



OUVIDORIA MUNICIPAL

13º RELATÓRIO DA OUVIDORIA

maio a dezembro/2019

**MUNICÍPIO DA ESTÂNCIA
BALNEÁRIA**

DE PRAIA GRANDE

SECRETARIA DE GOVERNO

" Você nunca sabe que resultados virão da sua Ação. Mas se
você não fizer nada, não existirão resultados."

Mahatma Gandhi

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APRESENTAÇÃO

Em consonância com o **Decreto Municipal nº6656 de 01 de abril de 2019** que fixa a atribuição da Ouvidoria da Estância Balneária de Praia Grande apresentamos nesse 13º relatório, relacionado ao período de maio a dezembro de 2019, os números de ocorrências registradas, atendidas e pendentes, bem como informações pertinentes de forma geral e discriminadas por Secretarias Municipais.

A apresentação do relatório tem como objetivo dar transparência às ações da Ouvidoria, auxiliar os Gestores na melhoria dos serviços oferecidos à população, bem como socializar os resultados dos trabalhos que são desenvolvidos por cada Secretaria,

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

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*

Jennifer Moreira Pontes - *SECTUR*

João Carlos Moreno Gallego - *SEMA*

Juliana Pergola - *SEAD*

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 - *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*

Ana Paula Carramão - *SECTUR*

Andrea Chrystinne Monteiro B. Rodrigues- *PROCON*

Aniello Garcia Annunciato- *SEMA*

Audrey Caroline Godoi Andrade - *Cidadania*

Ecedite da Silva Cruz Filho - *SEAD*

Camila Mariane Rocha de Mattos- *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*

Fernanda Boscaine Armelin - *SEDUC*

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*

Larissa Didone - *SESURB*

Leonardo Silva de Souza - *SEAI*

Lucilio Barbosa Guimarães Junior- *SEURB*

Luiz Felipe Gimenes Marchezoni – *SESAP*

Colaboradores (continuação)

Luzia Aparecida da Silva- *SESAP*

Marcio Valerio Sanches - *SEURB*

Nadilza Maria Manaroulas- *SEEL*

Nicole Sousa de Siqueira - *SESURB*

Paula Andrea Lacopino Rafaini -*SEPLAN*

Patricia Guimarães da Silva- *SESURB*

Rodrigo Carlos Valente - *GABINETE*

Ronaldo Ferreira de Alcântara- *SEAD*

Roselaine Fernandes da Silva – *SEDUC*

Ana Paula Bueno Ordonez A. Ramos - *SEDUC*

Sara Jane Ribeiro Vitorino - *SEDUC*

Silvia Tomoko Shinzato - *SEOP*

Vanessa Carvalho- *SESURB*

Central de Atendimento - 162

Allan Gavioli Ferreira

Elenice Aparecida Laurindo Fernandes

Juliana de Souza Barbosa

Marleide 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.

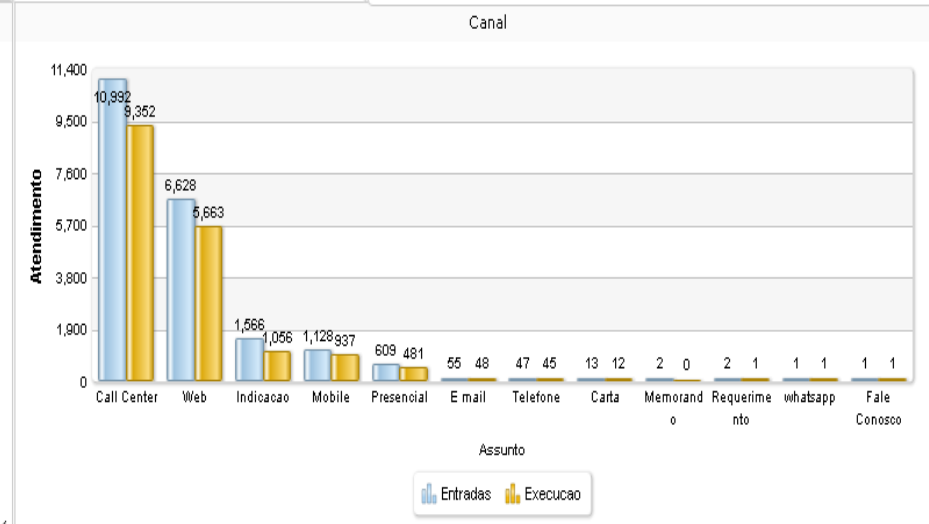
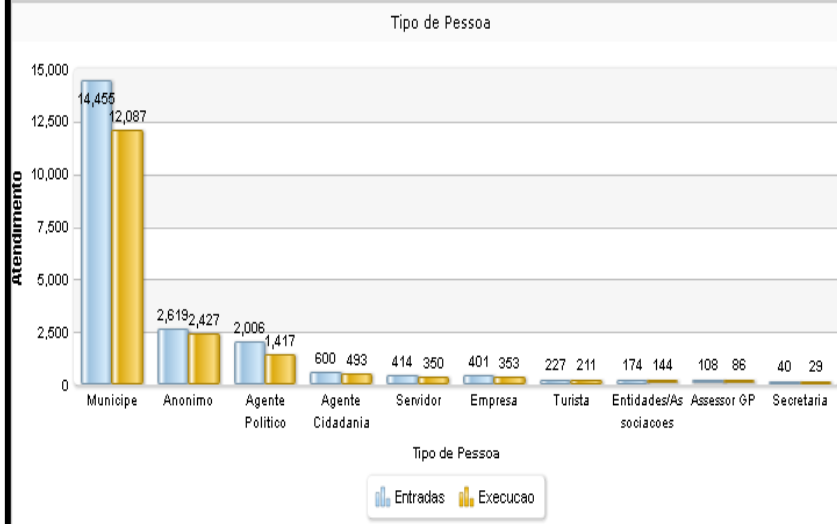
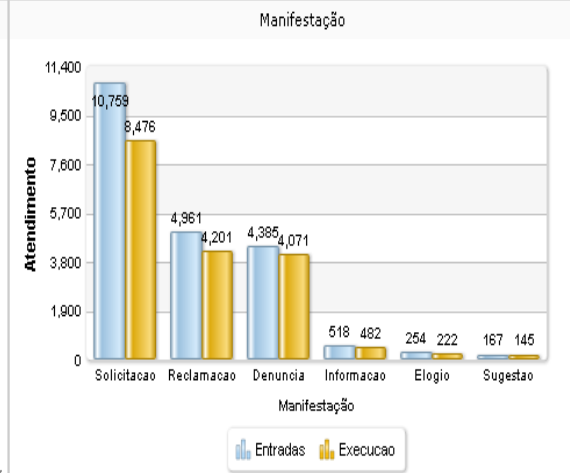
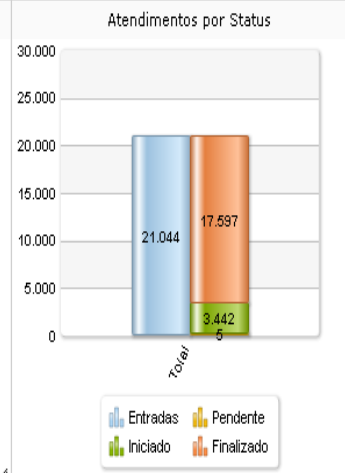
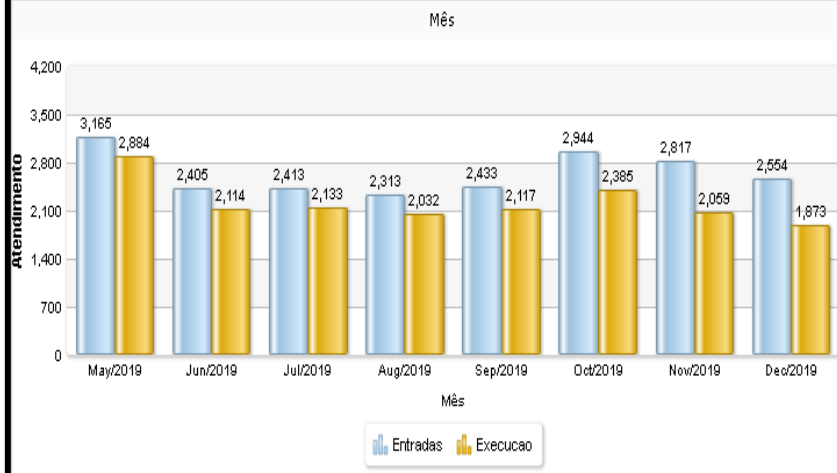
✓ **Material Publicitário**

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

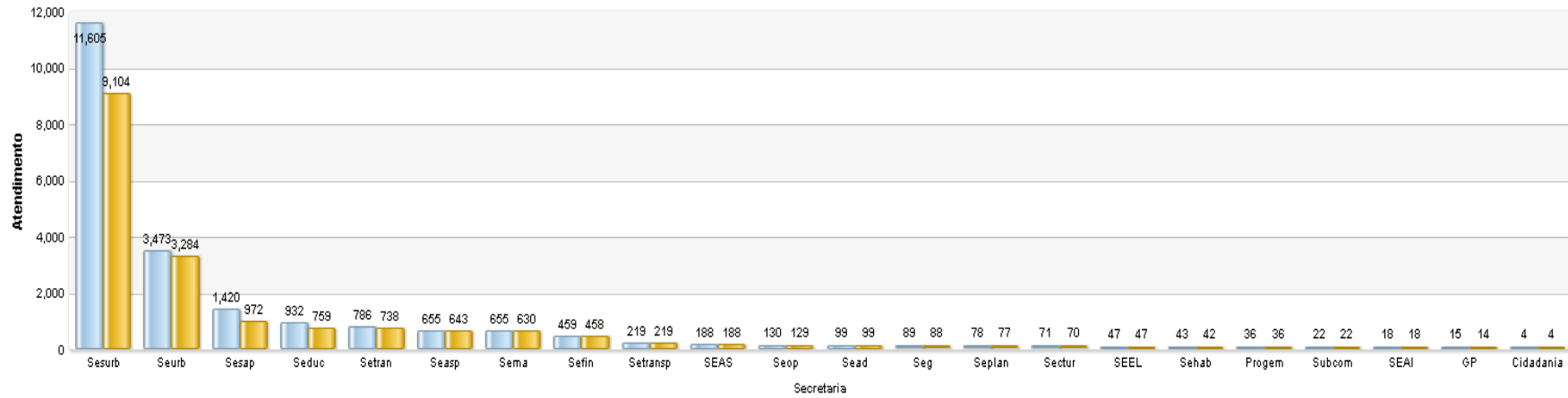
✓ **Formação e Capacitação**

- 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;

DADOS GERAIS

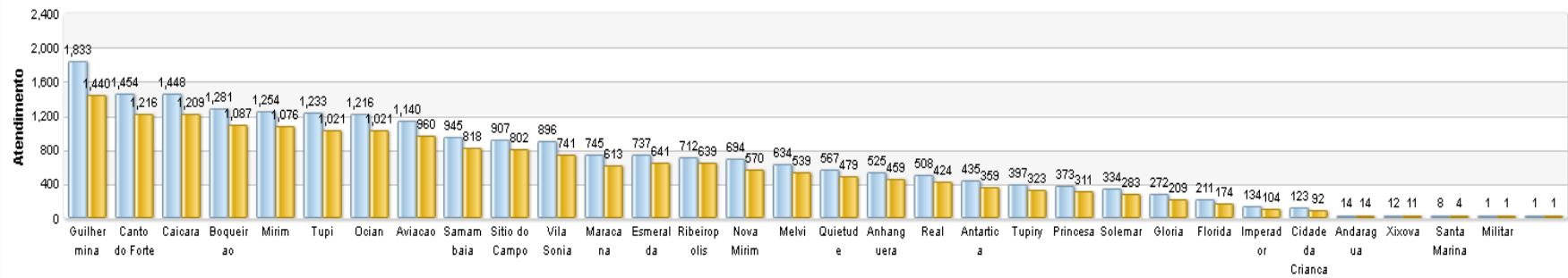


Secretaria



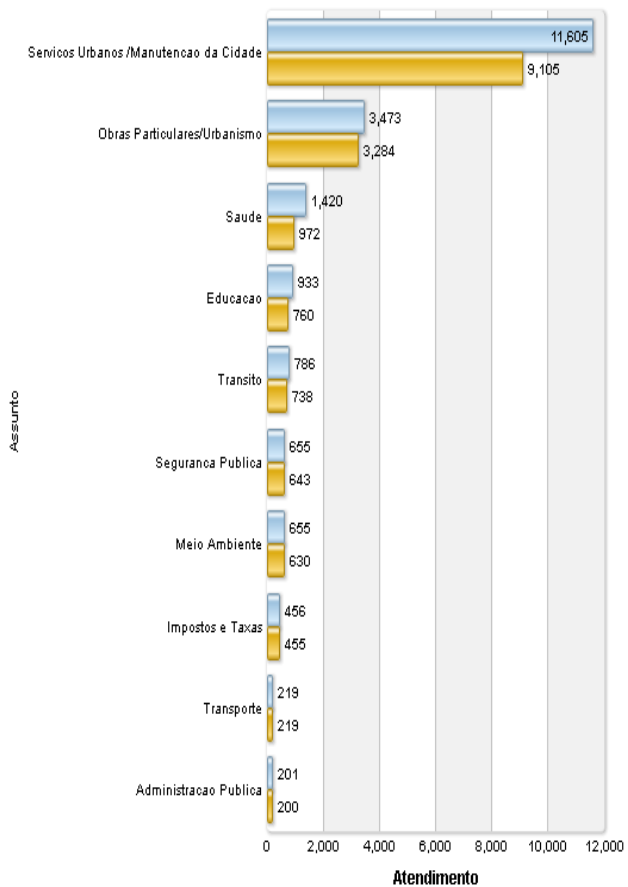
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Bairro



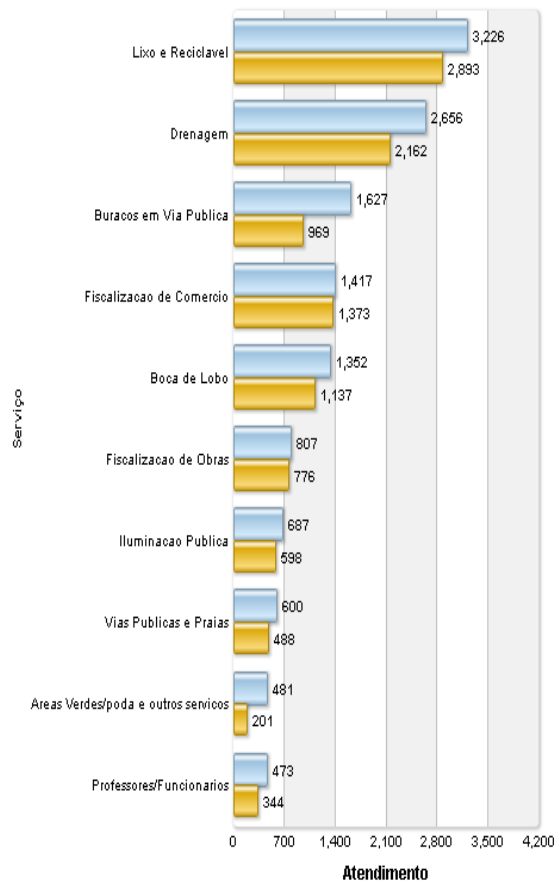
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Assunto (Top 10)



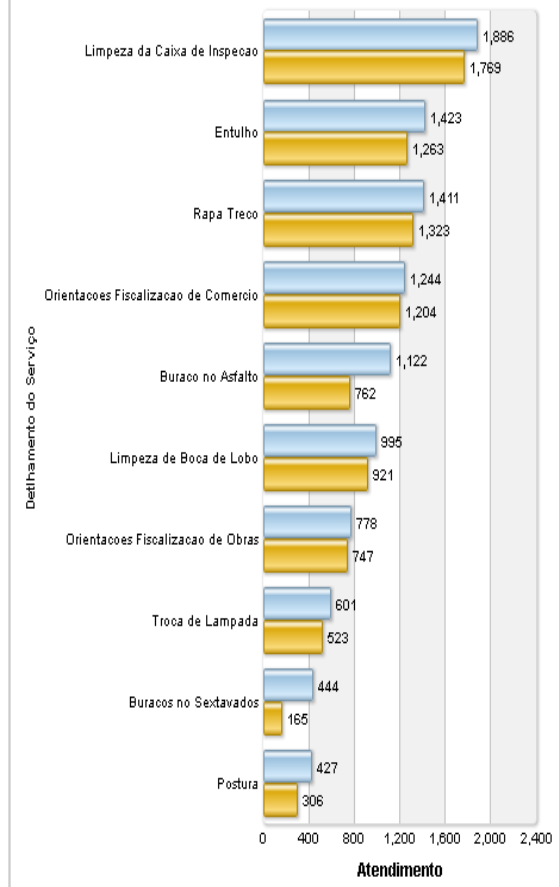
Entradas Execução

Serviço (Top 10)



Entradas Execução

Detalhamento Serviço (Top 10)

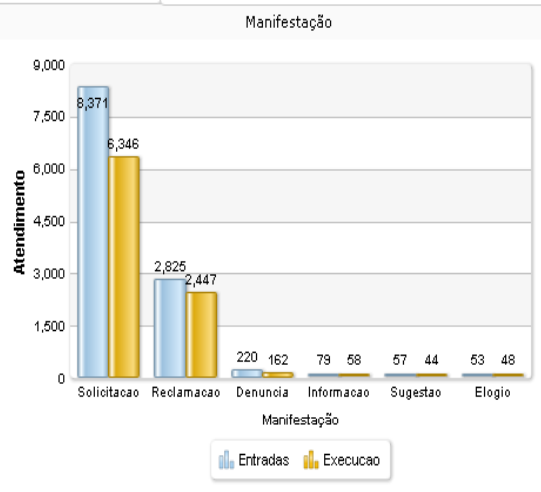
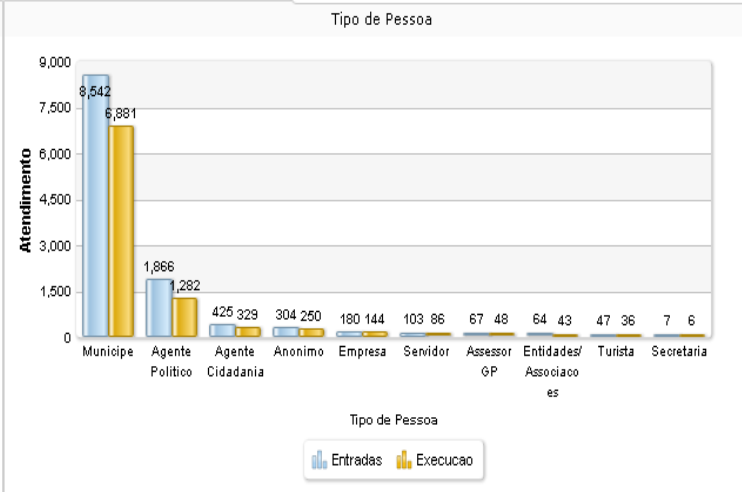
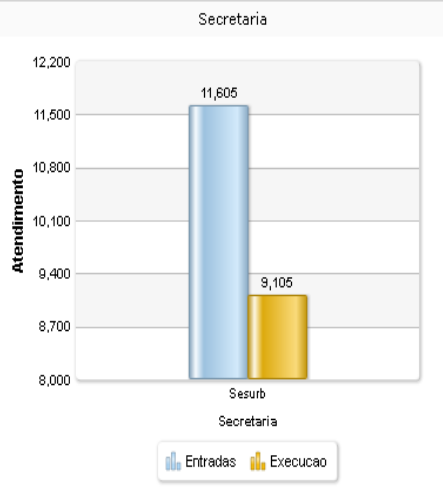
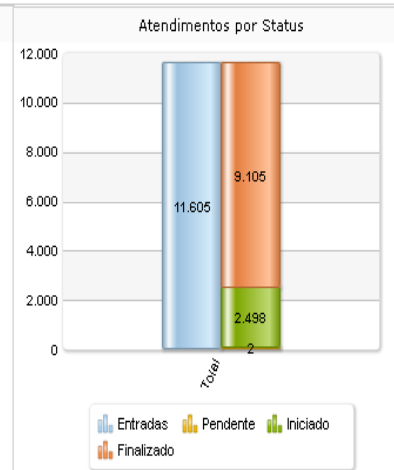
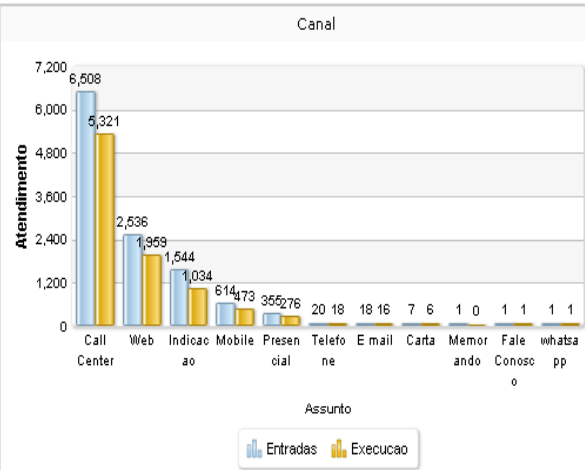
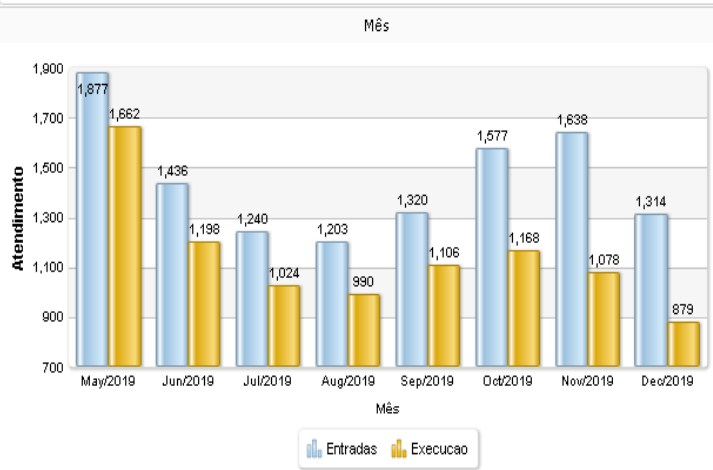


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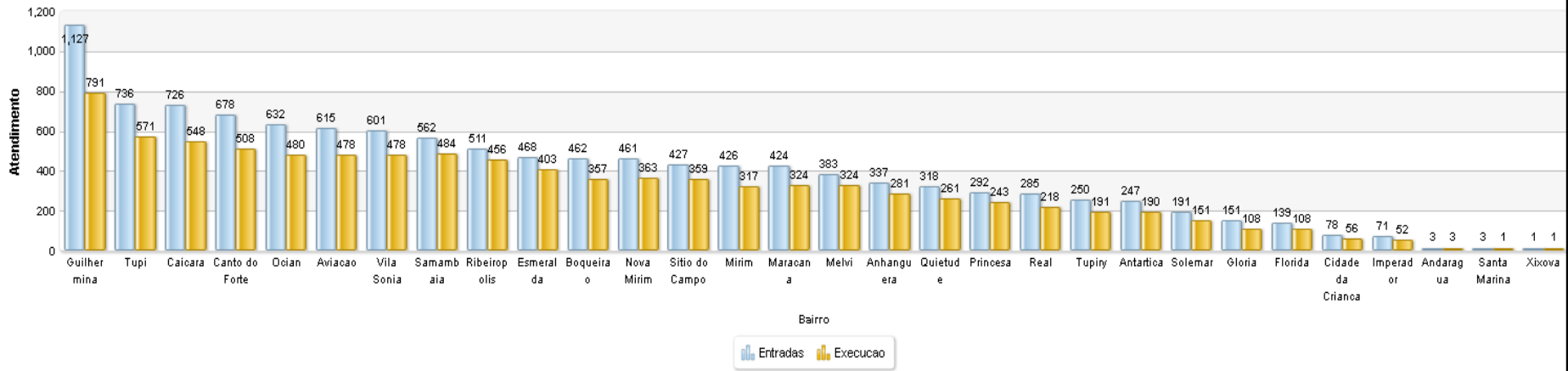
**LEVANTAMENTO DAS
MANIFESTAÇÕES
POR SECRETARIA**

SESURB

SECRETARIA DE SERVIÇOS URBANOS



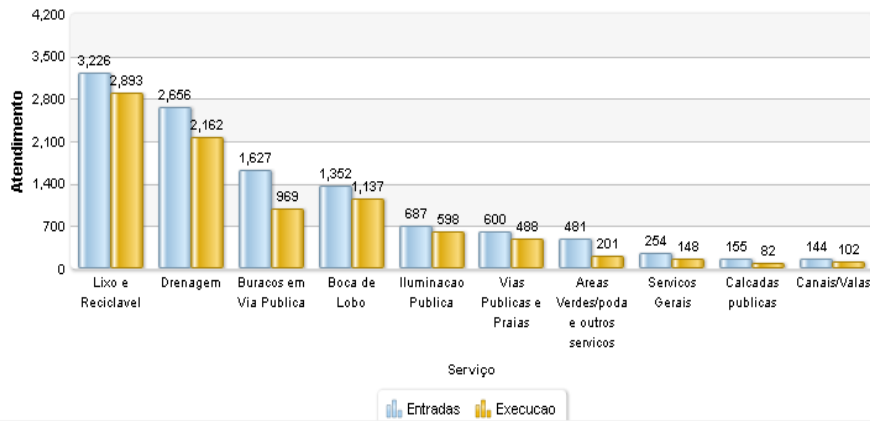
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Bairro

Entradas Execucao

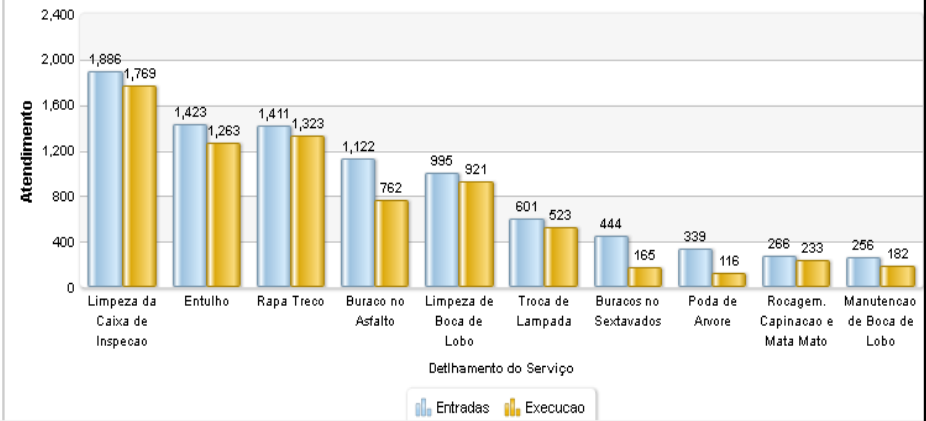
Serviço (Top 10)



Serviço

Entradas Execucao

Detalhamento Serviço (Top 10)

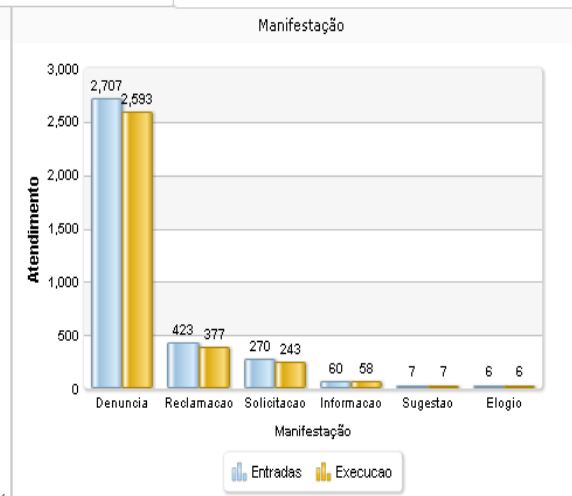
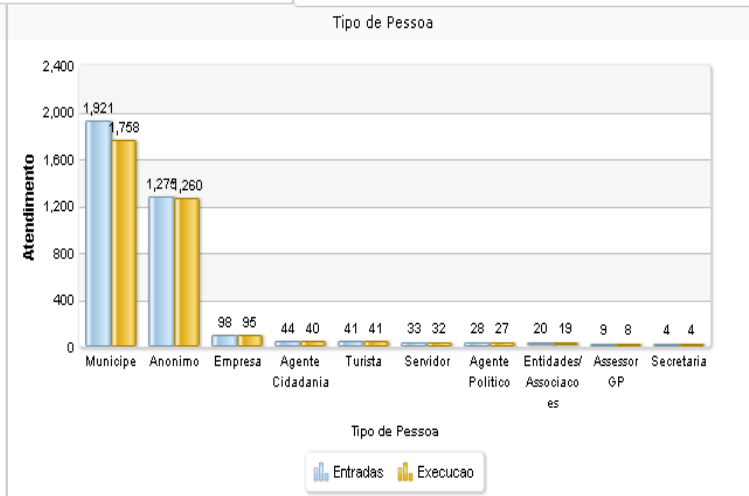
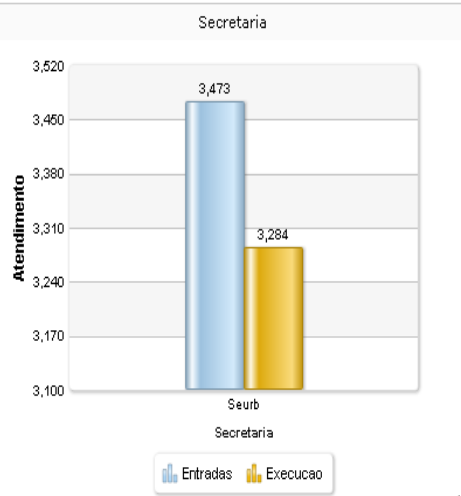
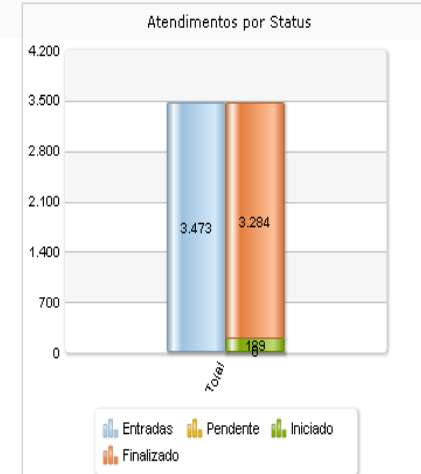
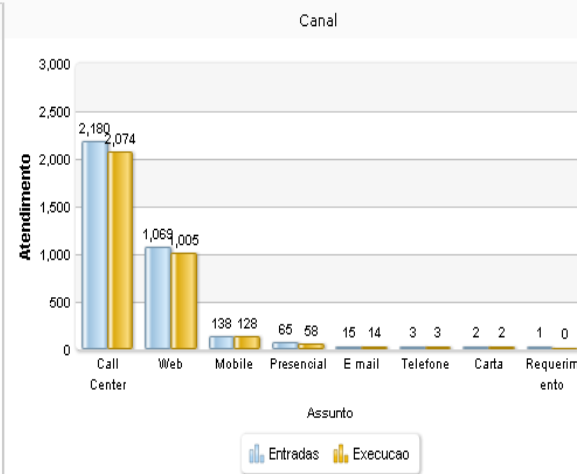
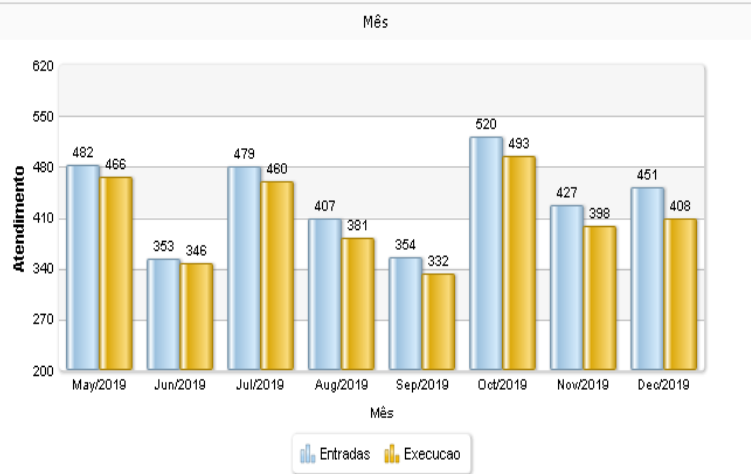


