



**OUVIDORIA MUNICIPAL**

**12º RELATÓRIO SEMESTRAL**

**de novembro/2018**

**a**

**abril/2019**

**MUNICÍPIO DA ESTÂNCIA  
BALNEÁRIA**

**DE PRAIA GRANDE**

**SECRETARIA DE GOVERNO**

"Permitir uma injustiça é abrir caminho para todas as outras que virão depois."

**Willy Brandt**

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## APRESENTAÇÃO

A Ouvidoria do Município de Praia Grande atua como um espaço de diálogo, validando o canal onde o cidadão tem voz e é ouvido, fortalecendo a relação entre o cidadão e a instituição, a fim de promover a melhoria dos serviços oferecidos à população e o aprimoramento de rotinas e processos de trabalho, além de contribuir para a prática de boa gestão administrativa municipal.

Apresentaremos nesse relatório, de forma geral, os números das manifestações protocoladas, no período de novembro de 2018 a abril de 2019, bem como de cada Secretaria Municipal.

O relatório busca informar as atividades realizadas por esta Ouvidoria assim como fomentar a transparência pública.

## EXPEDIENTE

### **Prefeito**

Alberto Mourão

### **Vice-Prefeita e Secretária de Governo**

Maura Ligia Costa Russo

### **Ouvidora**

Angelita Dulce da Silva Rodrigues

### **Diretora de Depto de Assuntos de Transparência**

Andrea Aparecida da Silva

### **Diretora de Divisão de Atendimento ao Cidadão**

Claudia Gardelli

### **Diretora de Depto de Acompanhamento de Metas**

Ana Flávia Teixeira Scarelli

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

Ana Paula Carramão - *SECTUR*

Camila Mariane Rocha de Mattos- *SEAD*

Claudio Luiz Monteiro de Moraes - *SEEL*

Eliane Dominguez Mazetto - *SEPLAN*

Fabio Freitas da Silva- *CIDADANIA*

Fernanda Aguiar Alves - *SEDUC*

Flávia Cristina Alvarez Lorenzo - *SEAI*

Gilberto Douglas Batista - *SESURB*

João Carlos Moreno Gallego - *SEMA*

Laio Peres Santos Silva - *SUBCOM*

Leonardo Conti Santos - *SEURB*

Maria Aparecida Marcelino Matos - *SETRANSP*

Monica Correia de Moura - *SESAP*

Nadilma Maria de Melo Farinelli - *PROGEM*

Natalie Bodra de Sousa - *SETRAN*

Paola Ghelare Mastrichi - *SEOP*

Rosangela Andreatta - *SEFIN*

Tania Maria de Souza Queiroz - *SEAS*

Thiago Monti Gonçalves - *GABINETE*

Vivian Mara Lorenzoni de Noronha - *SEHAB*

### **Ouvidoria da SEASP**

Rosana Cátia Santos da Costa - *SEASP*

### **Colaboradores**

Adriana Stradioto Maciel Oliveira - *PROGEM*

Adriano da Silva Gonçalves- *SEEL*

Alejandro Macedo Moura de Castilho - *SEAD*

Alex Felix Silva de Oliveira - *SEDUC*

Alexandre Nascimento Silva - *SEASP*

Ana Beatriz Zanellato Vasconcelos - *SECTUR*

Andrea Chrystinne Monteiro B. Rodrigues- *PROCON*

Aniello Garcia Annunciato- *SEMA*

Ecedite da Silva Cruz Filho - *SEAD*

Carla Batista de Souza - *SEAD*

Cintia dos Anjos Guimarães – *SESURB*

Diego Zampieri Guimarães- *SETRAN*

Elsi Lemos da Rocha - *SEURB*

Fabiana Nascimento Vasconcelos - *SEFIN*

Felipe Ribeiro Oliveira - *SEHAB*

Gabriel Lima Santos- *SEDUC*

Gracielly Pereira de Souza - *SESURB*

Gremacia Barbosa Pinheiro Salim - *SETRANSP*

Jade Ane Schoeder Costa- *Cidadania*

Janaina Souza Pereira Costa- *Cidadania*

José Augusto Lopes - *SEFIN*

Juliana Xavier Nascimento - *SESURB*

Leonardo Silva de Souza - *SEAI*

Lucilio Barbosa Guimarães Junior- *SEURB*

Luiz Felipe Gimenes Marchezoni – *SESAP*

Luzia Aparecida da Silva- *SESAP*

Nadilza Maria Manaroulas- *SEEL*

Paula Andrea Lacopino Rafaini -*SEPLAN*

Patricia Guimarães da Silva- *SESURB*

Rodrigo Carlos Valente - *GABINETE*

### **Colaboradores (continuação)**

Ronaldo Ferreira de Alcântara- *SEAD*

Roselaine Fernandes da Silva – *SEDUC*

Rosemeire Mª da Penha Ignacio - *SESURB*

Ana Paula Bueno Ordonez A. Ramos - *SEDUC*

Silvia Tomoko Shinzato - *SEOP*

Vanessa Carvalho- *SESURB*

Victor Hugo Araujo Cardoso- *SEDUC*

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

Allan Gavioli Ferreira

Elenice Aparecida Laurindo Fernandes

Juliana de Souza Barbosa

Marileide Daltro Barreto

Sandra Regina Ferreira Sampaio

Stephani Pamella Rodrigues

Vanessa Raquel Borges Amaro

### **Equipe Externa - CIDADANIA**

Aline Caires

Bruno de Menezes Santos

Isac de Oliveira Junior

Marcio Henrique de Oliveira

Romero Nunes da Costa

Wanderson Junior Claros dos Santos

## GLOSSÁRIO

**CONTRU** - *Controle Urbano*

**GP** - *Gabinete do Prefeito*

**LAIP** - *Lei de Acesso à Informação Pública*

**PROGEM** - *Procuradoria Geral do Município*

**RSO** - *Responsável pelo Serviço no Órgão*

**SEAD** - *Secretaria de Administração*

**SEAI** - *Secretaria de Assuntos Institucionais*

**SEAS** - *Secretaria de Assistência Social*

**SEASP** - *Secretaria de Assuntos de Segurança Pública*

**SECTUR** - *Secretaria de Cultura e Turismo*

**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*

**SESAP** - *Secretaria de Saúde Pública*

**SESURB** - *Secretaria de Serviços Urbanos*

**SETRAN** - *Secretaria de Trânsito*

**SETRANSP** - *Secretaria de Transporte*

**SEURB** - *Secretaria de Urbanismo*

**SUBCOM** - *Subsecretaria de Comunicação Social*

**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 Cidade Total**

Cidade Total – Ação Múltipla das Secretarias para a Solução de Pequenas Ocorrências. A iniciativa teve início em março/19 e percorrerá todos as regiões da cidade. Presença da Ouvidoria - levantamento das manifestações, registro e encaminhamento das manifestações aos setores competentes para a devida execução.

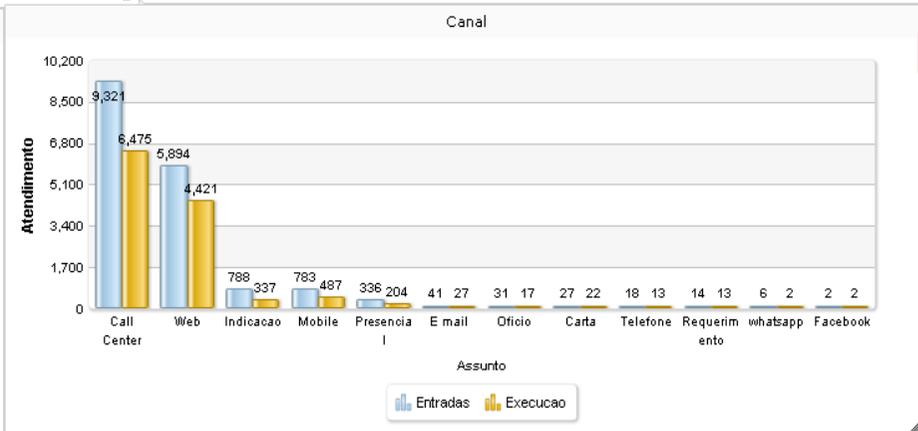
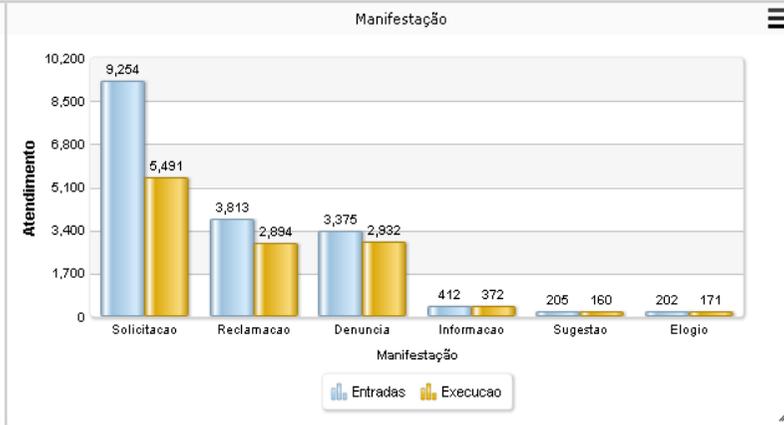
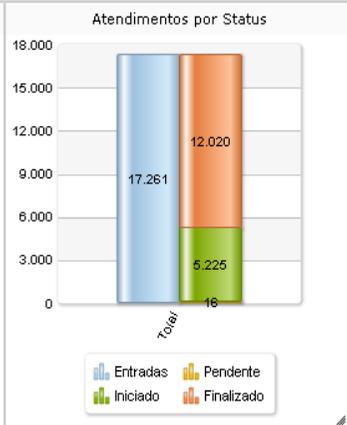
### ✓ **Material Publicitário**

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

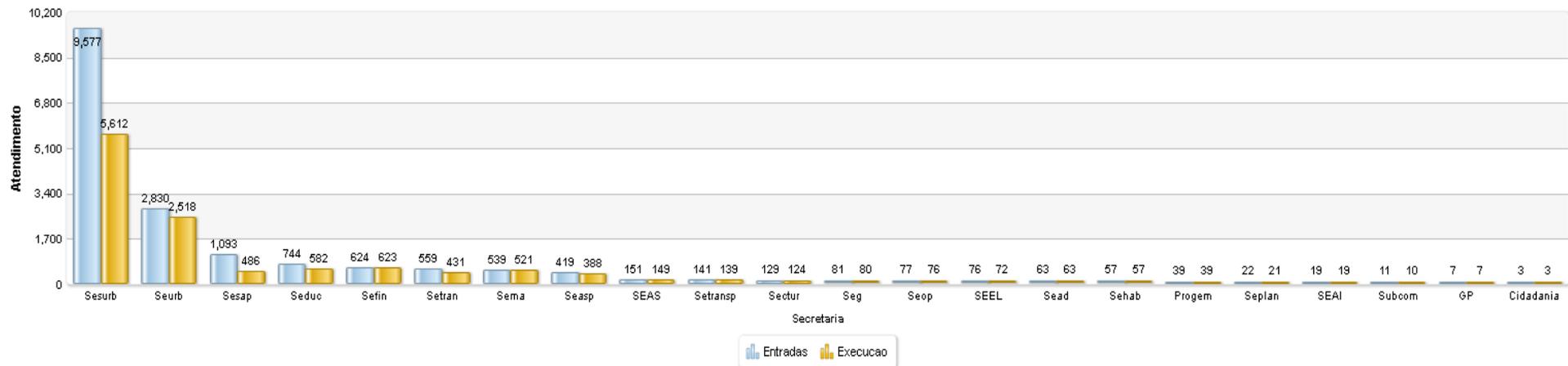
### ✓ **Formação e Capacitação**

- Participação em cursos, na modalidade Educação à Distância, oferecidos por órgãos federal, estaduais e municipais;
- Reunião de atualização com os Ouvidores e RSOs de cada Secretaria;

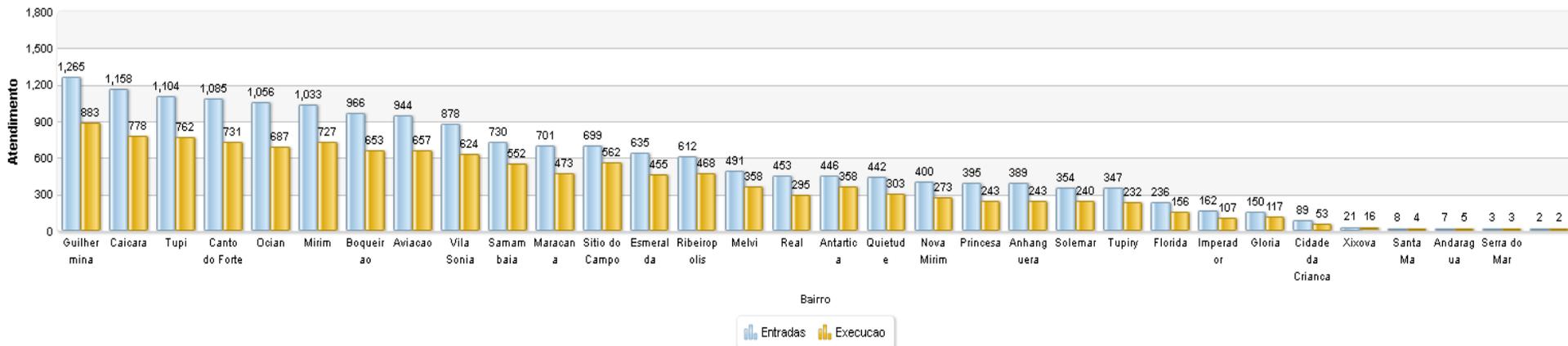
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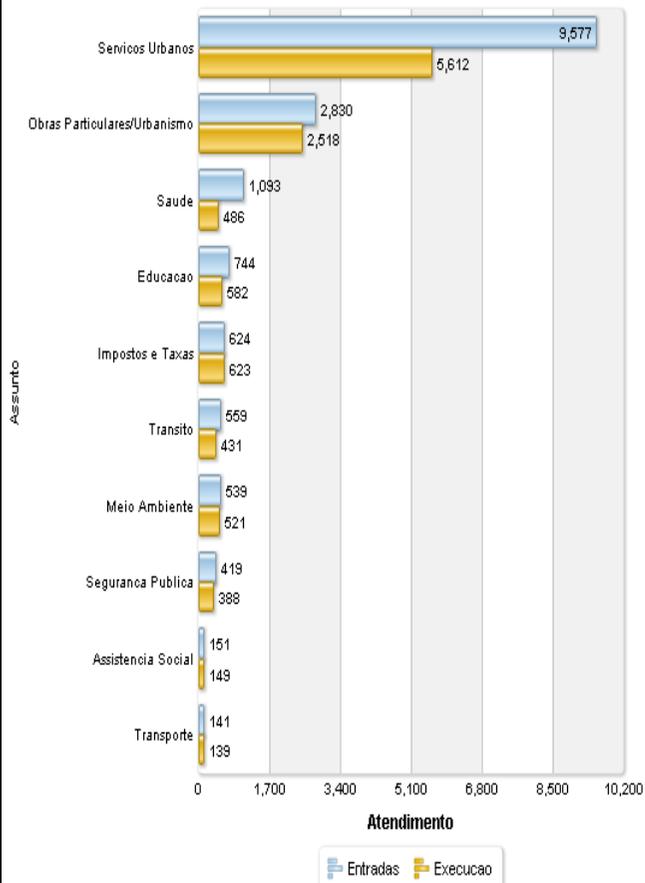
Secretaria



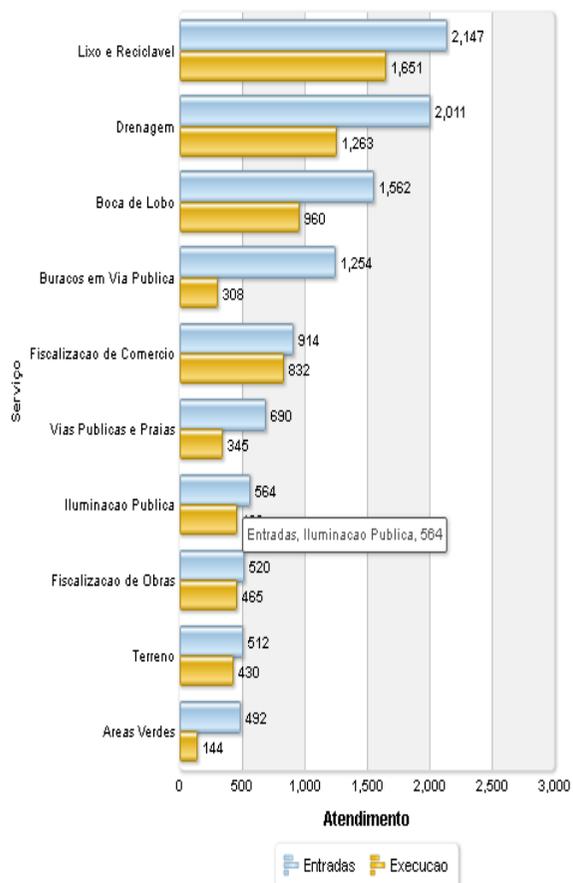
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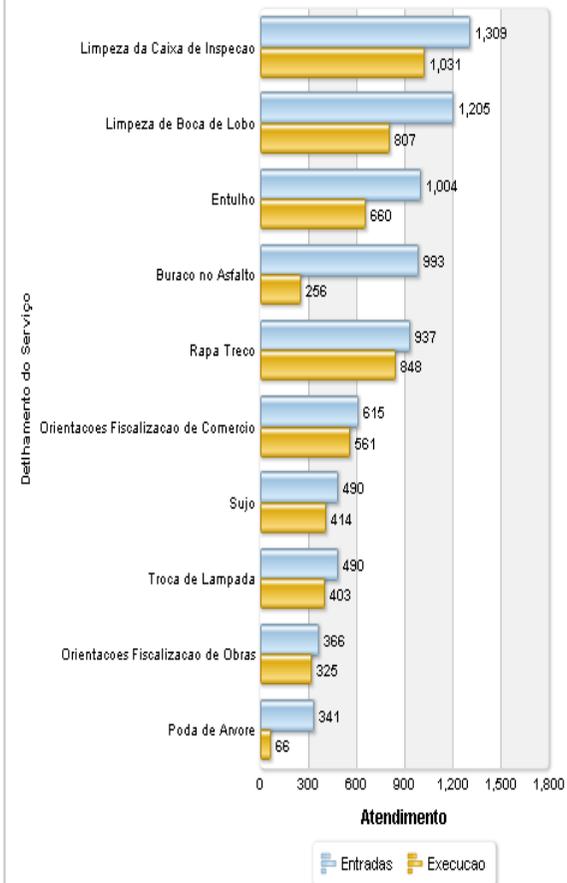
Assunto (Top 10)



Servico (Top 10)



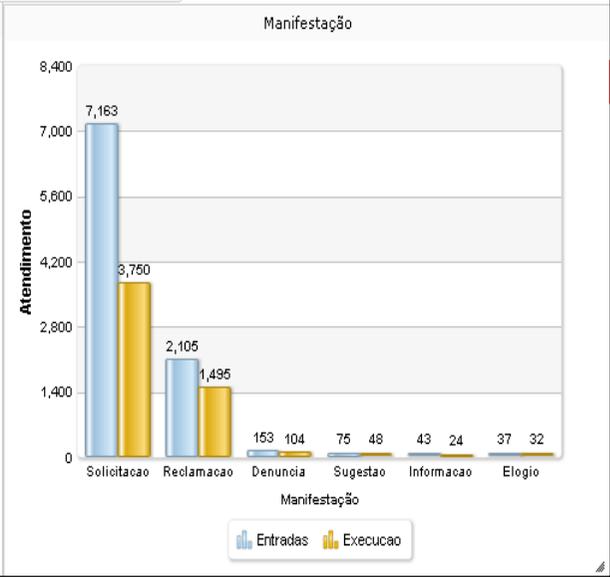
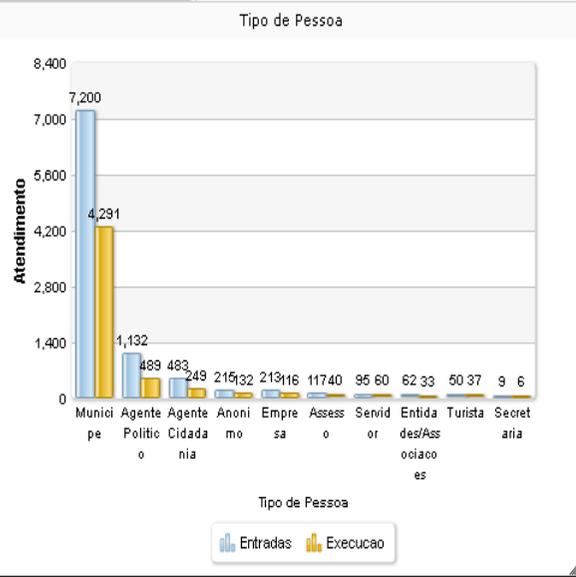
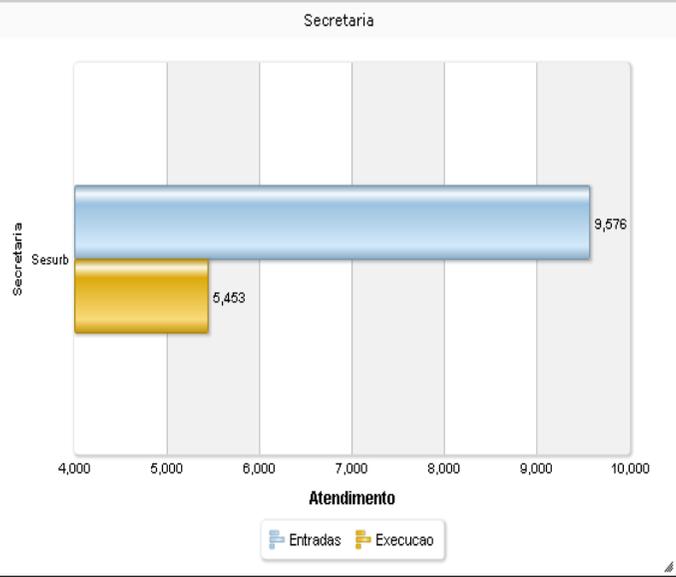
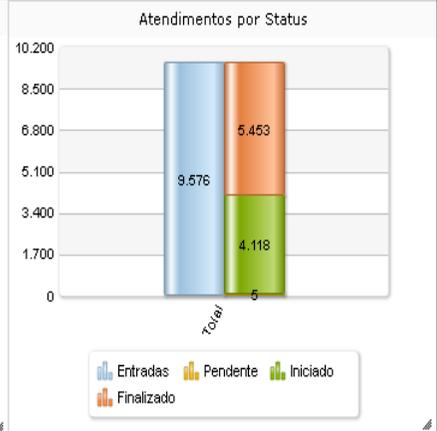
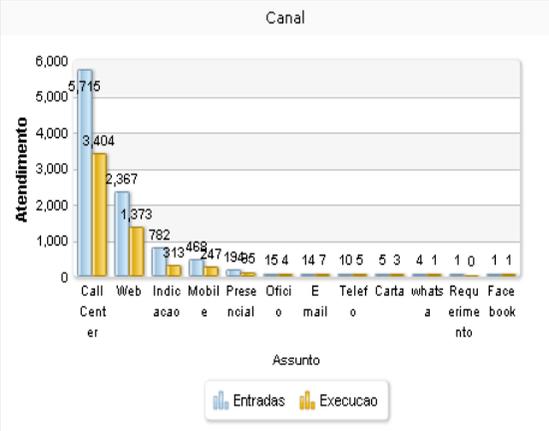
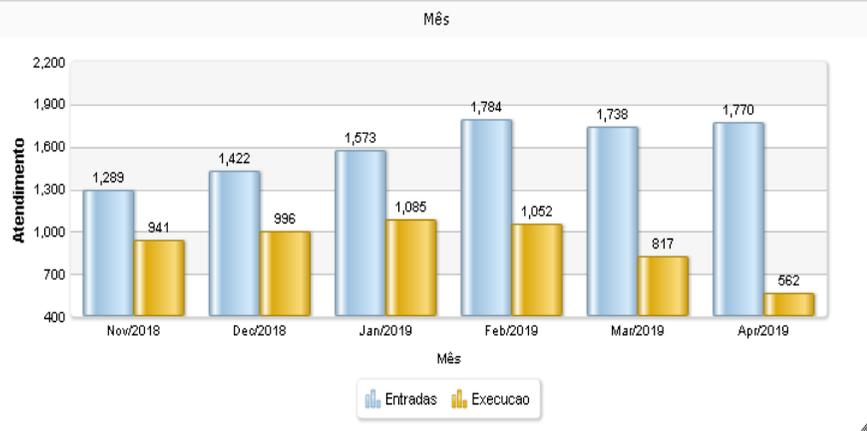
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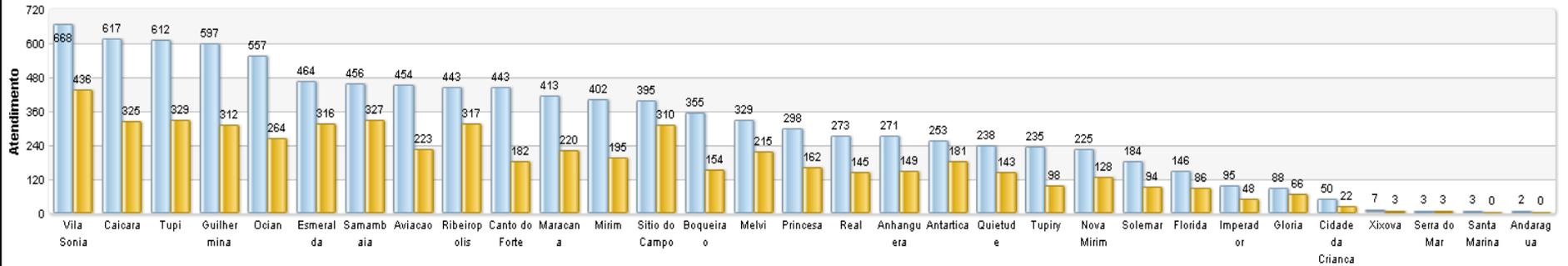
**LEVANTAMENTO DAS  
MANIFESTAÇÕES  
POR SECRETARIA**

