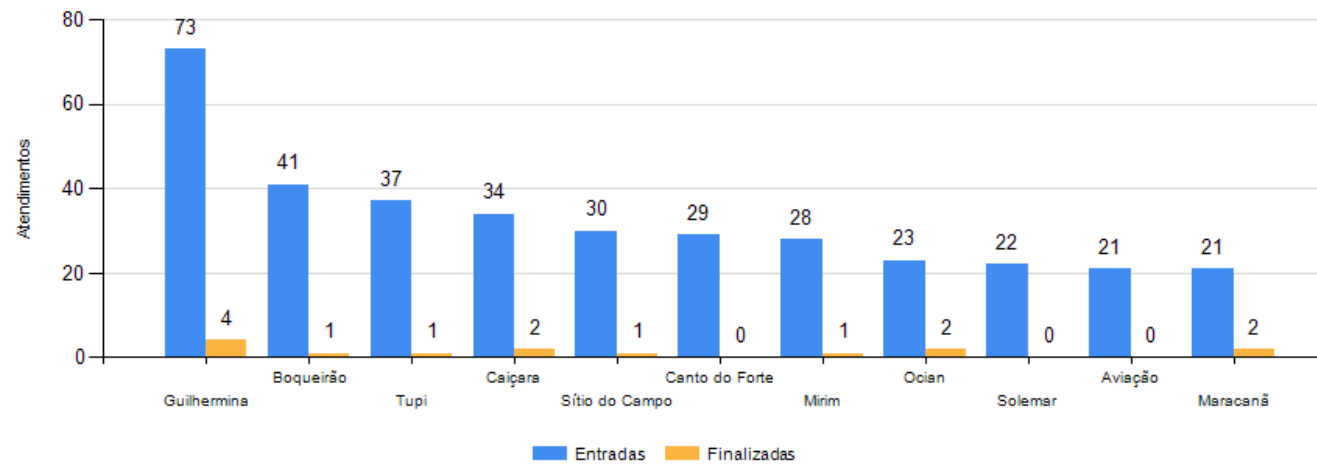
Tipo de Pessoa - SESAP



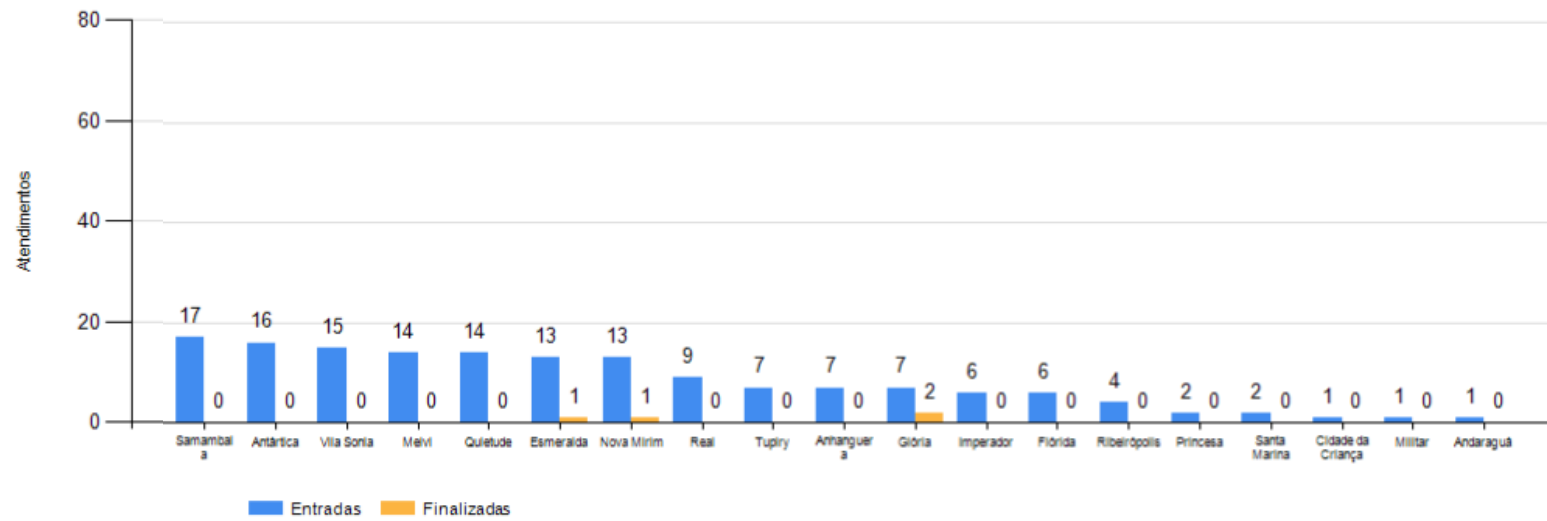
Manifestação - SESAP



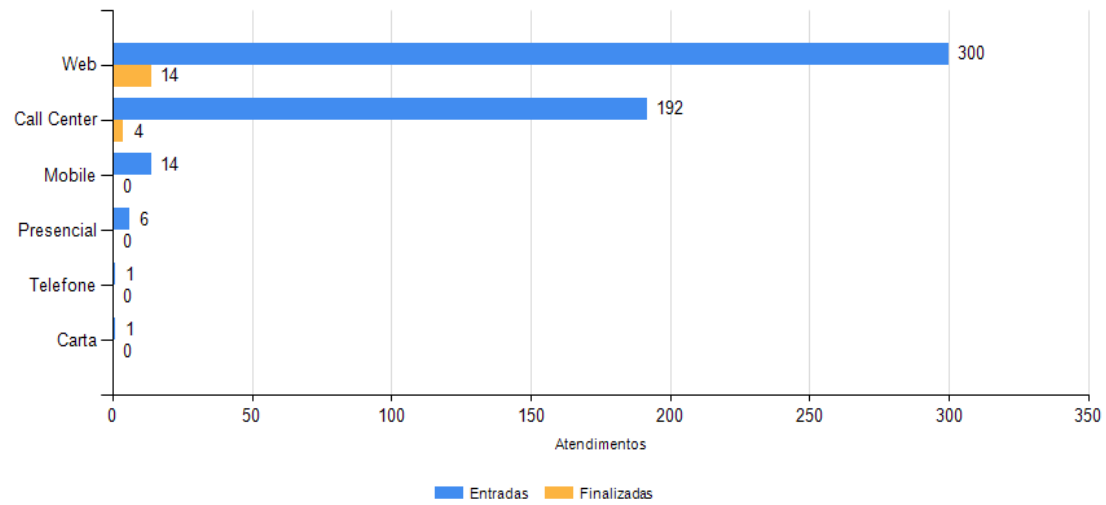
Bairro (Top 10) - SESAP



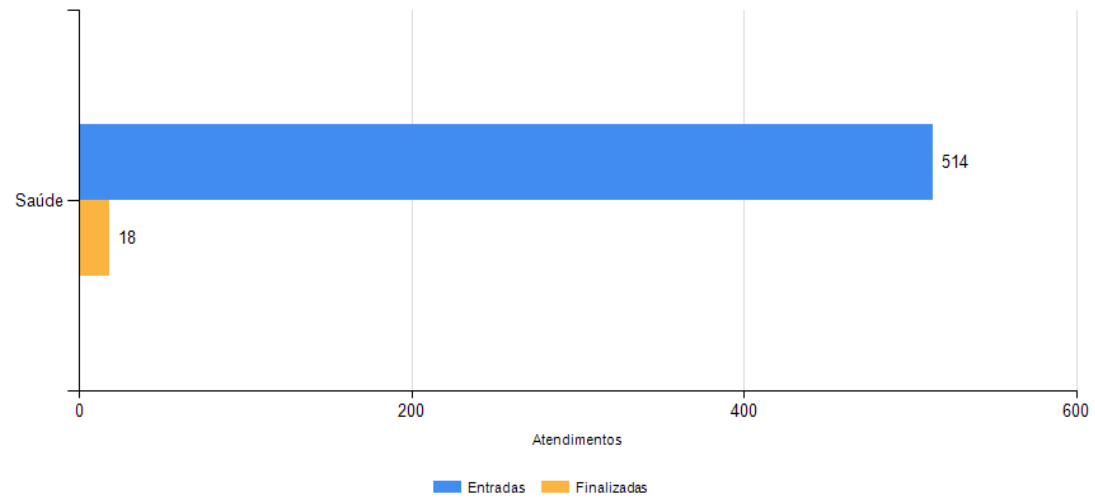
Bairro - SESAP



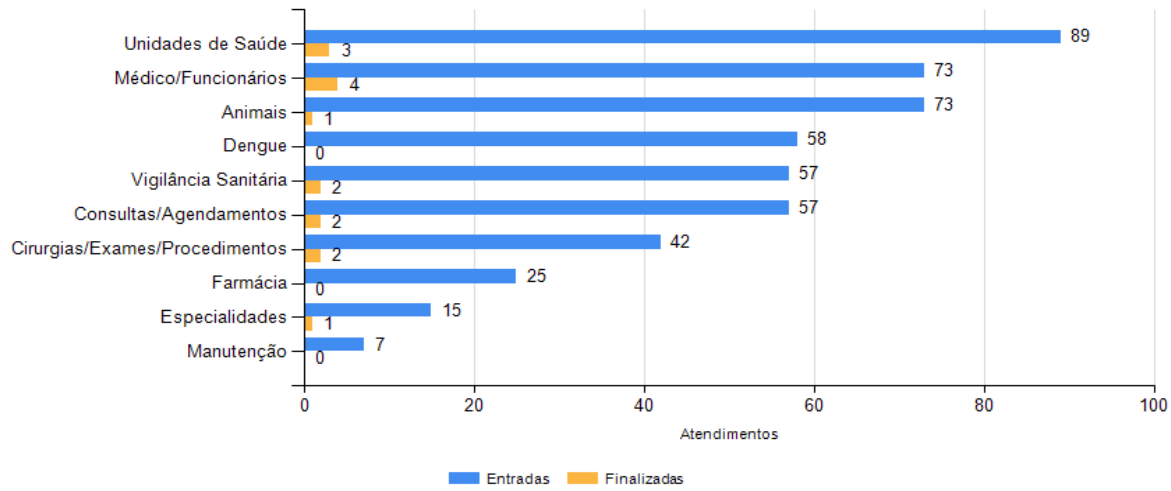
Canal de Atendimento - SESAP



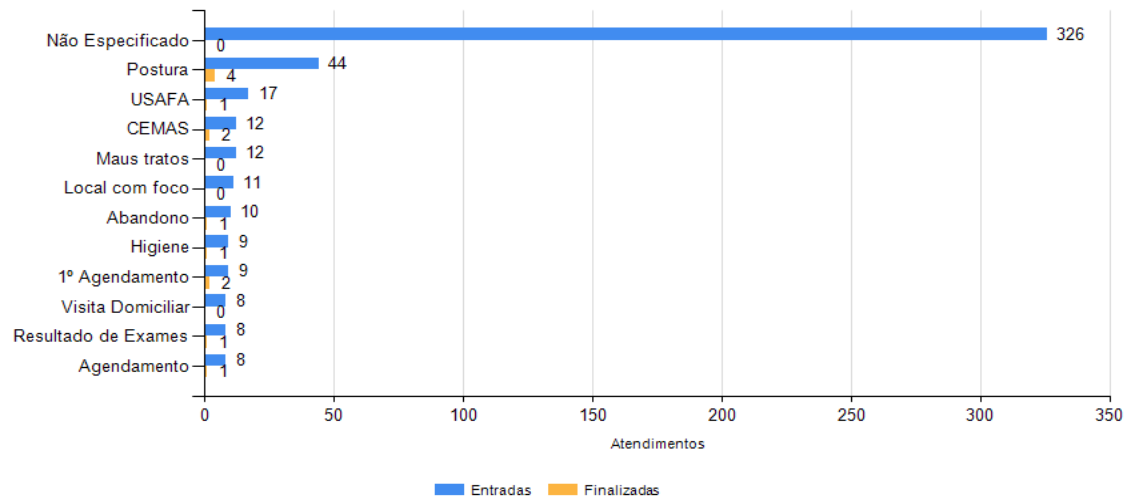
Assunto (Top 10) - SESAP



Serviço (Top 10) - SESAP

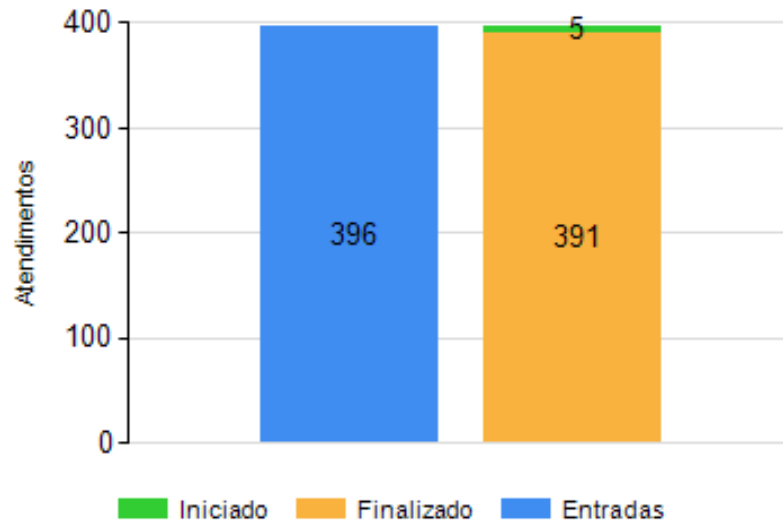


Detalhamento do Serviço (Top 10) - SESAP

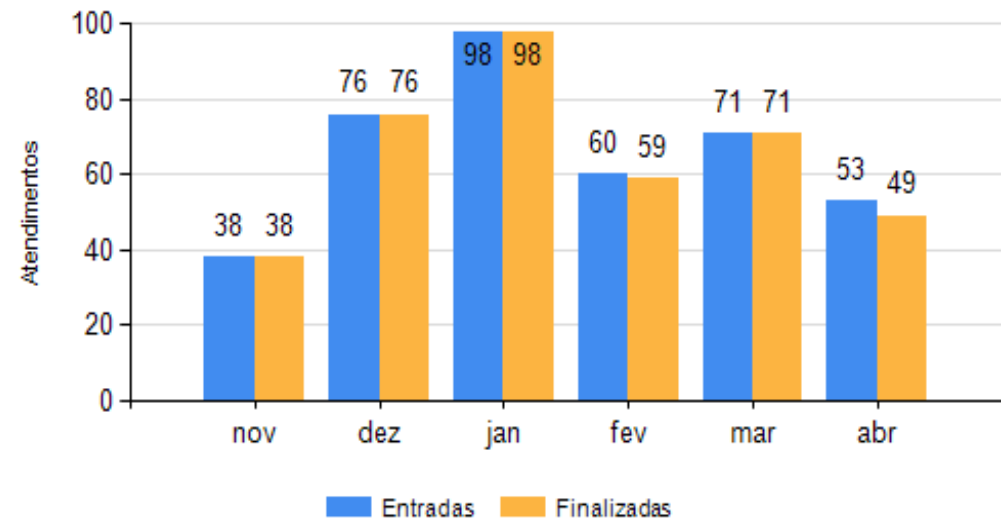


**SEASP**  
**SECRETARIA DE ASSUNTO DE**  
**SEGURANÇA PÚBLICA**

**Atendimentos por Status - SEASP**

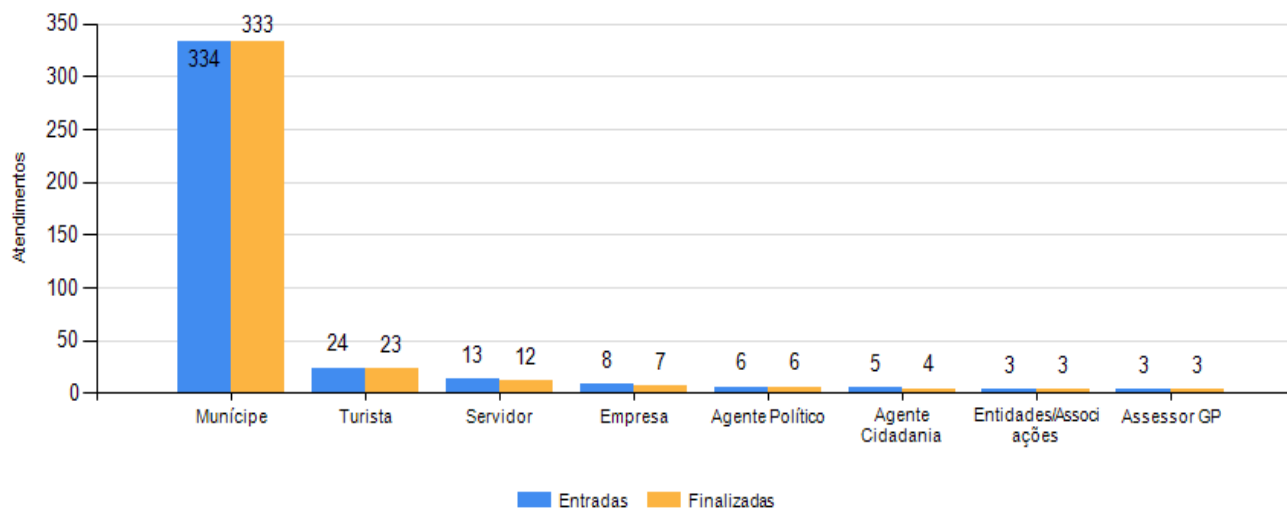


**Atendimento Mensal - SEASP**

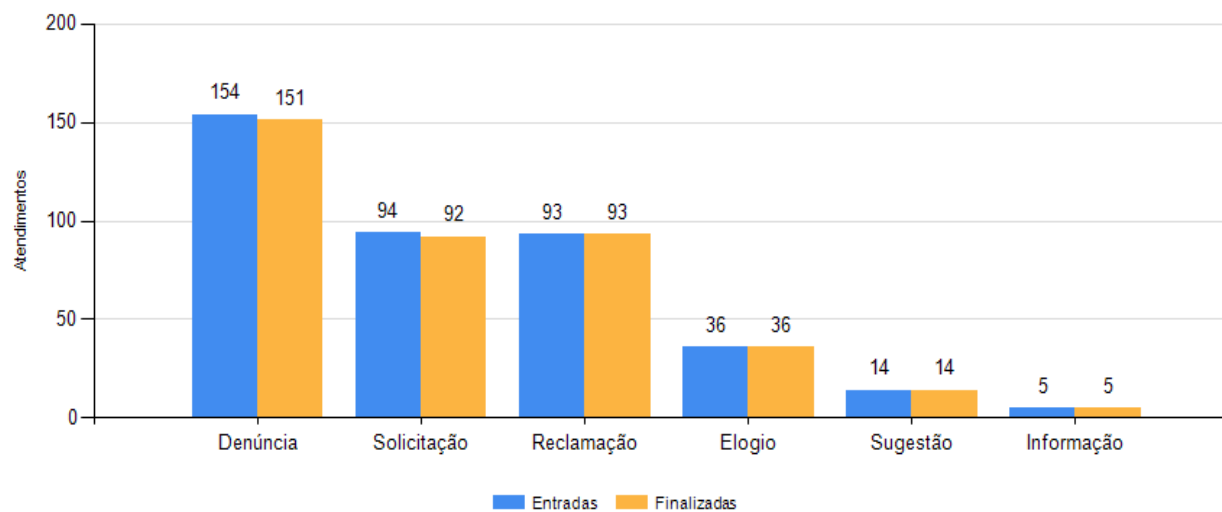




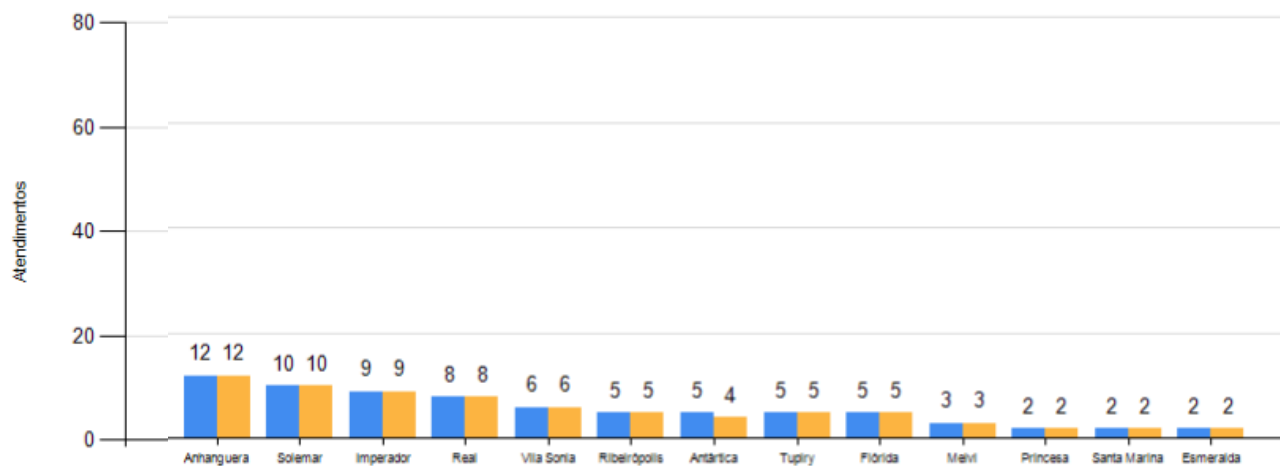
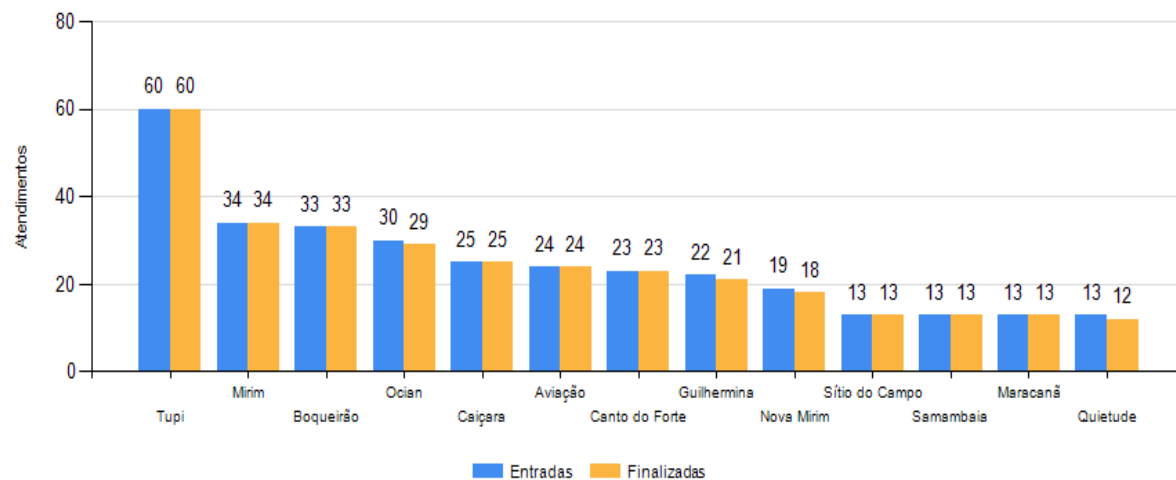
Tipo de Pessoa - SEASP



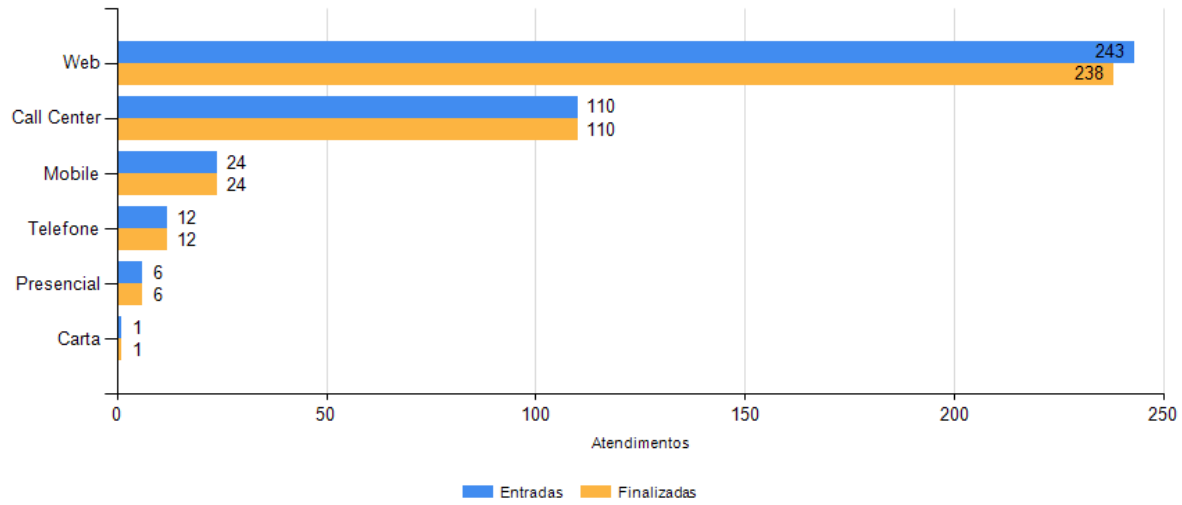
Manifestação - SEASP



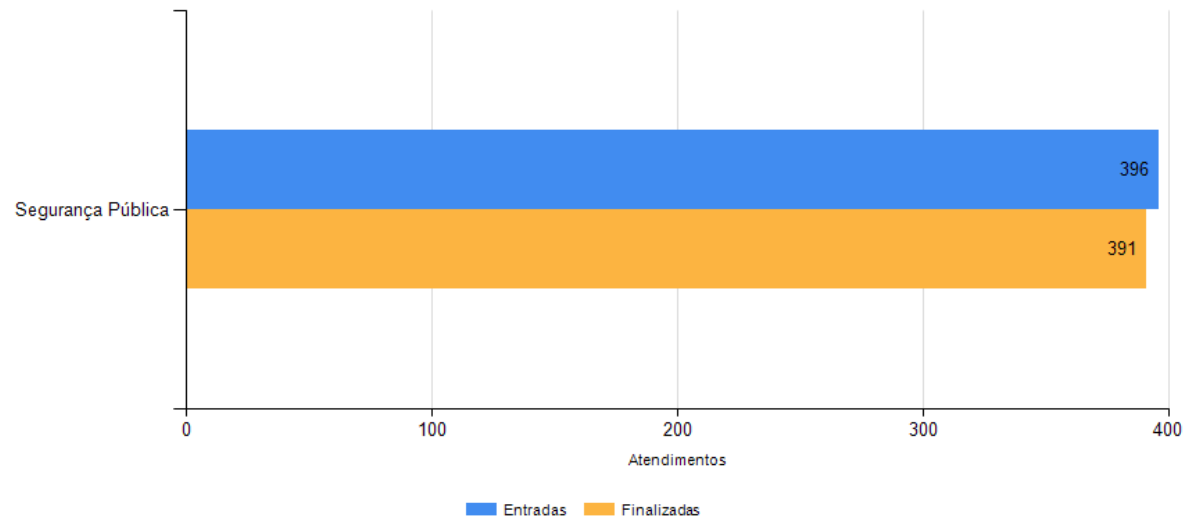
Bairro (Top 10) - SEASP



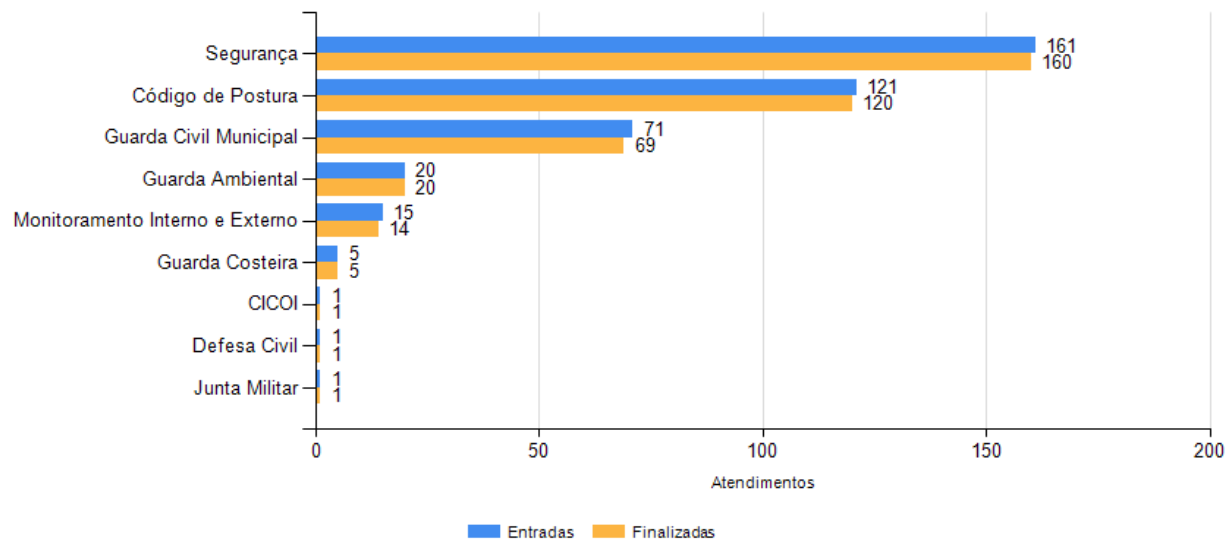
Canal de Atendimento - SEASP



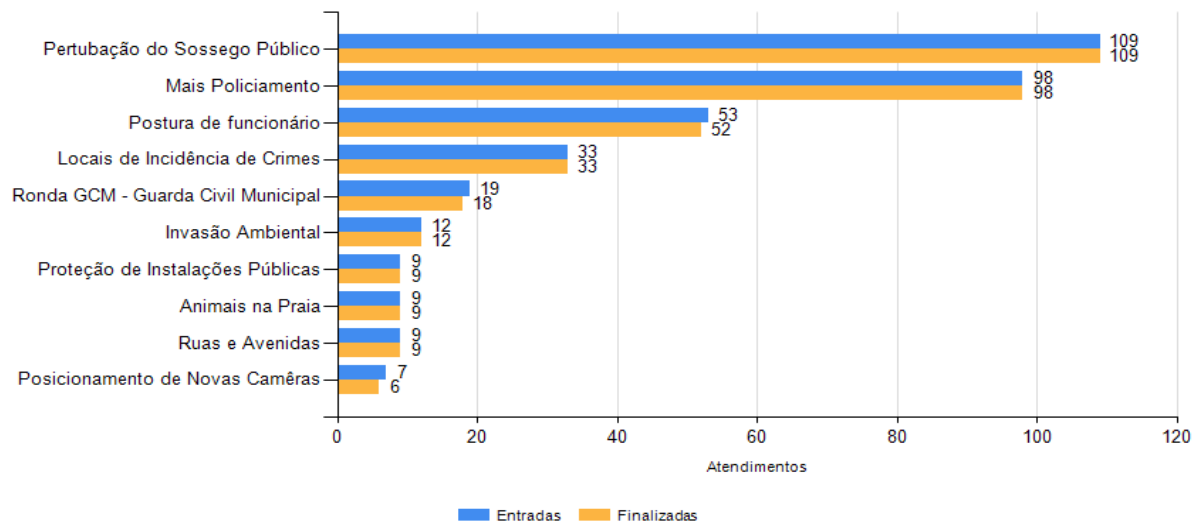
Assunto (Top 10) - SEASP



Serviço (Top 10) - SEASP



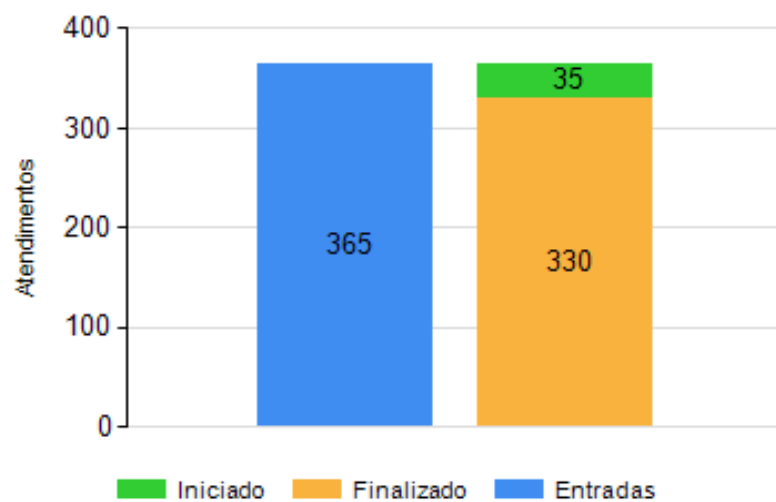
Detalhamento do Serviço (Top 10) - SEASP