Detalhamento do Serviço

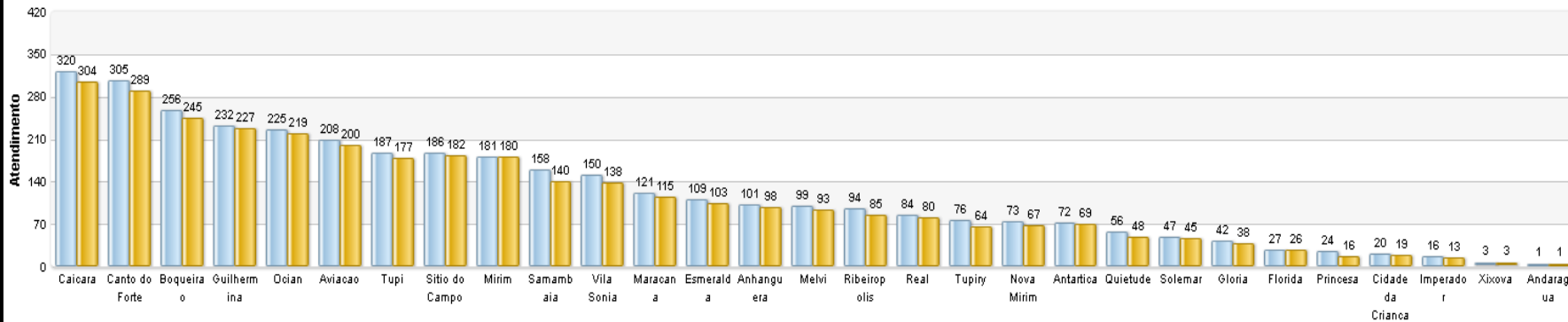
Entradas Execucao

SEURB

SECRETARIA DE URBANISMO



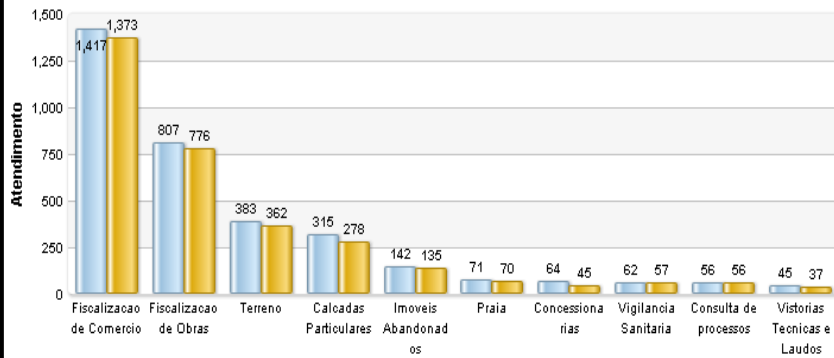
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Bairro

Entradas Execução

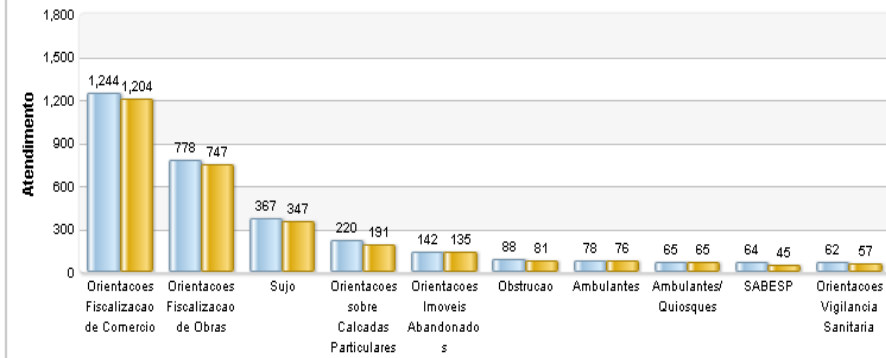
Serviço (Top 10)



Serviço

Entradas Execução

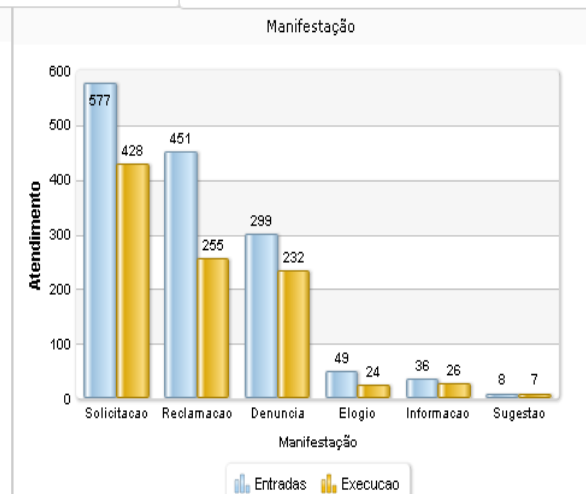
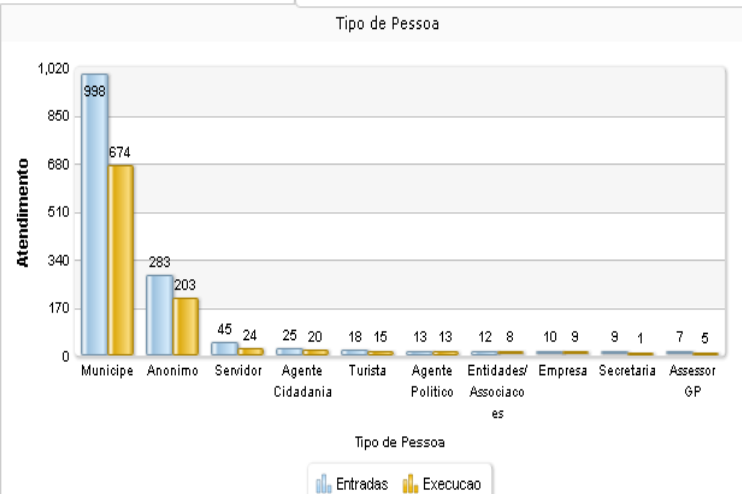
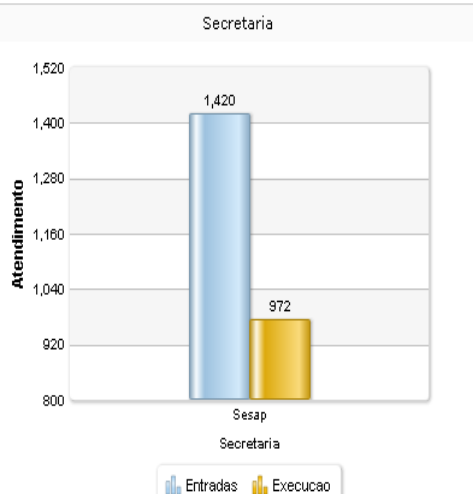
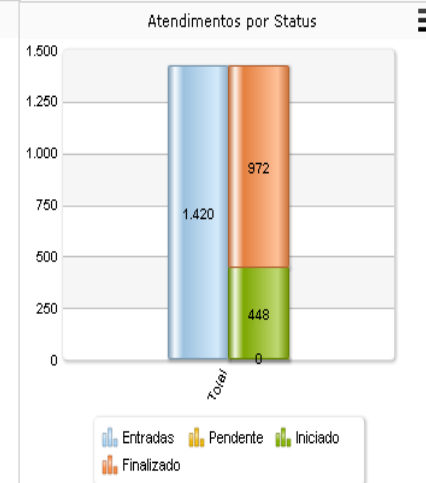
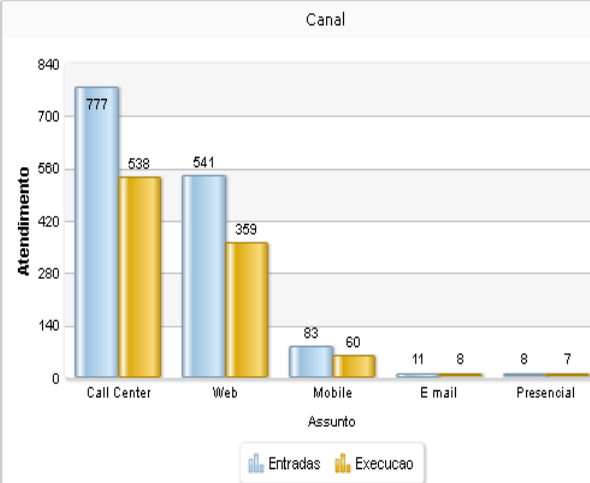
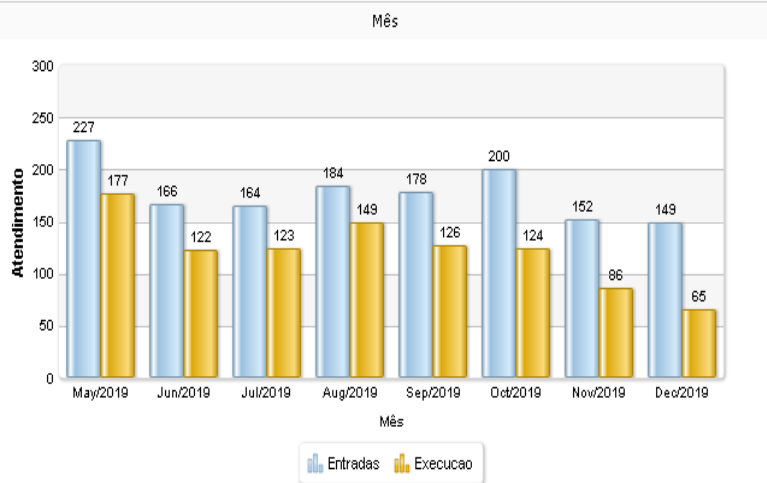
Detalhamento Serviço (Top 10)



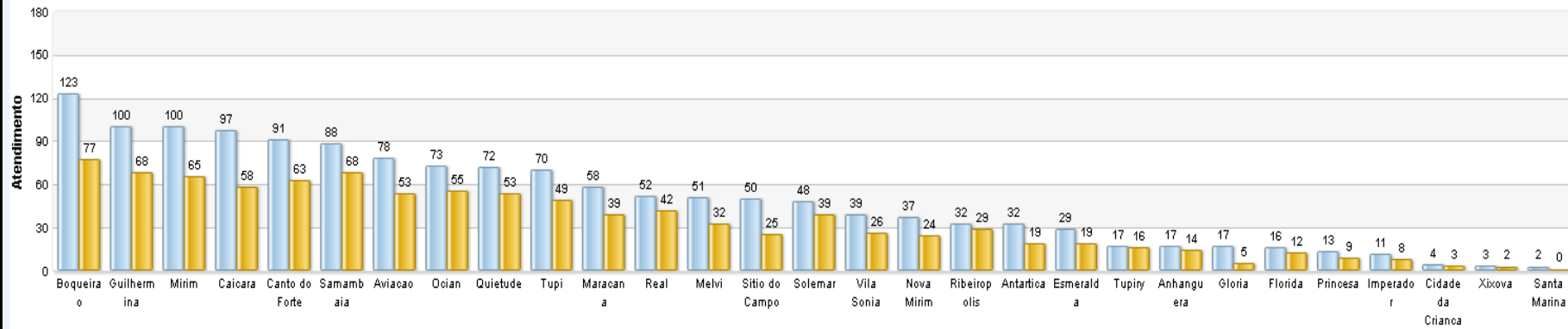
Detalhamento do Serviço

Entradas Execução

SESAP
SECRETARIA DE SAÚDE PÚBLICA



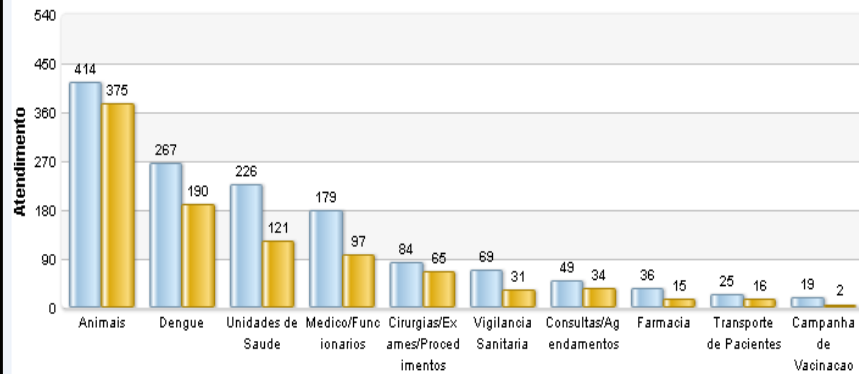
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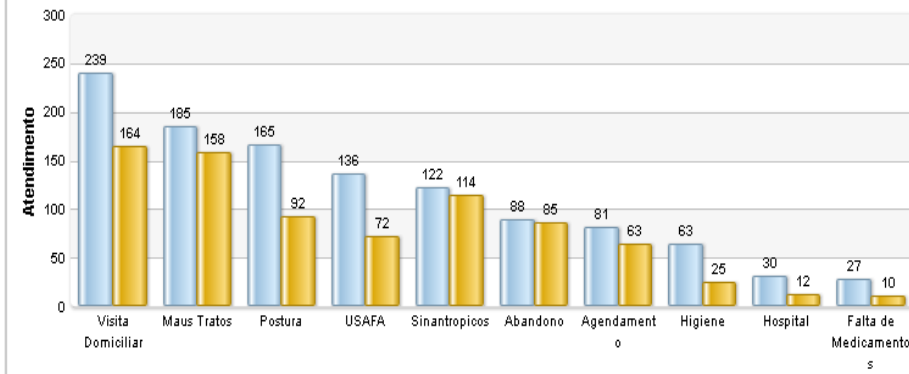
Serviço (Top 10)



Serviço



Detalhamento Serviço (Top 10)

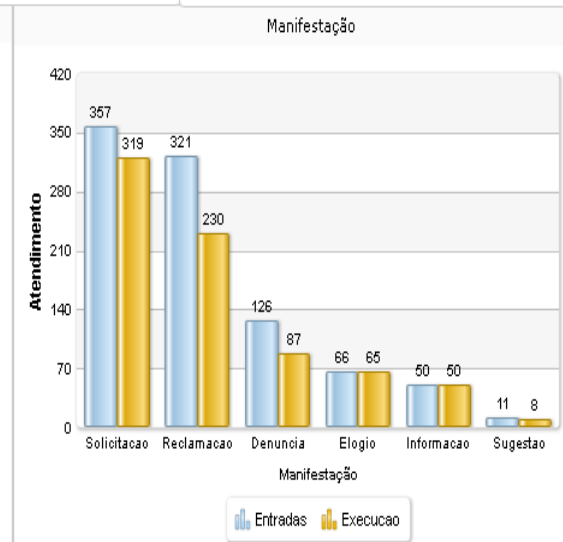
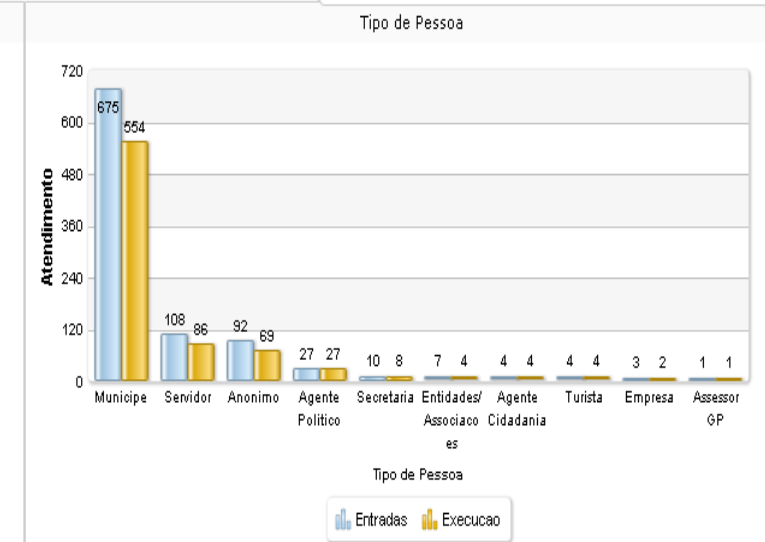
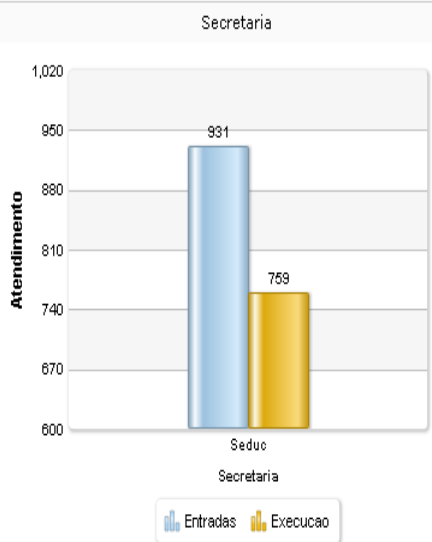
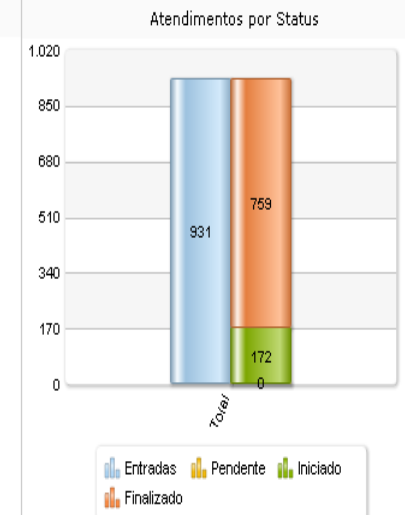
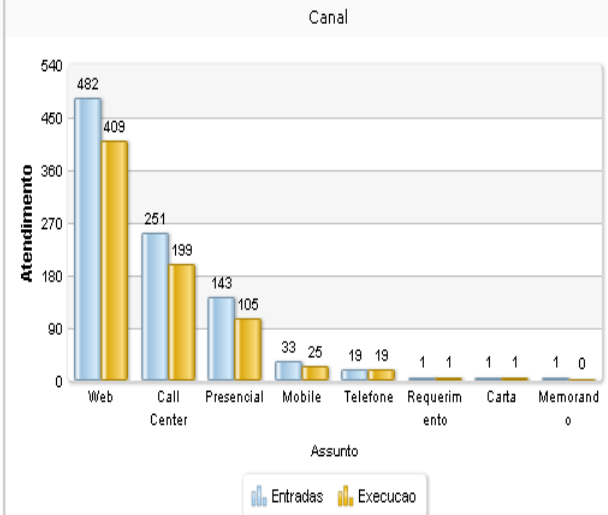
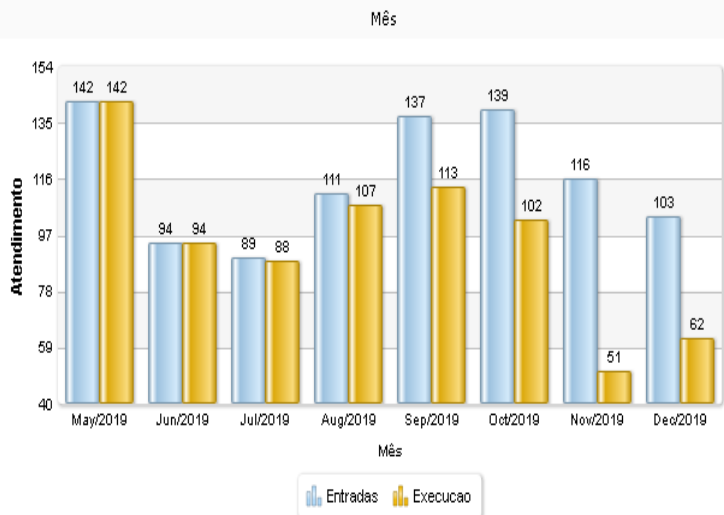


Detalhamento do Serviço

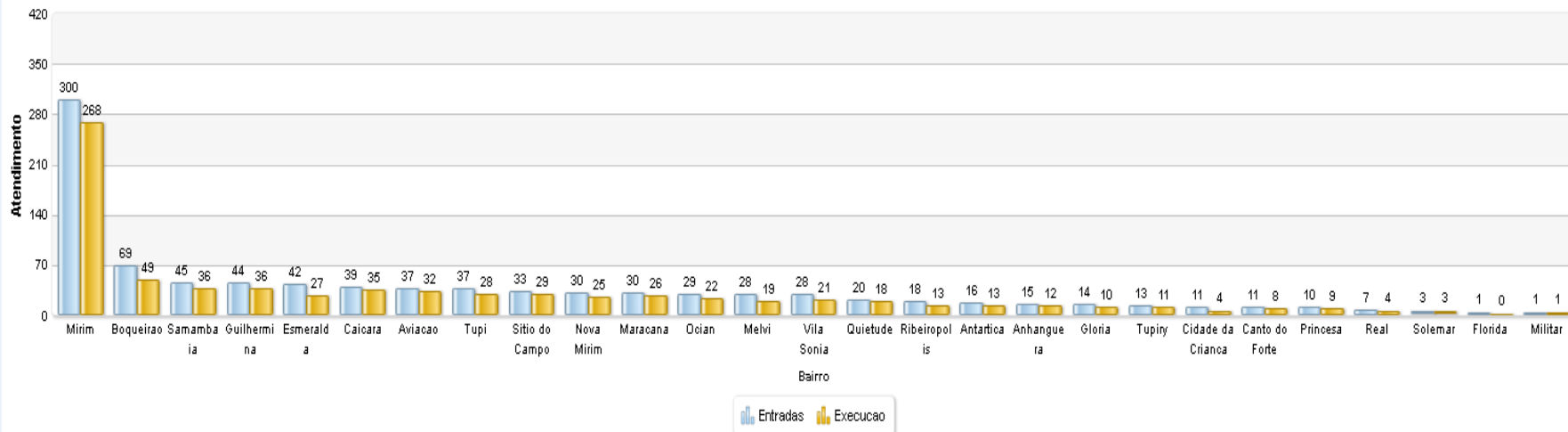


Atendimentos

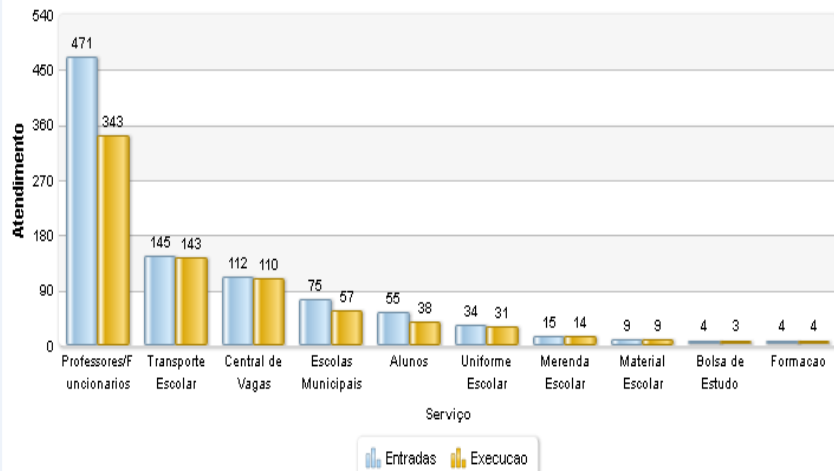
SEDUC
SECRETARIA DE EDUCAÇÃO



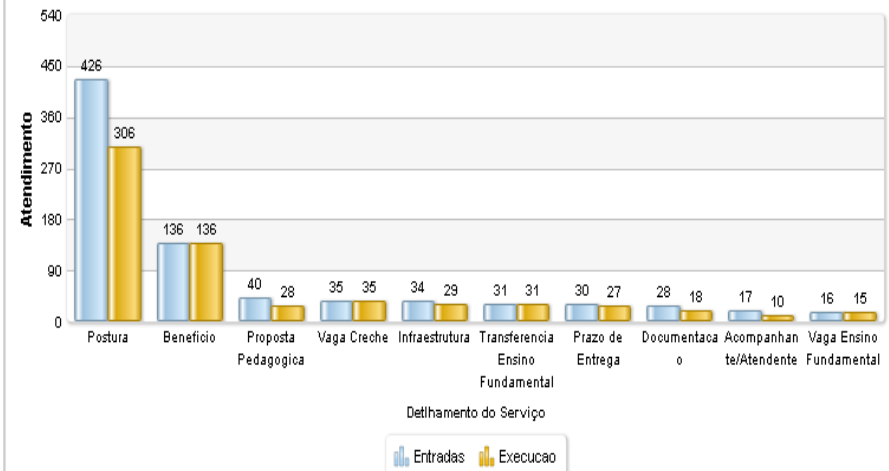
Bairro



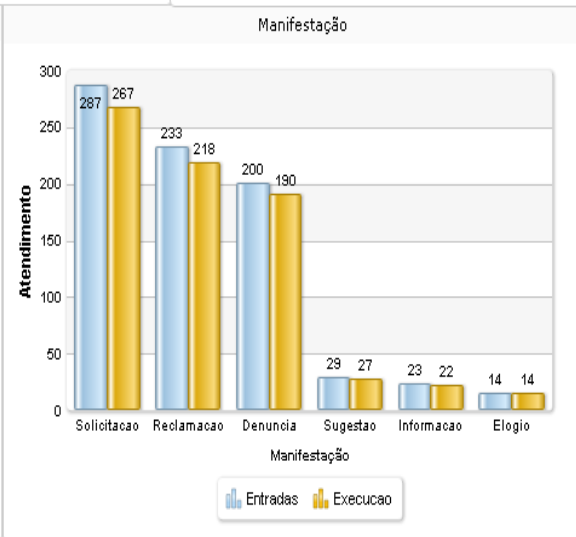
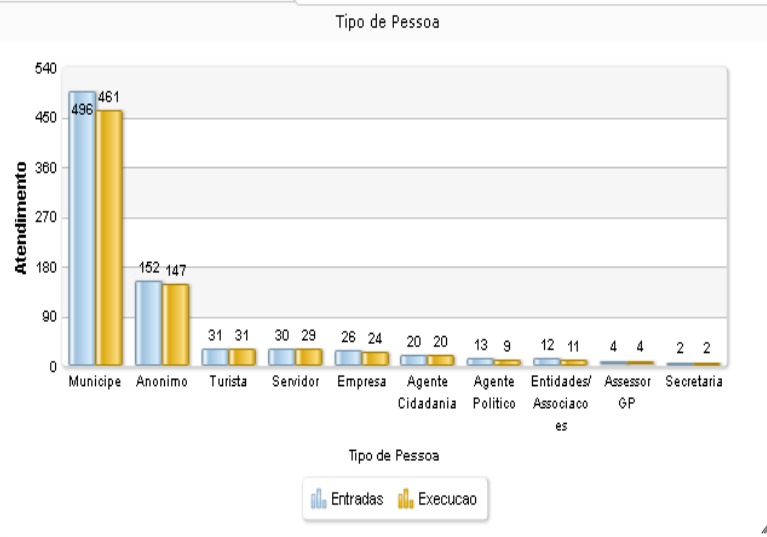
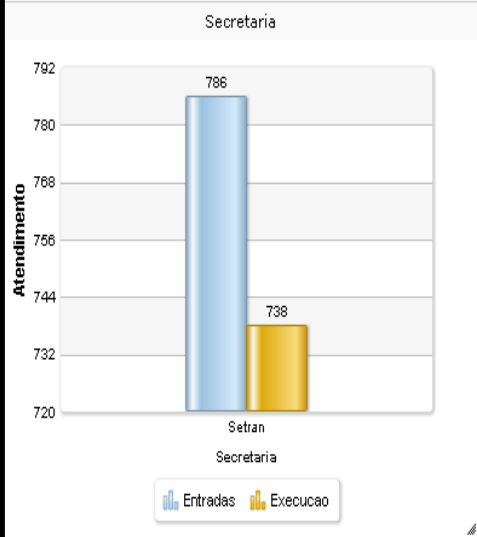
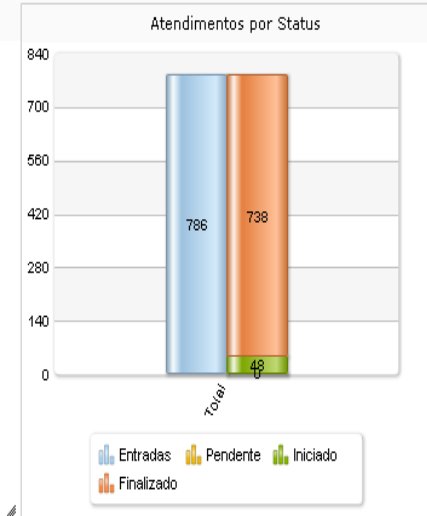
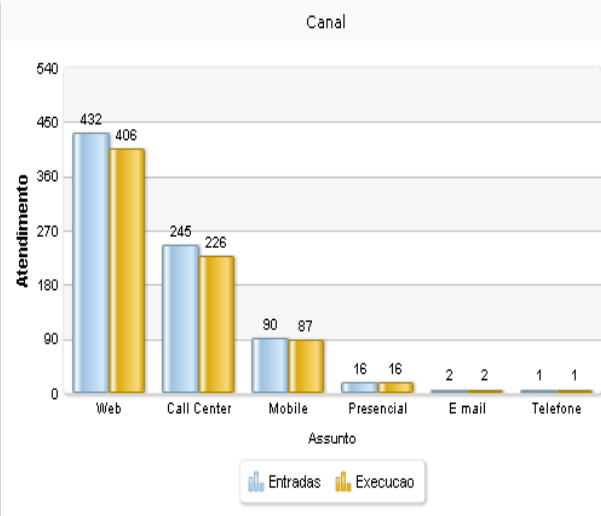
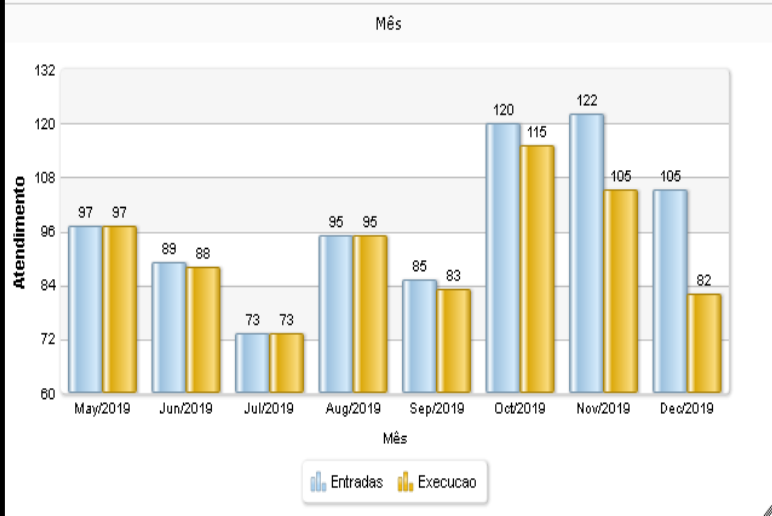
Serviço (Top 10)