**SESURB**

**SECRETARIA DE SERVIÇOS URBANOS**



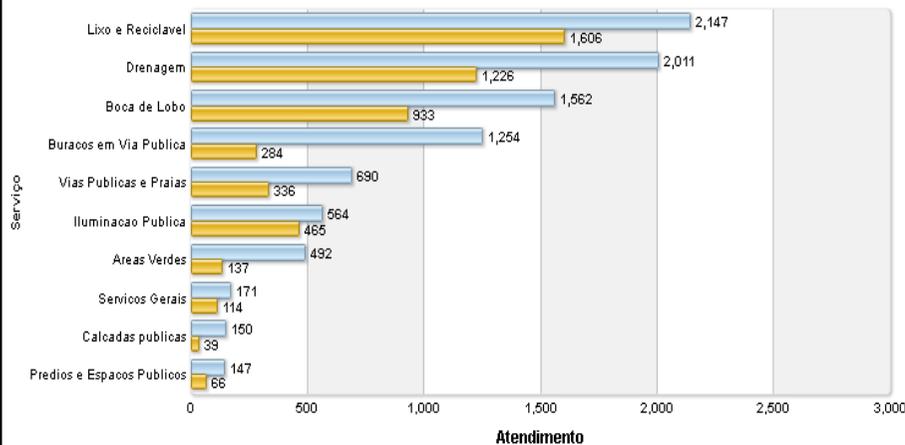
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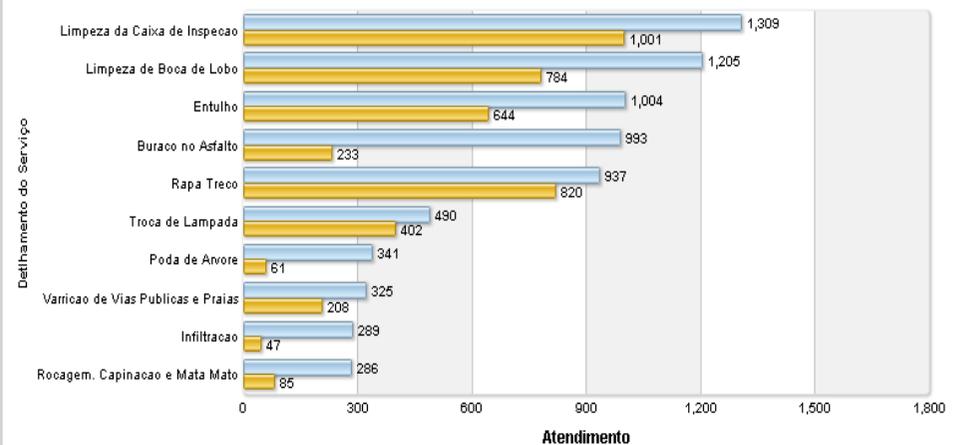
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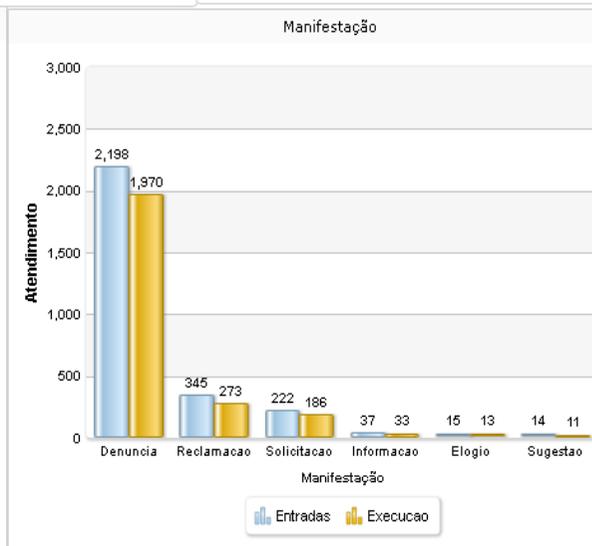
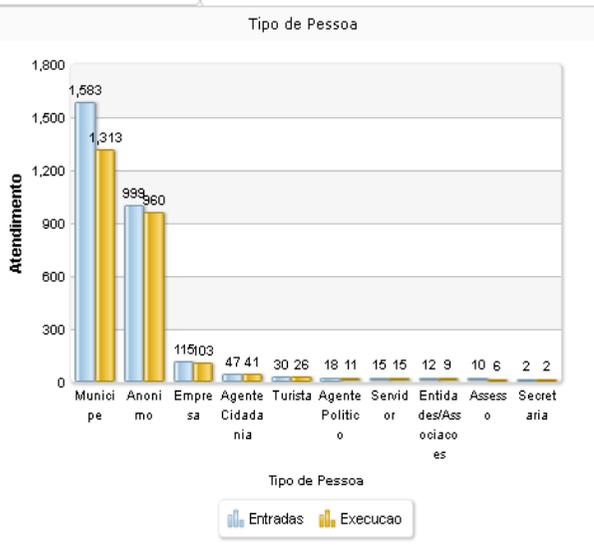
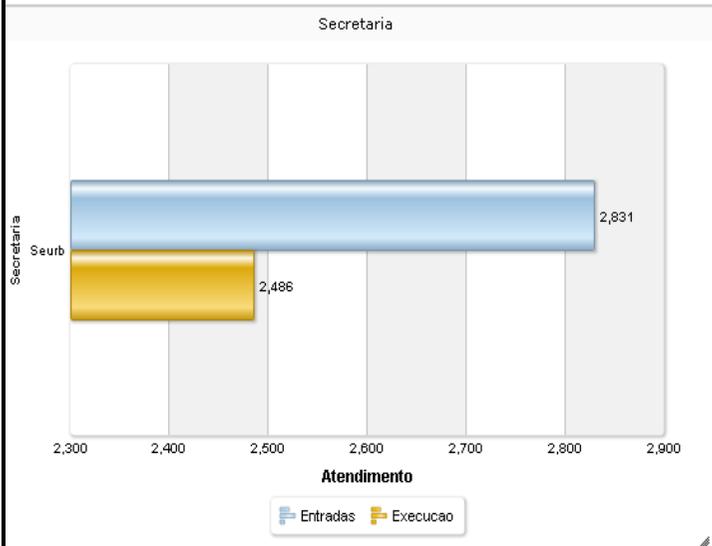
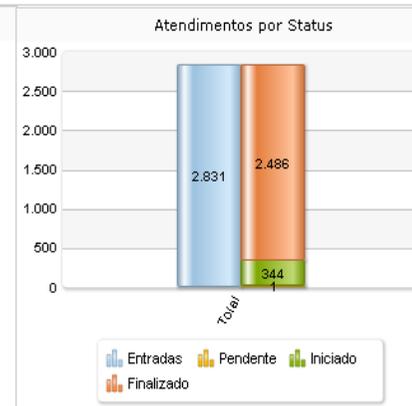
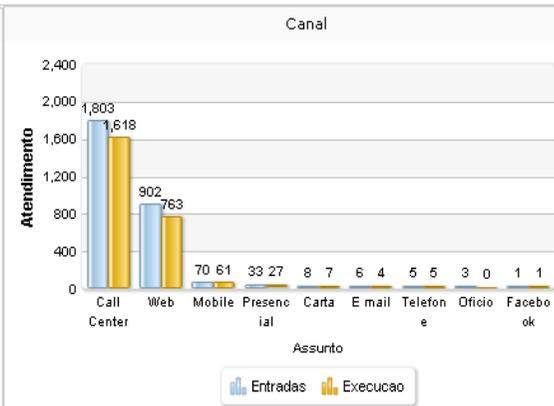
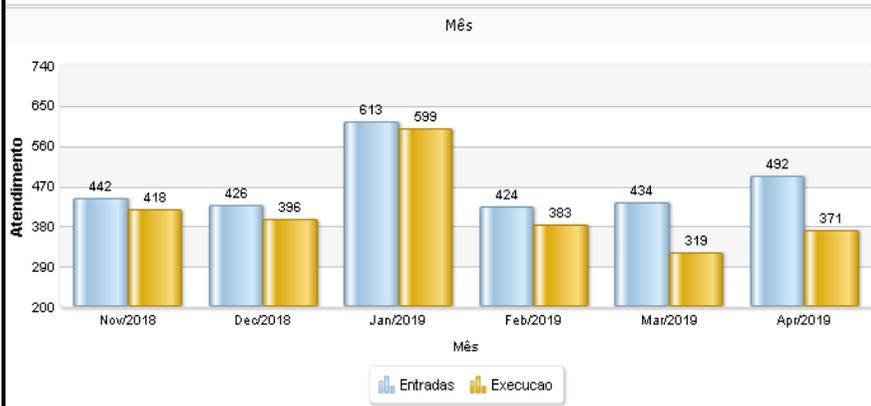


Detalhamento Serviço (Top 10)

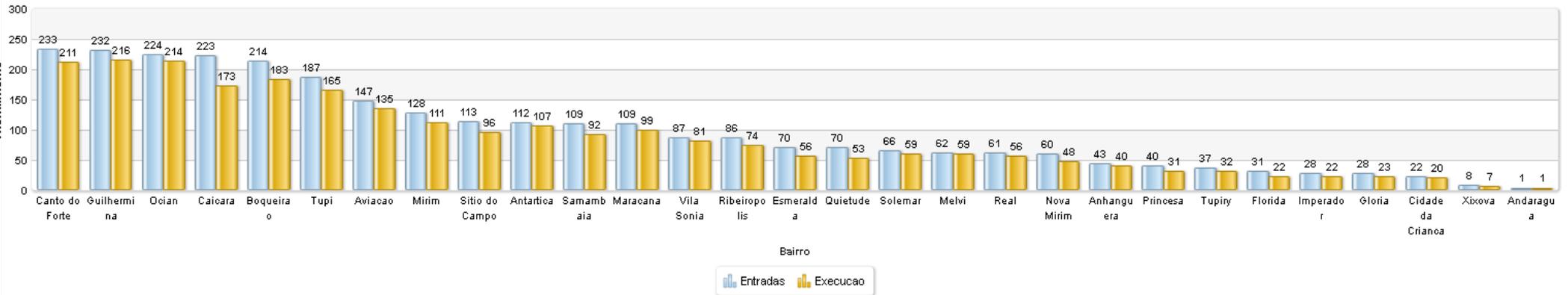


**SEURB**

**SECRETARIA DE URBANISMO**



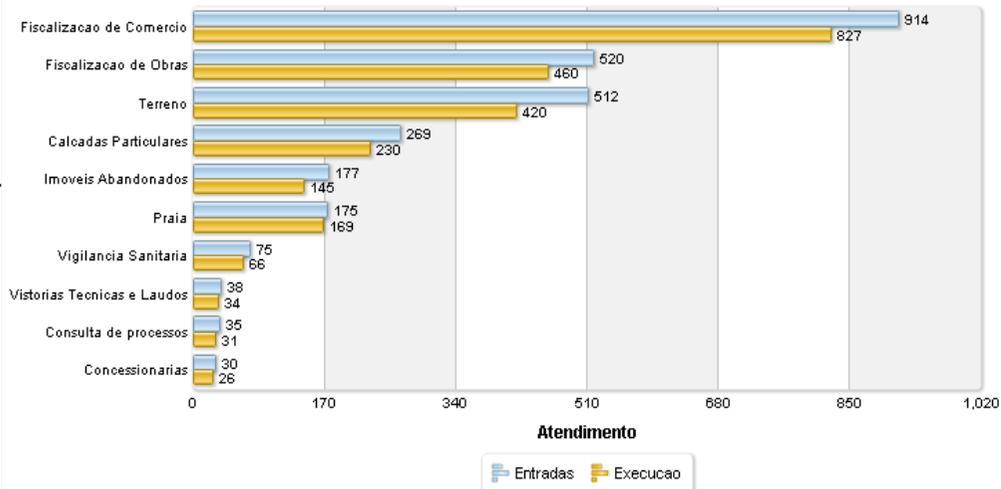
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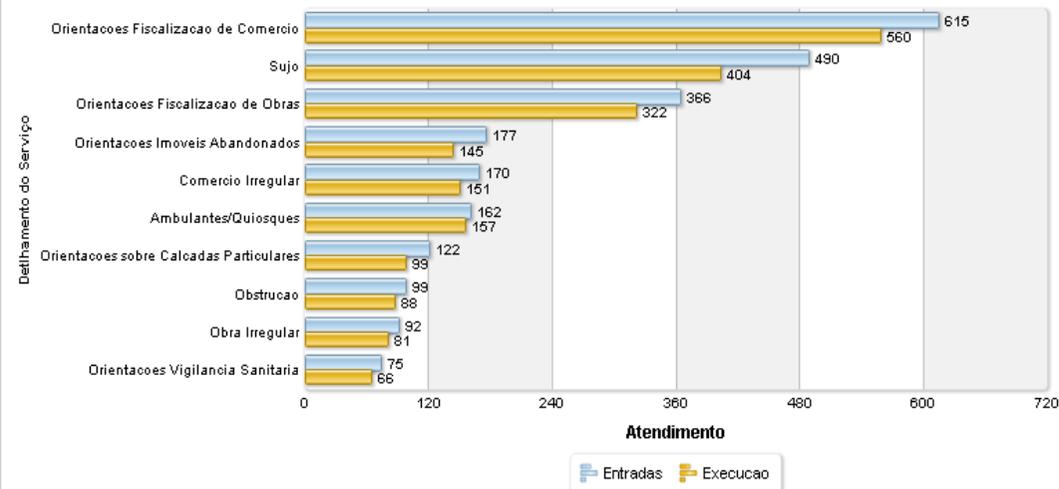
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Serviço (Top 10)

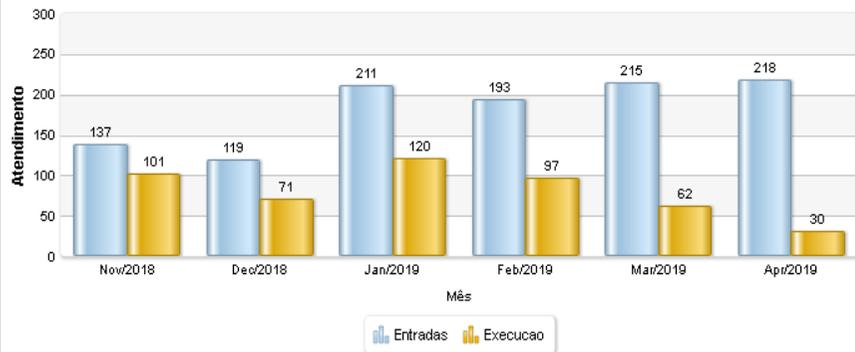


Detalhamento Serviço (Top 10)

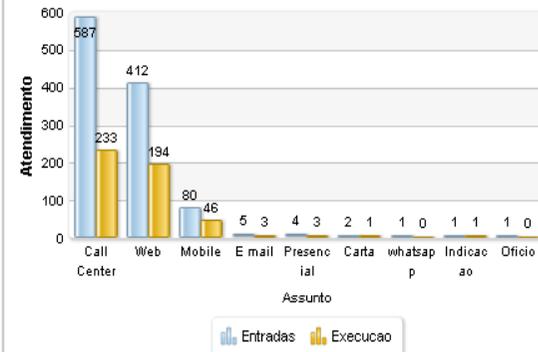


**SESAP**  
**SECRETARIA DE SAÚDE PÚBLICA**

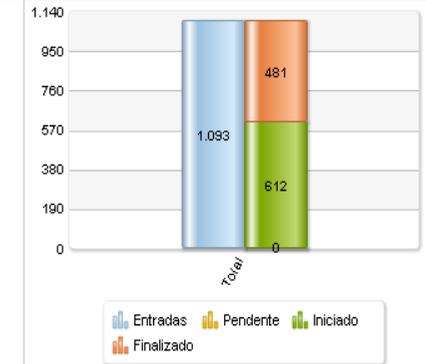
Mês



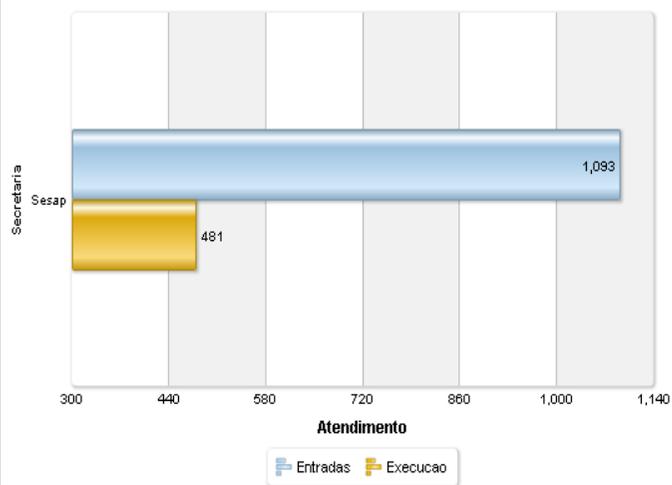
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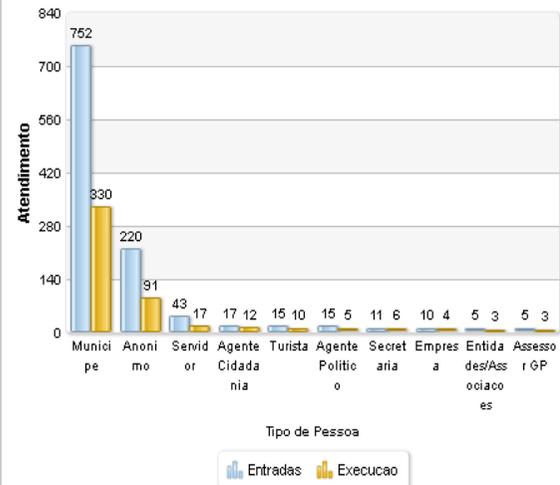
Atendimentos por Status



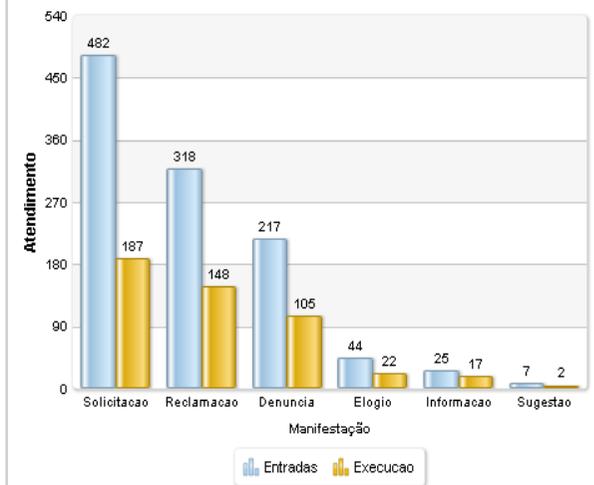
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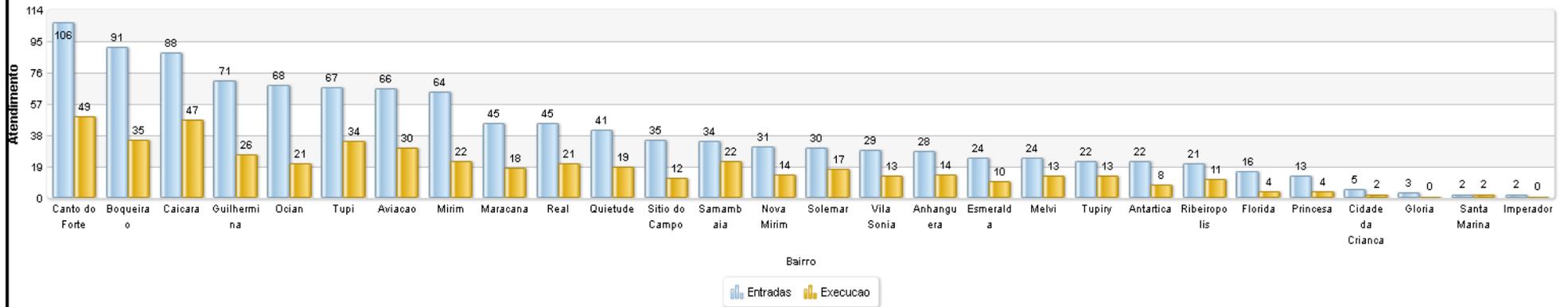
Tipo de Pessoa



Manifestação



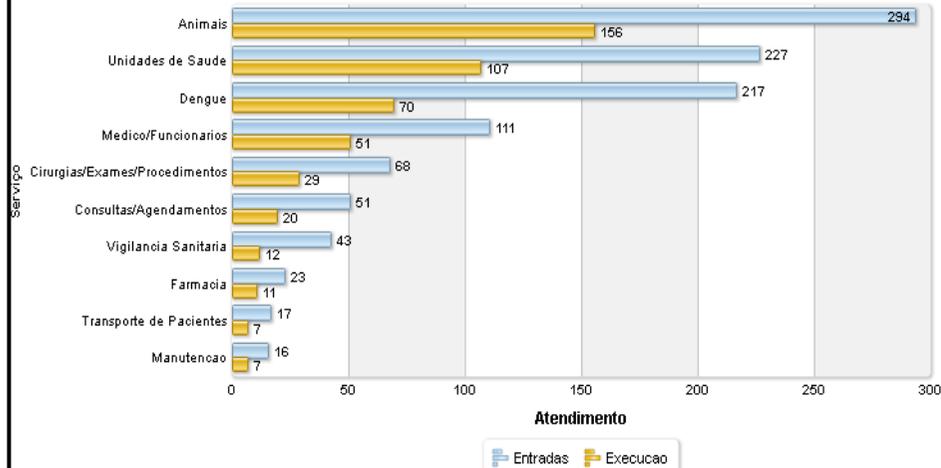
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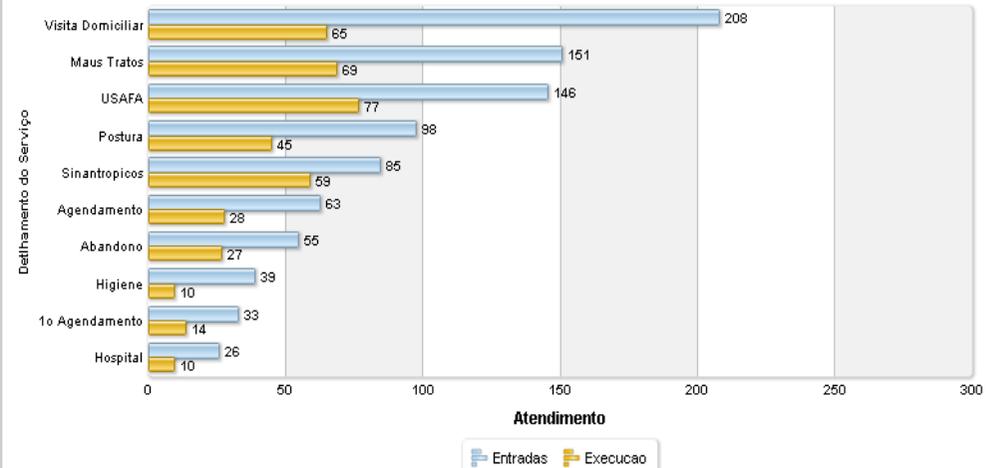
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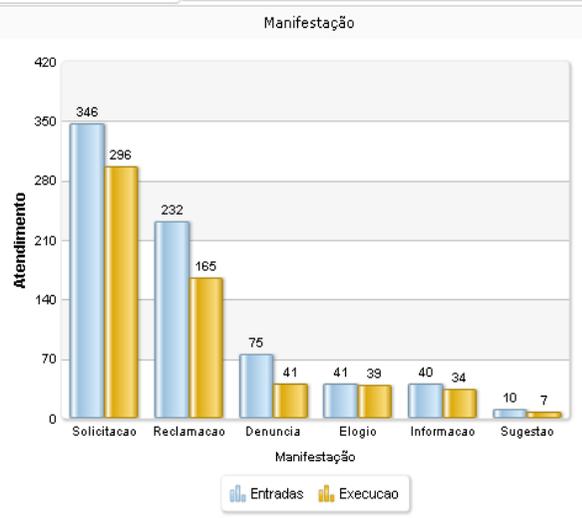
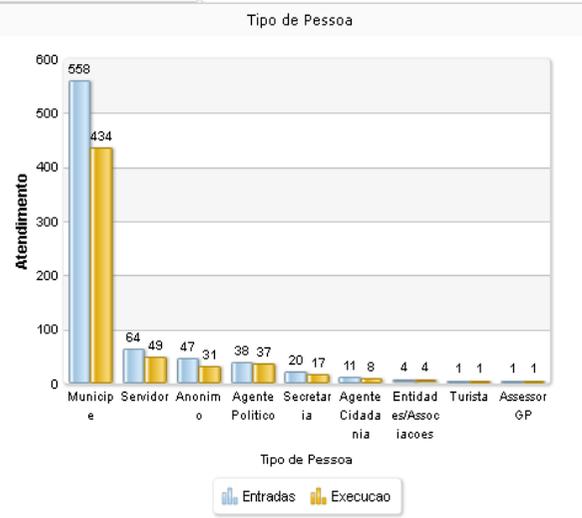
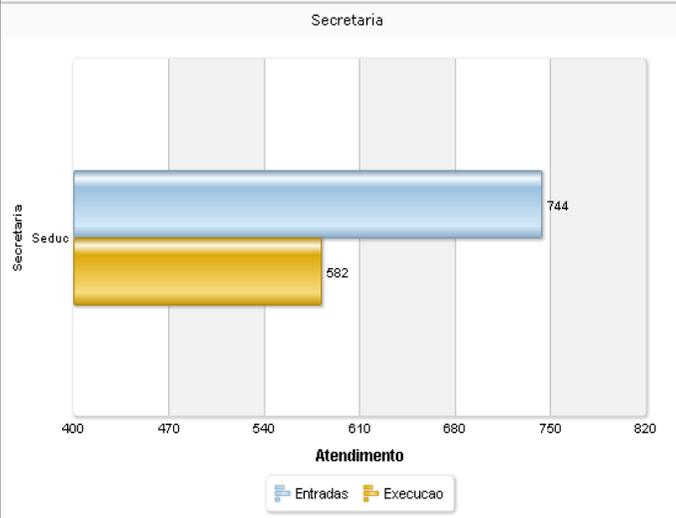
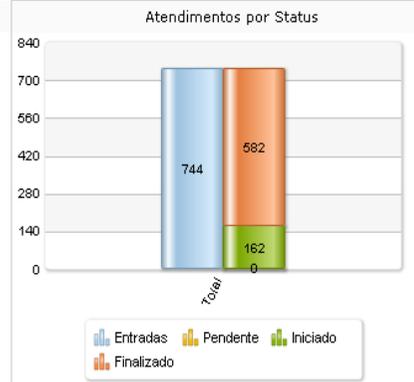
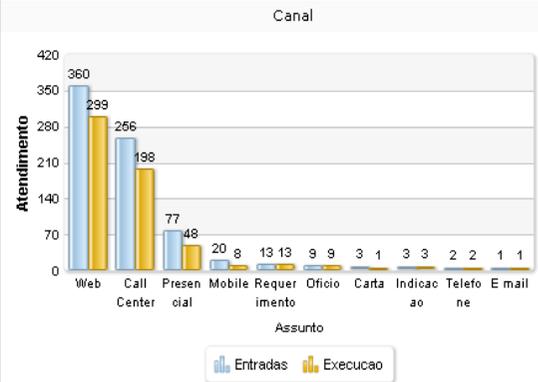
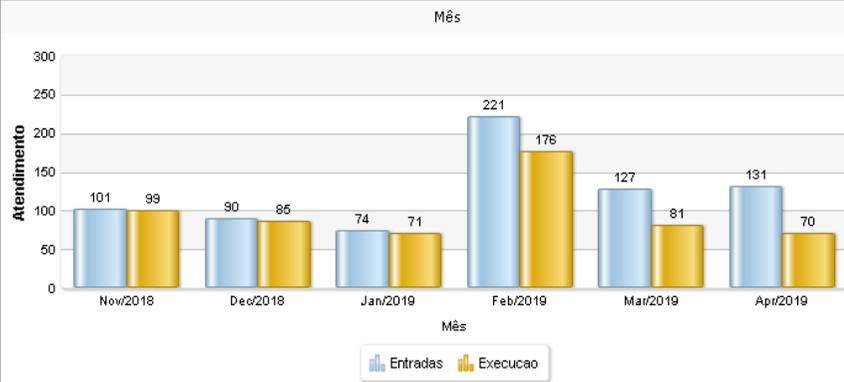
Serviço (Top 10)



Detalhamento Serviço (Top 10)



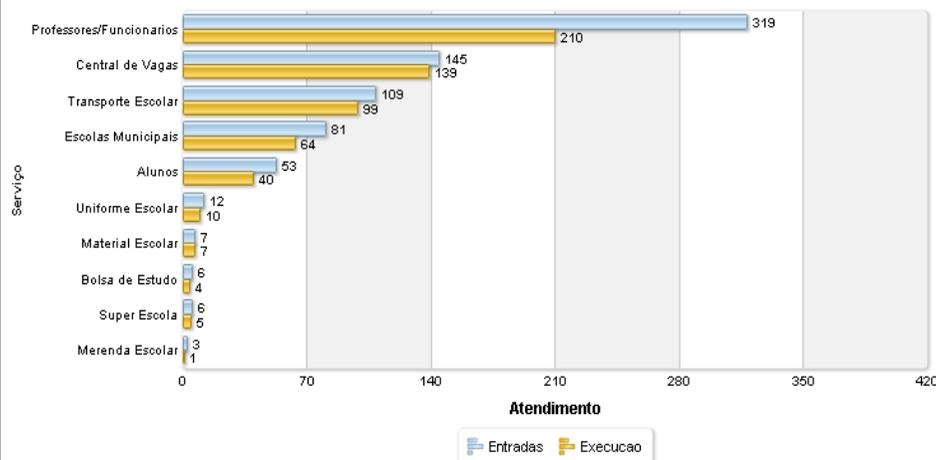
**SEDUC**  
**SECRETARIA DE EDUCAÇÃO**



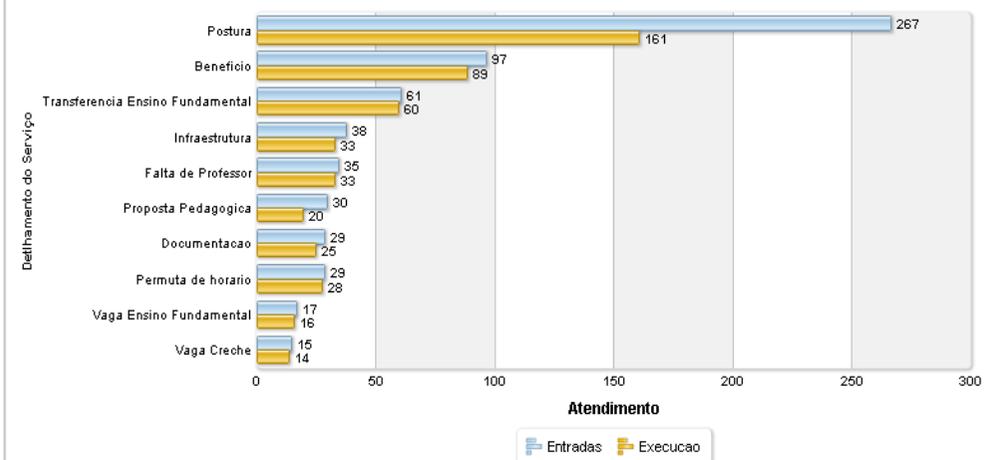
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Serviço (Top 10)

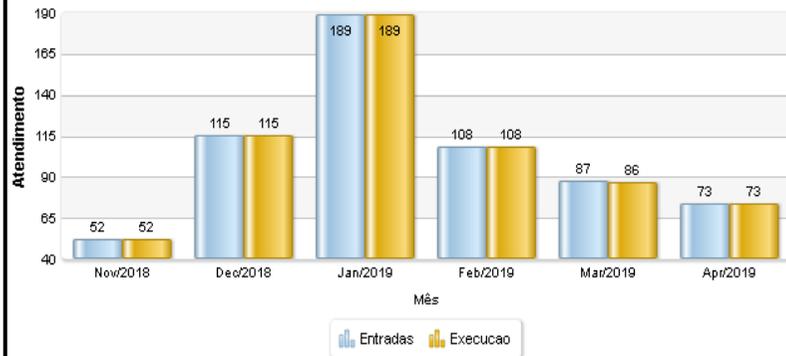


Detalhamento Serviço (Top 10)

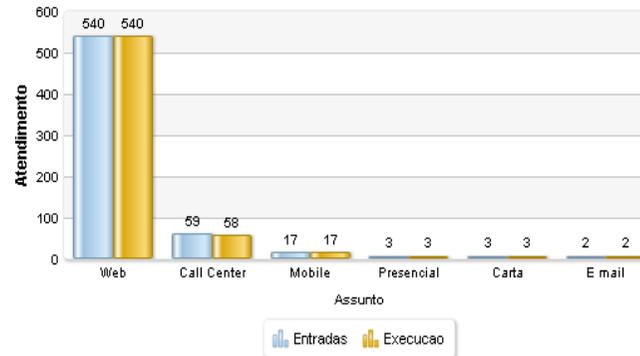


**SEFIN**  
**SECRETARIA DE FINANÇAS**

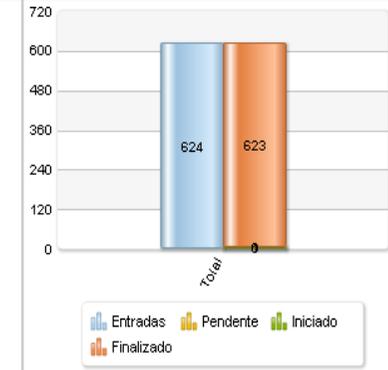
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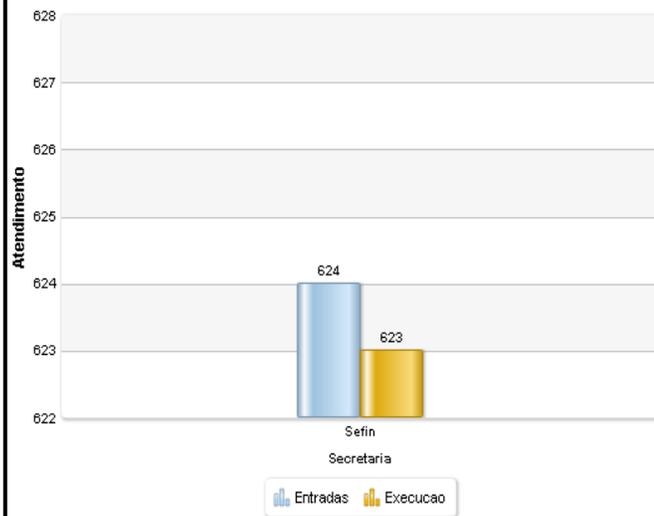
Canal



