



**OUVIDORIA MUNICIPAL**

**10º RELATÓRIO SEMESTRAL**

**de NOVEMBRO/2017**

**a**

**ABRIL/2018**

**MUNICÍPIO DA ESTÂNCIA**

**BALNEÁRIA**

**DE PRAIA GRANDE**

**SECRETARIA DE GOVERNO**

"A arte de escutar é como uma luz que dissipa a escuridão da ignorância. Se você é capaz de manter sua mente constantemente rica através da arte de escutar, não tem o que temer. Este tipo de riqueza jamais lhe será tomado. Essa é a maior das riquezas."

**Dalai Lama**

# ÍNDICE

APRESENTAÇÃO	05
EXPEDIENTE	06
GLOSSÁRIO	07
PARTICIPAÇÃO EM EVENTOS, PROGRAMAS, CAPACITAÇÕES E PUBLICIDADE	08
DADOS GERAIS	09
LEVANTAMENTO DAS MANIFESTAÇÕES POR SECRETARIA	13
SECRETARIA DE SERVIÇOS URBANOS - SESURB	14
SECRETARIA DE URBANISMO - SEURB	17
SECRETARIA DE EDUCAÇÃO - SEDUC	20
SECRETARIA DE SAÚDE PÚBLICA-SESAP	23
SECRETARIA DE FINANÇAS - SEFIN	26
SECRETARIA DE TRÂNSITO - SETRAN	29
SECRETARIA DE ASSUNTOS DE SEGURANÇA PÚBLICA - SEASP	32
SECRETARIA DE MEIO AMBIENTE - SEMA	35
SECRETARIA DE TRANSPORTE PÚBLICO - SETRANSP	38
SECRETARIA DE ASSISTENCIA SOCIAL - SEAS	41
SECRETARIA DE CULTURA E TURISMO- SECTUR	44
SECRETARIA DE ADMINISTRAÇÃO - SEAD	47
SECRETARIA DE GOVERNO - SEG	50
SECRETARIA DE OBRAS PÚBLICAS - SEOP	53
SECRETARIA DE ESPORTE E LAZER - SEEL	56

SECRETARIA DE PLANEJAMENTO - SEPLAN	59
DEPARTAMENTO DE COMUNICAÇÃO - DECOM	62
SECRETARIA DE HABITAÇÃO- SEHAB	65
PROCURADORIA GERAL DO MUNICÍPIO - PROGEM	68
SECRETARIA DE ASSUNTOS INSTITUCIONAIS- SEAI	71
SUBSECRETARIA DE AÇÕES DE CIDADANIA - CIDADANIA	74
GABINETE DO PREFEITO - GP	77
SECRETARIA DE SAÚDE PÚBLICA/ SISTEMA ÚNICO DE SAÚDE (SUS)	80
PESQUISA DE SATISFAÇÃO	85
CONSIDERAÇÕES FINAIS	88

## APRESENTAÇÃO

A Ouvidoria Municipal, por meio deste 10º Relatório, atende a obrigação legal de mostrar para a sociedade suas atividades realizadas no período de novembro de 2017 a abril de 2018.

Os resultados obtidos pela Ouvidoria Municipal são bastante representativos.

Neste semestre foram gerados 13.858 protocolos sobre solicitações, reclamações, denúncias, informações, elogios e sugestões

O órgão já finalizou 9.854 protocolos, o que representa aproximadamente 71% do total das manifestações geradas neste semestre.

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

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

Faz parte de nossa estratégia continuar avançando na transparência e na adequação de produtos e serviços aos usuários, estabelecendo uma relação contínua e cada vez mais sustentável.