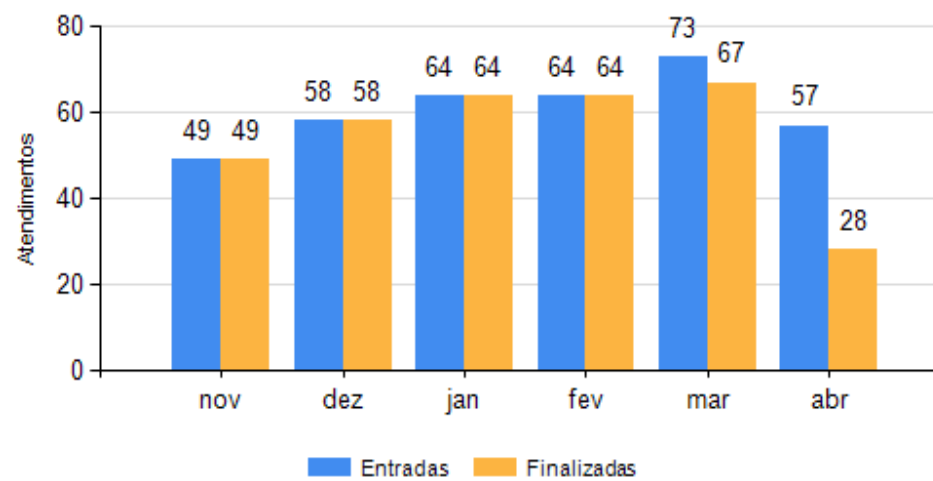
# **SETRAN**

## **SECRETARIA DE TRÂNSITO**

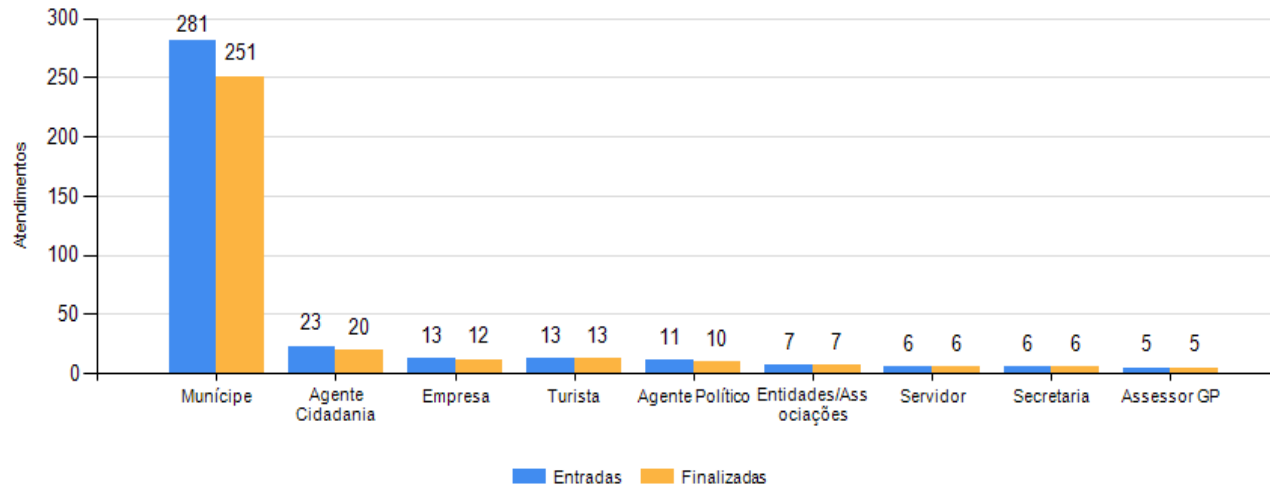
### Atendimentos por Status - SETRAN



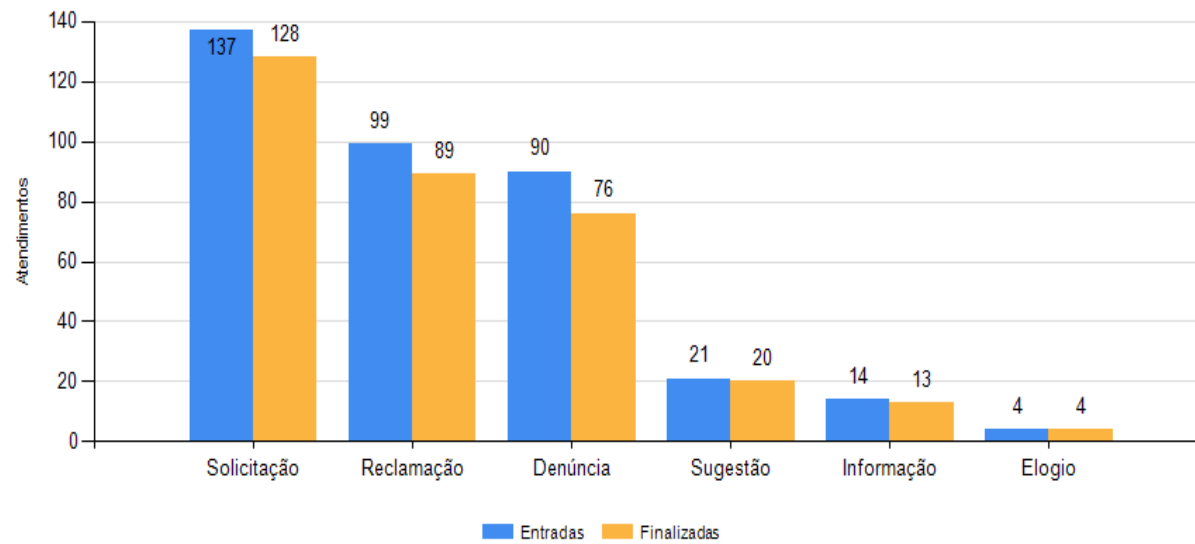
### Atendimento Mensal - SETRAN



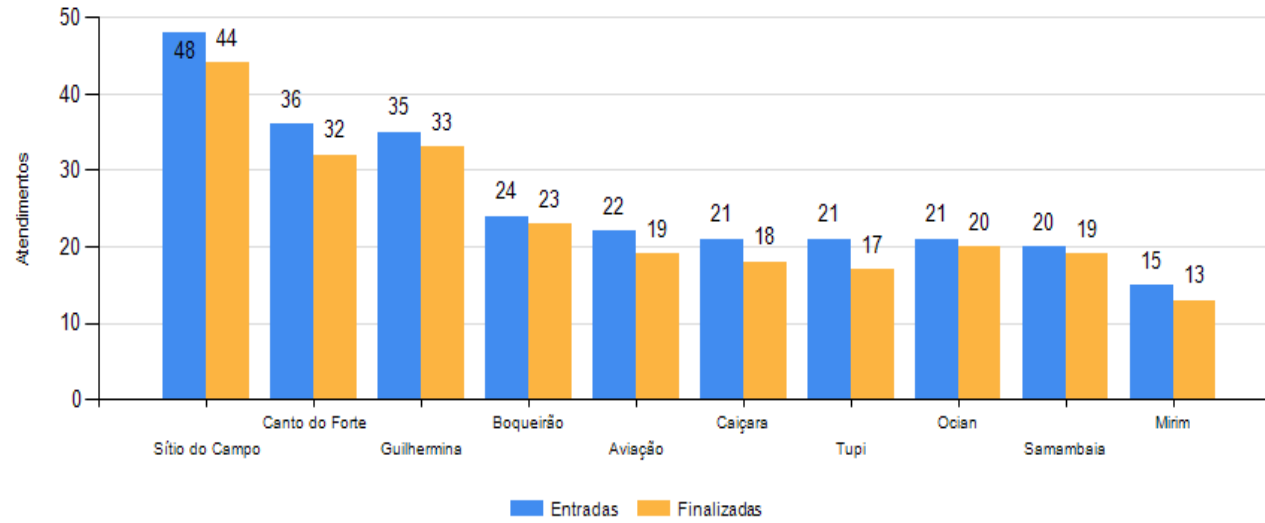
Tipo de Pessoa - SETRAN



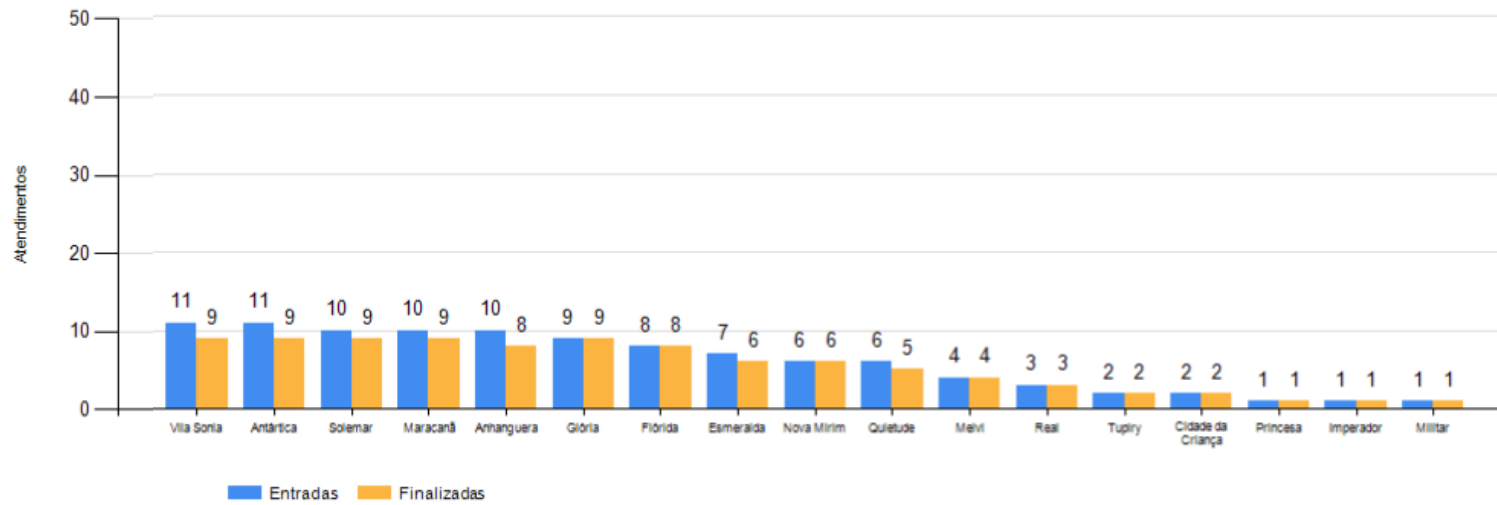
Manifestação - SETRAN



Bairro (Top 10) - SETRAN

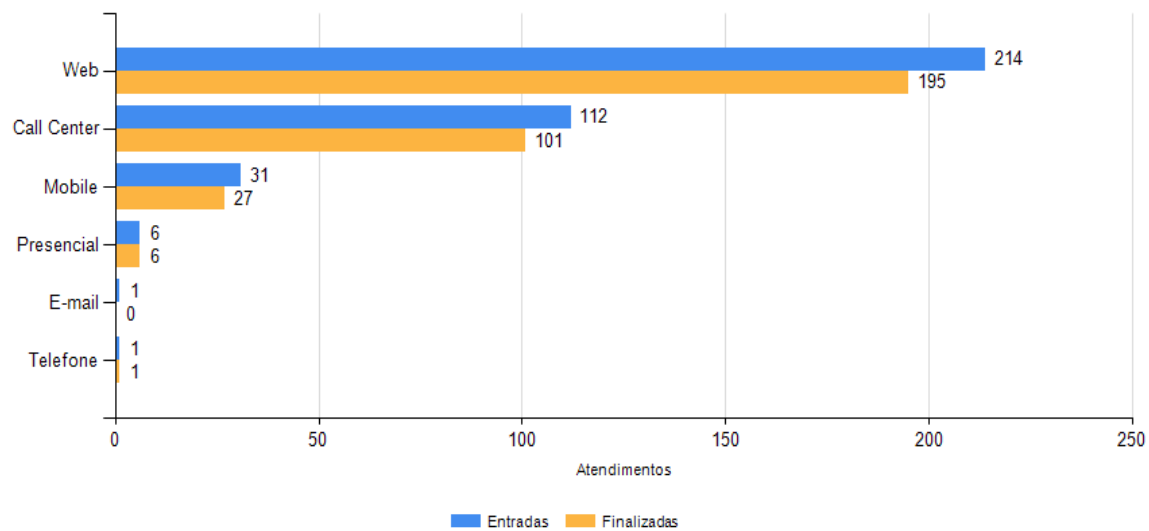


Bairro - SETRAN

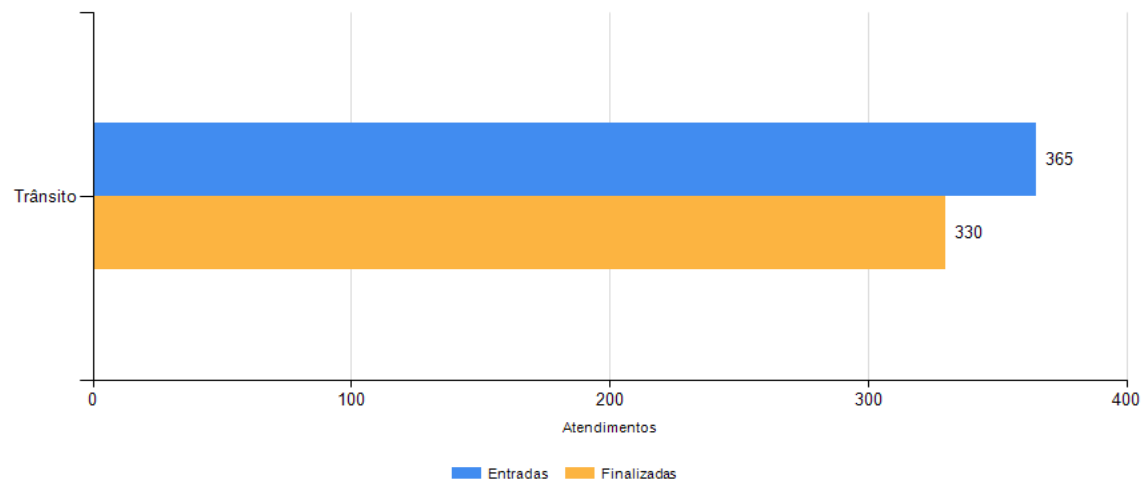




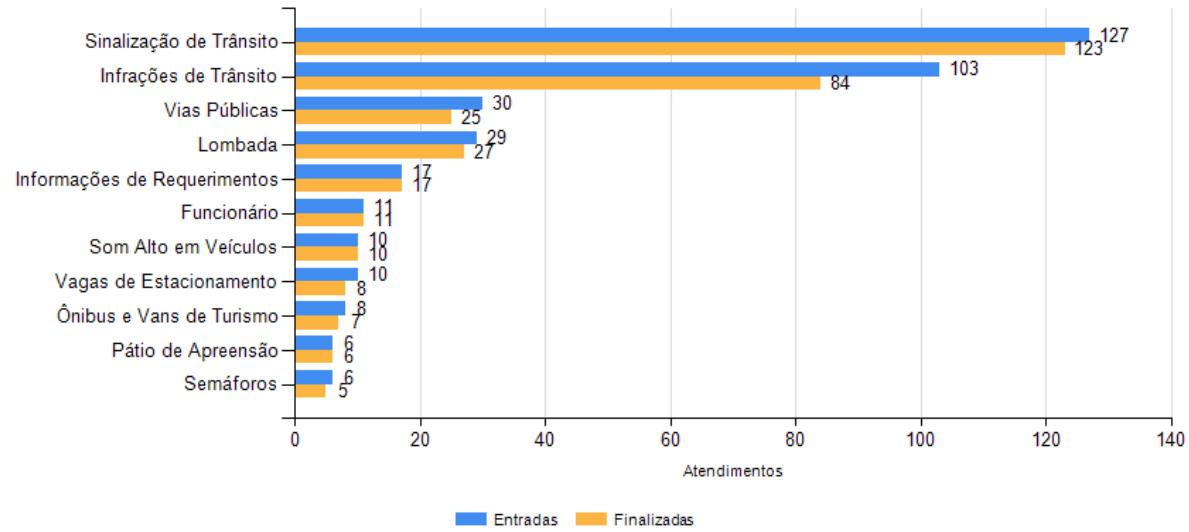
Canal de Atendimento - SETRAN



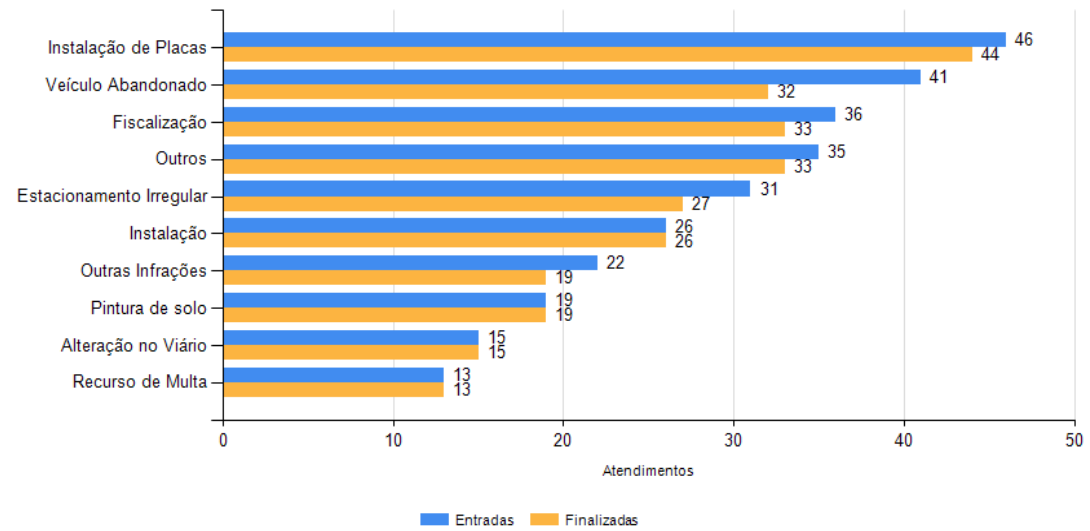
Assunto (Top 10) - SETRAN



Serviço (Top 10) - SETRAN



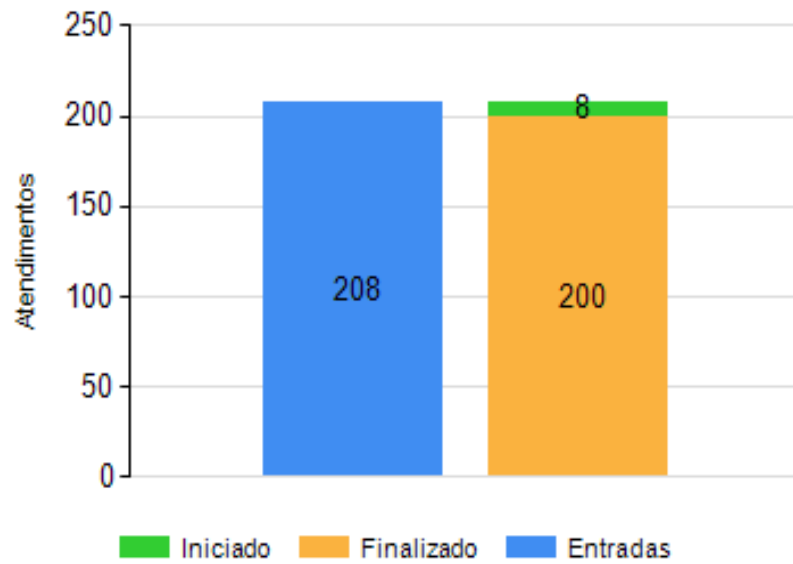
Detalhamento do Serviço (Top 10) - SETRAN



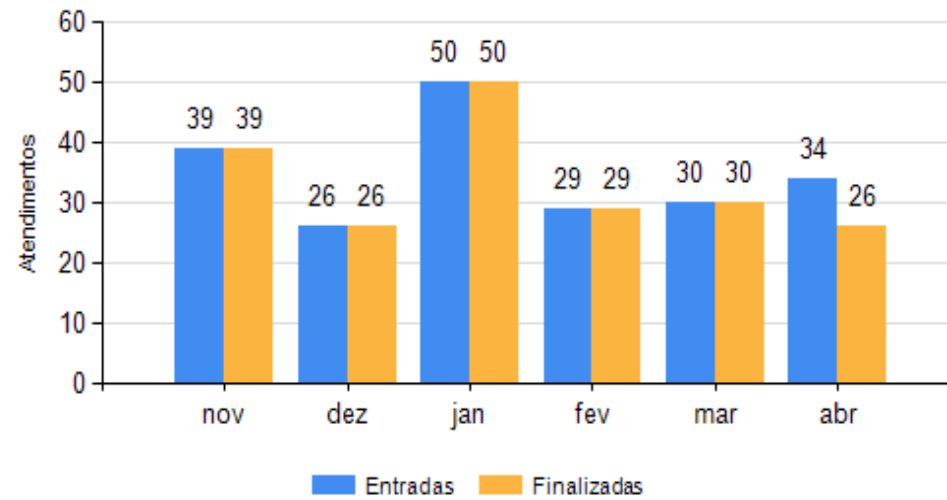
# **SEMA**

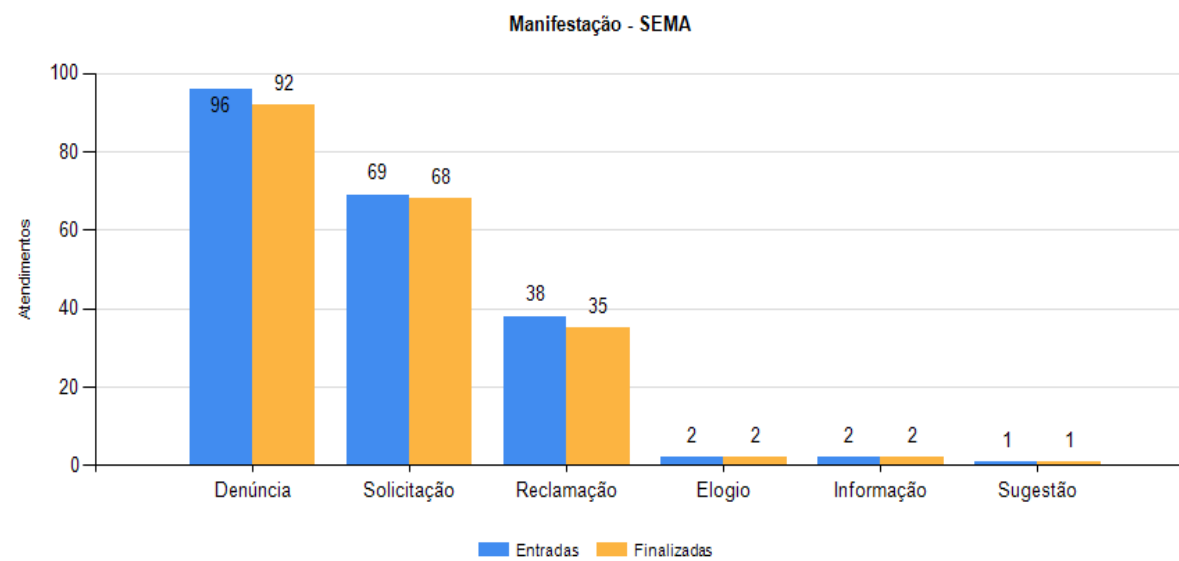
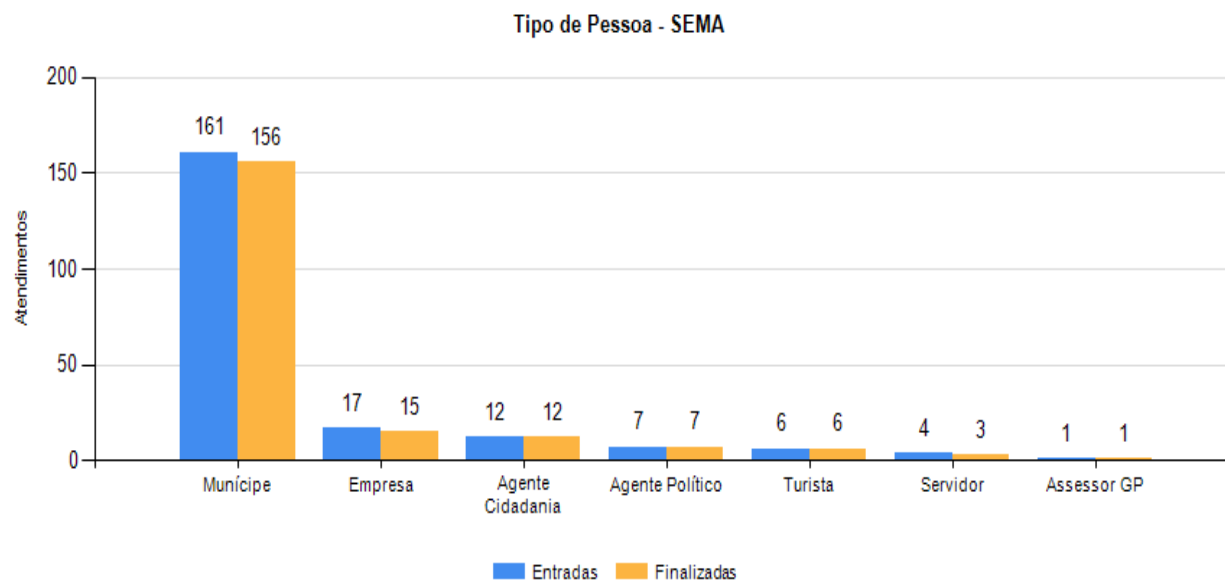
## **SECRETARIA DE MEIO AMBIENTE**

### Atendimentos por Status - SEMA

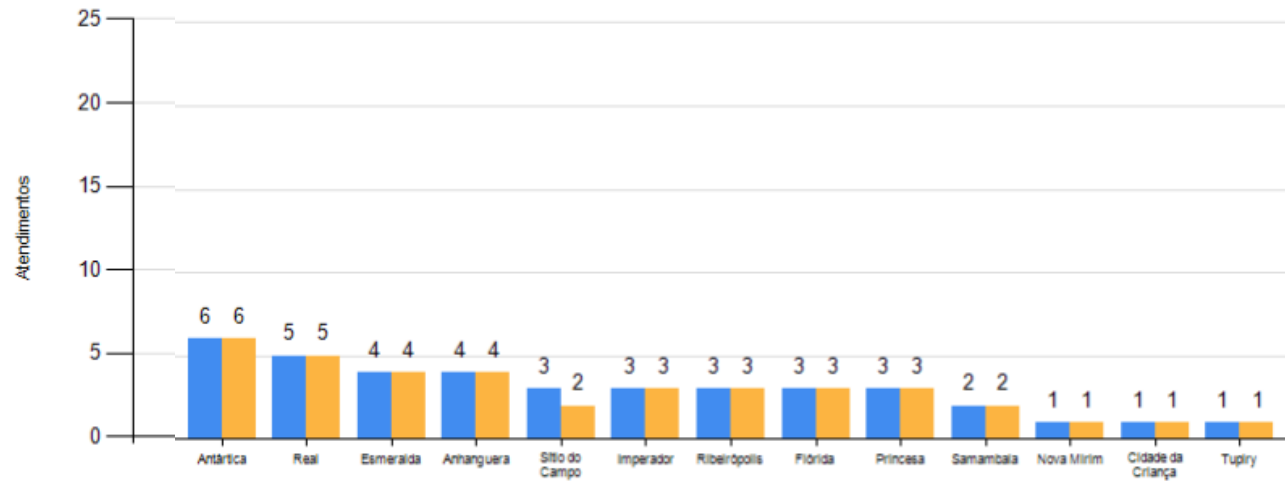
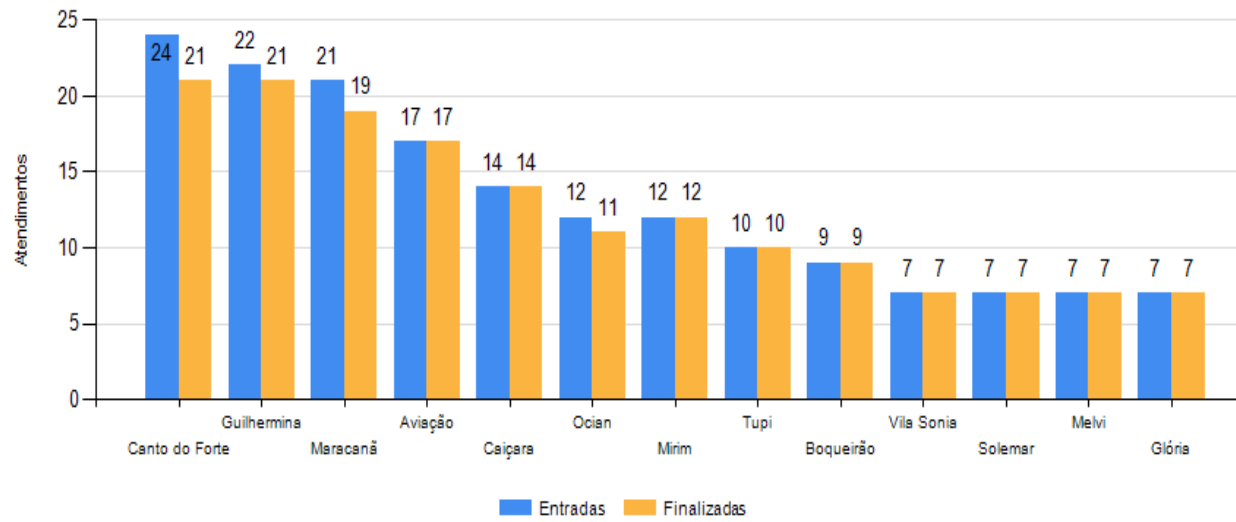


### Atendimento Mensal - SEMA

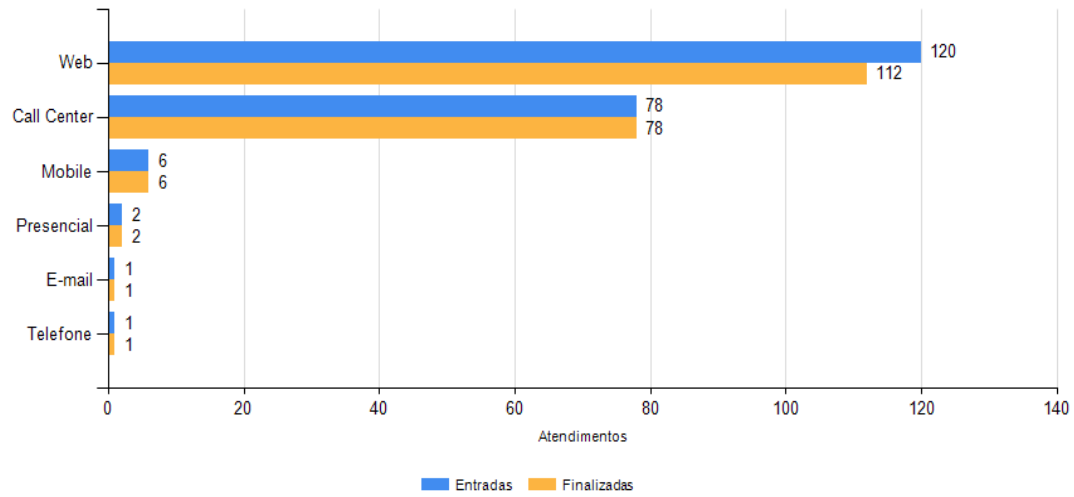




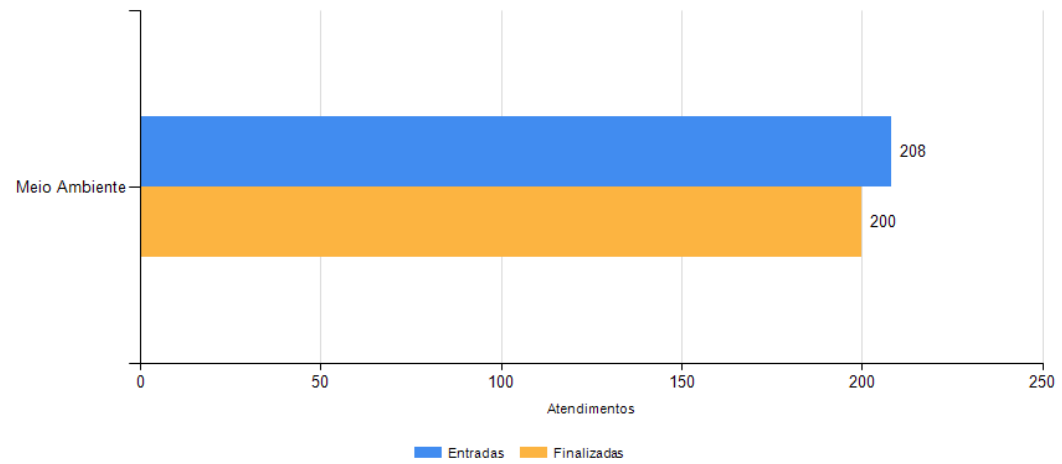
Bairro (Top 10) - SEMA

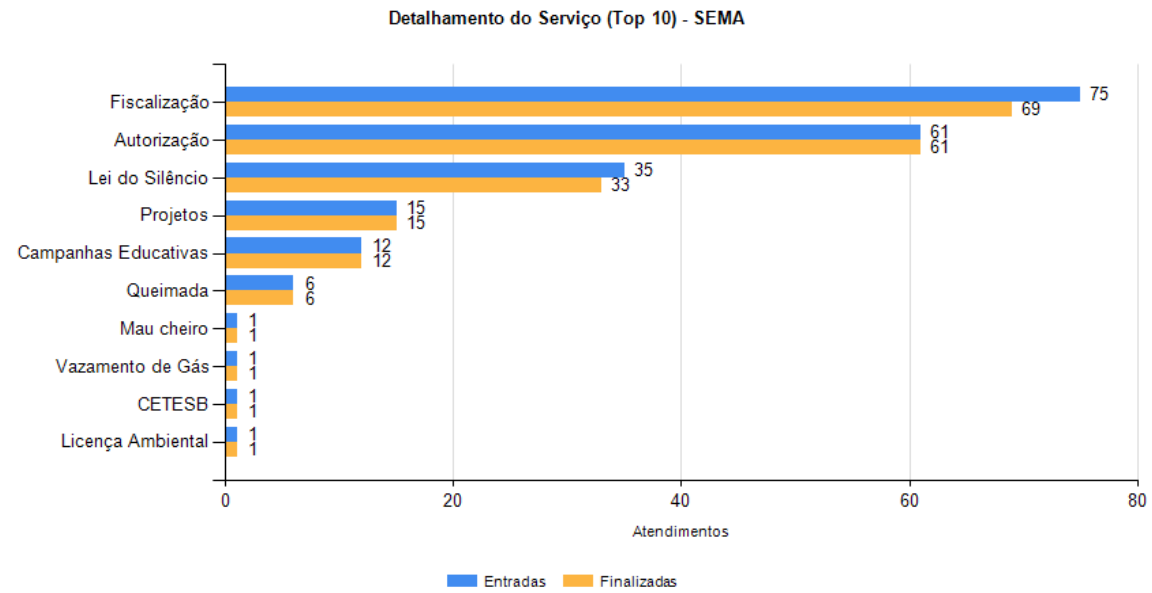
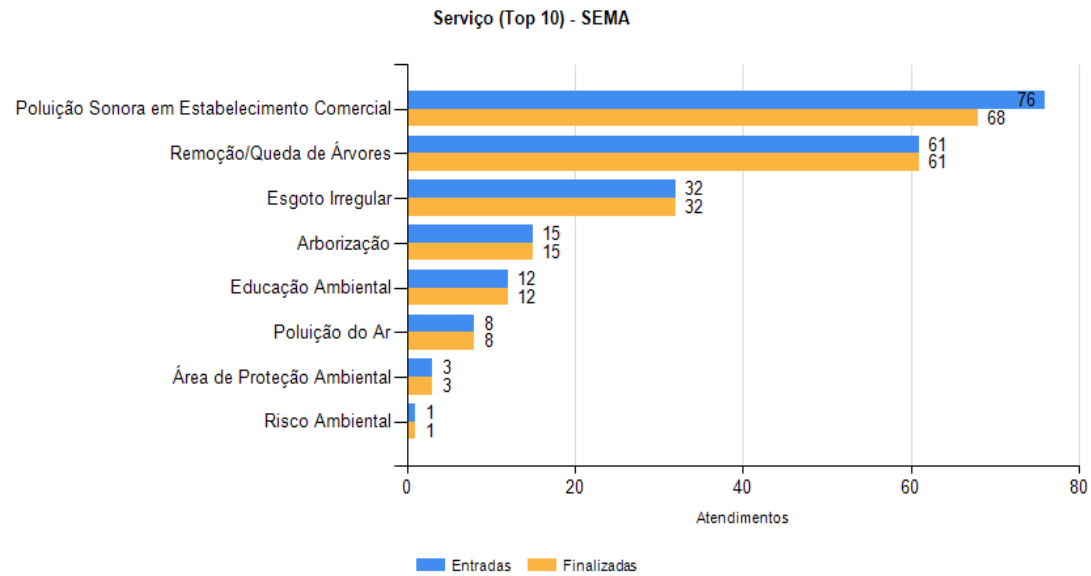