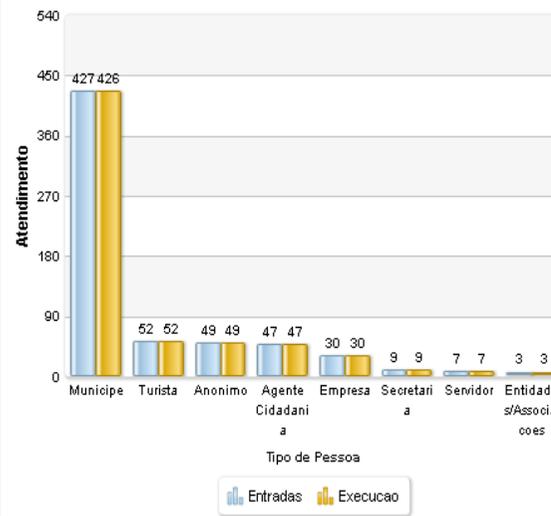
Atendimentos por Status



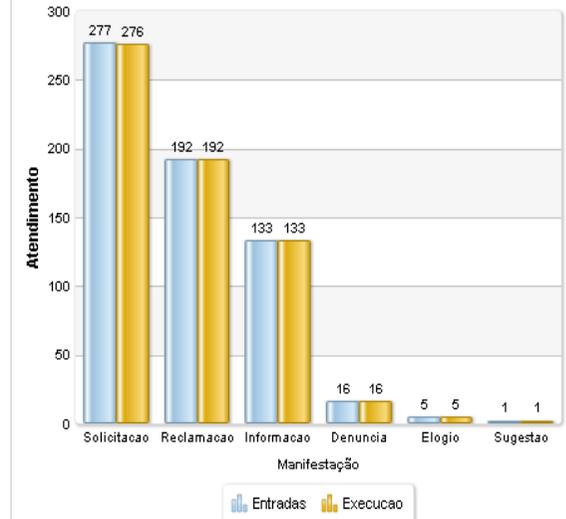
Secretaria



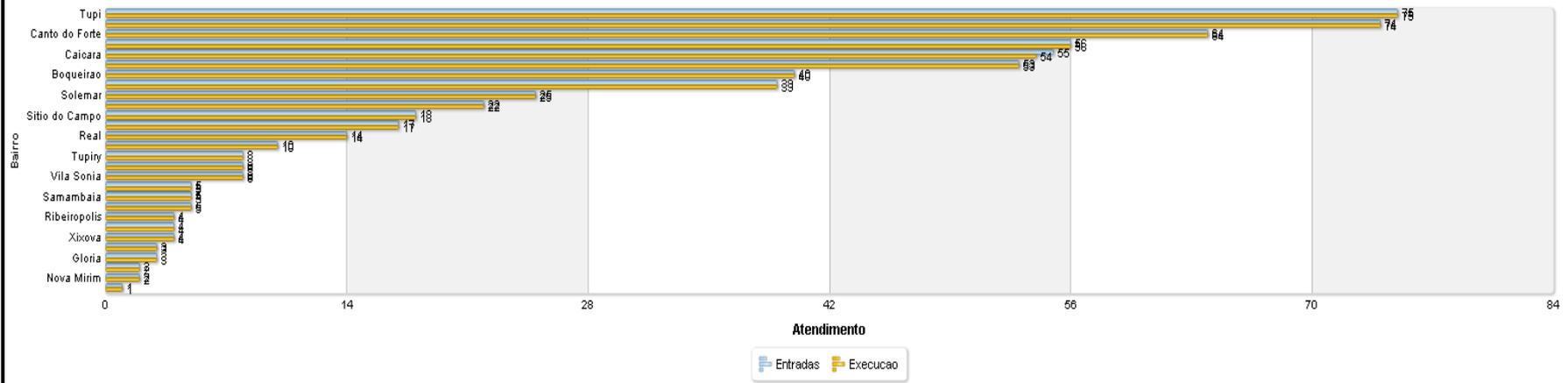
Tipo de Pessoa



Manifestação



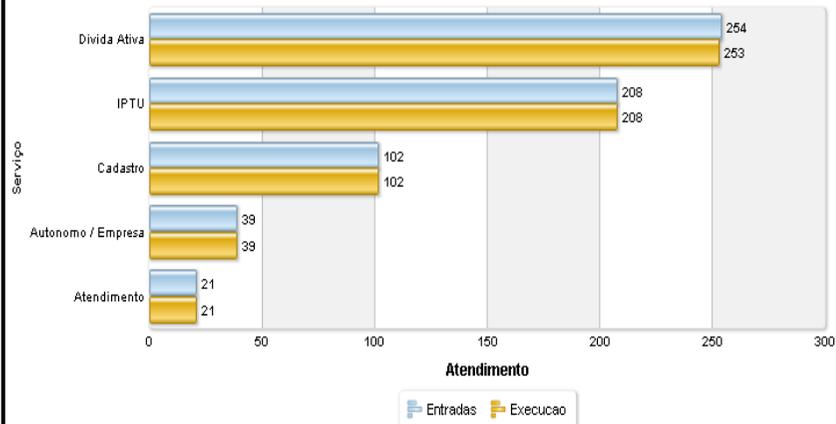
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Atendimento

Entradas Execucao

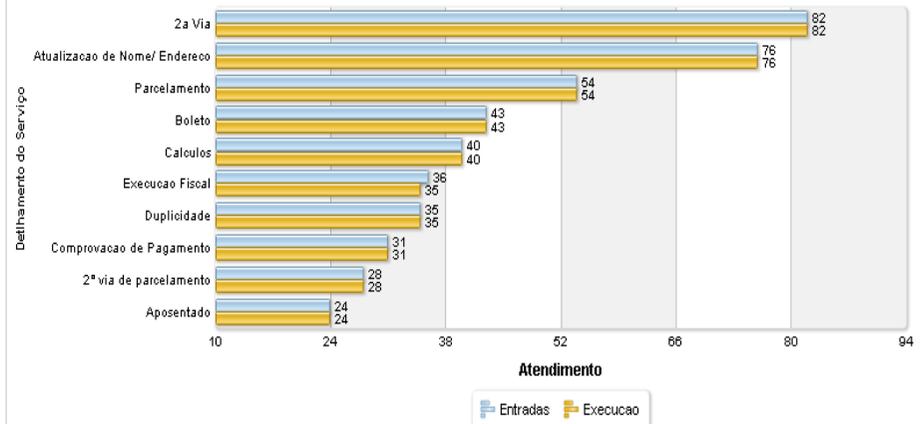
Serviço (Top 10)



Atendimento

Entradas Execucao

Detalhamento Serviço (Top 10)

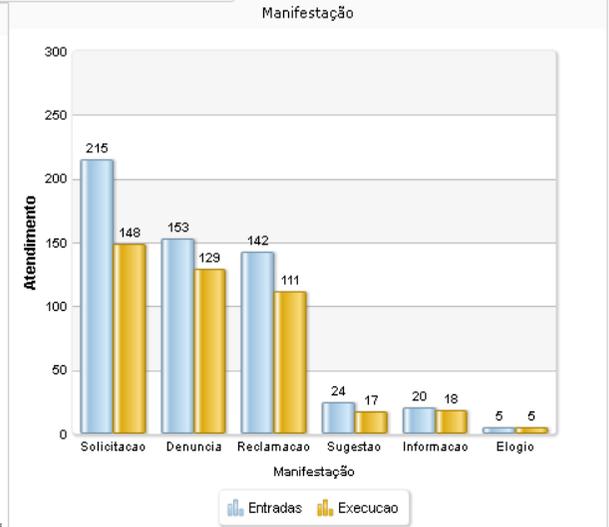
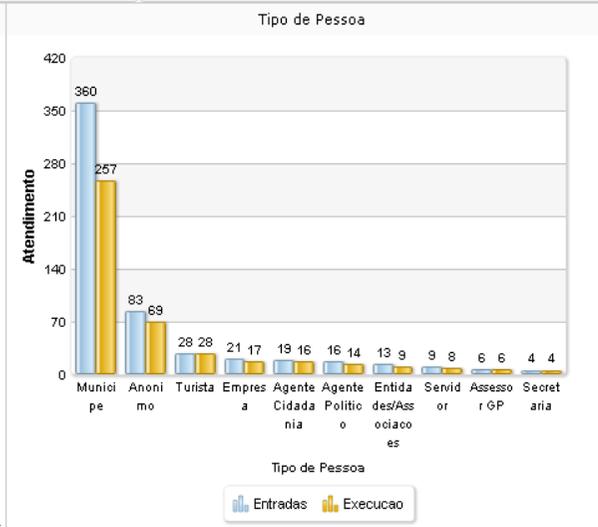
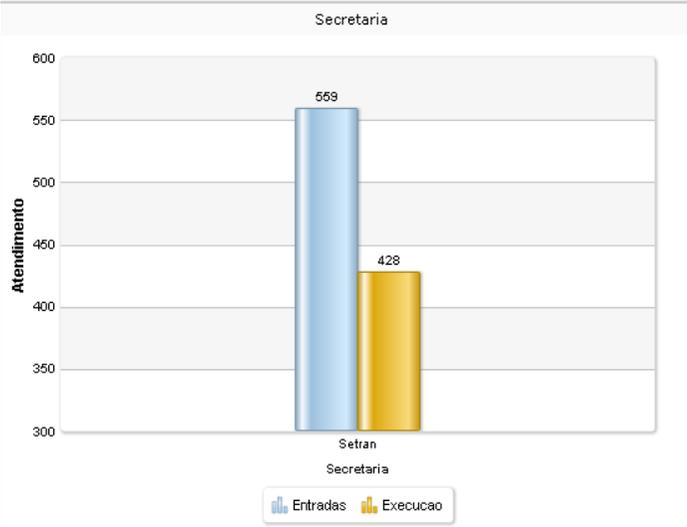
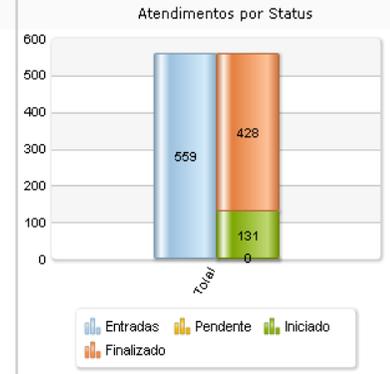
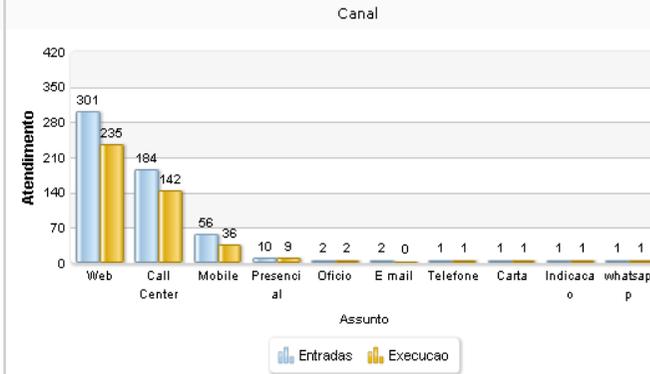
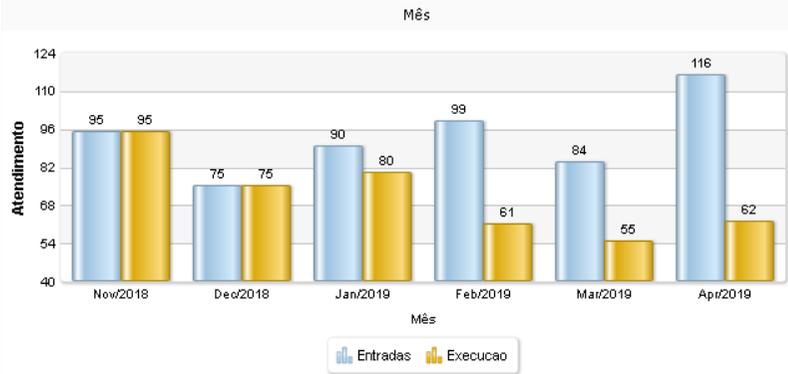


Atendimento

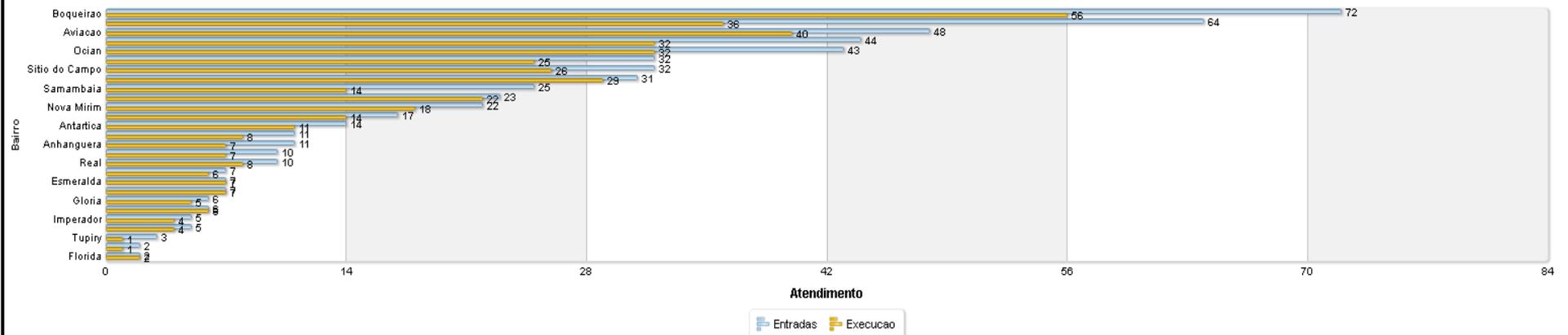
Entradas Execucao

**SETRAN**

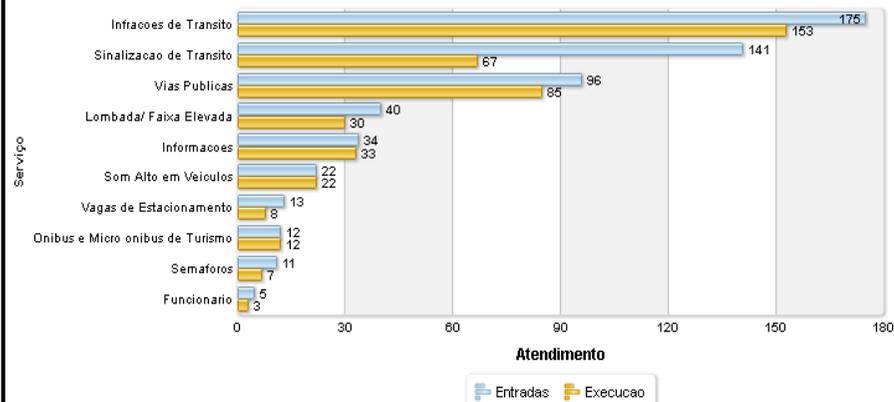
**SECRETARIA DE TRANSPORTE**



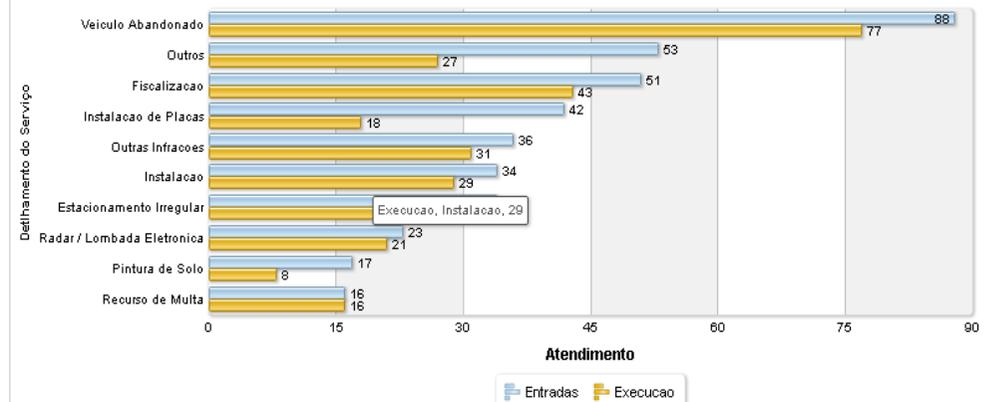
Bairro



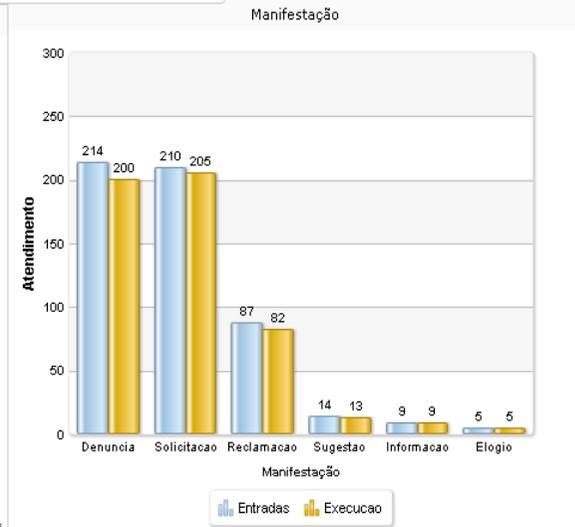
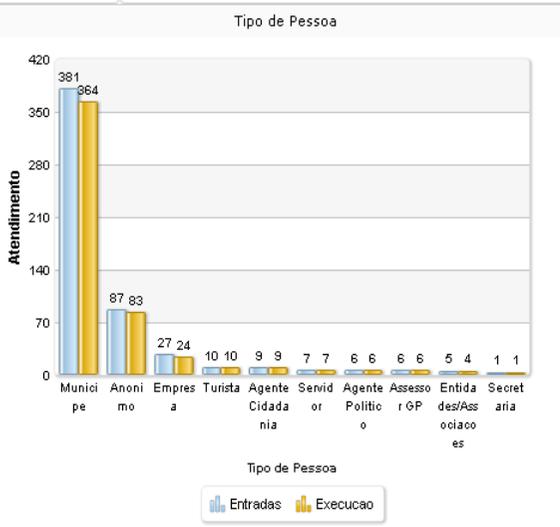
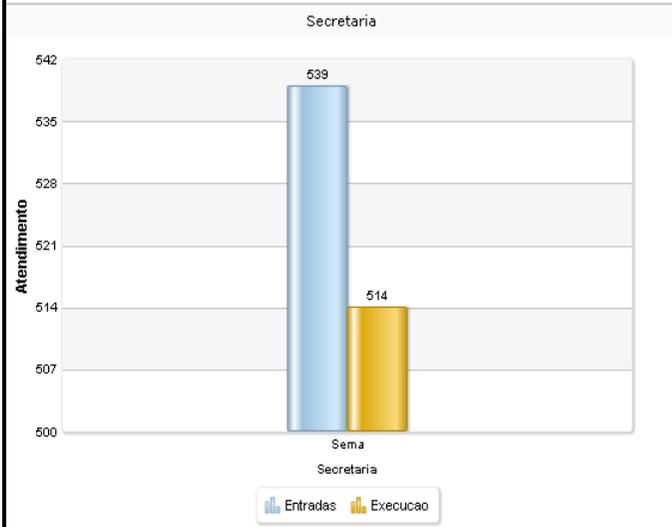
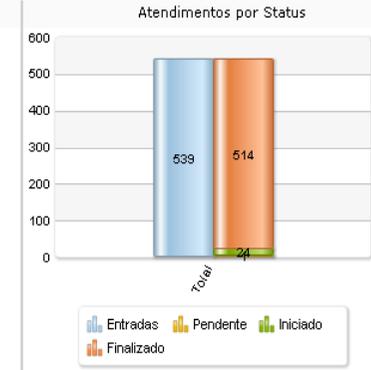
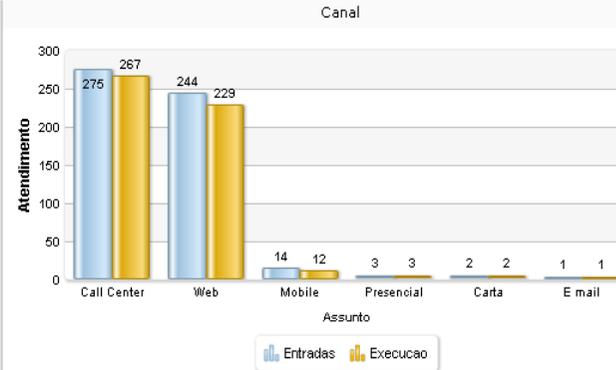
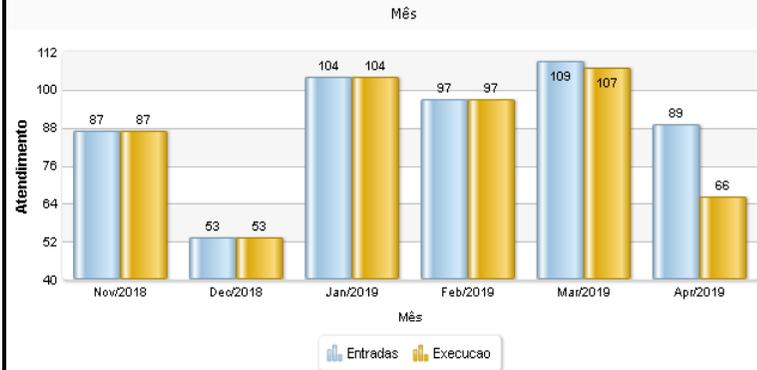
Serviço (Top 10)



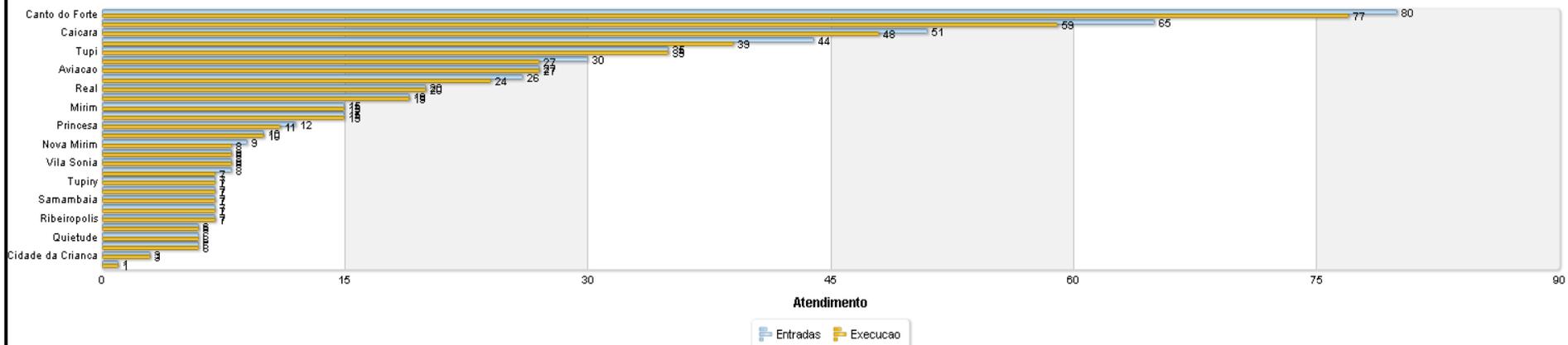
Detalhamento Serviço (Top 10)



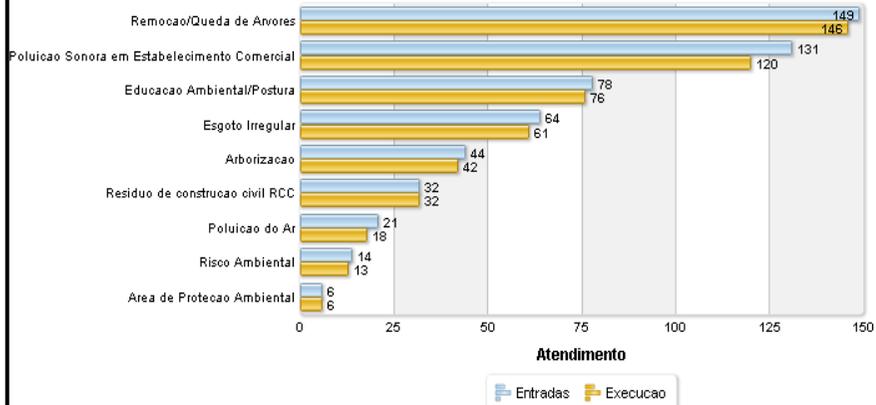
**SEMA**  
**SECRETARIA DE MEIO AMBIENTE**



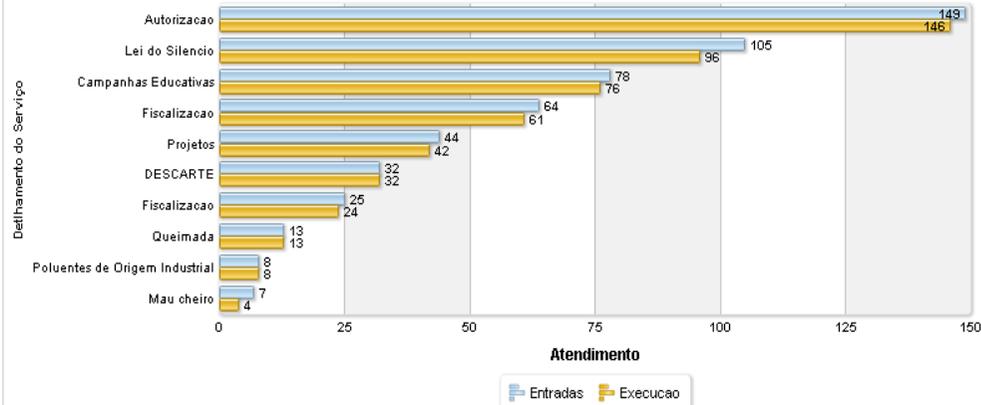
Bairro



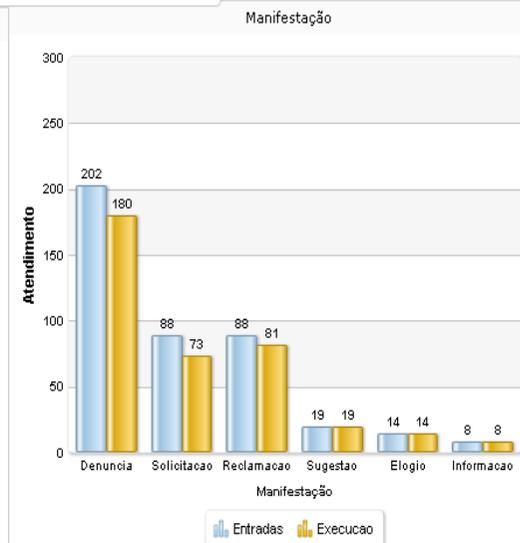
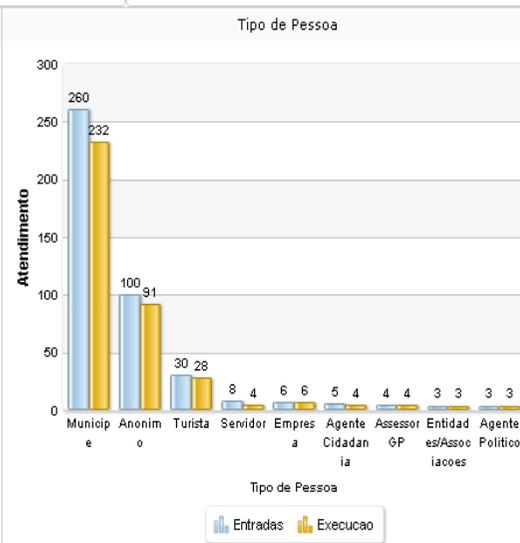
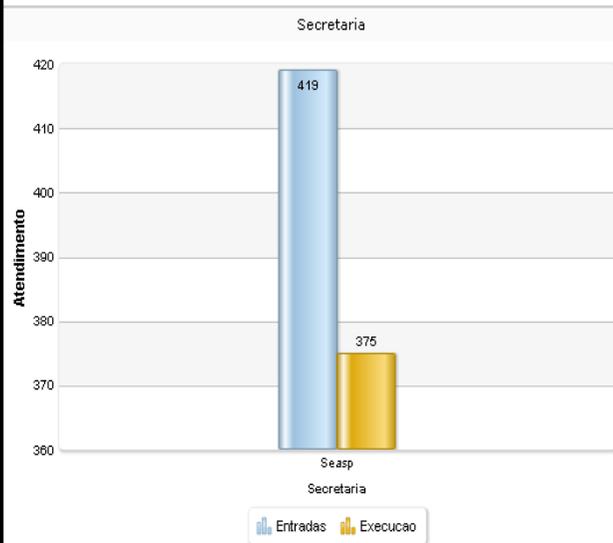
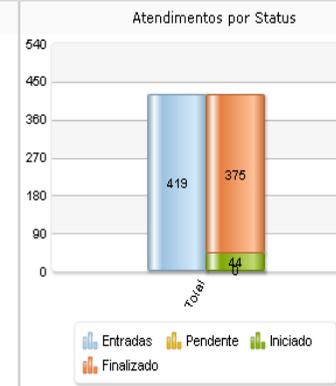
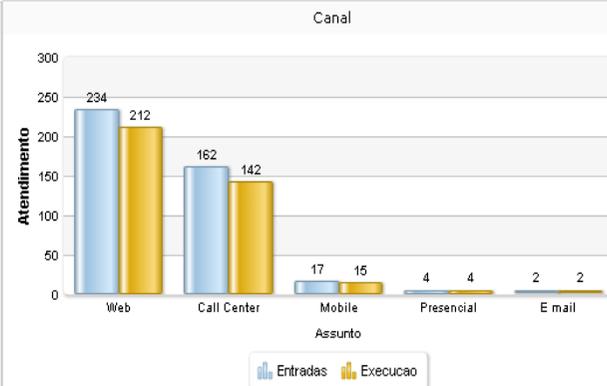
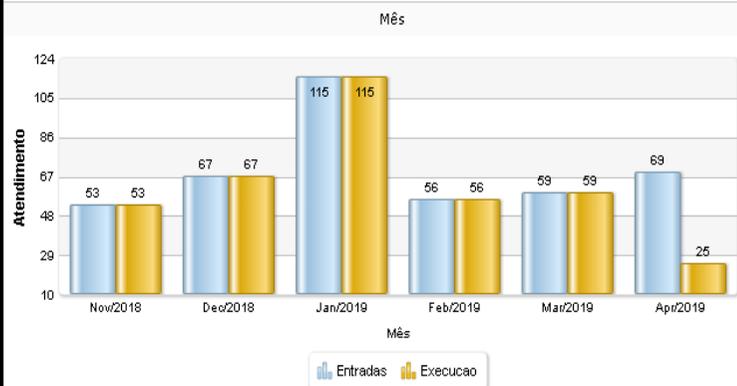
Serviço (Top 10)