## EXPEDIENTE

### **Prefeito**

Alberto Mourão

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

Maura Ligia Costa Russo

### **Diretora de Departamento de Assuntos de Transparência**

Andrea Aparecida da Silva

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

Claudia Gardelli

### **Diretora de Departamento de Acompanhamento de Metas**

Ana Flávia Teixeira Scarelli

### **Assessoria**

Tânia Maria Teixeira Simões de Oliveira

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

Ana Paula Carrmão - *SECTUR*

Angelita Dulce da Silva Rodrigues- *SEG*

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*

Fernanda Marques Barreiro - *SESURB*

Flávia Cristina Alvarez Lorenzo - *SEAI*

Janaína Souza Pereira Costa- *SEHAB*

João Carlos Moreno Gallego - *SEMA*

Laio Peres Santos Silva - *DECOM*

Lilian Tricca Dias- *SESURB*

Maria Aparecida Marcelino Matos - *SETRANSP*

Monica Correia de Moura - *SESAP*

Nadilma M. Melo Farinelli - *PROGEM*

Natalie Bodra - *SETRAN*

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

Paola Ghelare Mastrichi - *SEOP*

Paula Rodrigues - *SEURB*

Patricia Ferreira de Carvalho - *SESURB*

Rosangela Andreatta - *SEFIN*

Tania Maria de Souza Queiroz - *SEAS*

Thatiane Maria Tavares de Oliveira - *SEHAB*

Thiago Monti Gonçalves - *GABINETE*

### **Ouvidor**

Marco Alves dos Santos - *SEASP*

### **Colaborador**

Adriana Stradioto Maciel Oliveira - *PROGEM*

Alejandro Macedo Moura de Castilho - *SEAD*

Alessandra Ferreira Silva - *SESURB*

Alex Felix Silva de Oliveira - *SEDUC*

Alexandre Nascimento Silva - *SEASP*

Aline Caires da Silva – *GABINETE*

Ana Beatriz do Nascimento - *SETRAN*

Ana Beatriz Zanellato Vasconcelos - *SECTUR*

Ana Paula Dias de Souza - *SEDUC*

Antonio Carlos Biazotto Filho - *SEASP*

Cintia dos Anjos Guimarães – *SESURB*

Daniel Elias dos Santos Pereira - *SEDUC*

Fabiana Nascimento Vasconcelos - *SEFIN*

Fabio Freitas da Silva - *CIDADANIA*

Gilberto Douglas Batista - *SESURB*

Gremacia Barbosa Pinheiro Salim - *SETRANSP*

José Augusto Lopes - *SEFIN*

Juliana Pergola- *SEAD*

Leonardo Conti Santos - *SEURB*

Leonardo Silva de Souza - *SEAI*

Luiz Felipe Gimenes Marchezoni – *SESAP*

Marcio de Souza Santos - *SEASP*

### **Colaborador continuação...**

Nadilza Maria Manaroulas- *SEEL*

Paula Rafaini -*SEPLAN*

Patricia Fernandes- *SETRANSP*

Rodrigo Carlos Valente - *GABINETE*

Ronaldo Ferreira de Alcantara- *SEAD*

Roselaine Fernandes da Silva – *SEDUC*

Rosemeire Mª da Penha Ignacio - *SESURB*

Rubens Fraís Povrezan - *SEFIN*

Sebastião Genoves Guimarães - *SEMA*

Sonia Pereira Dias de Barros - *SEDUC*

Silvia Tomoko Shinzato - *SEOP*

Tatiane Cristina Dimarco de Aguiar - *SEDUC*

Vanessa Carvalho- *SESURB*

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

Elenice Aparecida Laurindo Fernandes

Juliana de Souza Barbosa

Luzia Aparecida da Silva

Marleide Daltro Barreto

Sandra Regina Ferreira Sampaio

Stephani Pamella Rodrigues

Ueslei Abreu das Neves

Vanessa Raquel Borges Amaro

### **Equipe Externa - CIDADANIA**

Bruno de Menezes Santos

Flávio Damaceno de Amorim

Isac de Oliveira Junior

Marcelo Moraes de Oliveira

Marcio Henrique de Oliveira

Nathalia Fernanda Custódio Gonçalves

Romero Nunes da Costa

Valtair de Azevedo Santos

Wanderson Junior Claros dos Santos

## GLOSSÁRIO

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

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

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

**GP** - *Gabinete do Prefeito*

**SEAD** - *Secretaria de Administração*

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

**DECOM** - *Departamento de Comunicação*

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

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

**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*

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

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

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

**SETRAN** - *Secretaria de Trânsito*

**SETRANSP** - *Secretaria de Transporte*

**SEURB** - *Secretaria de Urbanismo*

**CONTRU** - *Controle Urbano*

**SUS** - *Serviço Único de Saúde*

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

### **✓ Programa Integração**

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

### **✓ Programa Ação Integrada**

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

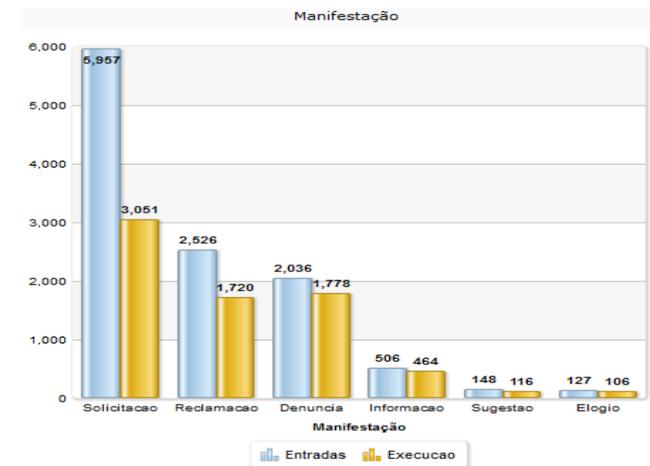
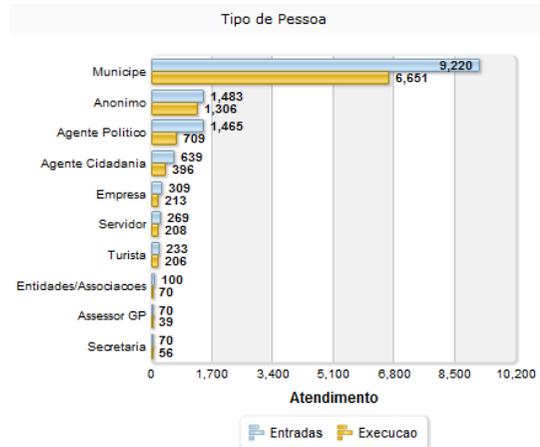
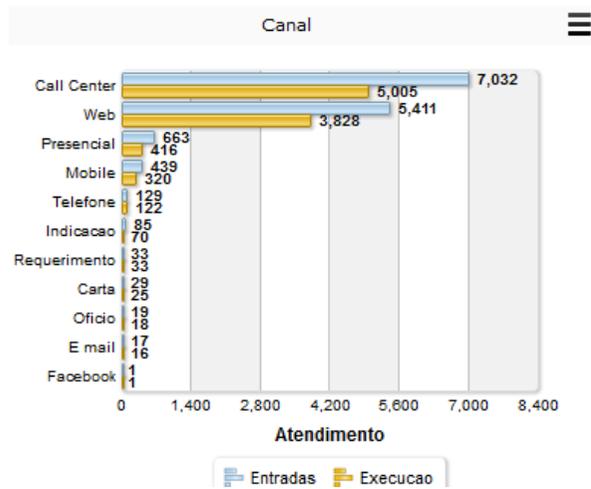
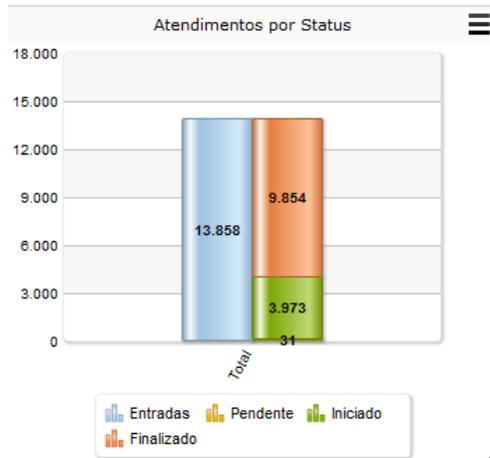
### **✓ Material Publicitário**

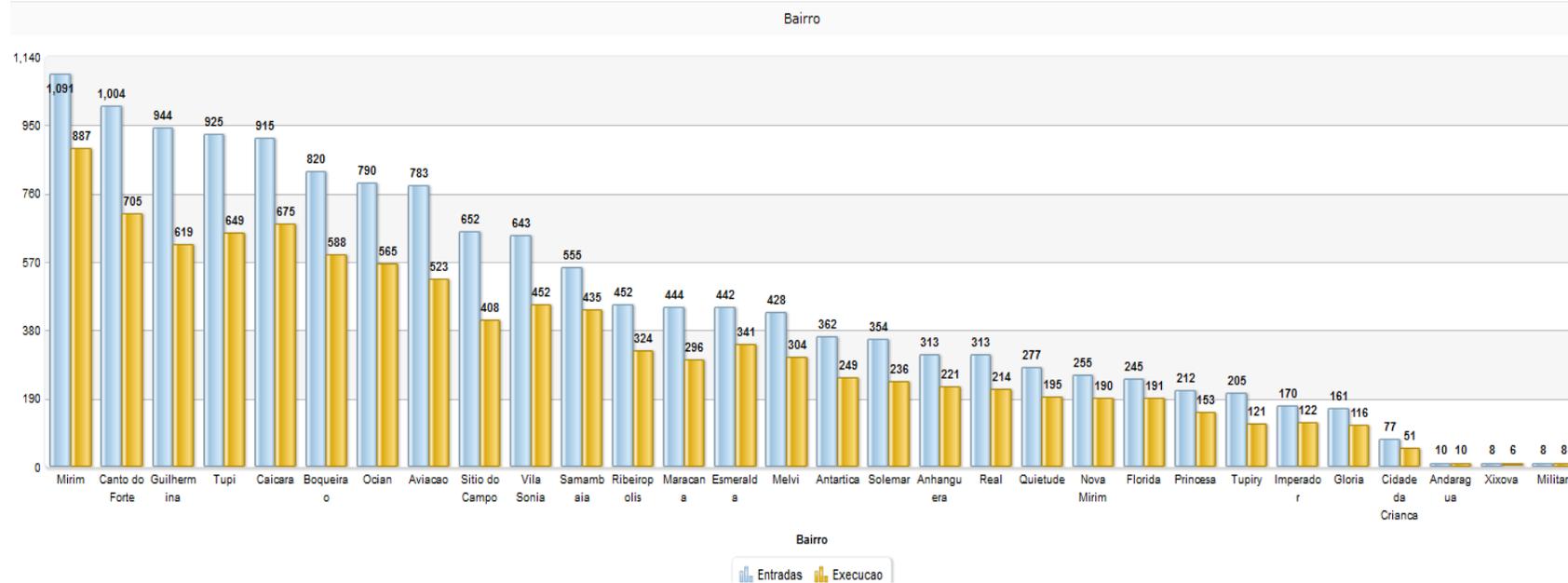
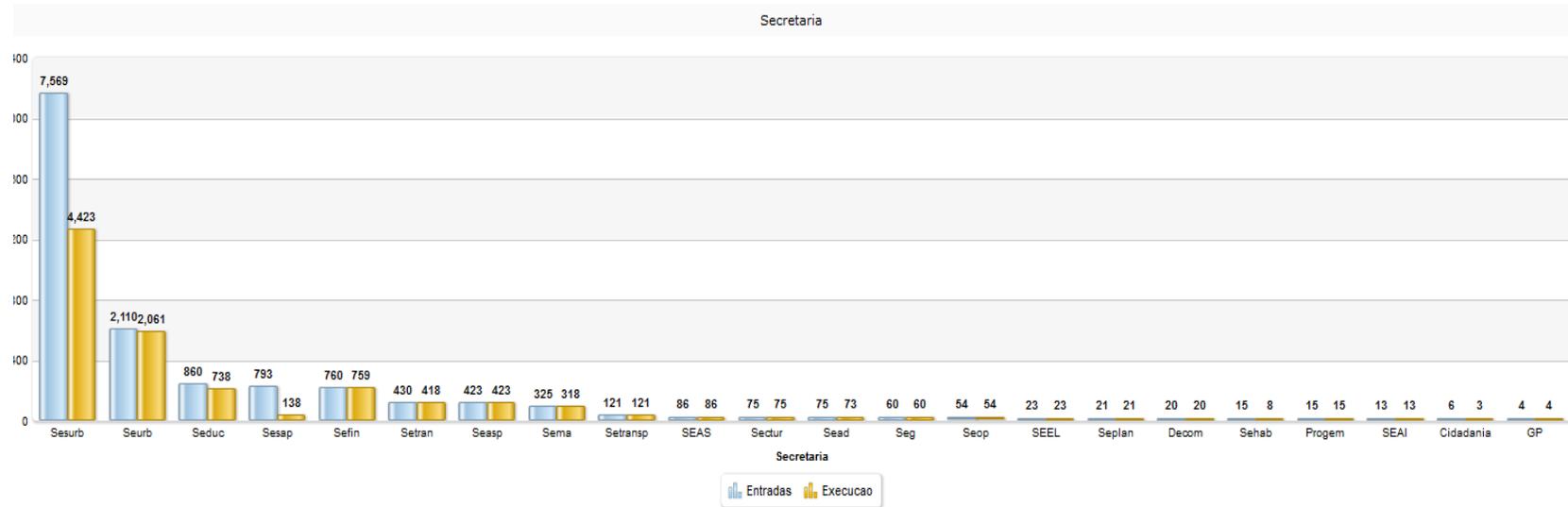
- Artigos Institucionais com divulgação nas redes sociais e jornais de grande circulação;
- Vídeos Institucionais.