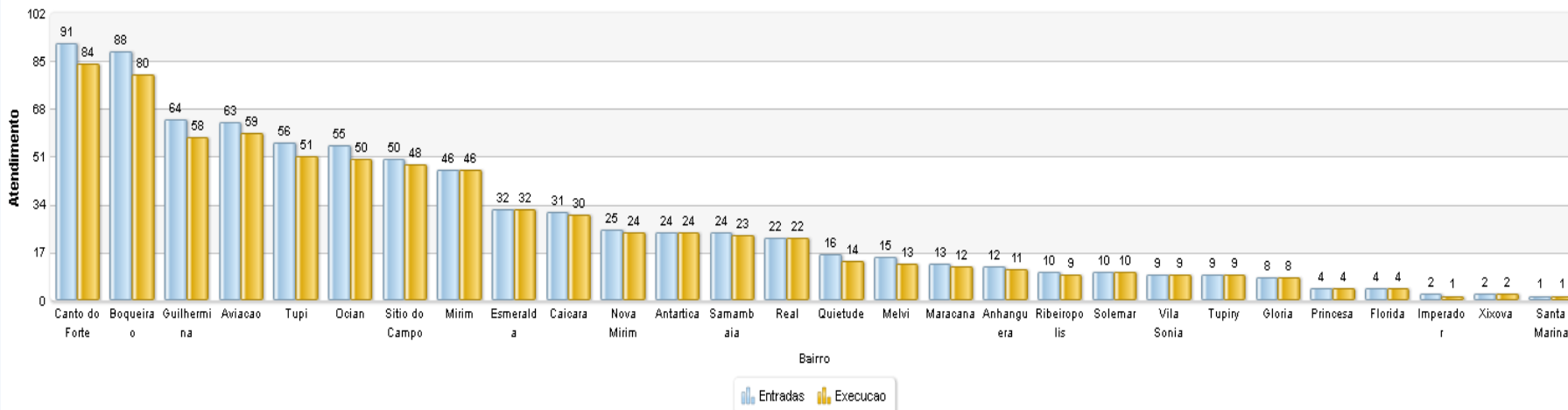
Detalhamento Serviço (Top 10)



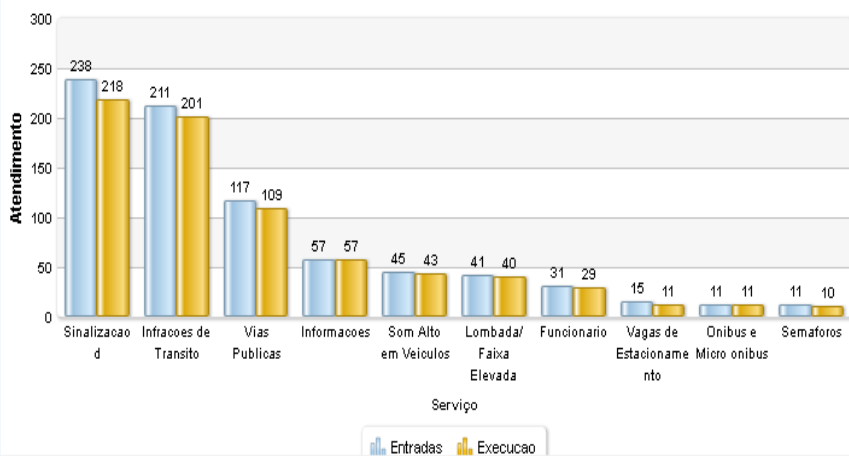
SETRAN
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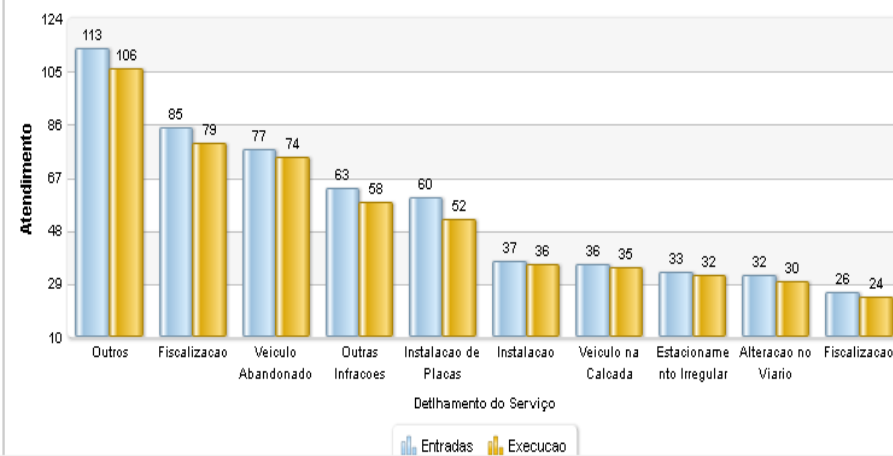
Bairro



Serviço (Top 10)

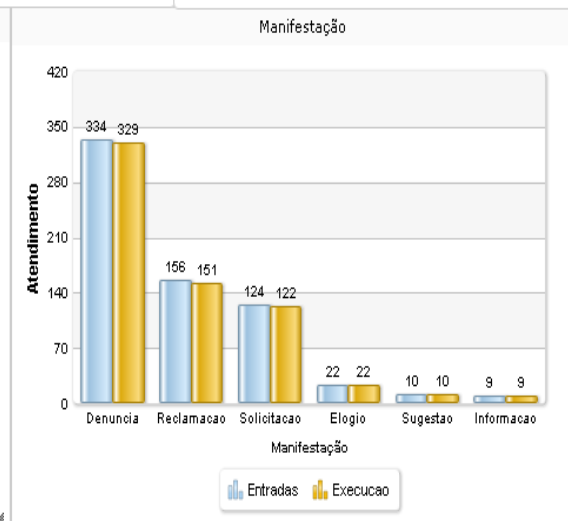
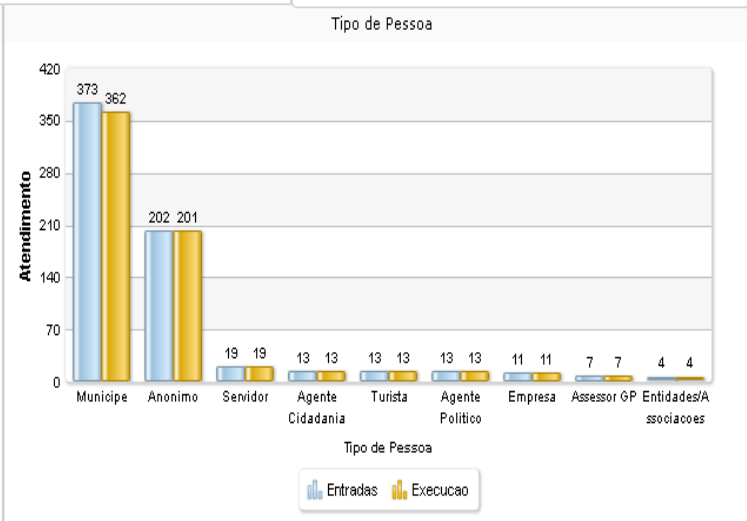
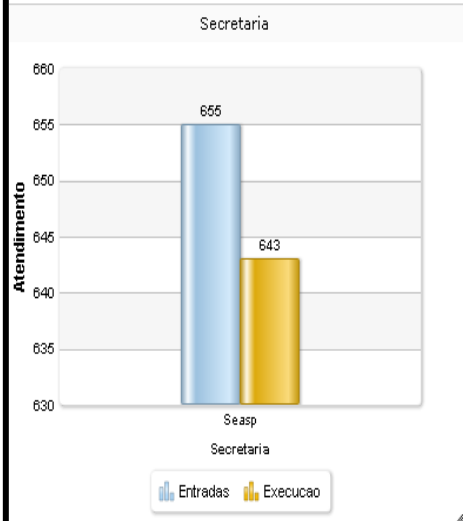
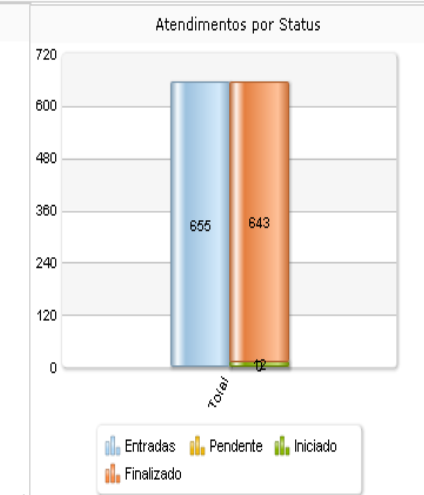
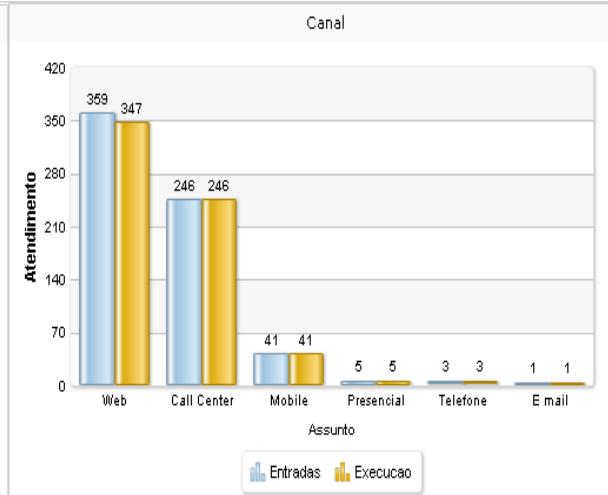
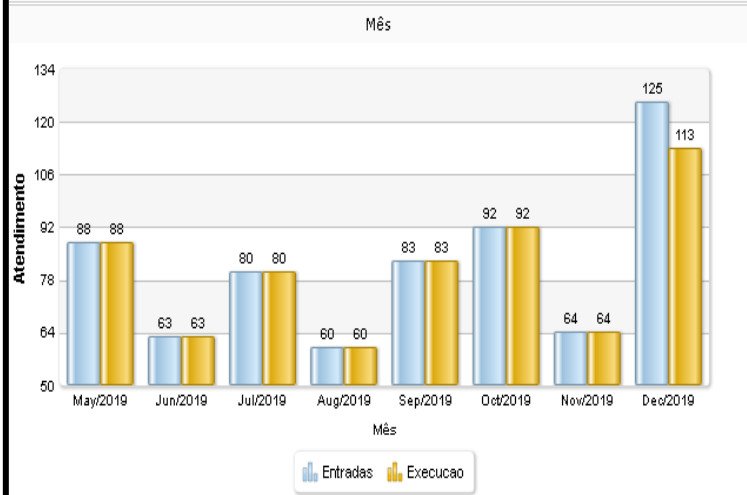


Detalhamento Serviço (Top 10)

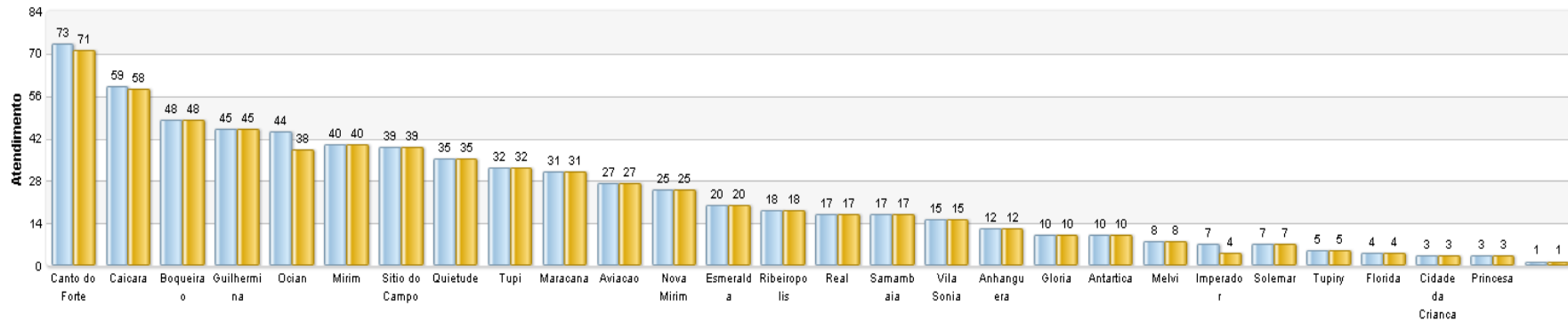


SEASP

**SECRETARIA DE ASSUNTOS DE
SEGURANÇA PÚBLICA**



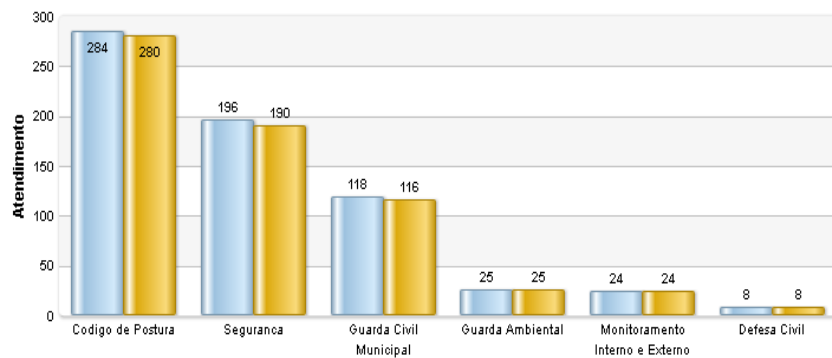
Bairro



Bairro

Entradas Execução

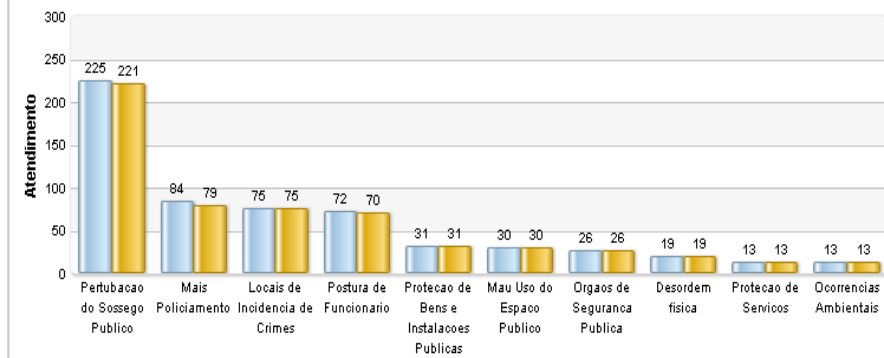
Serviço (Top 10)



Serviço

Entradas Execução

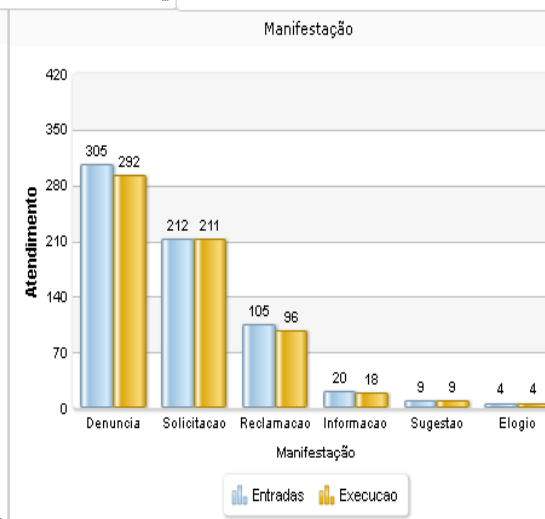
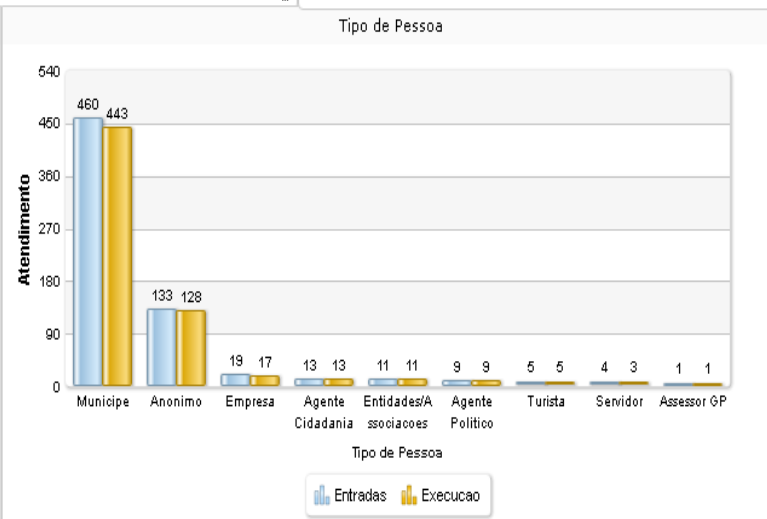
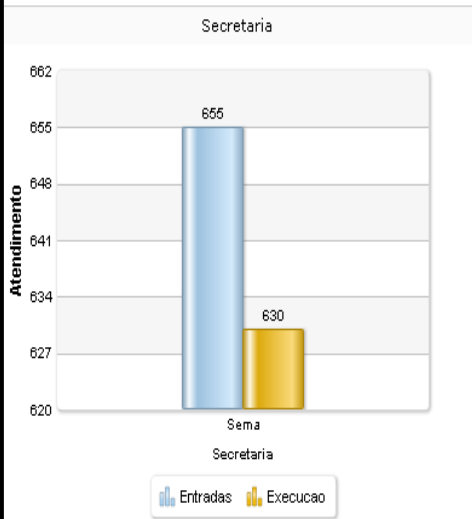
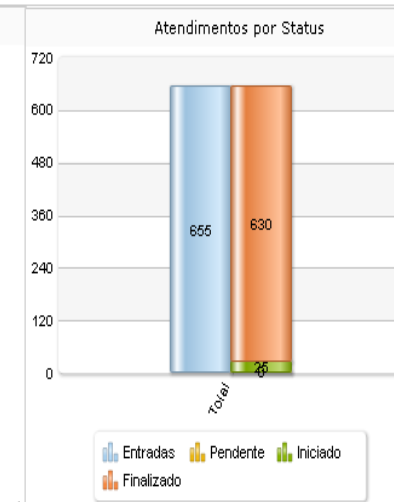
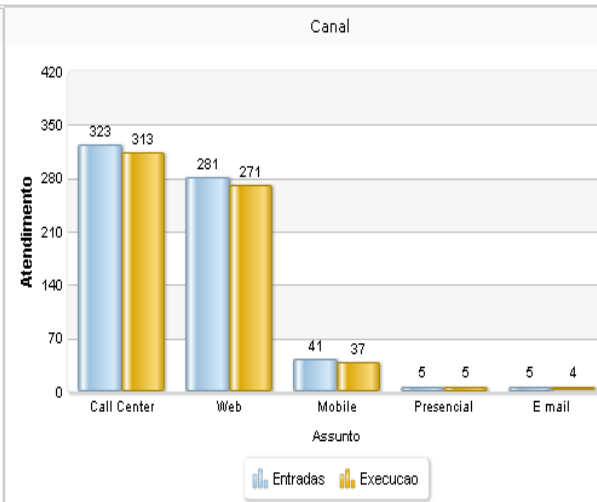
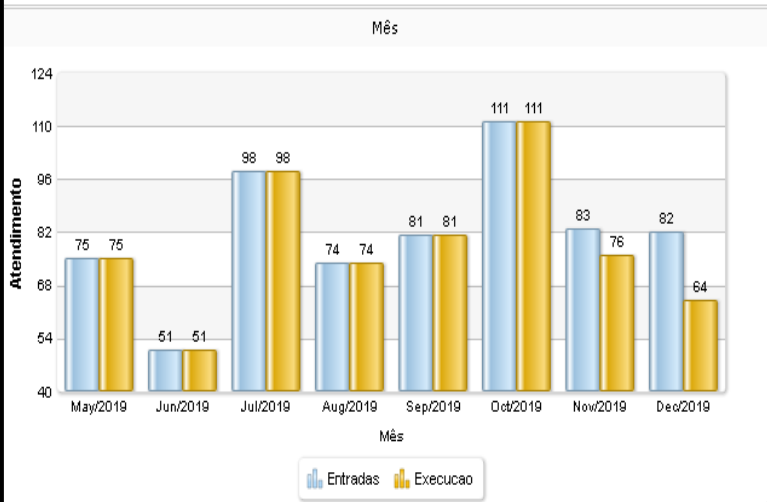
Detalhamento Serviço (Top 10)



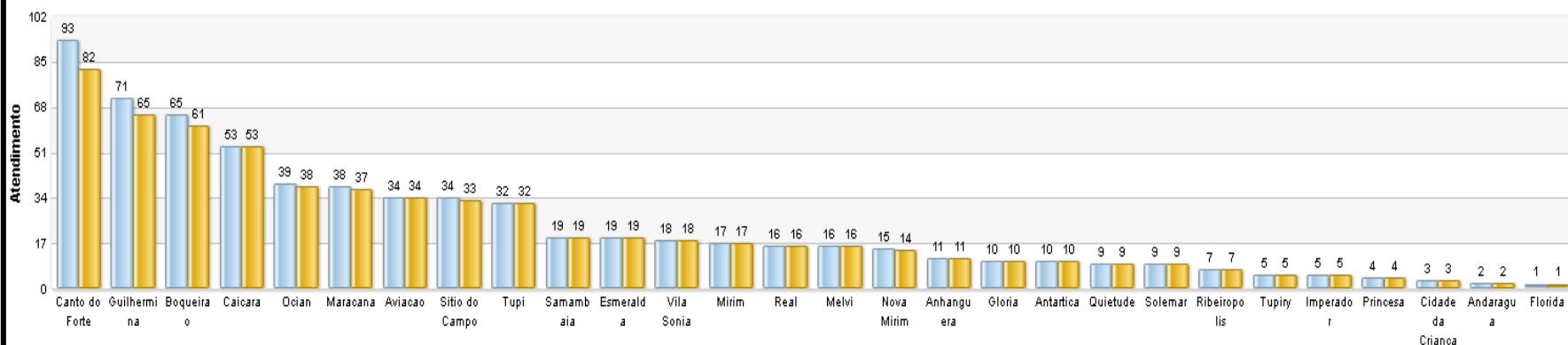
Detalhamento do Serviço

Entradas Execução

SEMA
SECRETARIA DE MEIO AMBIENTE



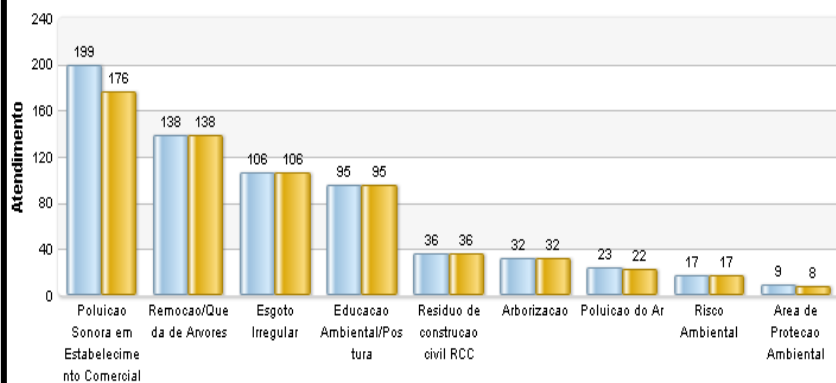
Bairro



Bairro

Entradas Execucao

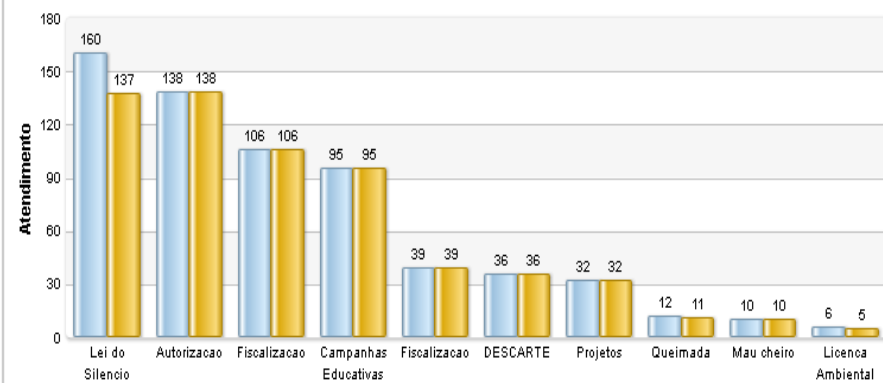
Serviço (Top 10)



Serviço

Entradas Execucao

Detalhamento Serviço (Top 10)

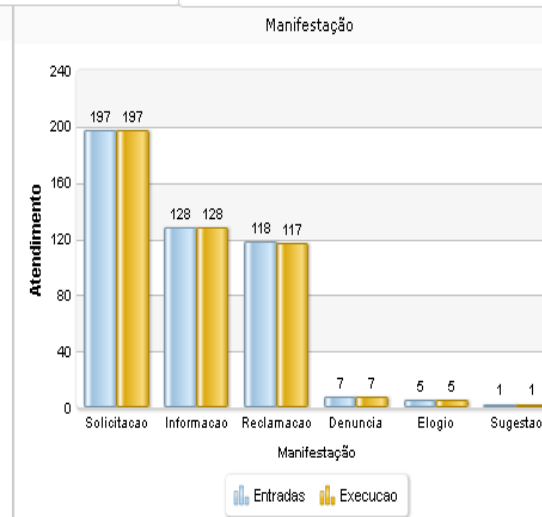
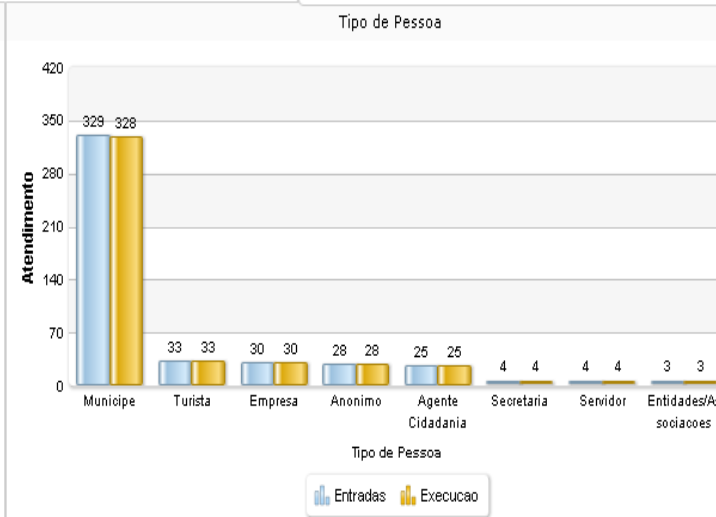
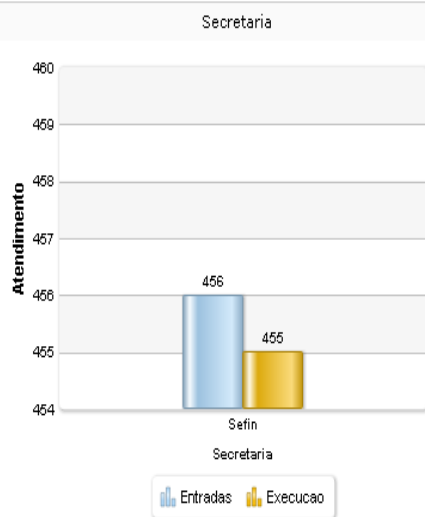
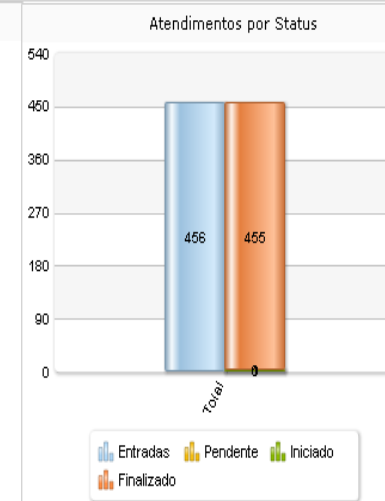
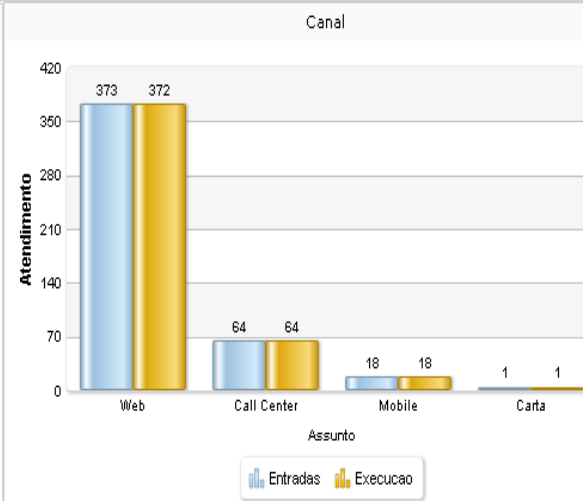
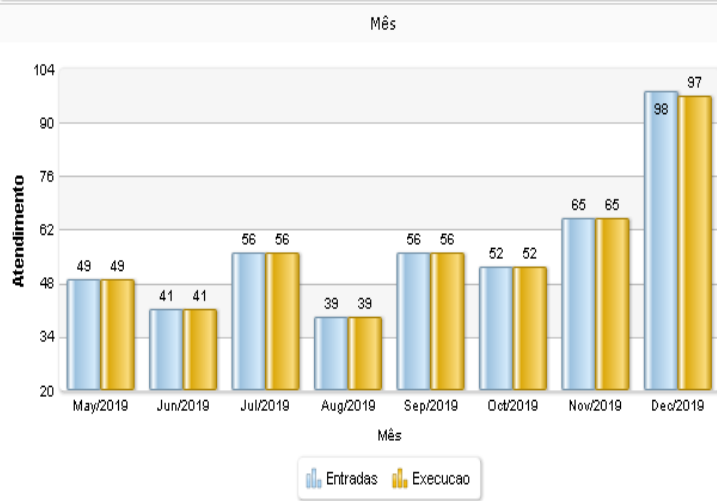