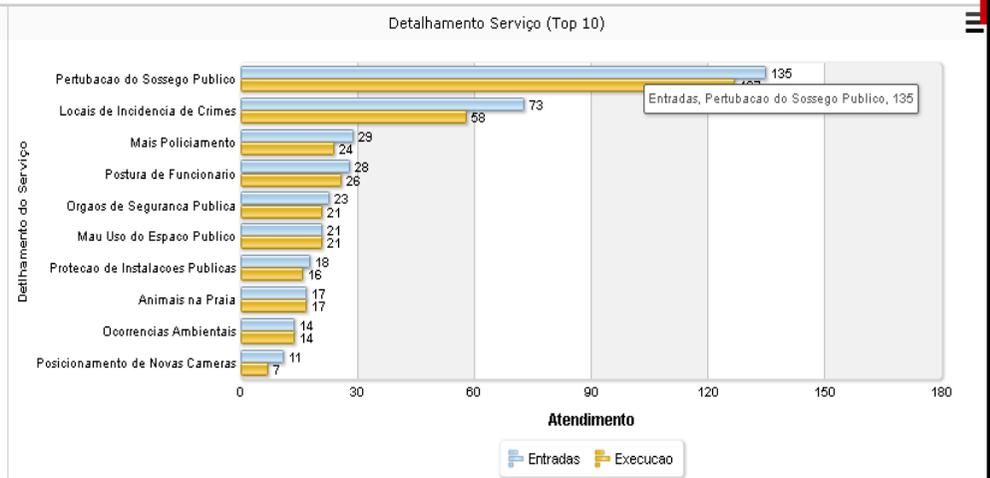
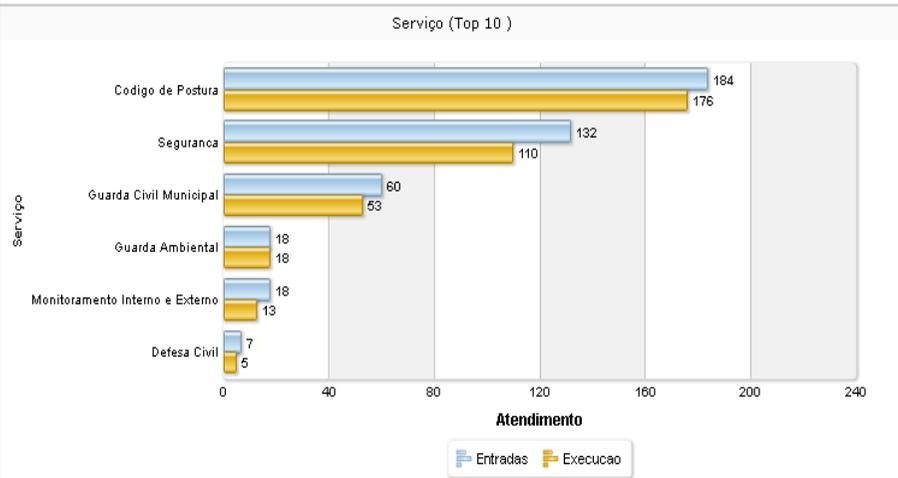
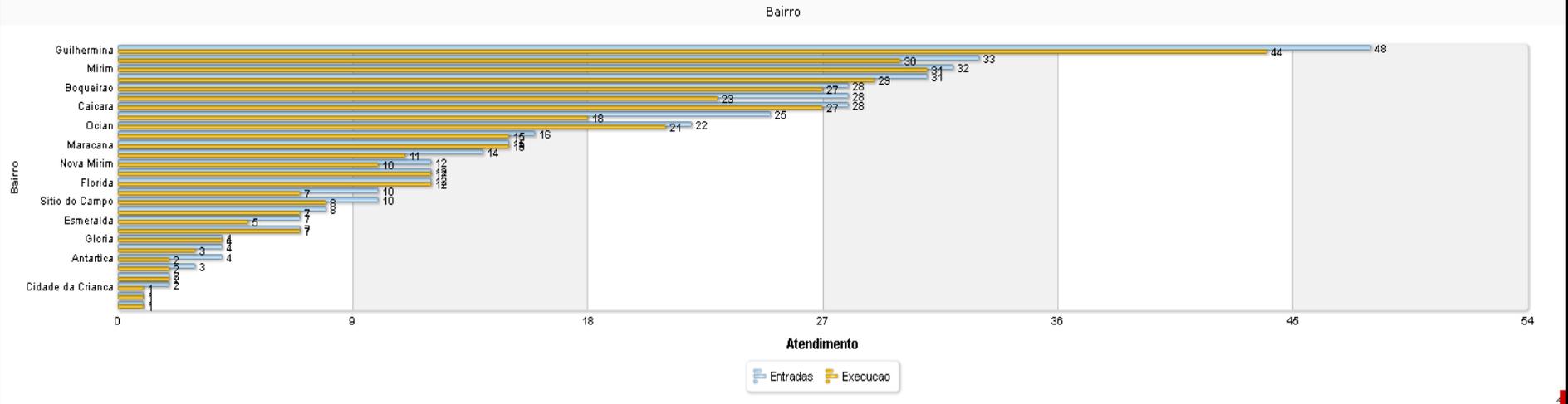


Detalhamento Serviço (Top 10)

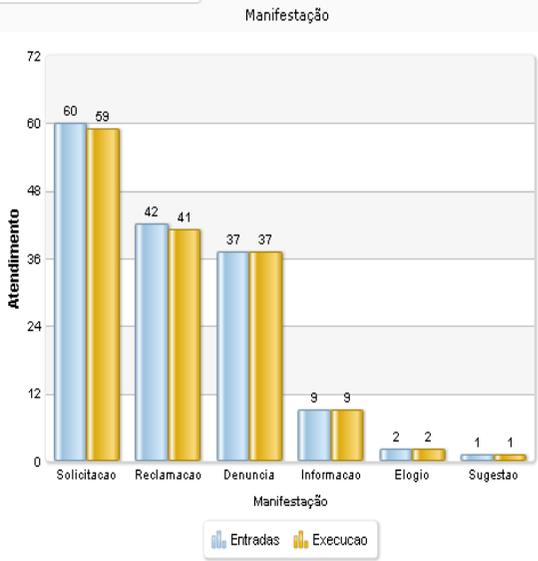
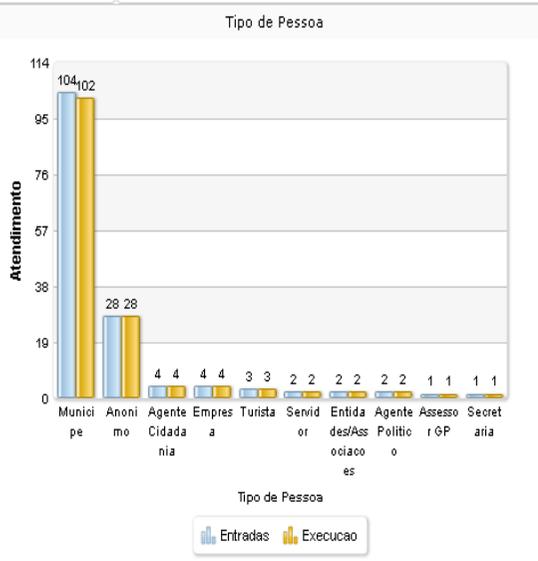
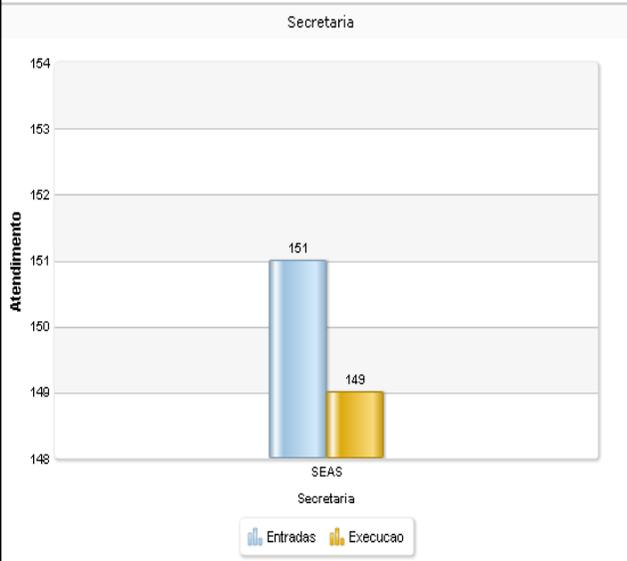
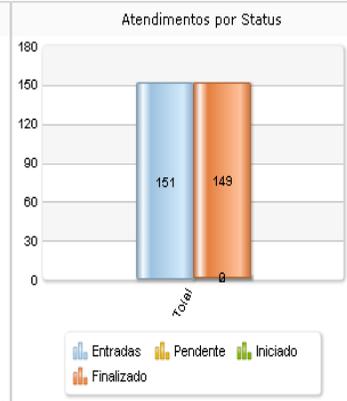
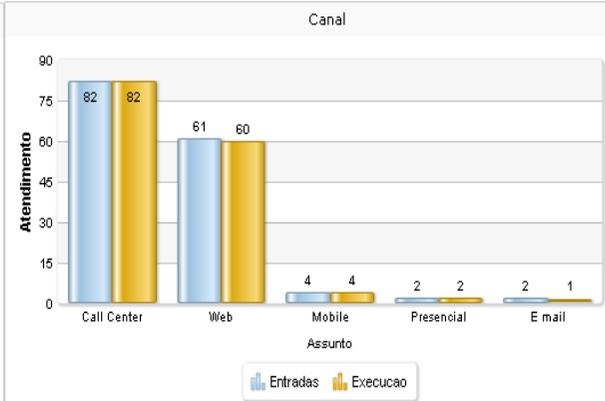
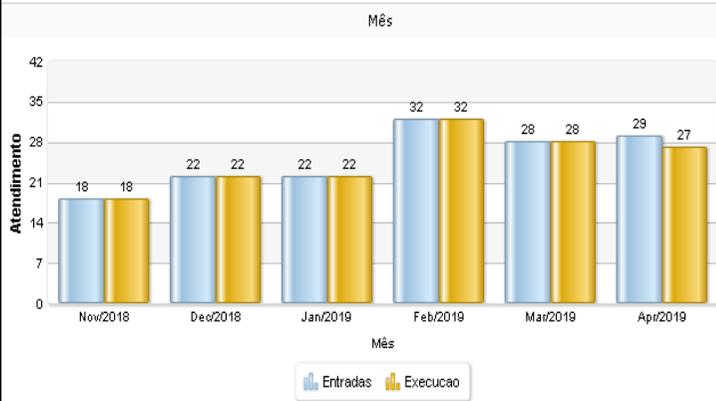


**SEASP**  
**SECRETARIA DE ASSUNTOS DE**  
**SEGURANÇA PÚBLICA**

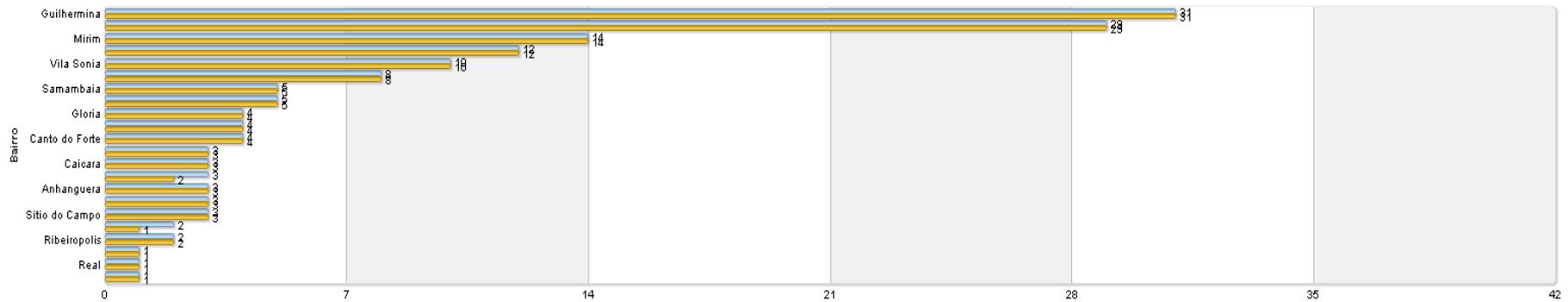




**SEAS**  
**SECRETARIA DE ASSISTÊNCIA SOCIAL**



Bairro



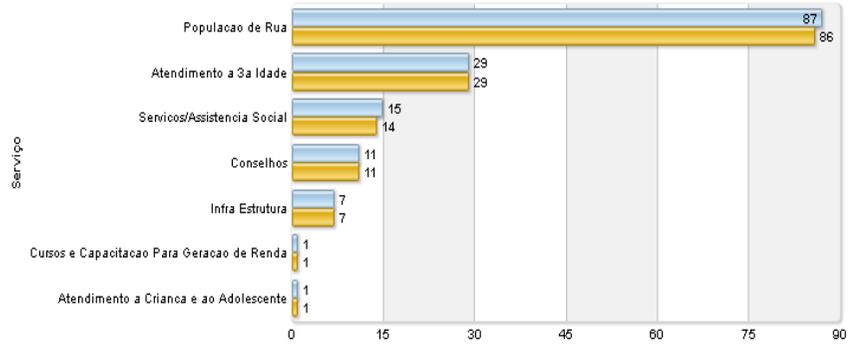
Atendimento

Entradas Execucao

Fechar Todos

Fechar Toda

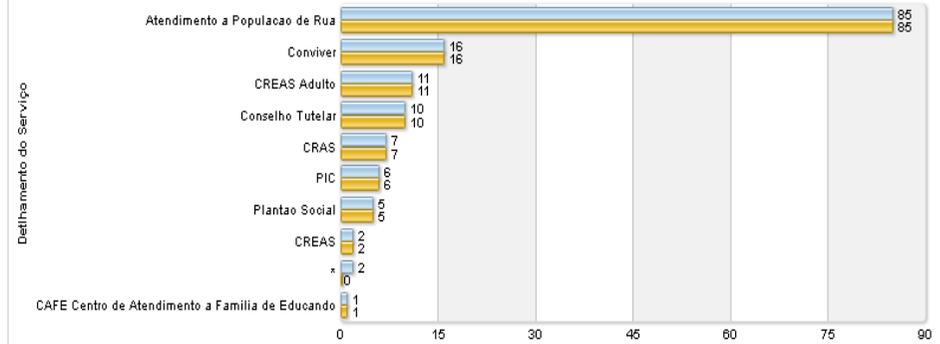
Serviço (Top 10)



Atendimento

Entradas Execucao

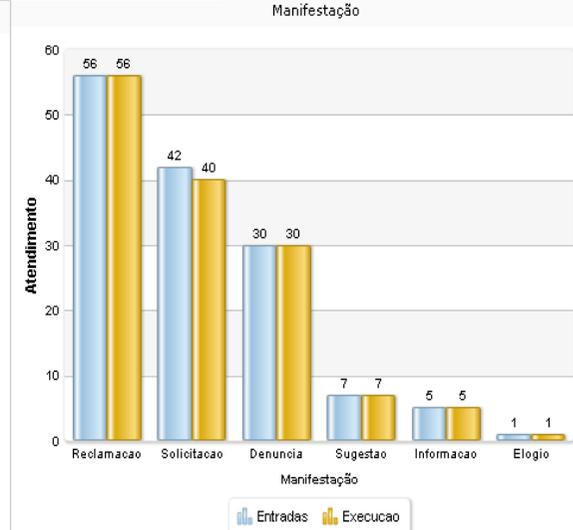
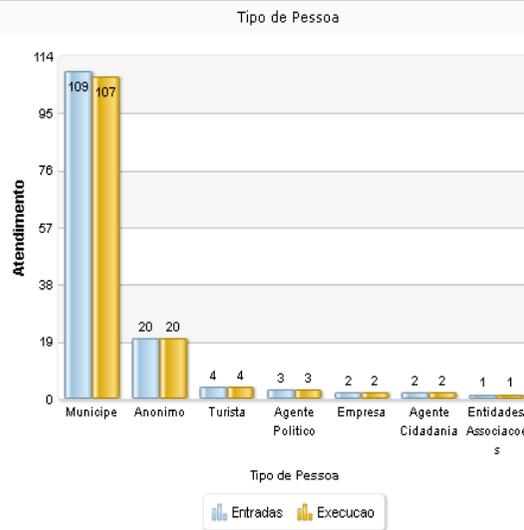
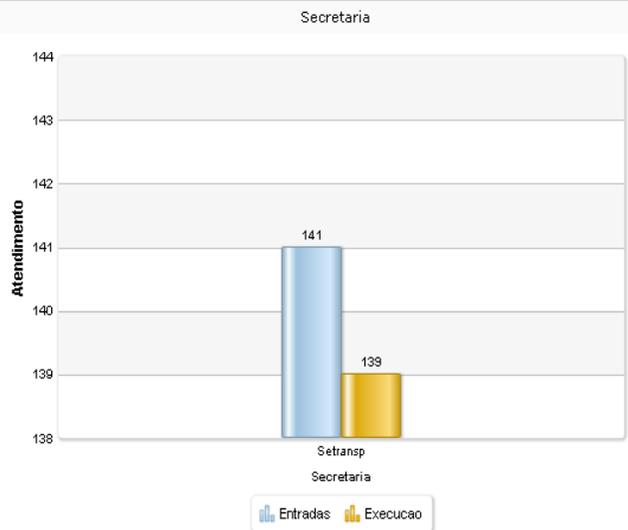
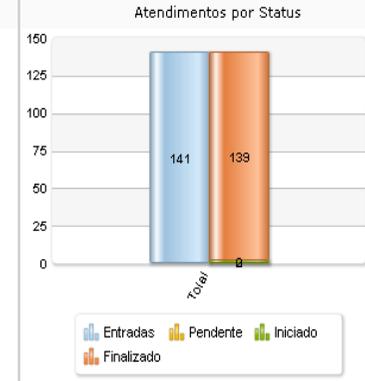
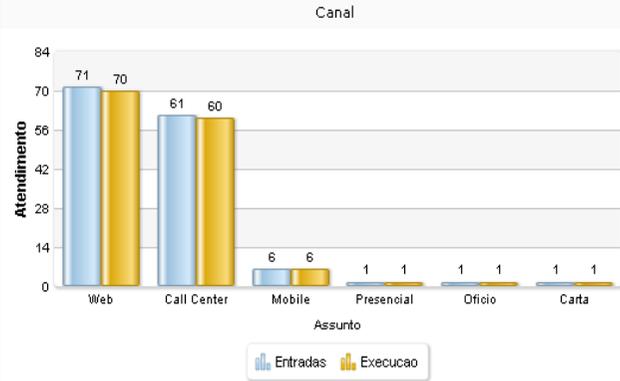
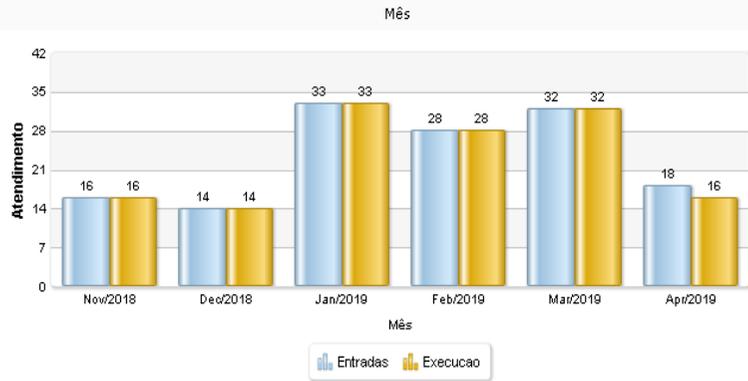
Detalhamento Serviço (Top 10)



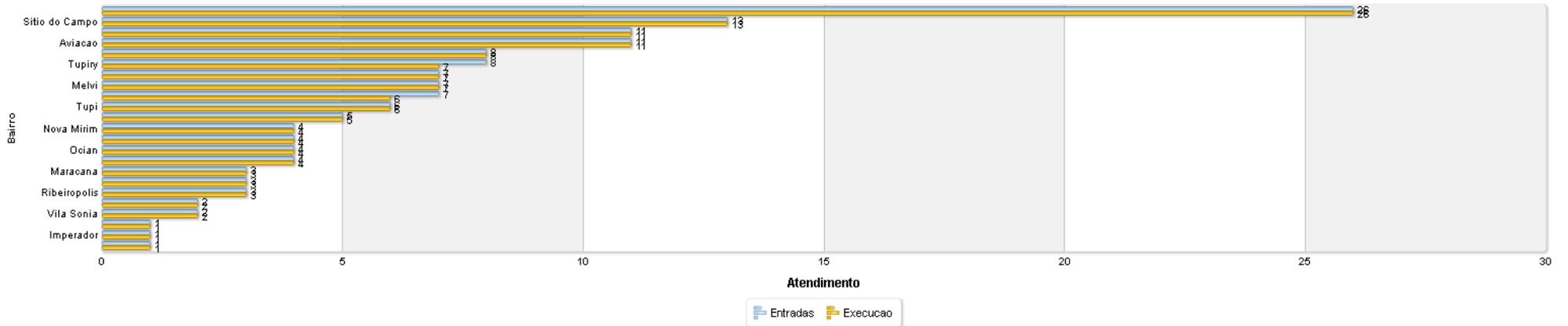
Atendimento

Entradas Execucao

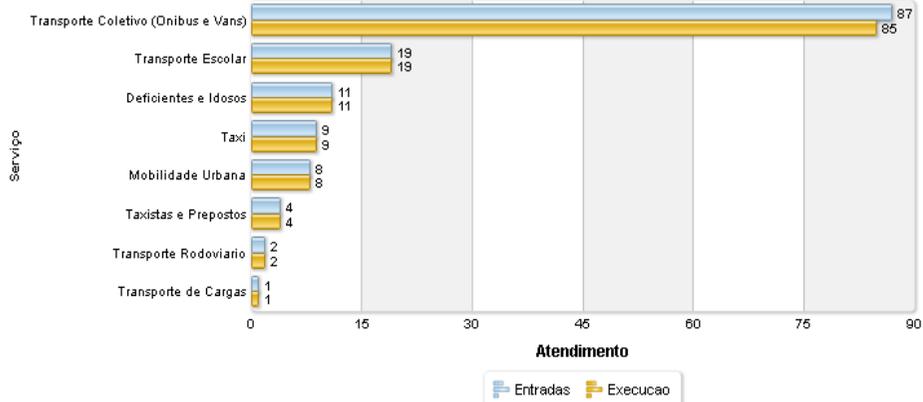
**SETRANSP**  
**SECRETARIA DE TRANSPORTE PÚBLICO**



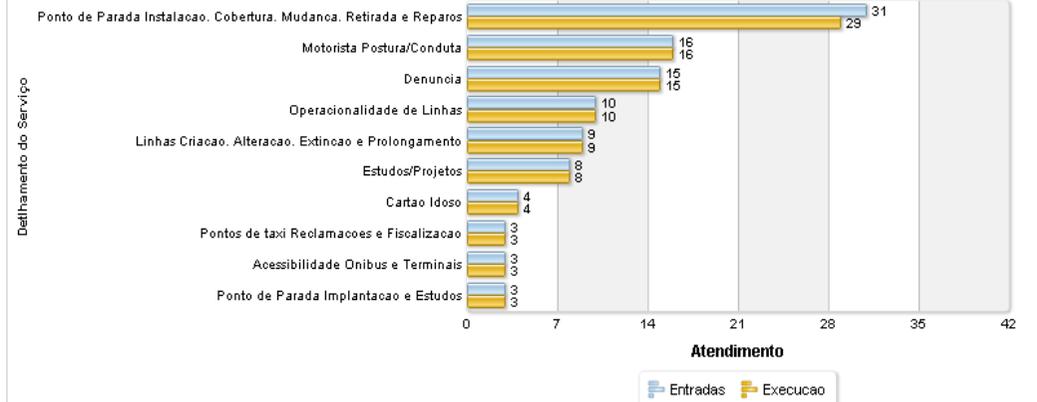
Bairro



Serviço (Top 10)

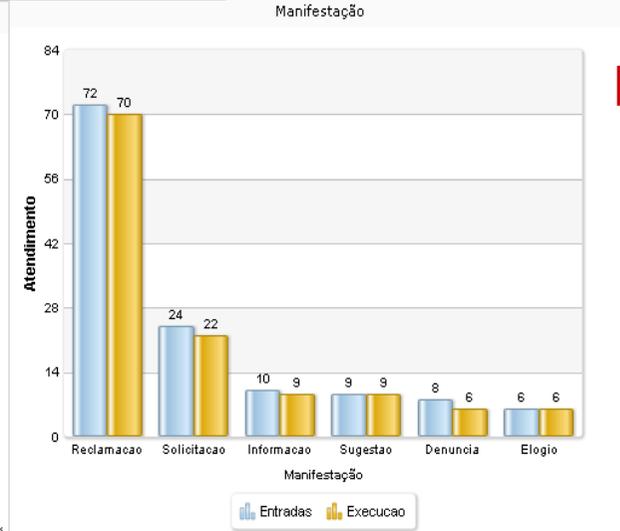
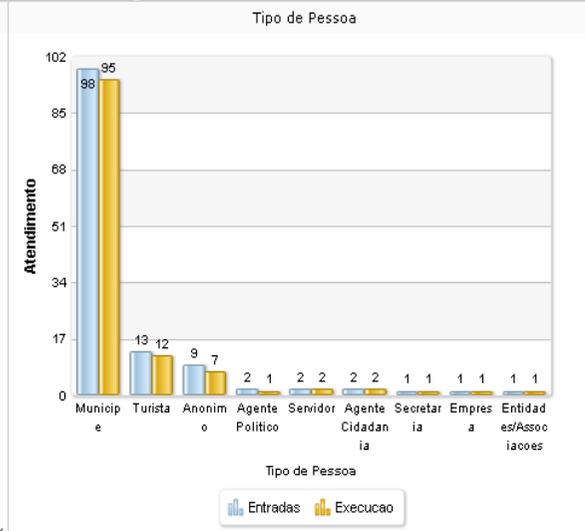
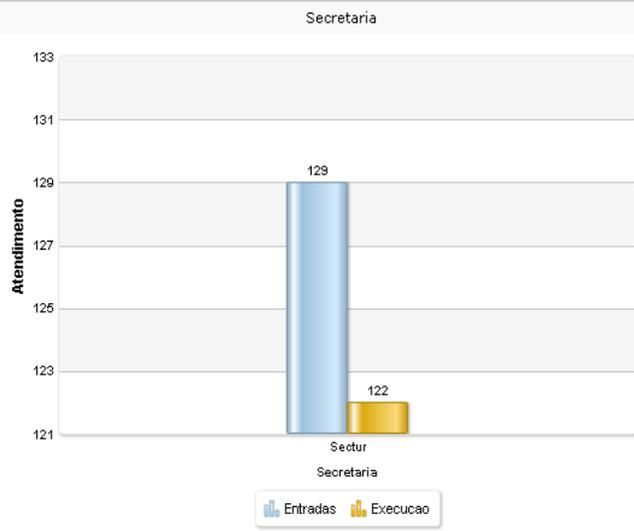
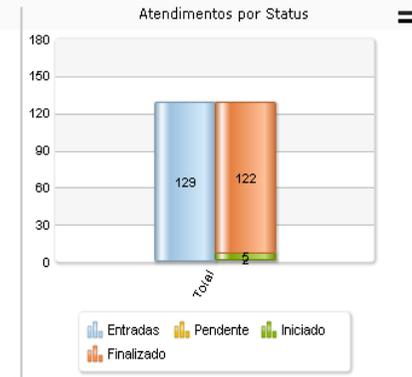
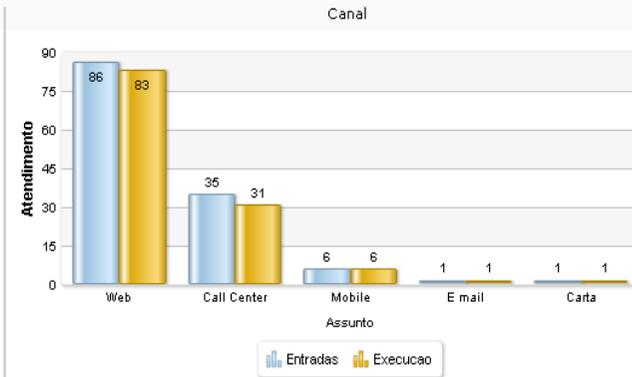
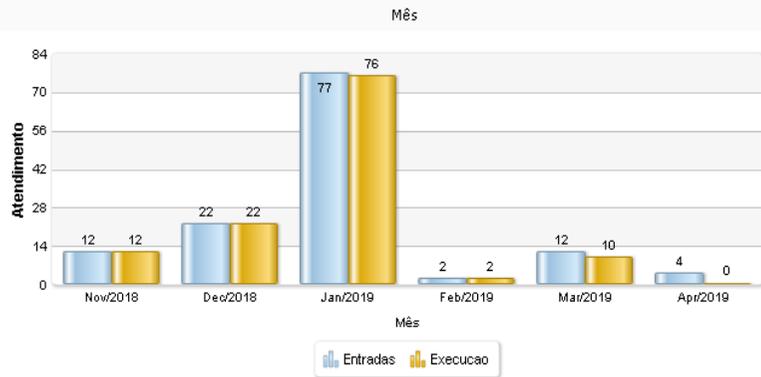