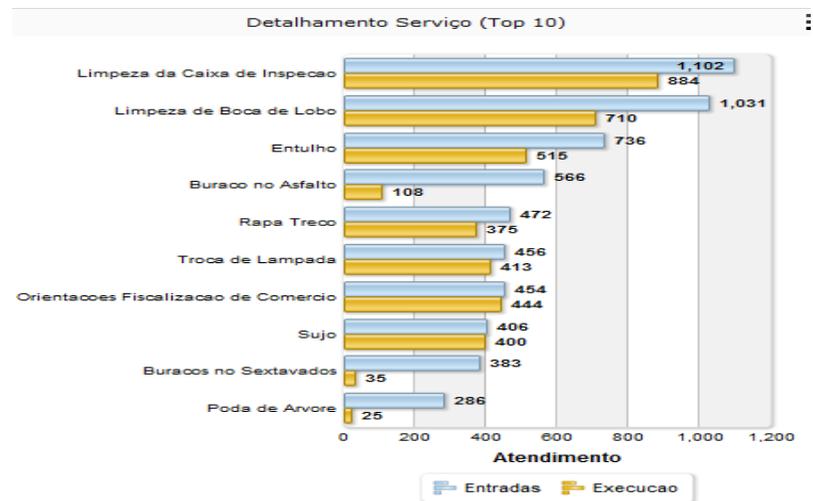
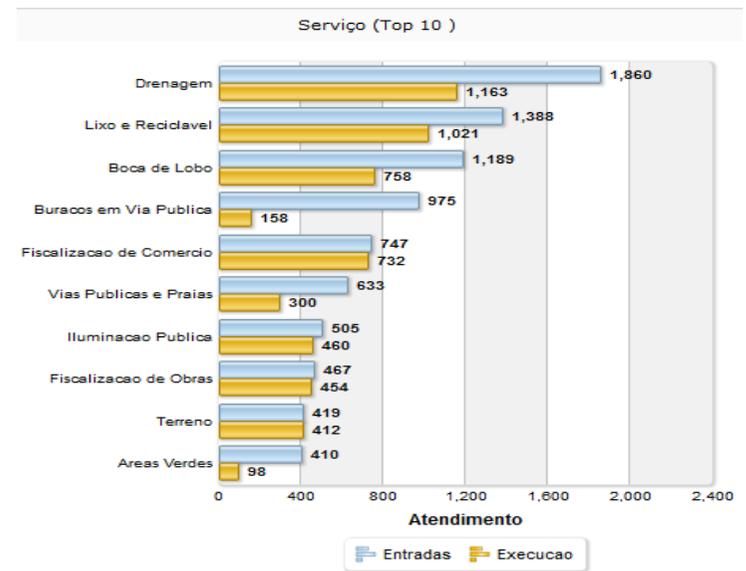
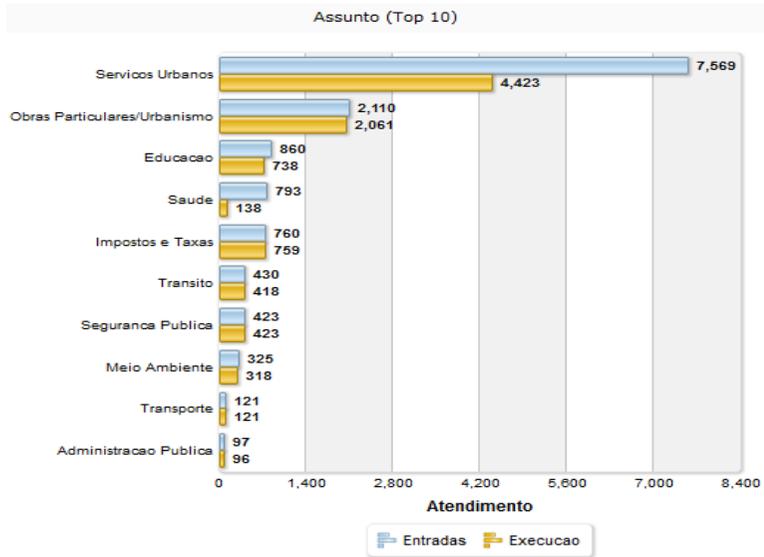
### **✓ Formação e Capacitação**

- Participação 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**



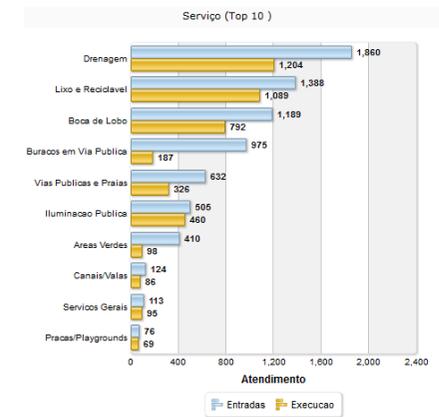
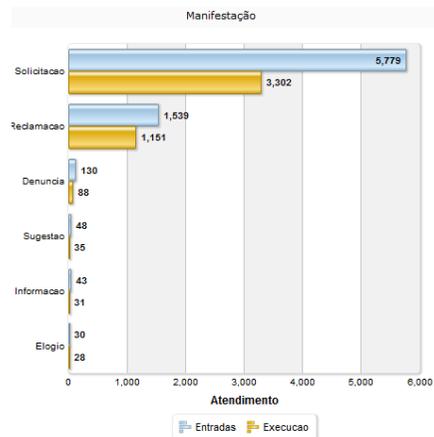
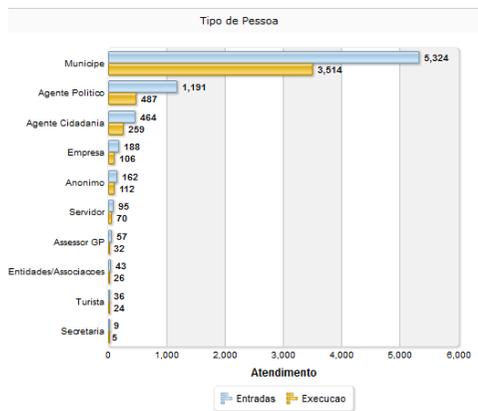
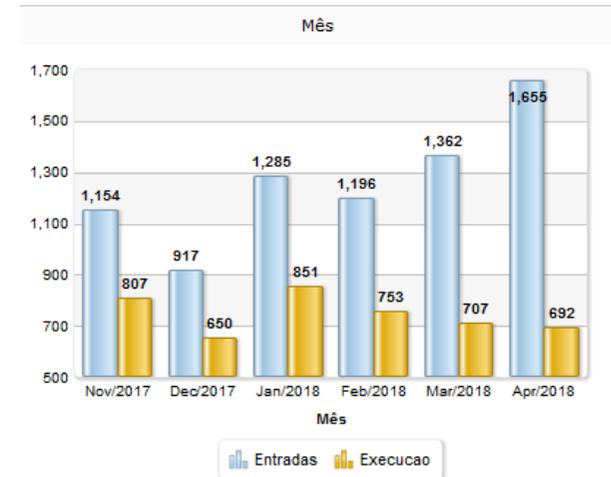
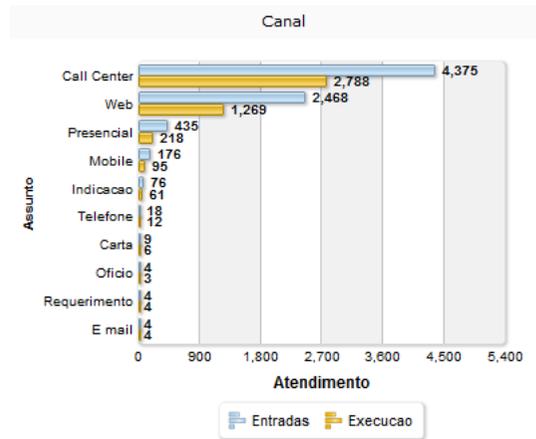
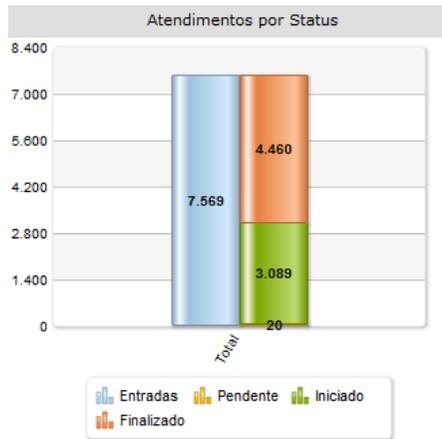




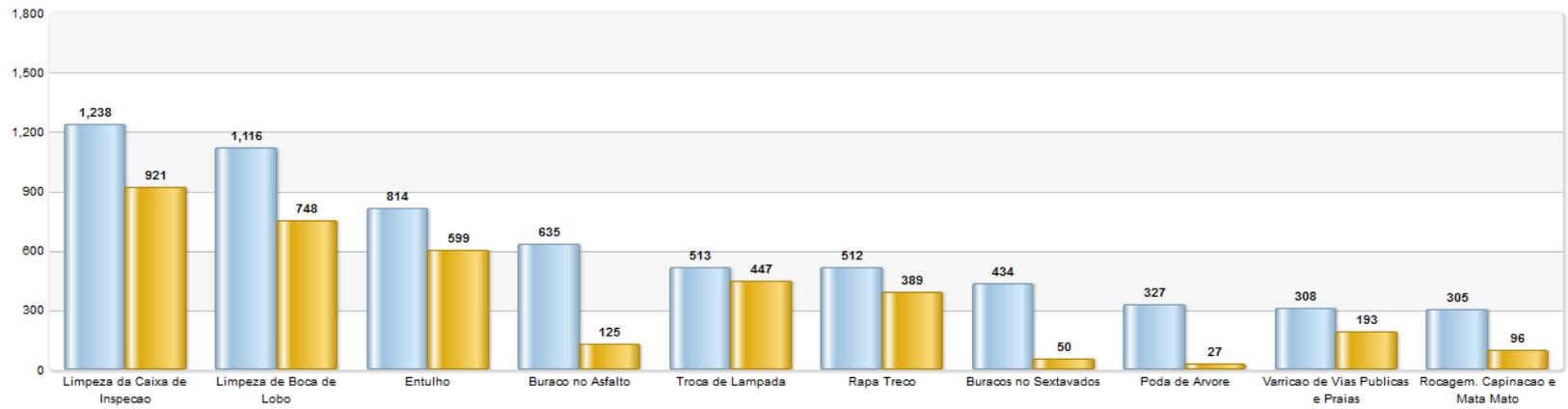
**LEVANTAMENTO DAS  
MANIFESTAÇÕES  
POR SECRETARIA**