Canal de Atendimento - SEMA



Assunto (Top 10) - SEMA



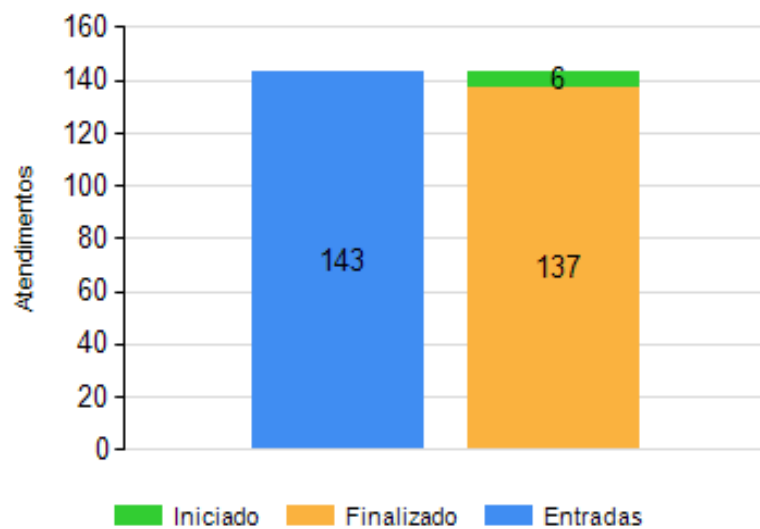




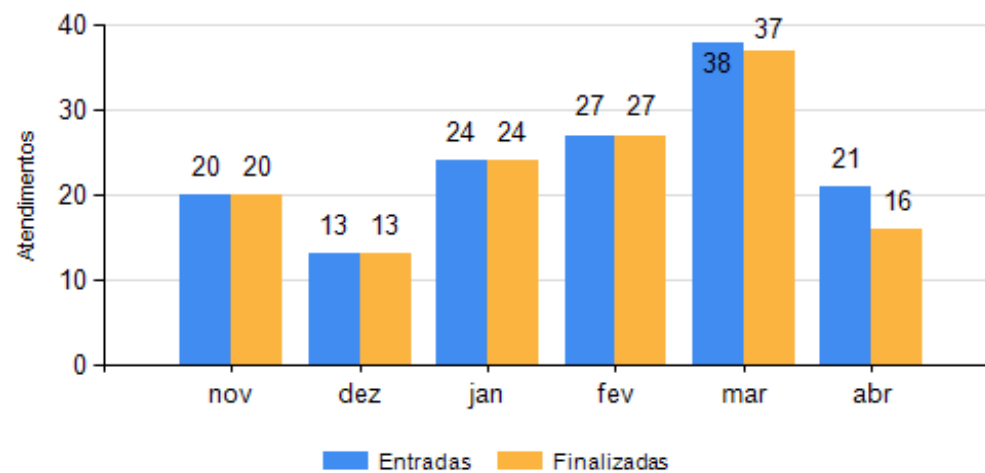
# **SETRANSP**

## **SECRETARIA DE TRANSPORTE PÚBLICO**

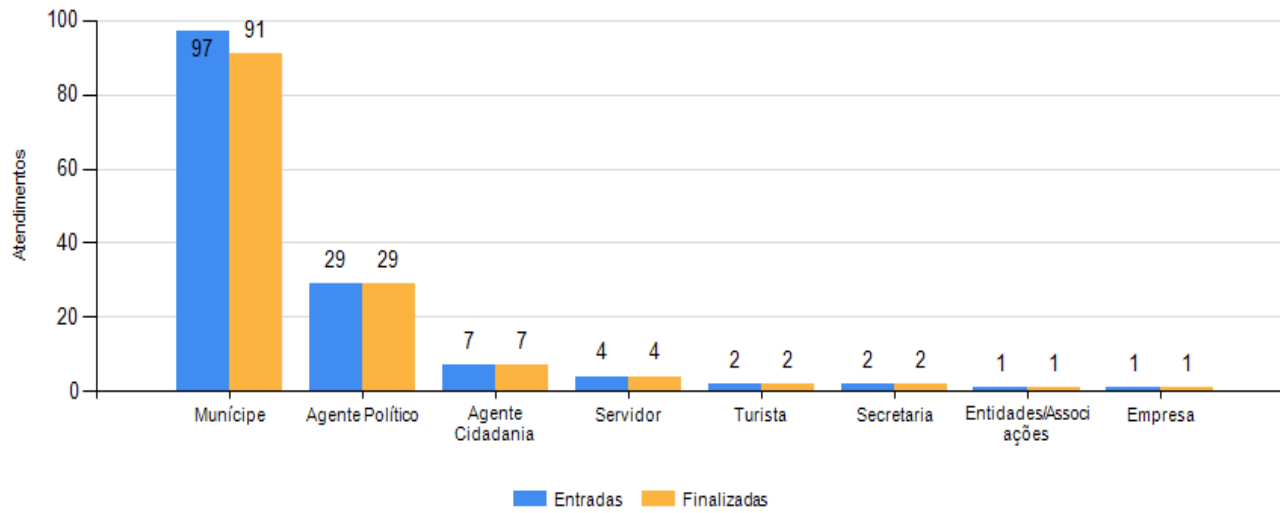
### Atendimentos por Status - SETRANSP



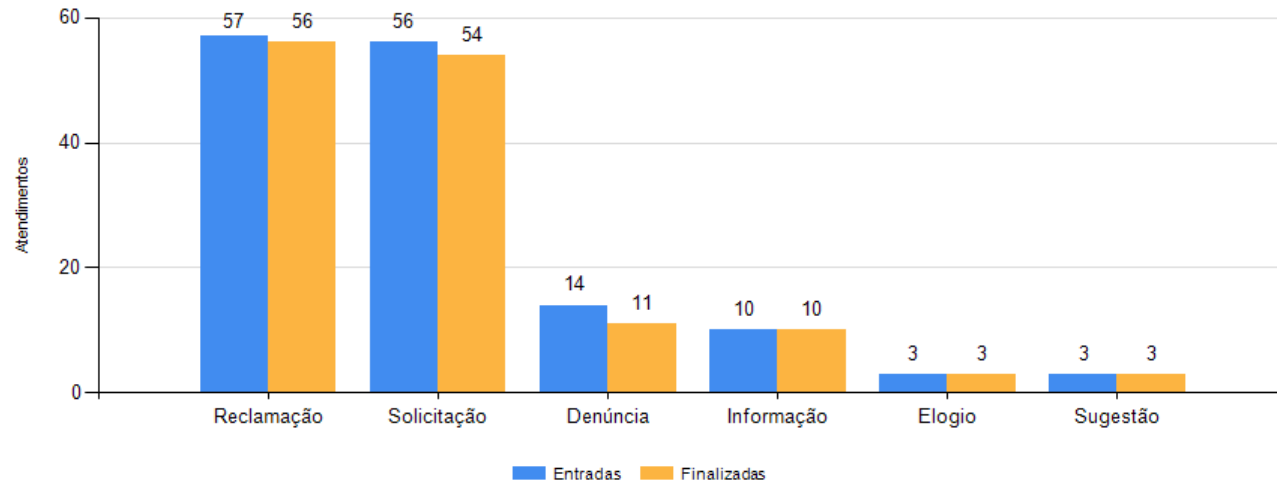
### Atendimento Mensal - SETRANSP



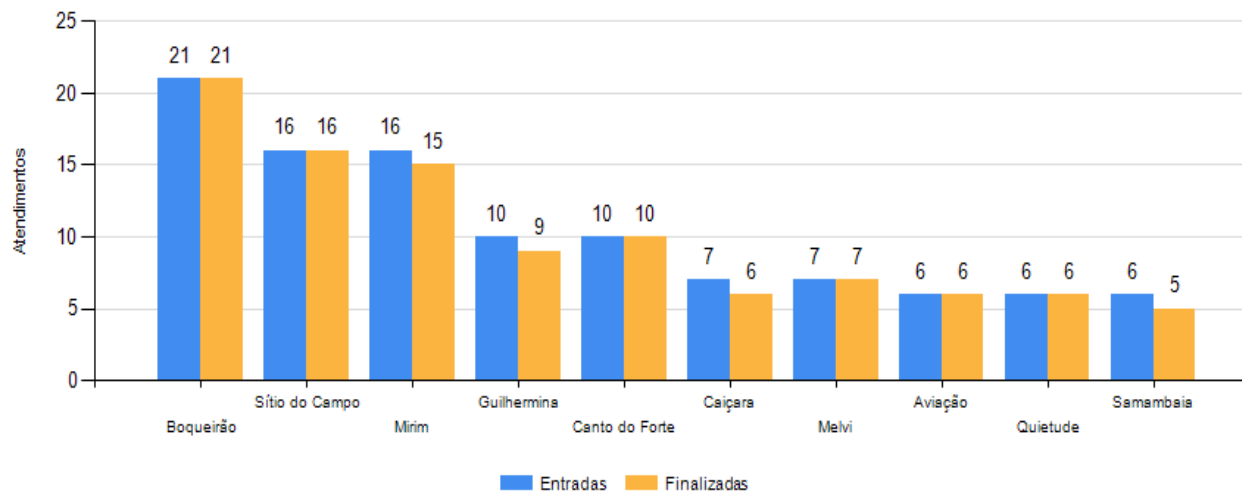
**Tipo de Pessoa - SETRANSP**



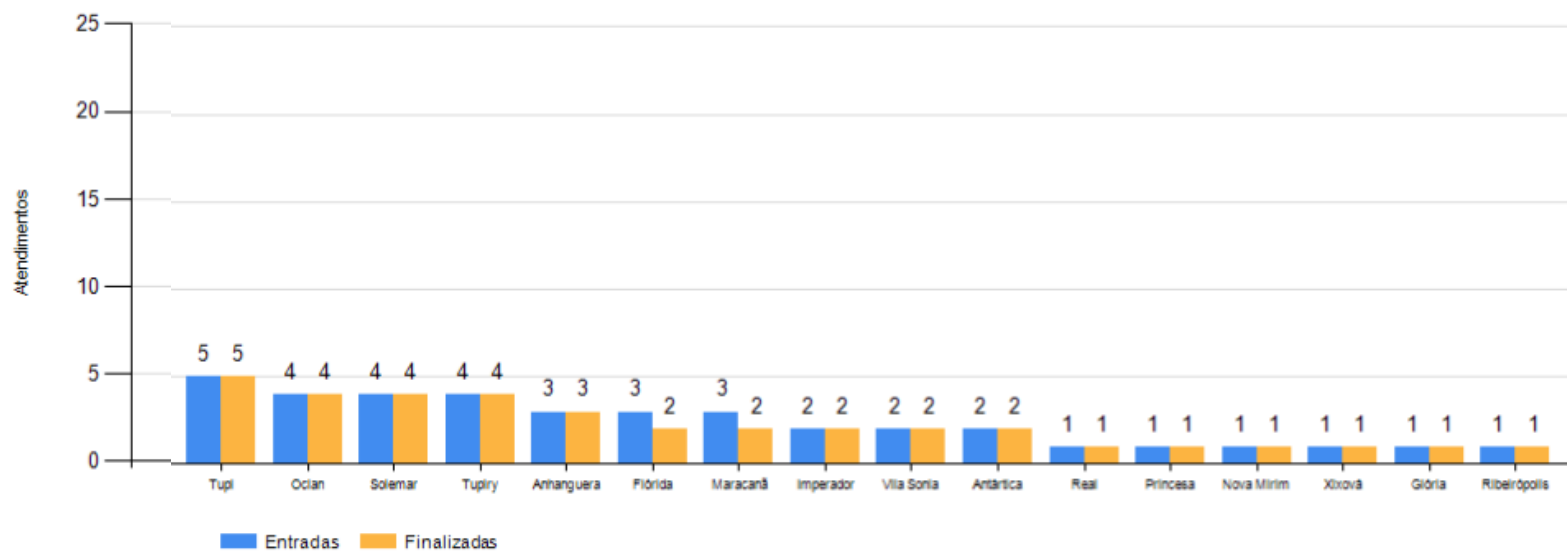
**Manifestação - SETRANSP**



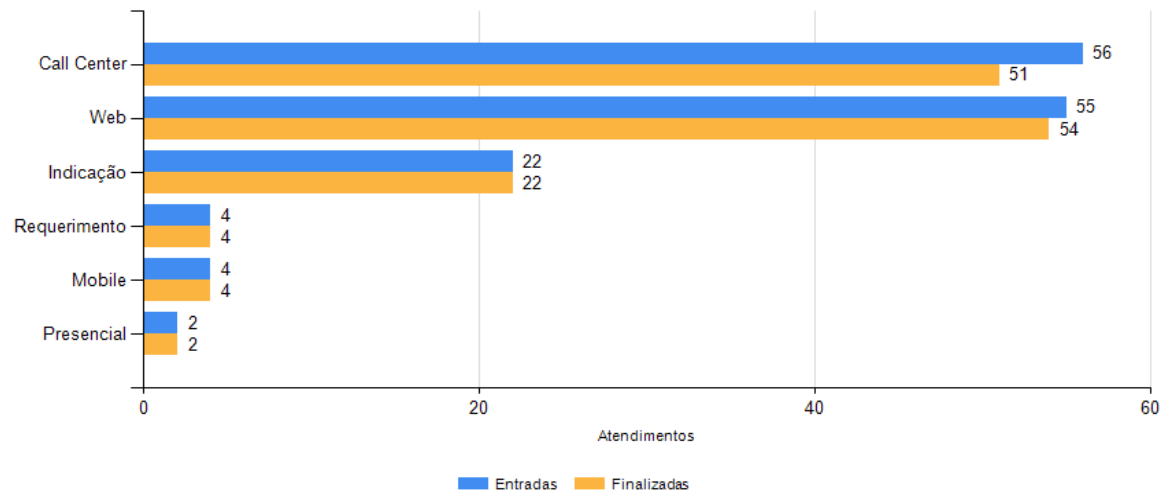
Bairro (Top 10) - SETRANSP



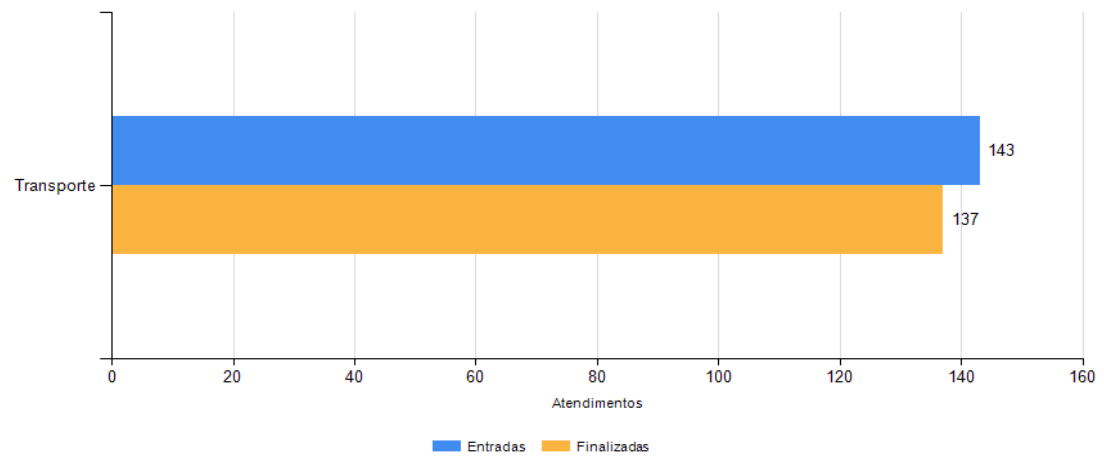
Bairro - SETRANSP



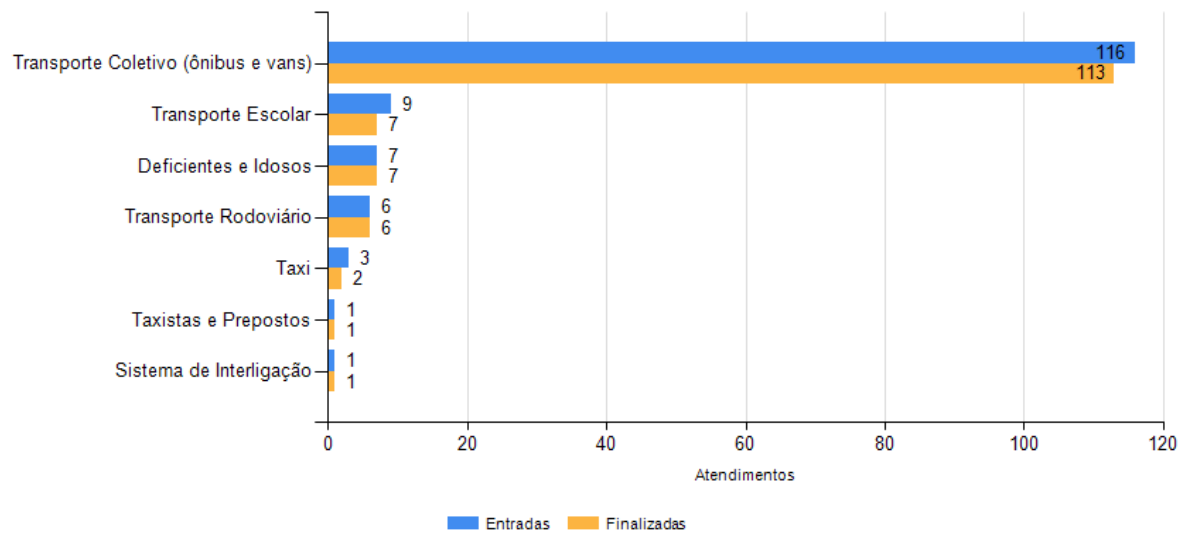
Canal de Atendimento - SETRANSP



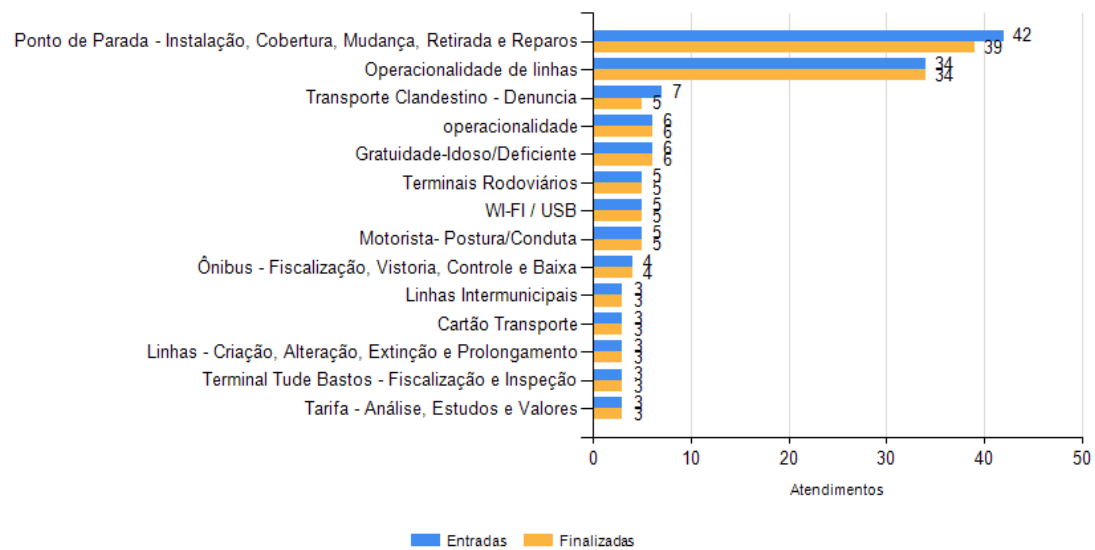
Assunto (Top 10) - SETRANSP



### Serviço (Top 10) - SETRANSP



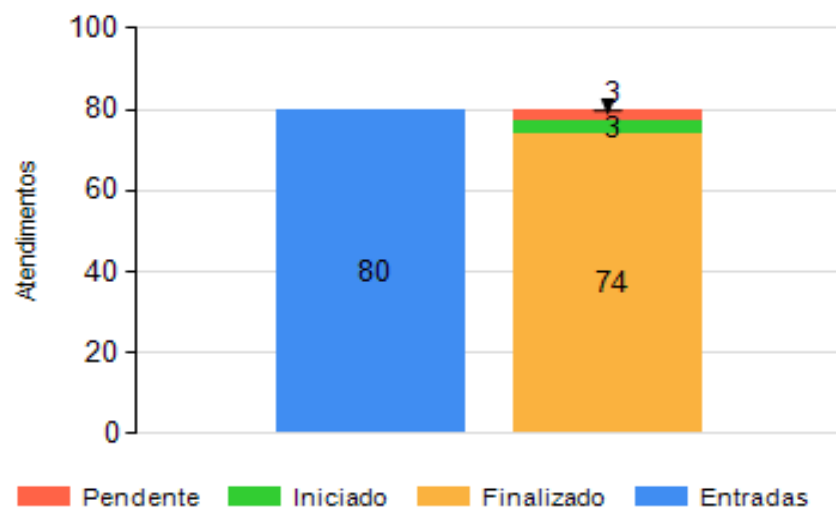
### Detalhamento do Serviço (Top 10) - SETRANSP



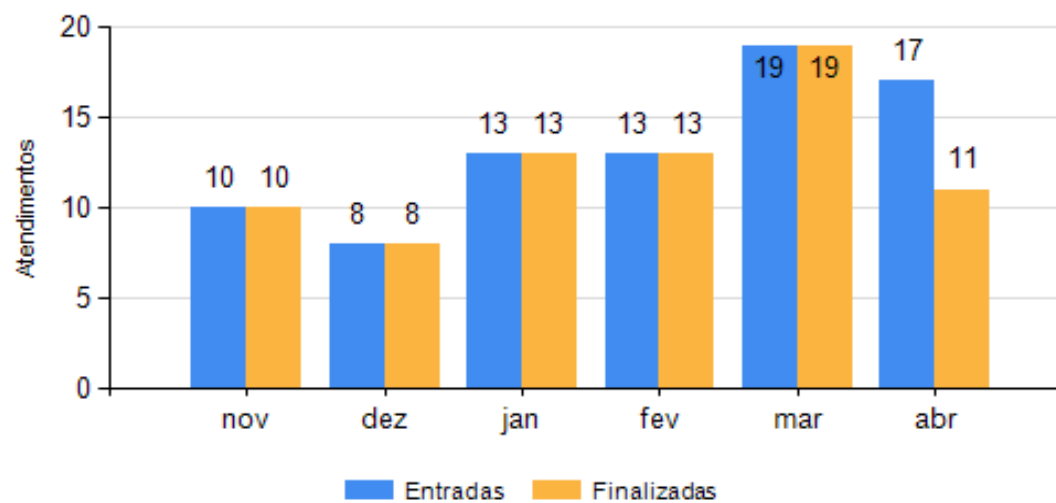
# **SEPROS**

## **SECRETARIA DE PROMOÇÃO SOCIAL**

### Atendimentos por Status - SEPROS

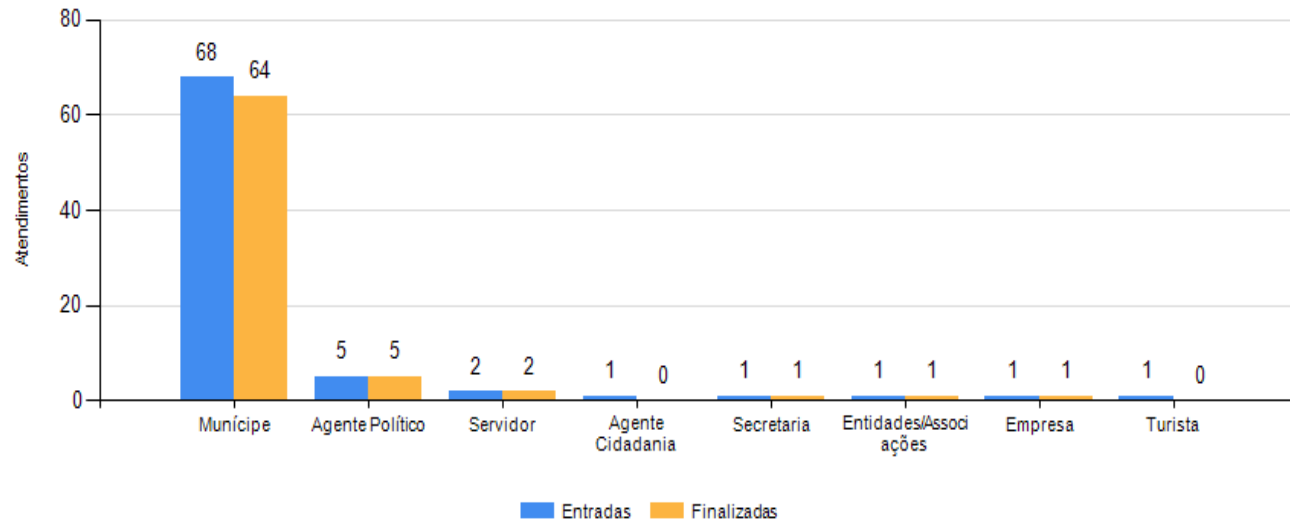


### Atendimento Mensal - SEPROS

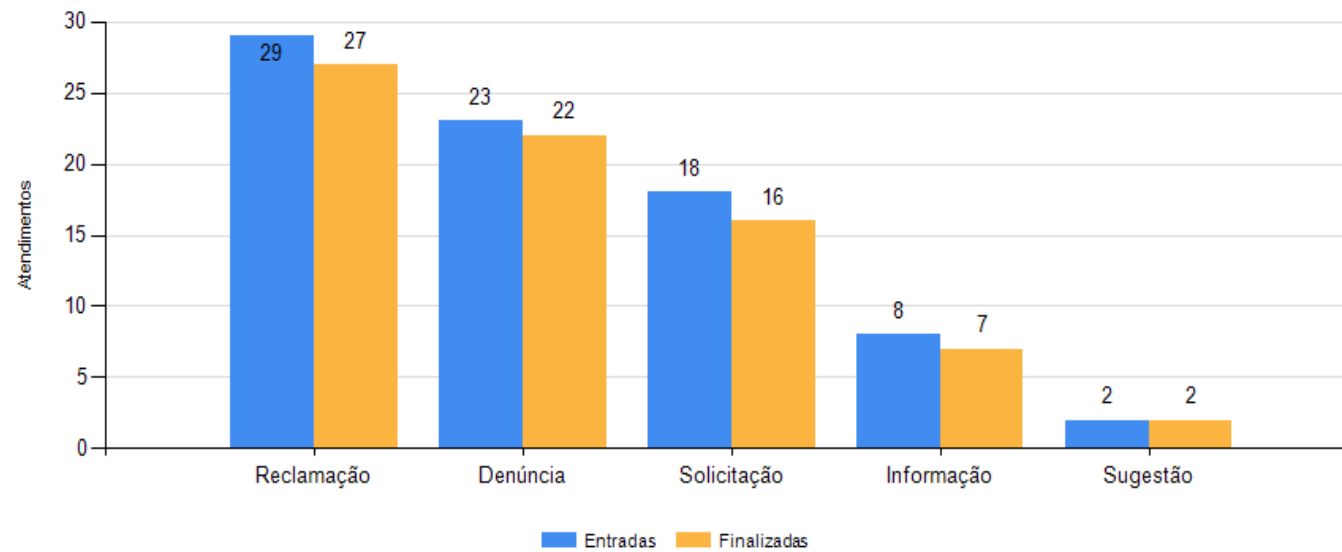




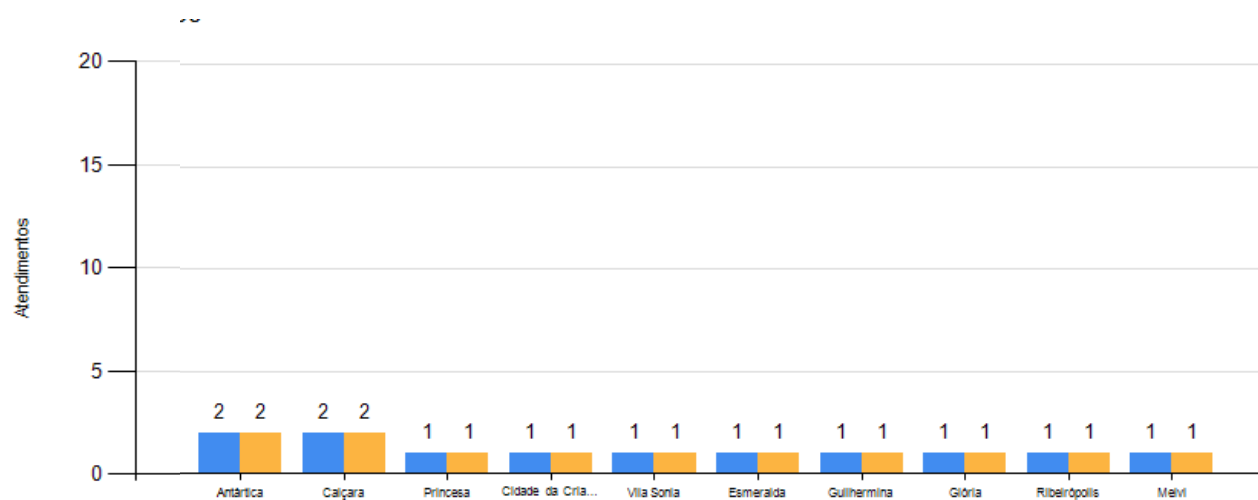
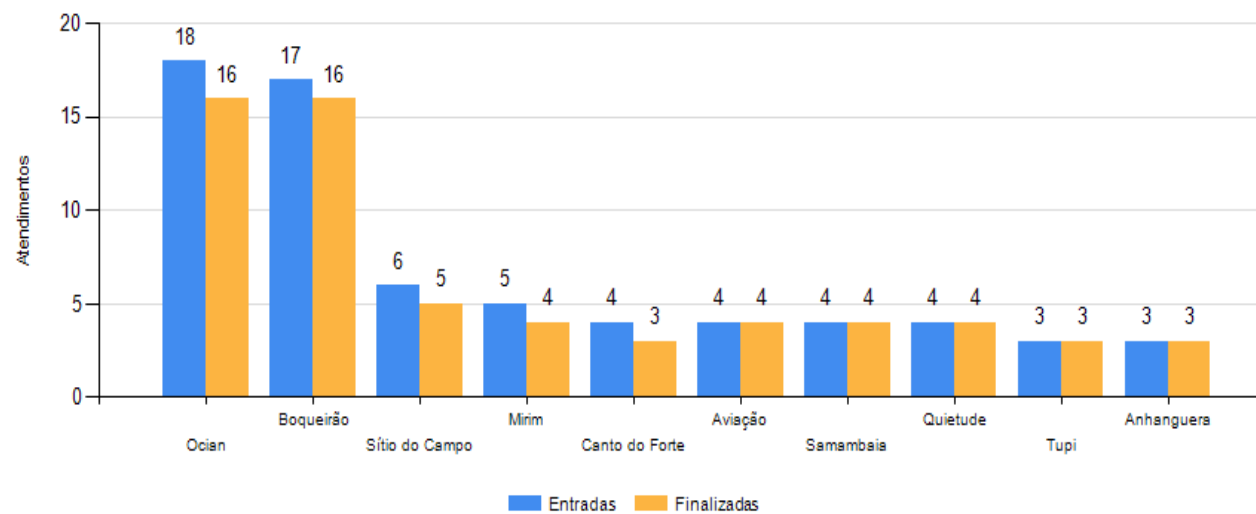
Tipo de Pessoa - SEPROS



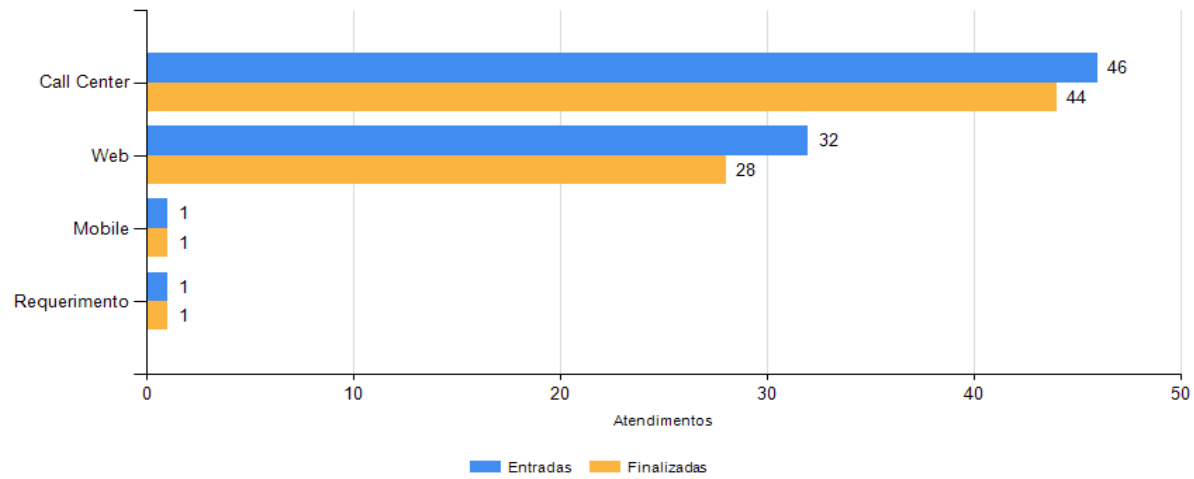
Manifestação - SEPROS



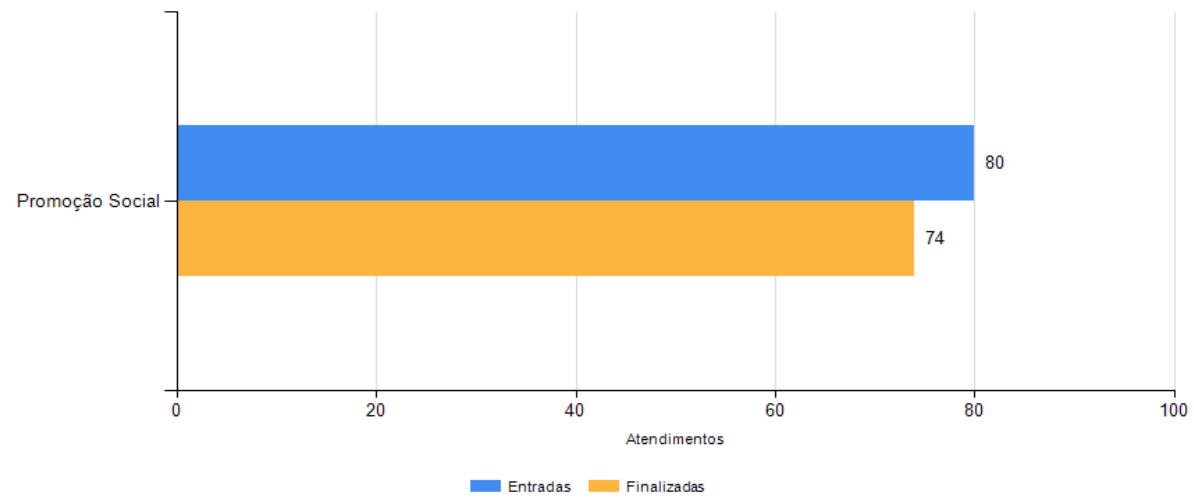
Bairro (Top 10) - SEPROS



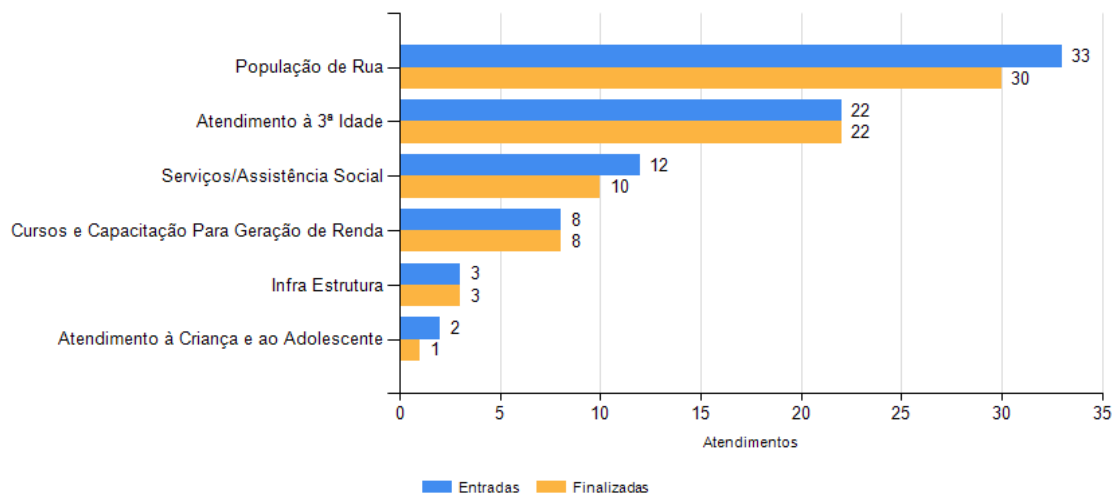
Canal de Atendimento - SEPROS



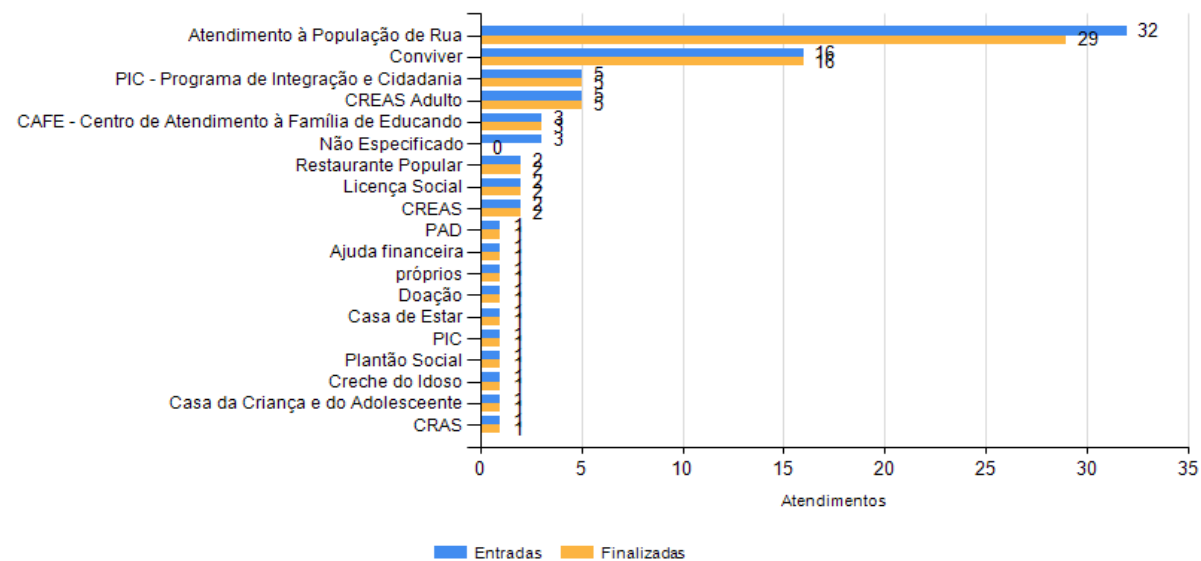
Assunto (Top 10) - SEPROS



Serviço (Top 10) - SEPROS



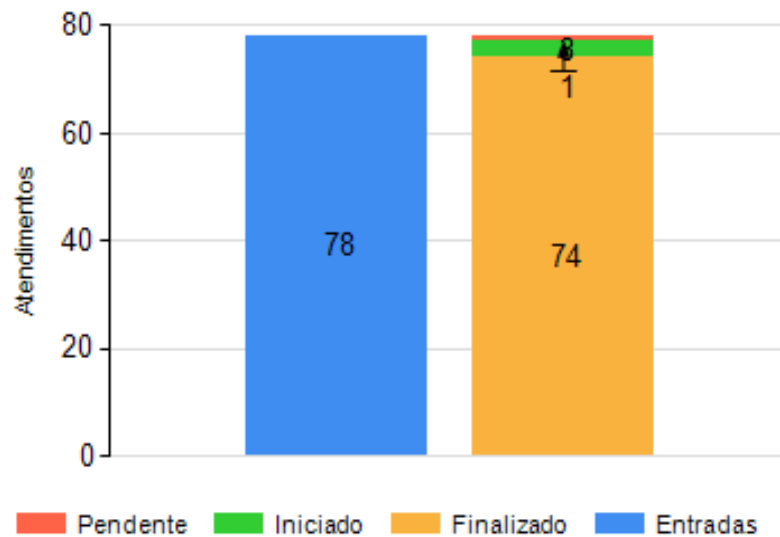
Detalhamento do Serviço (Top 10) - SEPROS



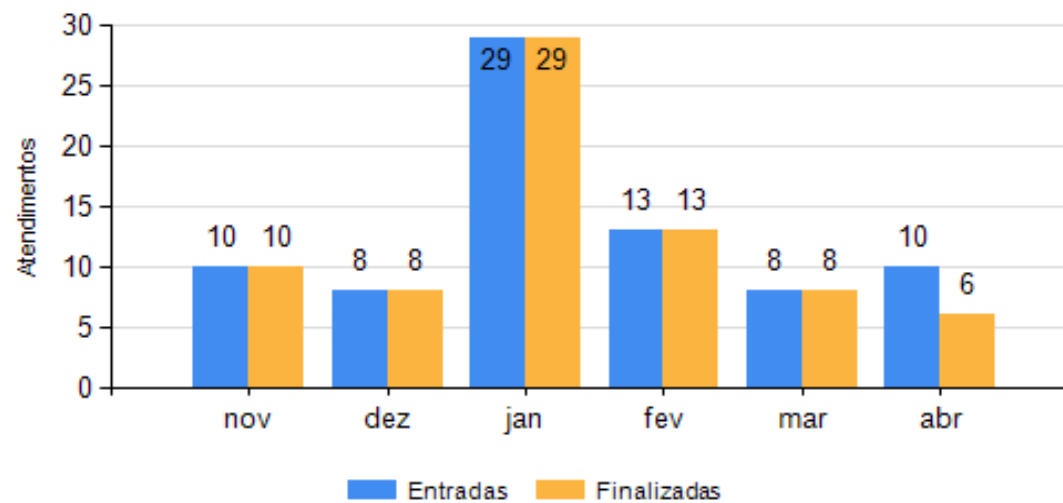
# **SEAD**

## **SECRETARIA DE ADMINISTRAÇÃO**

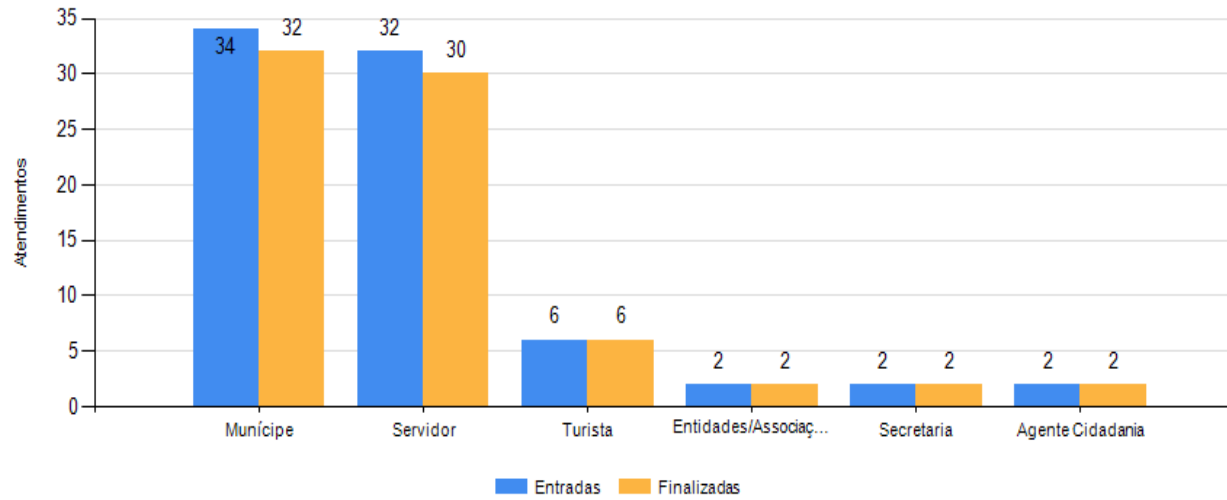
### Atendimentos por Status - SEAD



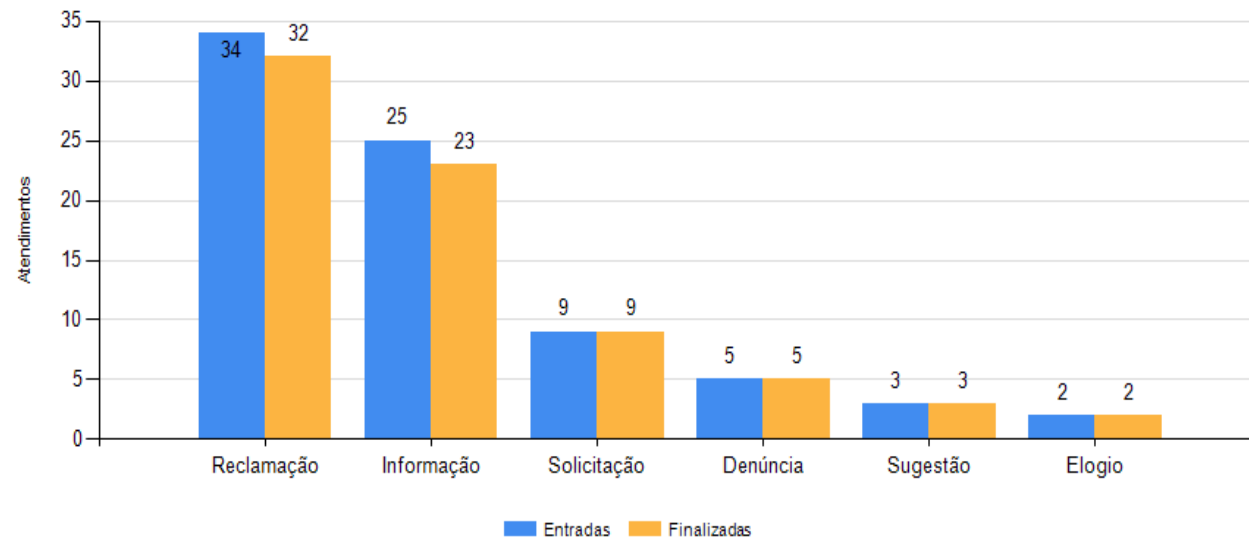
### Atendimento Mensal - SEAD



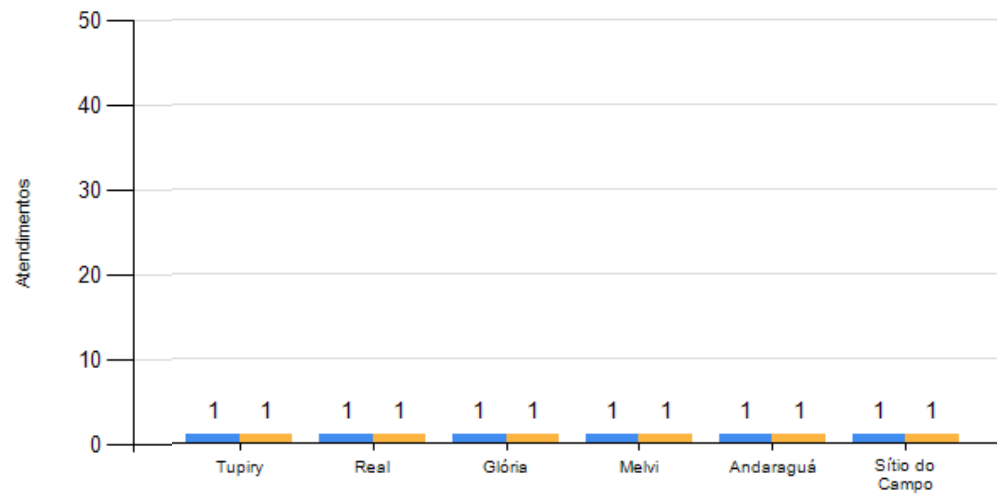
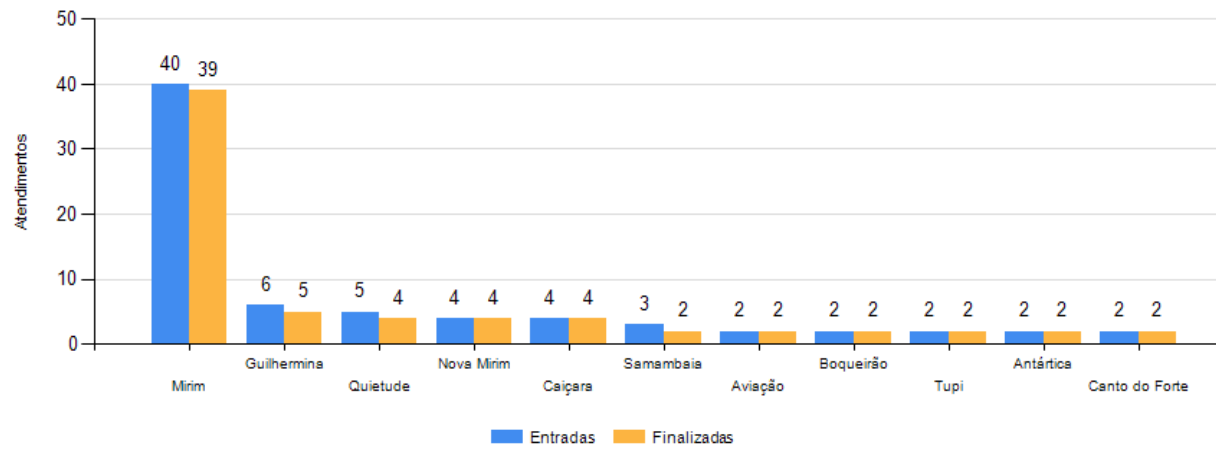
Tipo de Pessoa - SEAD