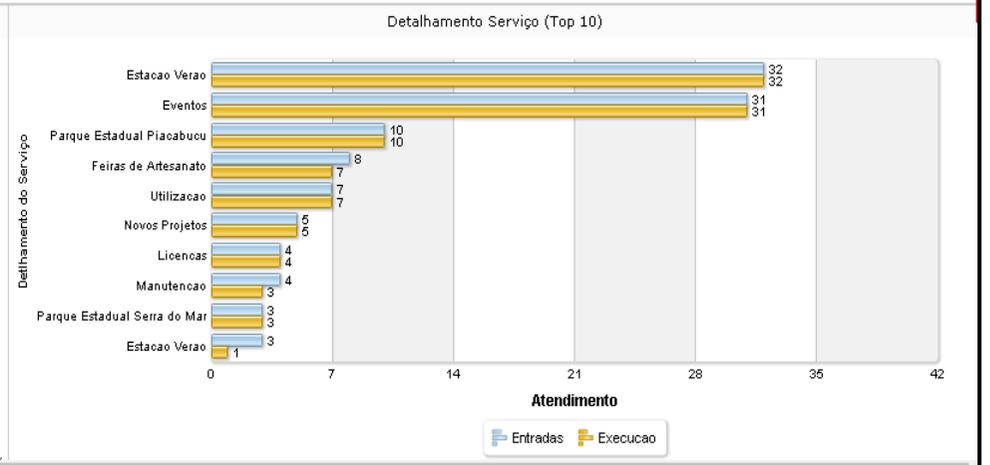
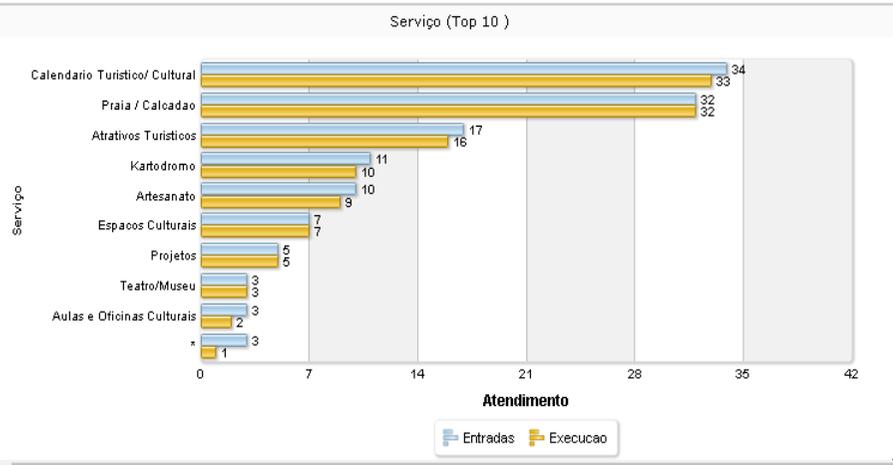
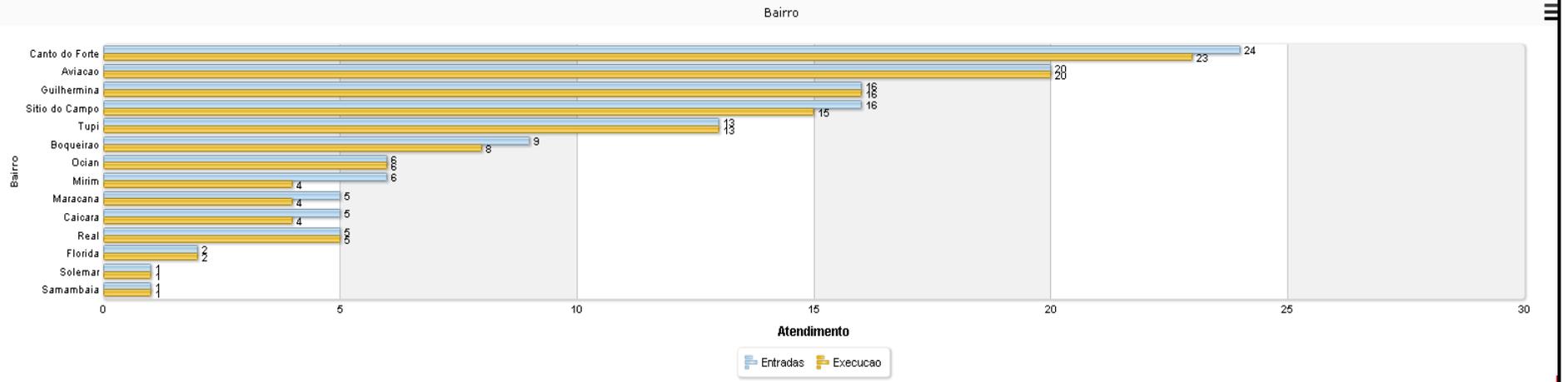
Detalhamento Serviço (Top 10)



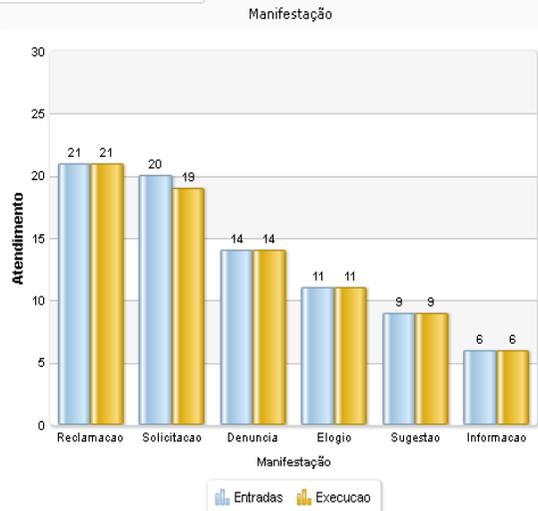
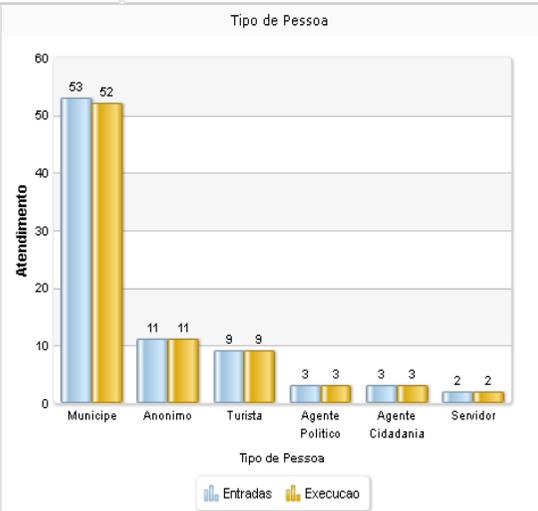
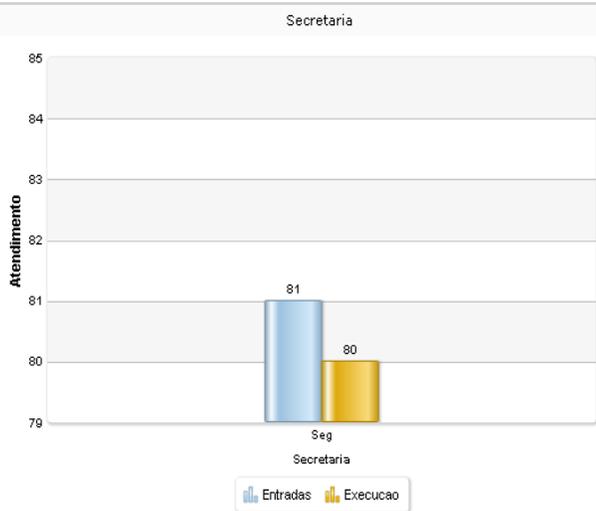
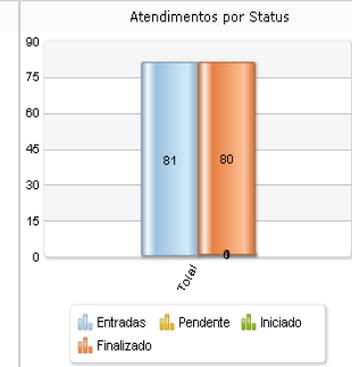
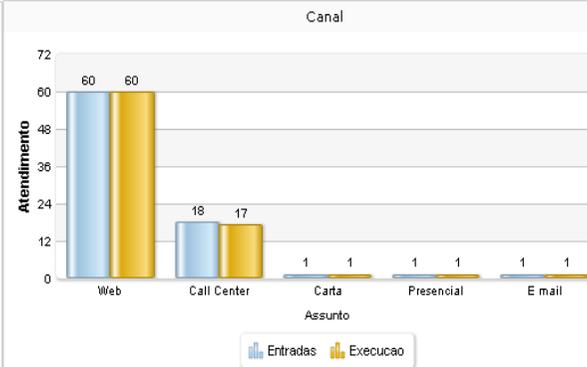
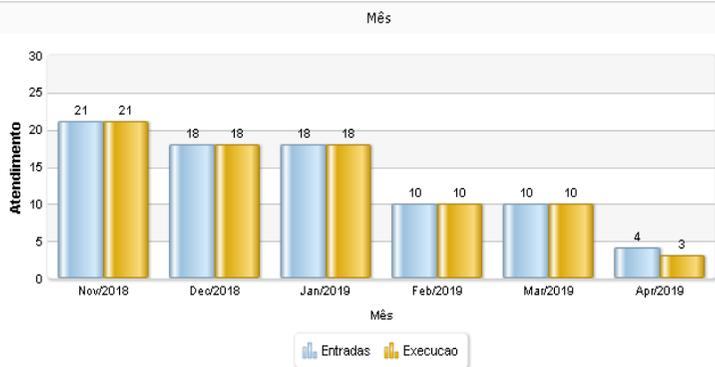
**SECTUR**

**SECRETARIA DE CULTURA E TURISMO**

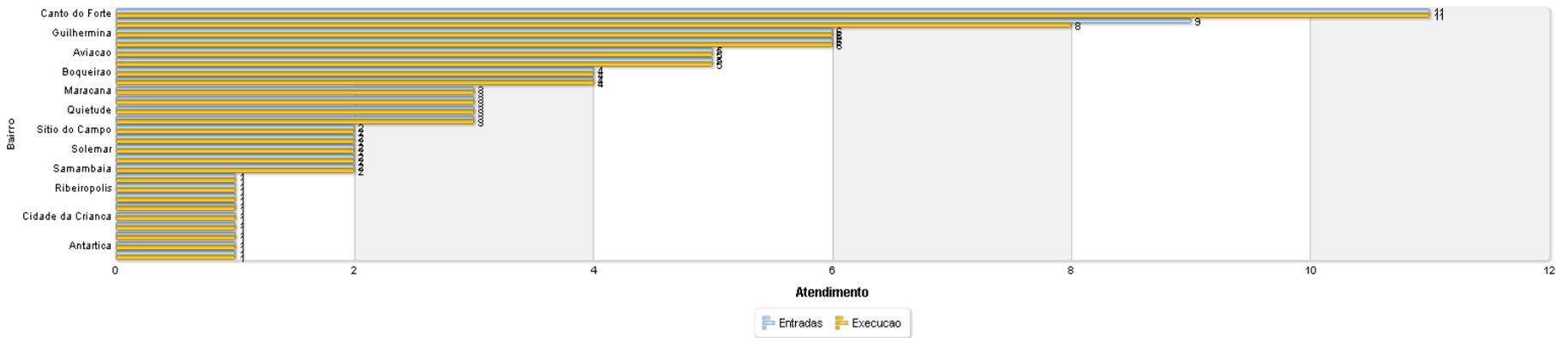




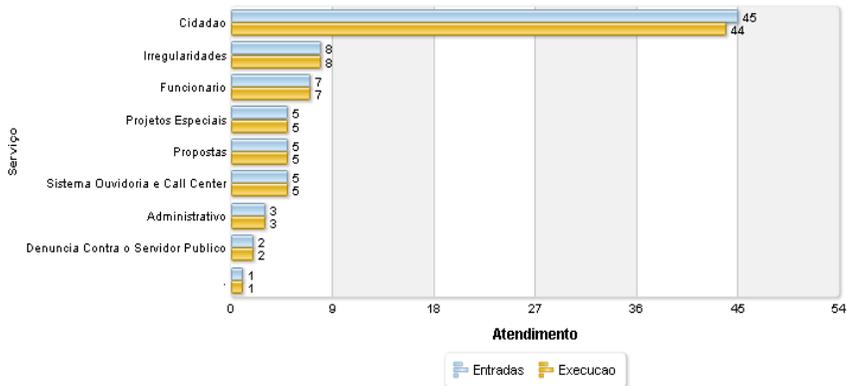
**SEG**  
**SECRETARIA DE GOVERNO**



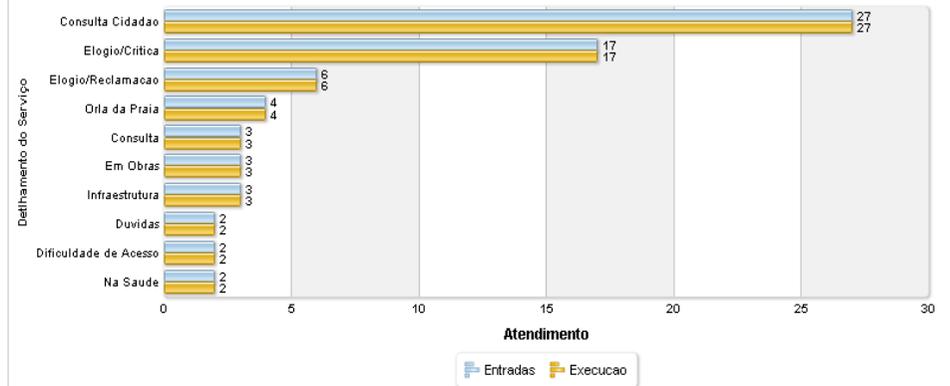
Bairro



Serviço (Top 10)

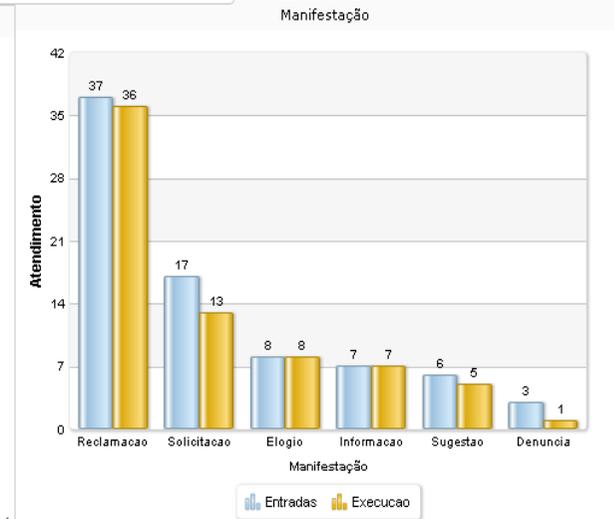
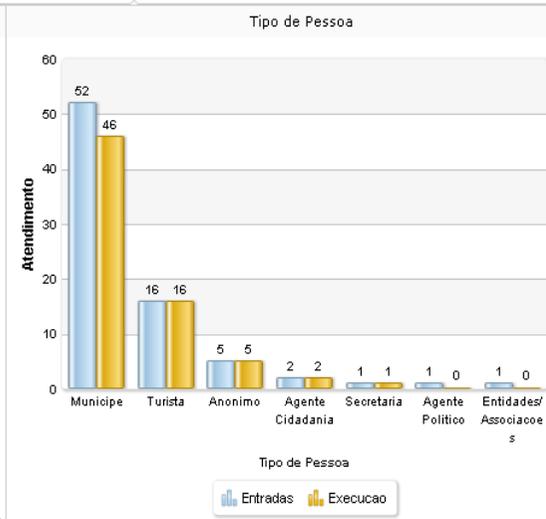
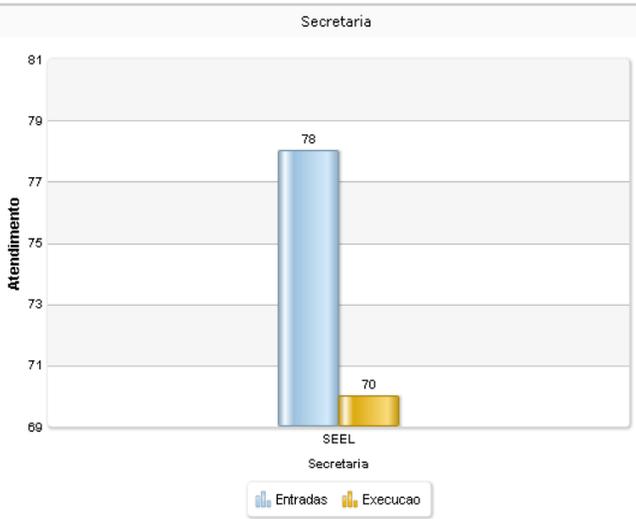
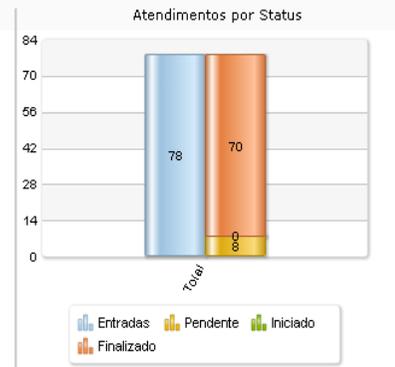
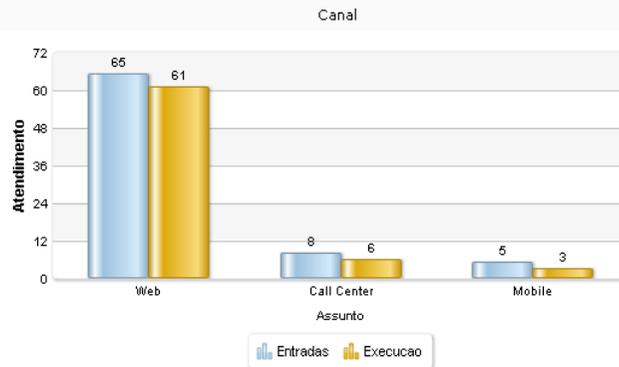
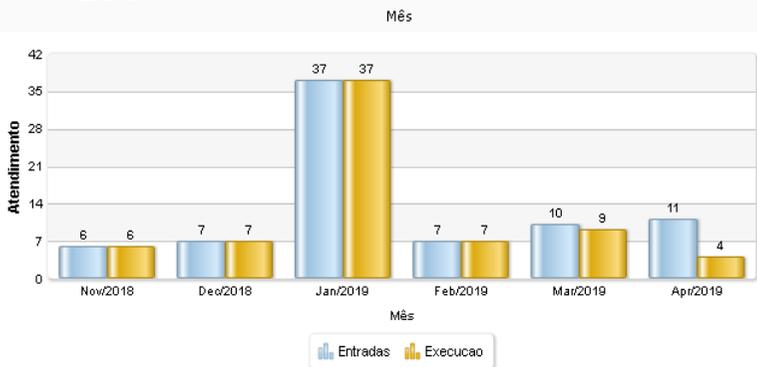


Detalhamento Serviço (Top 10)

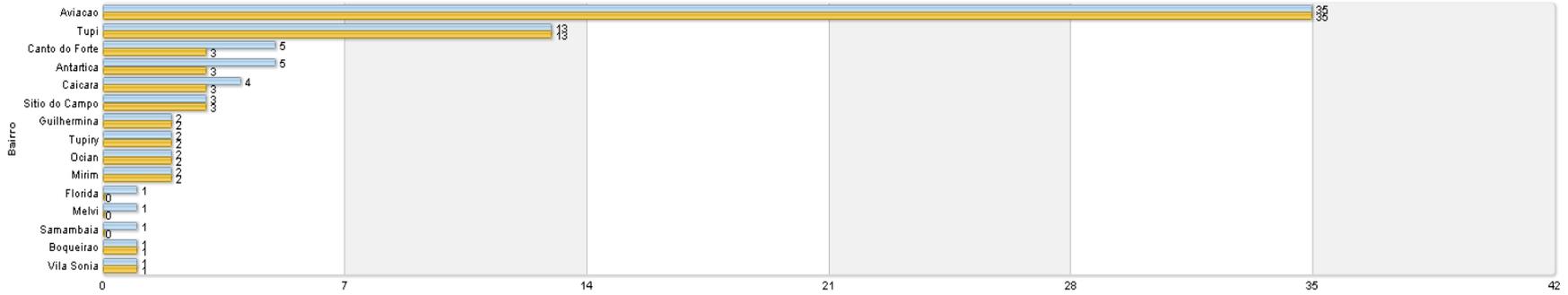


**SEEL**

**SECRETARIA DE ESPORTE E LAZER**



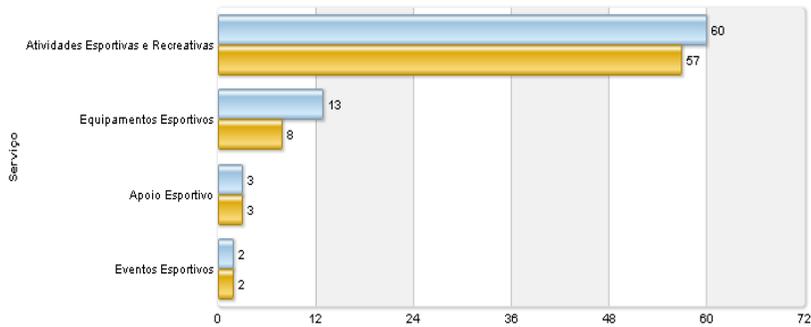
Bairro



Atendimento



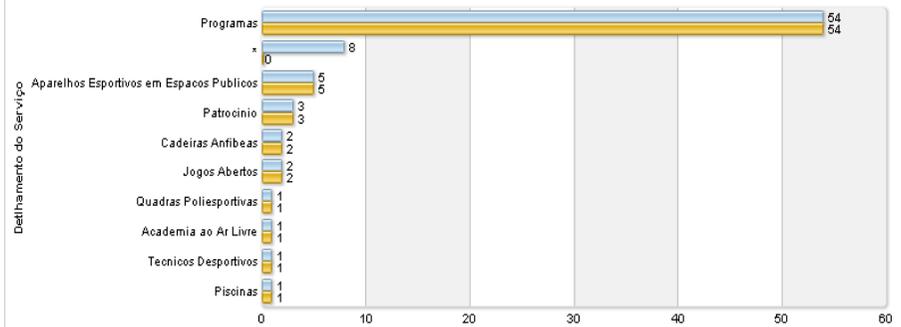
Serviço (Top 10)



Atendimento



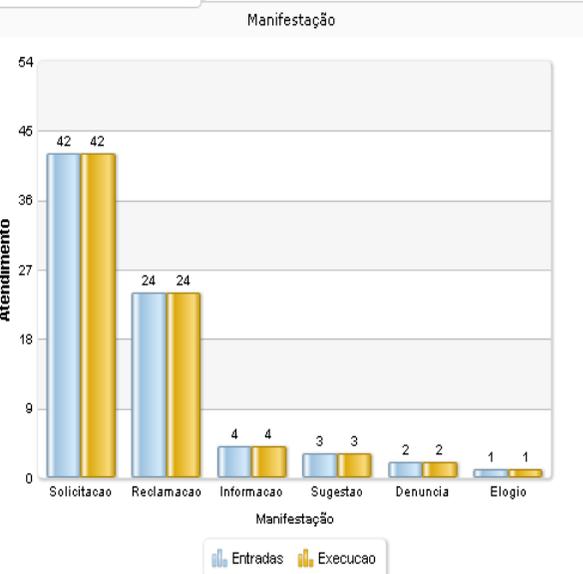
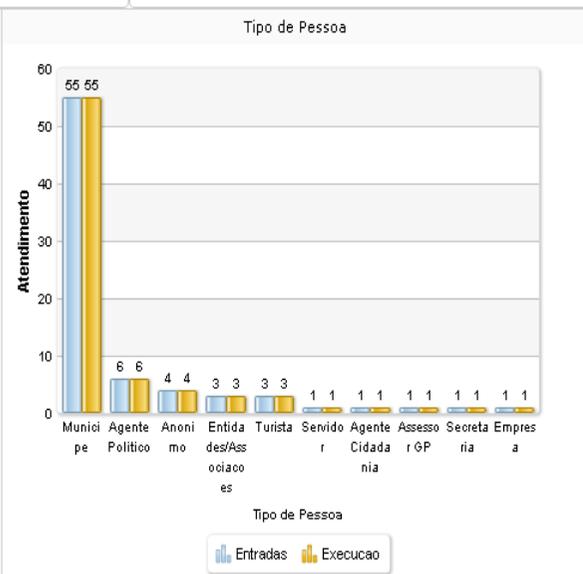
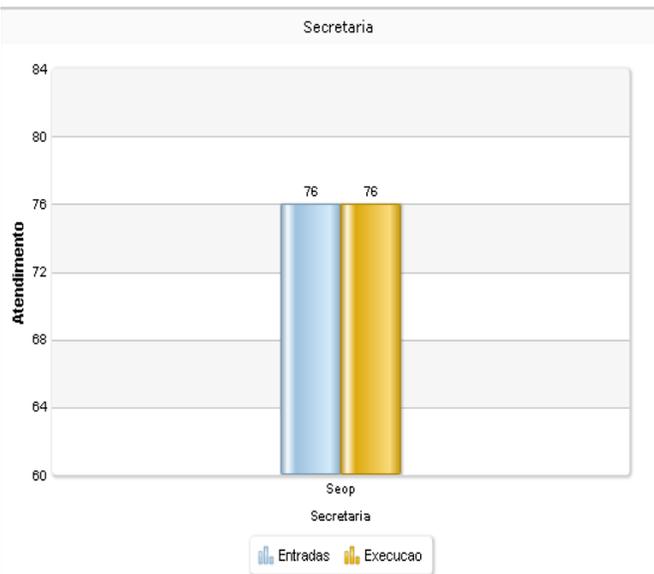
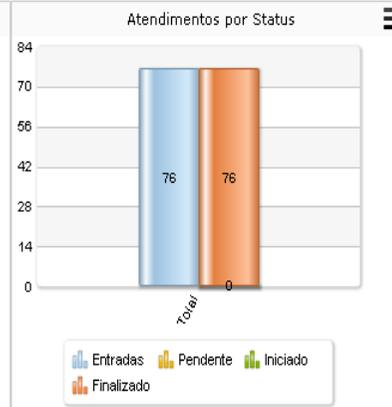
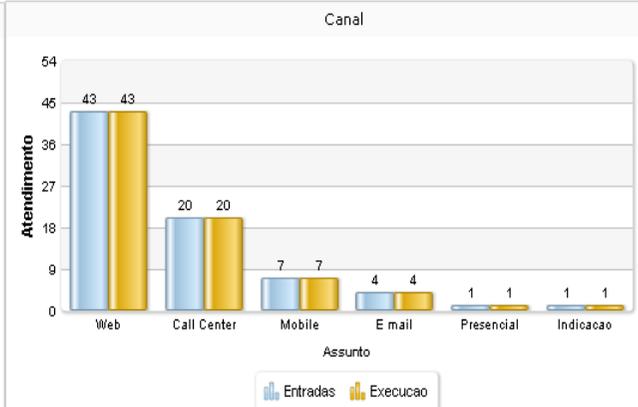
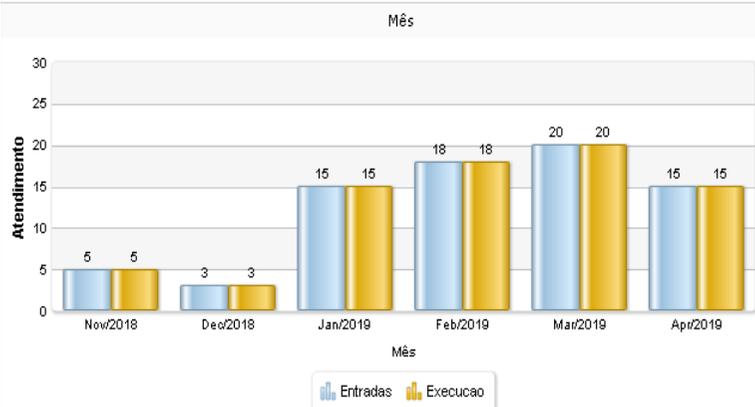
Detalhamento Serviço (Top 10)



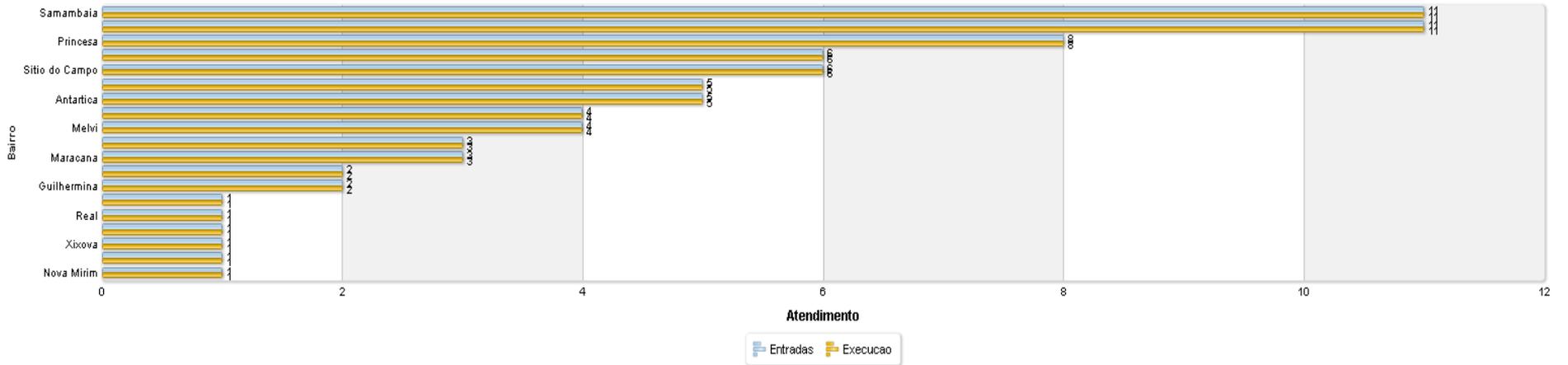
Atendimento



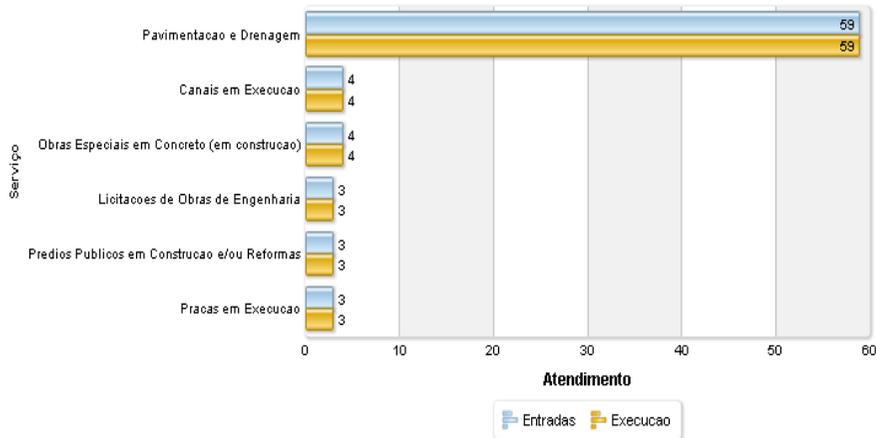
**SEOP**  
**SECRETARIA DE OBRAS PÚBLICAS**