**SESURB**

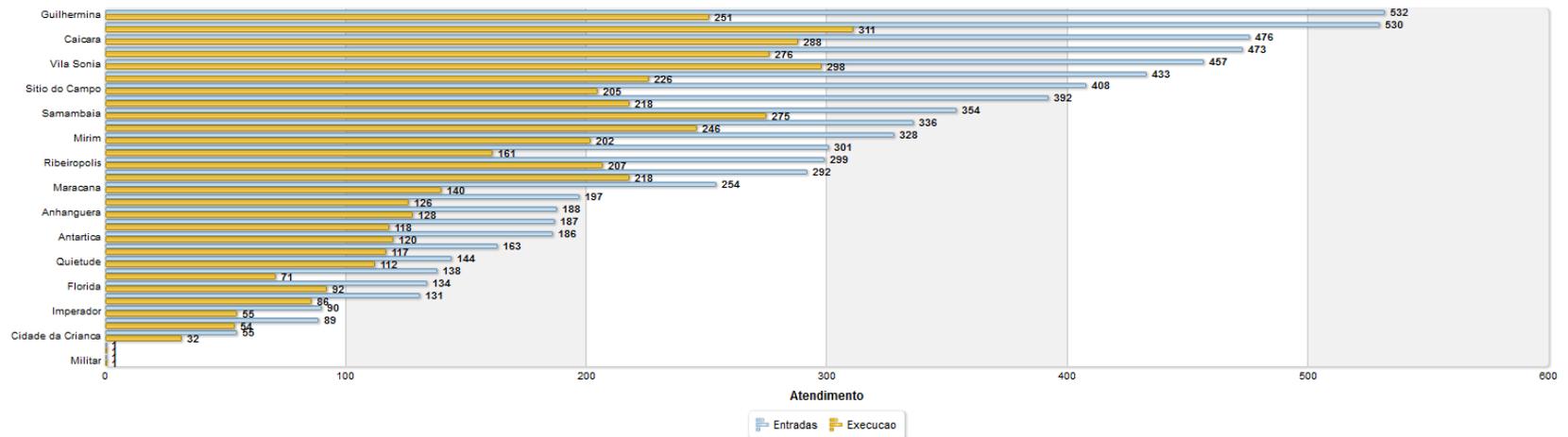
**SECRETARIA DE SERVIÇOS URBANOS**



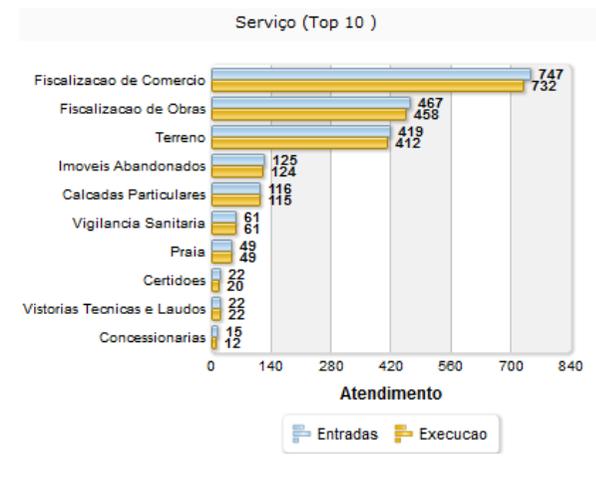
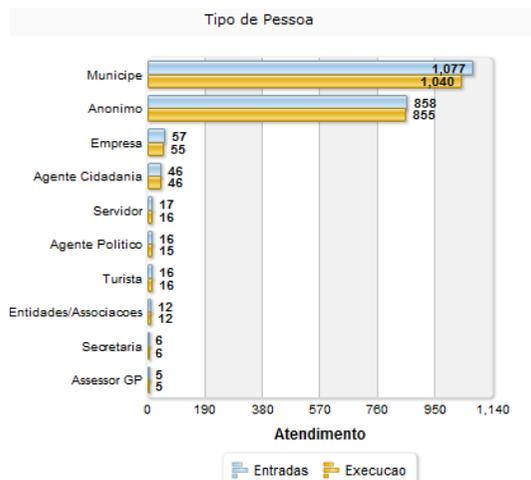
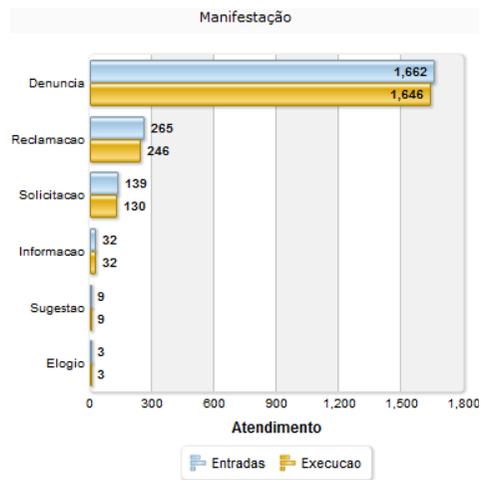
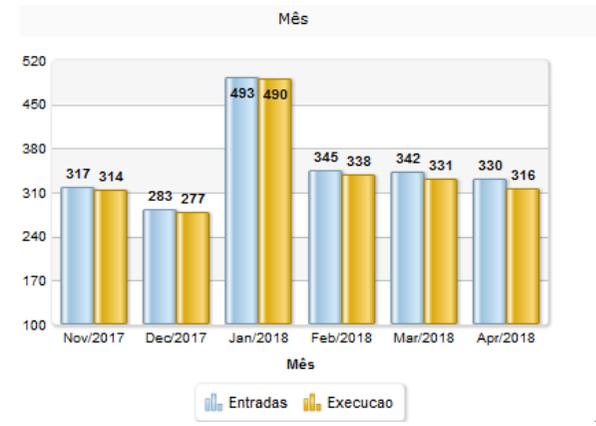
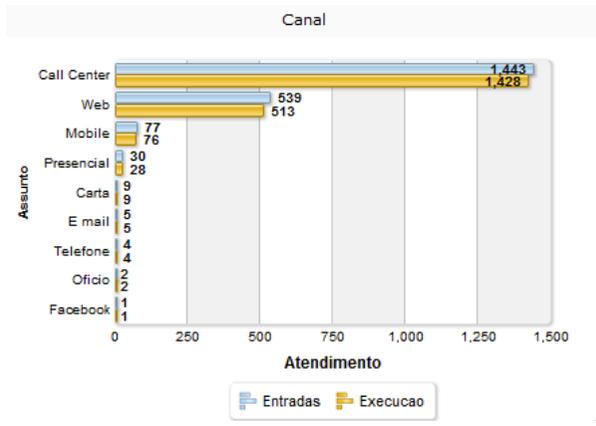
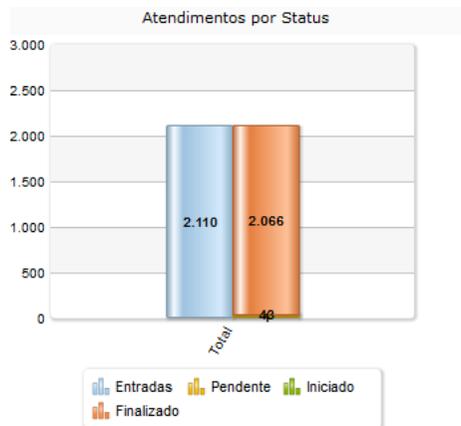
Detalhamento Serviço (Top 10)