Detalhamento do Serviço

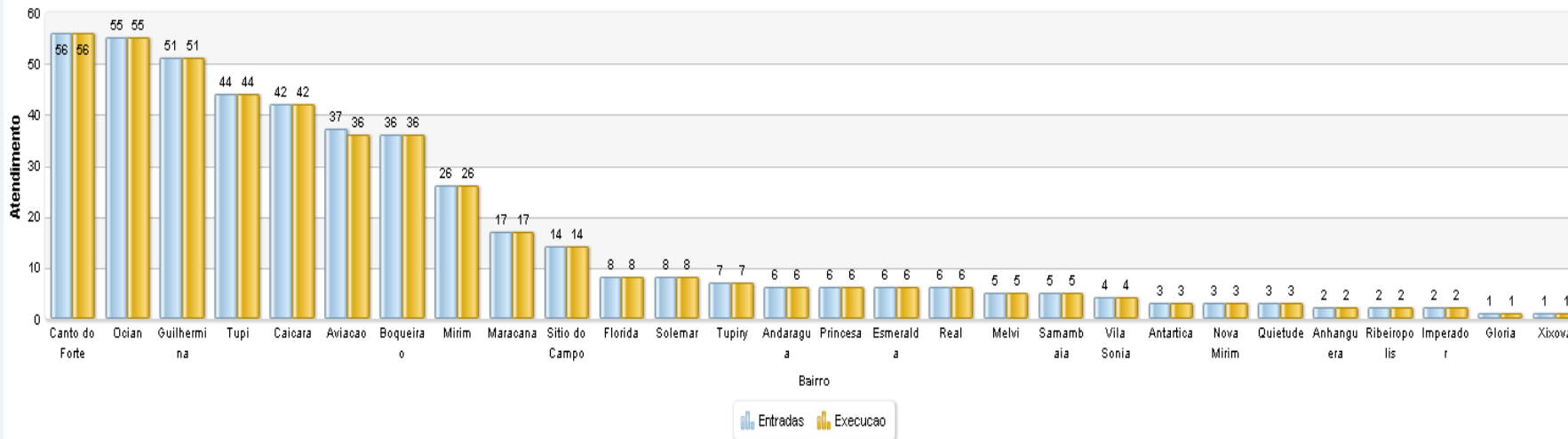
Entradas Execucao

SEFIN

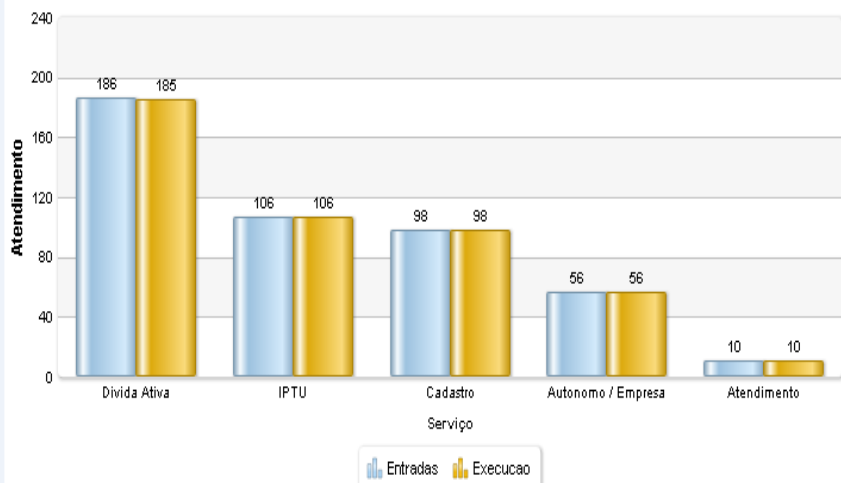
SECRETARIA DE FINANÇAS



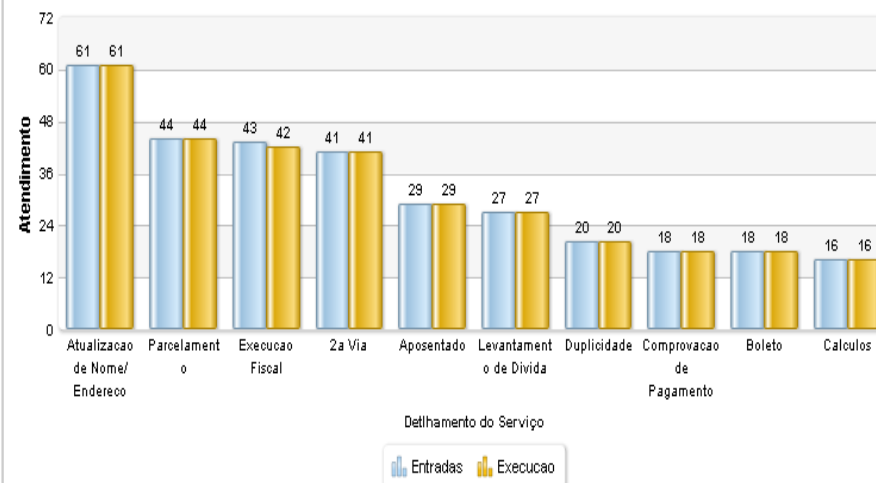
Bairro



Serviço (Top 10)

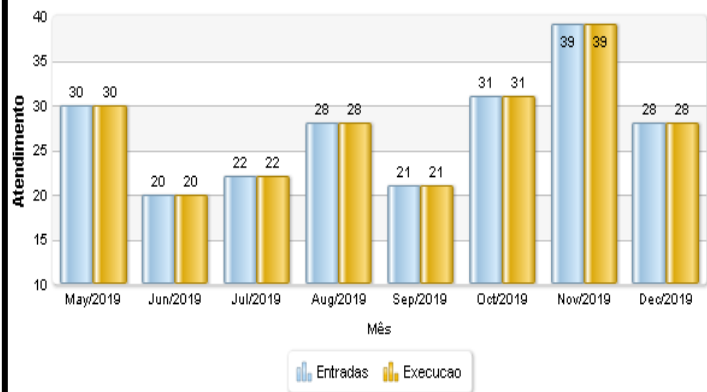


Detalhamento Serviço (Top 10)

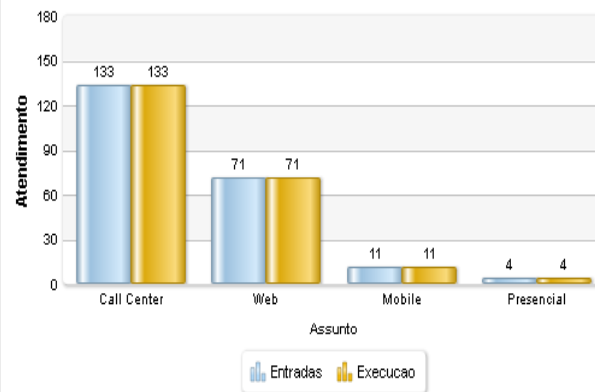


SETRANSP
SECRETARIA DE TRANSPORTE PÚBLICO

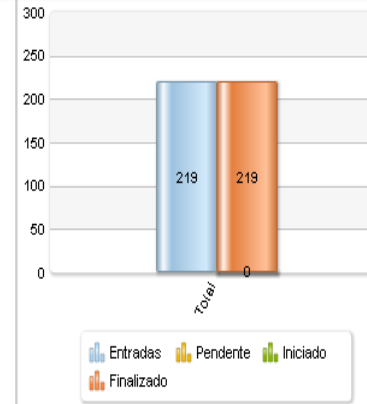
Mês



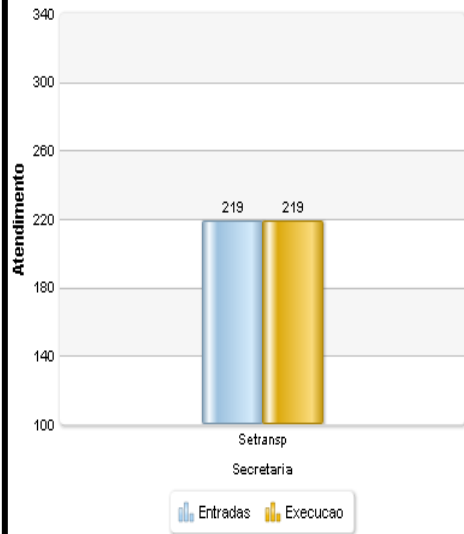
Canal



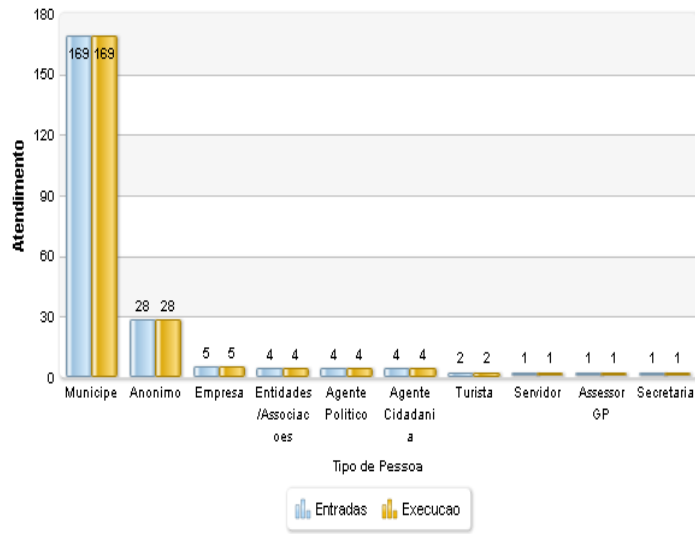
Atendimentos por Status



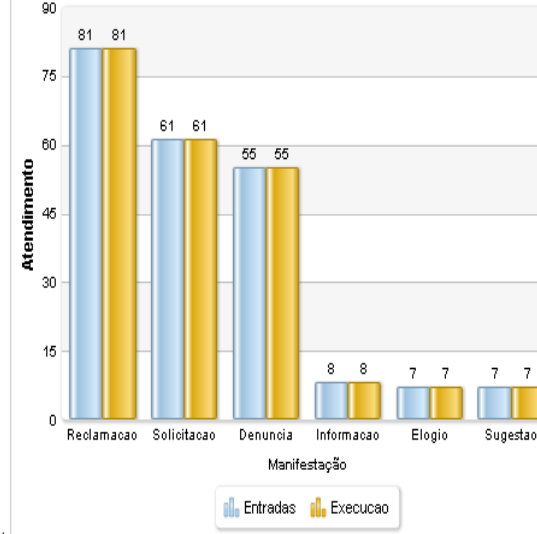
Secretaria



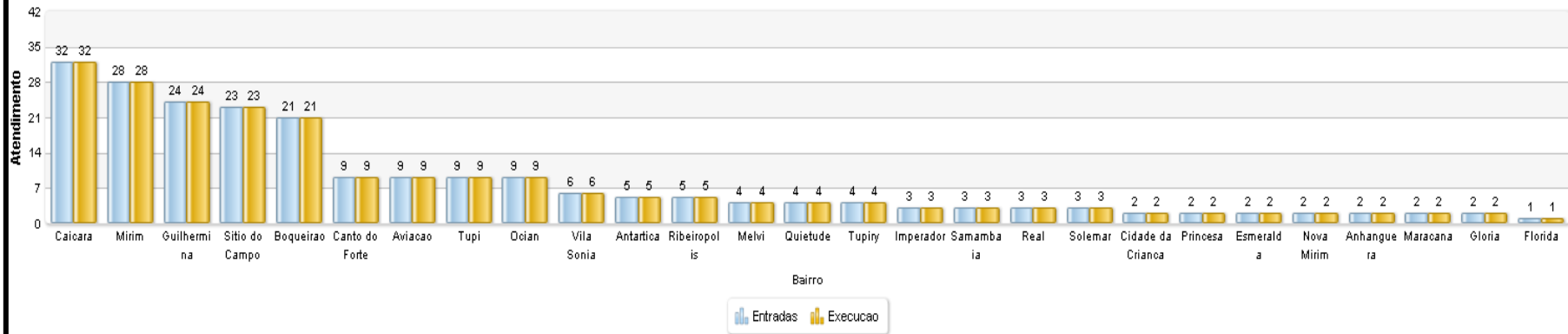
Tipo de Pessoa



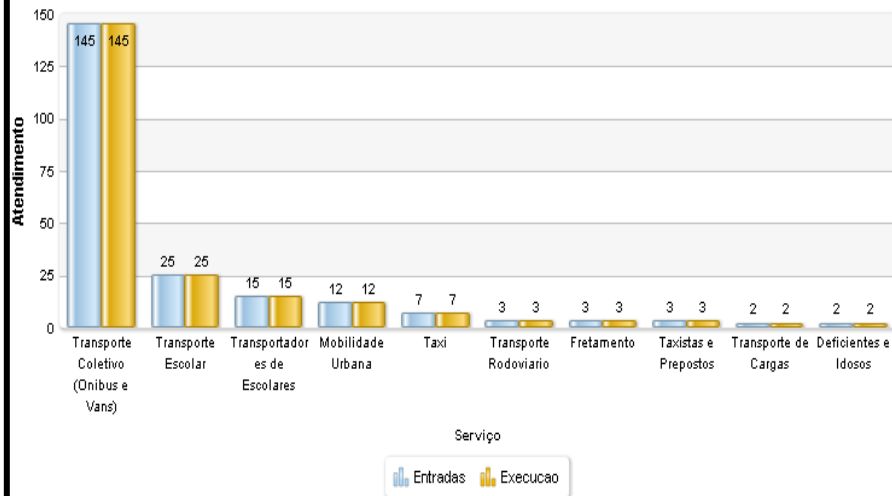
Manifestação



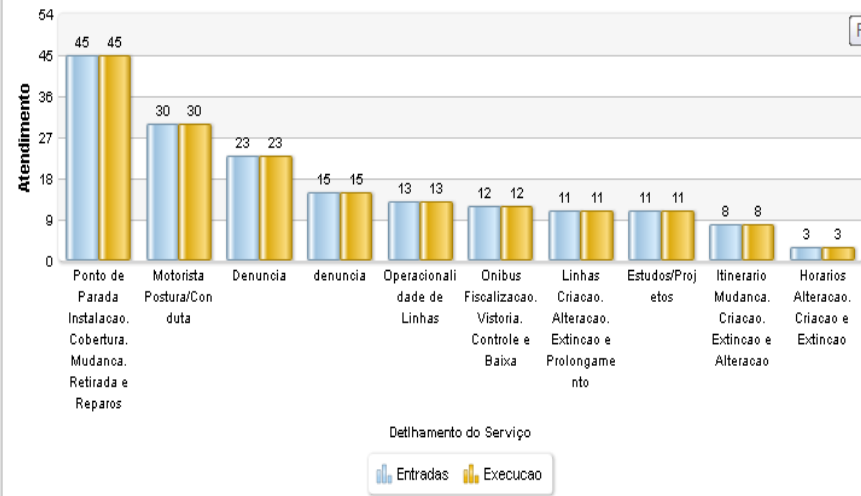
Bairro



Serviço (Top 10)



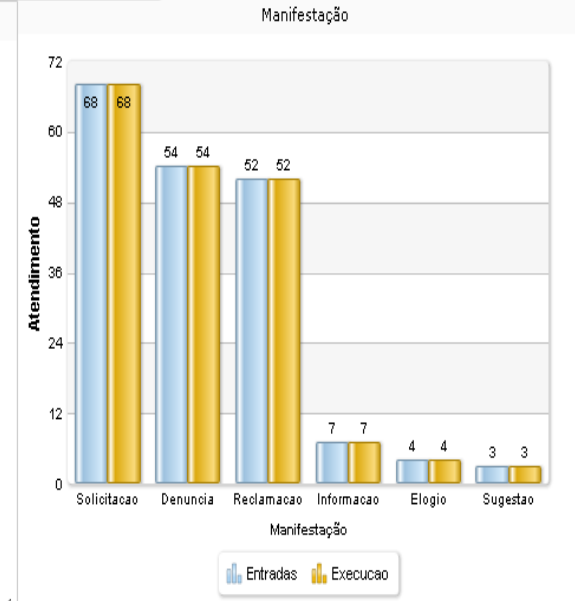
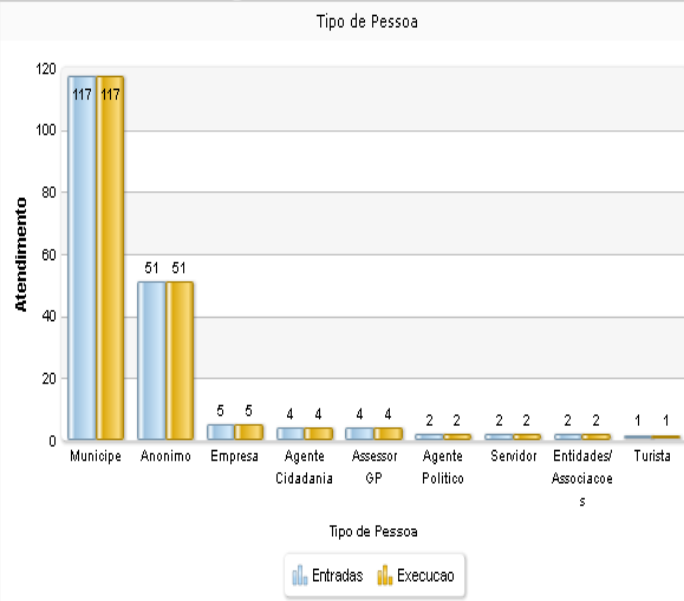
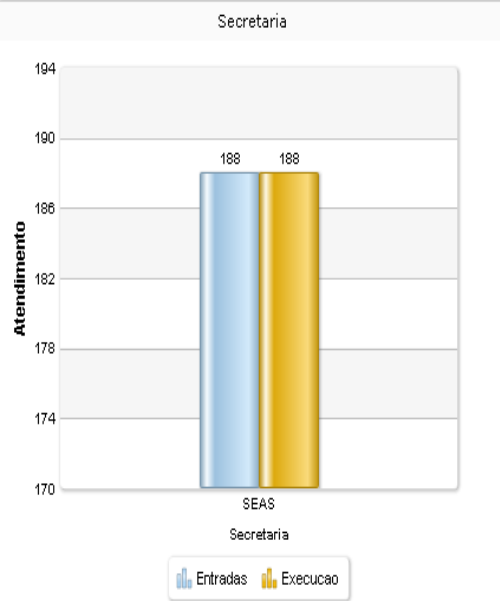
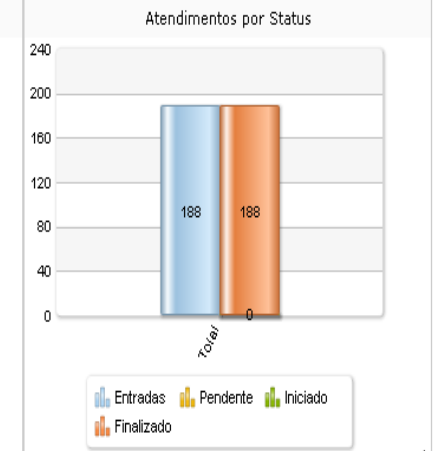
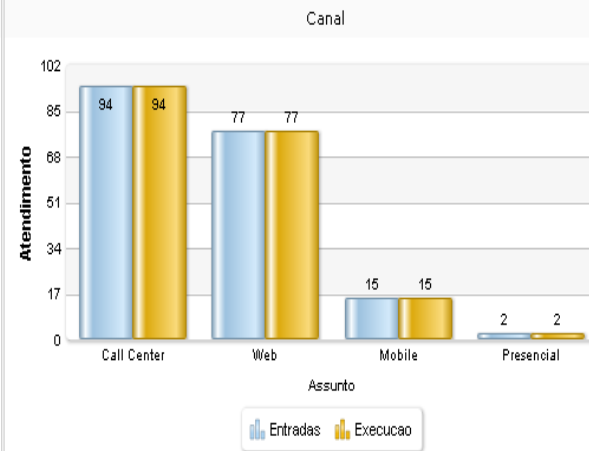
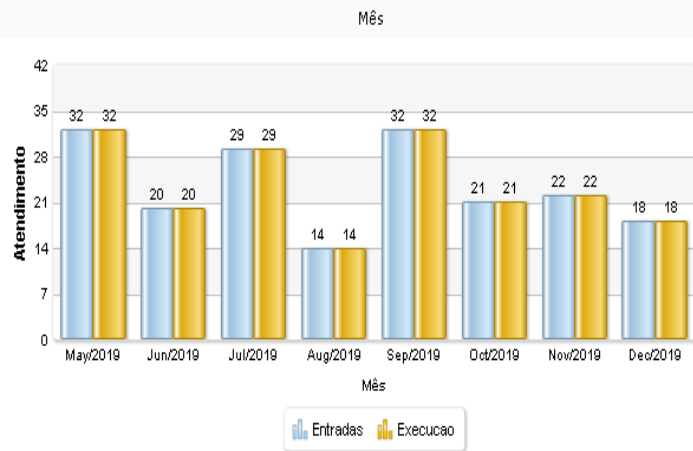
Detalhamento Serviço (Top 10)



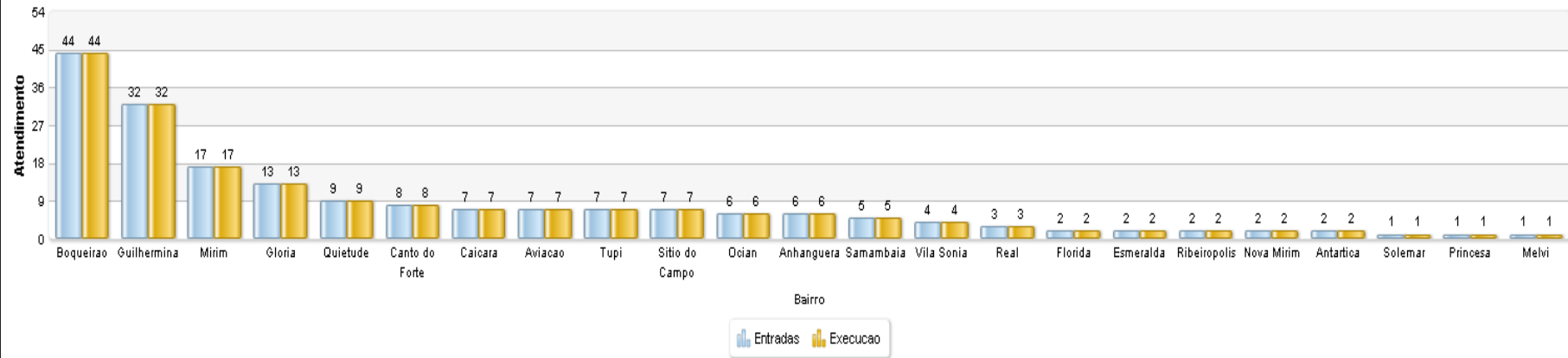
Fechar Todos

Fechar

SEAS
SECRETARIA DE ASSISTÊNCIA SOCIAL



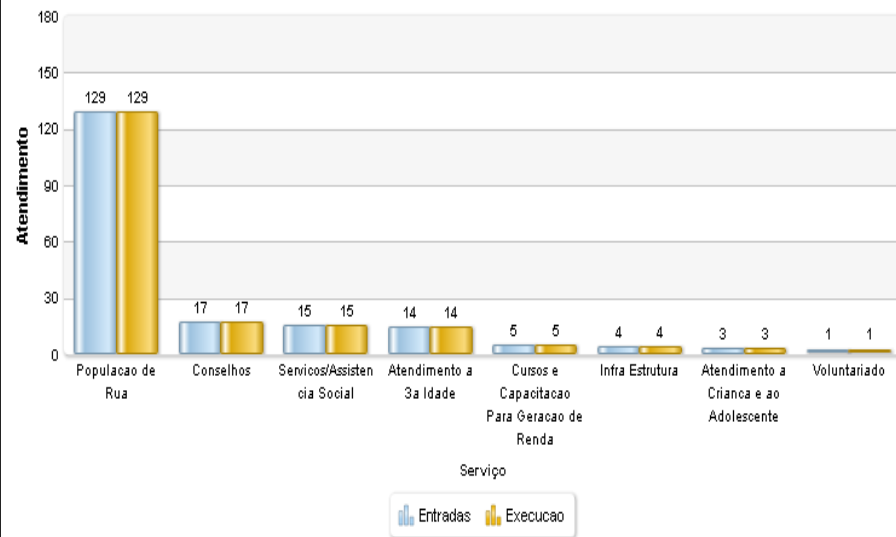
Bairro



Bairro



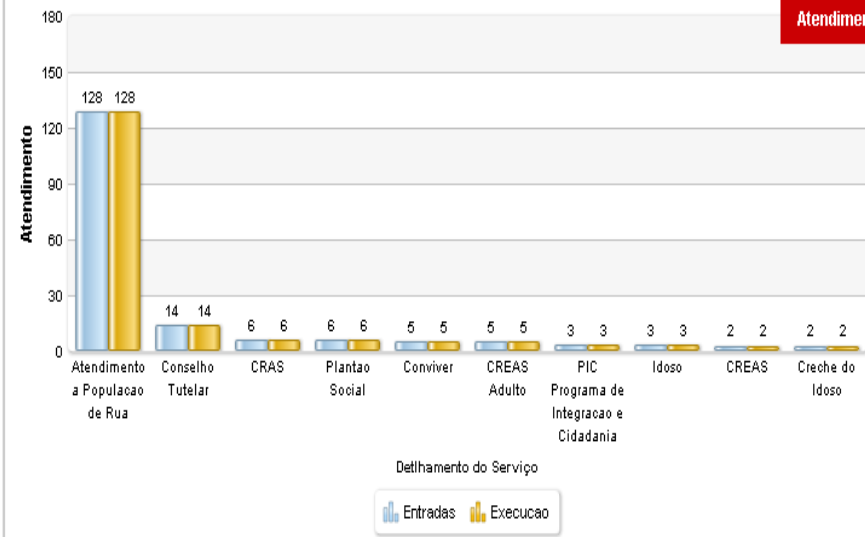
Serviço (Top 10)



Serviço



Detalhamento Serviço (Top 10)

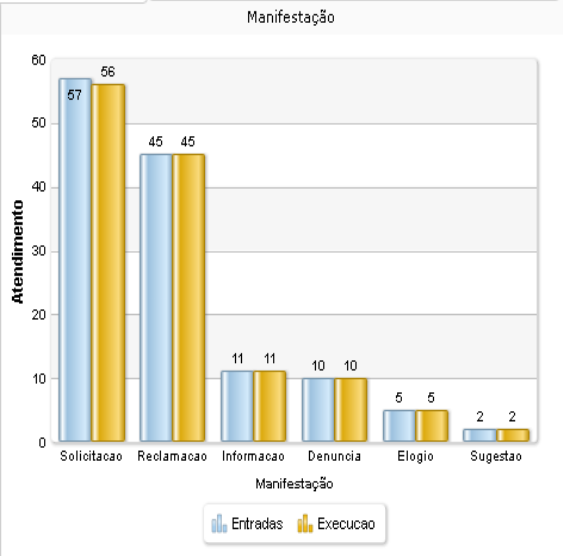
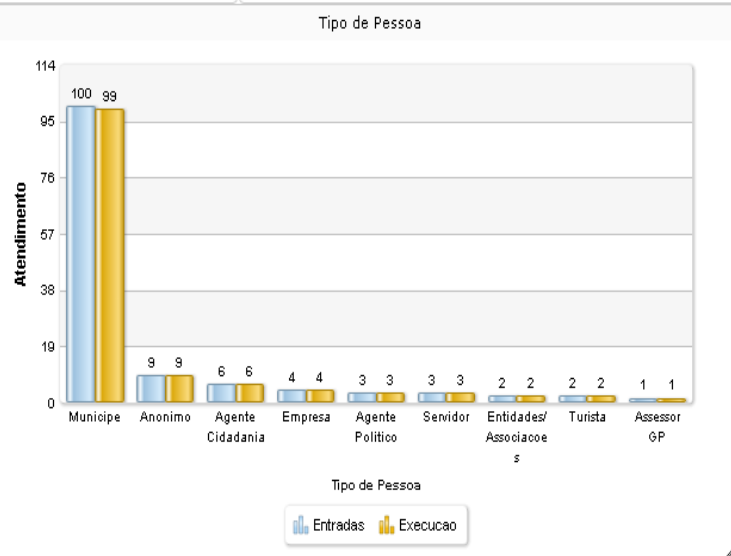
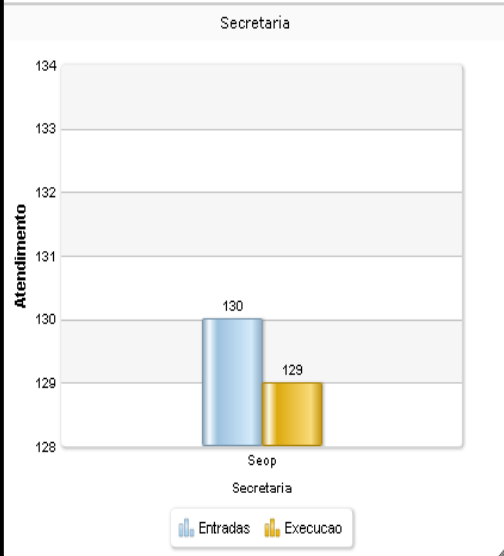
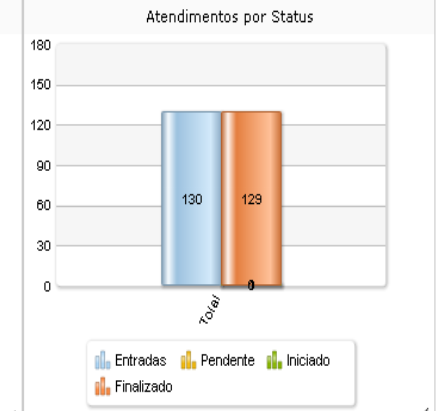
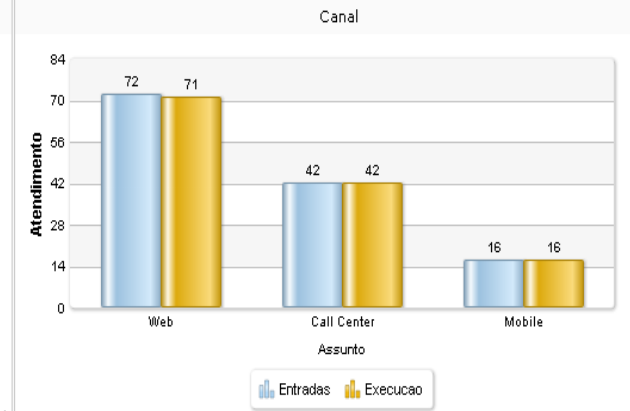
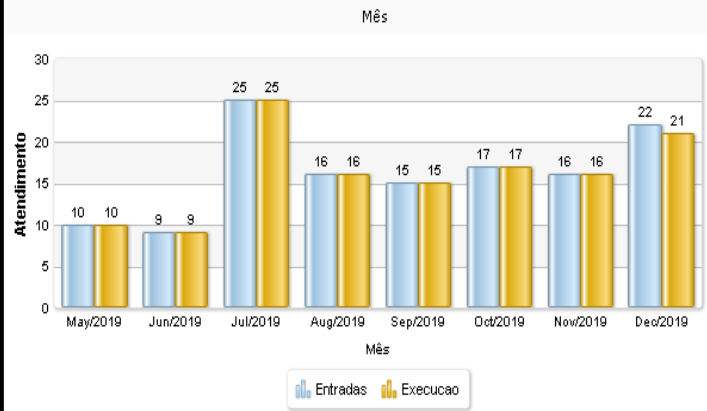