Manifestação - SEAD

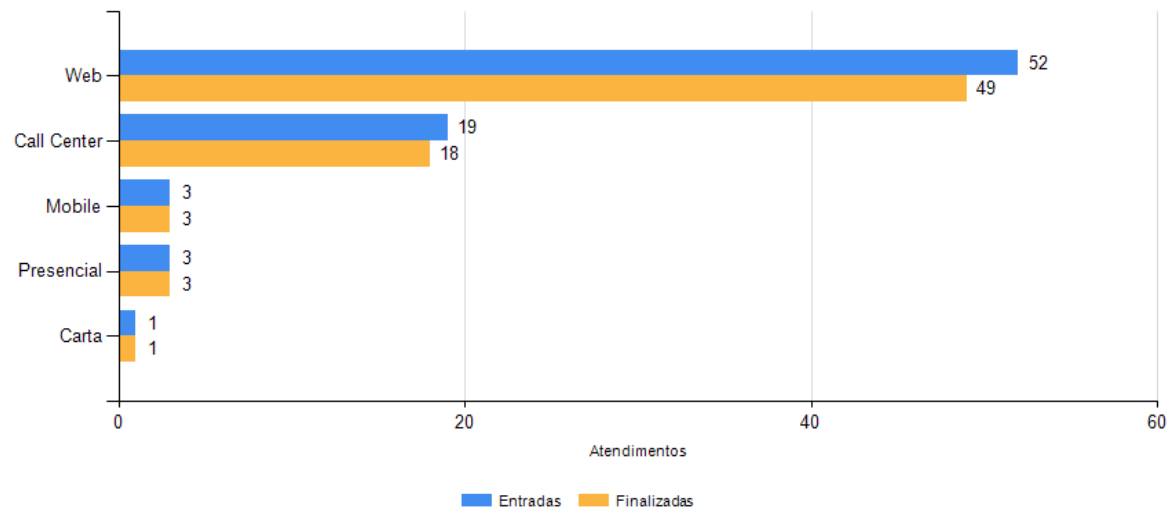


Bairro (Top 10) - SEAD

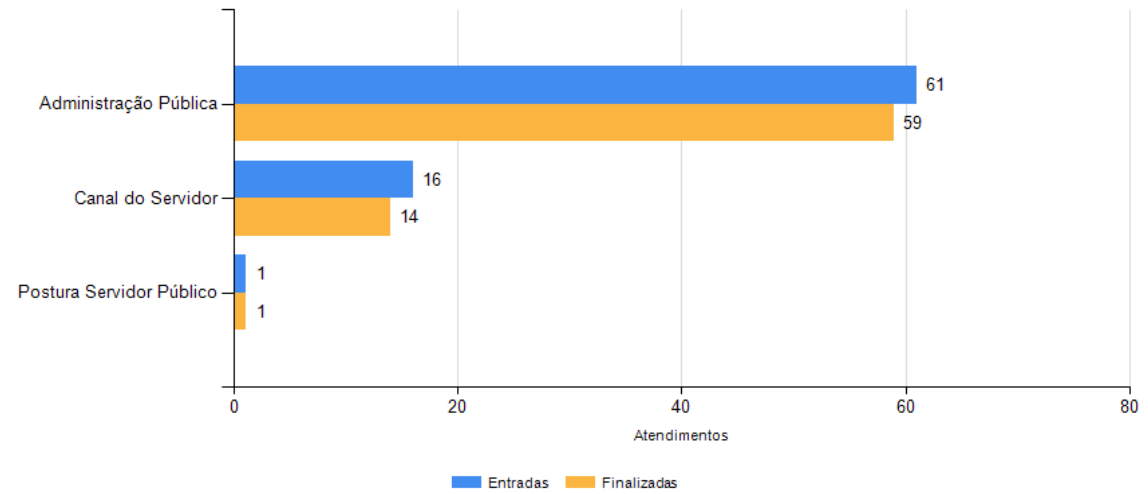




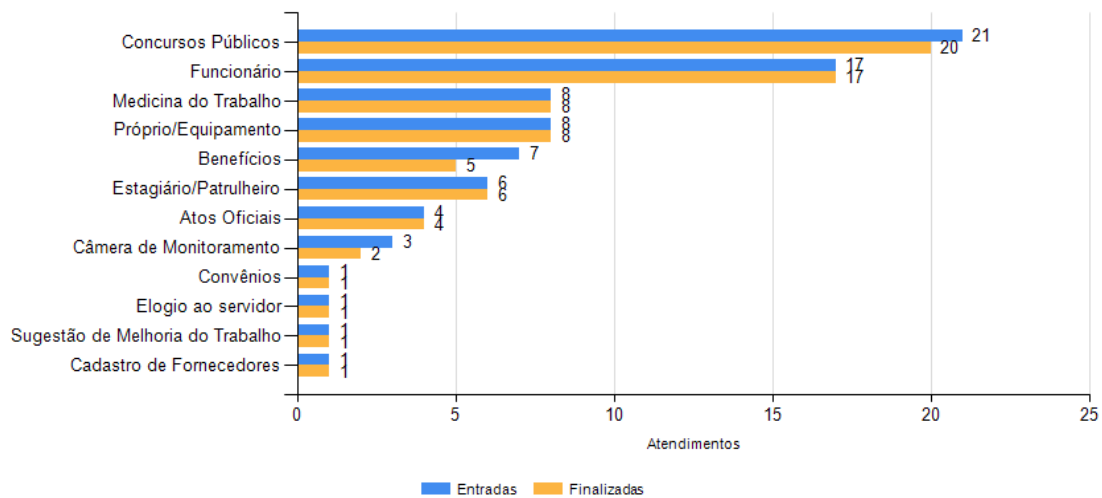
Canal de Atendimento - SEAD



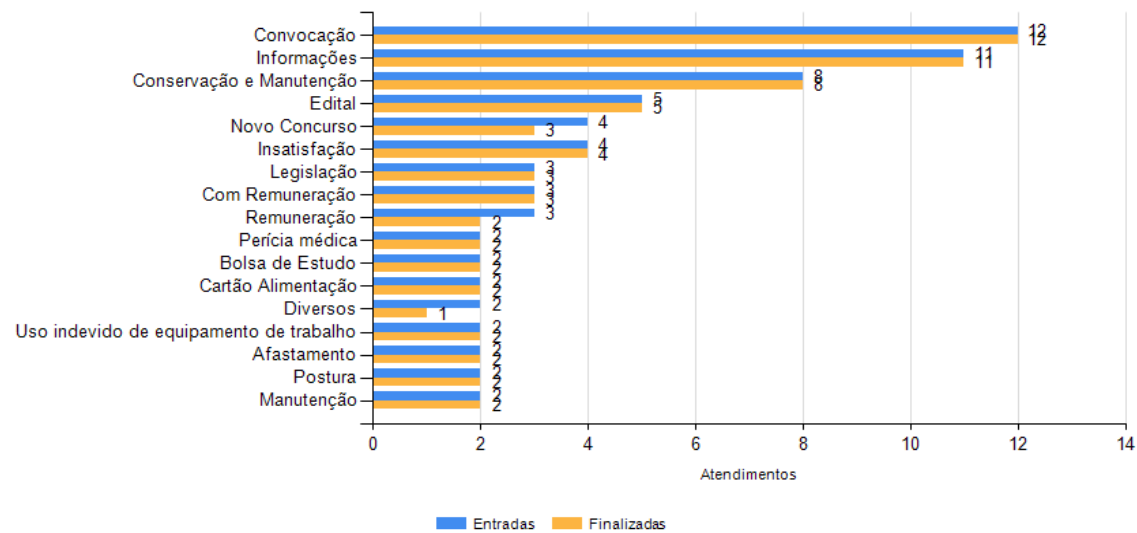
Assunto (Top 10) - SEAD



**Serviço (Top 10) - SEAD**



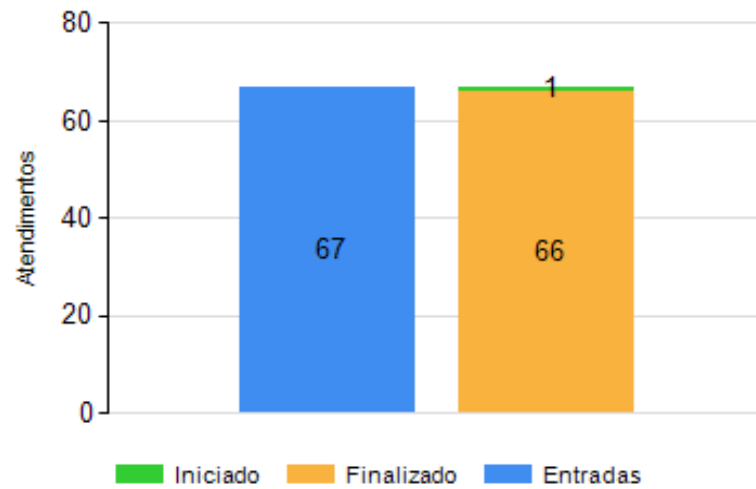
**Detalhamento do Serviço (Top 10) - SEAD**



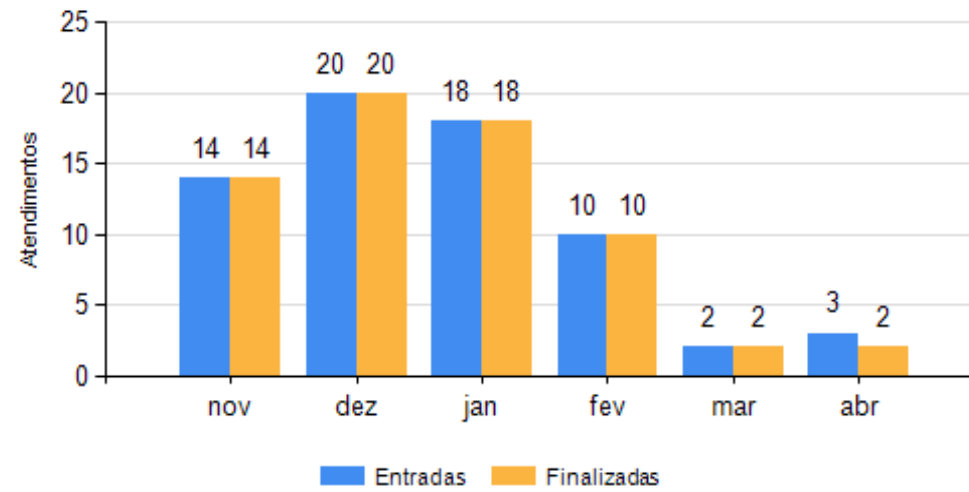
# **SEPLAN**

## **SECRETARIA DE PLANEJAMENTO**

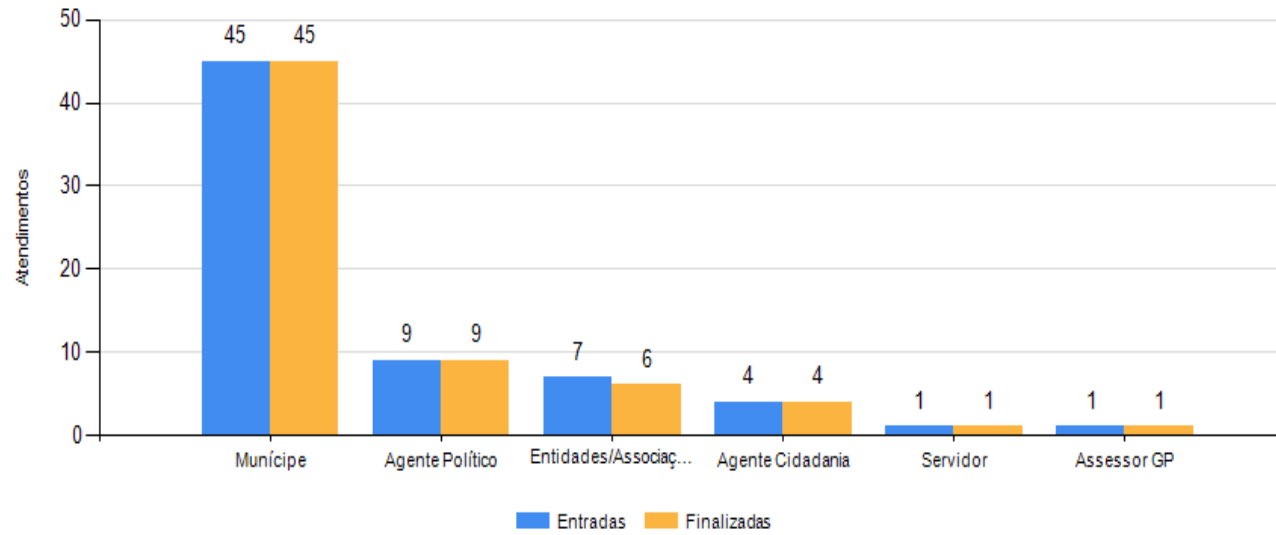
### Atendimentos por Status - SEPLAN



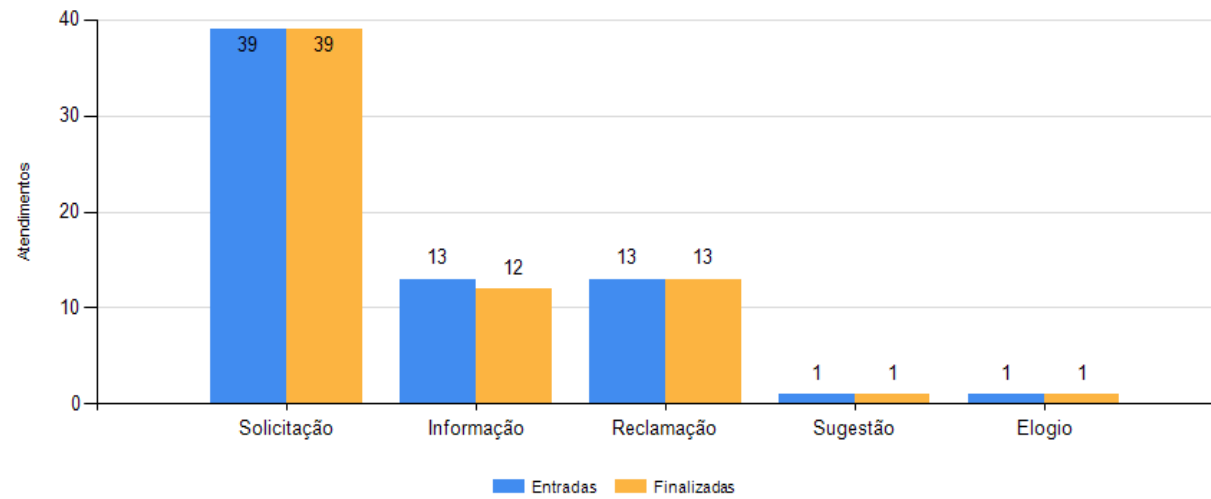
### Atendimento Mensal - SEPLAN



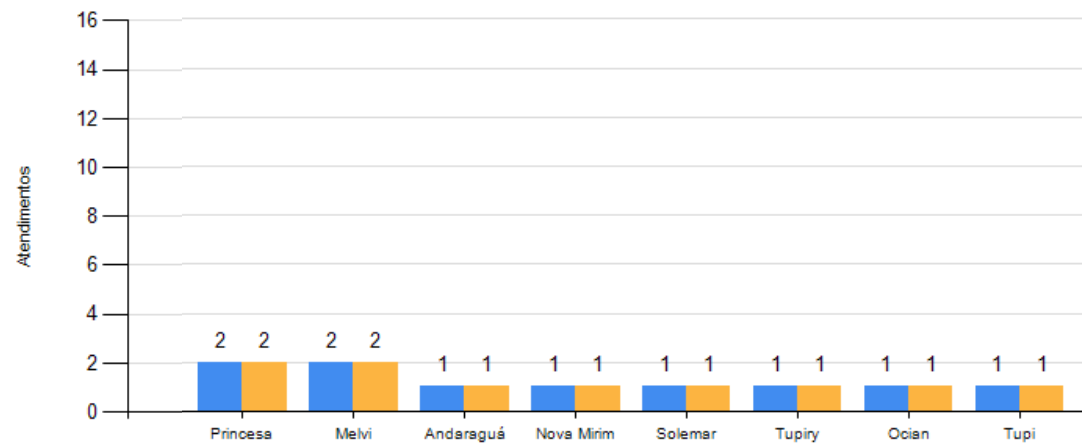
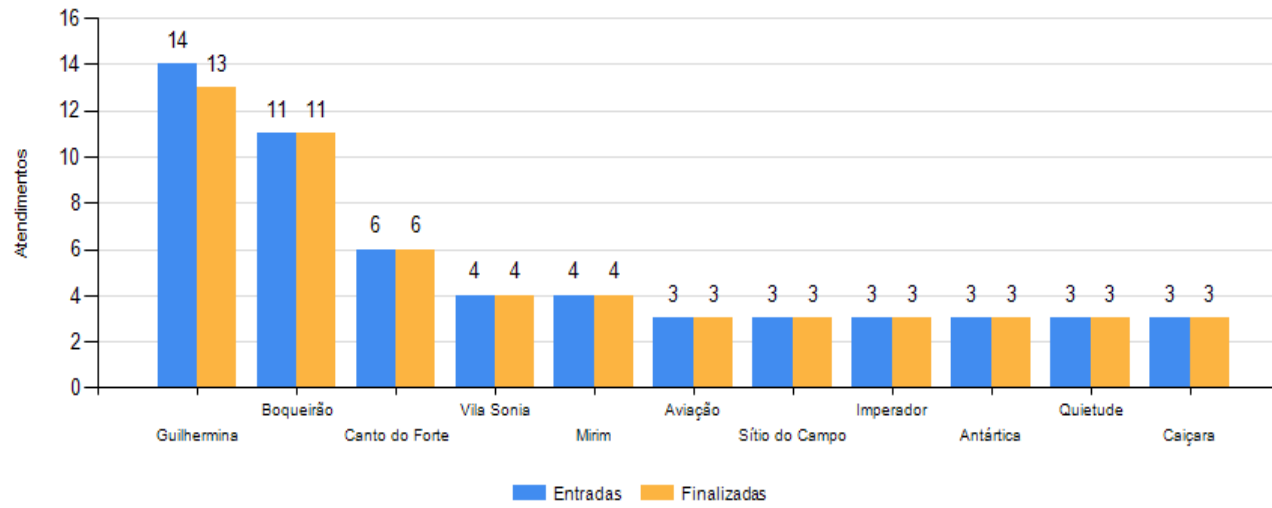
Tipo de Pessoa - SEPLAN



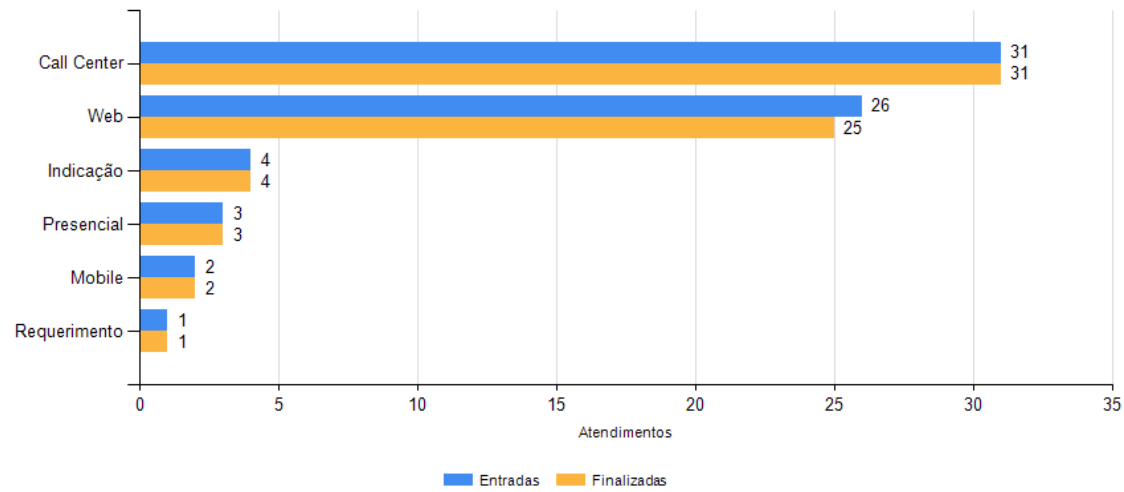
Manifestação - SEPLAN



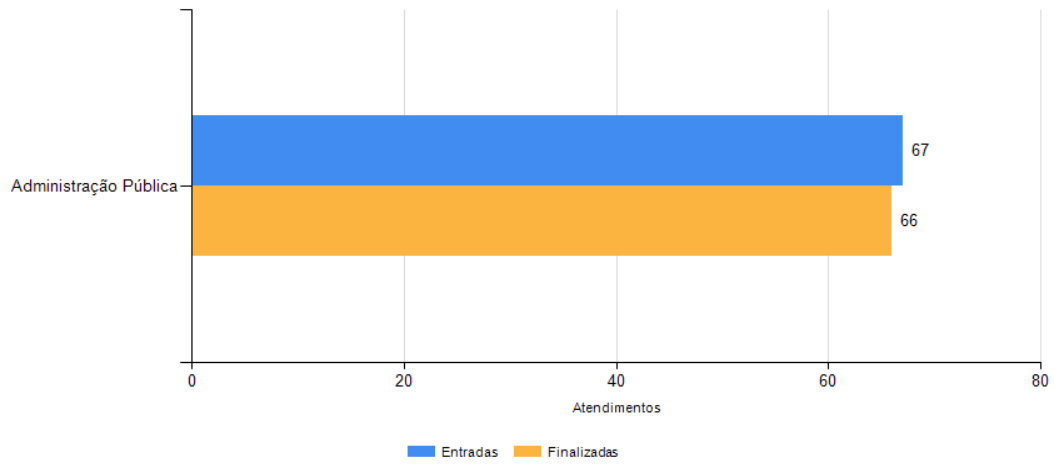
### Bairro (Top 10) - SEPLAN

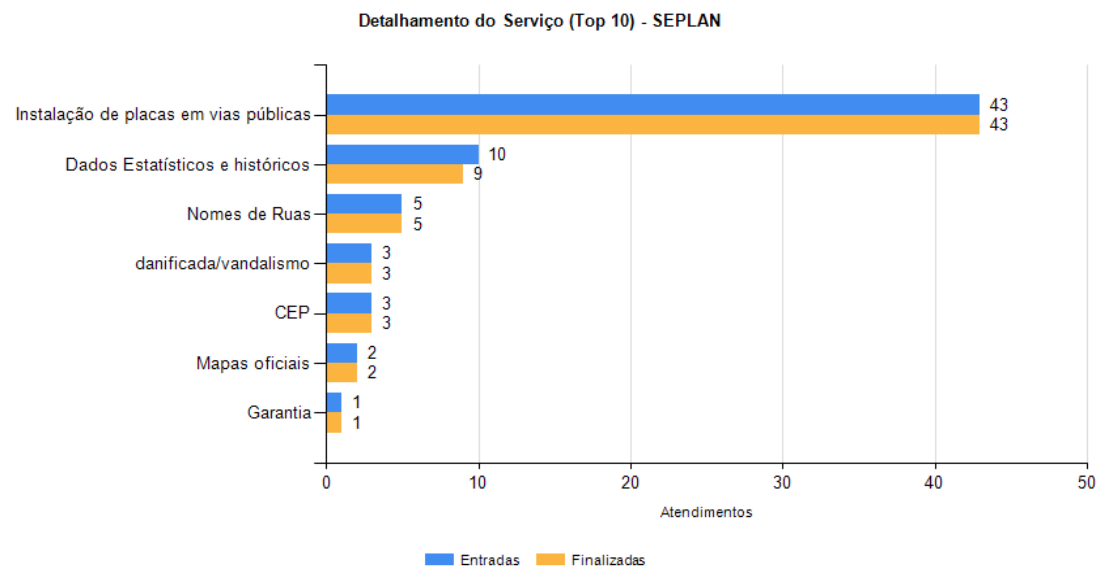
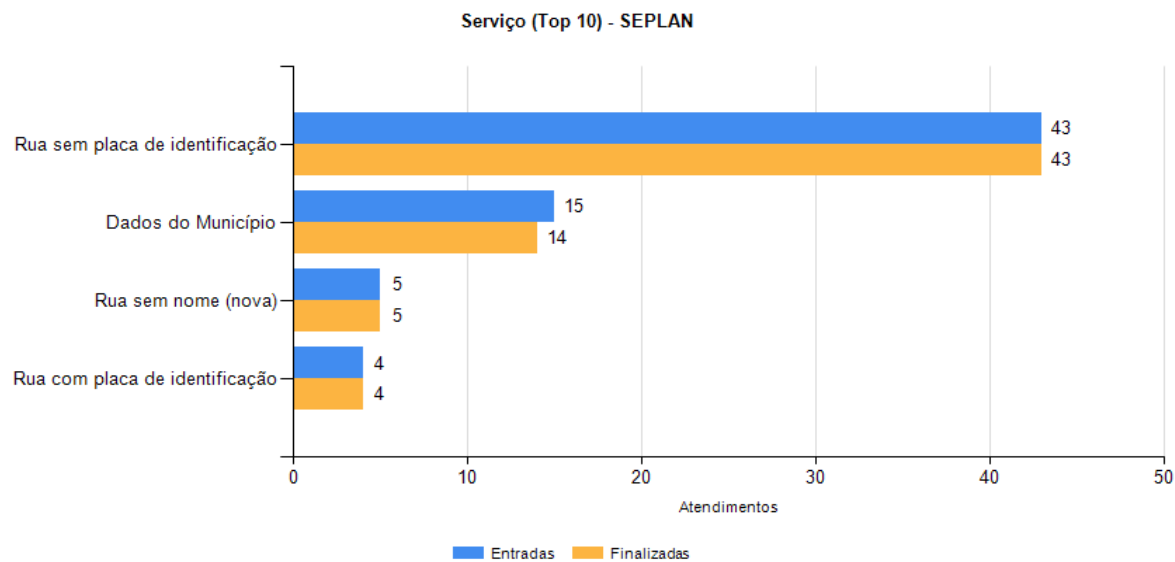


Canal de Atendimento - SEPLAN



Assunto (Top 10) - SEPLAN



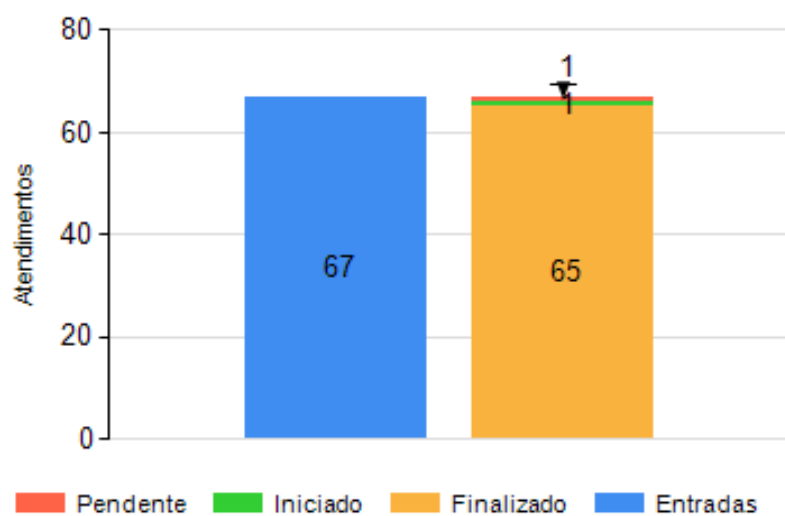




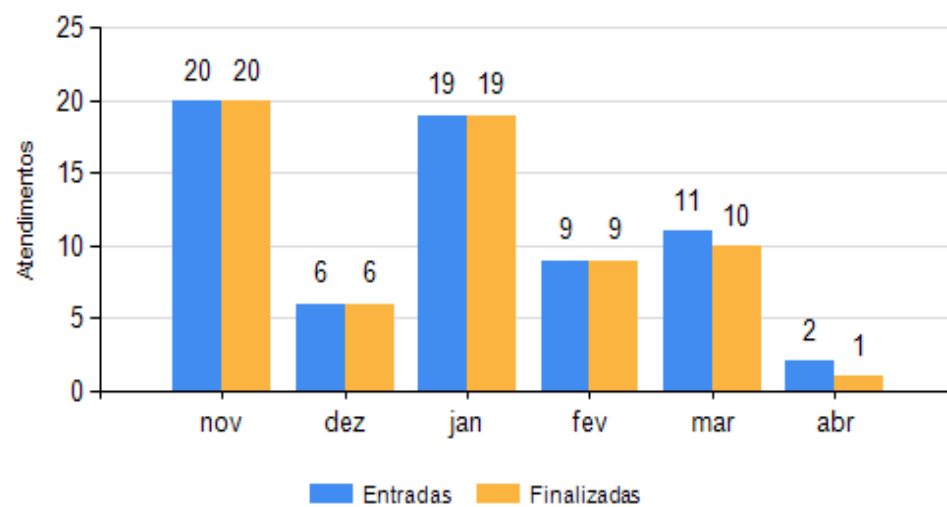
# **SEOP**

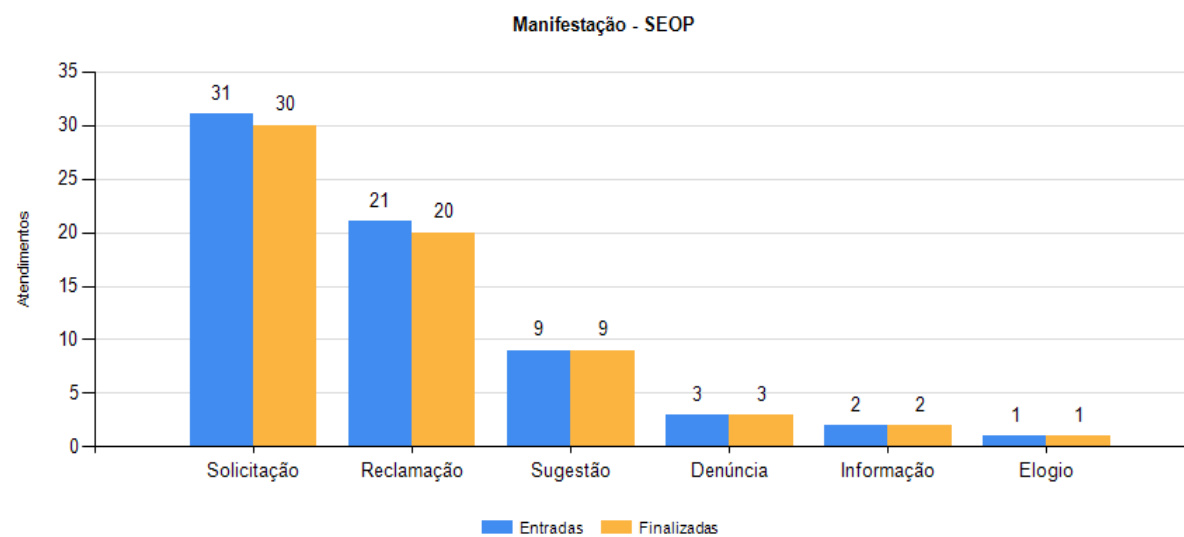
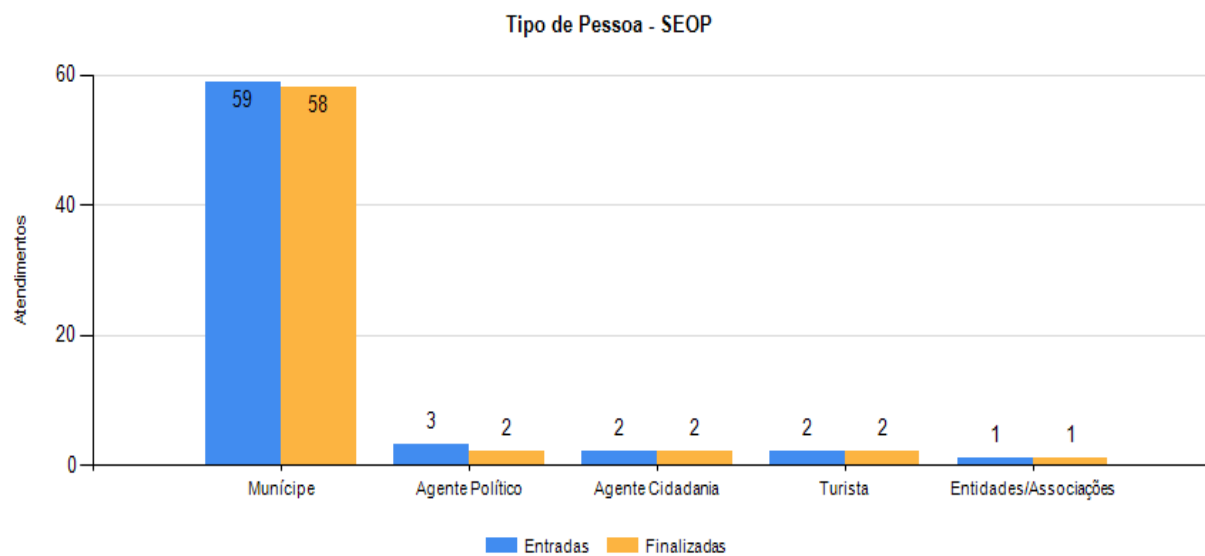
## **SECRETARIA DE OBRAS PÚBLICAS**

### Atendimentos por Status - SEOP

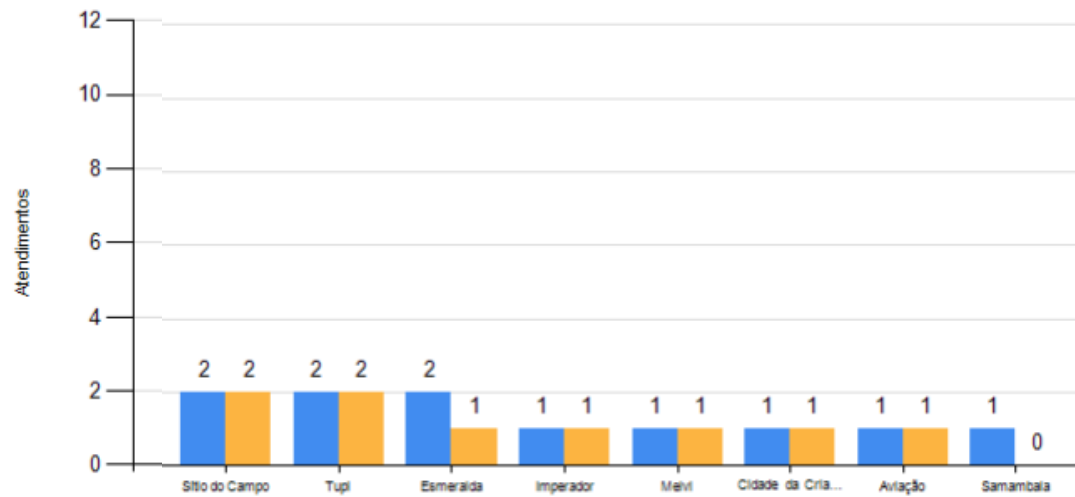
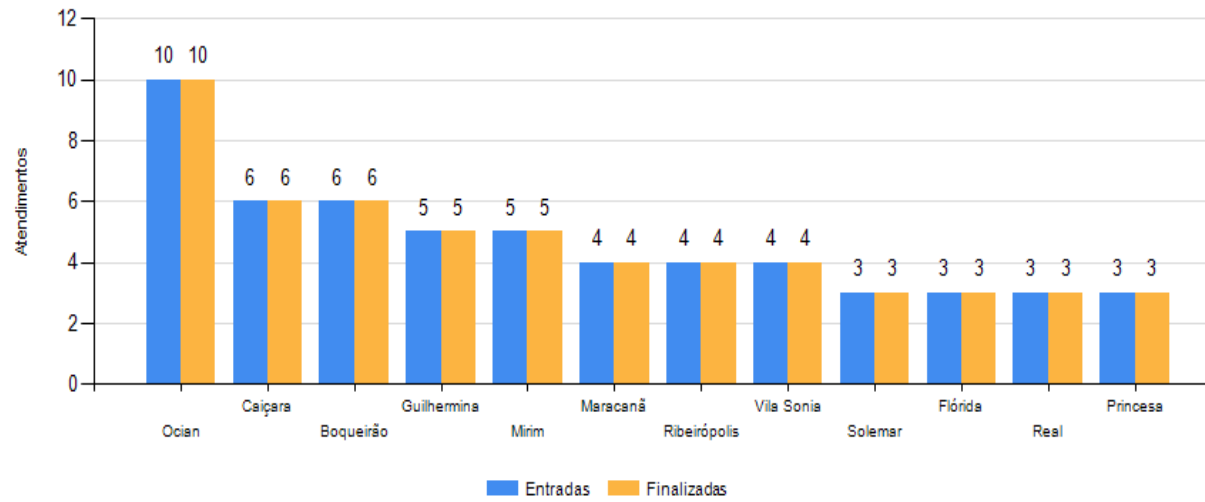