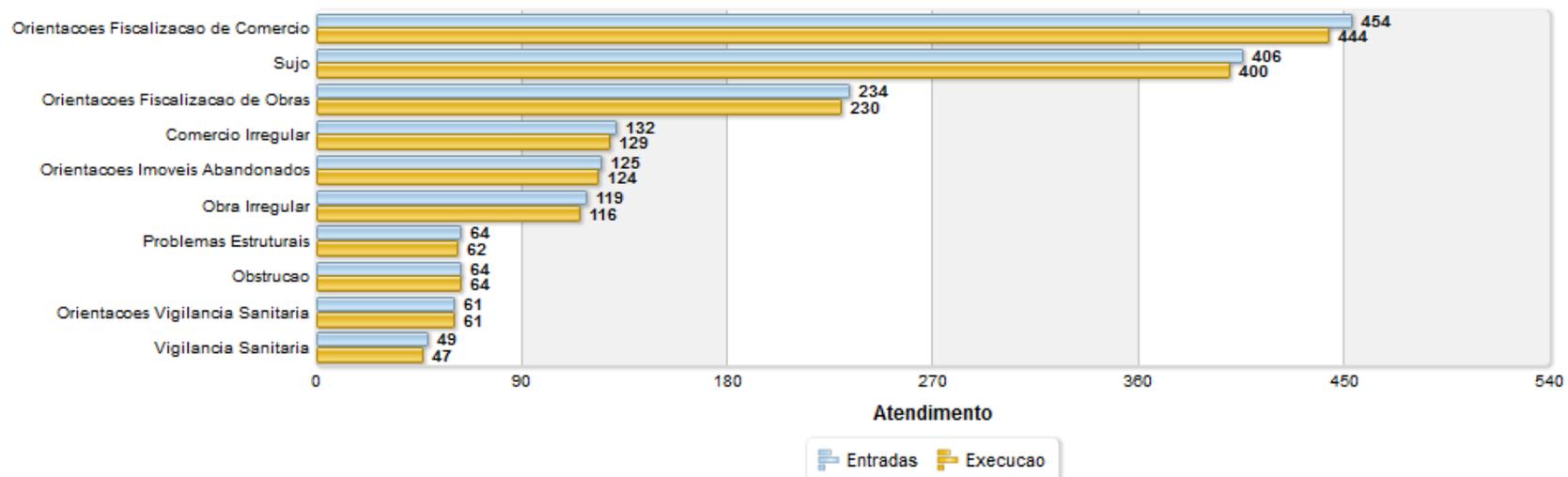
Bairro



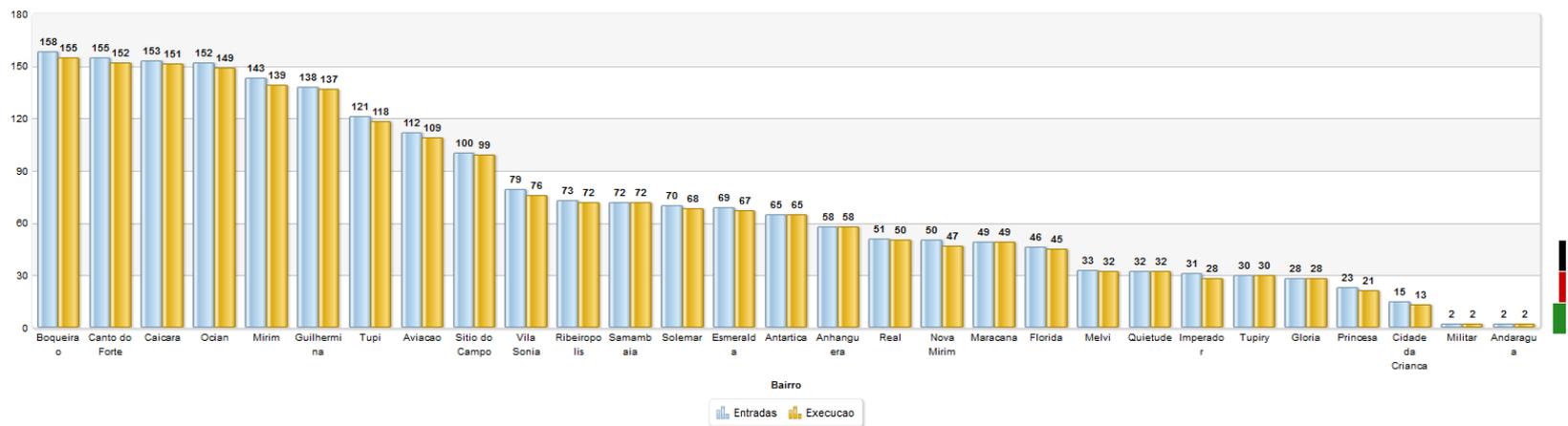
**SEURB**  
**SECRETARIA DE URBANISMO**



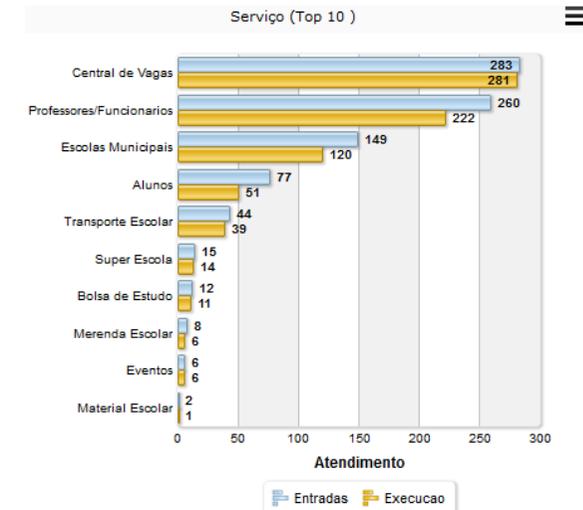
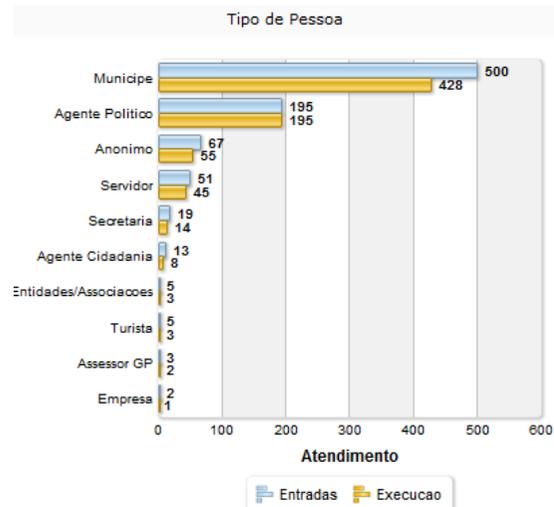
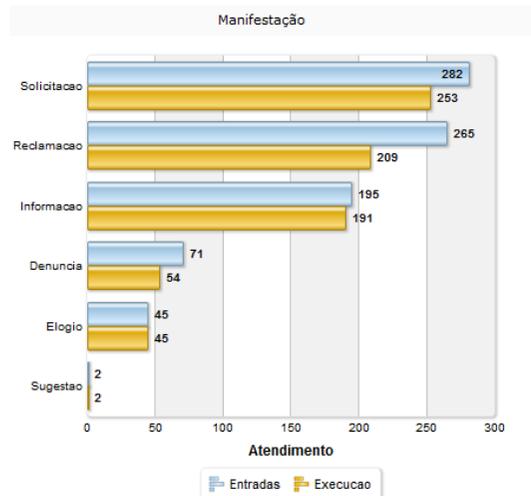
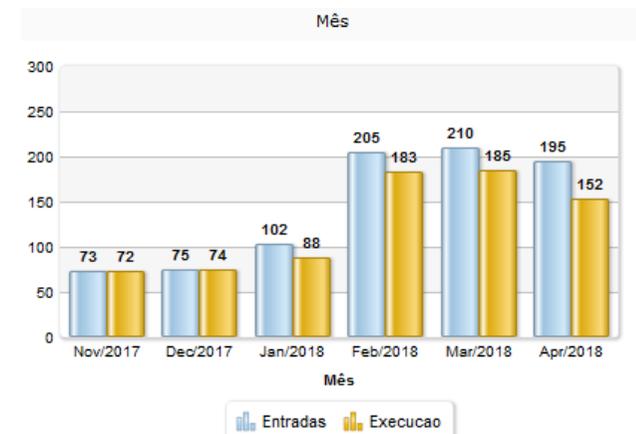
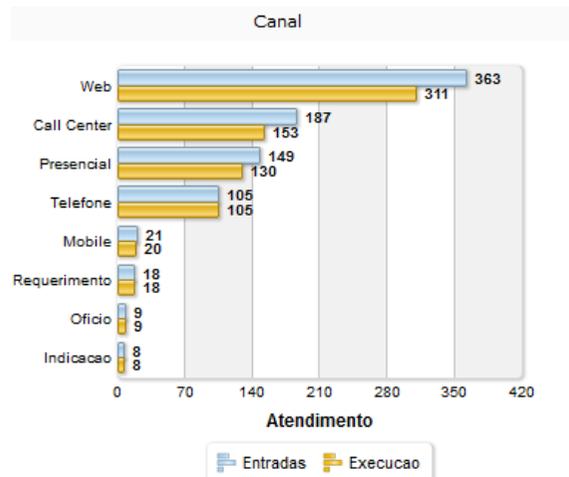
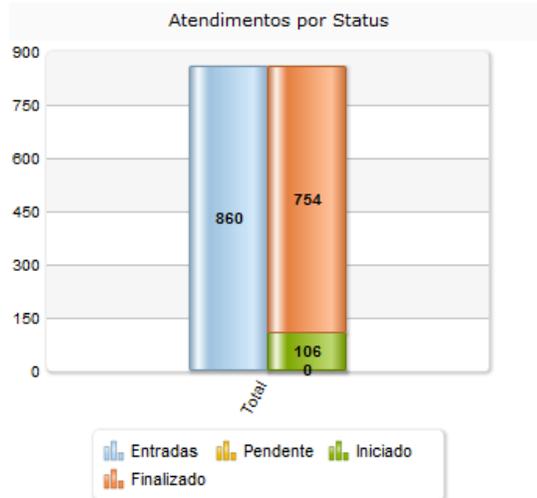
### Detalhamento Serviço (Top 10)