Detalhamento do Serviço

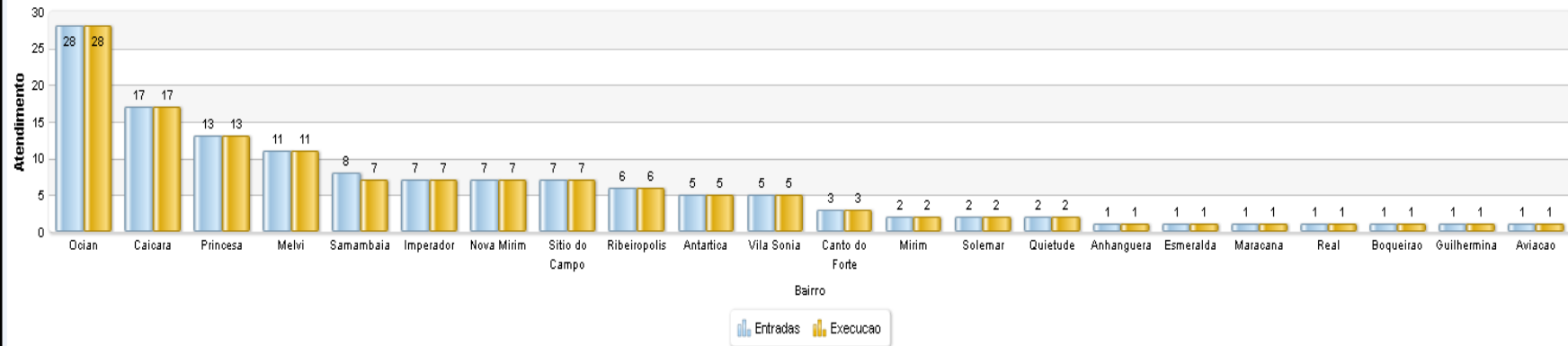


Atendimentos X

SEOP
SECRETARIA DE OBRAS PÚBLICAS



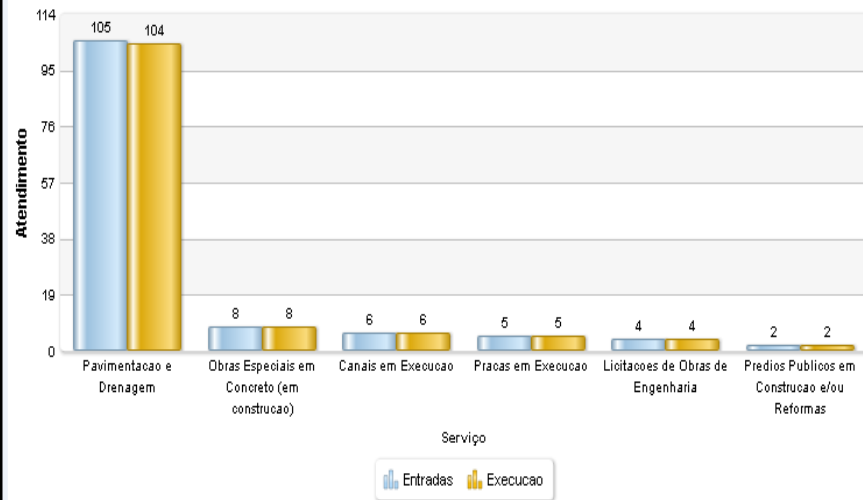
Bairro



Bairro

Entradas Execucao

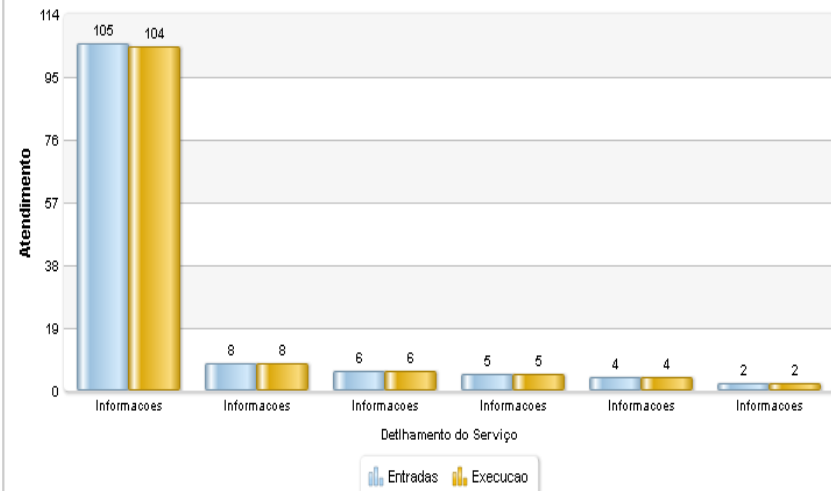
Serviço (Top 10)



Serviço

Entradas Execucao

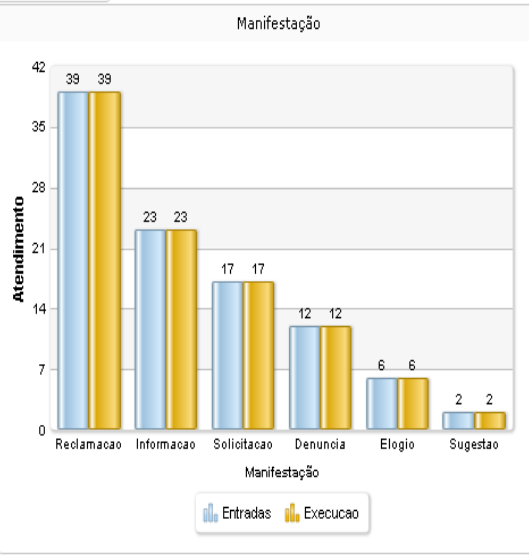
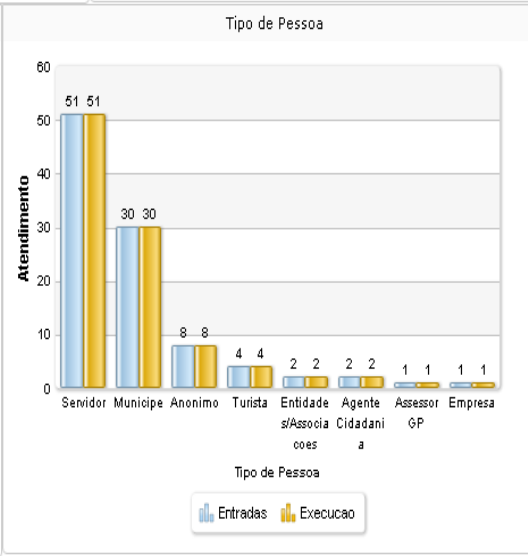
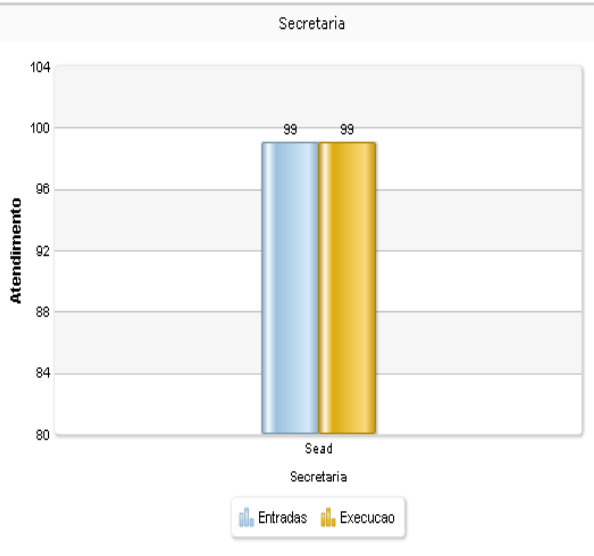
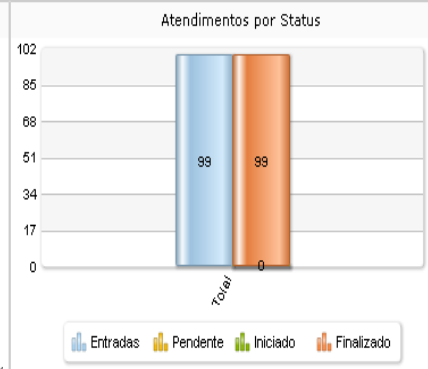
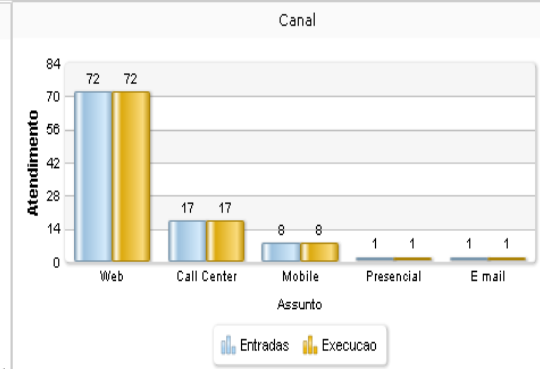
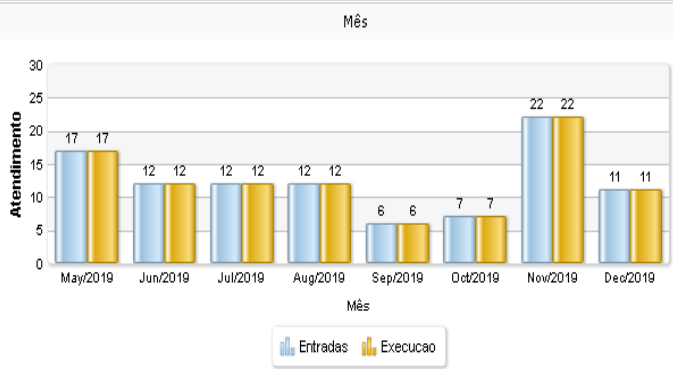
Detalhamento Serviço (Top 10)



Detalhamento do Serviço

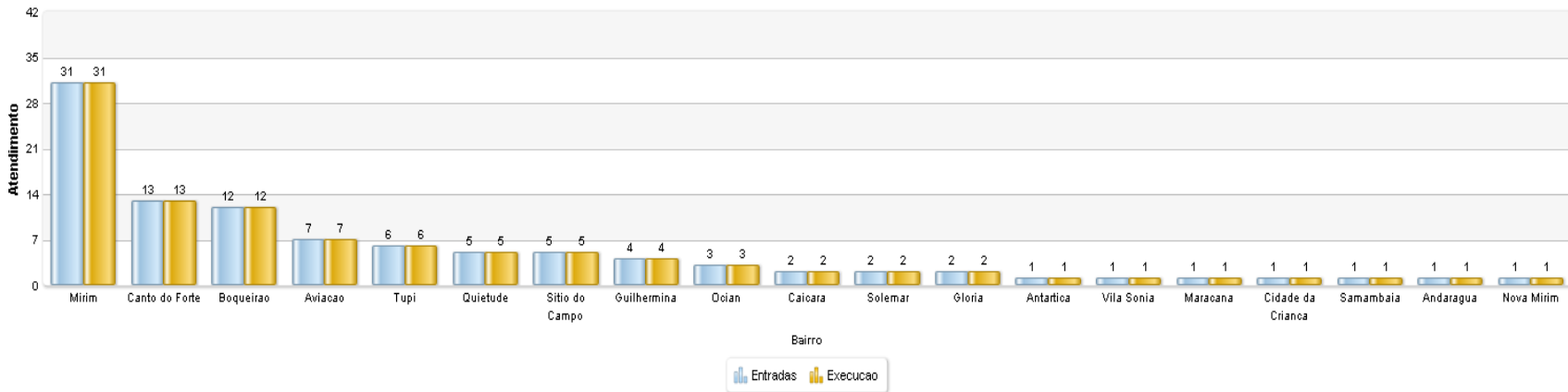
Entradas Execucao

SEAD
SECRETARIA DE ADMINISTRAÇÃO

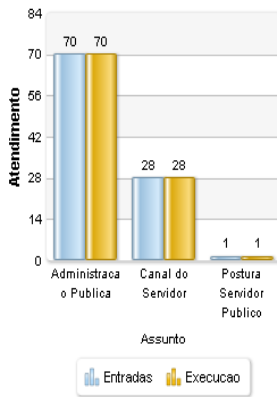


Bairro

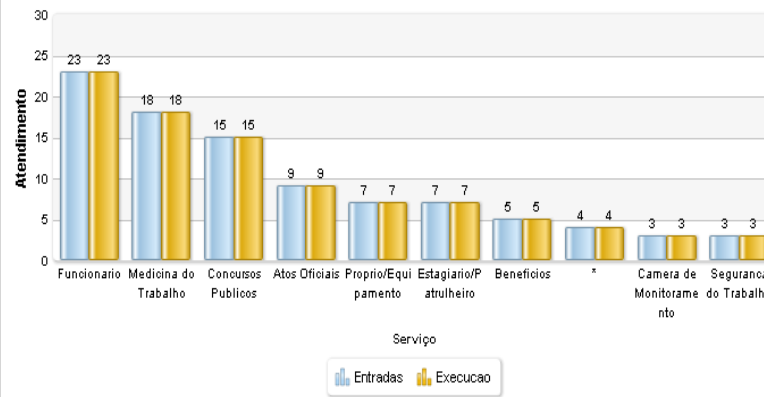
Bairro



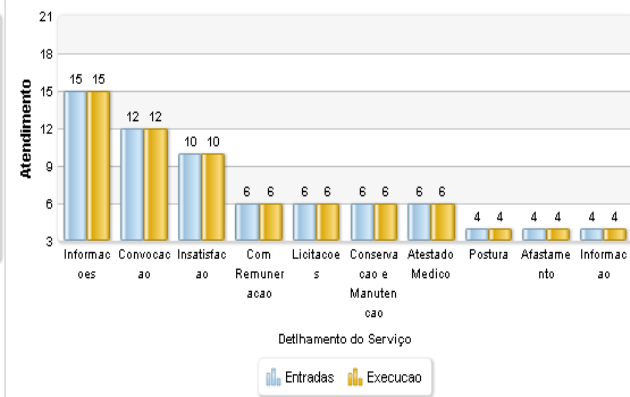
Assunto (Top 10)



Serviço (Top 10)

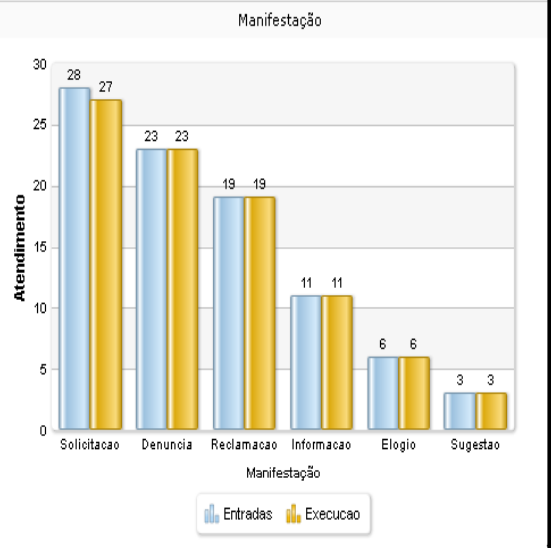
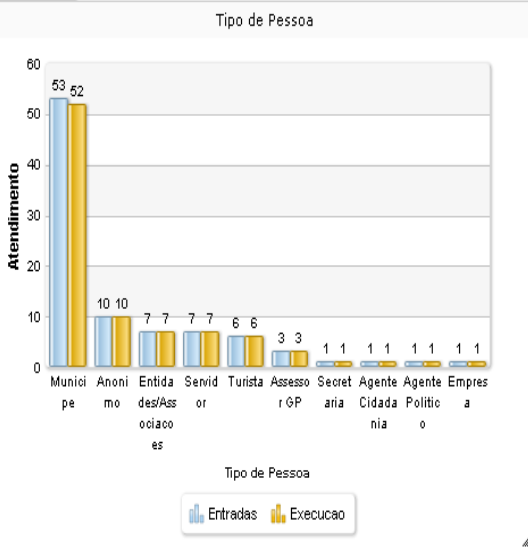
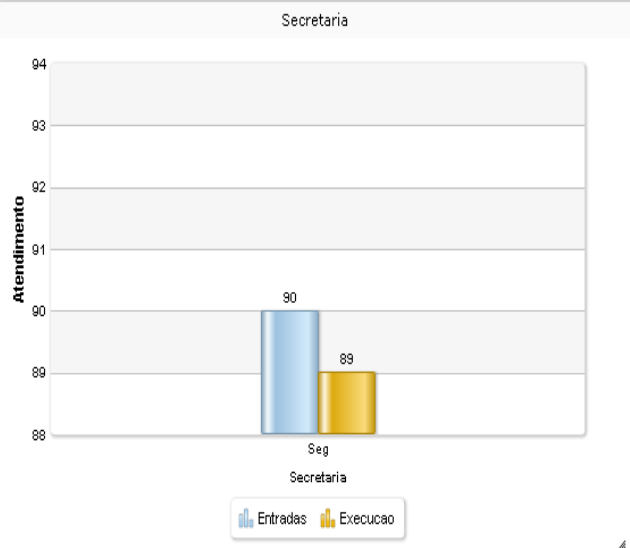
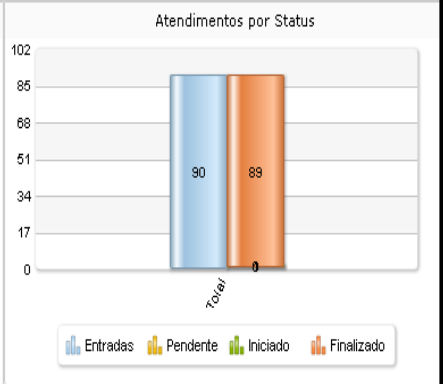
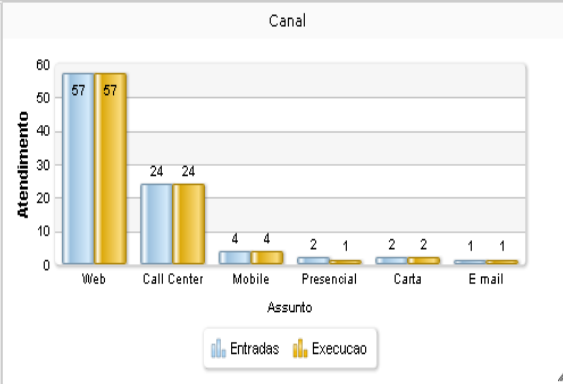
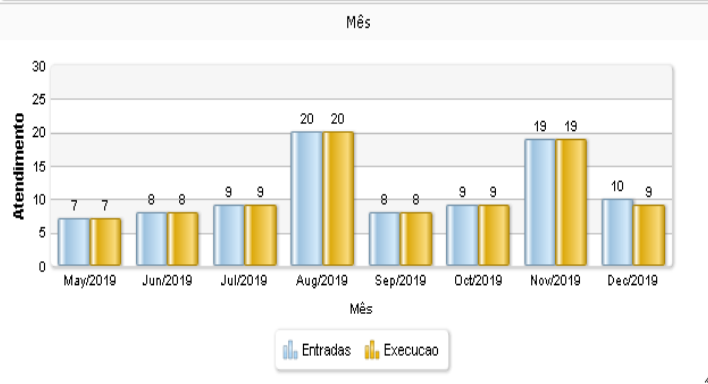


Detalhamento Serviço (Top 10)

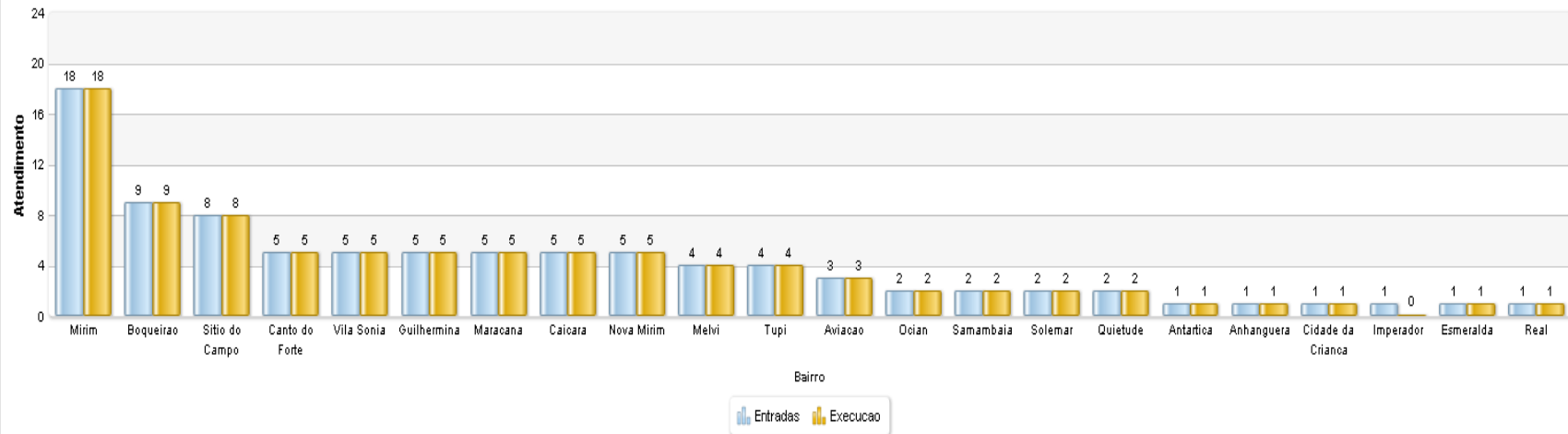


SEG

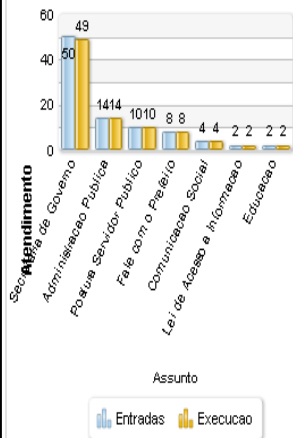
SECRETARIA DE GOVERNO



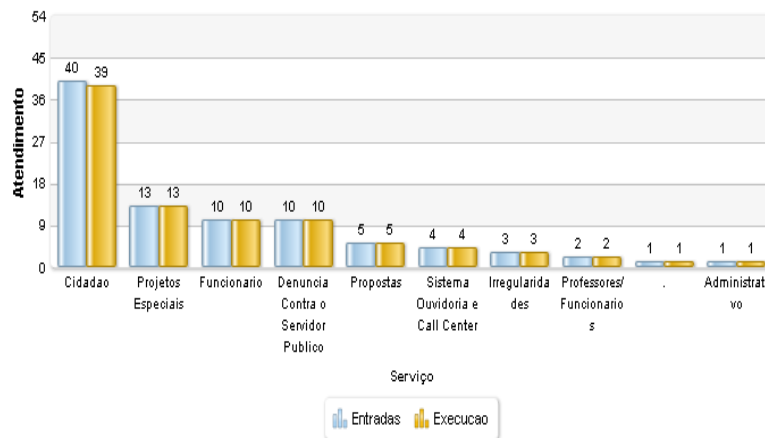
Bairro



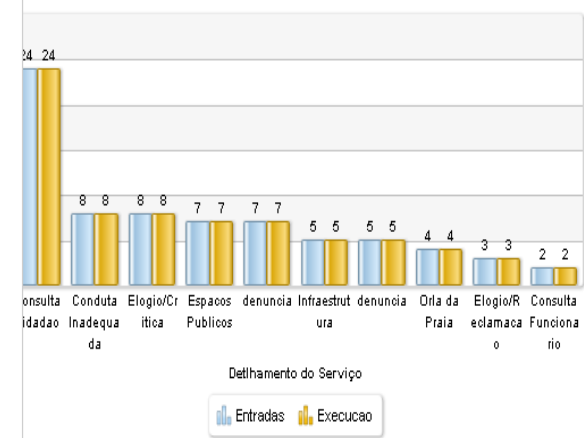
Assunto (Top 10)



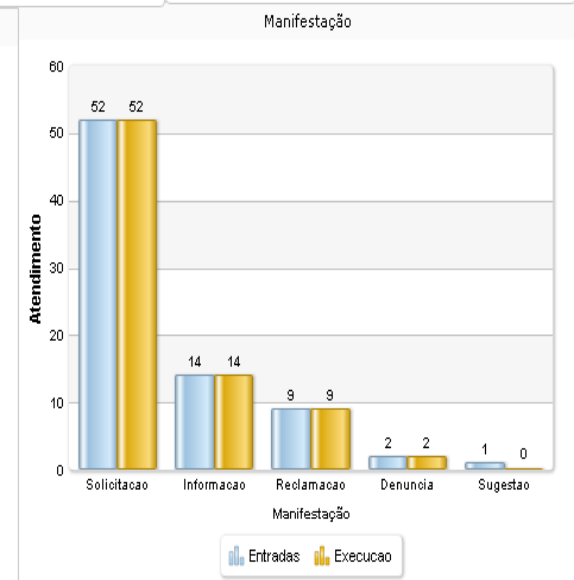
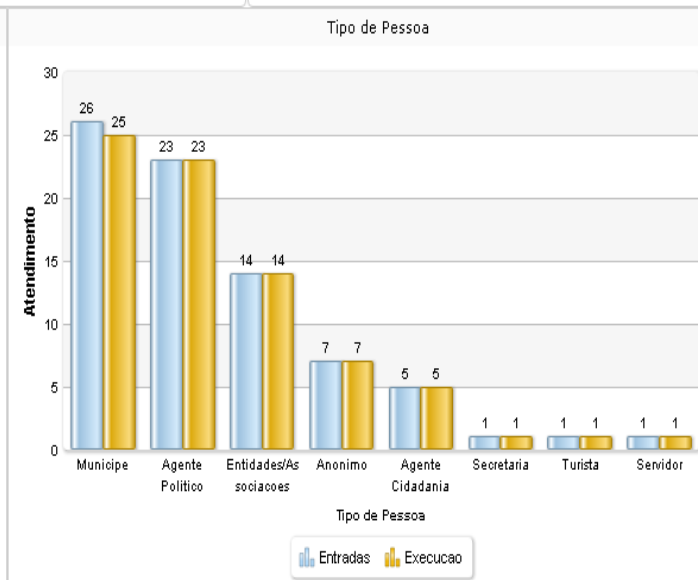
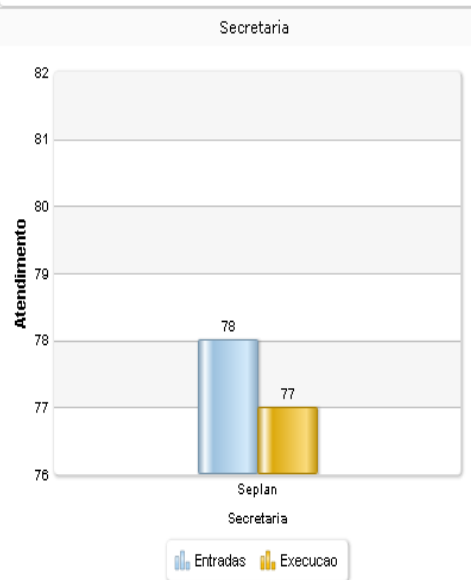
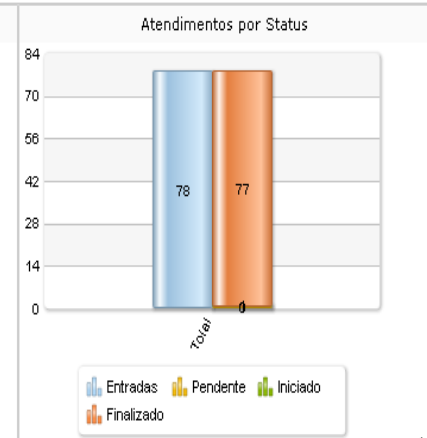
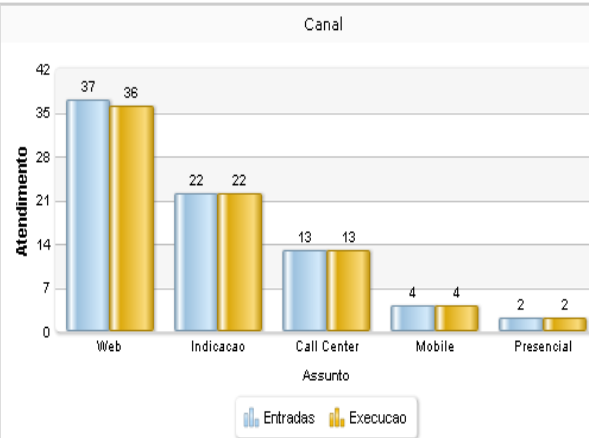
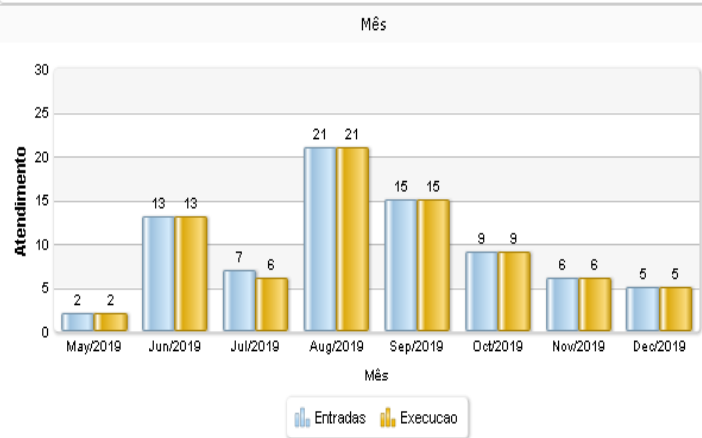
Serviço (Top 10)