### Atendimento Mensal - SEOP

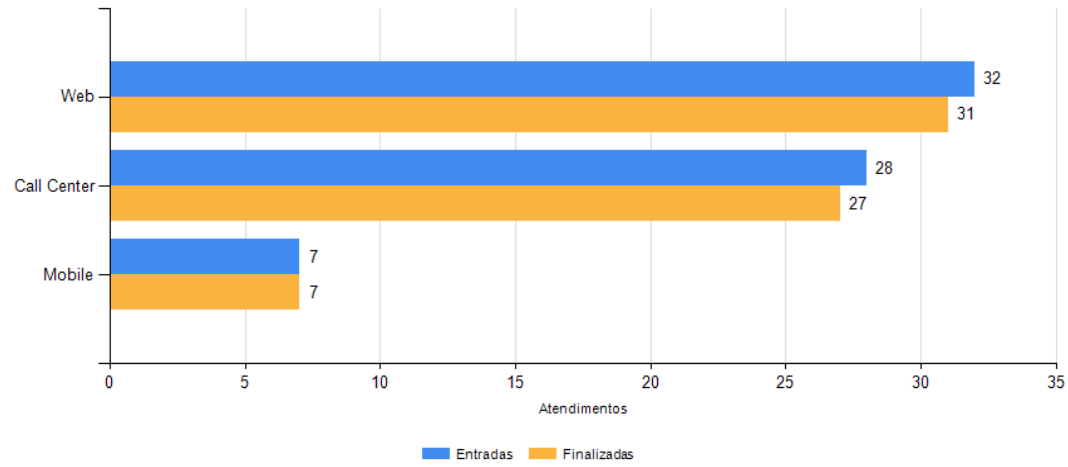




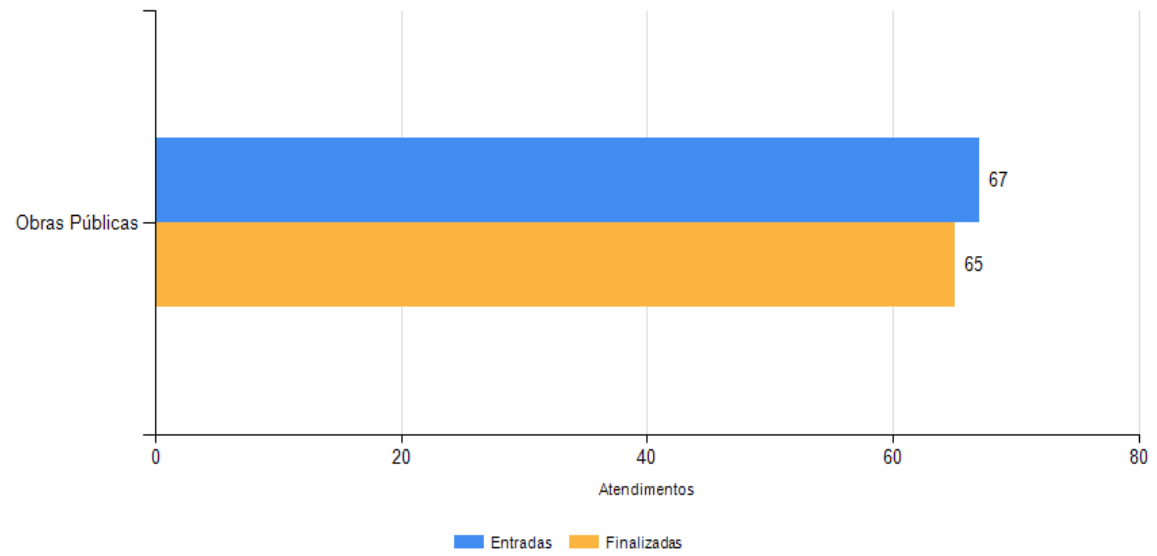
Bairro (Top 10) - SEOP



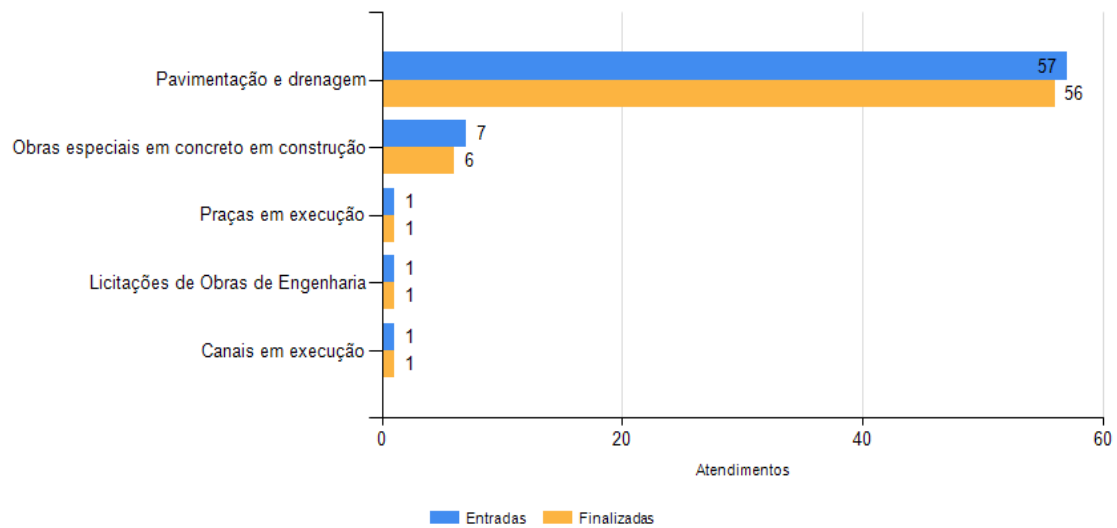
Canal de Atendimento - SEOP



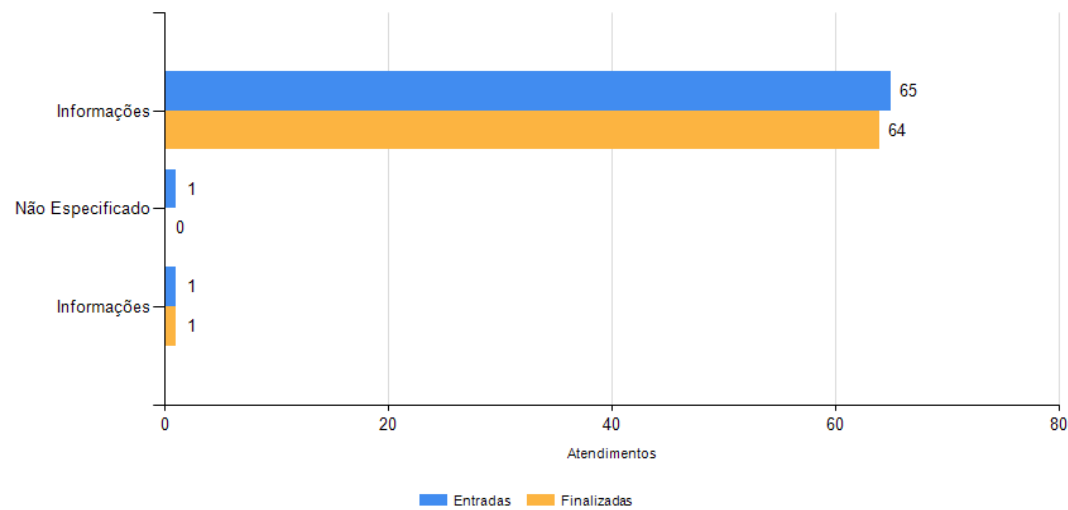
Assunto (Top 10) - SEOP



Serviço (Top 10) - SEOP

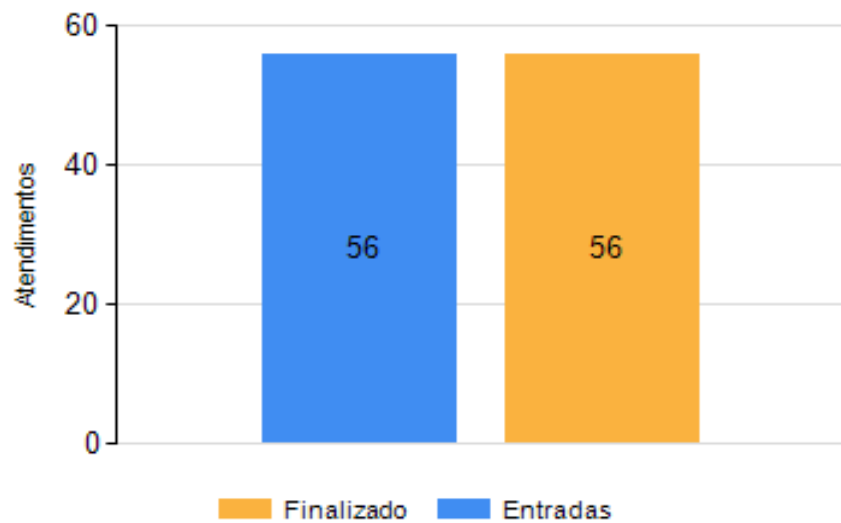


Detalhamento do Serviço (Top 10) - SEOP

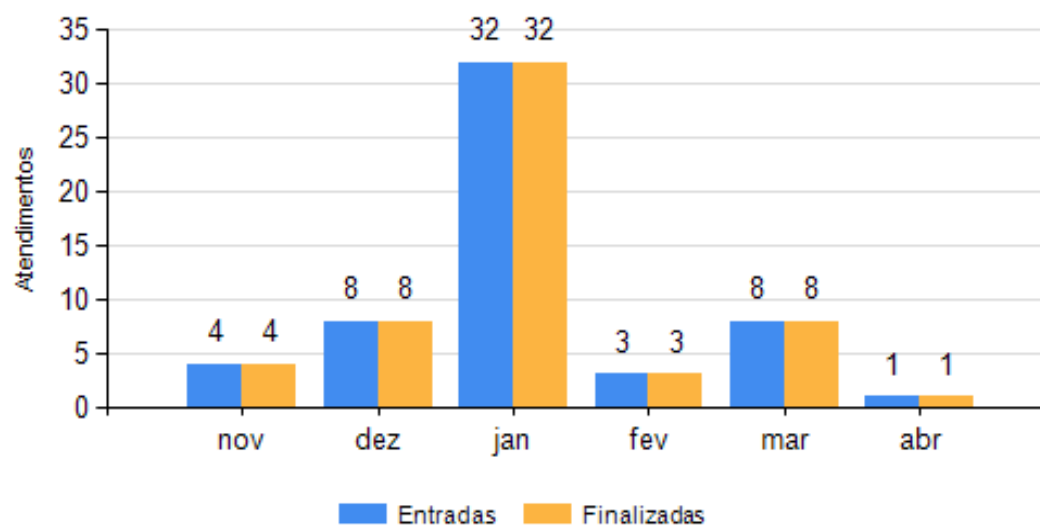


**SECTUR**  
**SECRETARIA DE CULTURA E**  
**TURISMO**

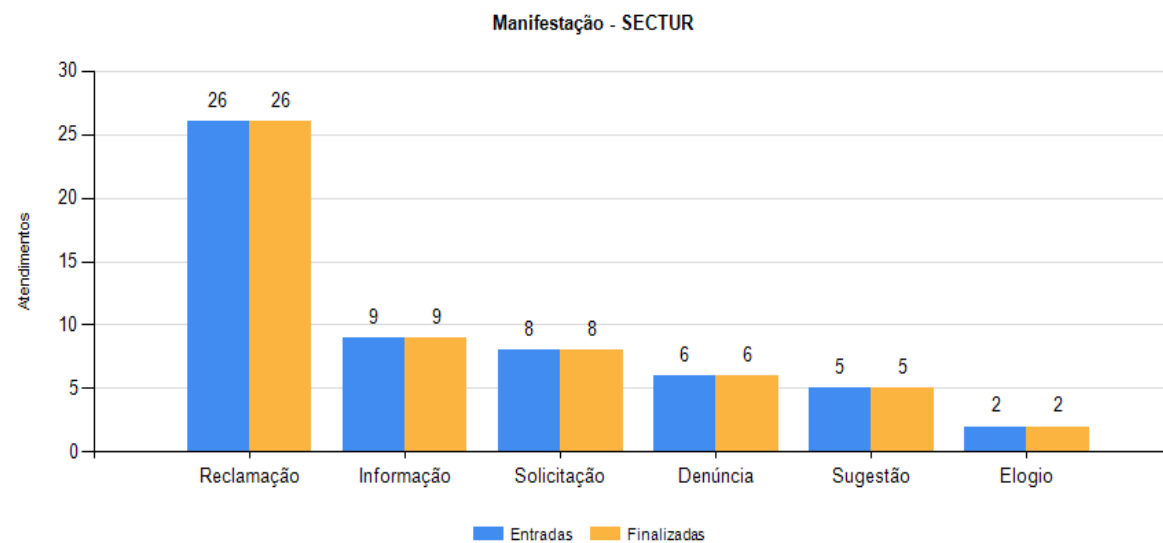
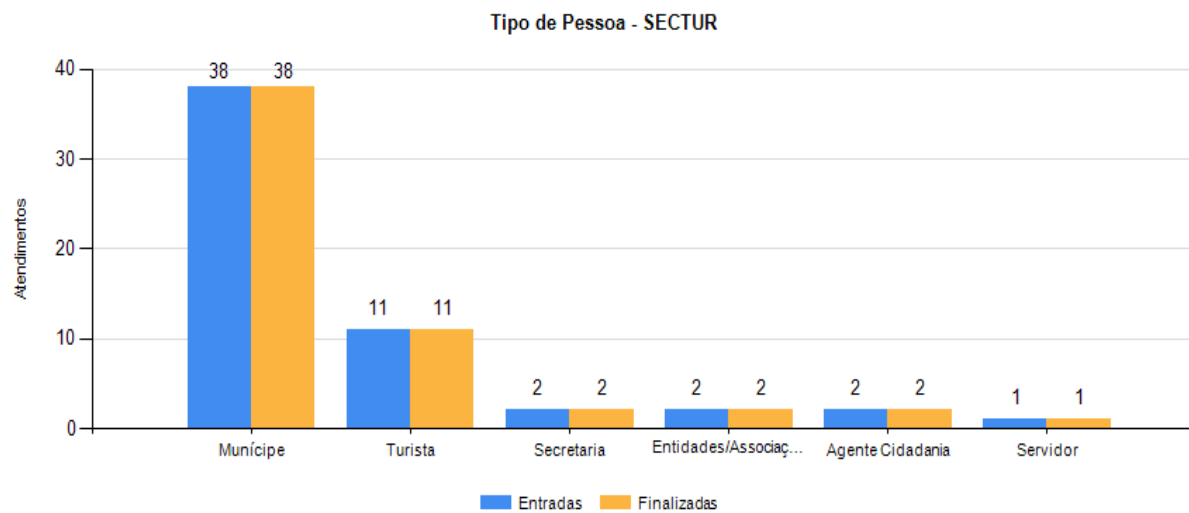
### Atendimentos por Status - SECTUR



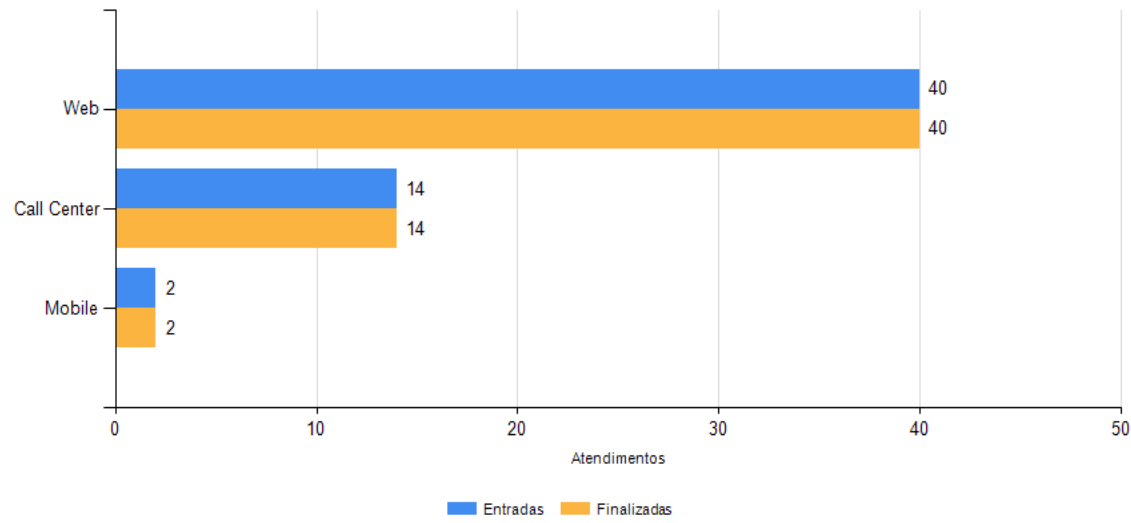
### Atendimento Mensal - SECTUR



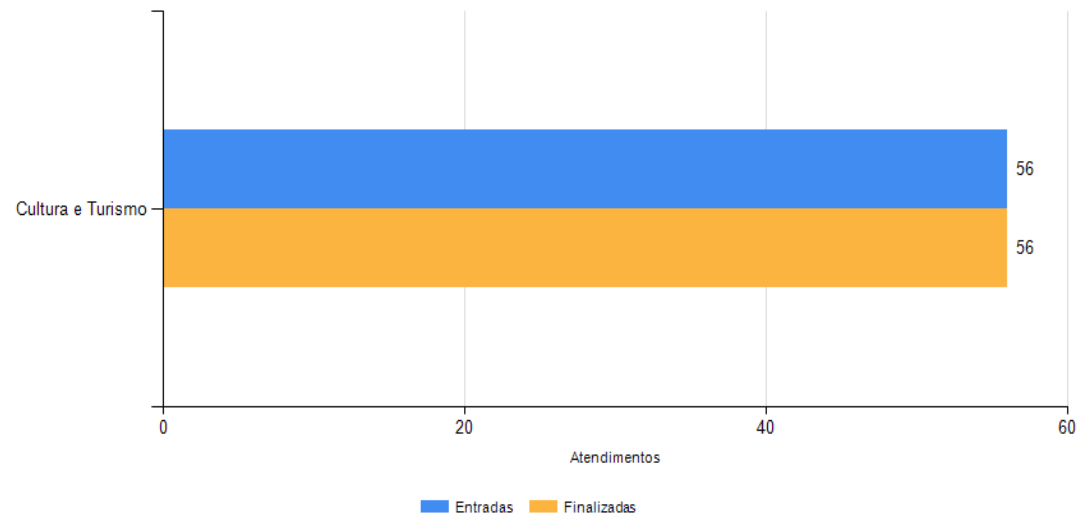




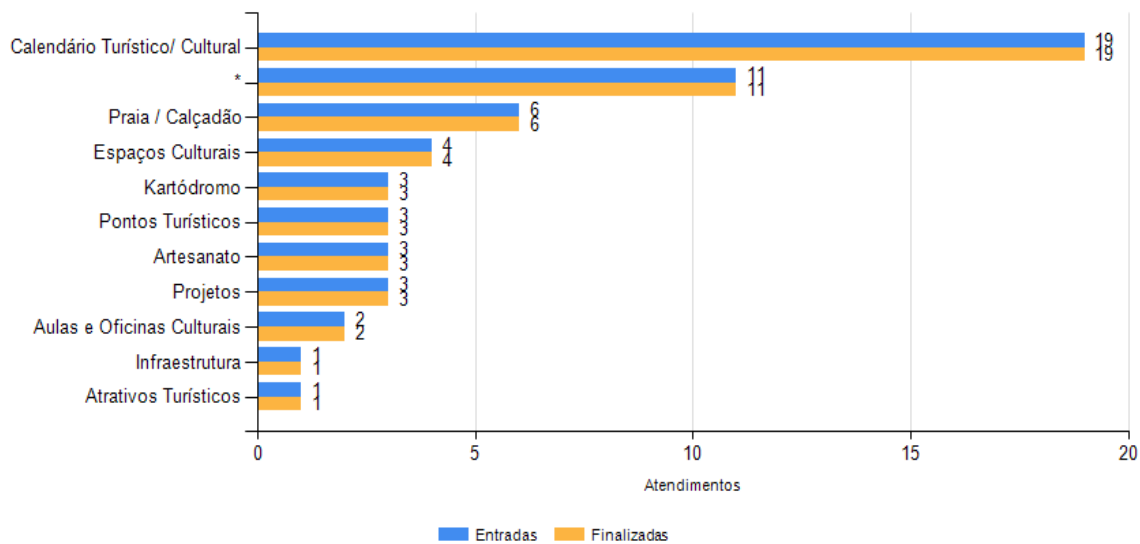
Canal de Atendimento - SECTUR



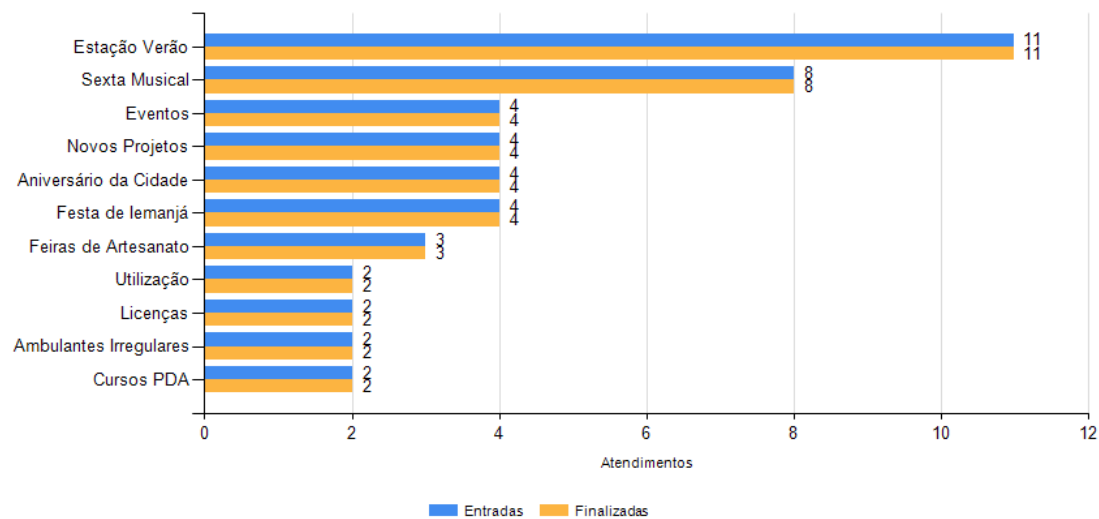
Assunto (Top 10) - SECTUR



### Serviço (Top 10) - SECTUR

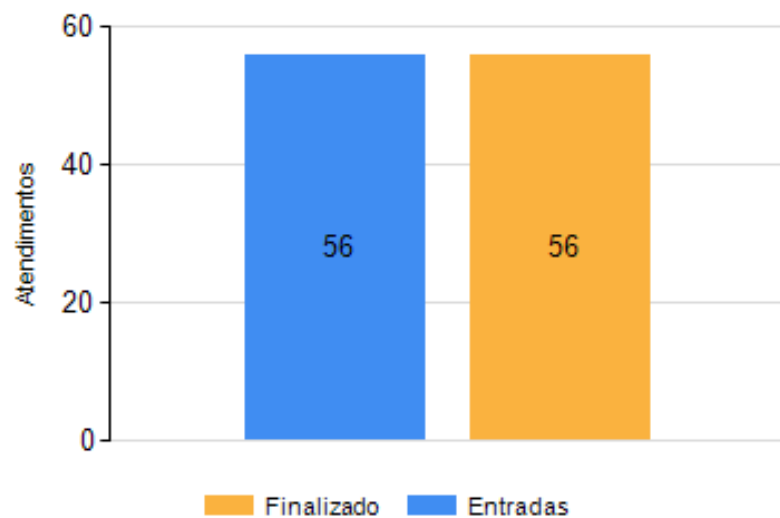


### Detalhamento do Serviço (Top 10) - SECTUR

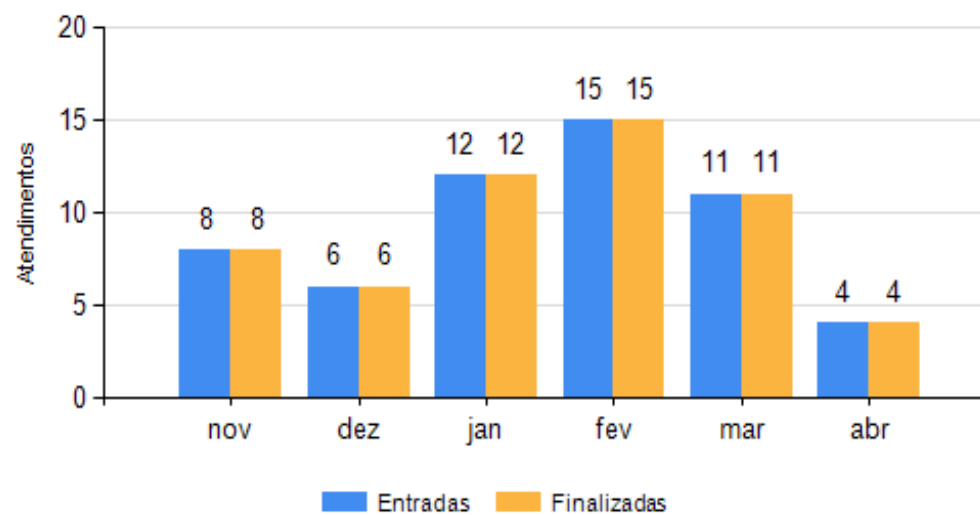


**SEEL**  
**SECRETARIA DE ESPORTE E LAZER**

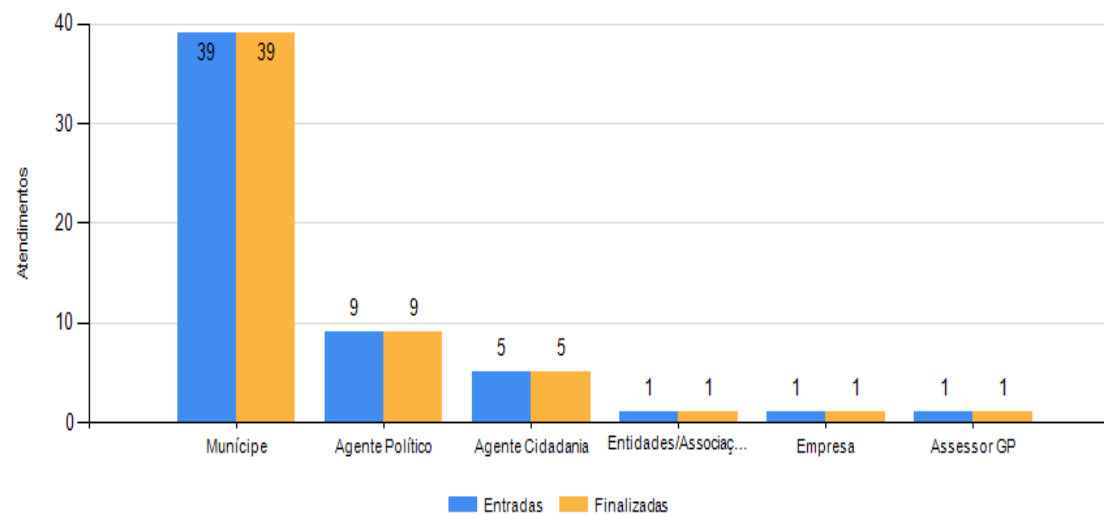
### Atendimentos por Status - SEEL



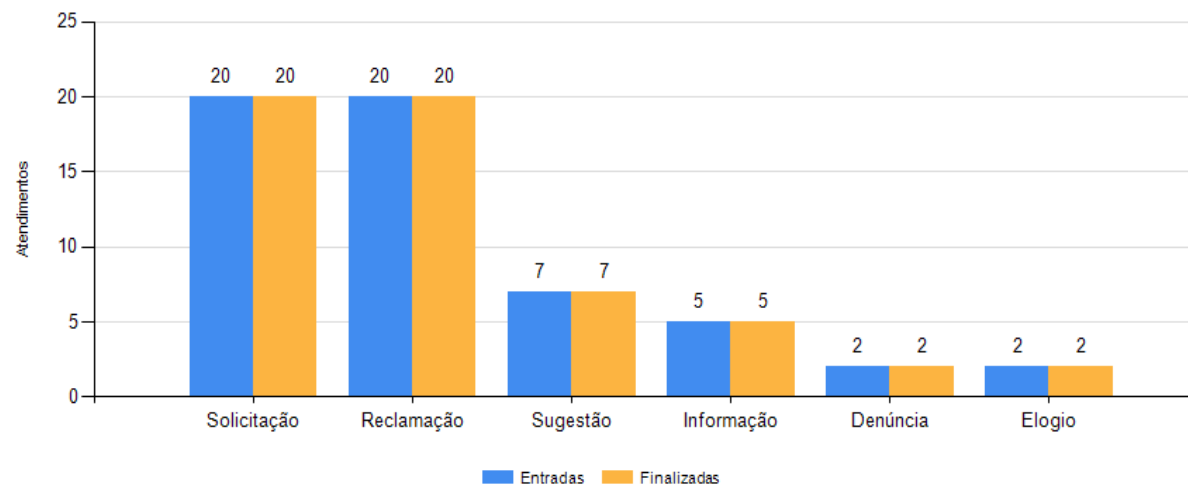
### Atendimento Mensal - SEEL



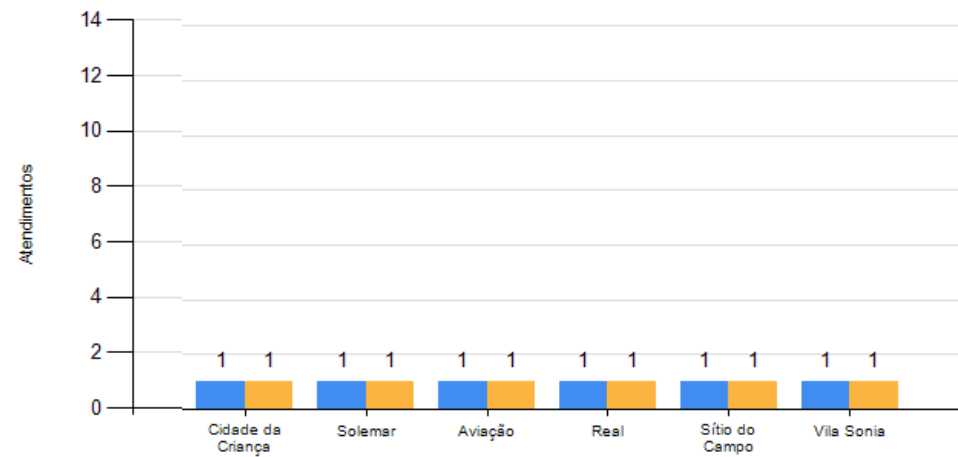
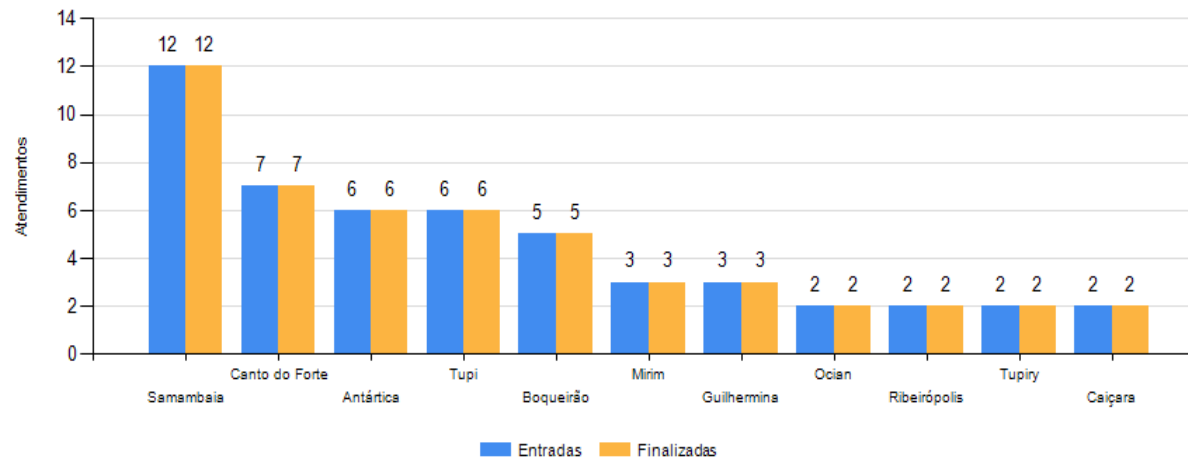
Tipo de Pessoa - SEEL



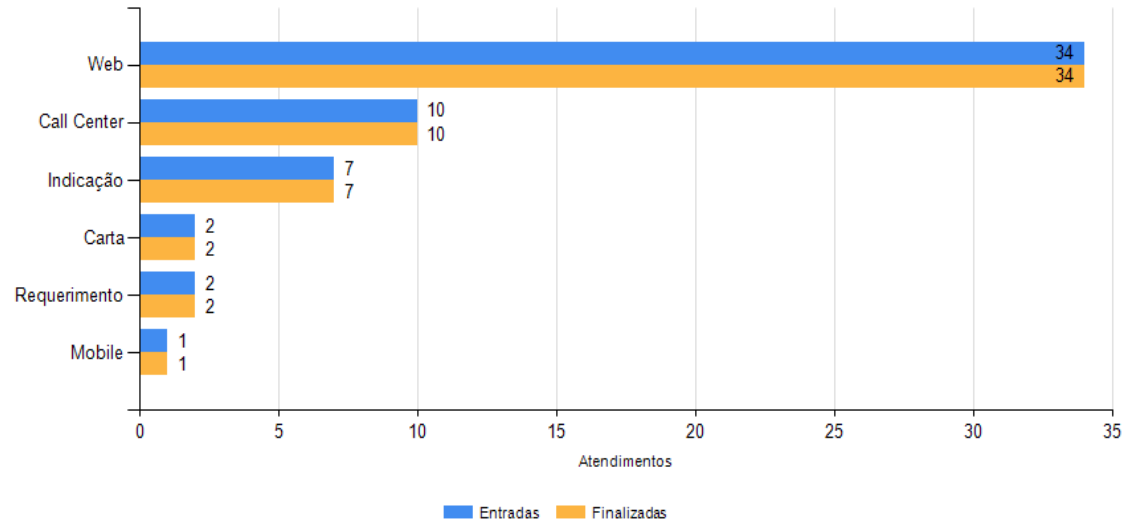
Manifestação - SEEL



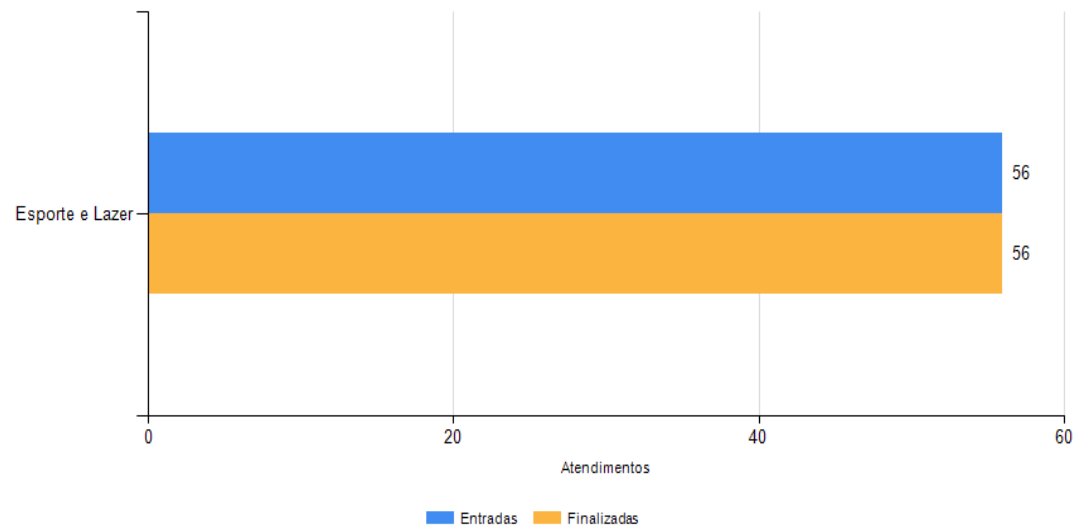
Bairro (Top 10) - SEEL



Canal de Atendimento - SEEL

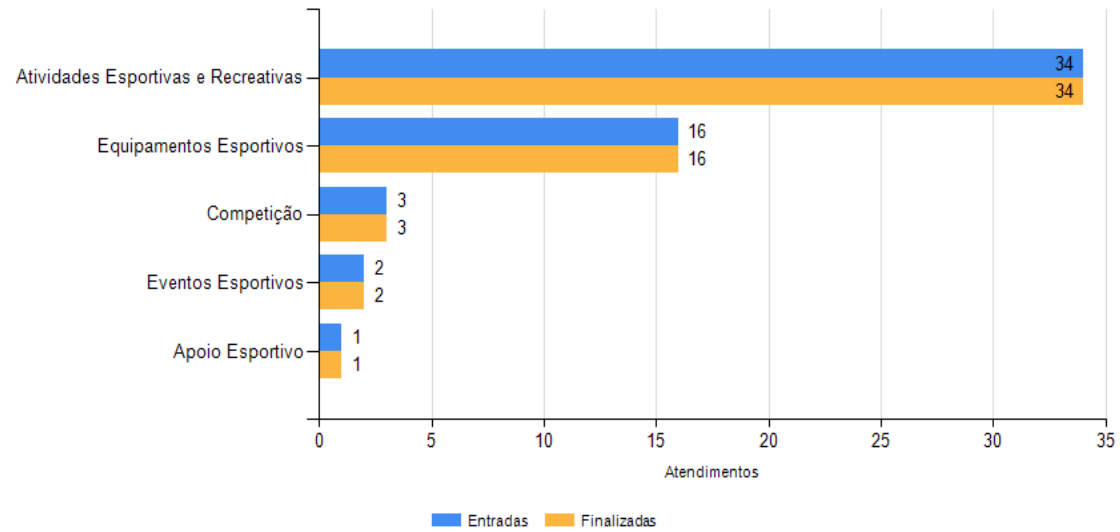


Assunto (Top 10) - SEEL

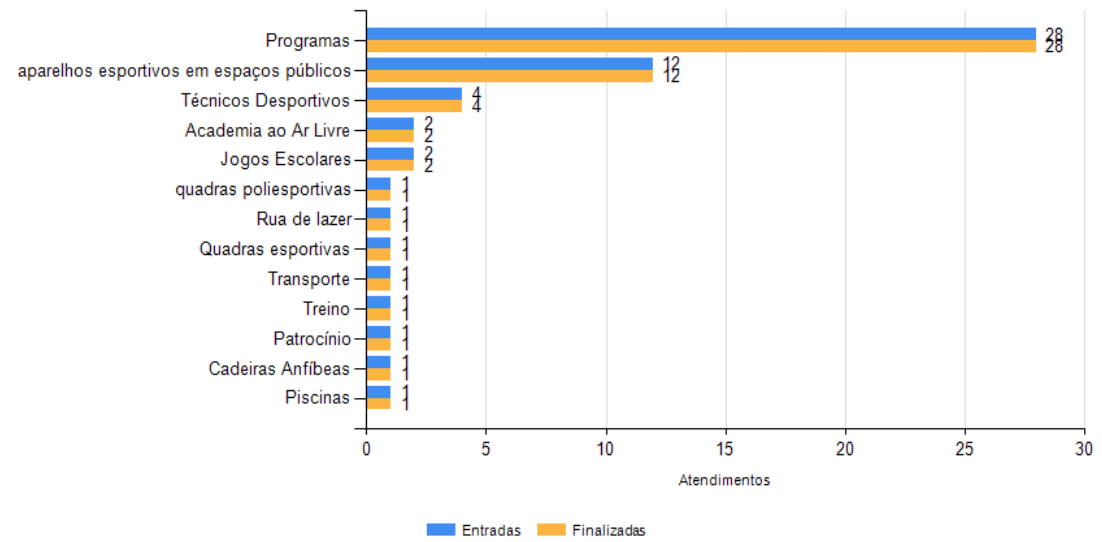




Serviço (Top 10) - SEEL



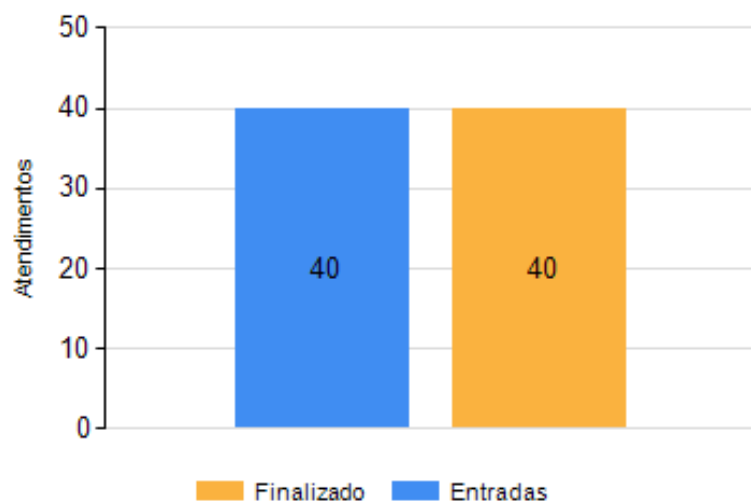
Detalhamento do Serviço (Top 10) - SEEL



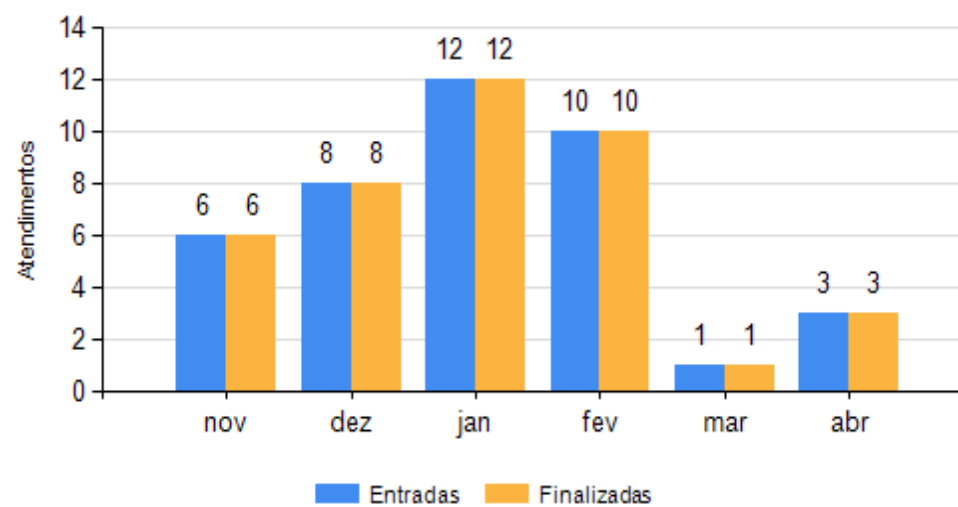
# **SEG**

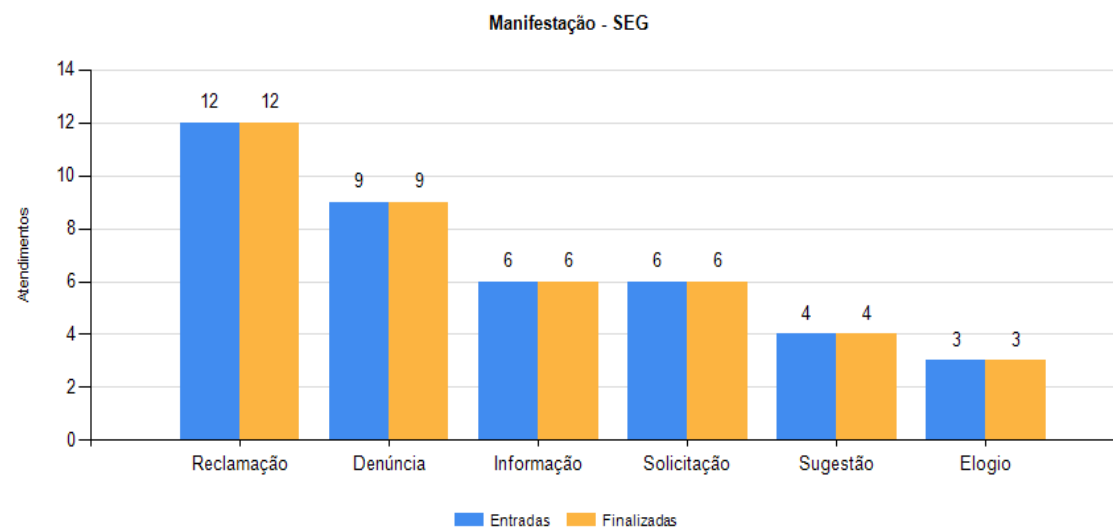
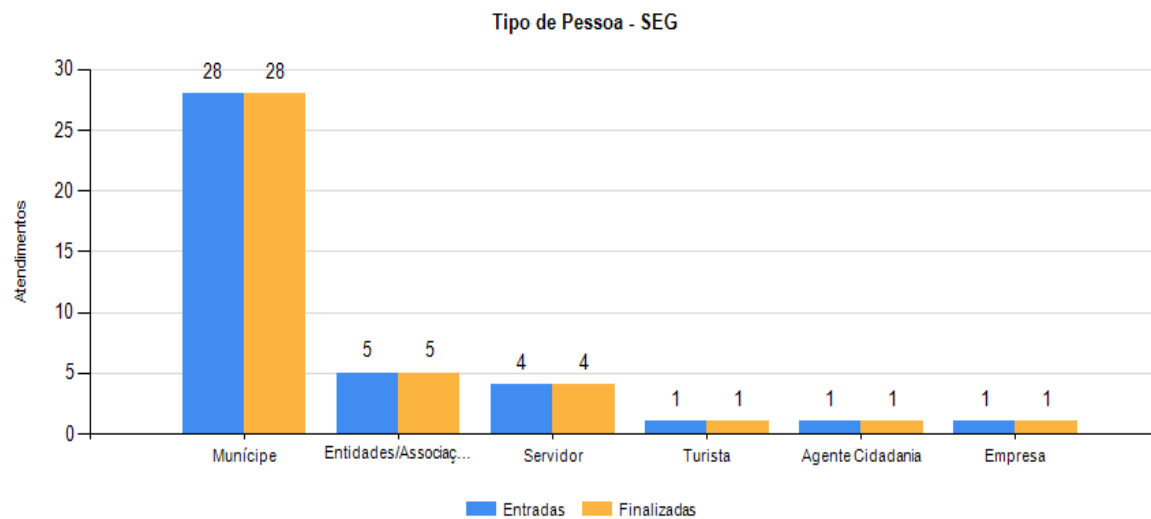
## **SECRETARIA DE GOVERNO**