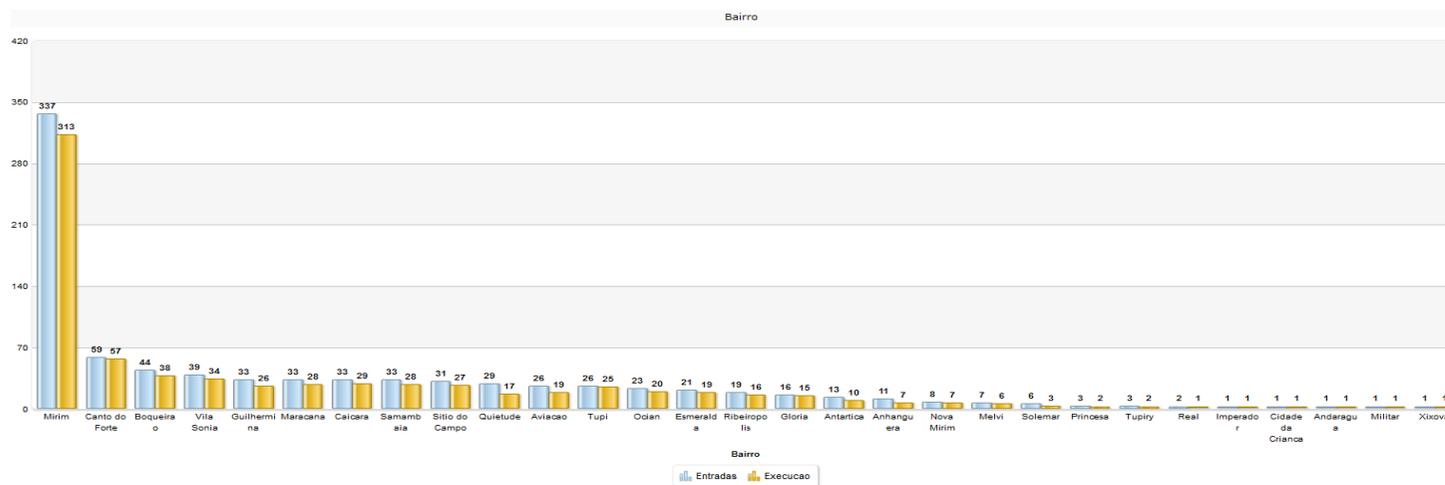
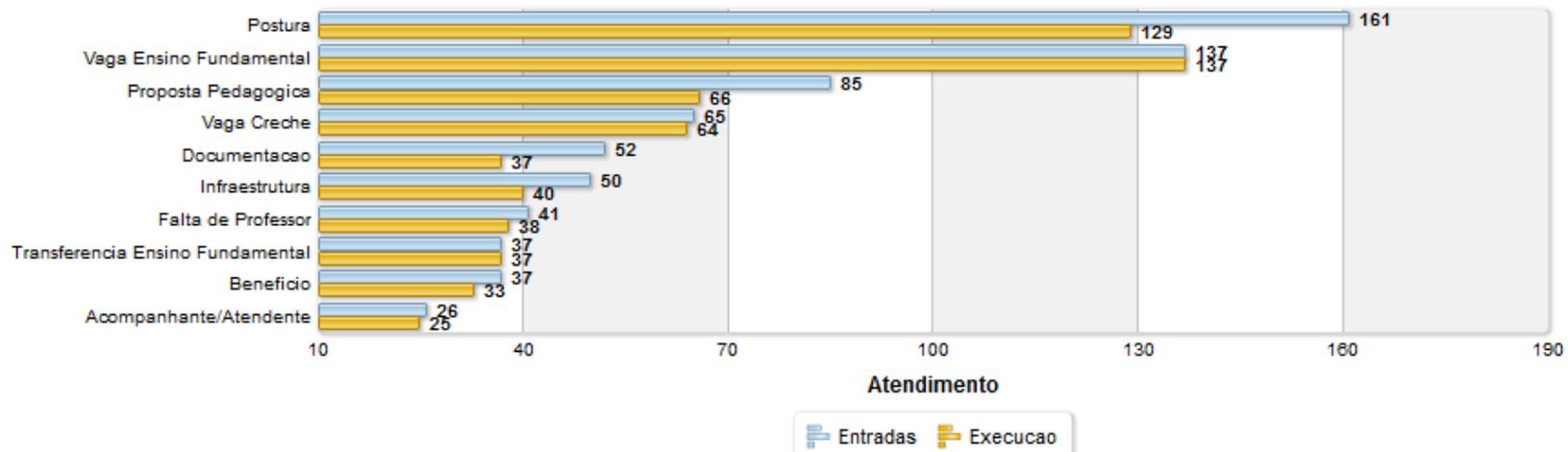
### Bairro



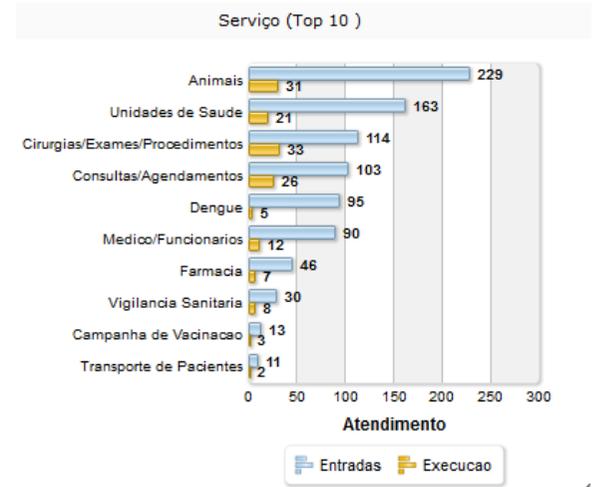
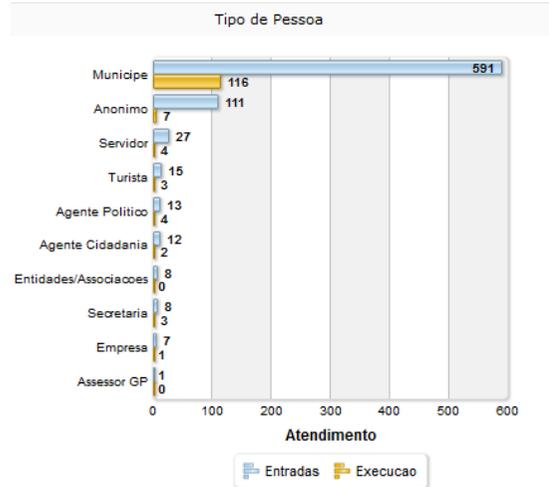
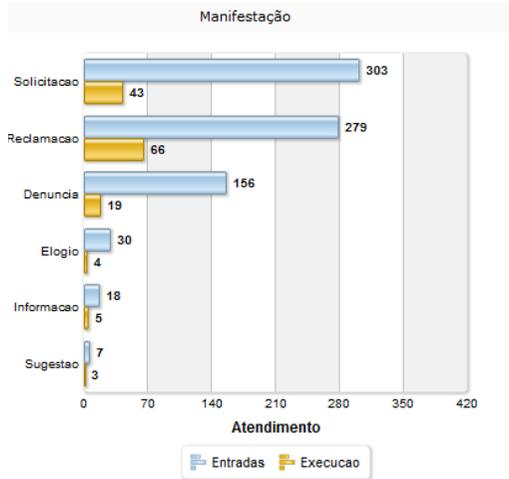
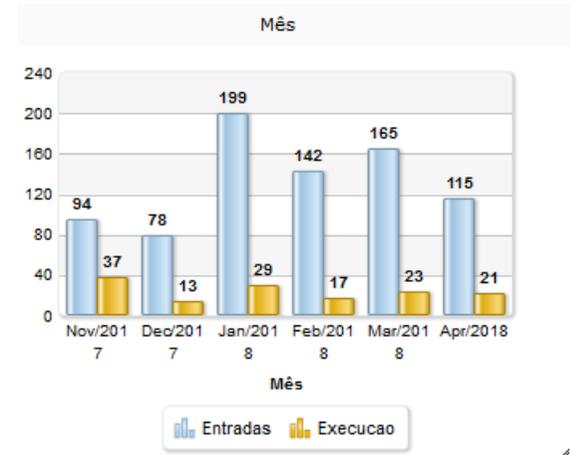
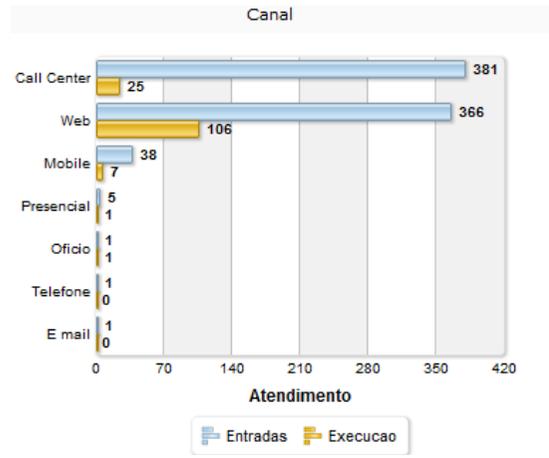
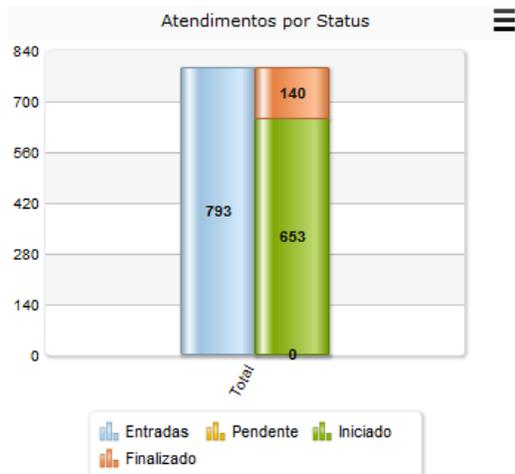
**SEDUC**  
**SECRETARIA DE EDUCAÇÃO**