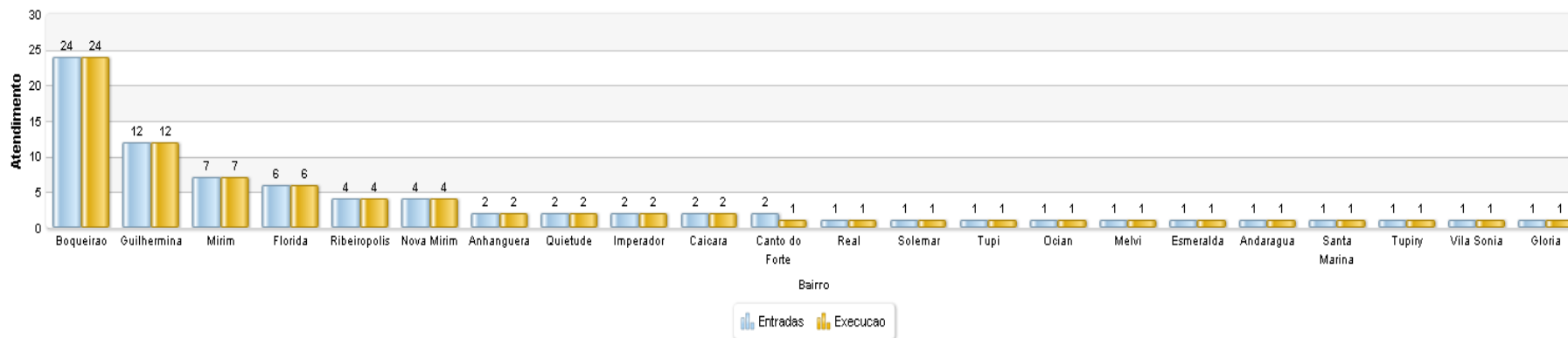
Detalhamento Serviço (Top 10)



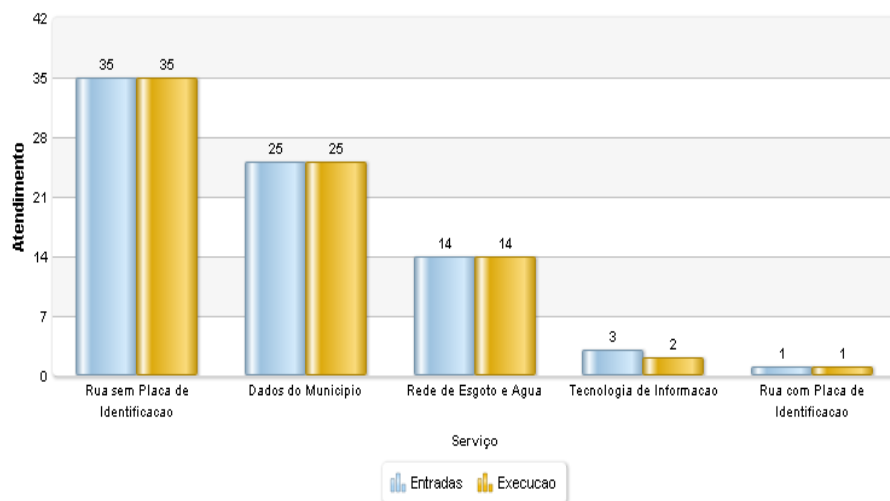
SEPLAN
SECRETARIA DE PLANEJAMENTO



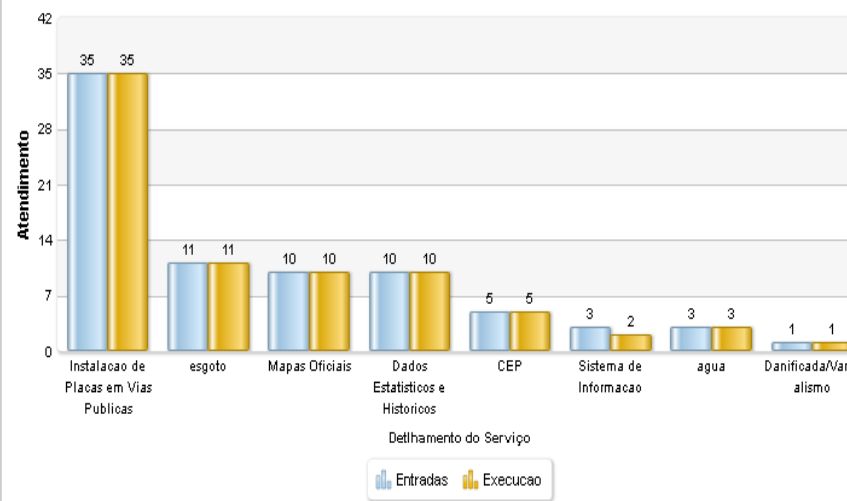
Bairro



Serviço (Top 10)

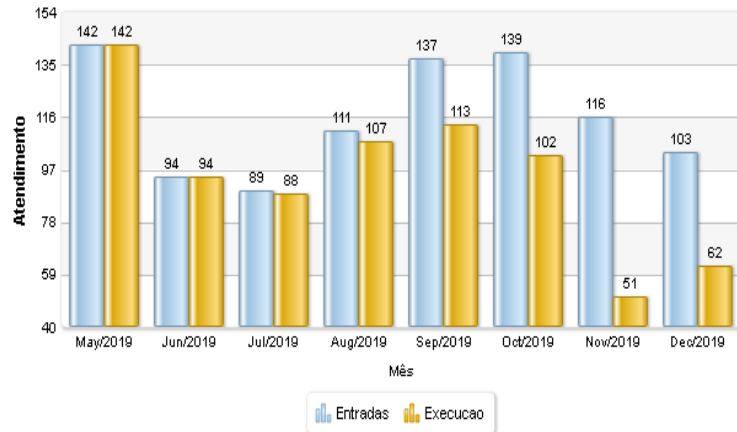


Detalhamento Serviço (Top 10)

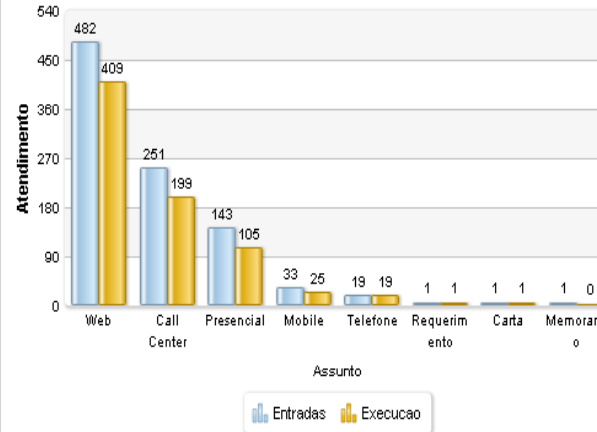


SECTUR
SECRETARIA DE CULTURA E TURISMO

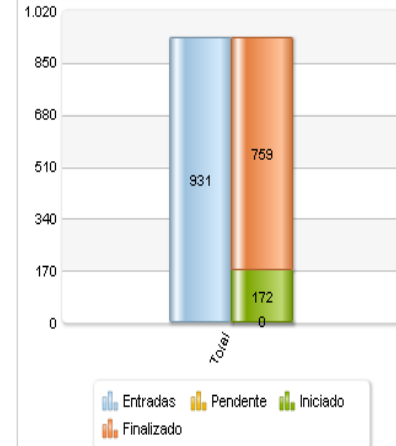
Mês



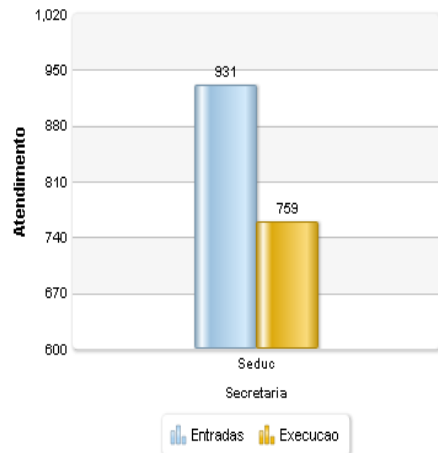
Canal



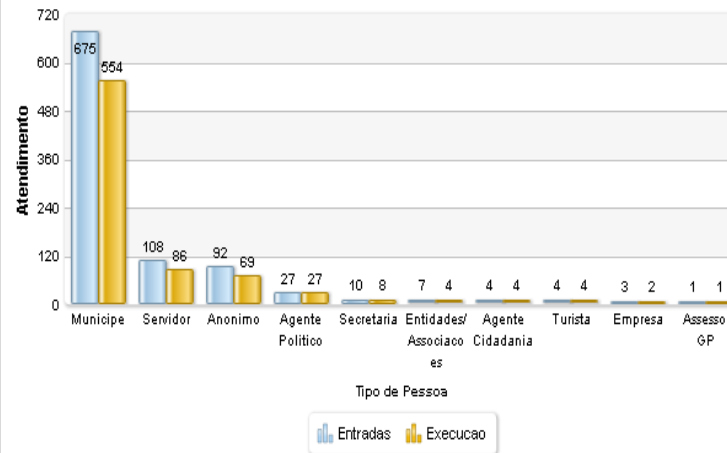
Atendimentos por Status



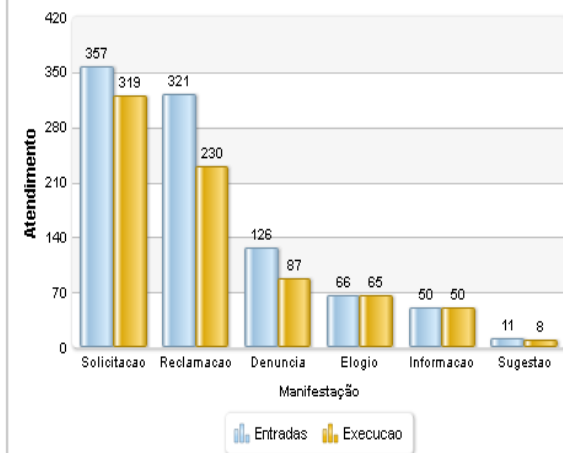
Secretaria



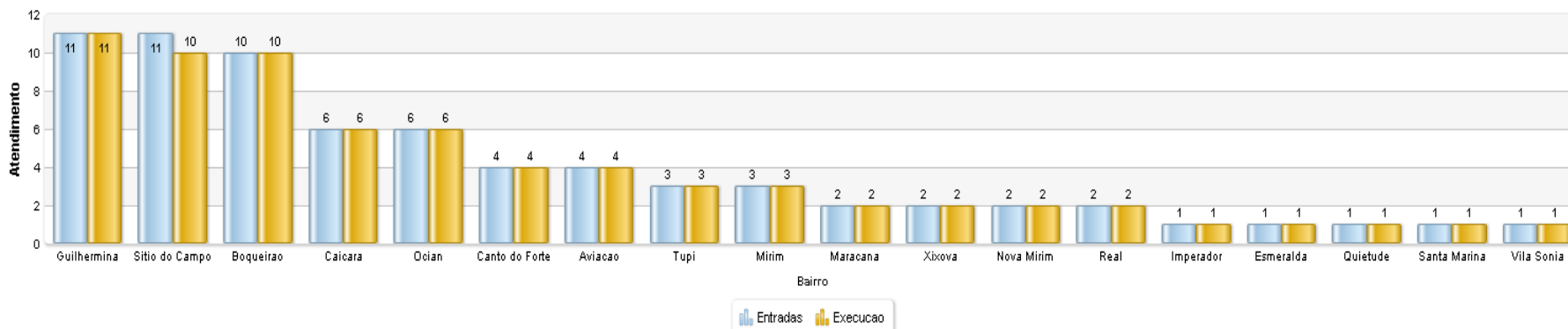
Tipo de Pessoa



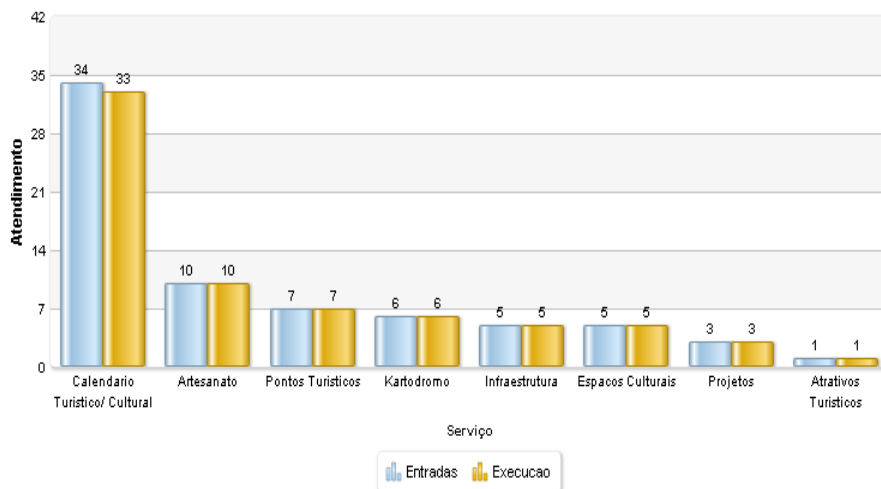
Manifestação



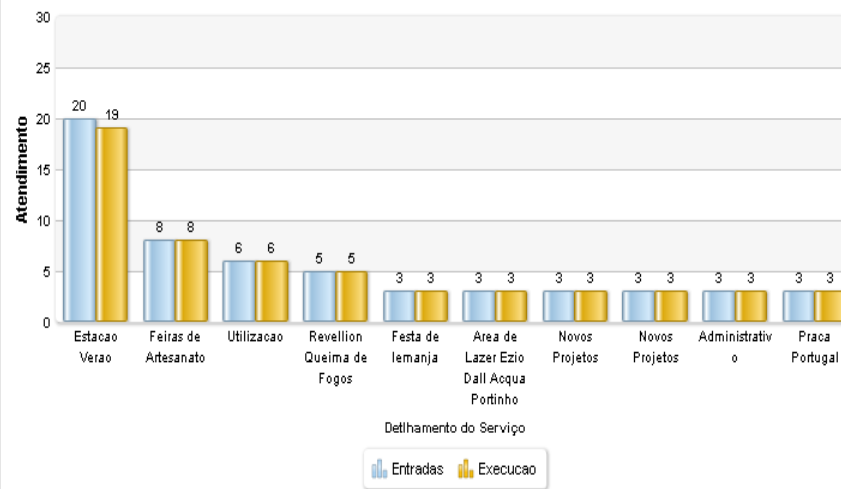
Bairro



Serviço (Top 10)

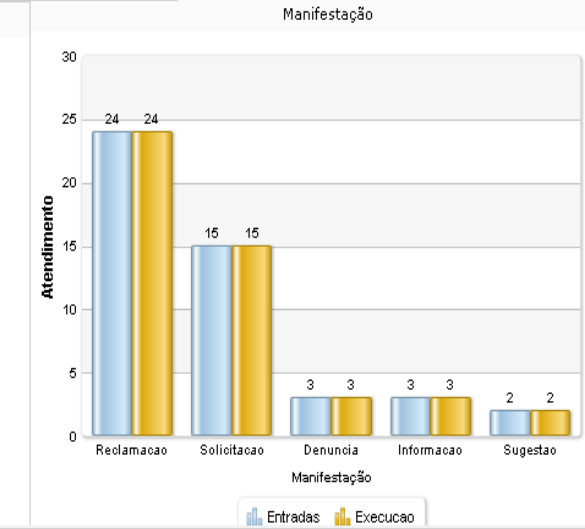
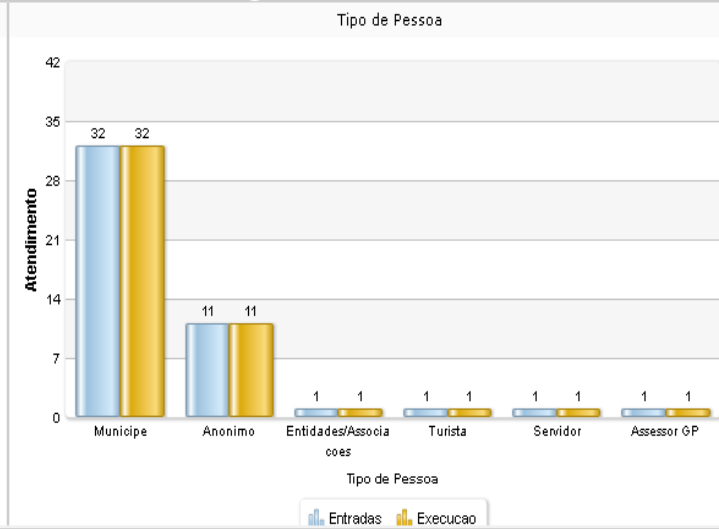
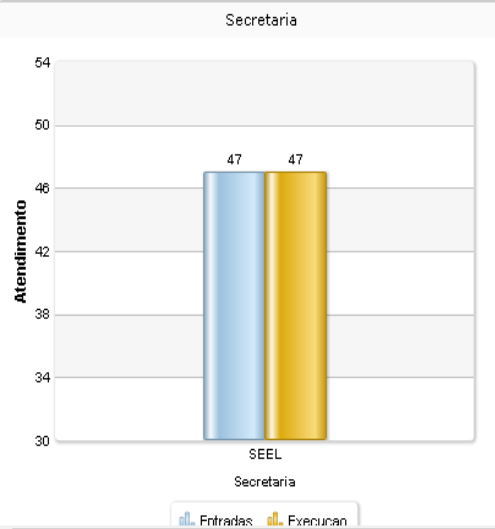
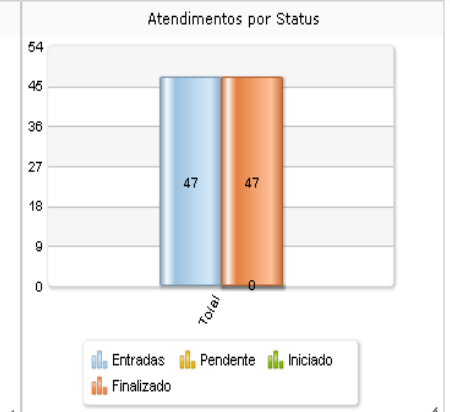
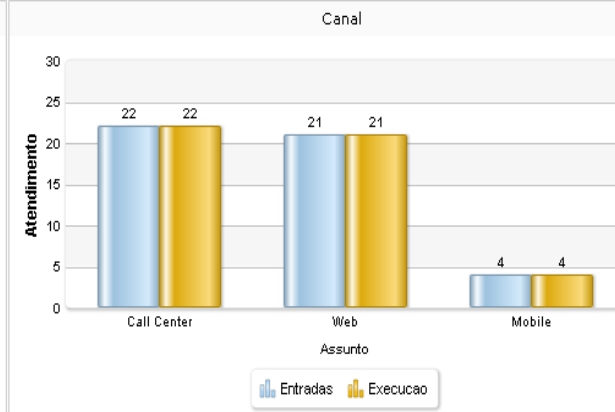
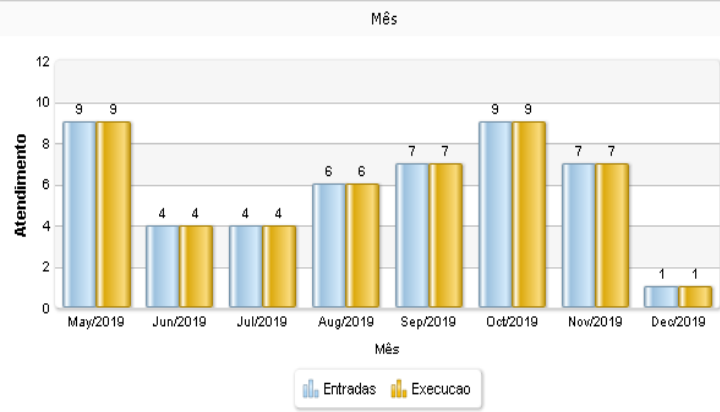


Detalhamento Serviço (Top 10)

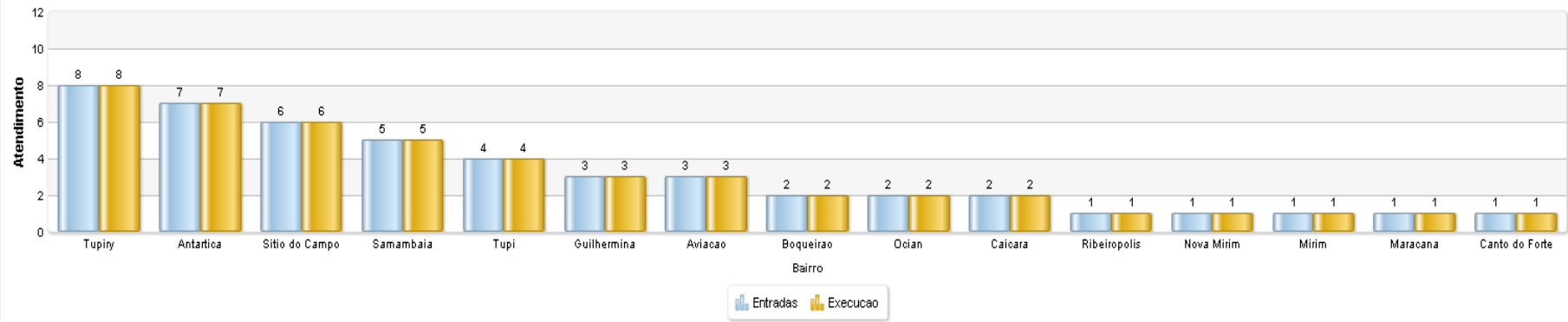


SEEL

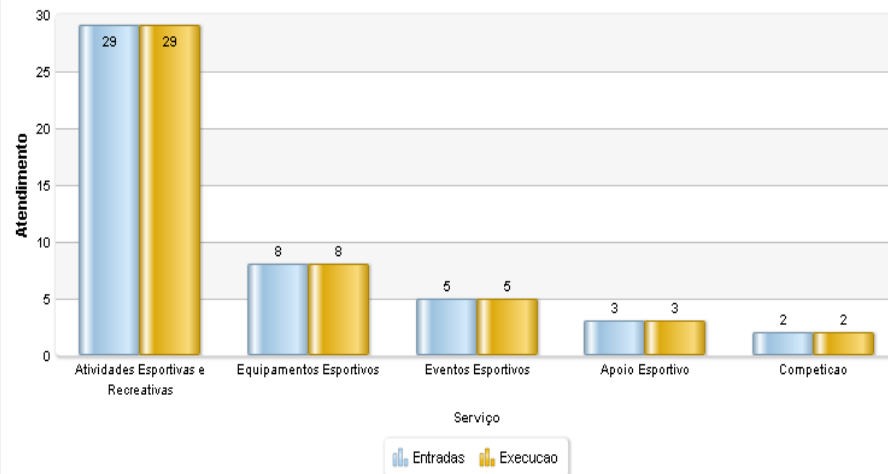
SECRETARIA DE ESPORTE E LAZER



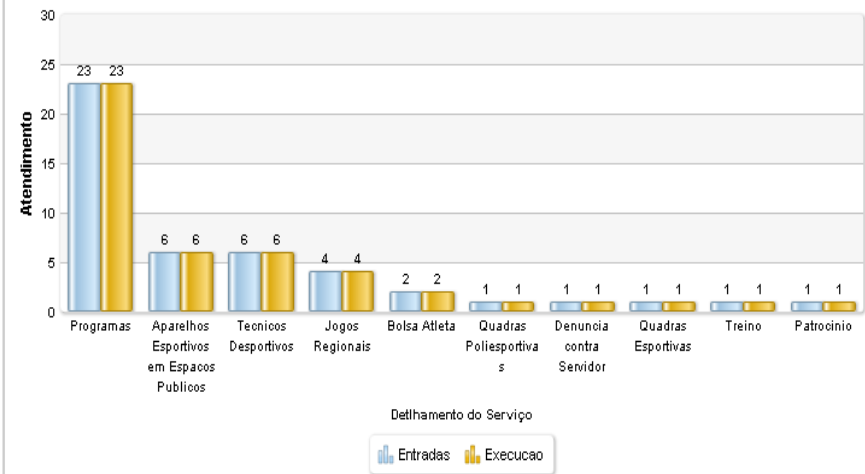
Bairro



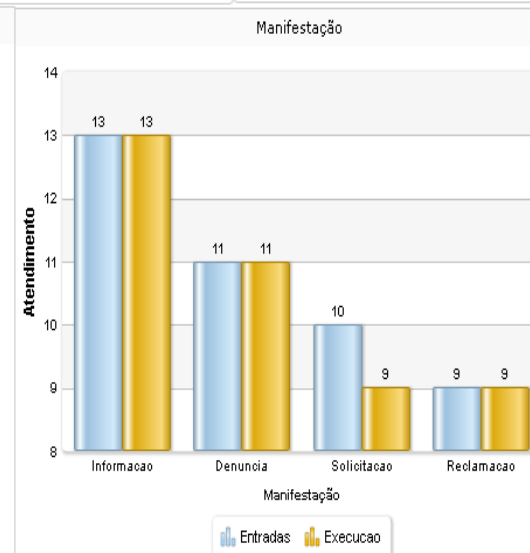
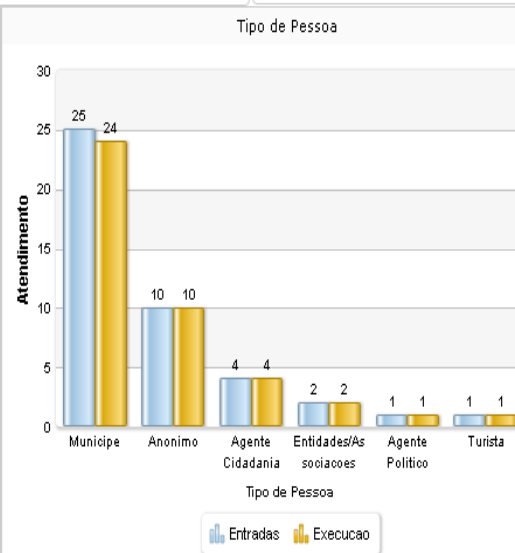
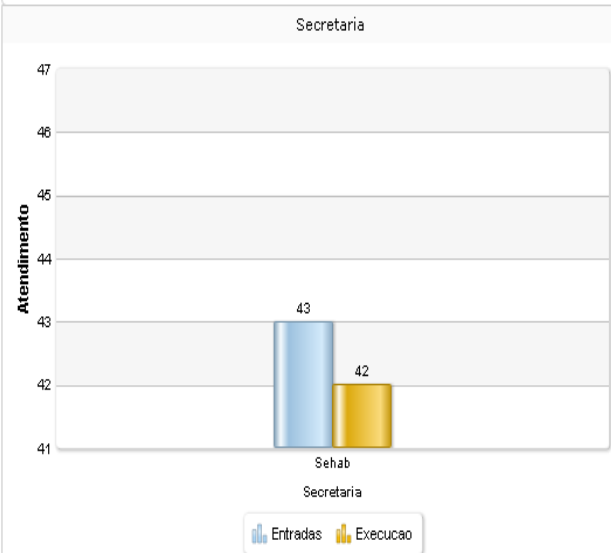
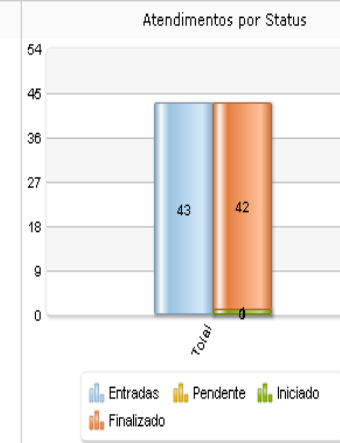
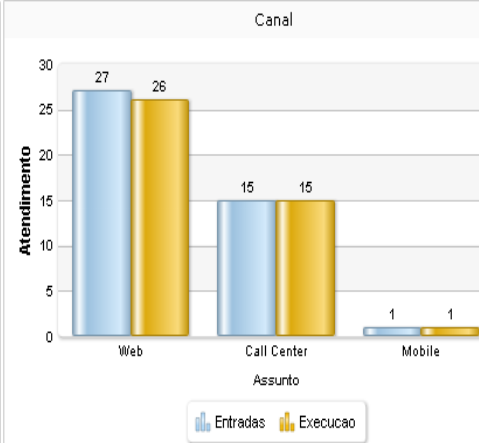
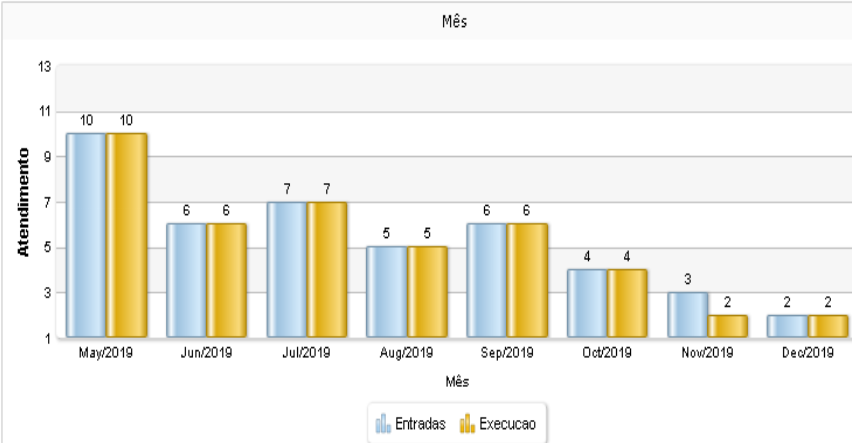
Serviço (Top 10)