### Atendimentos por Status - SEG

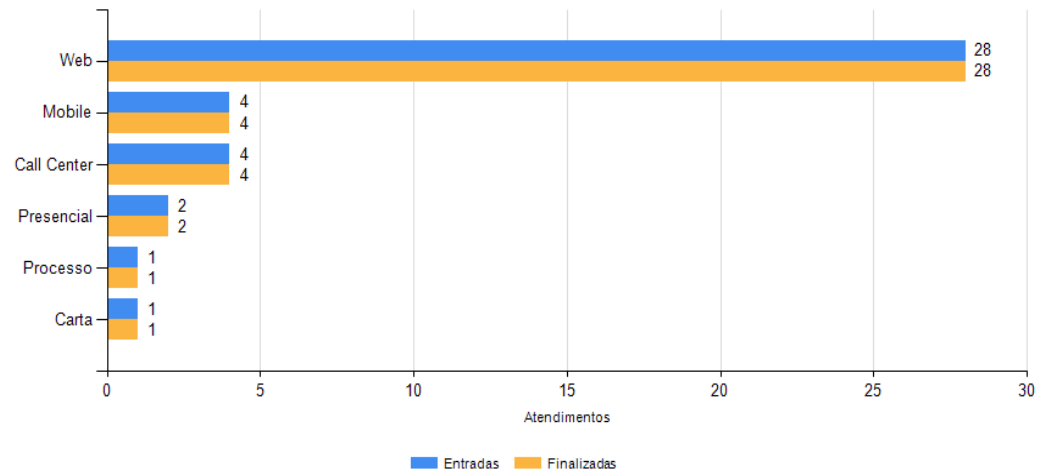


### Atendimento Mensal - SEG

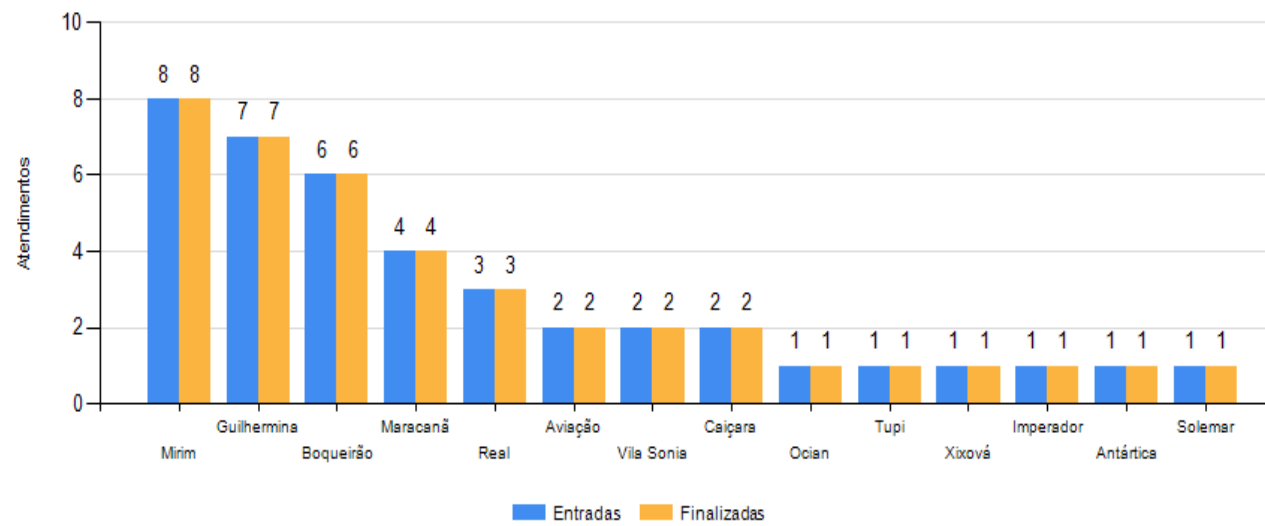


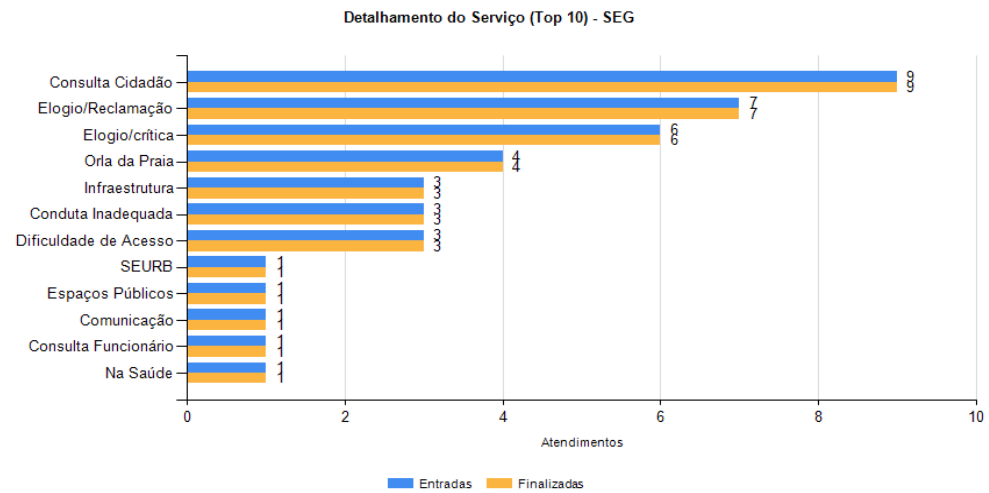
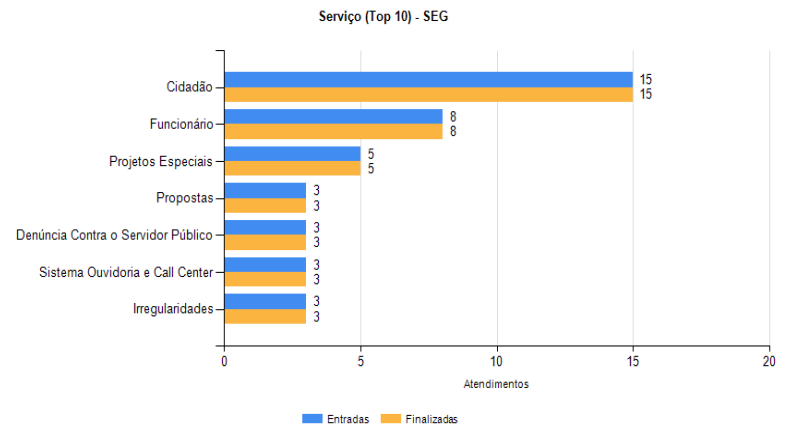
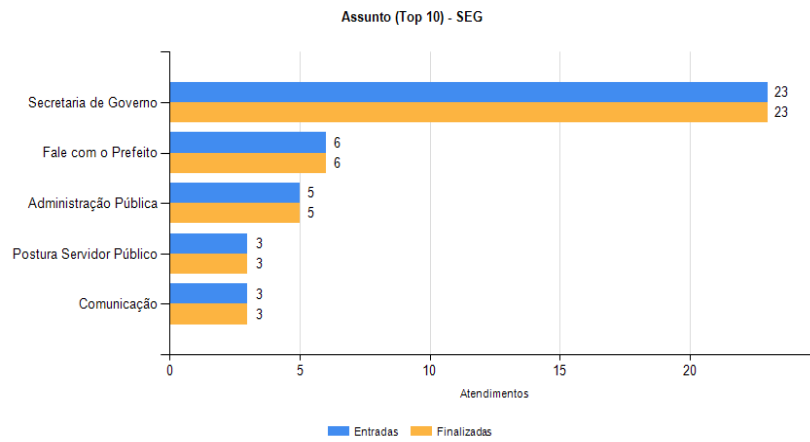


Canal de Atendimento - SEG



Bairro (Top 10) - SEG

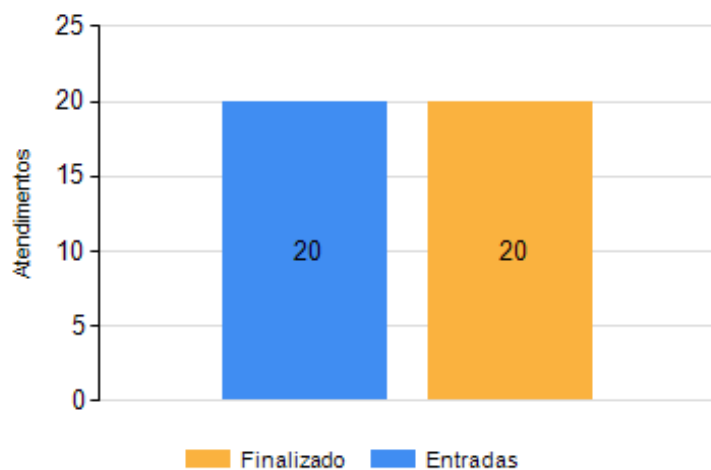




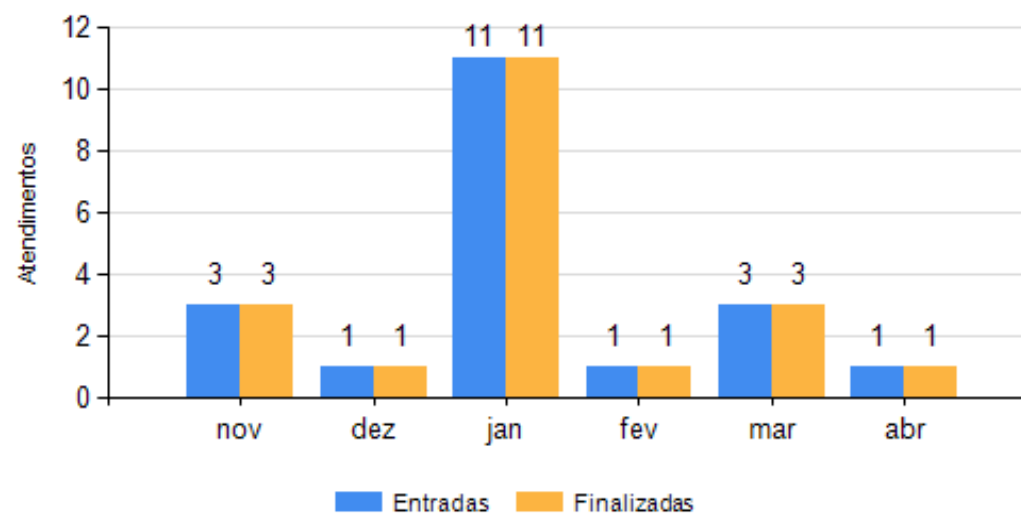
# **DECOM**

## **DEPARTAMENTO DE COMUNICAÇÃO SOCIAL**

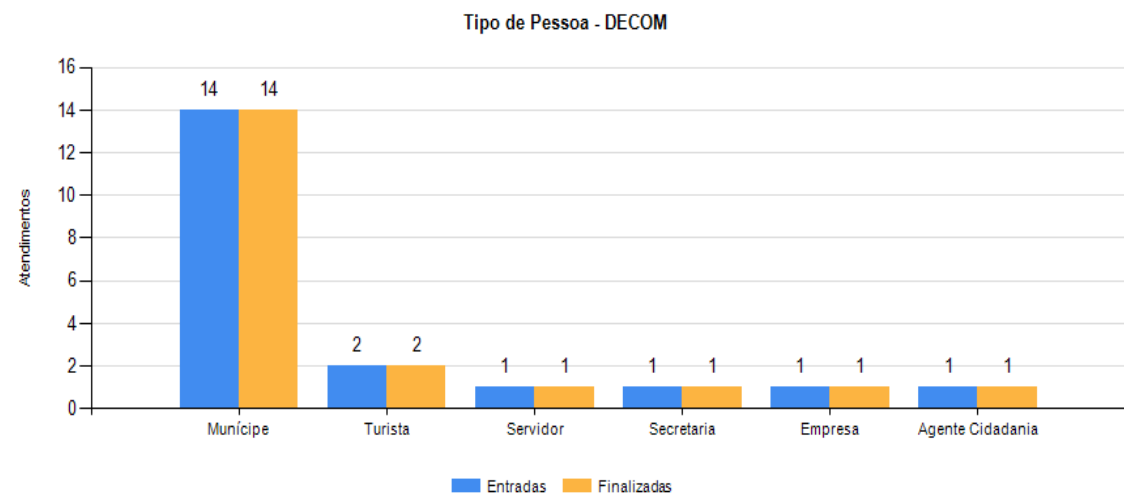
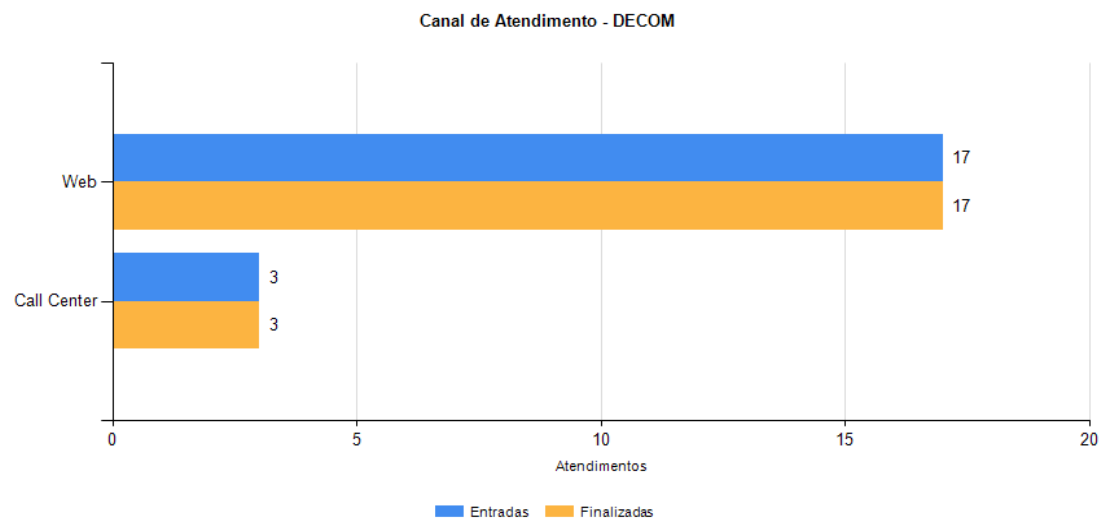
Atendimentos por Status - DECOM

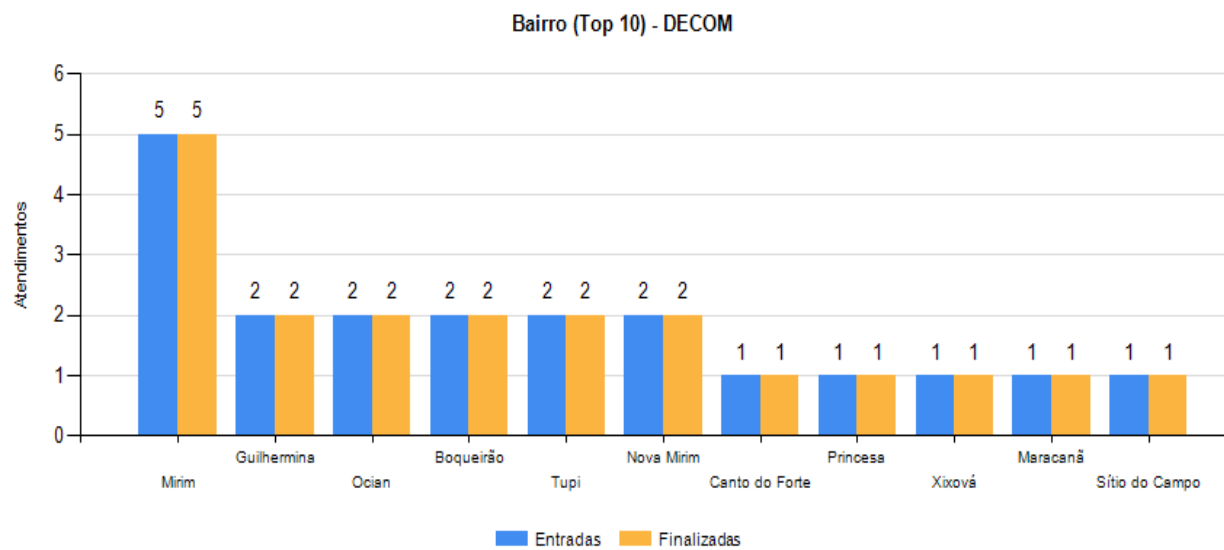
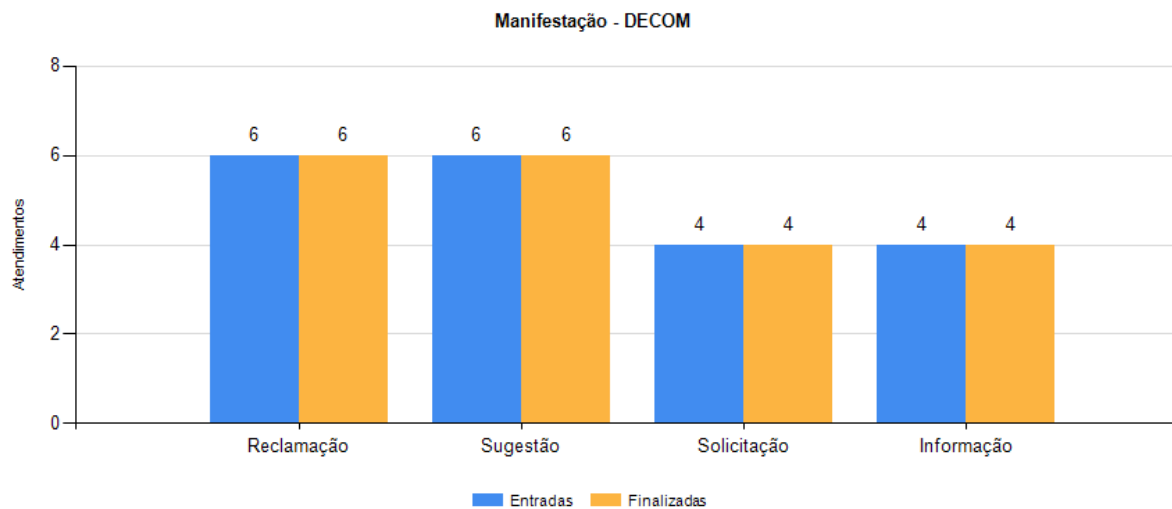


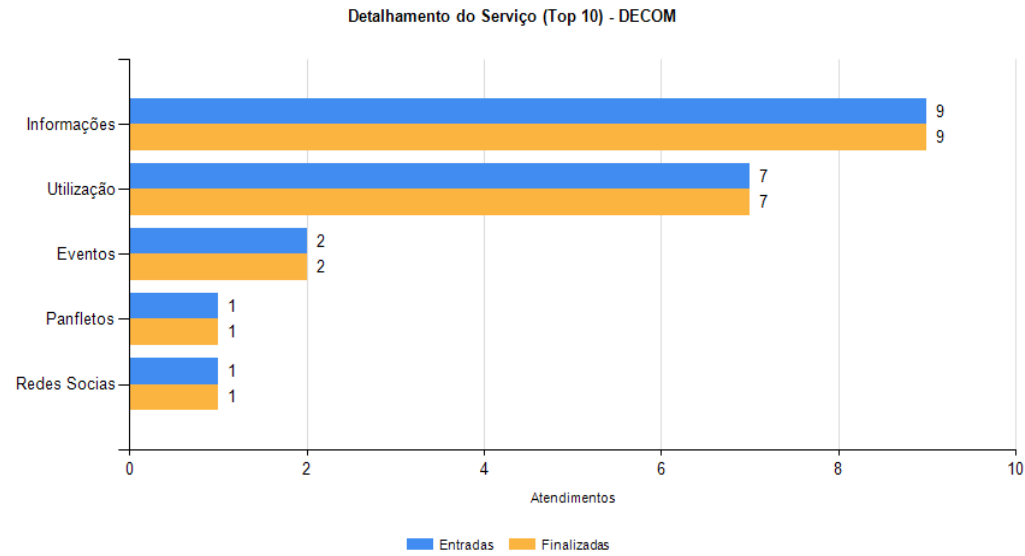
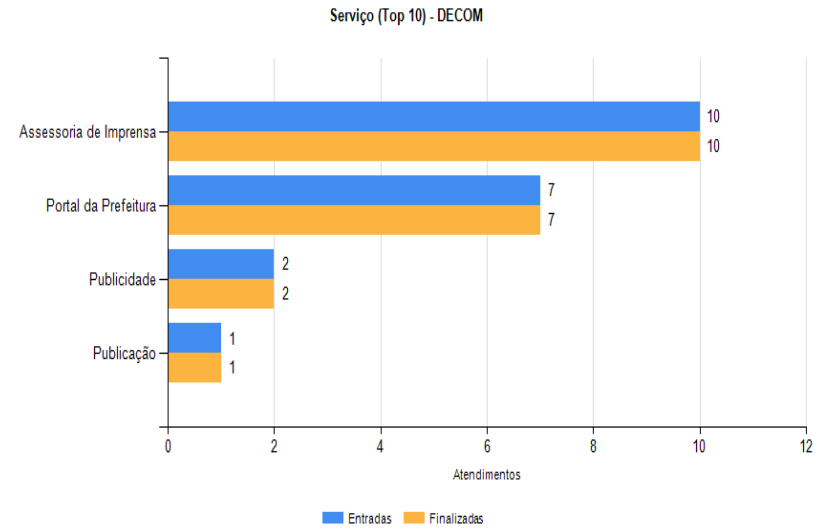
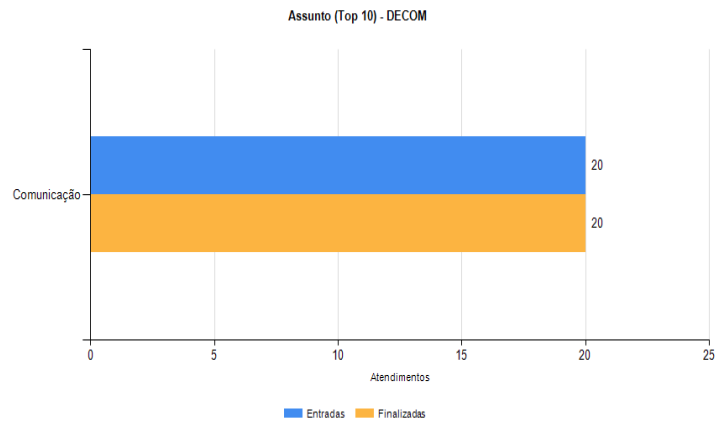
Atendimento Mensal - DECOM







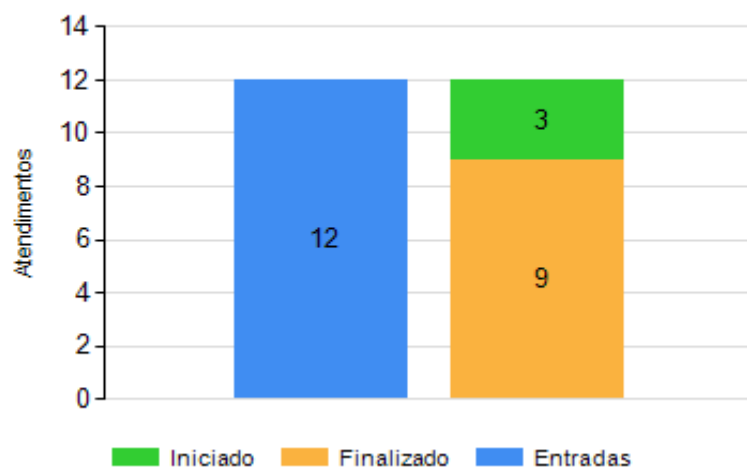




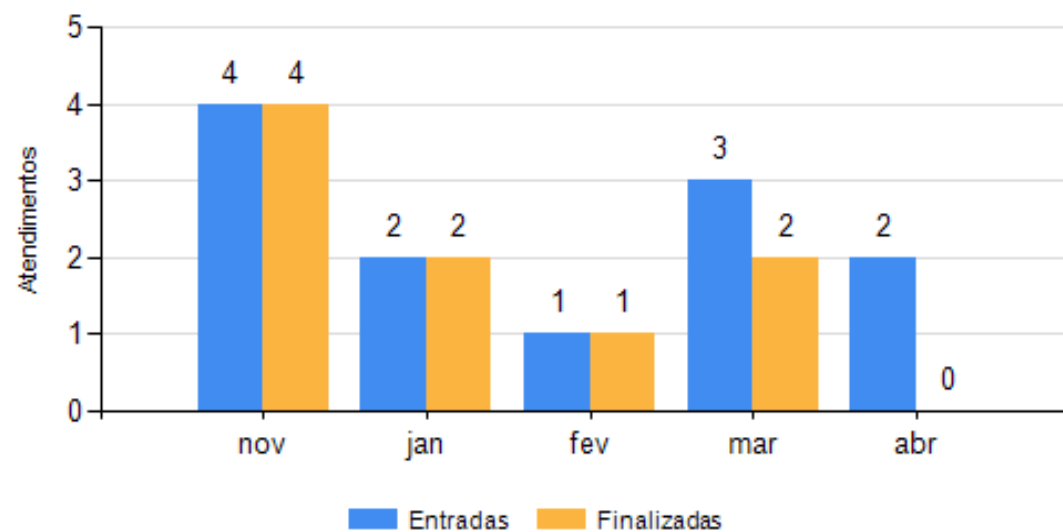
# **SEHAB**

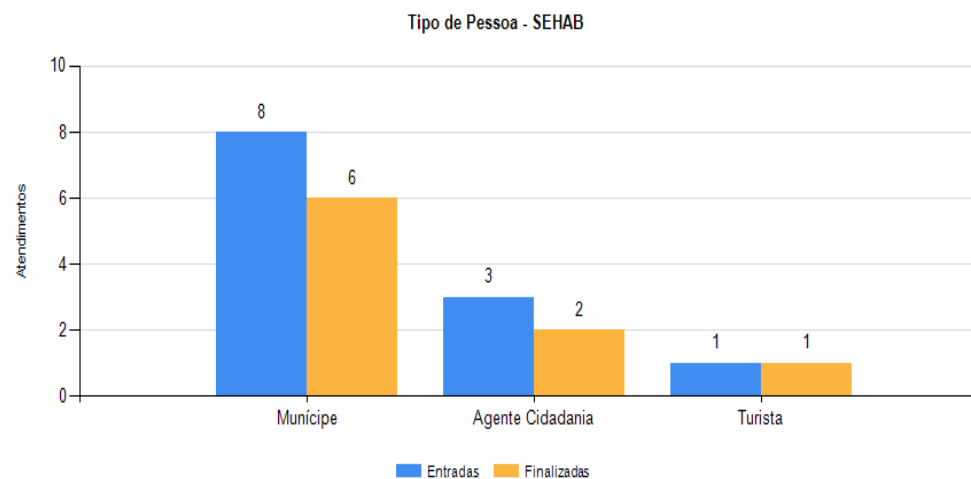
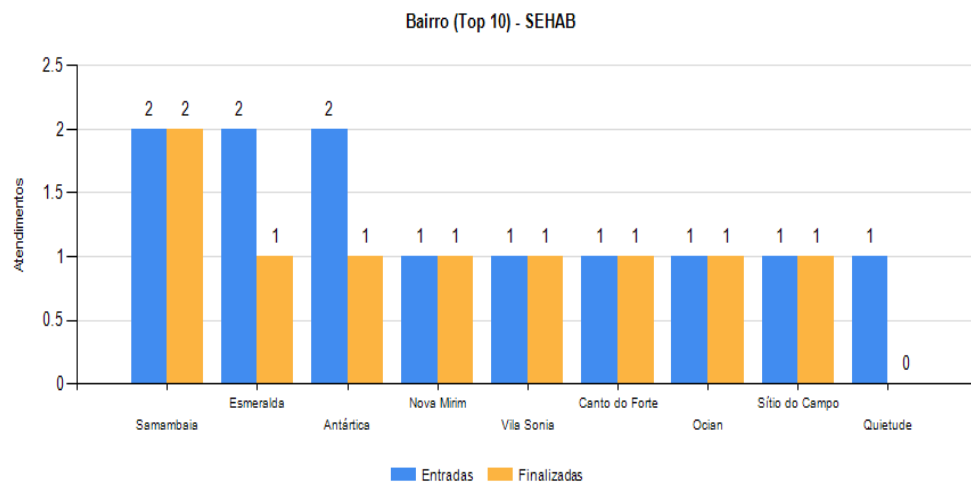
## **SECRETARIA DE HABITAÇÃO**

### Atendimentos por Status - SEHAB

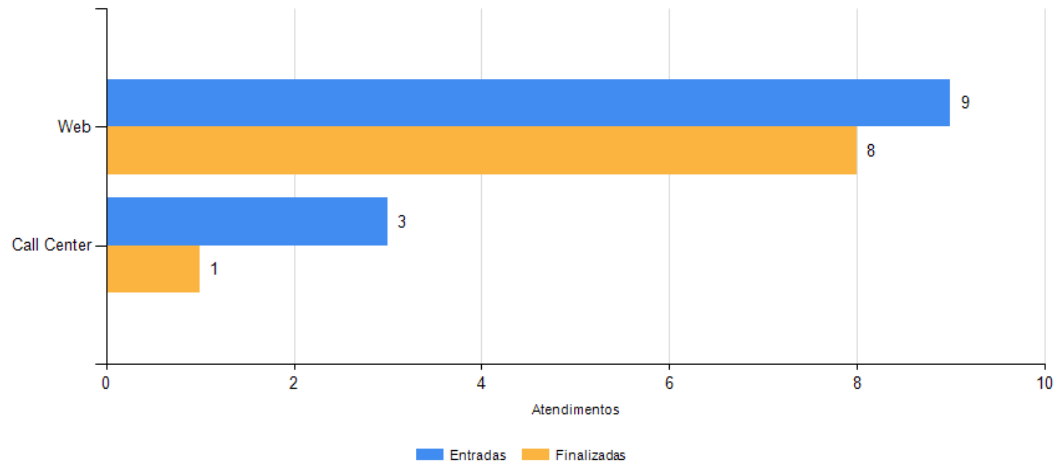


### Atendimento Mensal - SEHAB

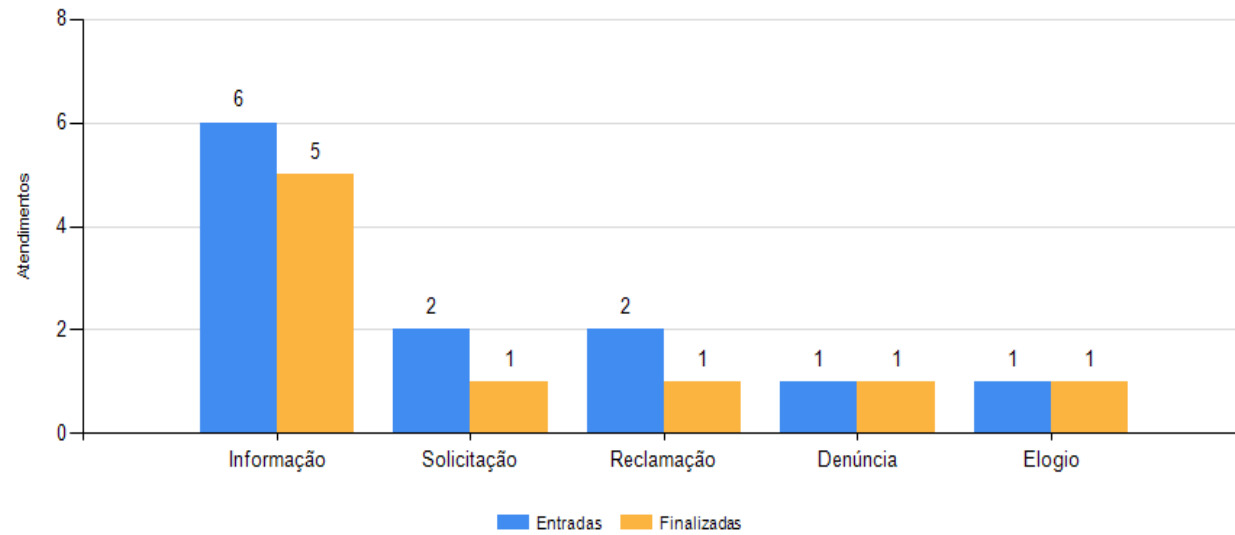


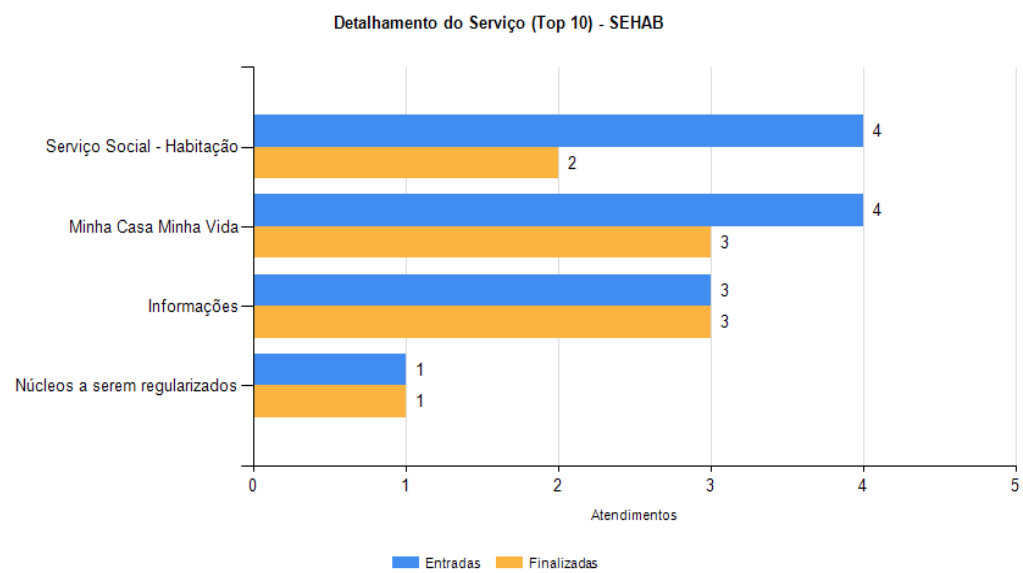
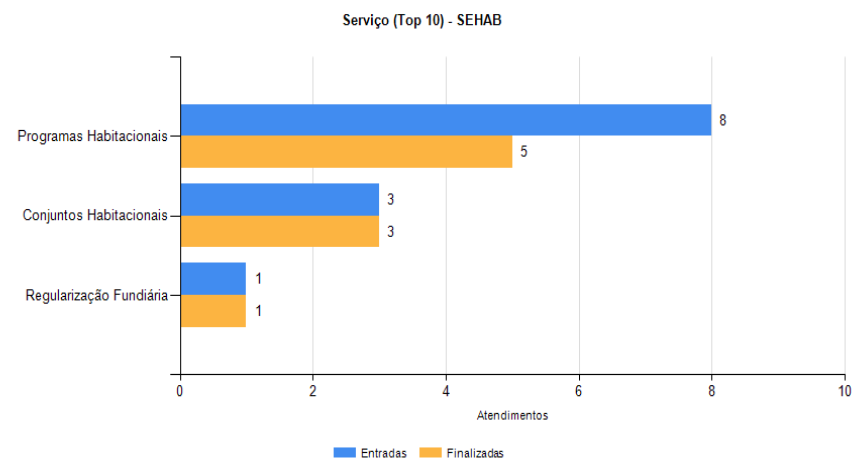
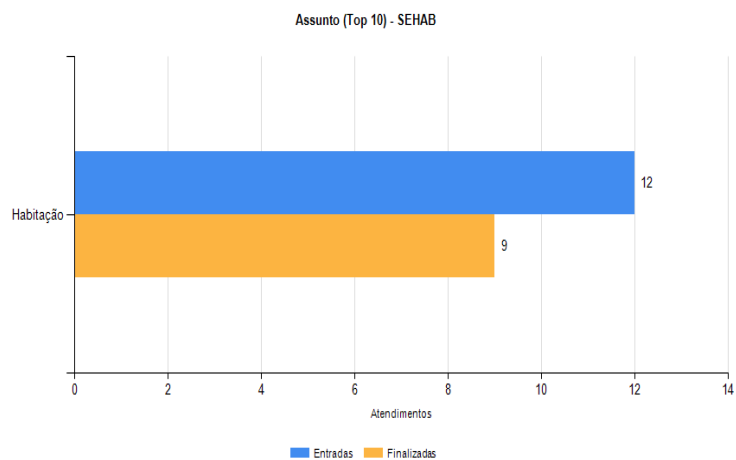


Canal de Atendimento - SEHAB



Manifestação - SEHAB



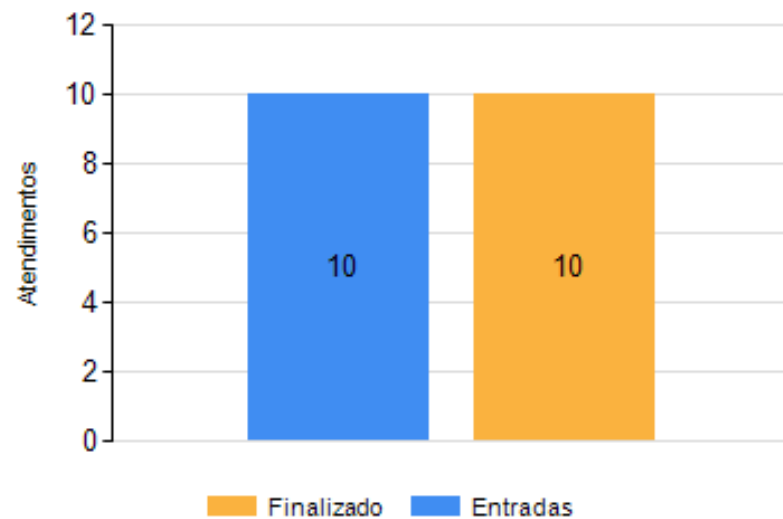




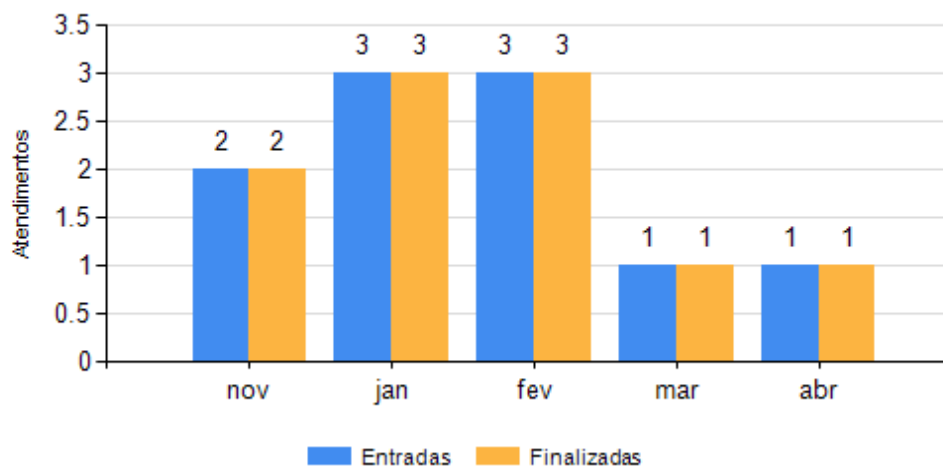
# **PROGEM**

## **PROCURADORIA GERAL DO MUNICÍPIO**

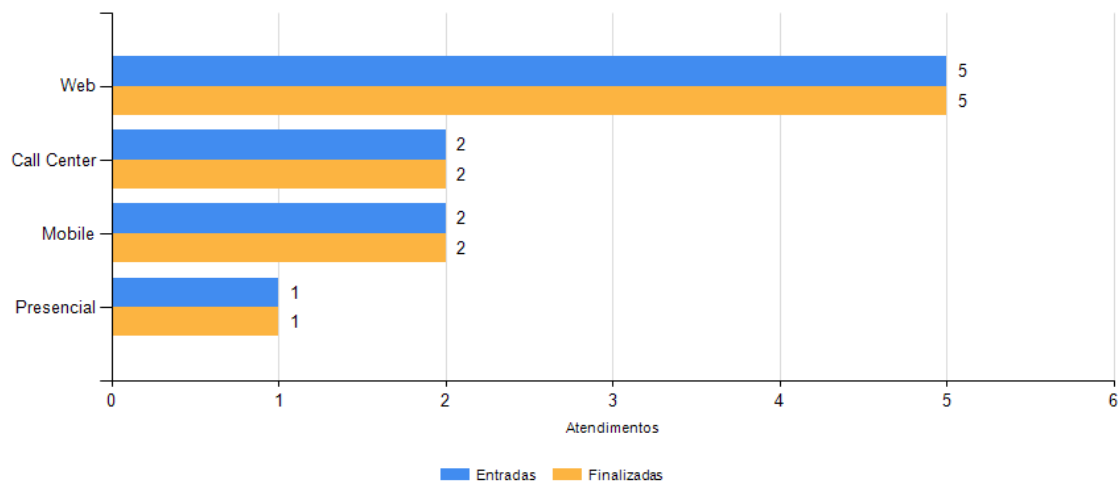
### Atendimentos por Status - PROGEM



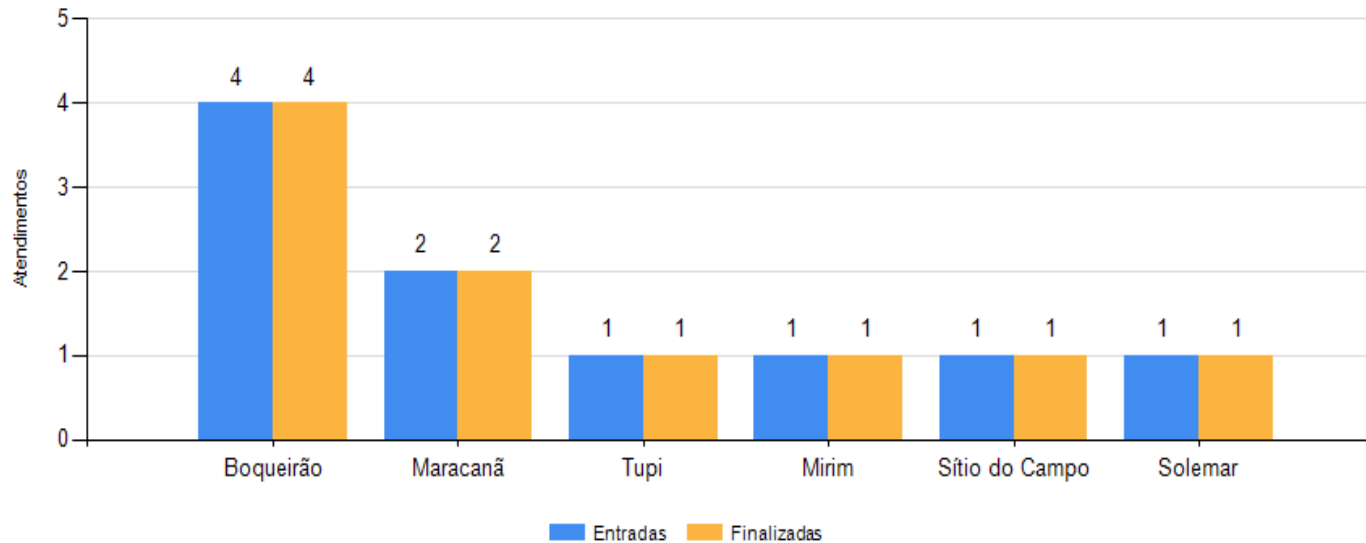
### Atendimento Mensal - PROGEM

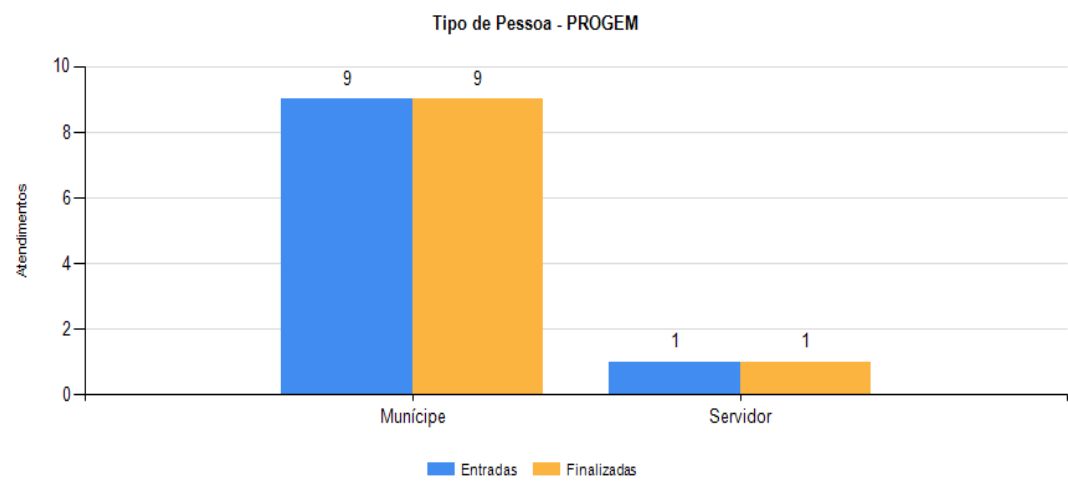
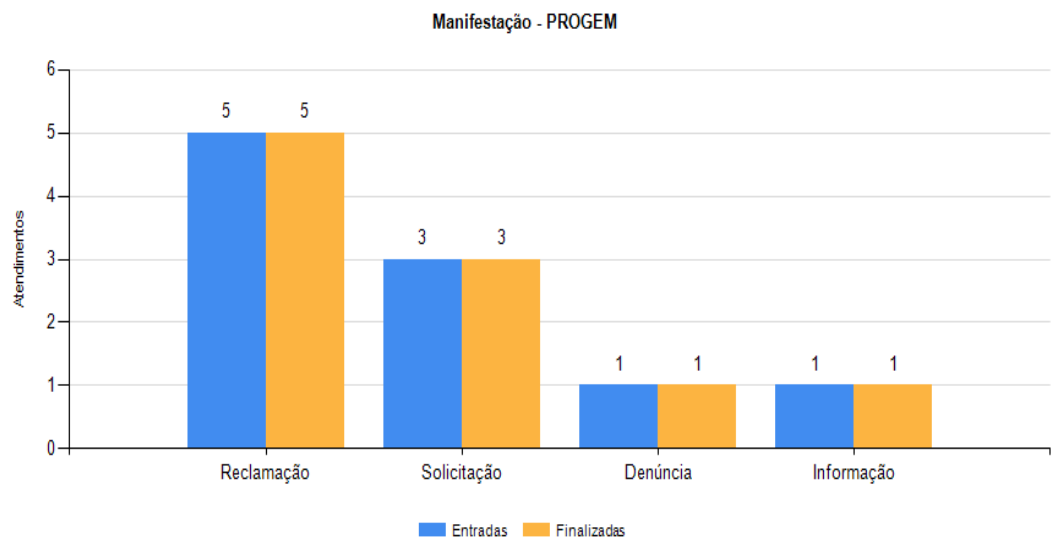