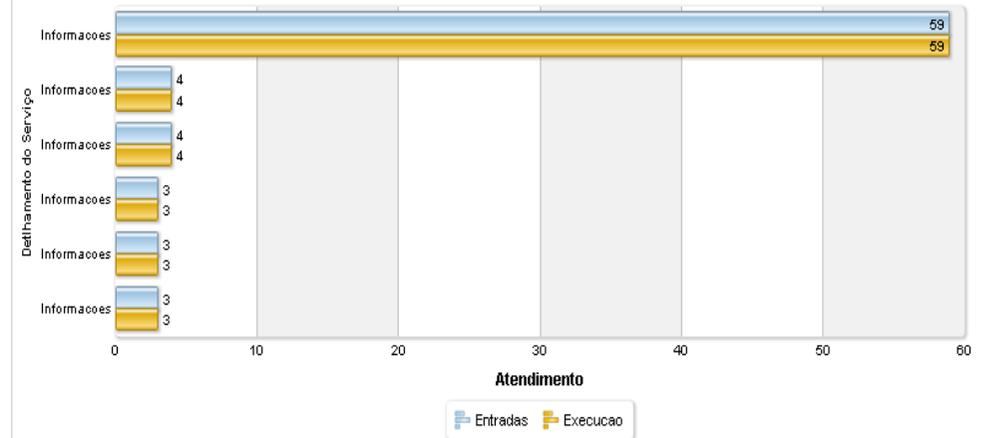
Bairro



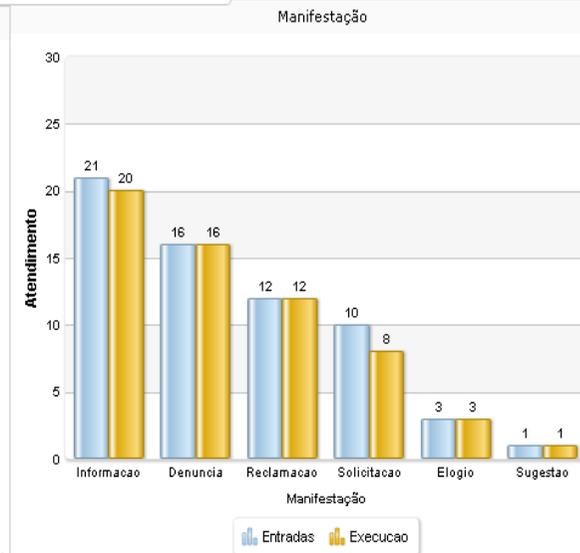
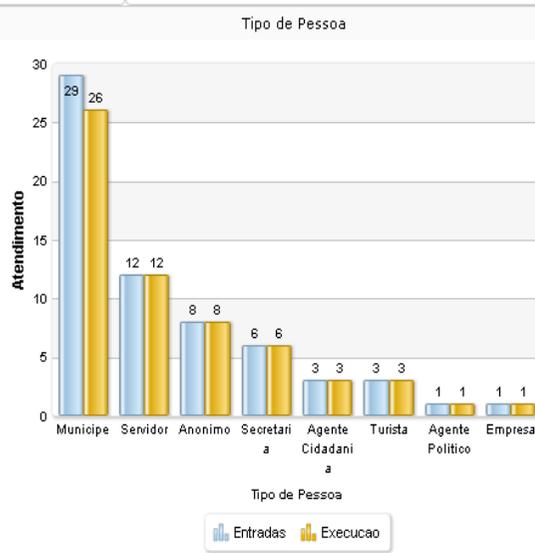
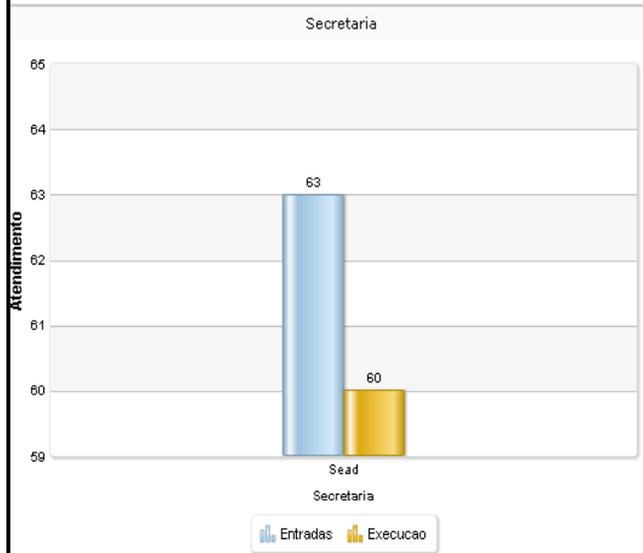
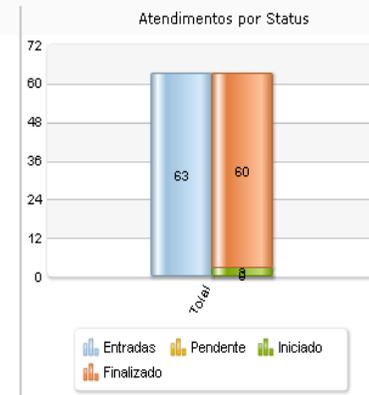
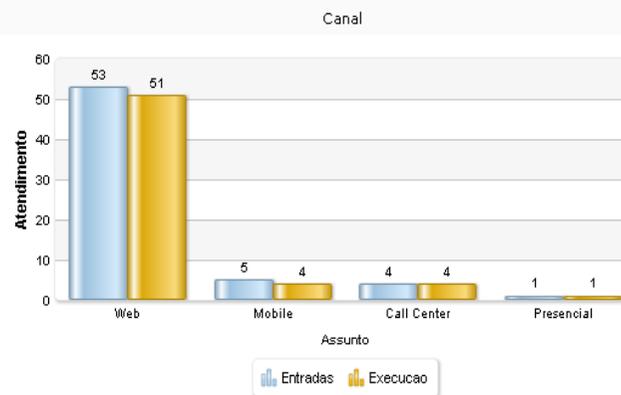
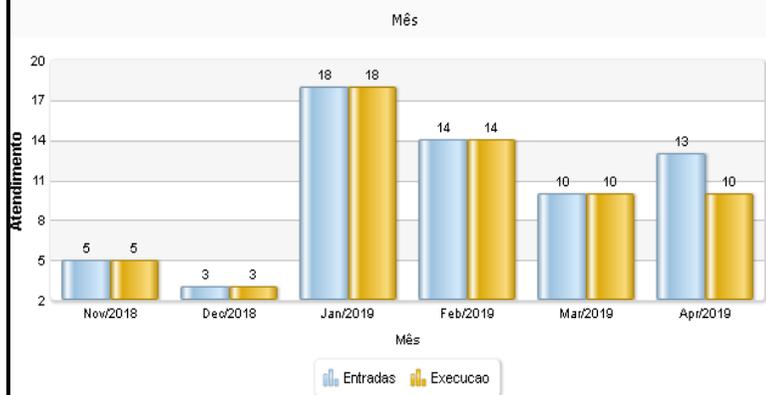
Serviço (Top 10)



Detalhamento Serviço (Top 10)



**SEAD**  
**SECRETARIA DE ADMINISTRAÇÃO**

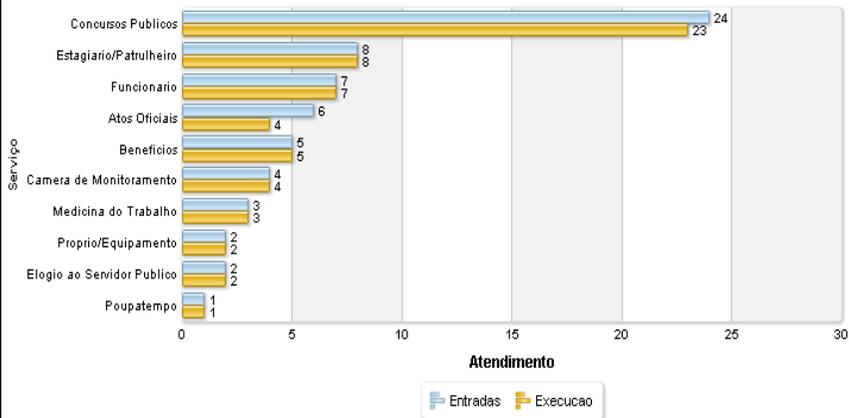


Bairro

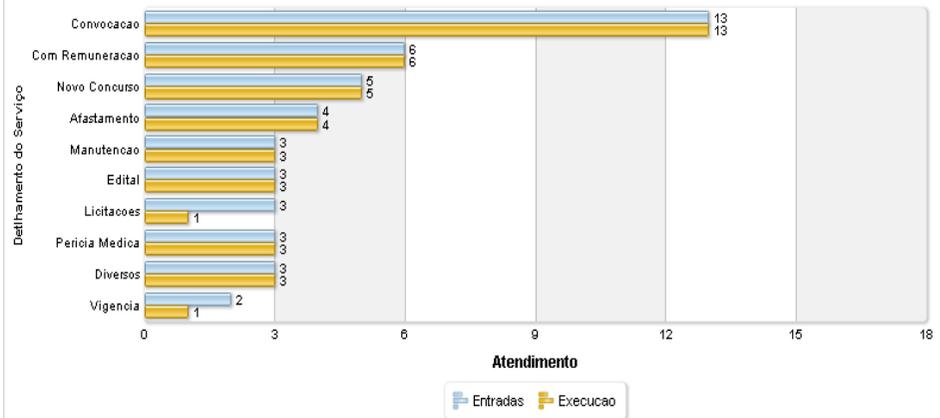


Atendimentos X

Serviço (Top 10)

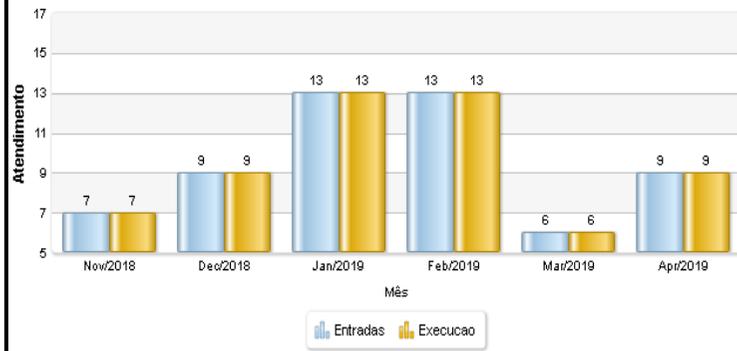


Detalhamento Serviço (Top 10)

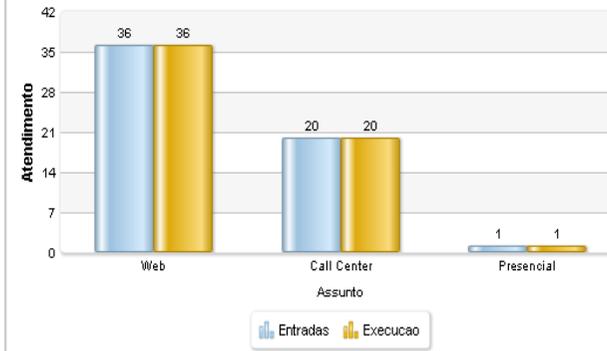


**SEHAB**  
**SECRETARIA DE HABITAÇÃO**

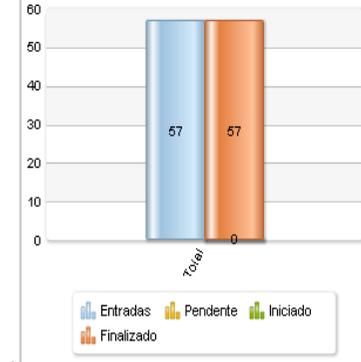
Mês



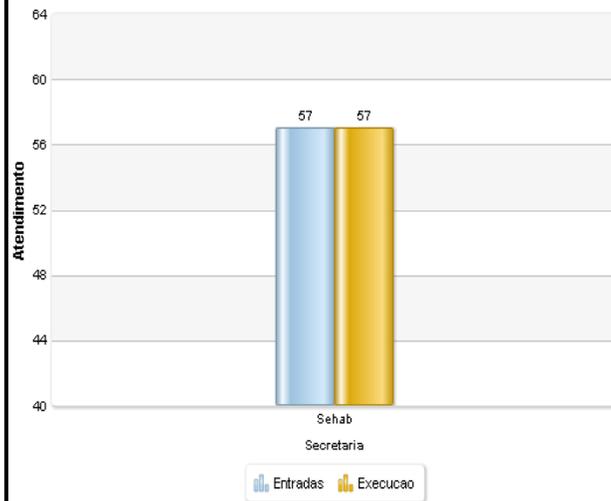
Canal



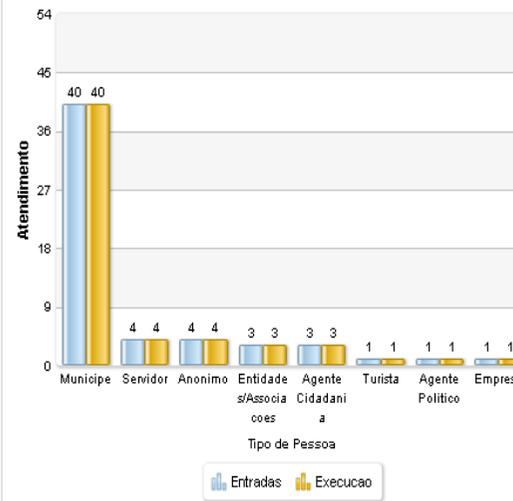
Atendimentos por Status



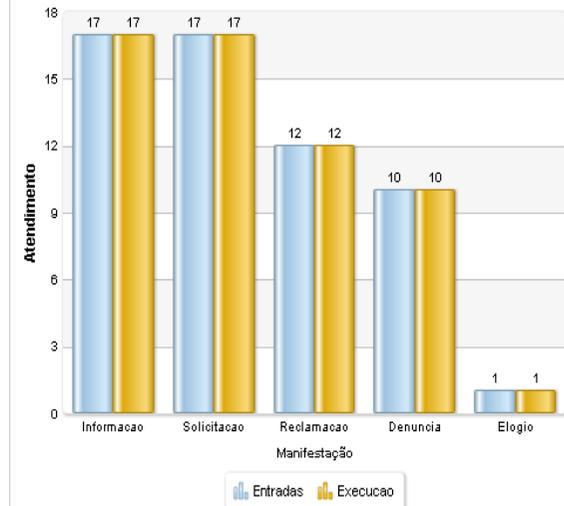
Secretaria



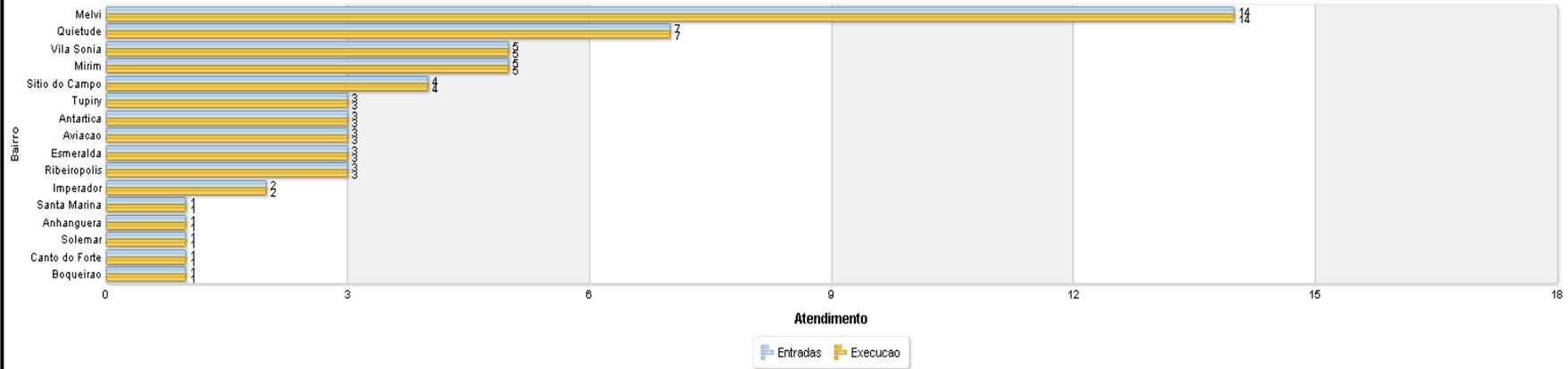
Tipo de Pessoa



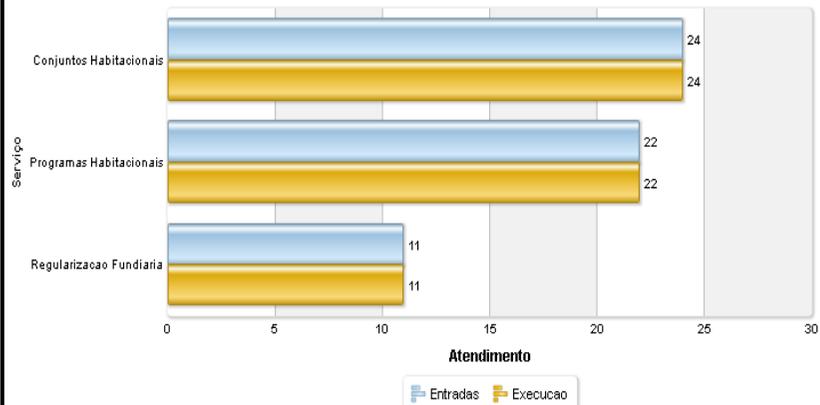
Manifestação



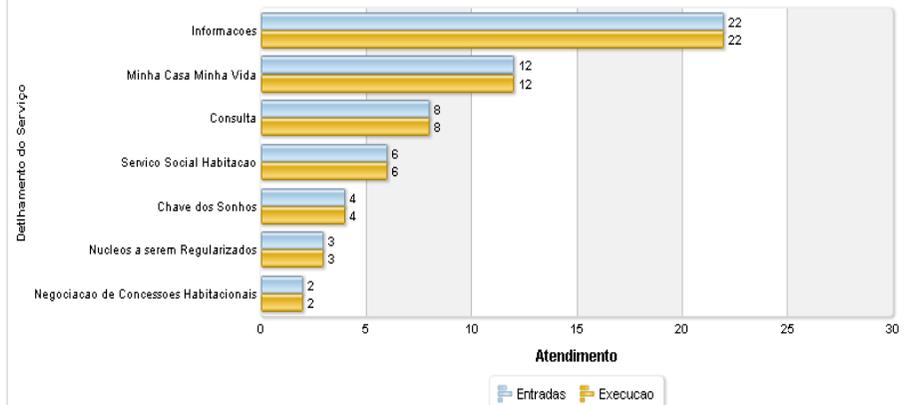
Bairro



Serviço (Top 10)

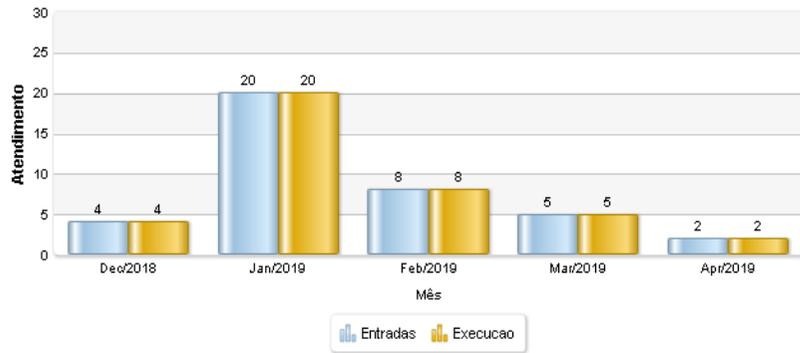


Detalhamento Serviço (Top 10)



**PROGEM**  
**PROCURADORIA GERAL DO MUNICÍPIO**

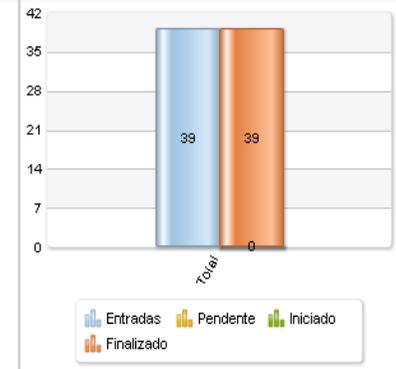
Mês



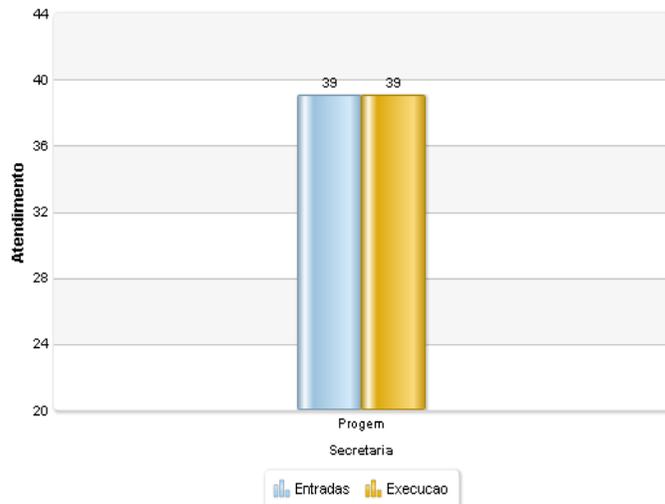
Canal



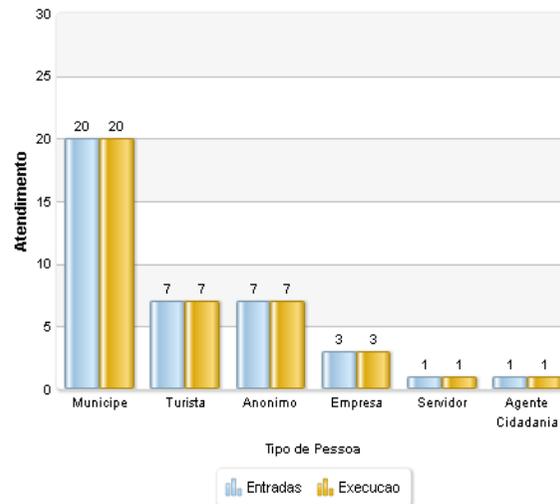
Atendimentos por Status



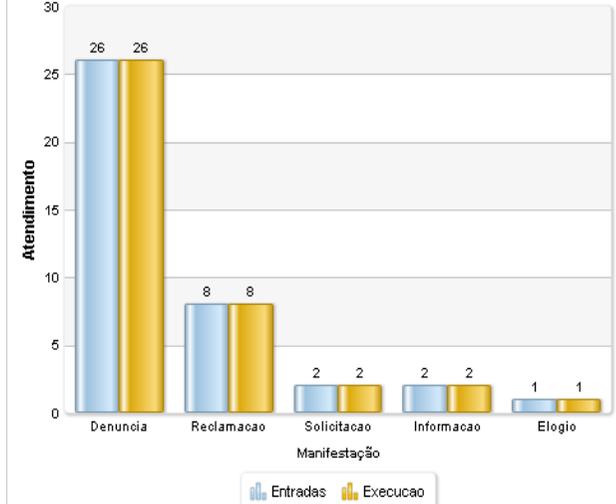
Secretaria



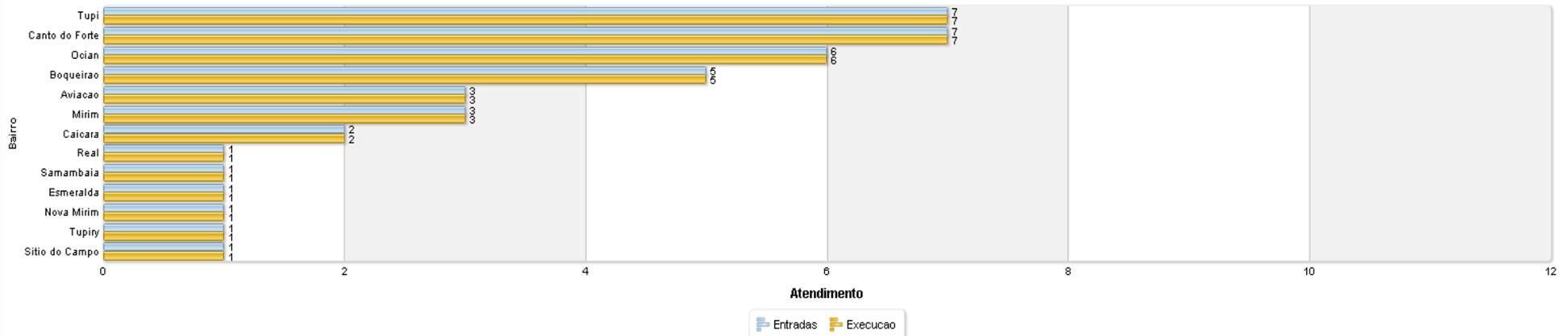
Tipo de Pessoa



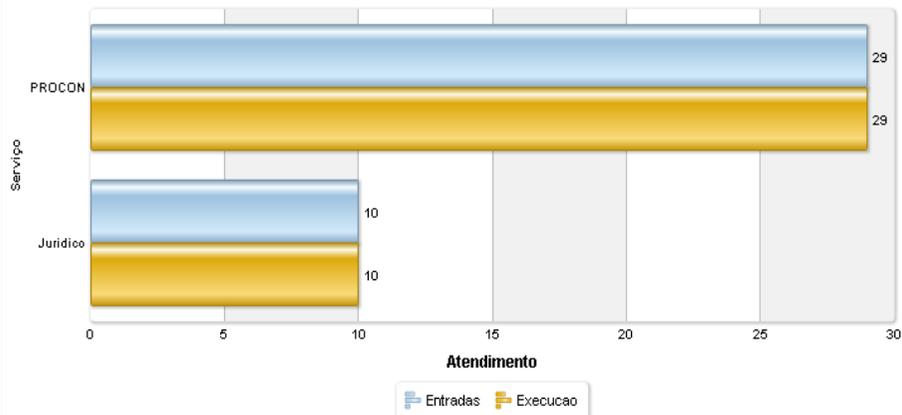
Manifestação



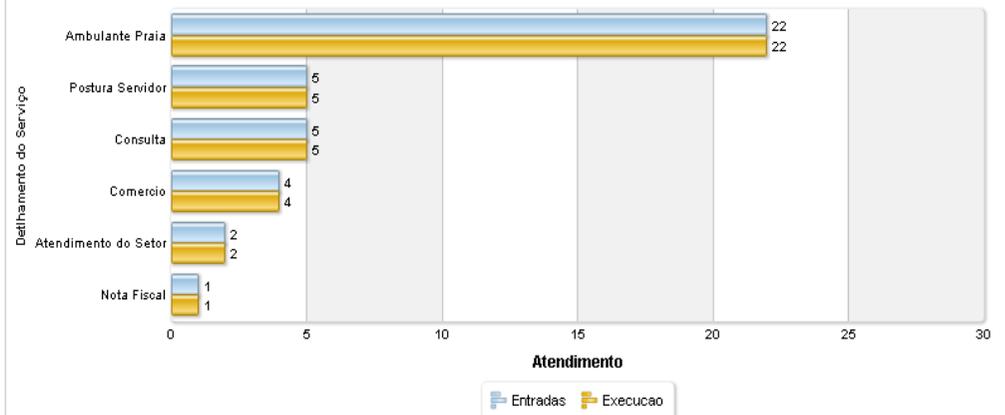
Bairro



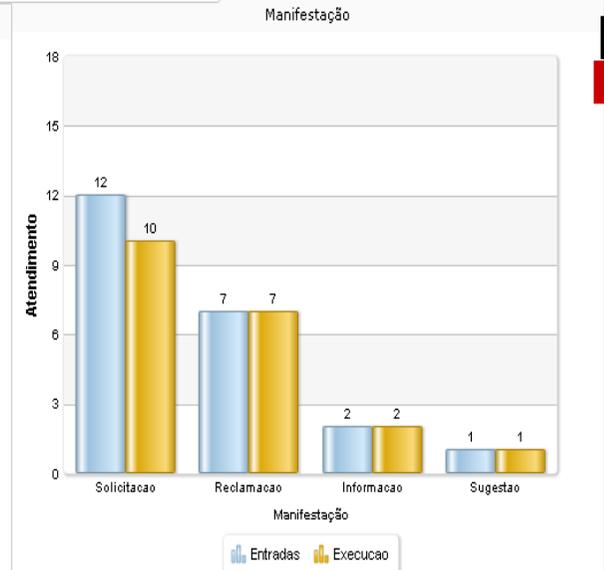
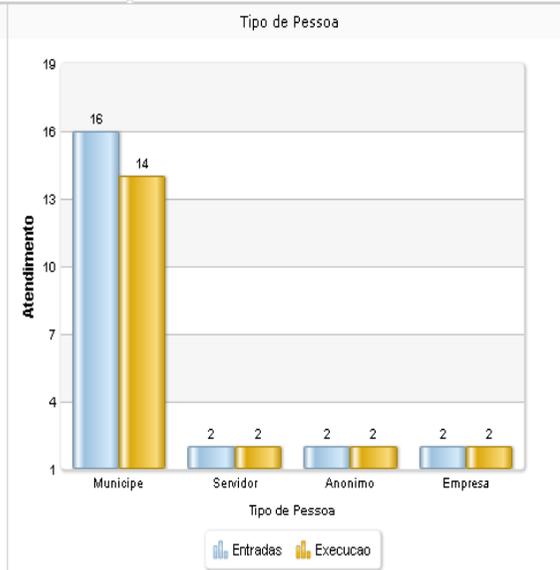
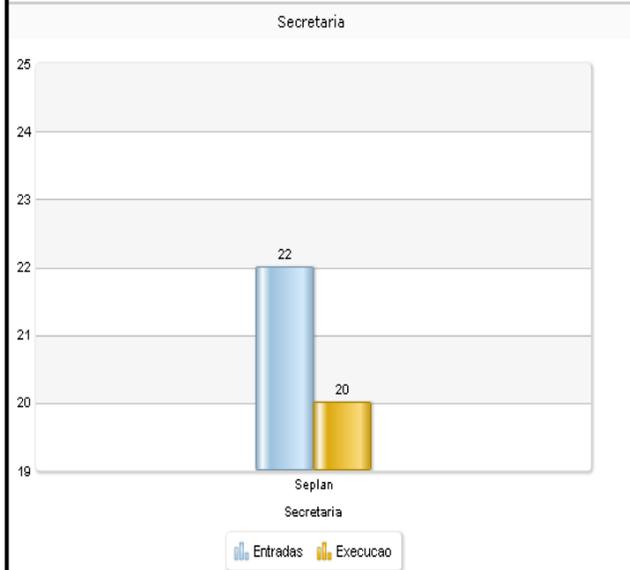
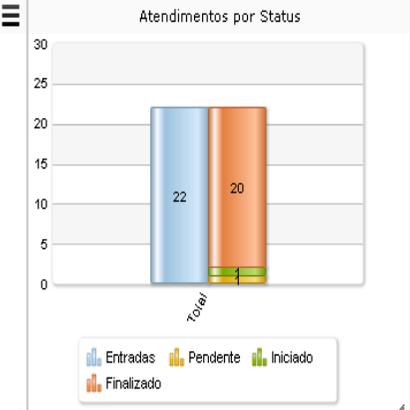
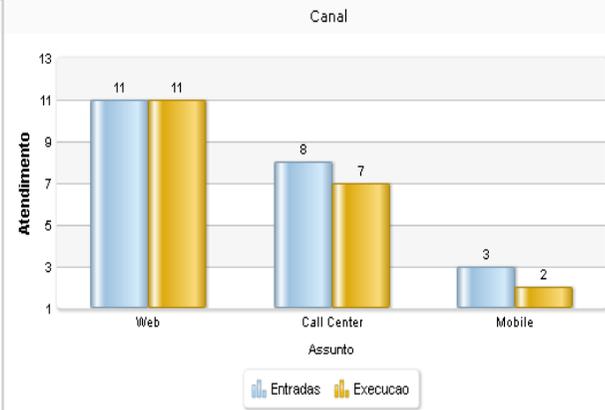
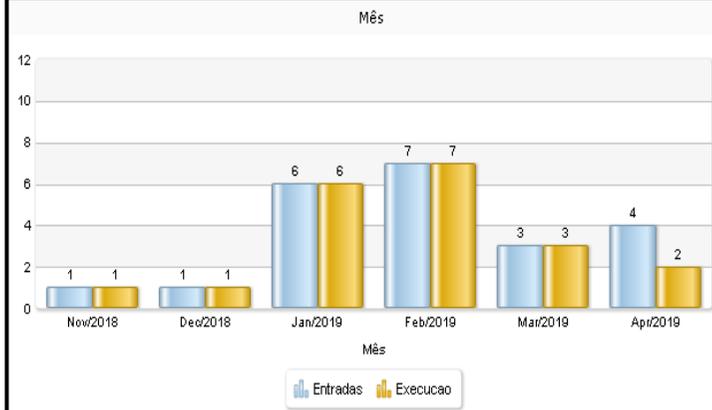
Serviço (Top 10)