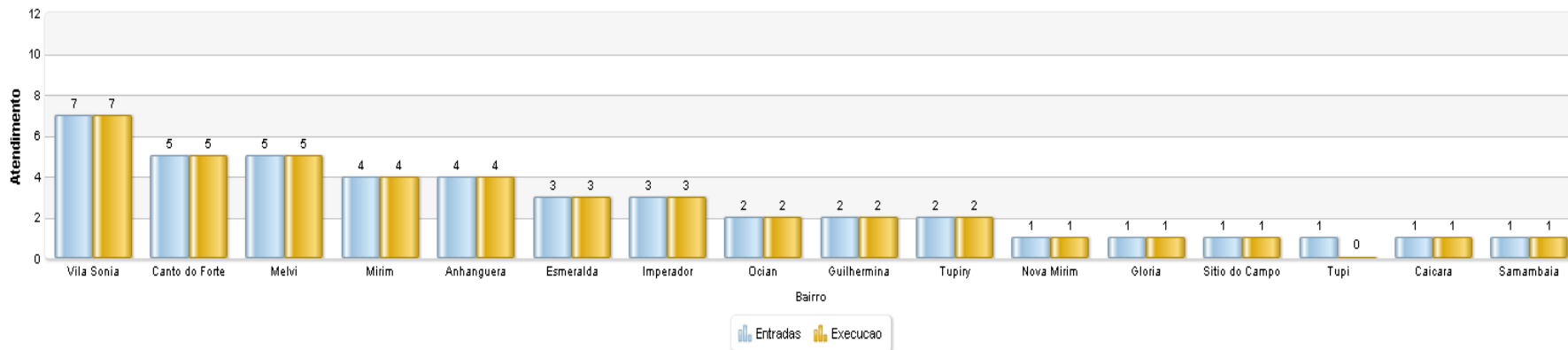
Detalhamento Serviço (Top 10)



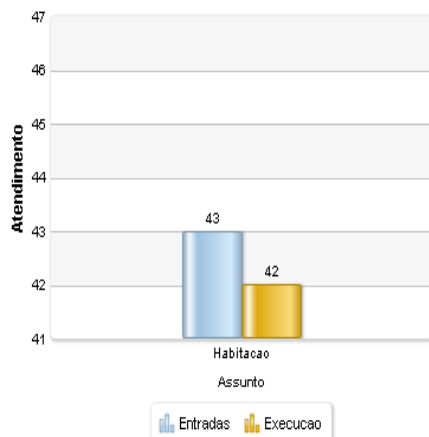
SEHAB
SECRETARIA DE HABITAÇÃO



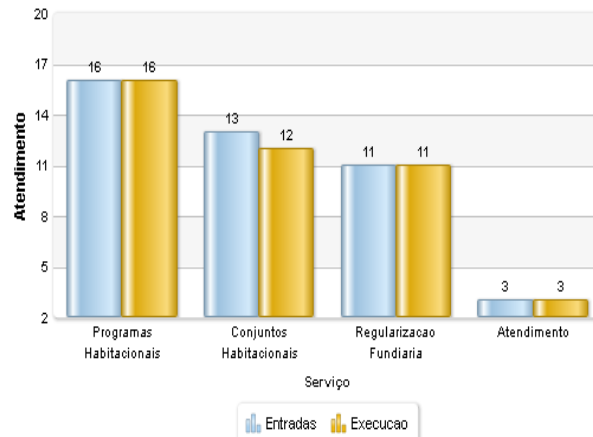
Bairro



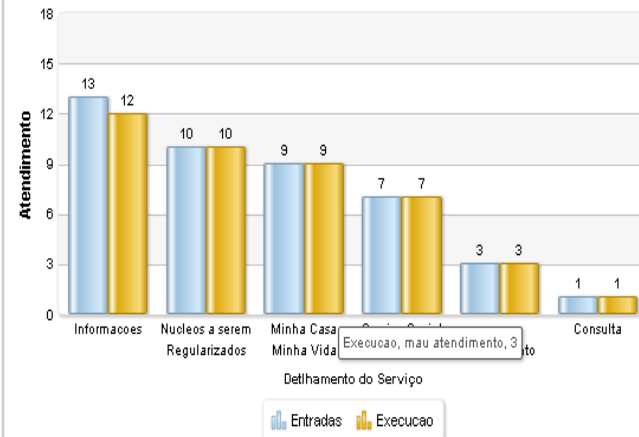
Assunto (Top 10)



Serviço (Top 10)

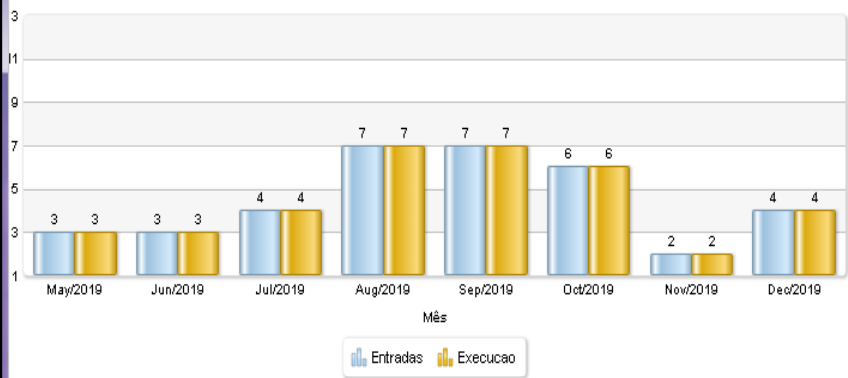


Detalhamento Serviço (Top 10)

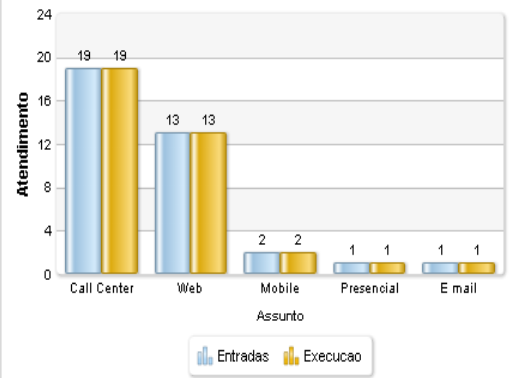


PROGEM
PROCURADORIA GERAL DO MUNICÍPIO

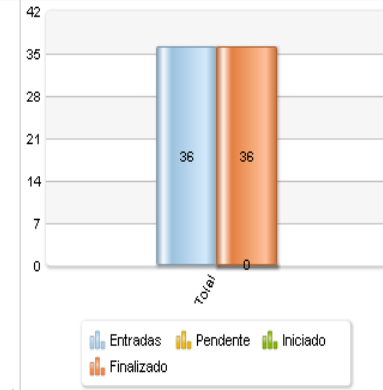
Mês



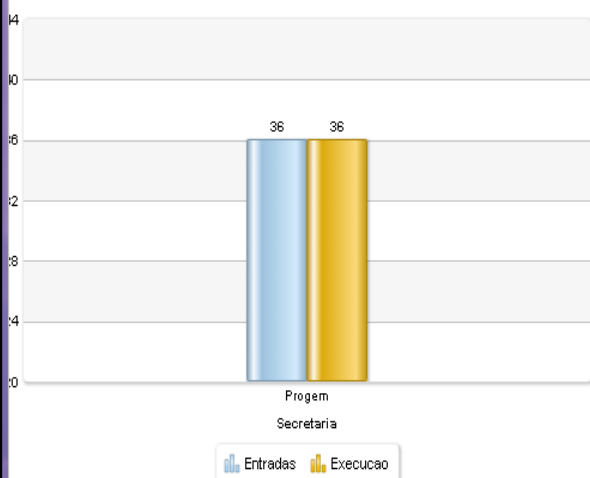
Canal



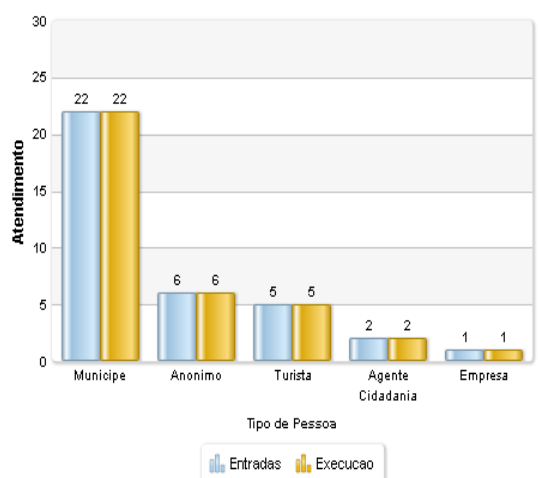
Atendimentos por Status



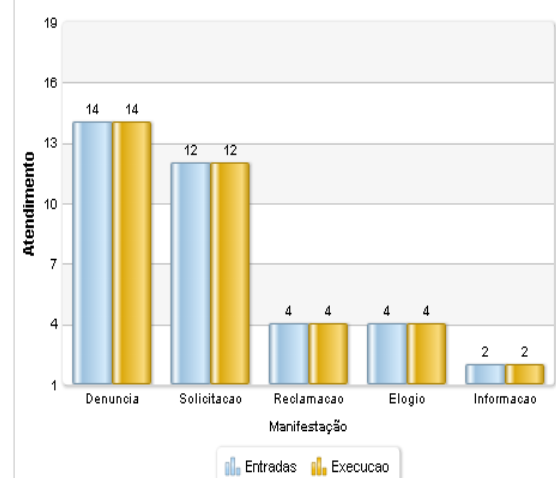
Secretaria



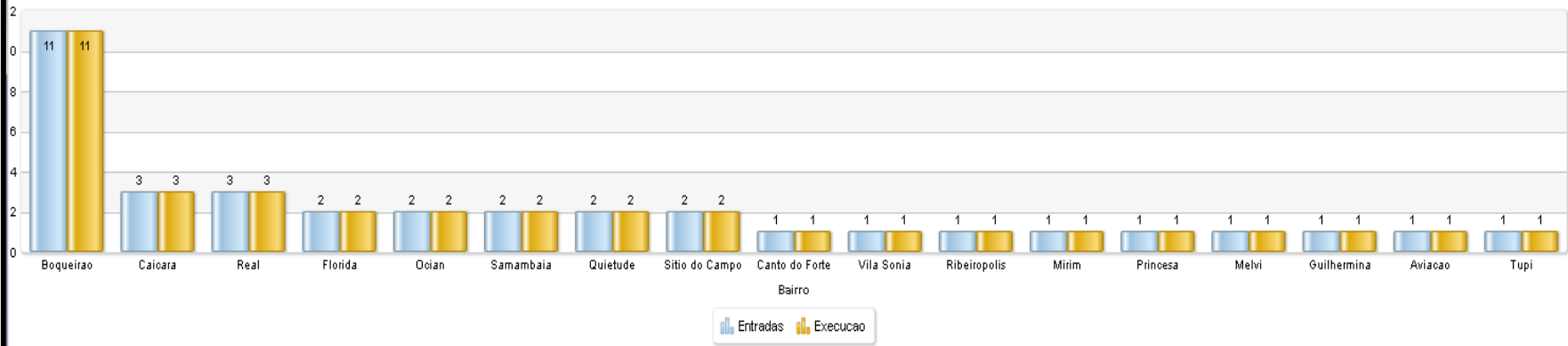
Tipo de Pessoa



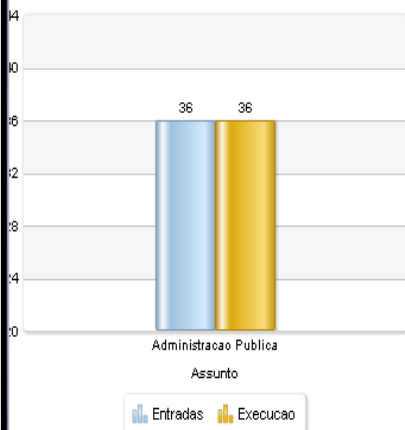
Manifestação



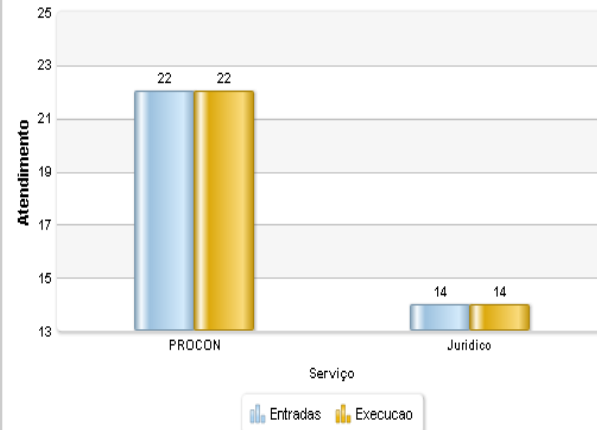
Bairro



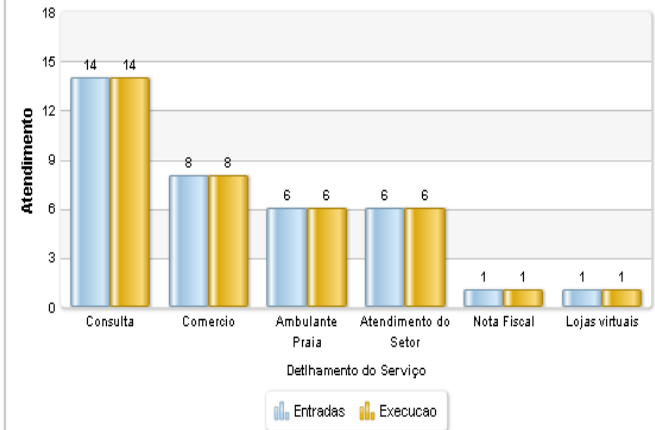
Assunto (Top 10)



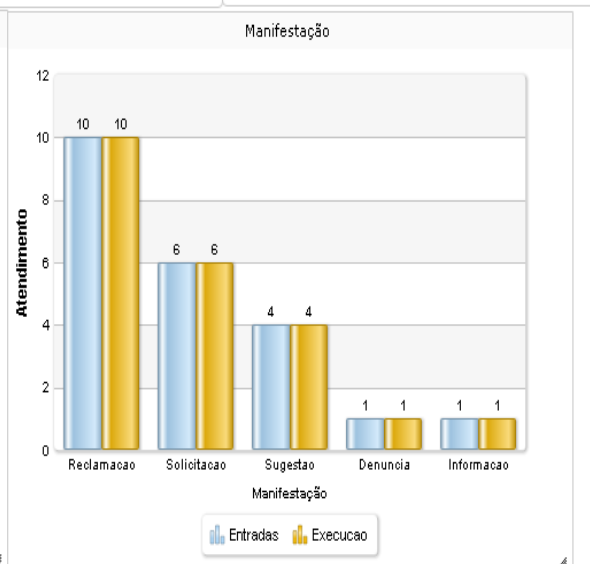
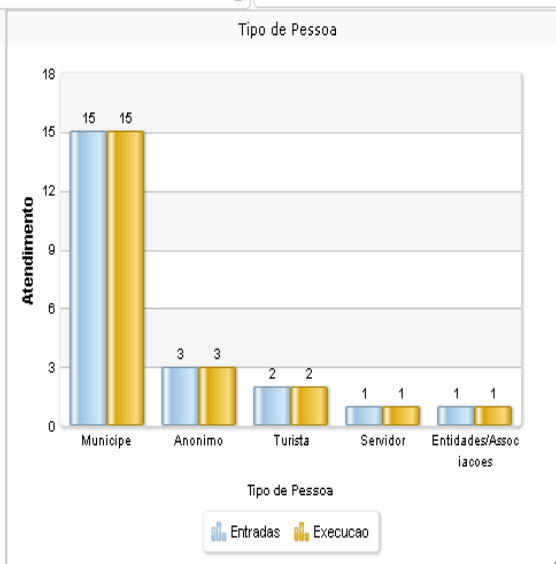
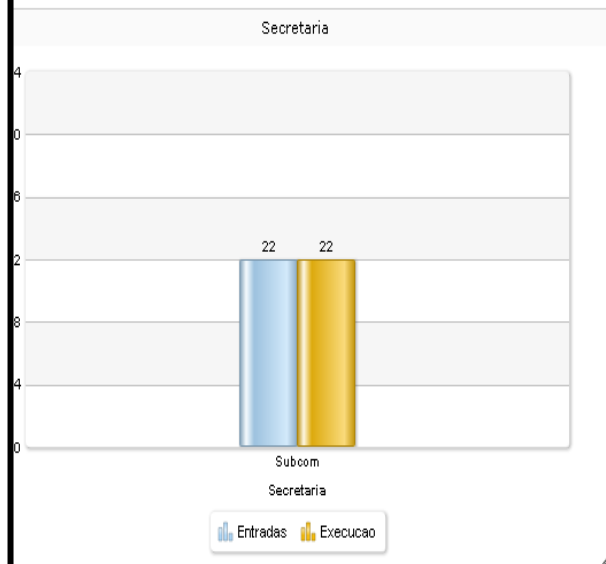
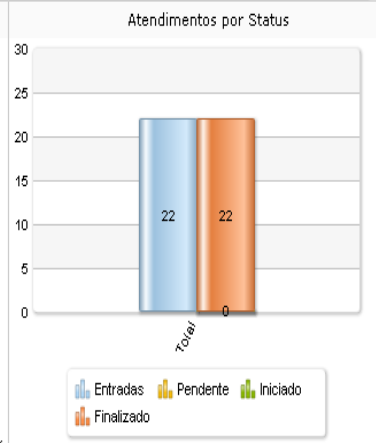
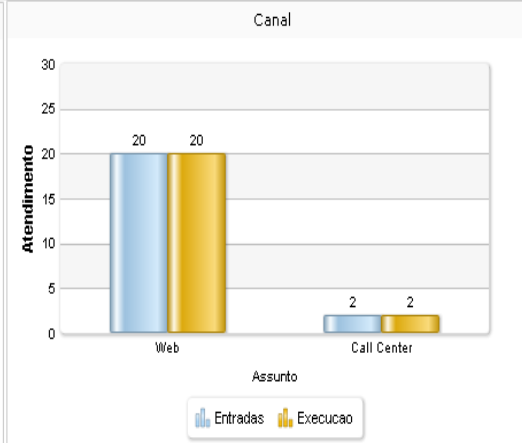
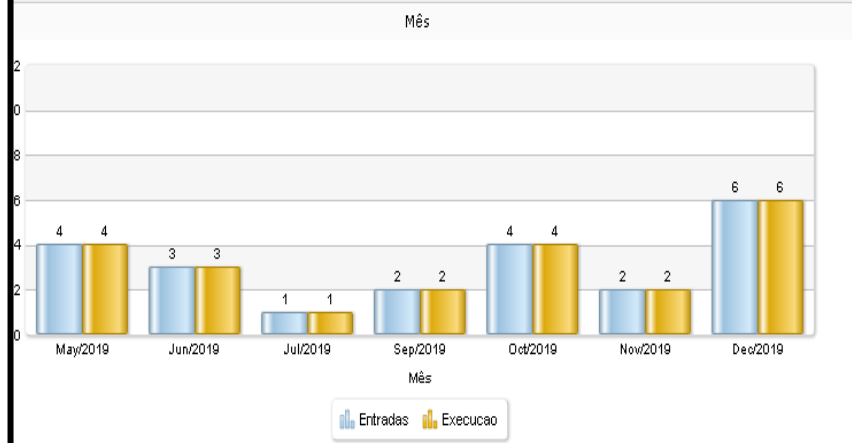
Serviço (Top 10)



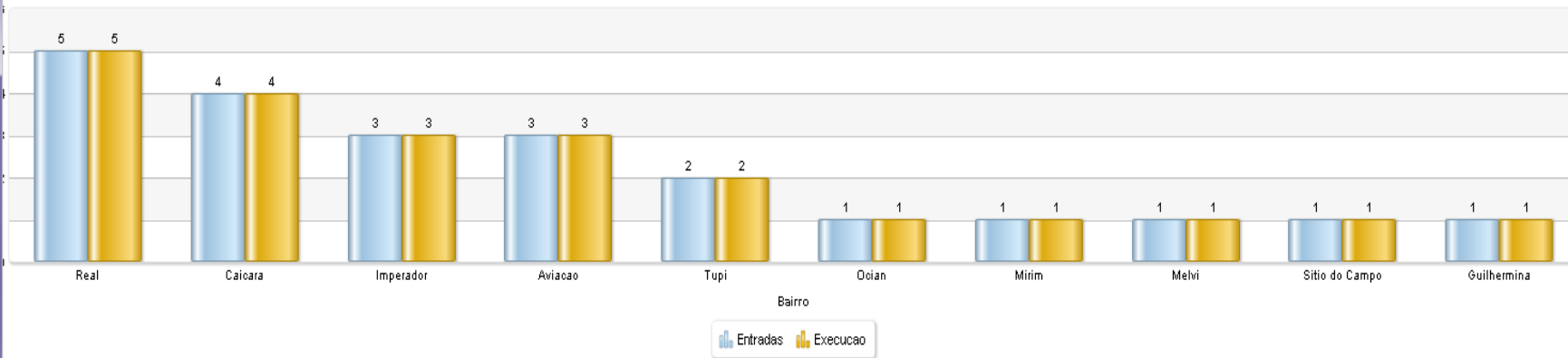
Detalhamento Serviço (Top 10)



SUBCOM
SUBSECRETARIA DE COMUNICAÇÃO SOCIAL

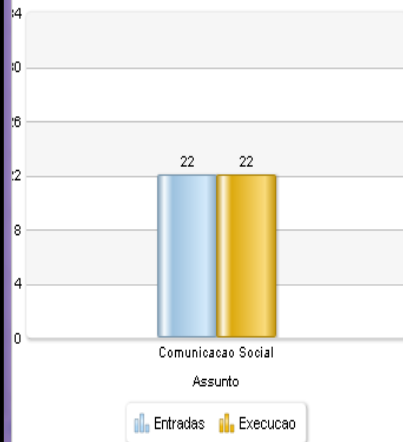


Bairro

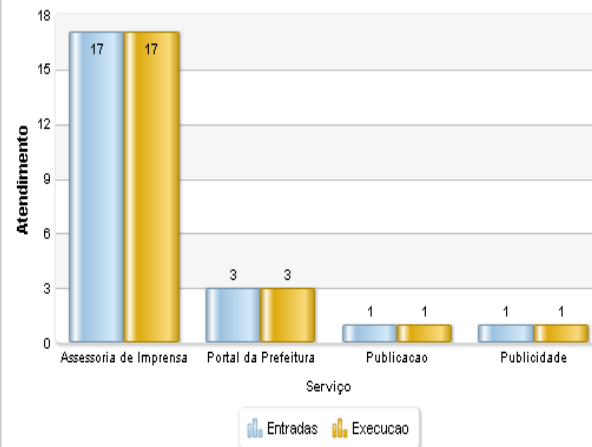


Fechar

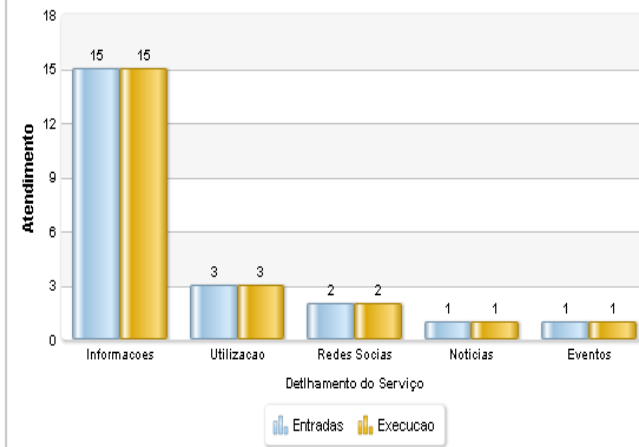
Assunto (Top 10)



Servico (Top 10)



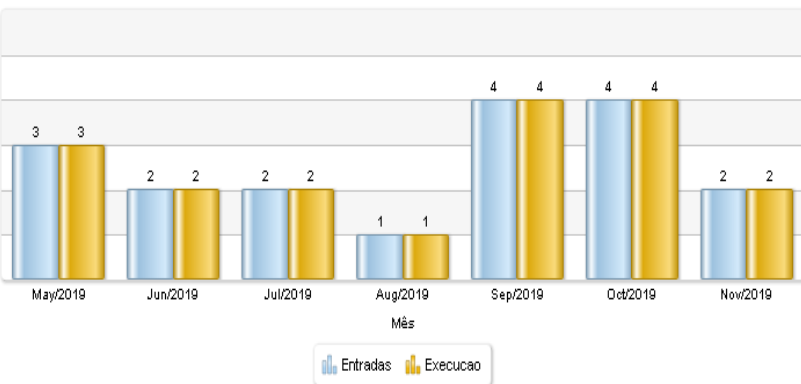
Detalhamento Servico (Top 10)



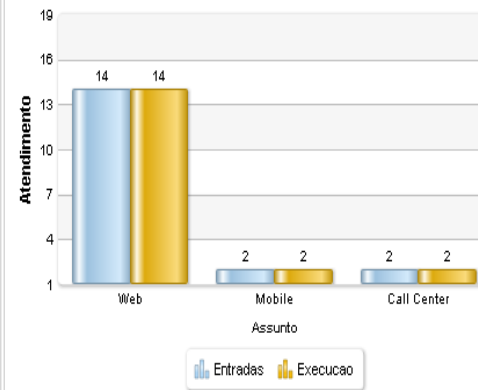
SEAI

SECRETARIA DE ASSUNTOS INSTITUCIONAIS

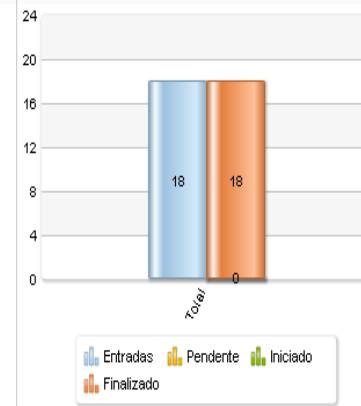
Mês



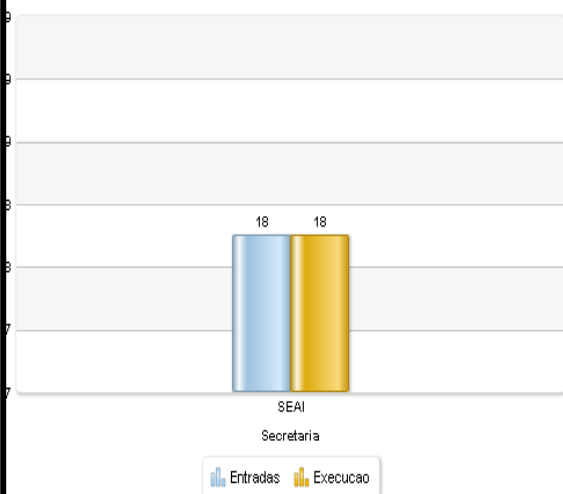
Canal



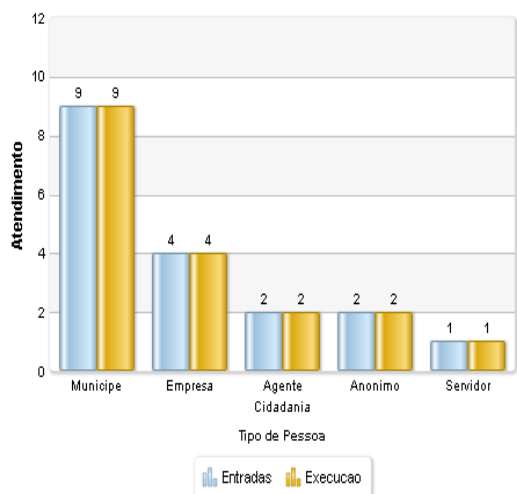
Atendimentos por Status



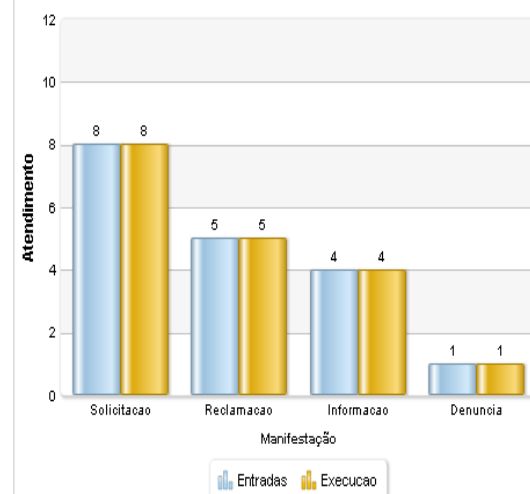
Secretaria



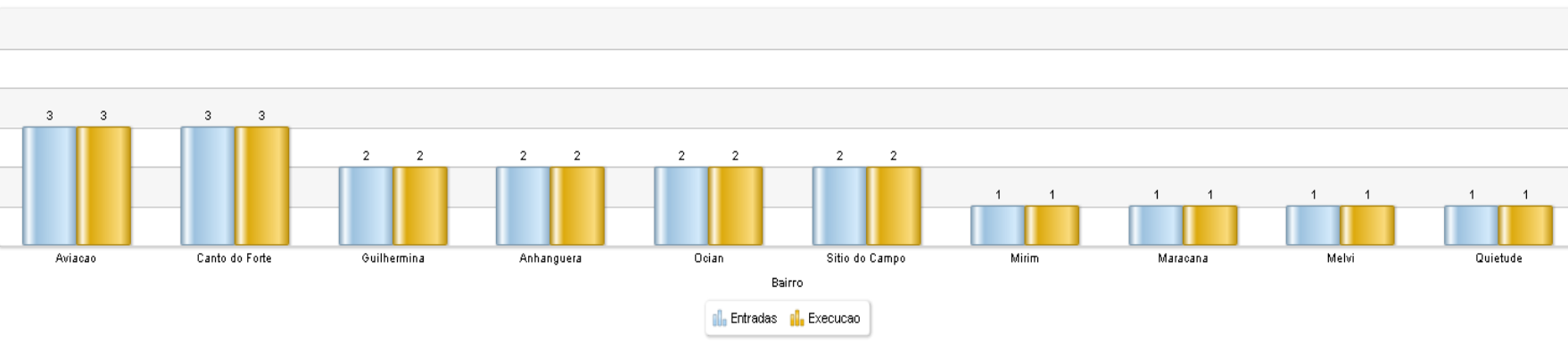
Tipo de Pessoa



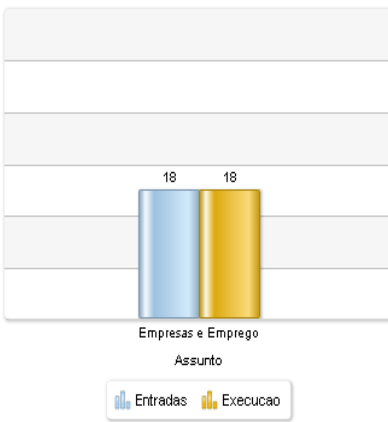
Manifestação



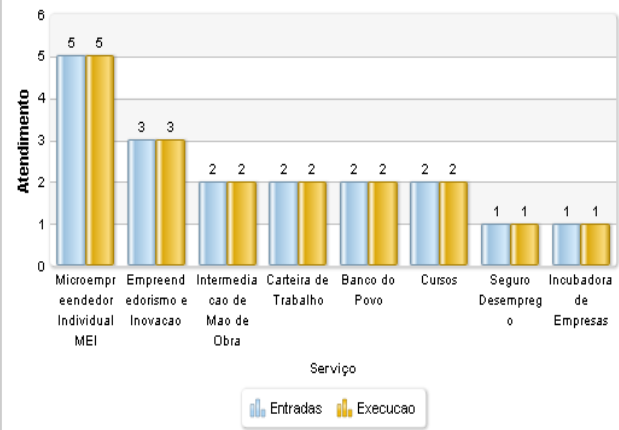
Bairro



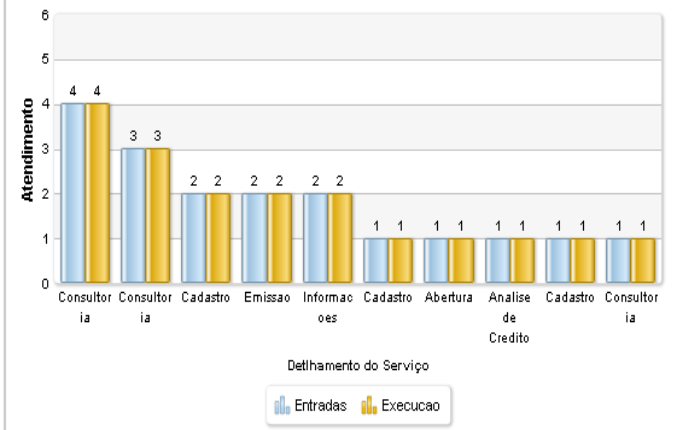
Assunto (Top 10)