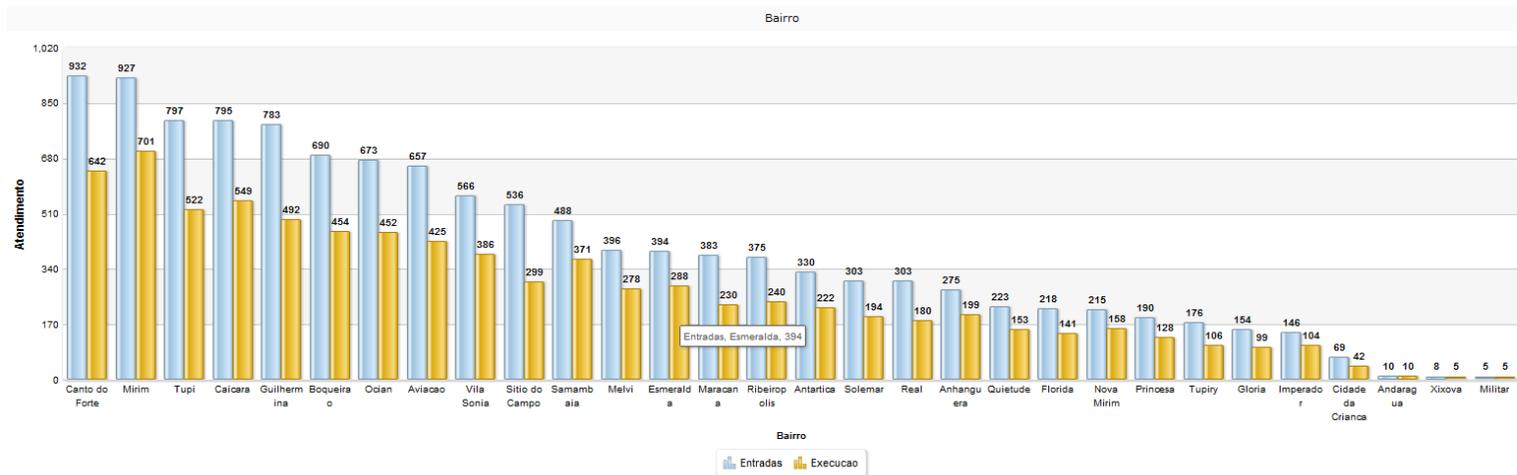
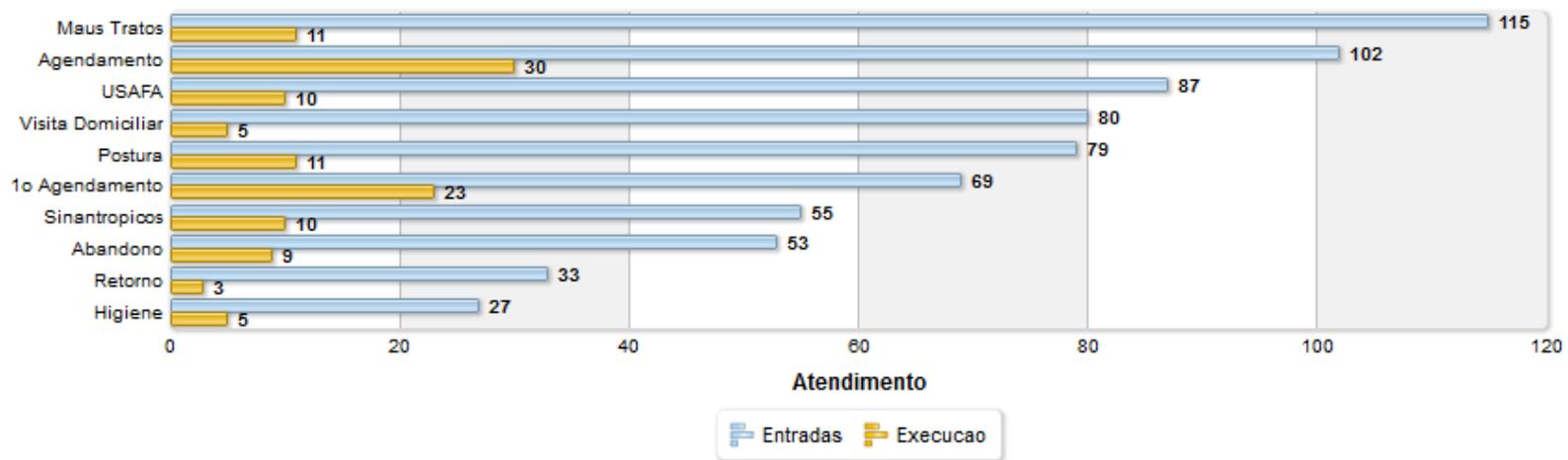
### Detalhamento Serviço (Top 10)



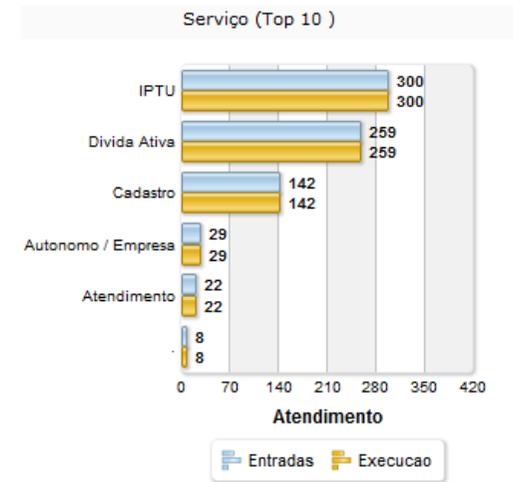
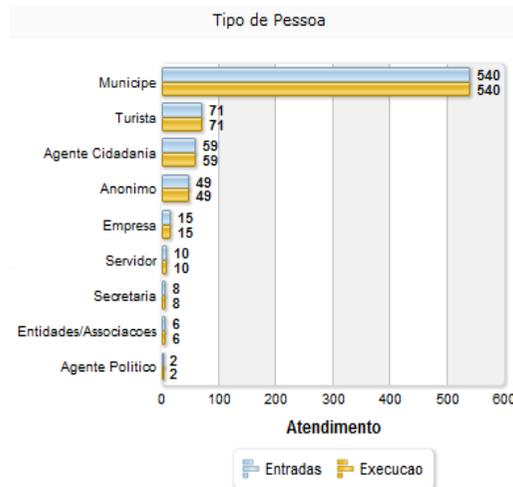
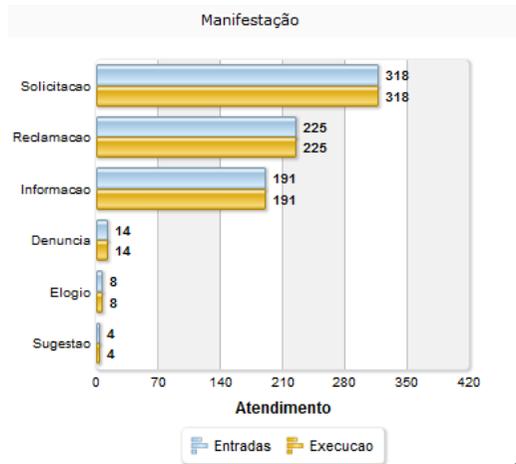
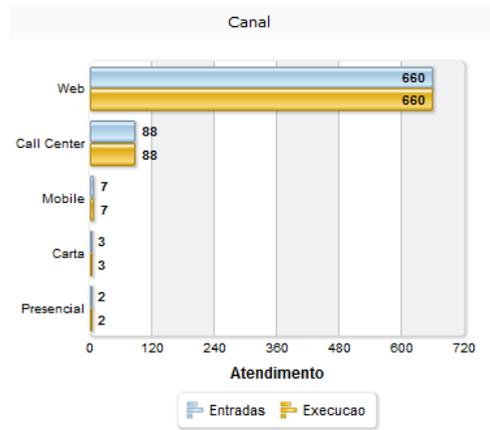
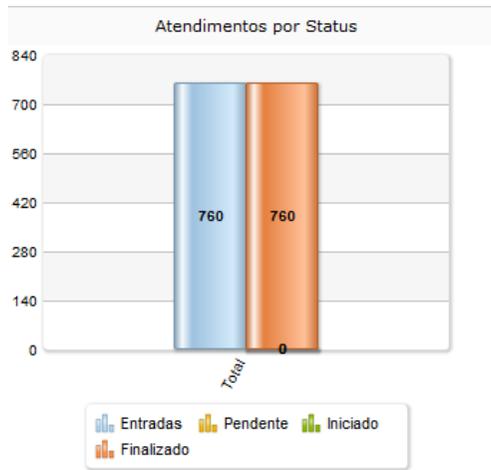
**SESAP**  
**SECRETARIA DE SAÚDE PÚBLICA**



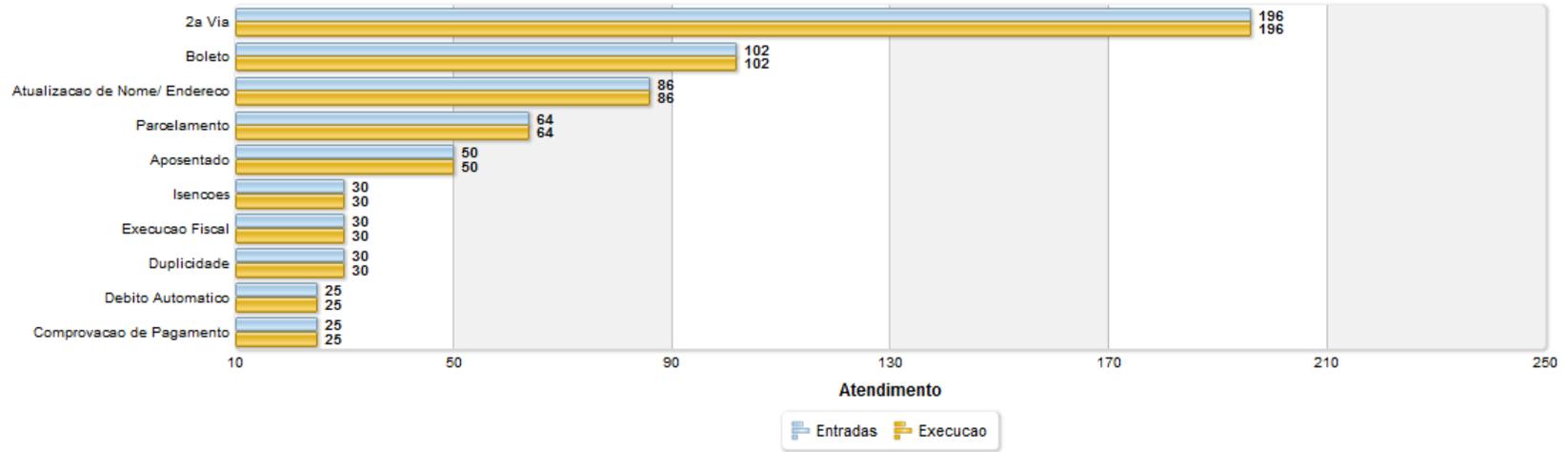
### Detalhamento Serviço (Top 10)