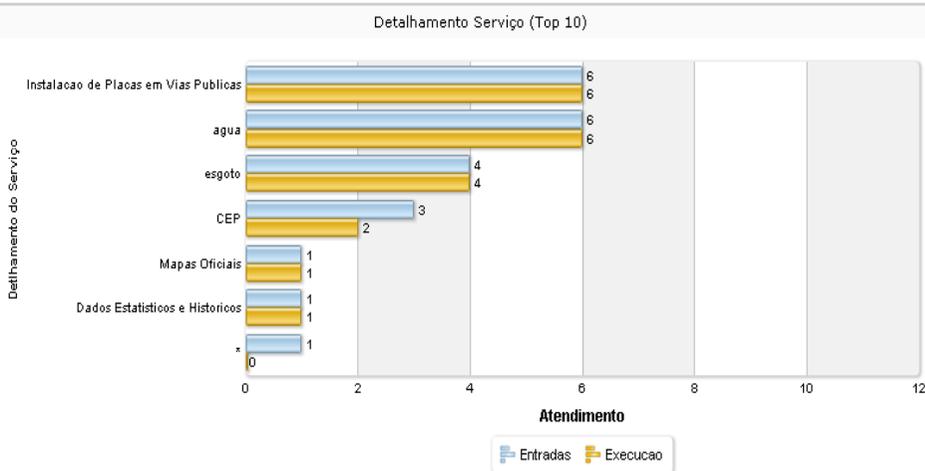
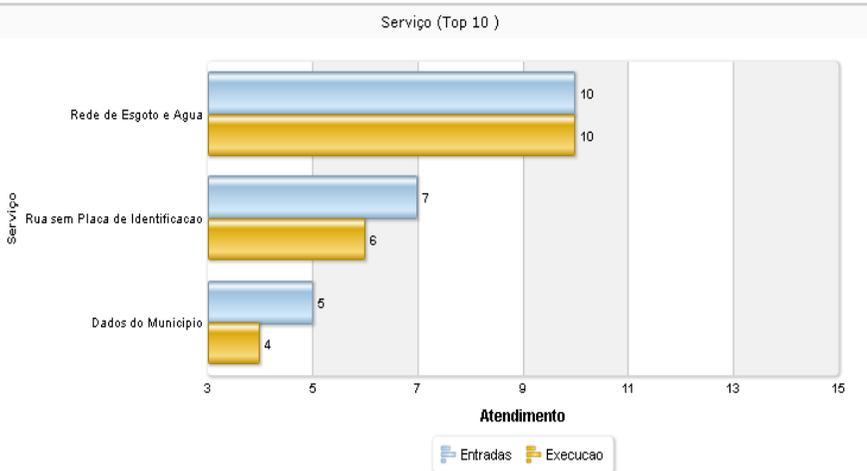
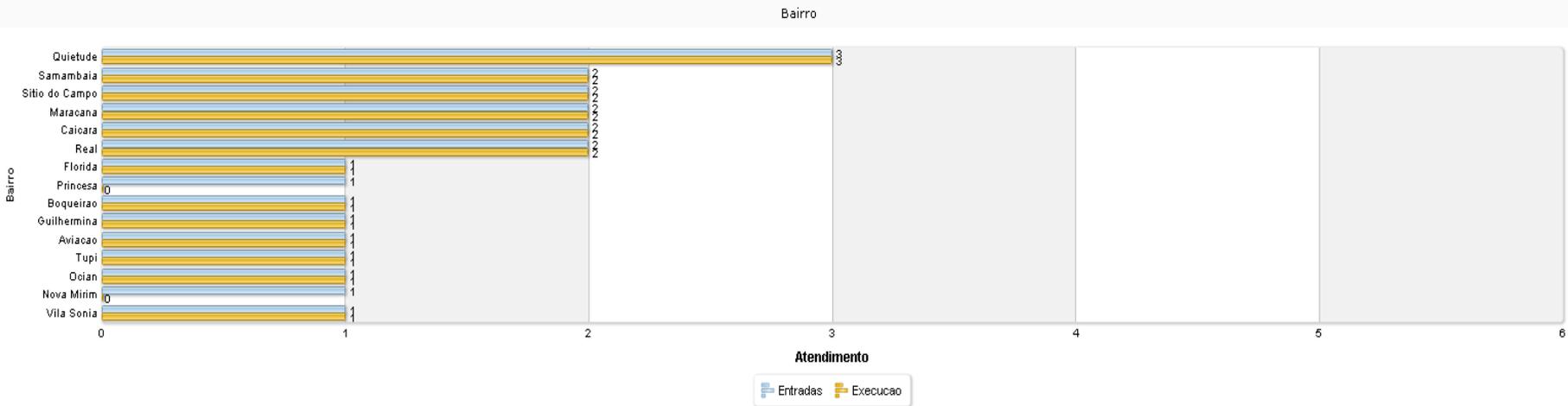


Detalhamento Serviço (Top 10)



**SEPLAN**  
**SECRETARIA DE PLANEJAMENTO**

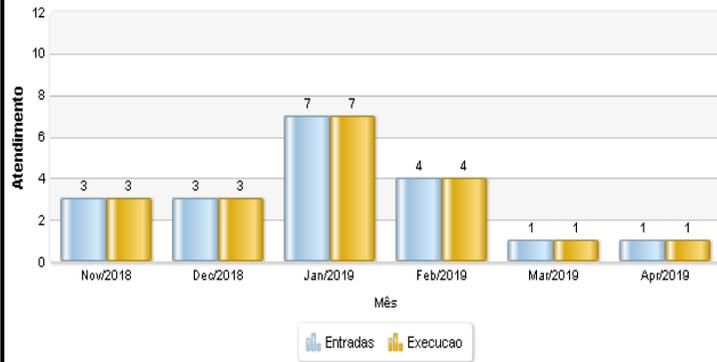




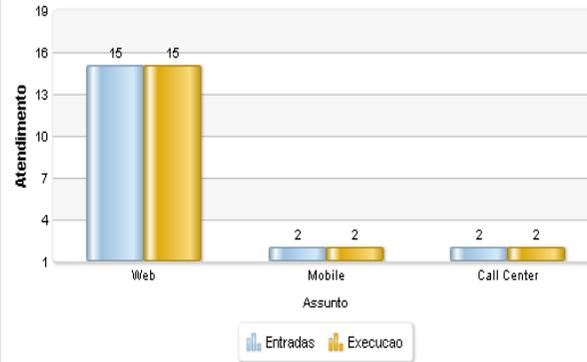
**SEAI**

**SECRETARIA DE ASSUNTOS INSTITUCIONAIS**

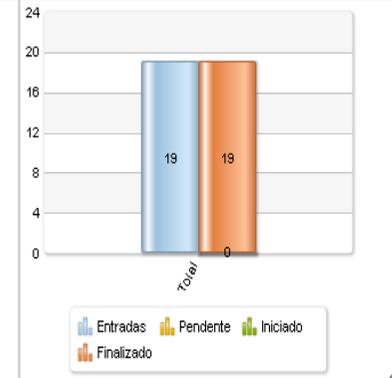
Mês



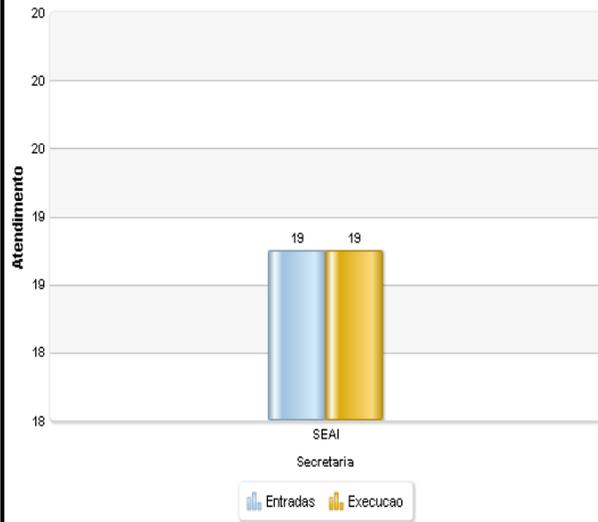
Canal



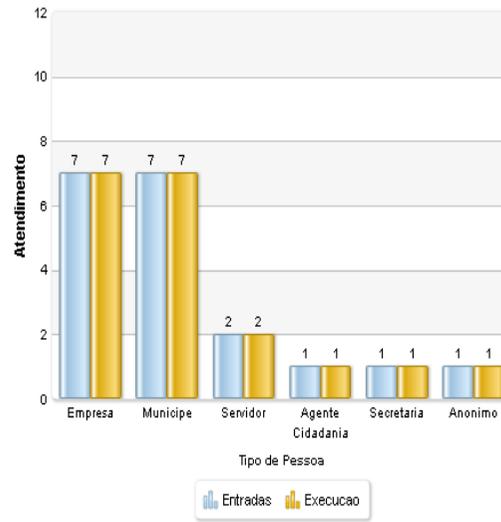
Atendimentos por Status



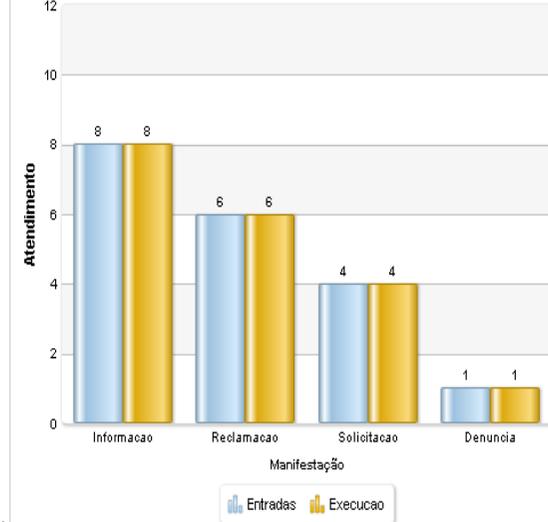
Secretaria



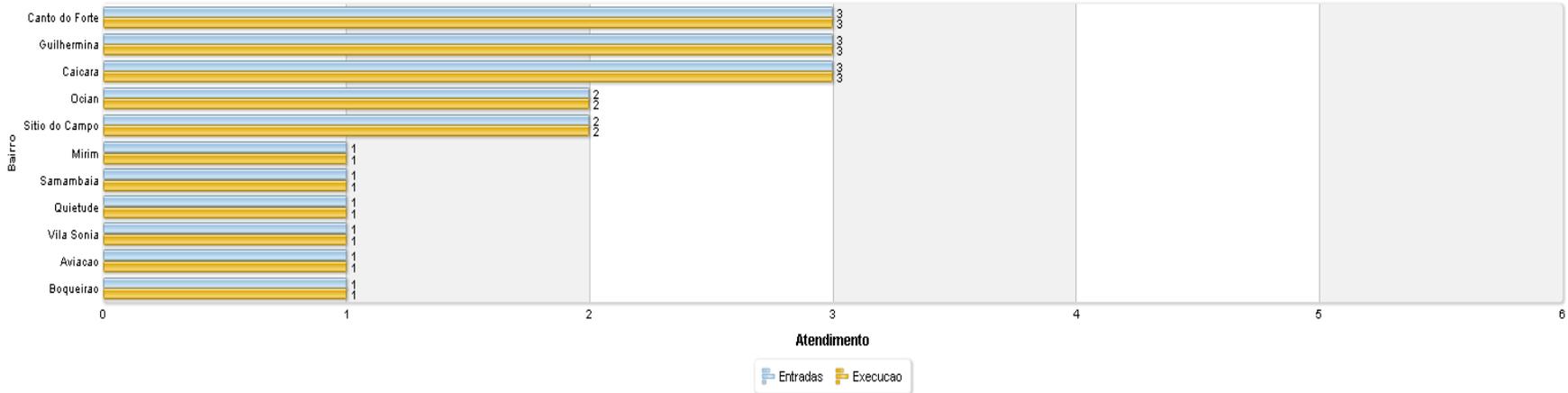
Tipo de Pessoa



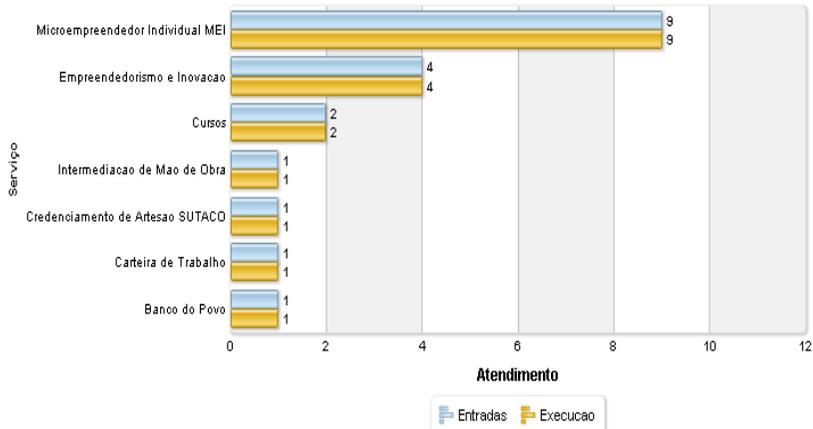
Manifestação



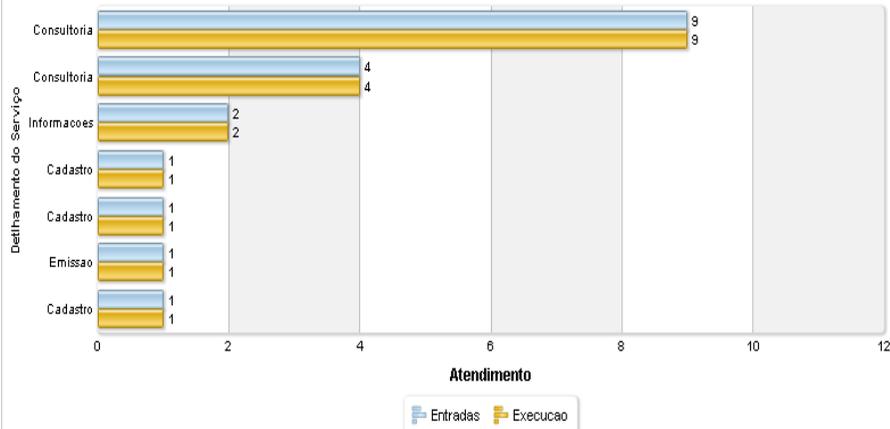
Bairro



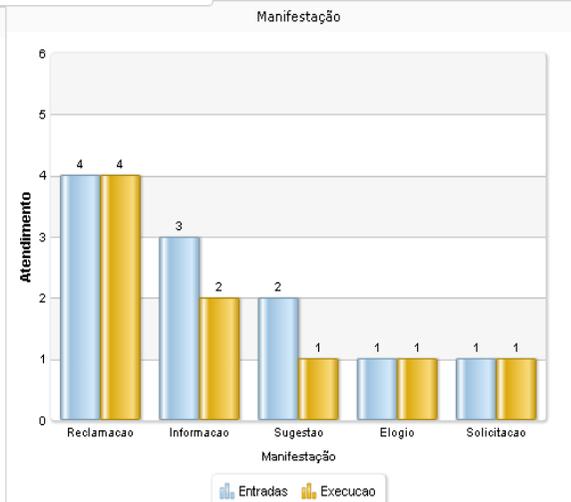
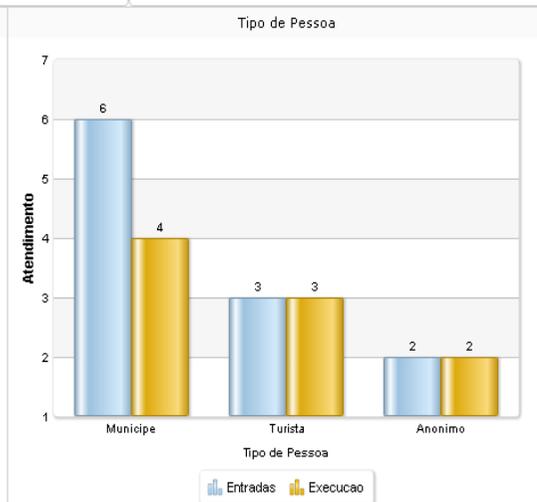
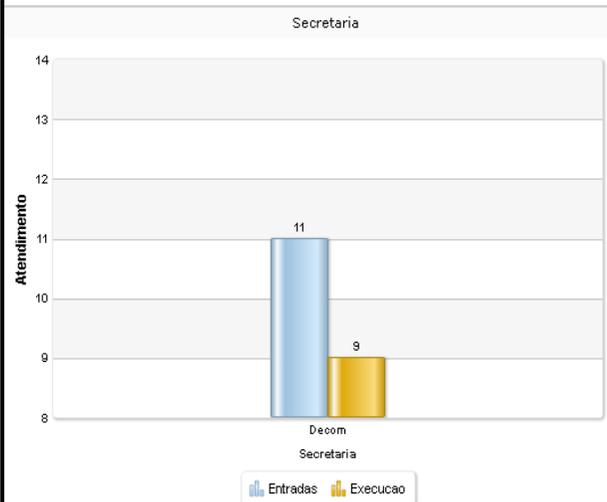
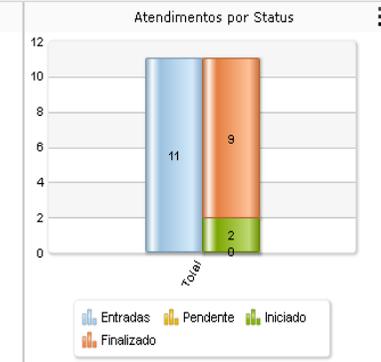
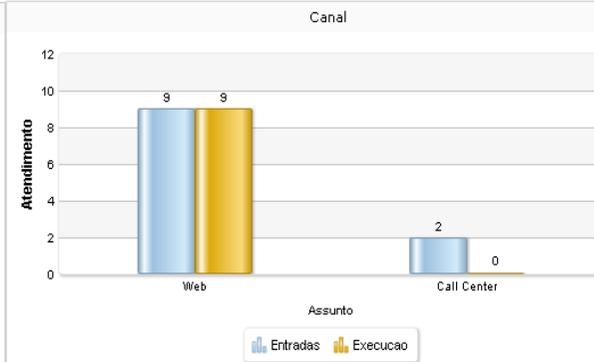
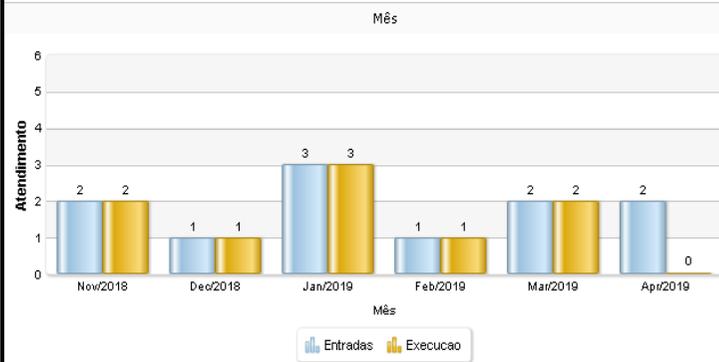
Serviço (Top 10)



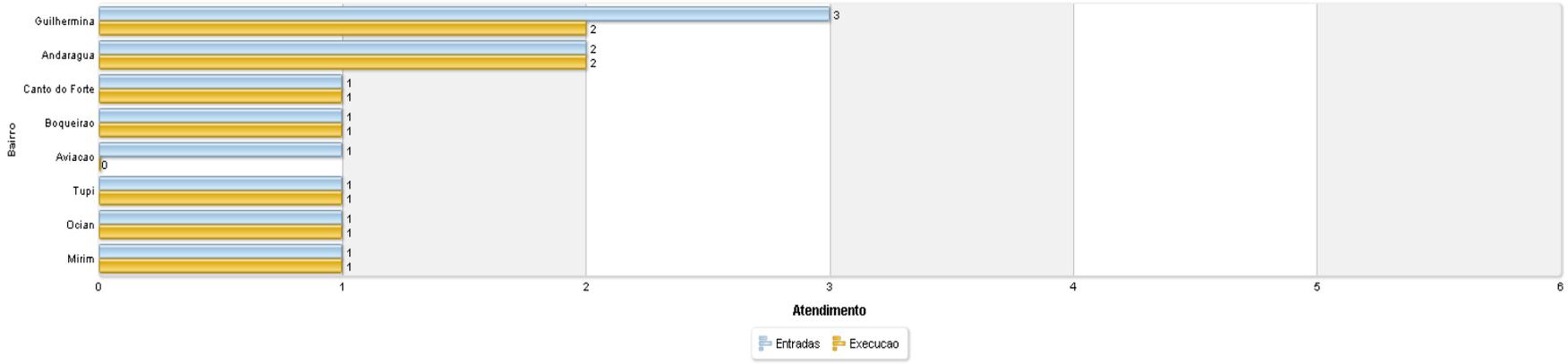
Detalhamento Serviço (Top 10)



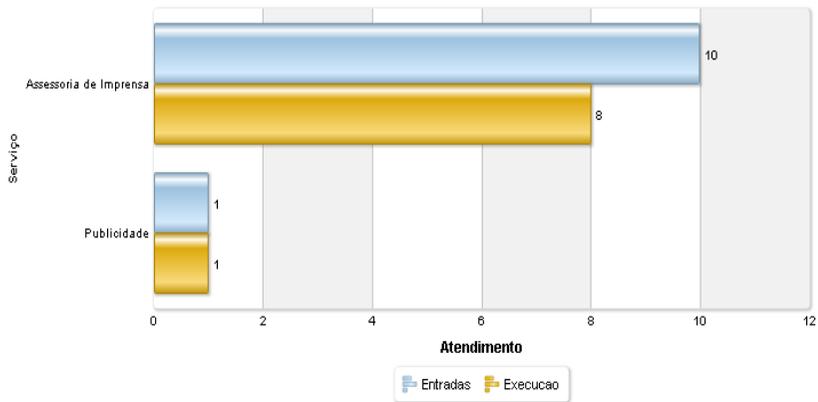
**SUBCOM**  
**SUBSECRETARIA DE COMUNICAÇÃO SOCIAL**



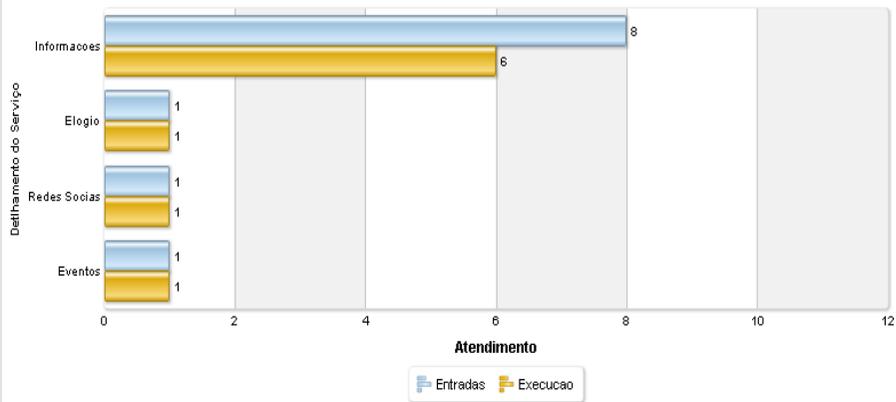
Bairro



Serviço (Top 10)

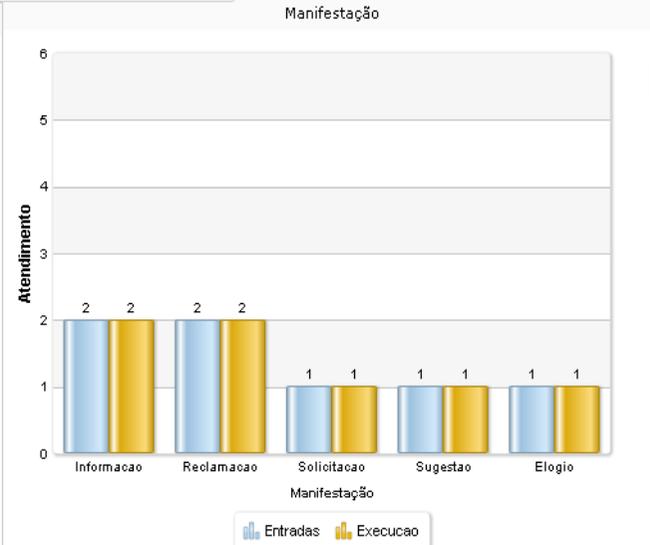
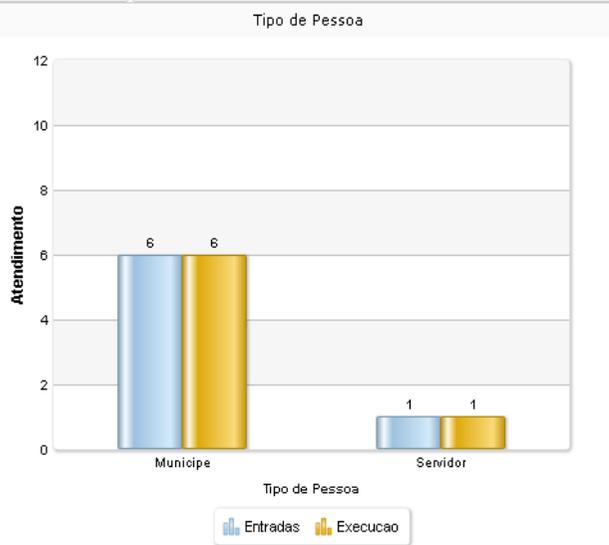
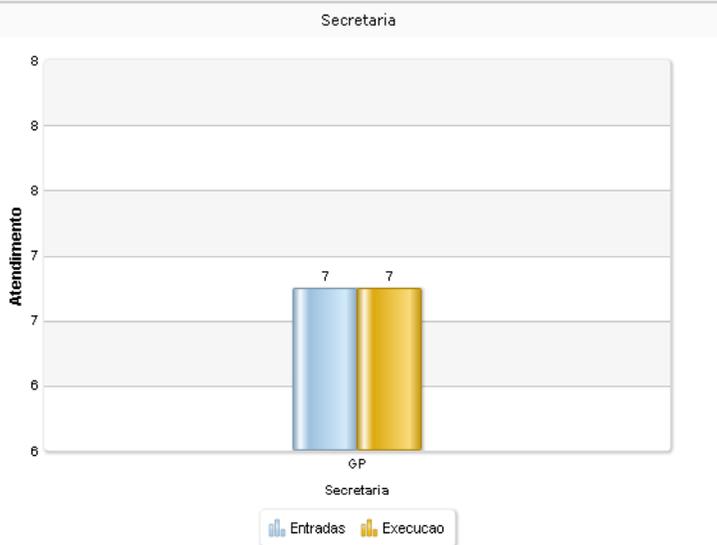
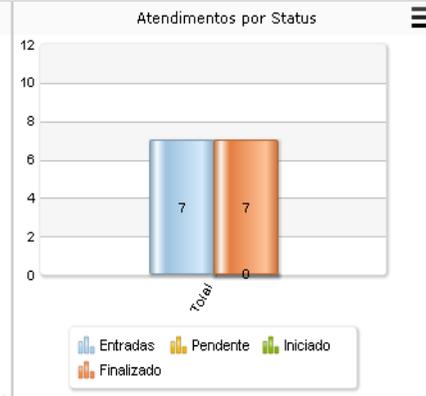
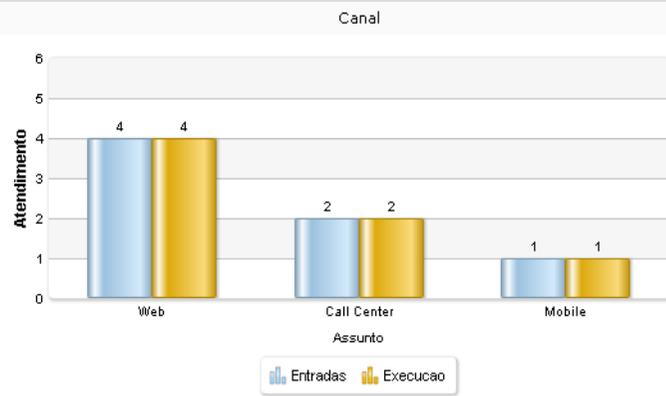
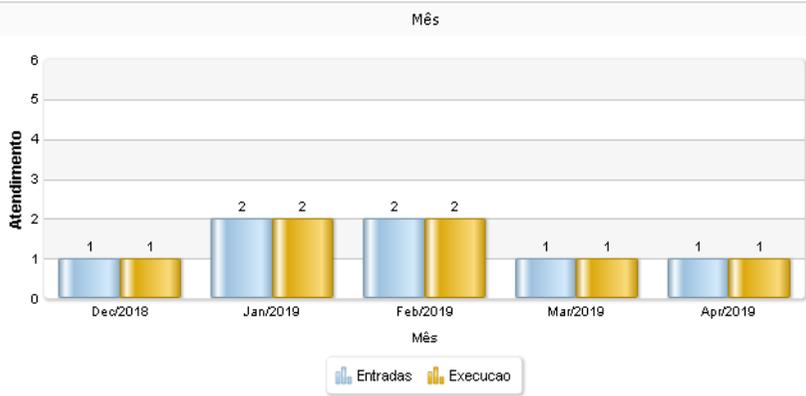