Serviço (Top 10)

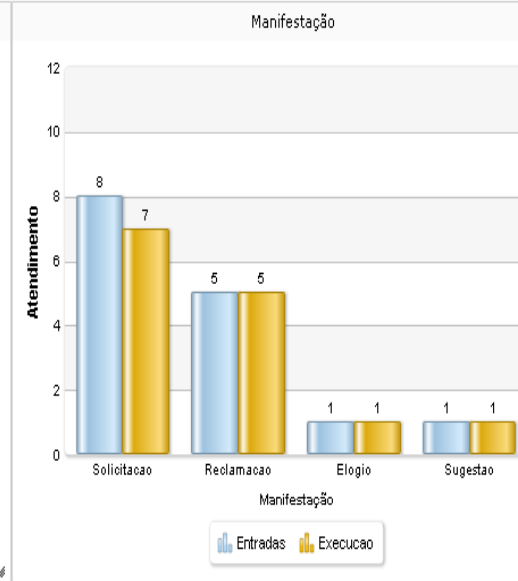
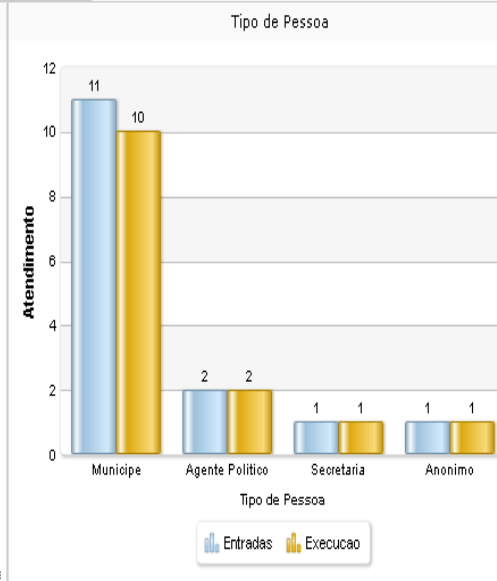
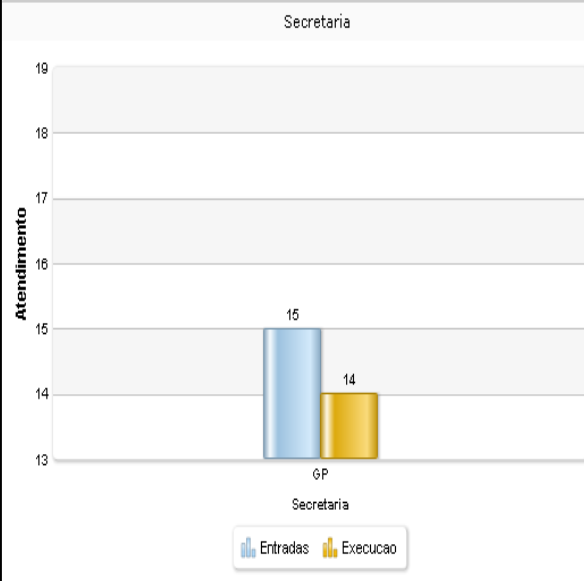
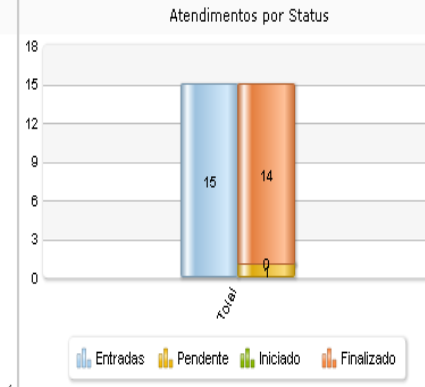
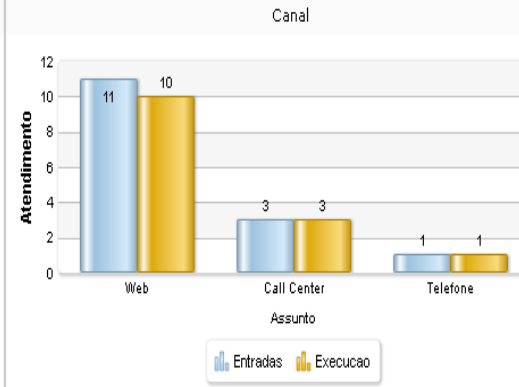
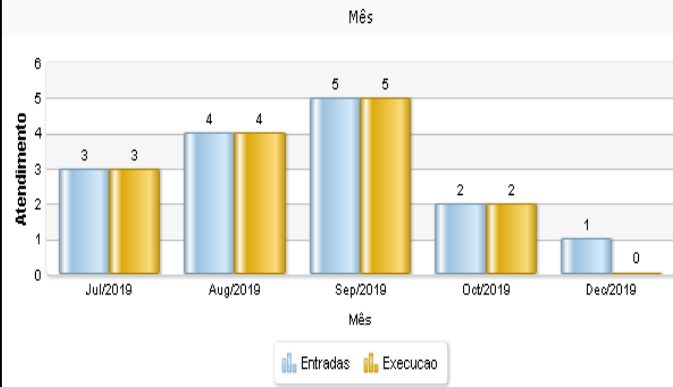


Detalhamento Serviço (Top 10)



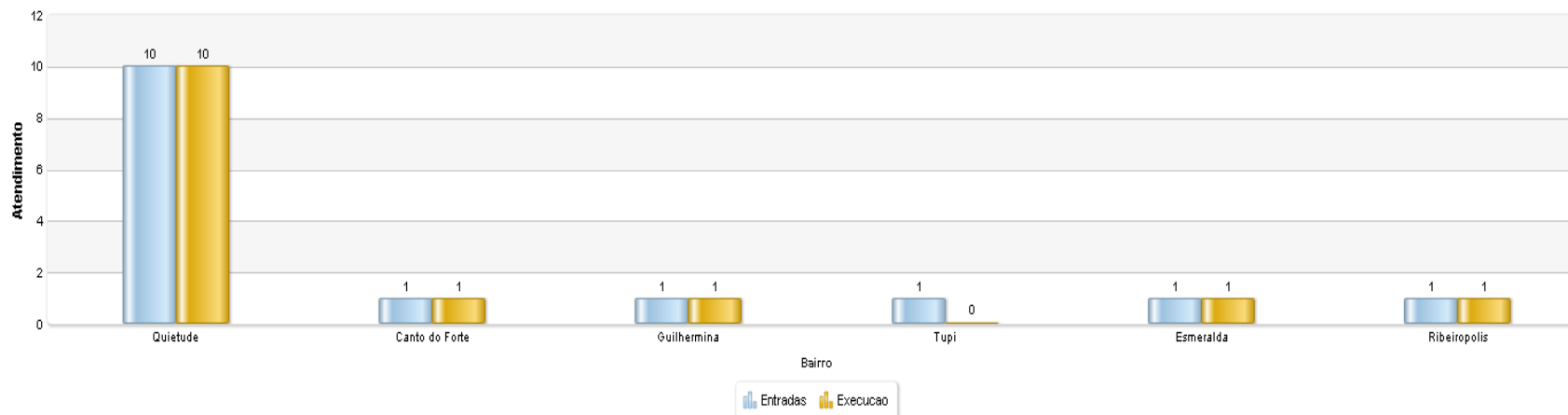
GP

GABINETE DO PREFEITO

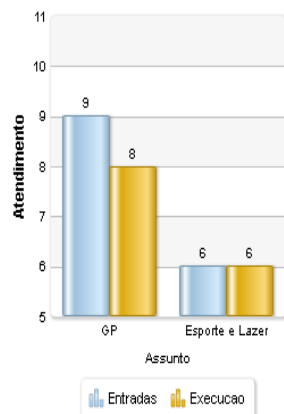


Bairro

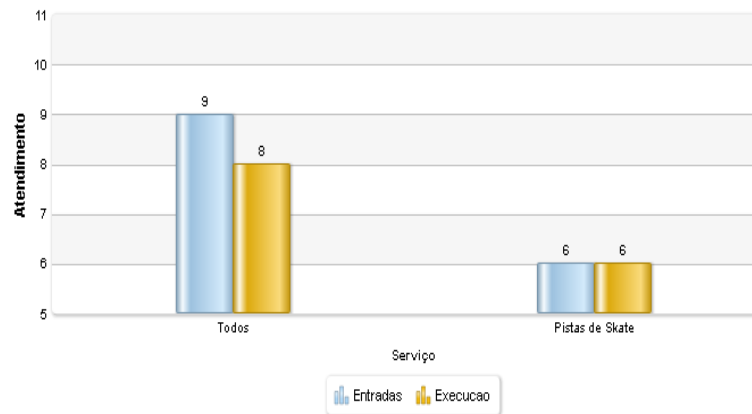
Bairro



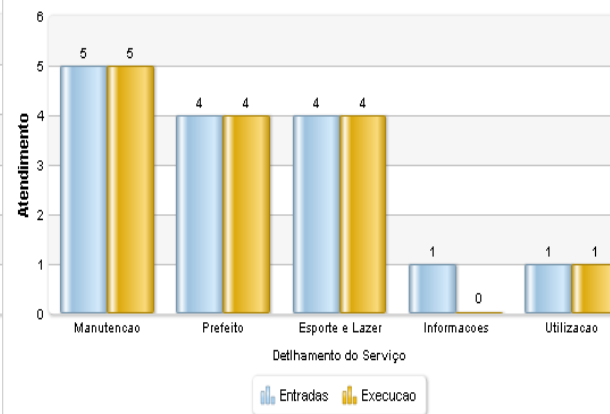
Assunto (Top 10)



Serviço (Top 10)

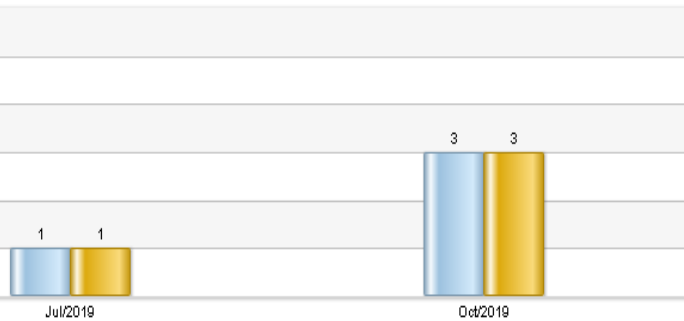


Detalhamento Serviço (Top 10)



CIDADANIA
SUBSECRETARIA DE AÇÕES DE CIDADANIA

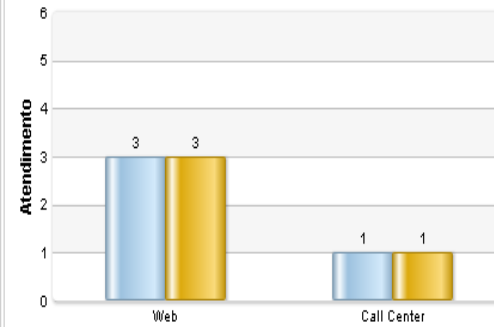
Mês



Mês

Entradas Execução

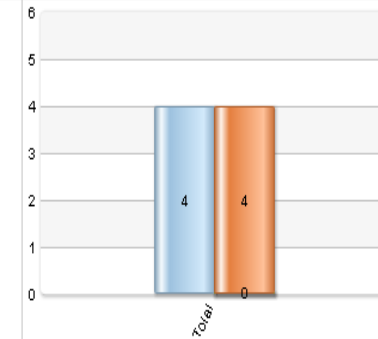
Canal



Assunto

Entradas Execução

Atendimentos por Status



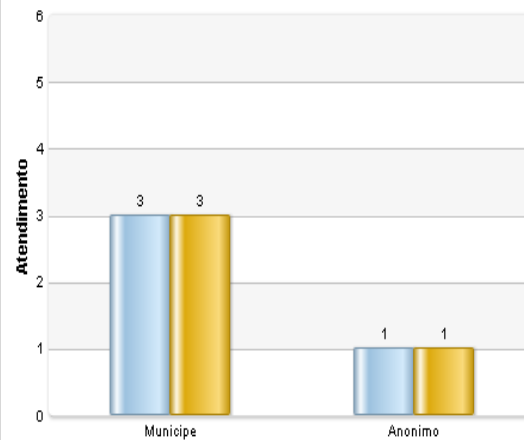
Entradas Pendente Iniciado Finalizado

Secretaria



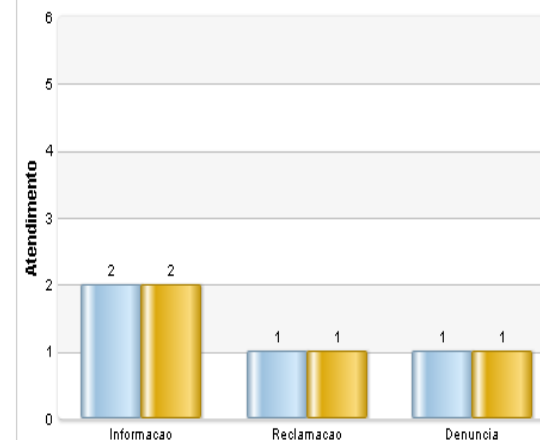
Secretaria

Tipo de Pessoa



Tipo de Pessoa

Manifestação



Manifestação

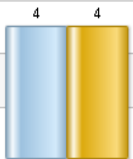
Bairro



Bairro

Entradas Execução

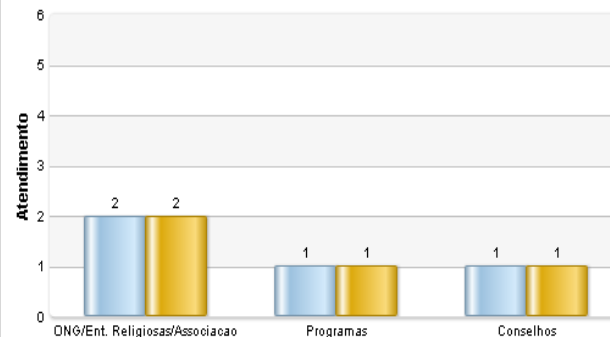
Assunto (Top 10)



Assunto

Entradas Execução

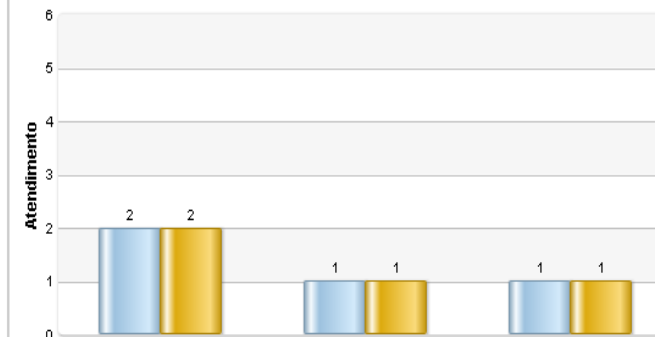
Serviço (Top 10)



Serviço

Entradas Execução

Detalhamento Serviço (Top 10)



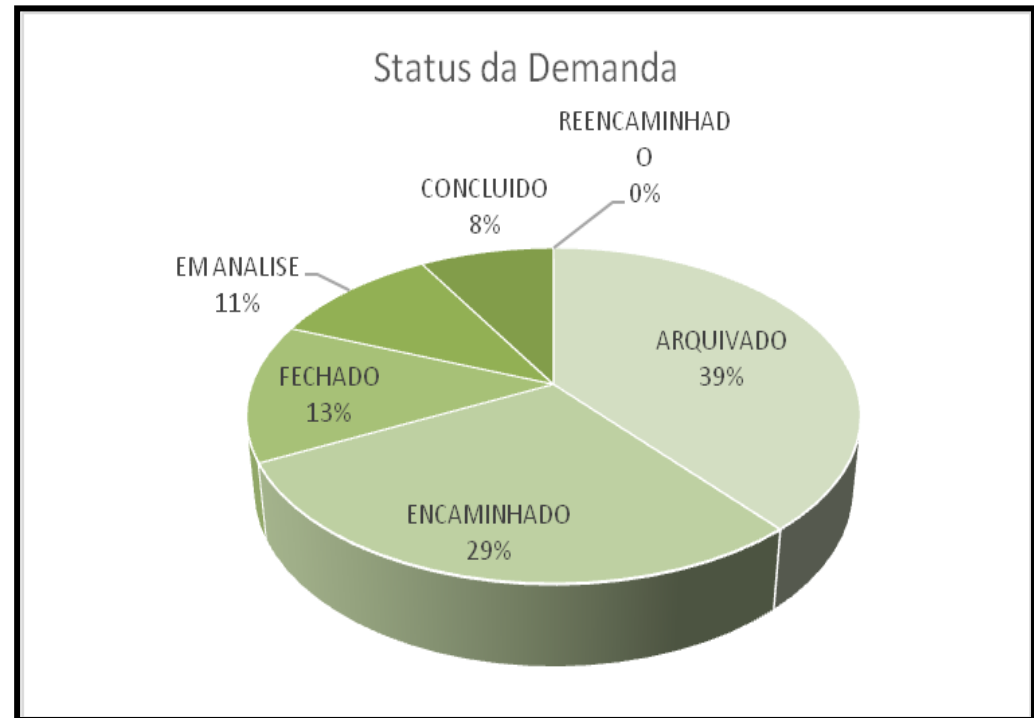
Detalhamento do Serviço

Entradas Execução

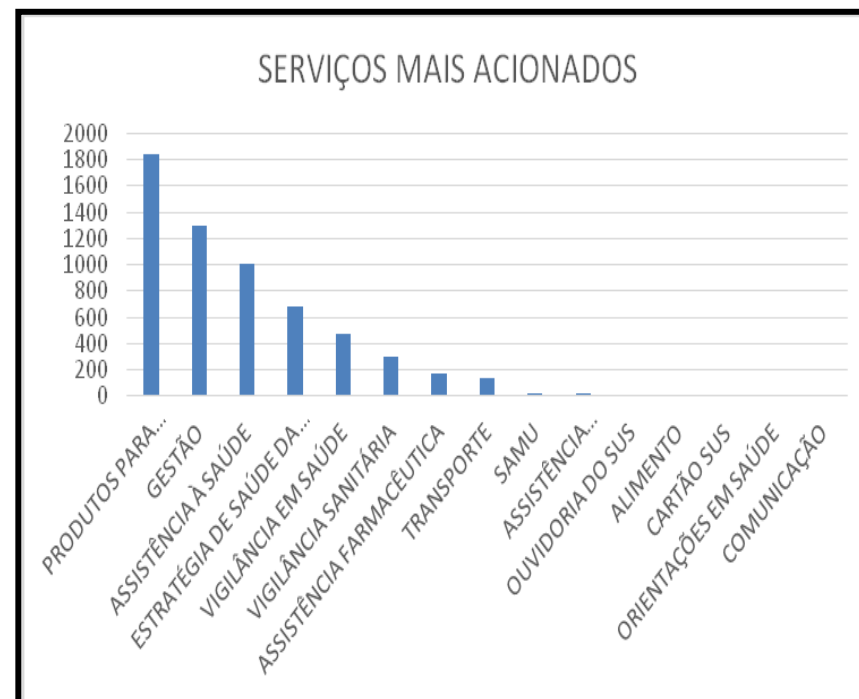
SESAP
SECRETARIA DE SAÚDE PÚBLICA
OUVIDORIA SUS

Levantamento referente ao período de maio a dezembro de 2019

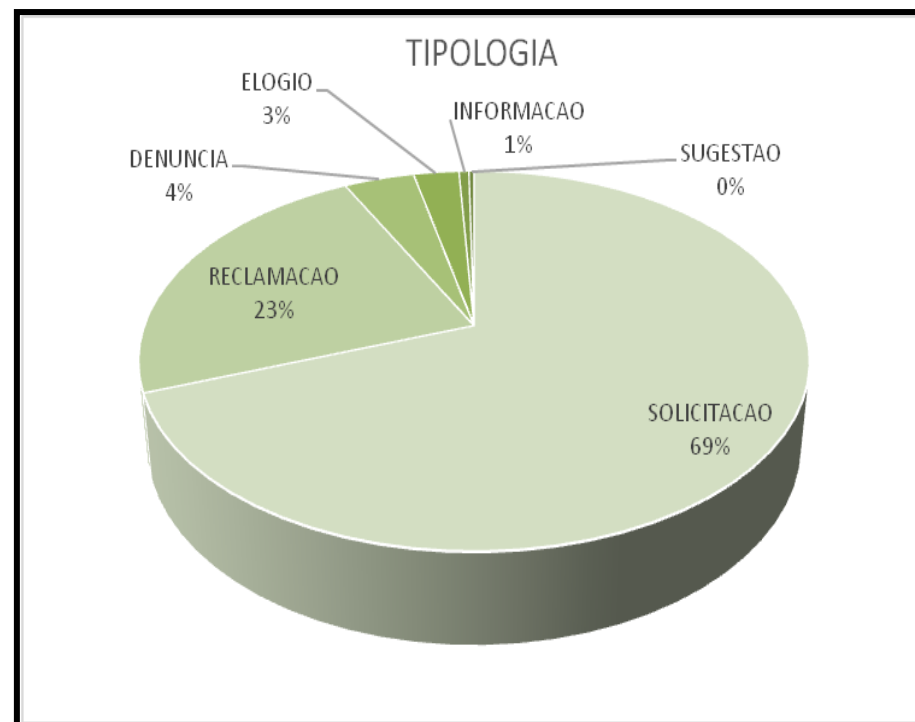
Status da Demanda	Total
ARQUIVADO	2325
ENCAMINHADO	1719
FECHADO	798
EM ANALISE	632
CONCLUÍDO	504
REENCAMINHADO	1
Total Geral	5979



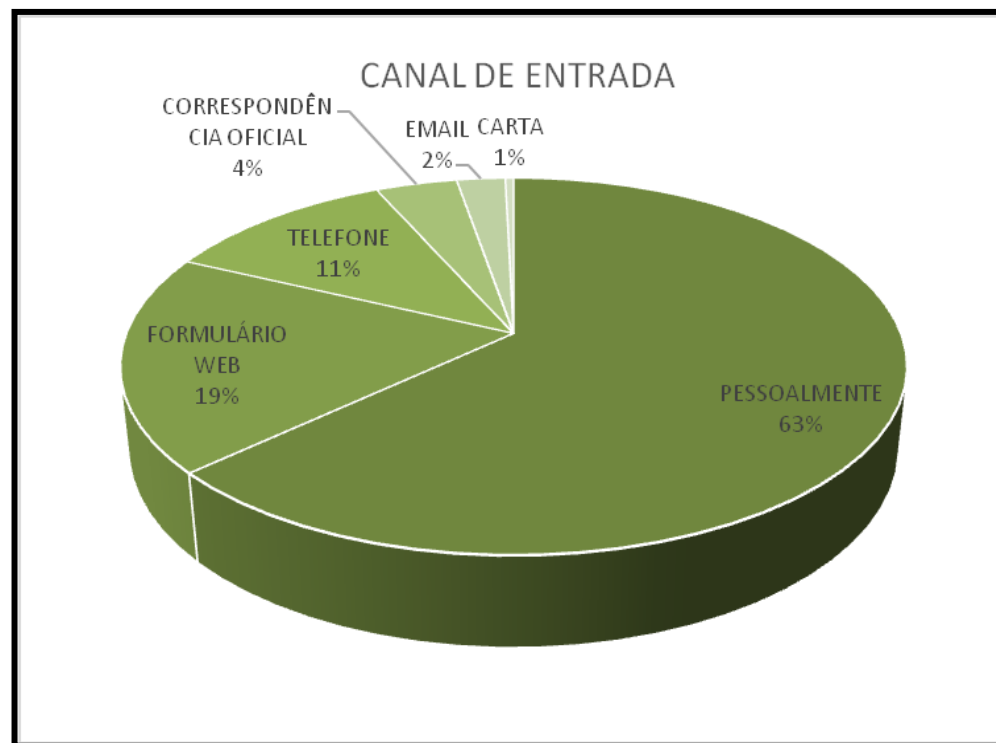
SERVIÇOS MAIS ACIONADOS	Total
PRODUTOS PARA SAÚDE/CORRELATOS	1843
GESTÃO	1299
ASSISTÊNCIA À SAÚDE	1011
ESTRATÉGIA DE SAÚDE DA FAMÍLIA (ESF)	681
VIGILÂNCIA EM SAÚDE	476
VIGILÂNCIA SANITÁRIA	306
ASSISTÊNCIA FARMACÊUTICA	169
TRANSPORTE	140
SAMU	22
ASSISTÊNCIA ODONTOLÓGICA	17
OUVIDORIA DO SUS	7
ALIMENTO	3
CARTÃO SUS	2
ORIENTAÇÕES EM SAÚDE	2
COMUNICAÇÃO	1
Total Geral	5979



TIPOLOGIA	Total
SOLICITACAO	4095
RECLAMACAO	1452
DENUNCIA	233
ELOGIO	140
INFORMACAO	41
SUGESTAO	18
Total Geral	5979



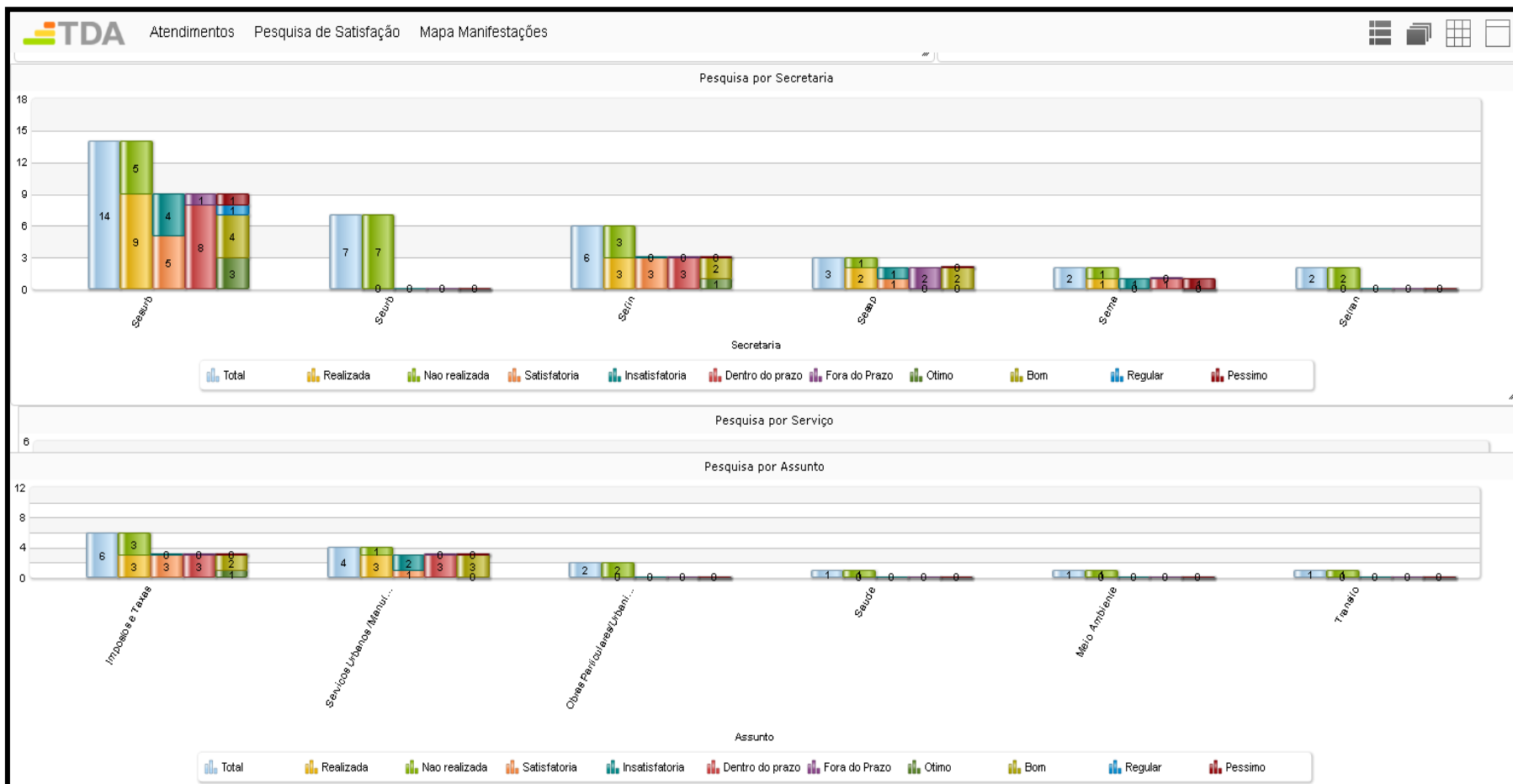
CANAL DE ENTRADA	Total
PESSOALMENTE	3788
FORMULÁRIO WEB	1157
TELEFONE	638
CORRESPONDÊNCIA OFICIAL	206
EMAIL	174
CARTA	16
Total Geral	5979



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

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Em consonância com o **Decreto Municipal nº6656 de 01 de abril de 2019** que fixa a atribuição da Ouvidoria da Estância Balneária de Praia Grande, o relatório da Ouvidoria, a partir da elaboração do próximo documento, será anual e manterá as mesmas características dos dados apresentados nos relatórios semestrais disponibilizados até o presente momento.

O 13º Relatório Semestral, que compreende o período de **maio a dezembro de 2019**, apresenta um panorama das manifestações cadastradas no sistema. Nesse período registrou-se 21.044 manifestações, sendo que 83% das manifestações cadastradas foram finalizadas/executadas pelas Secretarias responsáveis.

Constatou-se que o Canal mais utilizado pelo cidadão, para cadastrar suas manifestações, continua sendo a Central de Atendimento 162. Registramos 10.992 ligações, ou seja 52% das manifestações cadastradas foram feitas por meio deste 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.