Canal de Atendimento - PROGEM

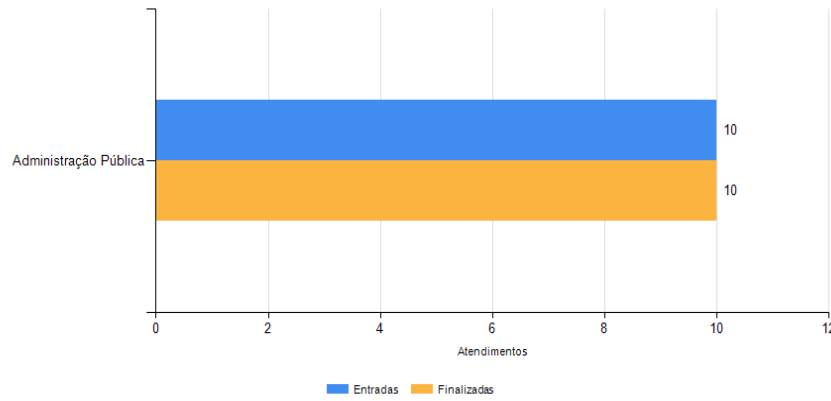


Bairro (Top 10) - PROGEM

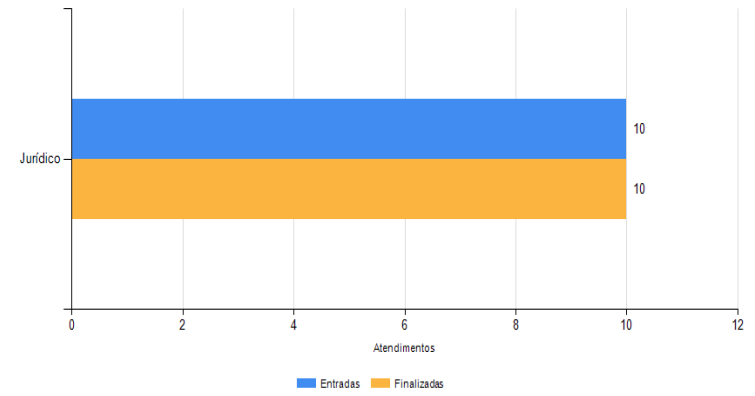




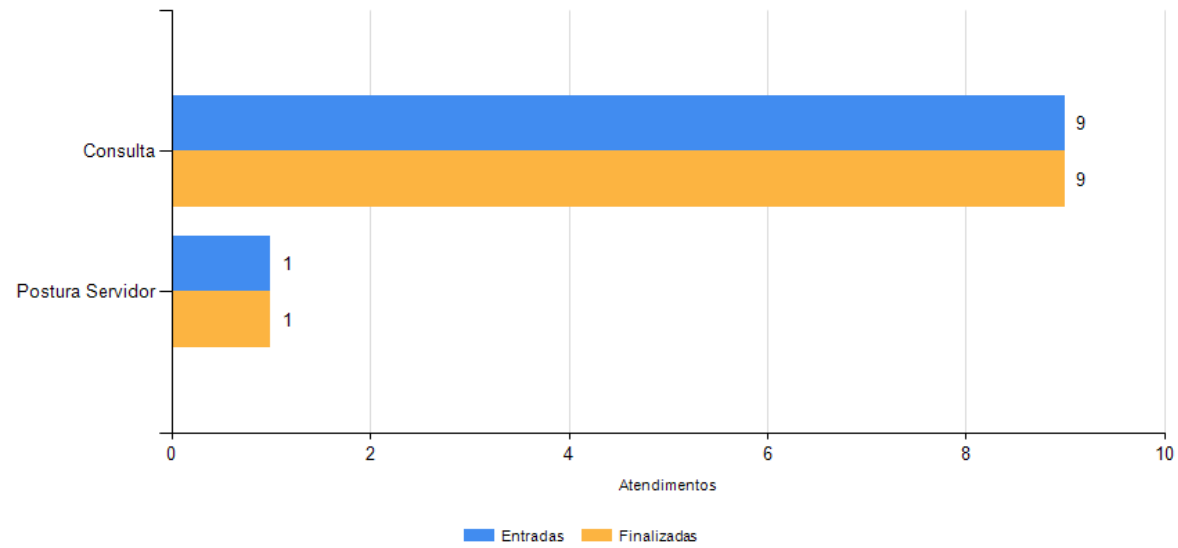
Assunto (Top 10) - PROGEM



Serviço (Top 10) - PROGEM



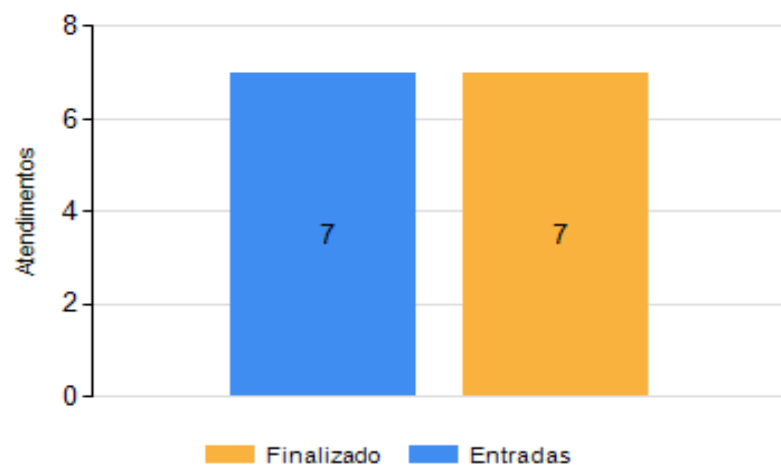
Detalhamento do Serviço (Top 10) - PROGEM



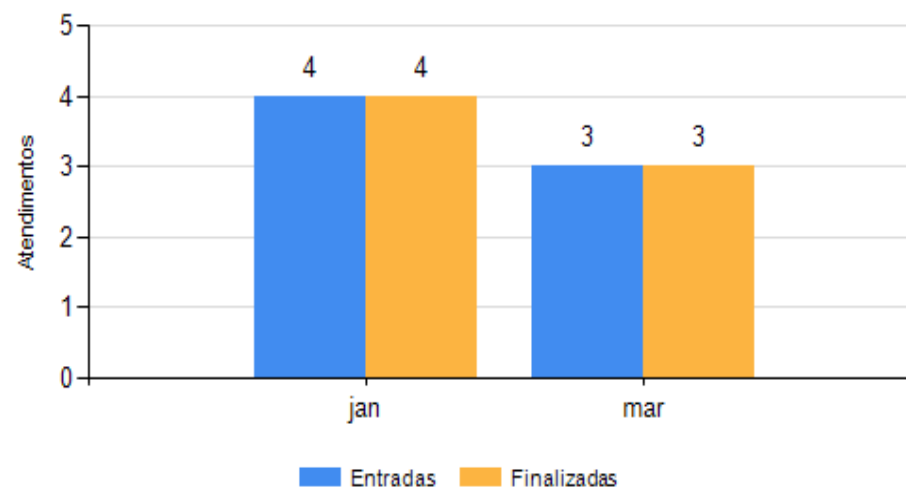
# **GP**

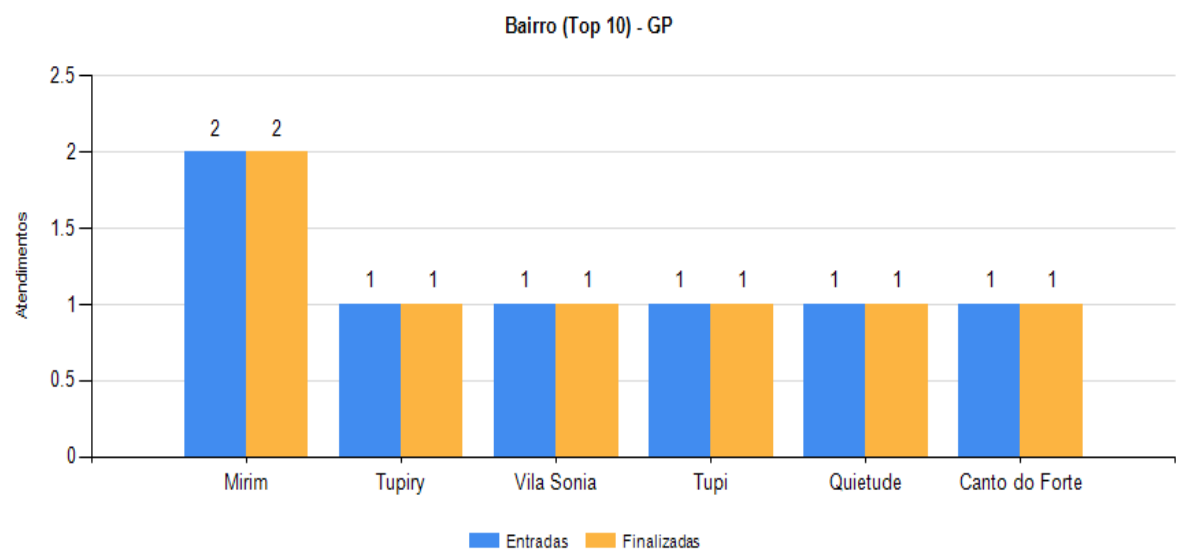
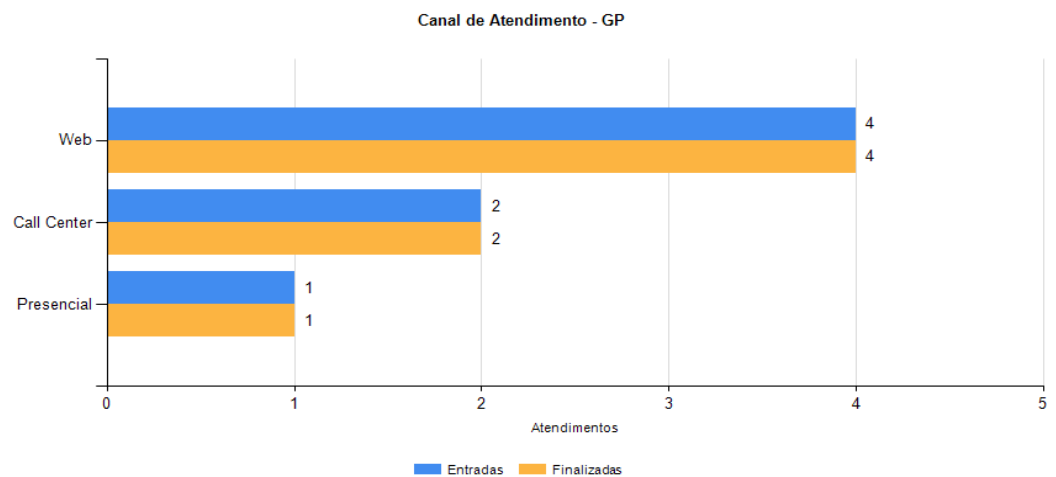
## **GABINETE DO PREFEITO**

### Atendimentos por Status - GP

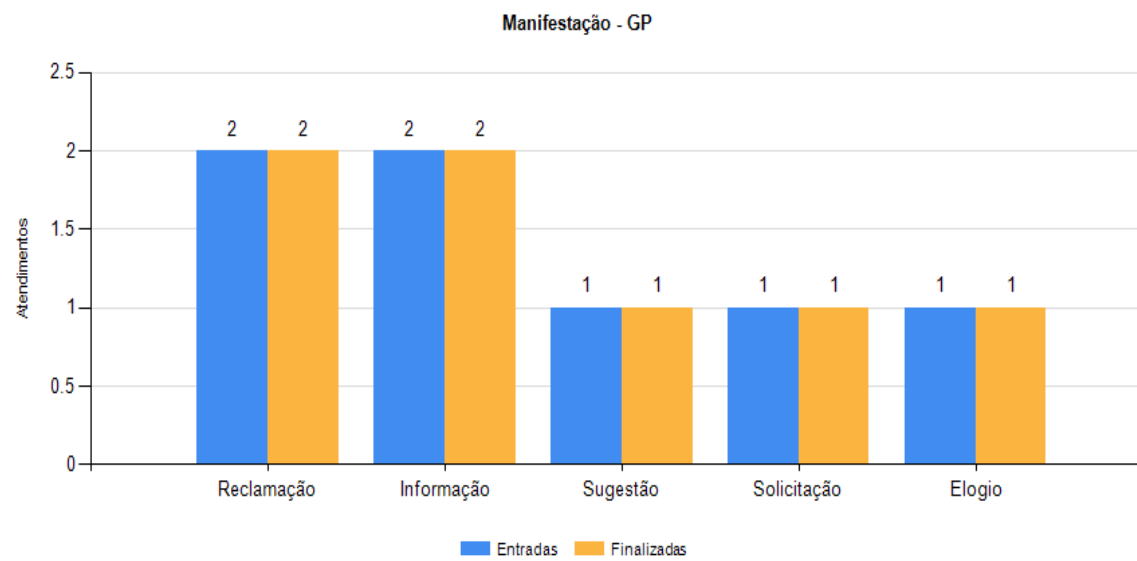
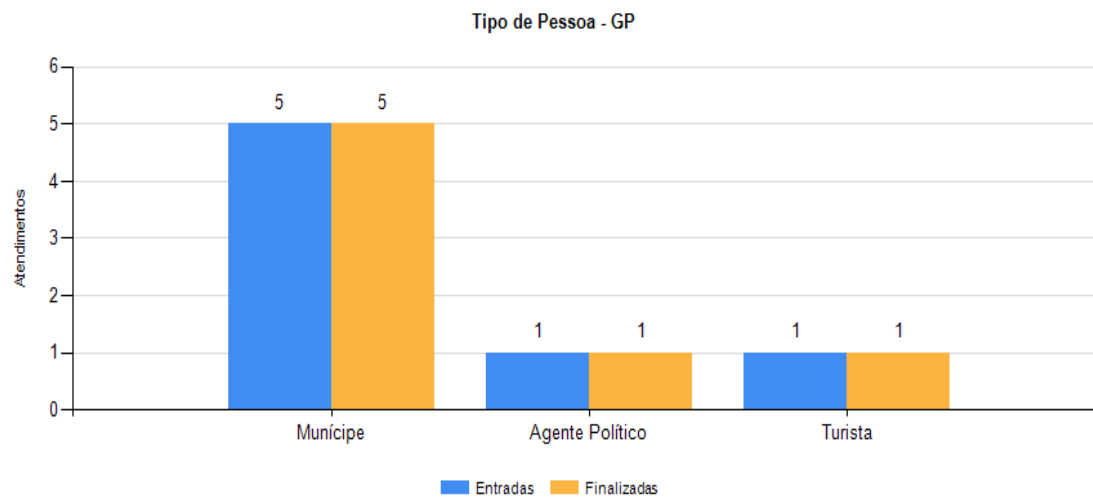


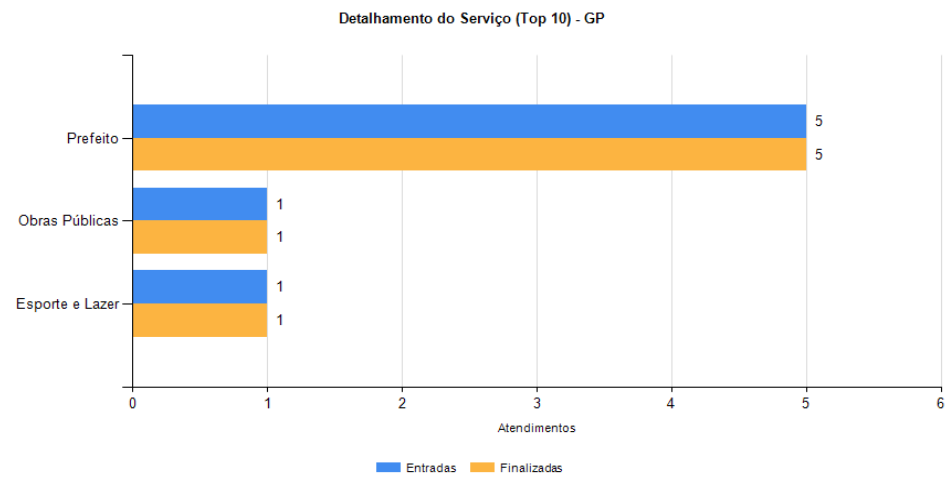
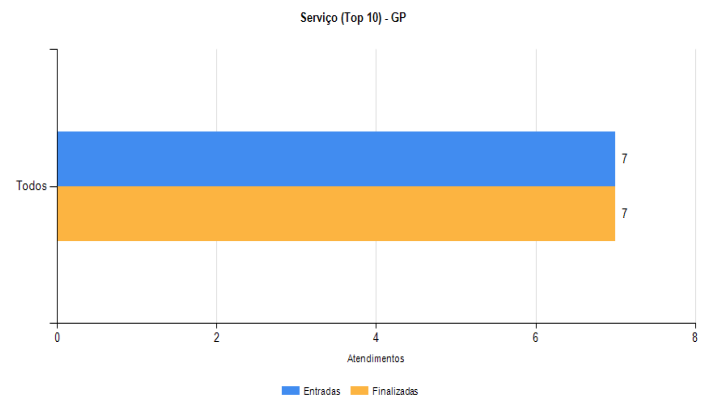
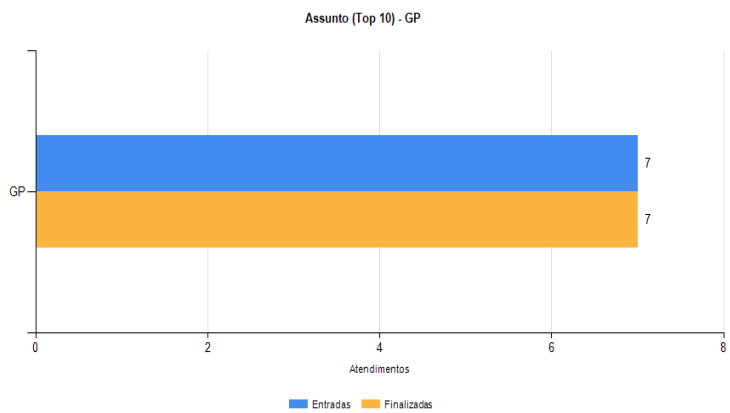
### Atendimento Mensal - GP







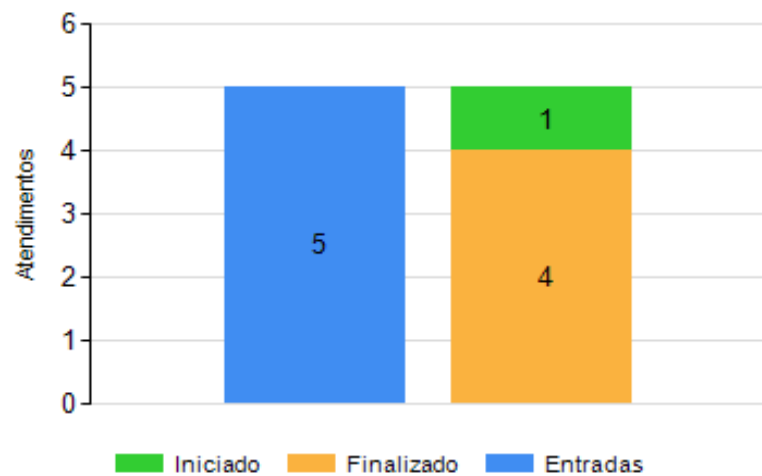




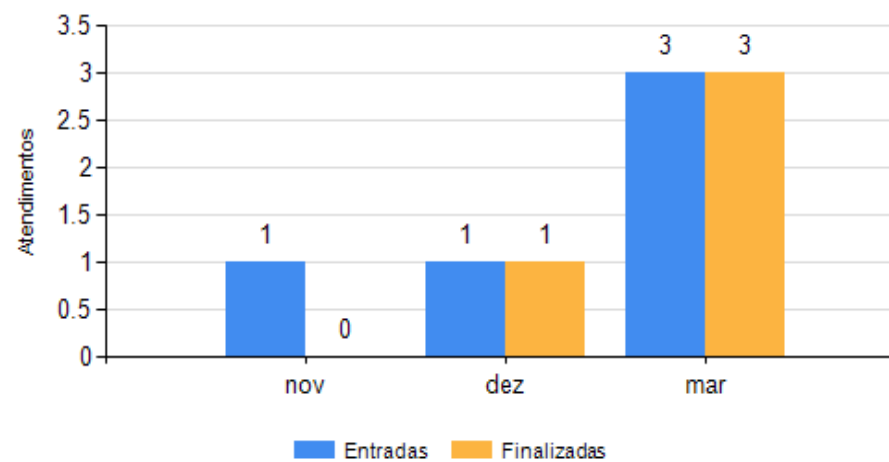
# **SEDETTA**

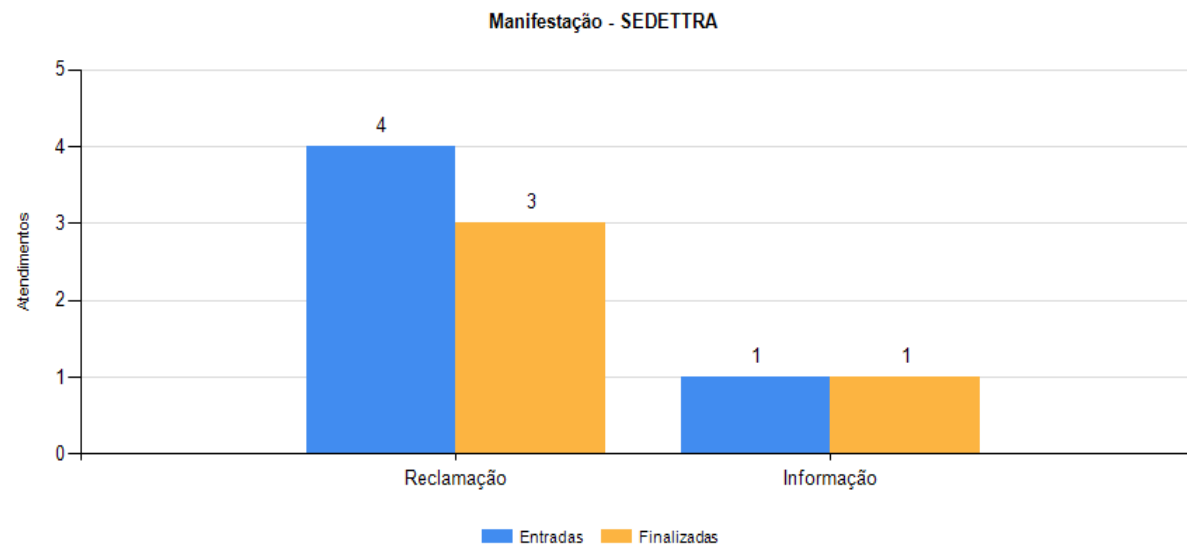
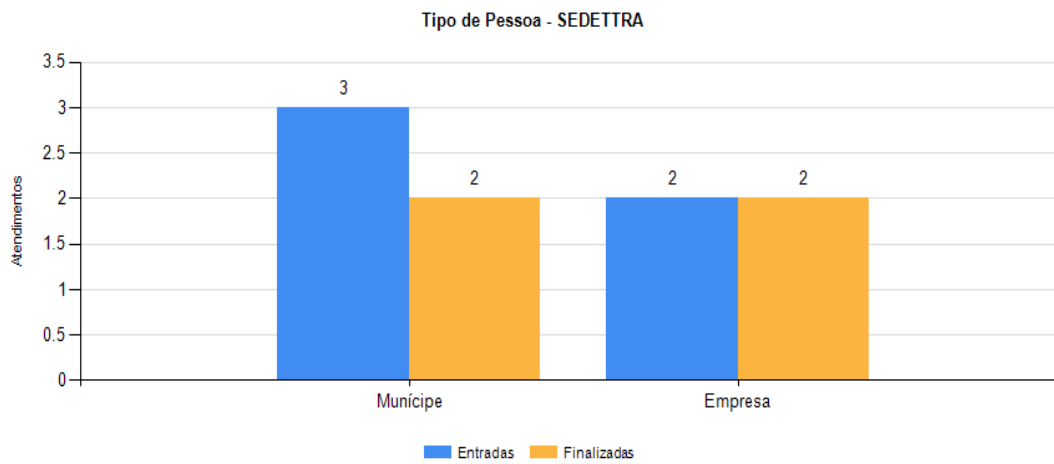
**SECRETARIA DE DESENVOLVIMENTO  
ECONÔMICO, CIÊNCIA, TECNOLOGIA E  
TRABALHO**

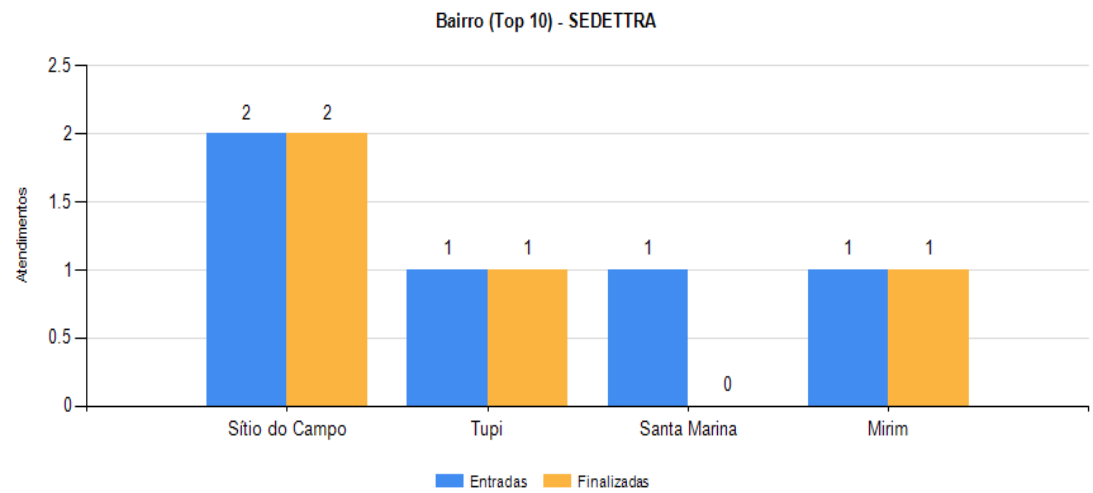
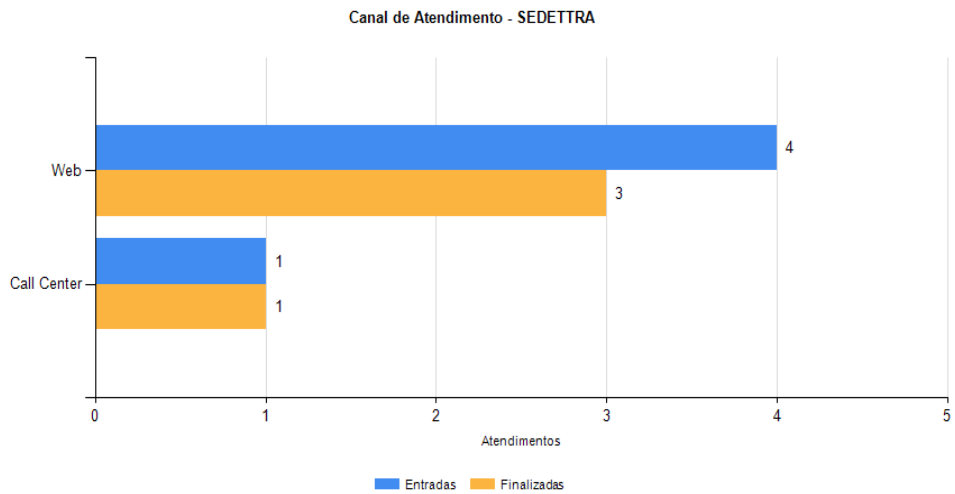
Atendimentos por Status - SEDETRRA



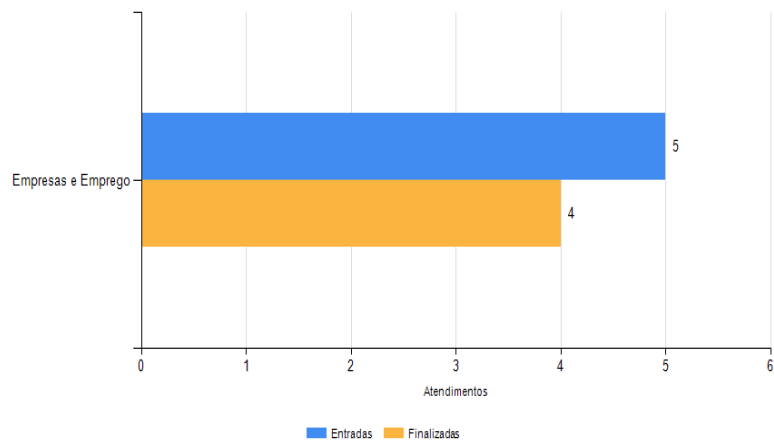
Atendimento Mensal - SEDETRRA



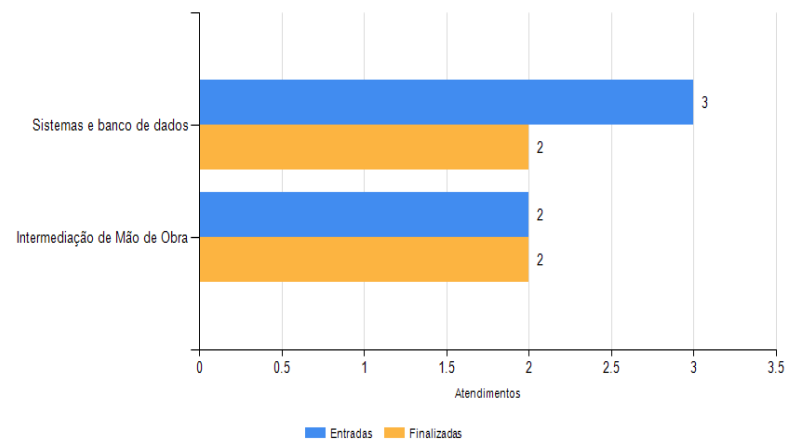




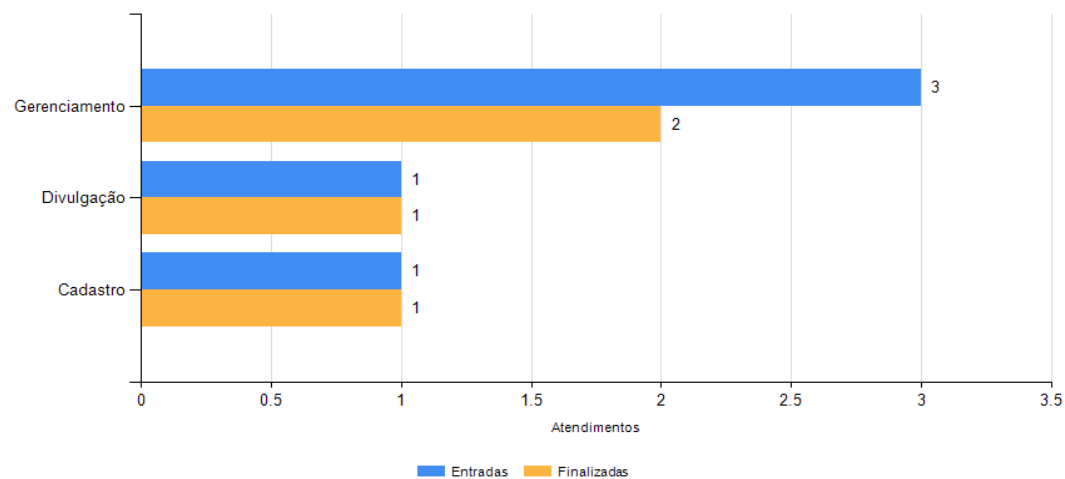
Assunto (Top 10) - SEDETRRA



Serviço (Top 10) - SEDETRRA



Detalhamento do Serviço (Top 10) - SEDETRRA

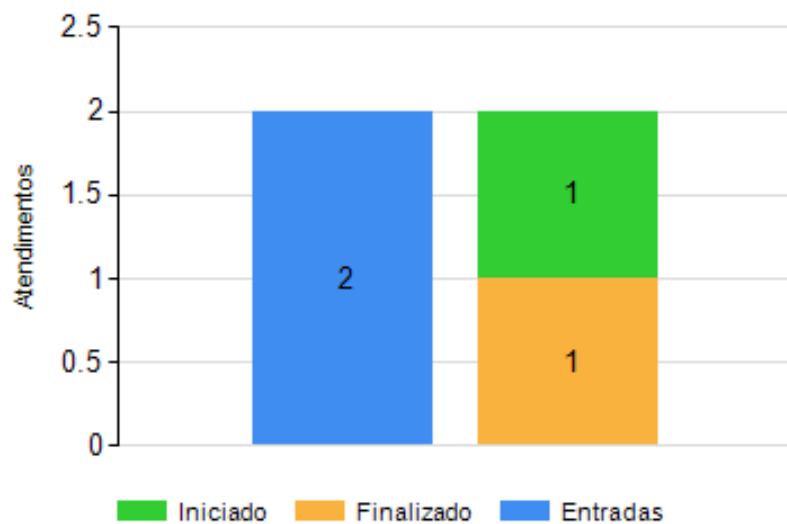


# **CIDADANIA**

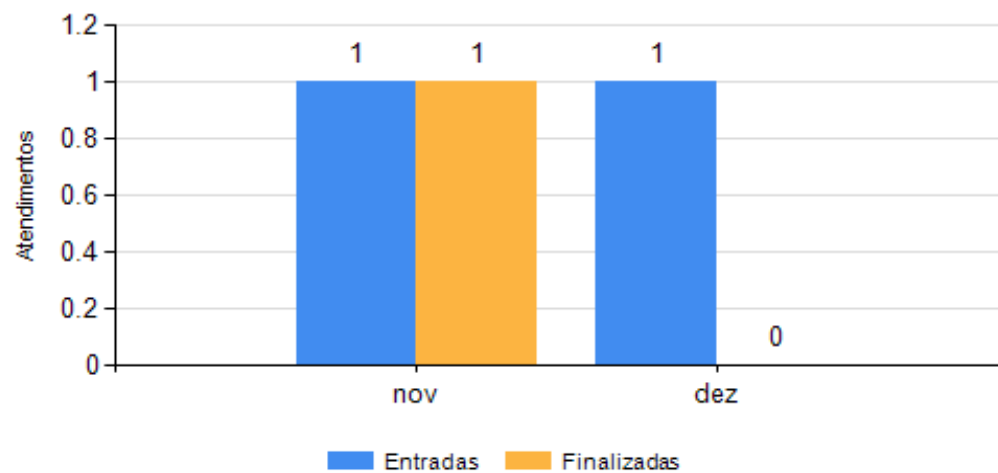
## **AÇÕES DE CIDADANIA**

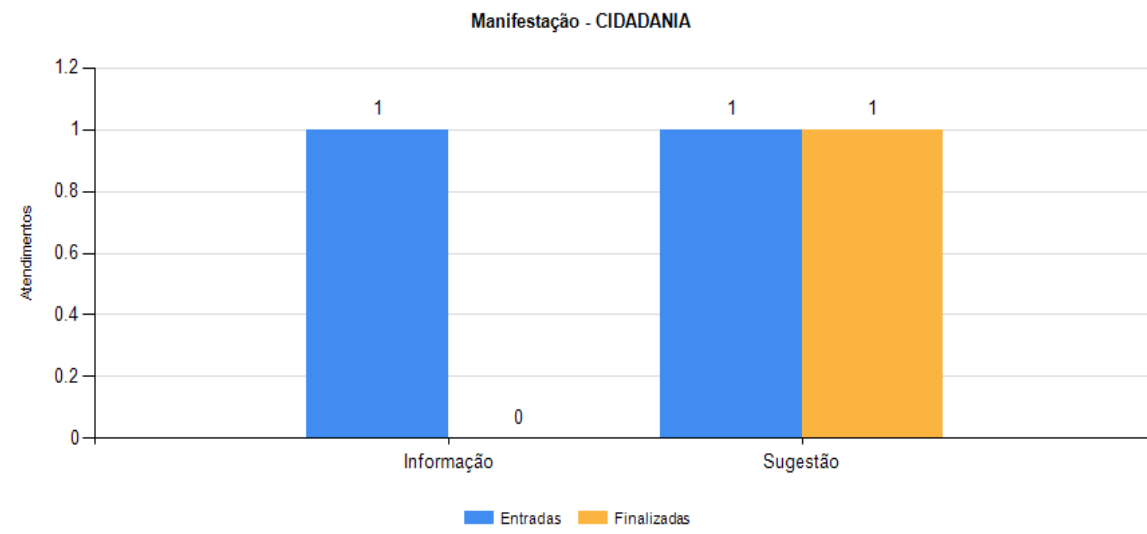
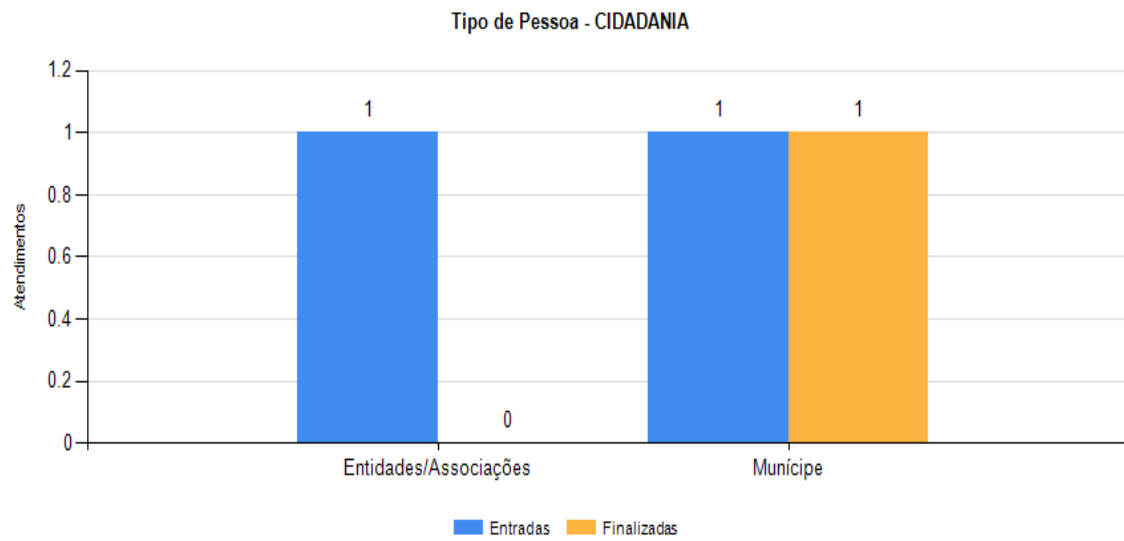