Detalhamento Serviço (Top 10)



**GP**

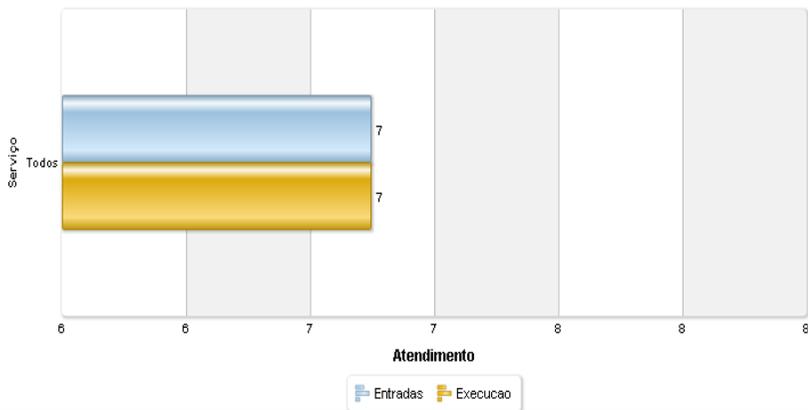
**GABINETE DO PREFEITO**



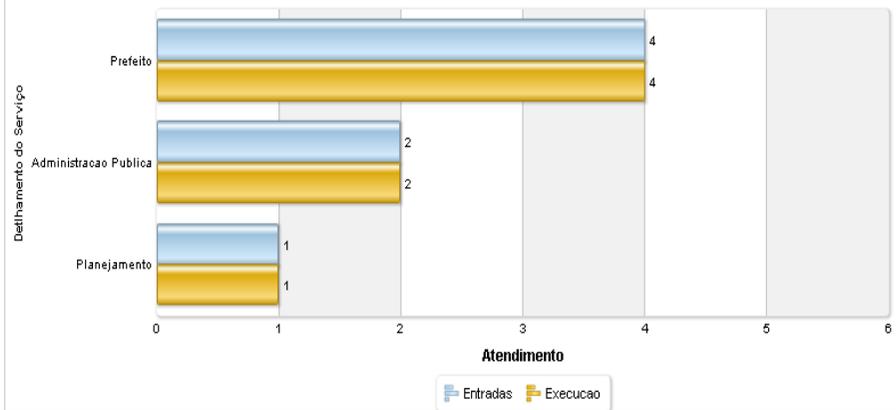
Bairro



Serviço (Top 10)



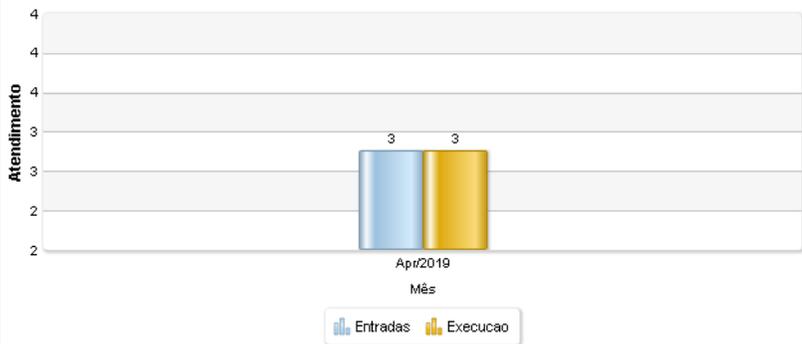
Detalhamento Serviço (Top 10)



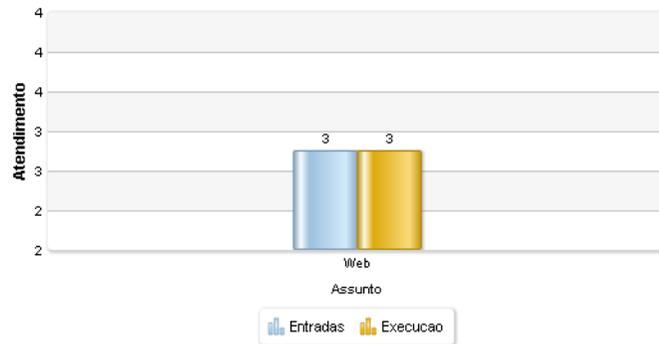
# **CIDADANIA**

## **SUBSECRETARIA DE AÇÕES DE CIDADANIA**

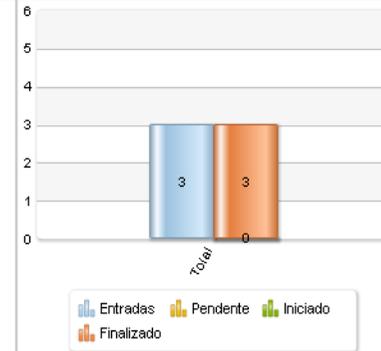
Mês



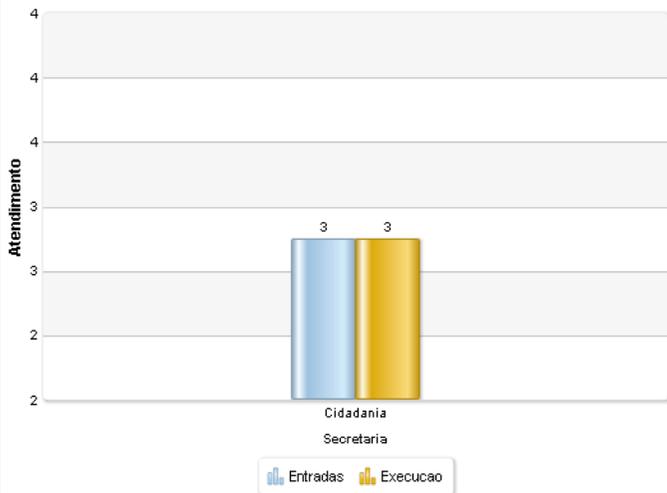
Canal



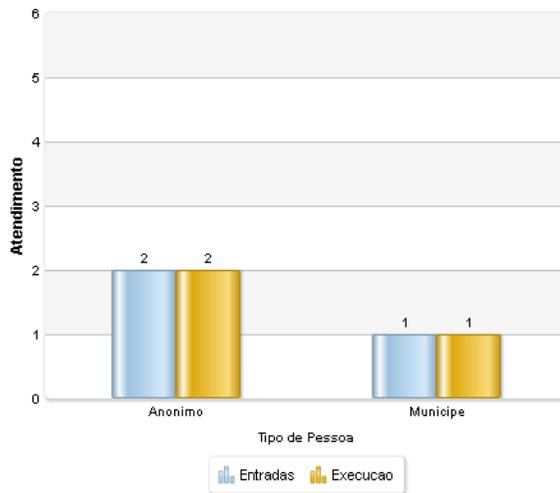
Atendimentos por Status



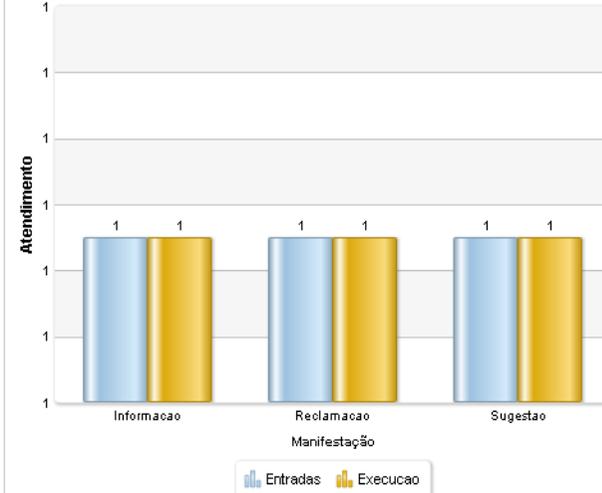
Secretaria



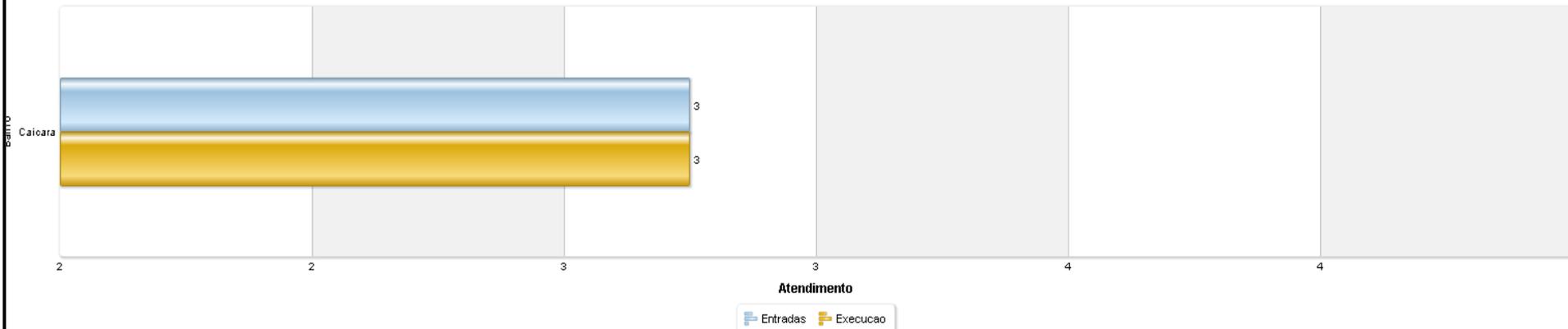
Tipo de Pessoa



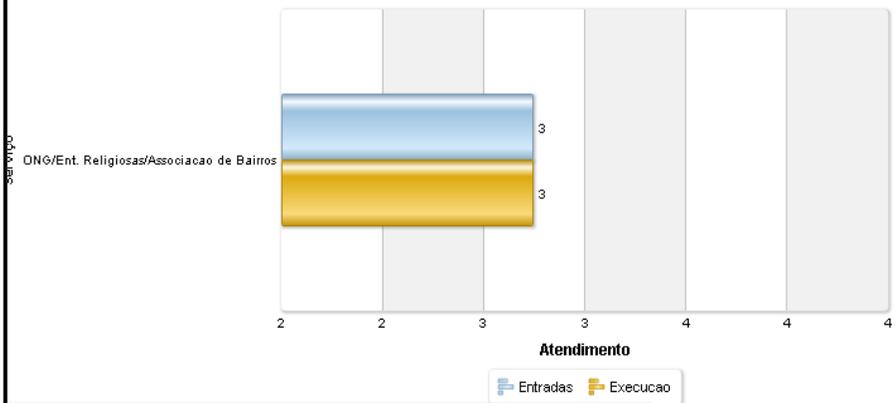
Manifestação



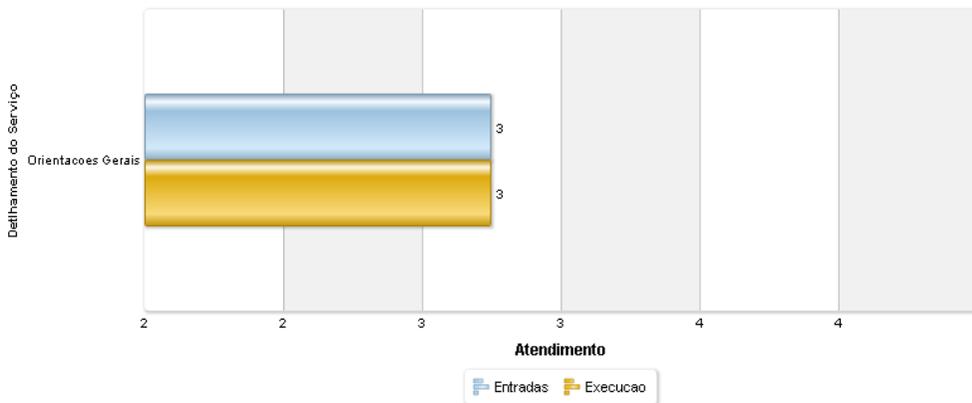
Bairro



Serviço (Top 10)



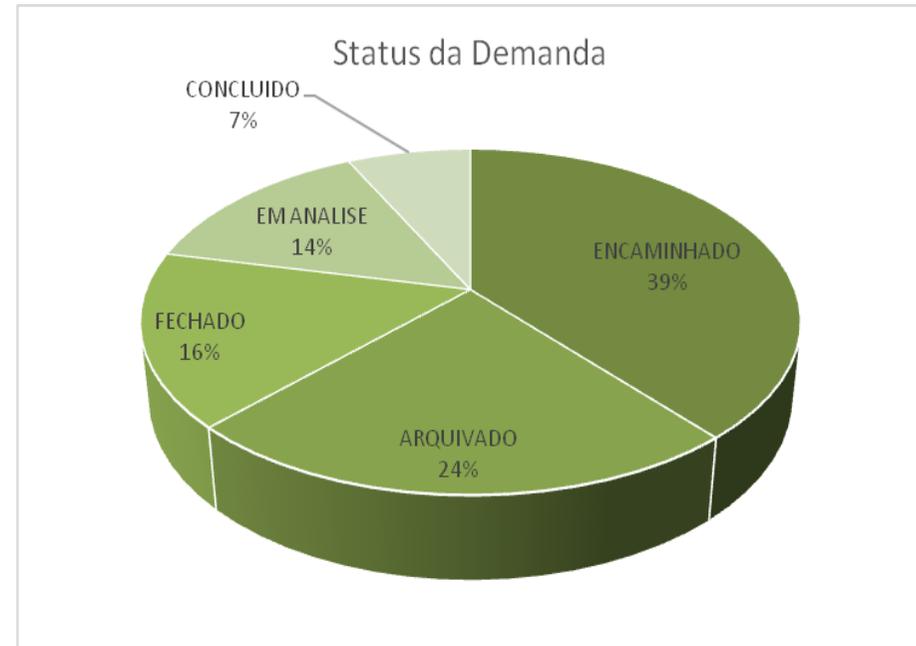
Detalhamento Serviço (Top 10)



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

## Levantamento referente ao período de novembro de 2018 a abril de 2019

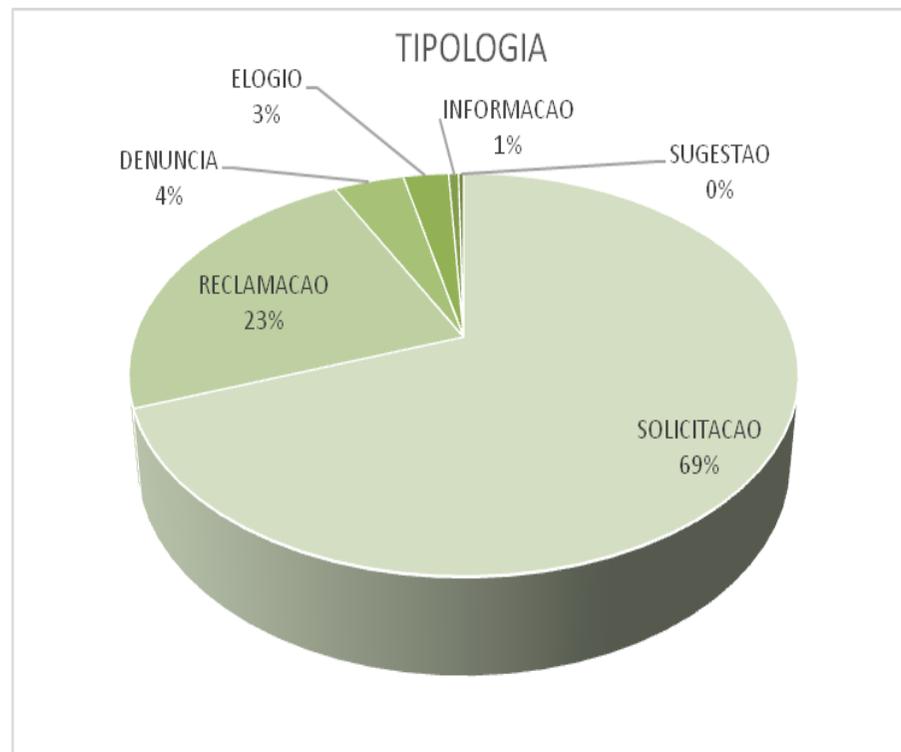
Status da Demanda	Total
ENCAMINHADO	1822
ARQUIVADO	1105
FECHADO	765
EM ANALISE	667
CONCLUÍDO	340
<b>Total Geral</b>	<b>4699</b>



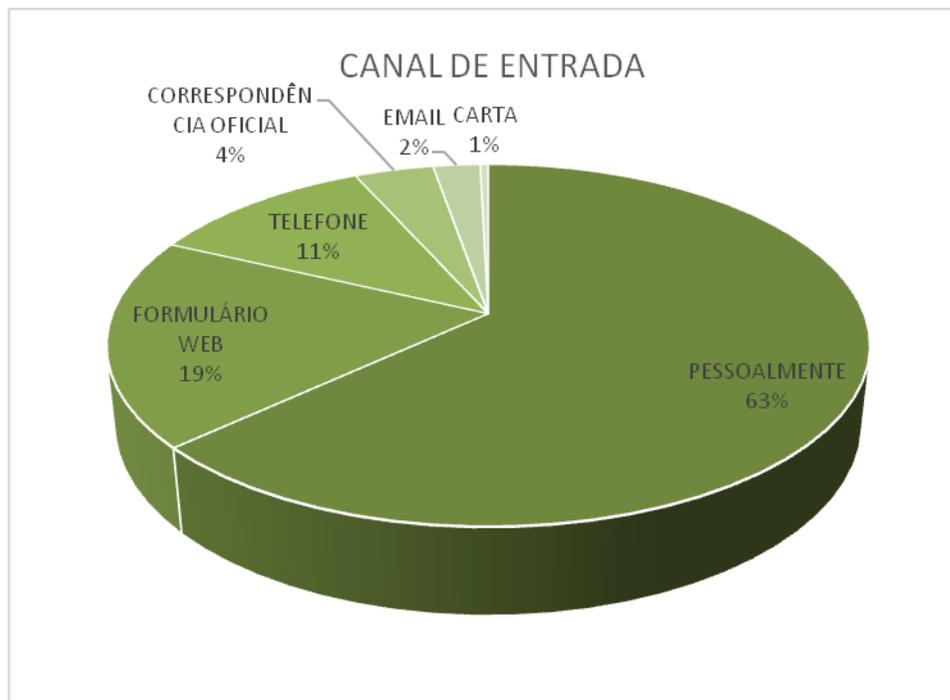
SERVIÇOS MAIS ACIONADOS
PRODUTOS PARA SAÚDE/CORRELATOS
GESTÃO
ASSISTÊNCIA À SAÚDE
ESTRATÉGIA DE SAÚDE DA FAMÍLIA/ PROGRAMA DE AGENTES COMUNITÁRIOS DE SAÚDE - ESF/PACS
VIGILÂNCIA EM SAÚDE
VIGILÂNCIA SANITÁRIA
ASSISTÊNCIA FARMACÊUTICA
TRANSPORTE
ASSISTÊNCIA ODONTOLÓGICA
SAMU
ALIMENTO
OUVIDORIA DO SUS
ORIENTAÇÕES EM SAÚDE
COMUNICAÇÃO
ASSUNTOS NÃO PERTINENTES
FINANCEIRO
<b>Total Geral</b>



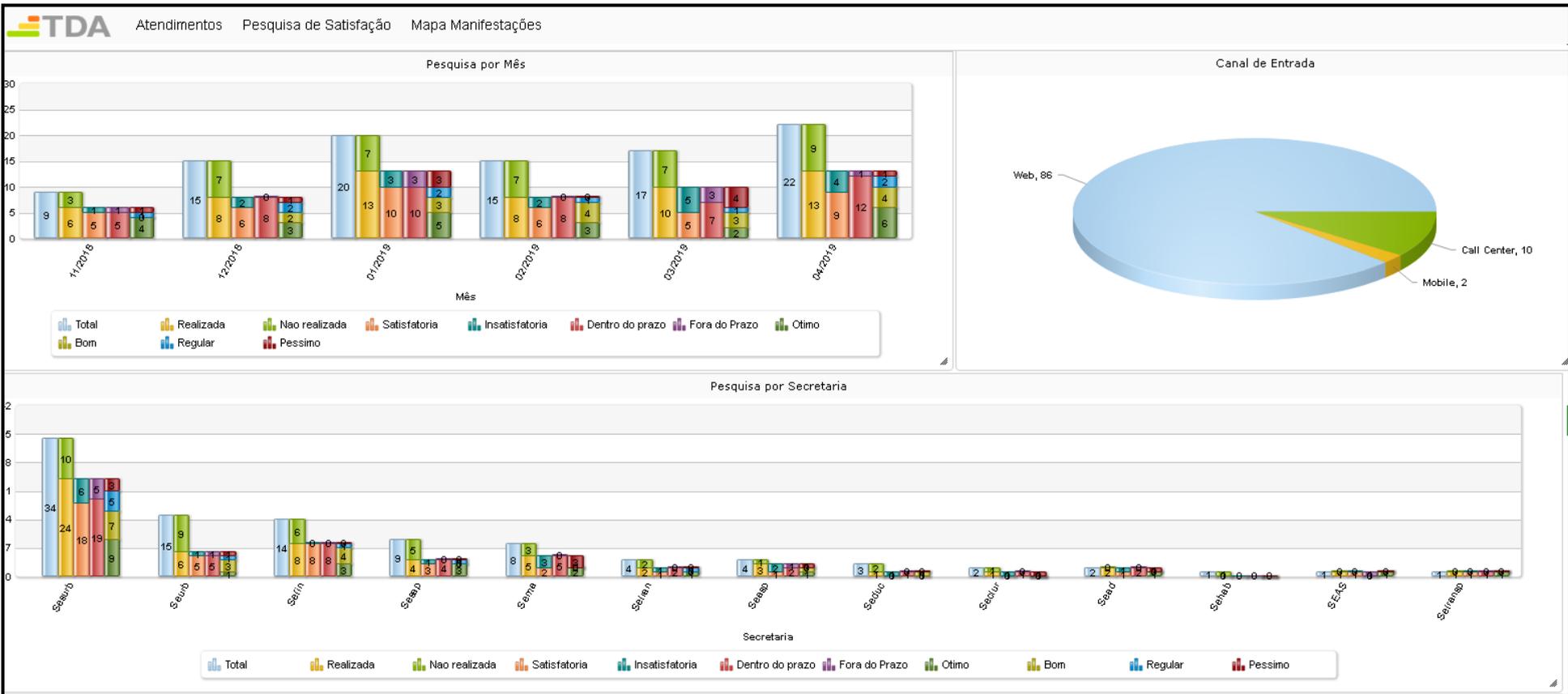
TIPOLOGIA	TOTAL
SOLICITACAO	3261
RECLAMACAO	1084
DENUNCIA	190
ELOGIO	123
INFORMACAO	27
SUGESTAO	14
<b>Total Geral</b>	<b>4699</b>



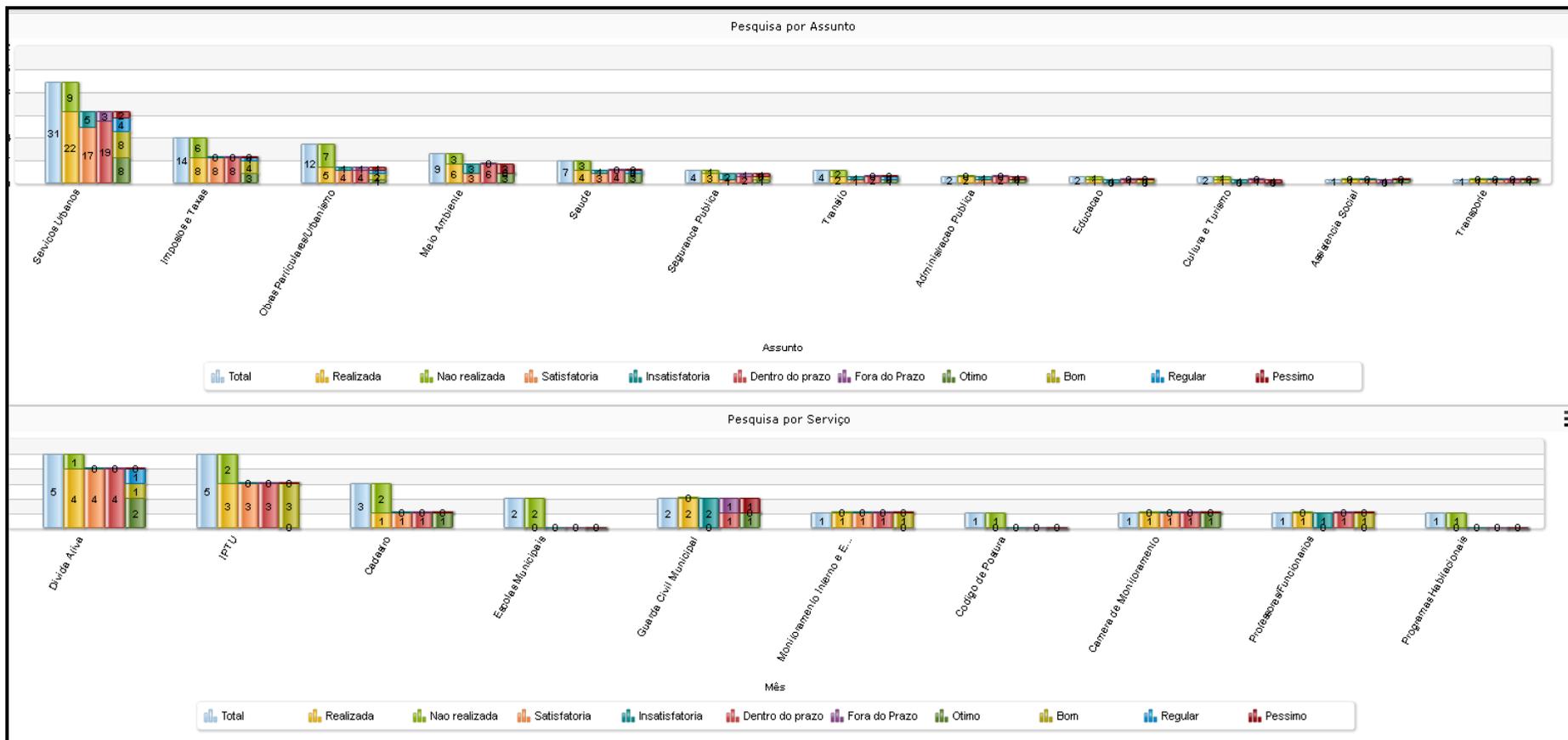
CANAL DE ENTRADA	TOTAL
PESSOALMENTE	2970
FORMULÁRIO WEB	880
TELEFONE	533
CORRESPONDÊNCIA OFICIAL	186
EMAIL	111
CARTA	19
<b>Total Geral</b>	<b>4699</b>



# **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.



\* 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**

## CONSIDERAÇÕES FINAIS

O 12º Relatório Semestral, que compreende o período de **novembro de 2018 a abril de 2019**, apresenta um panorama das manifestações cadastradas no sistema. Nesse período registrou-se 17.261 manifestações, sendo que 69% das manifestações cadastradas foram finalizadas/executadas pelas Secretarias responsáveis.

Verificou-se que a Central de Atendimento 162 continua sendo o Canal mais utilizado pelo cidadão para cadastrar suas manifestações. Registramos 9.321 ligações, ou seja 54% das manifestações cadastradas foram feitas nesse Canal.

A Ouvidoria é um serviço que possui como principal atribuição o acolhimento das manifestações dos usuários dos serviços oferecidos pela Administração Municipal. Mais que isso a Ouvidoria tem papel relevante na identificação das necessidades e demandas sociais, tanto na dimensão coletiva, quanto na individual, transformando-as em suporte estratégico à tomada de decisões no campo da gestão. É a participação individual que transforma o coletivo.

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.

Sem esta parceria, estará a Ouvidoria limitada pela criatividade daqueles que dela participam diretamente, exigindo um esforço adicional às atividades rotineiras.