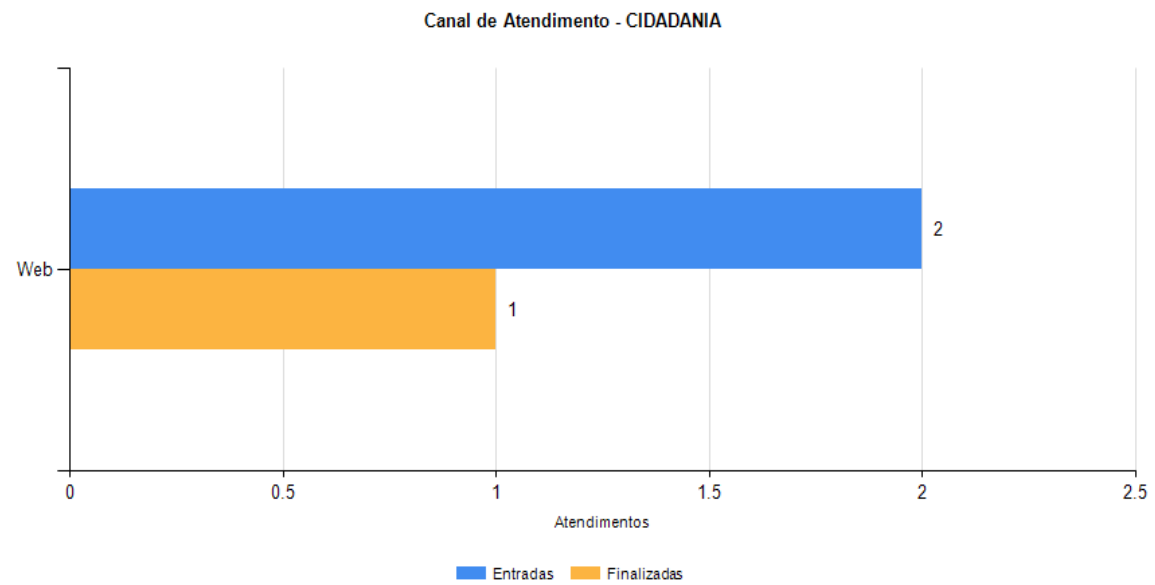
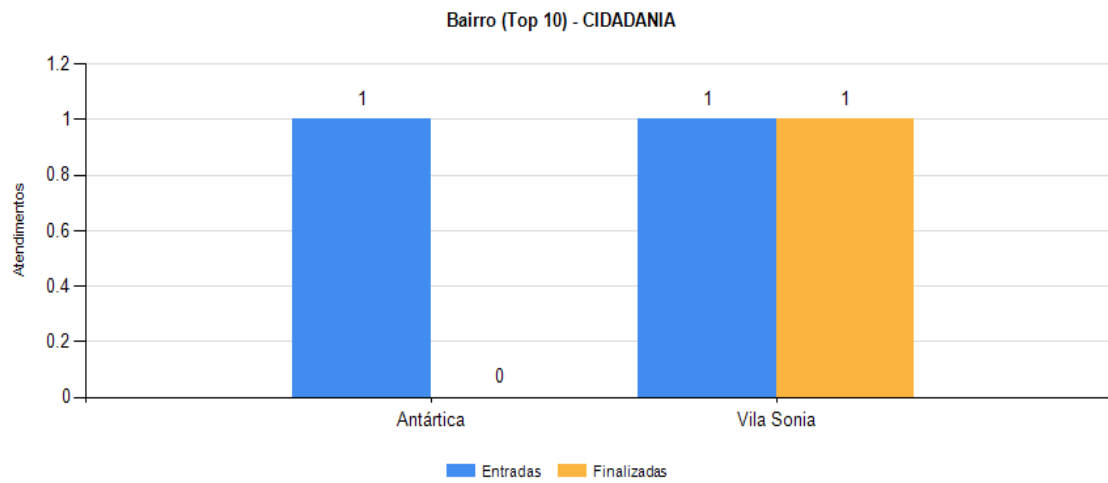
Atendimentos por Status - CIDADANIA

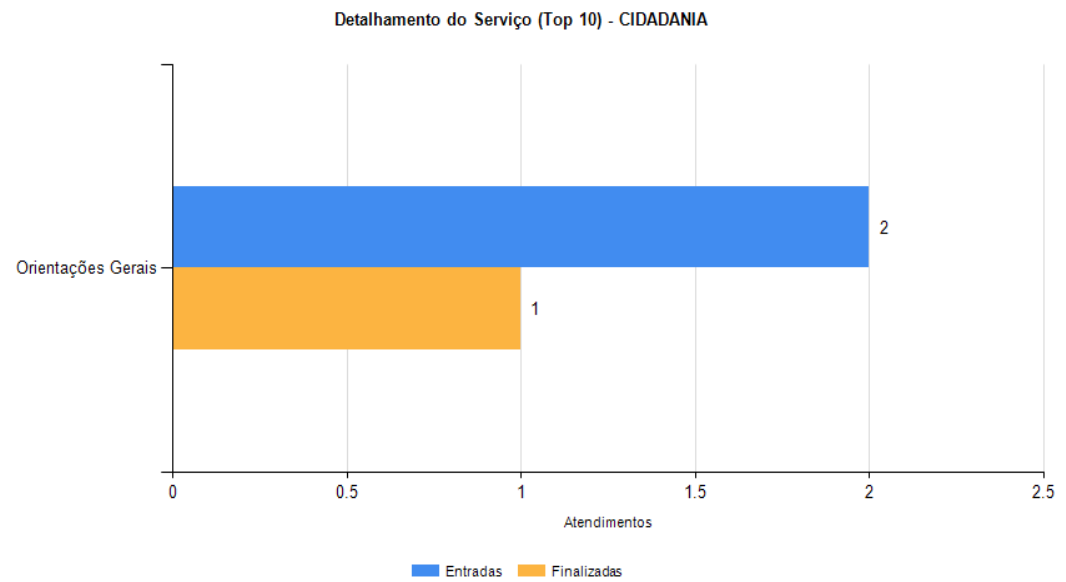
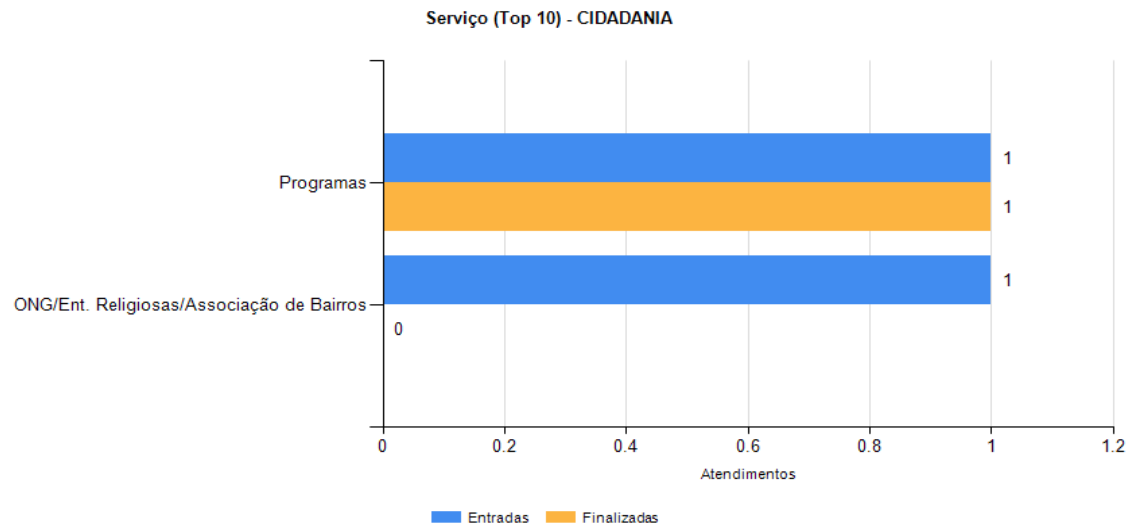


Atendimento Mensal - CIDADANIA





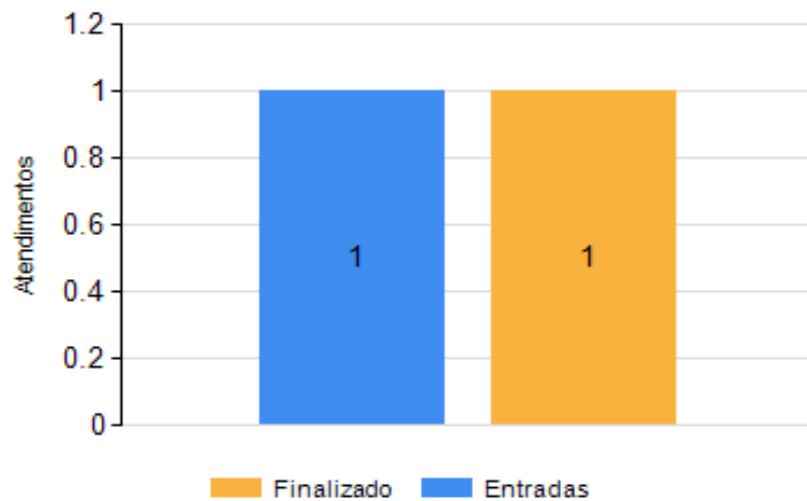




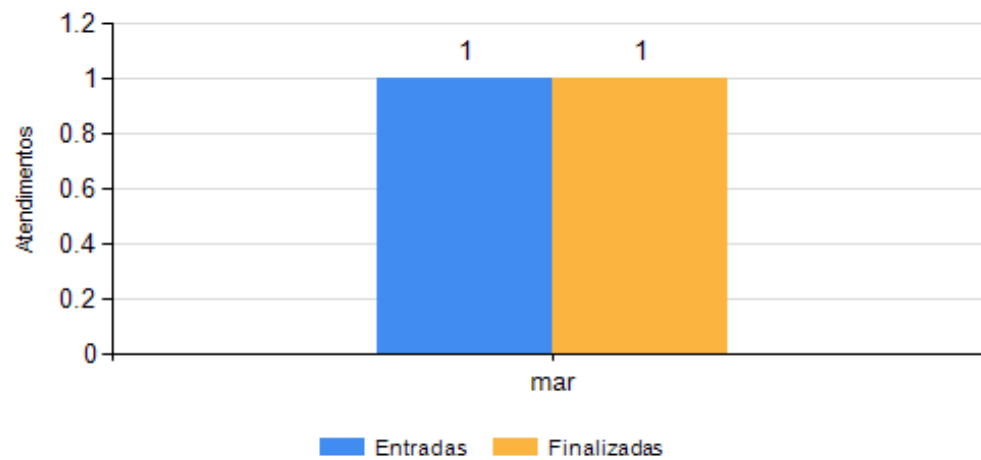
# **CGM**

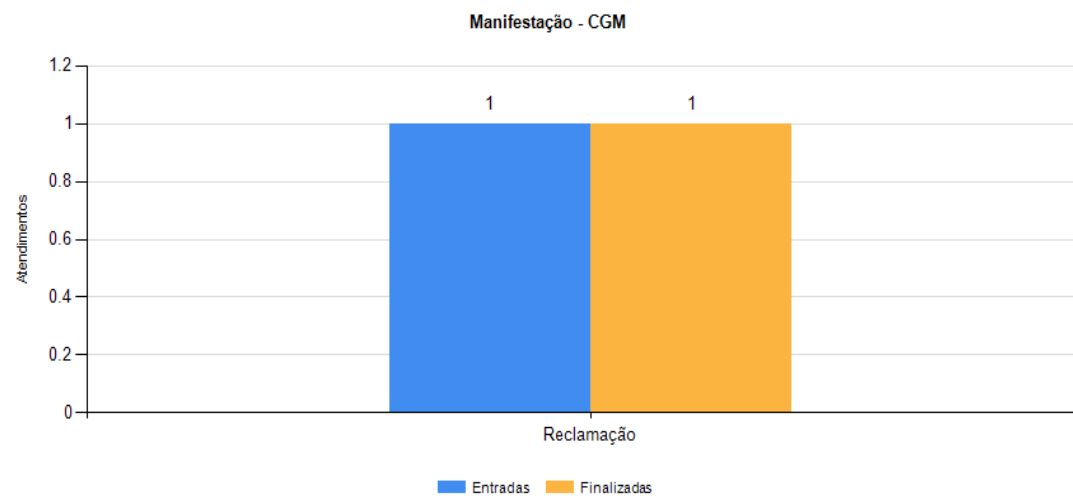
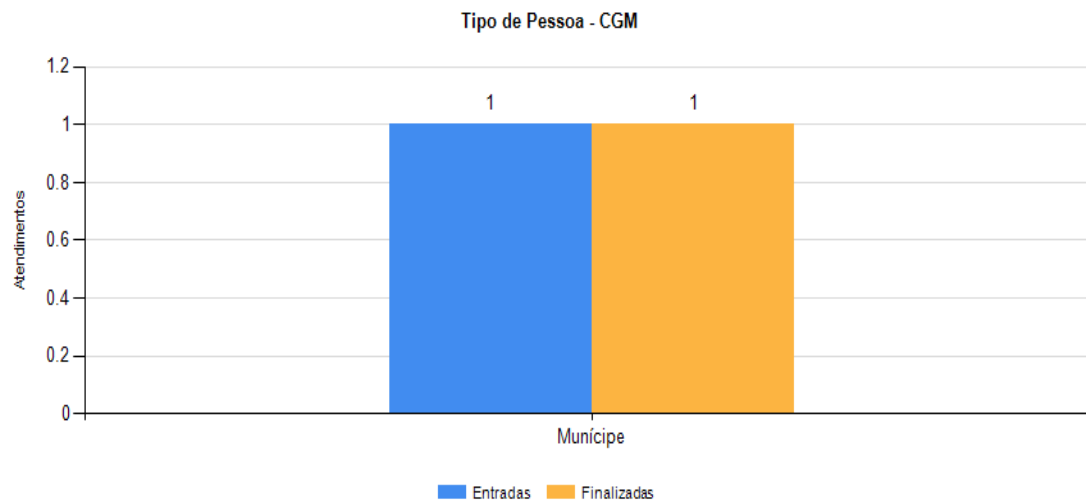
## **CONTROLADORIA GERAL DO MUNICÍPIO**

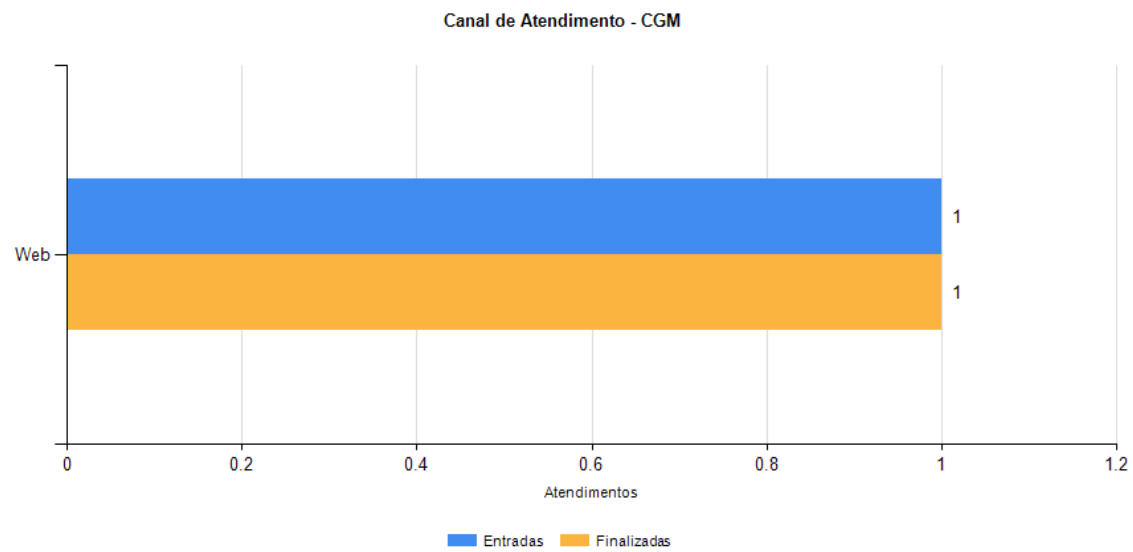
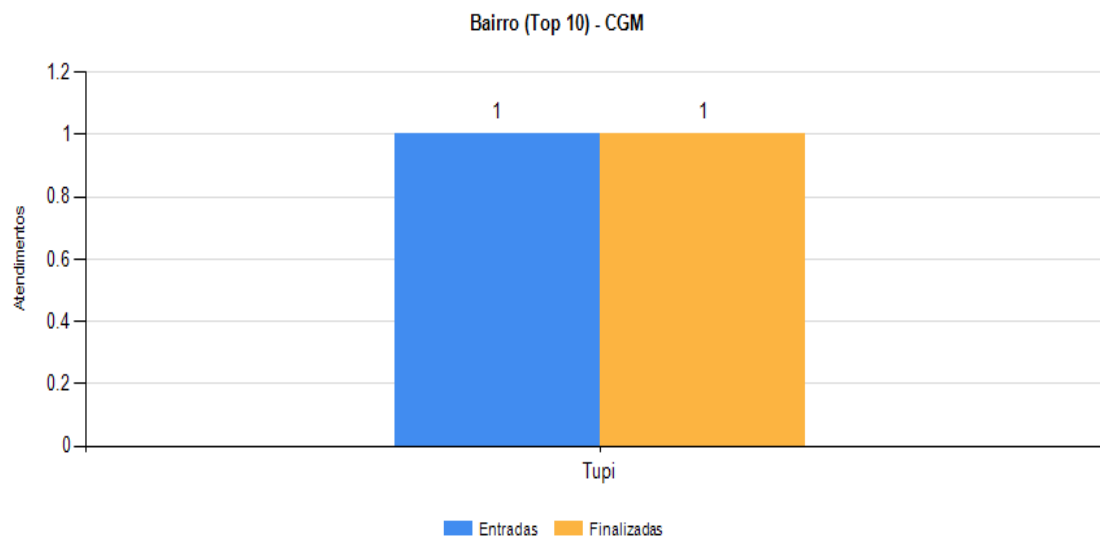
Atendimentos por Status - CGM



Atendimento Mensal - CGM

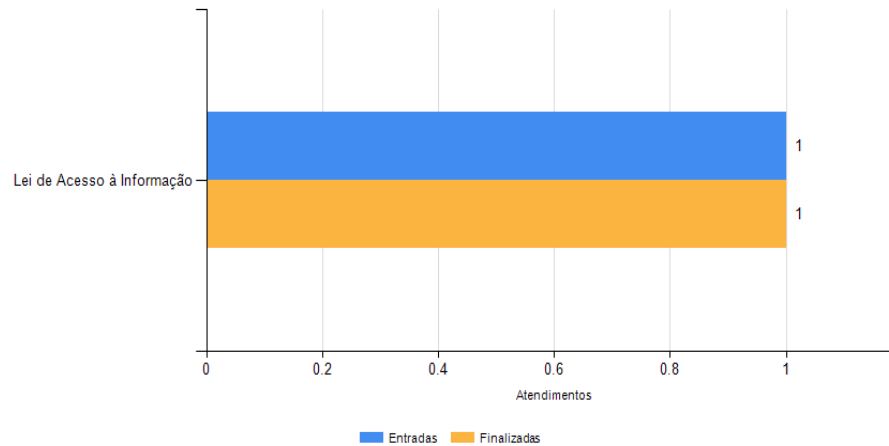




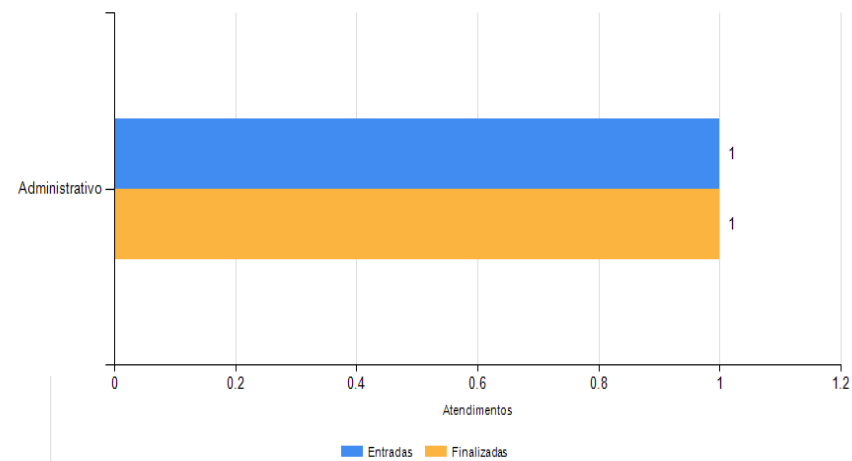




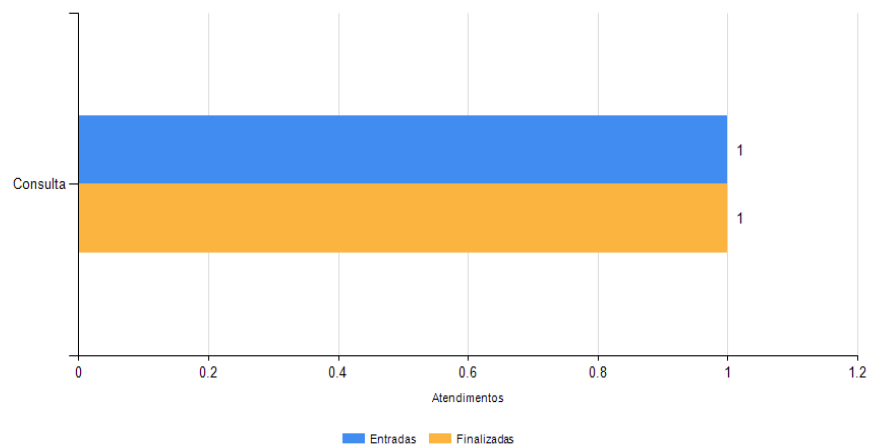
Assunto (Top 10) - CGM



Serviço (Top 10) - CGM



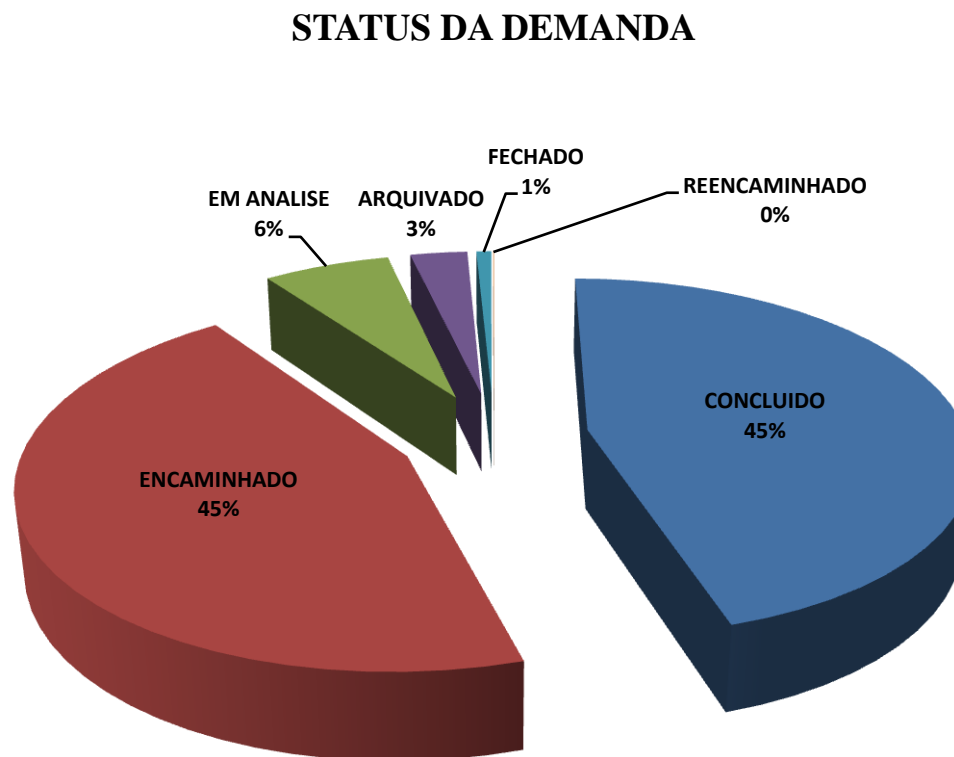
Detalhamento do Serviço (Top 10) - CGM



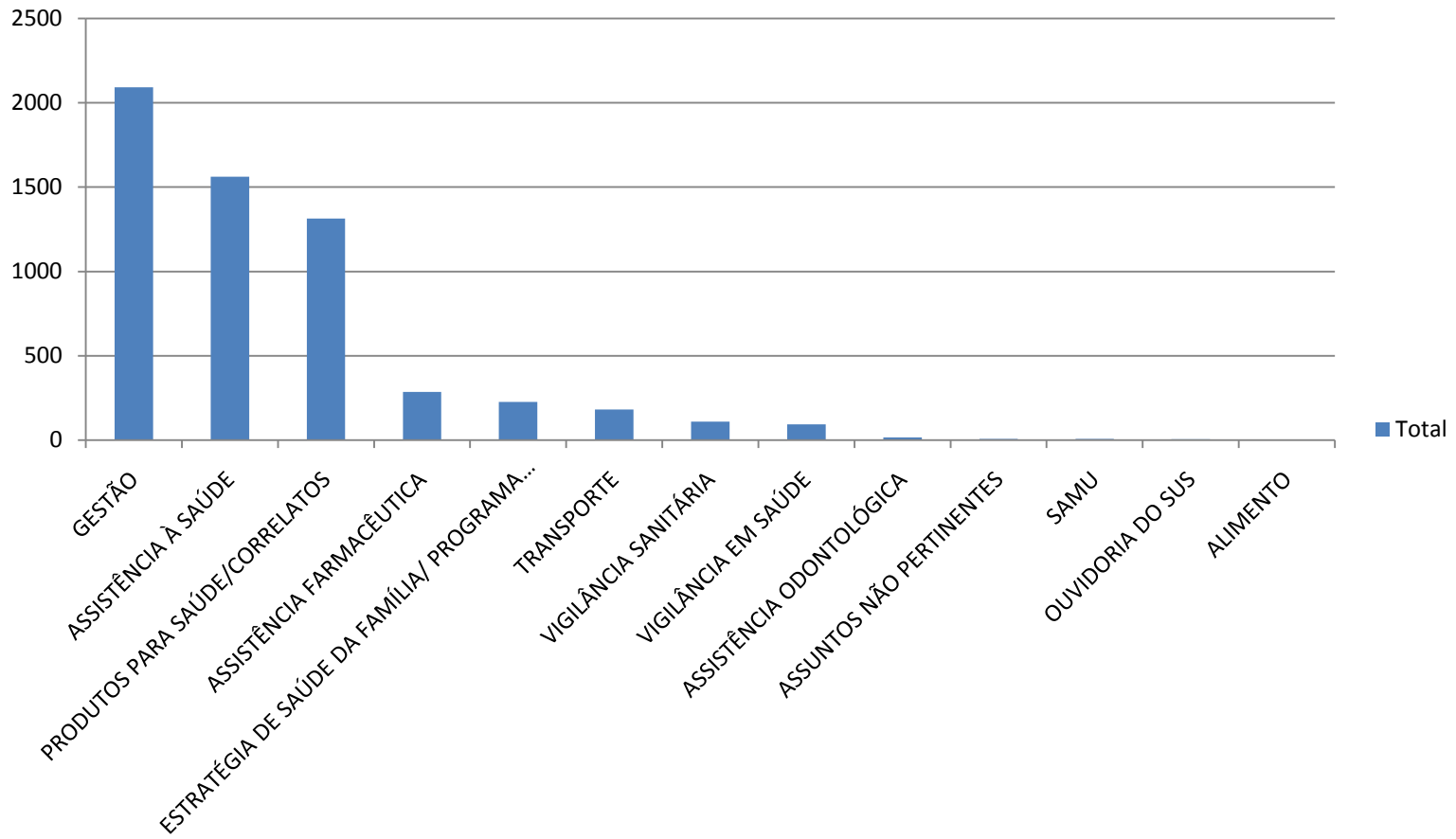
**SESAP**  
**SECRETARIA DE SAÚDE PÚBLICA**  
*OUVIDORIA SUS*

## Levantamento referente ao período de novembro de 2016 a abril de 2017

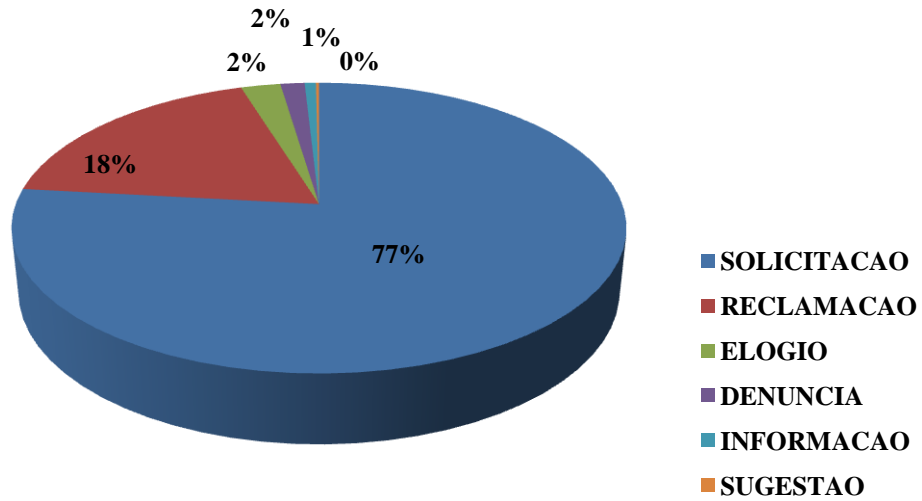
Rótulos de Linha	Total
CONCLUÍDO	2675
ENCAMINHADO	2639
EM ANÁLISE	374
ARQUIVADO	169
FECHADO	44
REENCAMINHADO	2
<b>Total geral</b>	<b>5903</b>



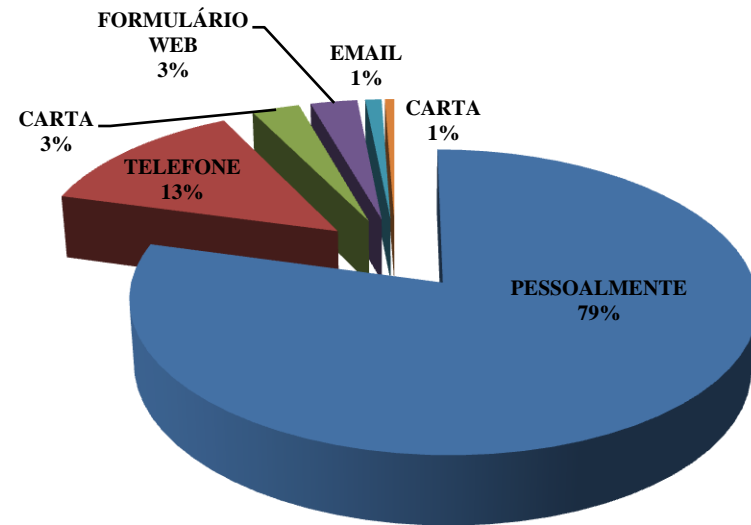
## SERVIÇOS MAIS ACIONADOS



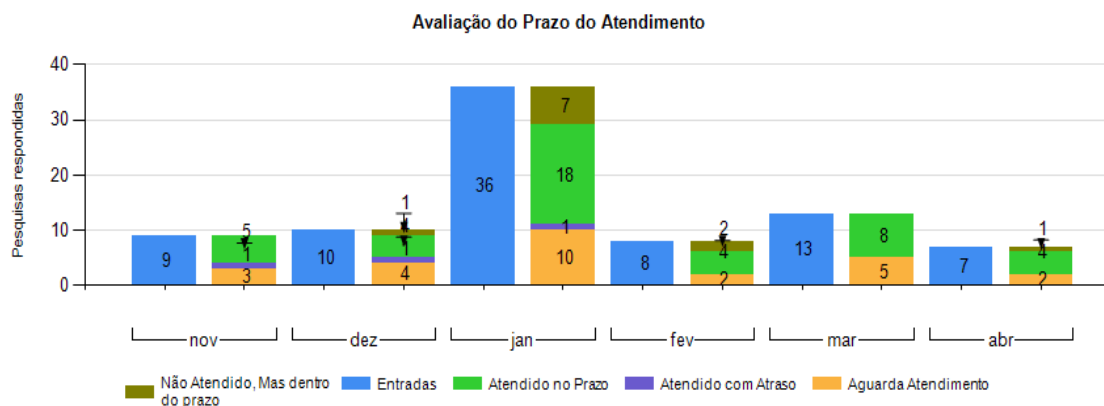
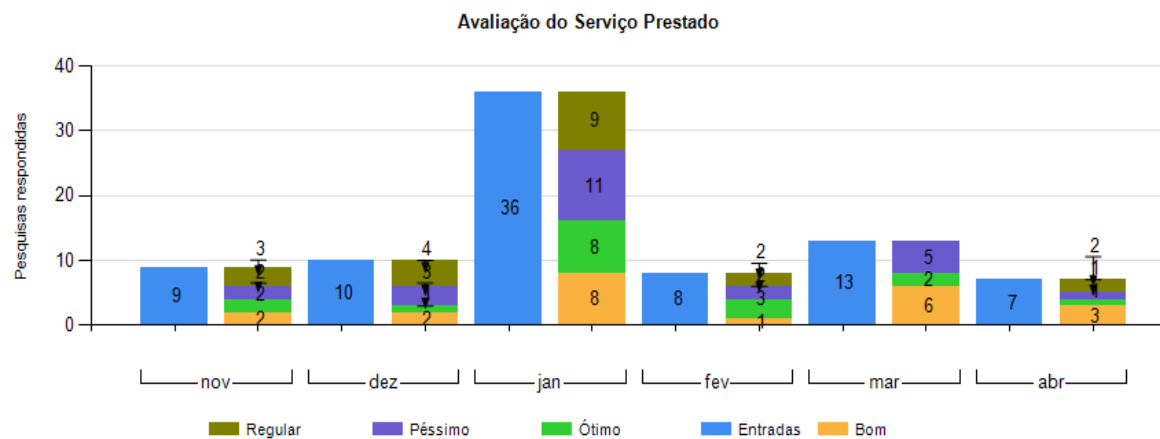
### TIPOLOGIA



### CANAL DE ENTRADA



# PESQUISA DE SATISFAÇÃO



\* A pesquisa tem como objetivo mostrar o nível de satisfação do cidadão em relação à execução do serviço público. Como não é obrigatória, pois cabe ao cidadão ter a iniciativa em avaliar ou não o serviço solicitado, os resultados apresentados podem não ser conclusivos pois a devolutiva foi realizada somente por uma minoria.

# CONSIDERAÇÕES FINAIS



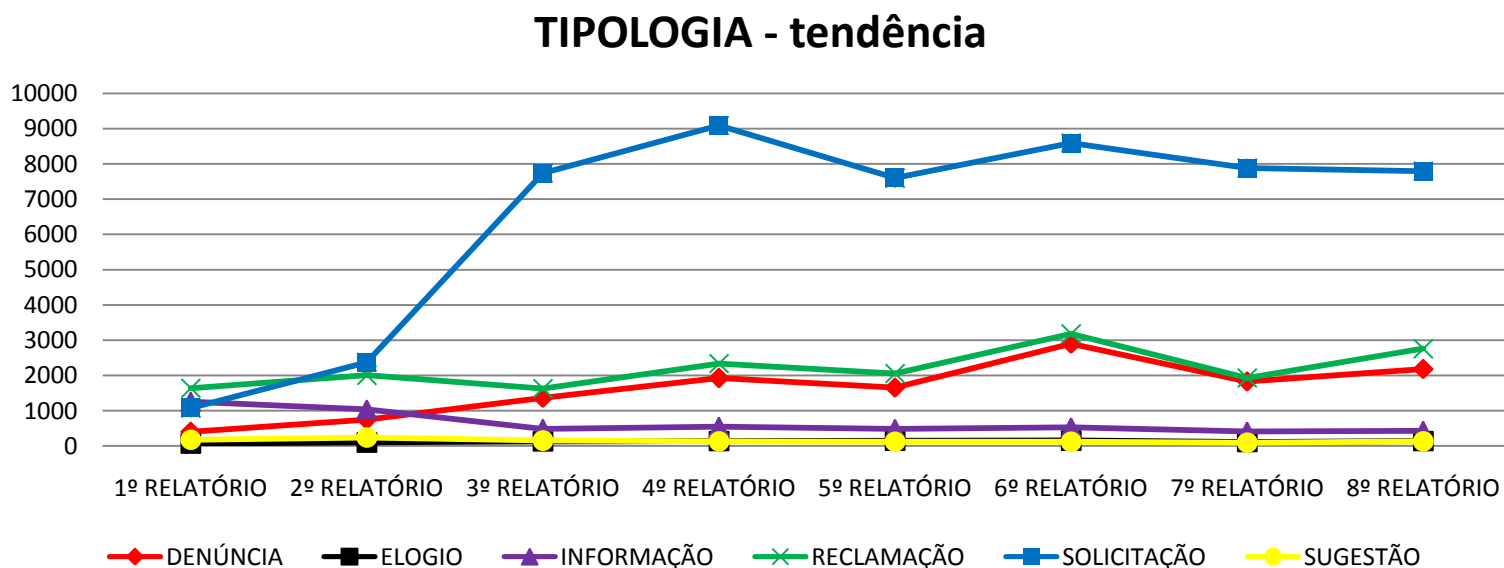
A Ouvidoria deve atuar no processo de interlocução entre o cidadão e a Administração Pública, de modo que as manifestações solicitadas por meio deste canal, decorrentes do exercício da cidadania, provoquem a melhoria dos serviços públicos prestados.

A leitura deste Relatório constata-se o esforço despendido pela Ouvidoria, ao longo destes quatro anos, no avanço da conquista de sua legitimidade interna e externa.

Se considerarmos o tempo total da implantação da Ouvidoria Municipal, que iniciou seu atendimento em abril de 2013, já contamos com aproximadamente 90.00 (noventa mil) registros.

Nesse 8º relatório semestral, que compreende o período de novembro de 2016 a abril de 2017 obtivemos o registro de 13.442 (treze mil, quatrocentos e quarenta e dois ) manifestações.

Passamos aqui a analisar, pontualmente, a tipologia e sua tendência.



Ressaltamos aqui que os dois primeiros relatórios eram elaborados em cima de dados coletados pelos emails recebidos, principal canal de acesso à Ouvidoria, e também junto a cada RSO - Responsável pelo Serviço no Órgão. Após esse período, e portanto a partir do 3º relatório a coleta de informações já era feita através de um programa informatizado especificamente criado para esse fim, sendo assim muito mais fidedignos às informações.

O crescimento das manifestações referentes as solicitações e denúncias, mostrado no gráfico acima, nos primeiros semestres e depois a sua manutenção mostra, num primeiro momento, a aceitação da oferta do serviço, por parte do cidadão e depois a manutenção de sua confiabilidade e credibilidade no sistema implantado.

Mesmo tendo períodos em que a procura pelo nosso serviço é maior, principalmente nos meses de verão, destacamos aqui, a manutenção do índice de 80% na execução dos mesmos. Esses dados devem ser considerados um grande avanço, pois nos mostram a existência de uma política de aceitação dentro do quadro de funcionários públicos envolvidos, sendo isso um dos grandes desafios em praticamente todo território nacional.

Mas essa conquista alcançada nos projeta à novos desafios e requer por parte da Ouvidoria um maior entrosamento com a sociedade, buscando outros meios de ampliar a participação social, e, internamente, na conscientização sobre o seu papel e os benefícios que ela poderá proporcionar nas atividades corriqueiras de cada um dos órgãos.

***OUVIDORIA MUNICIPAL***