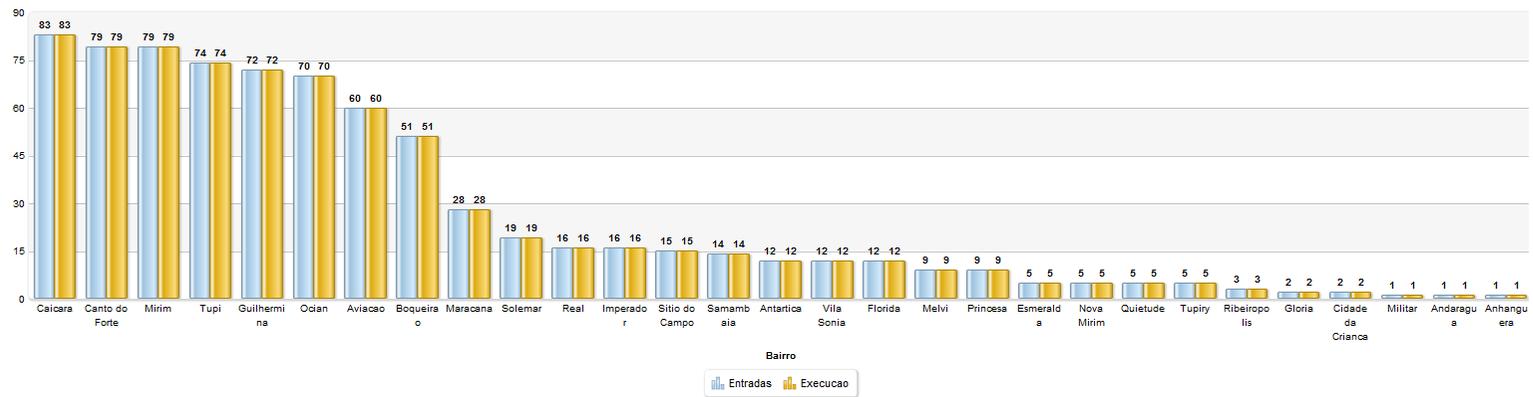
**SEFIN**  
**SECRETARIA DE FINANÇAS**



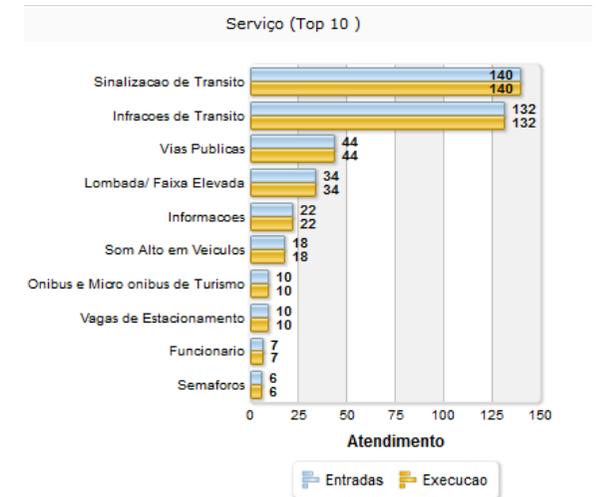
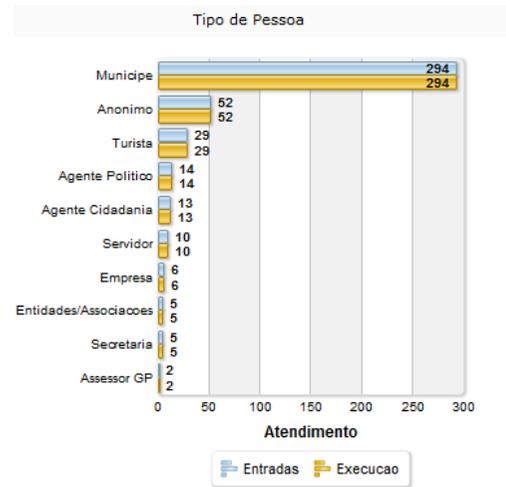
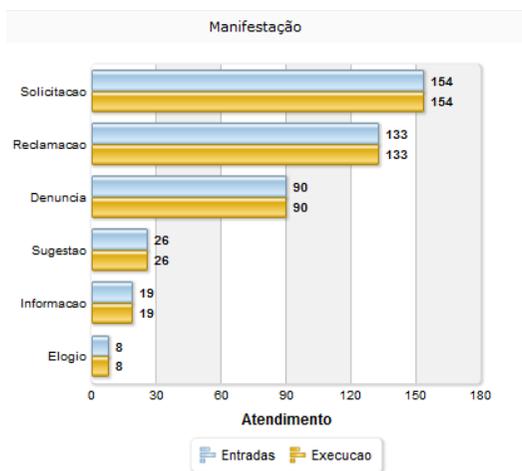
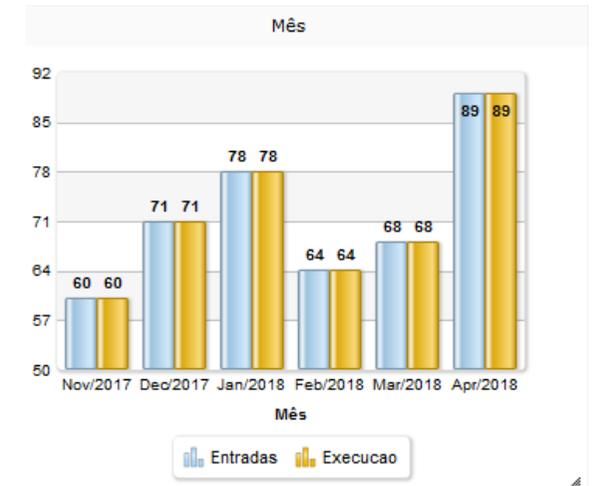
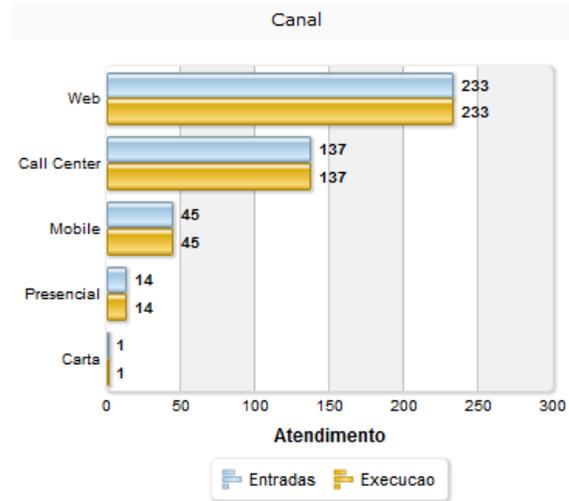
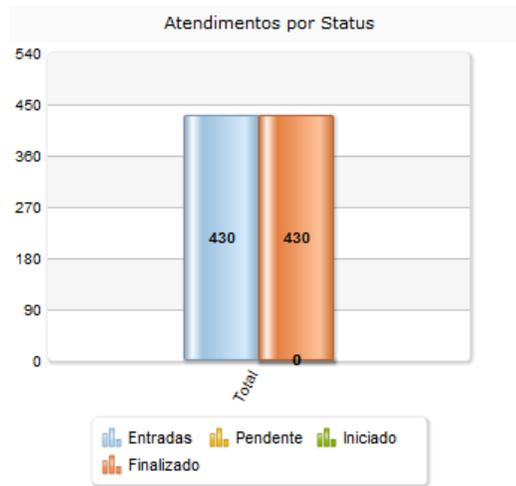
### Detalhamento Serviço (Top 10)



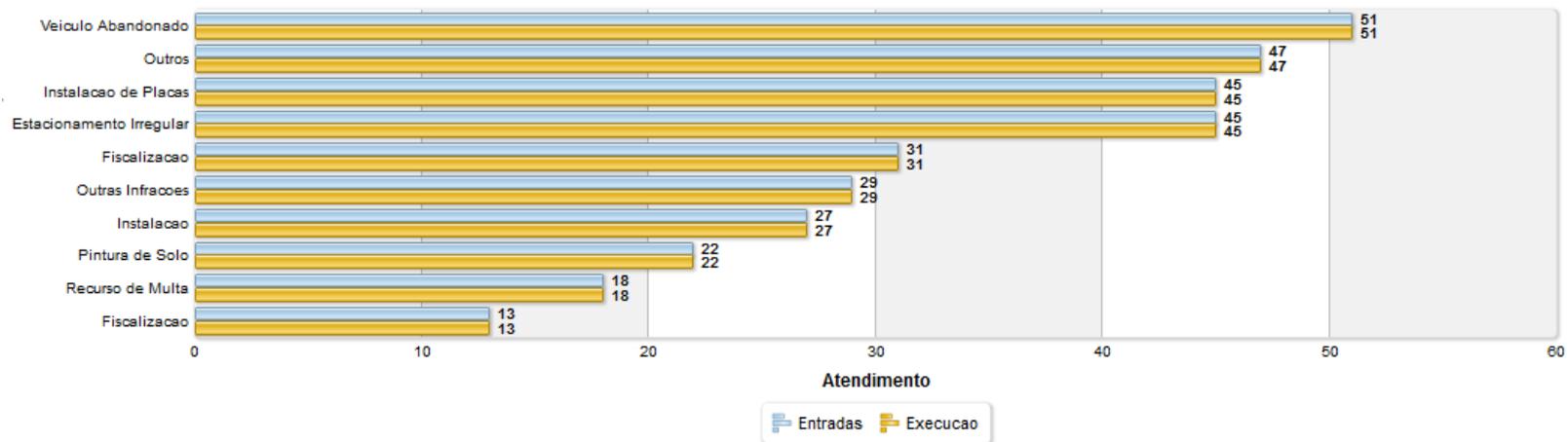
### Bairro



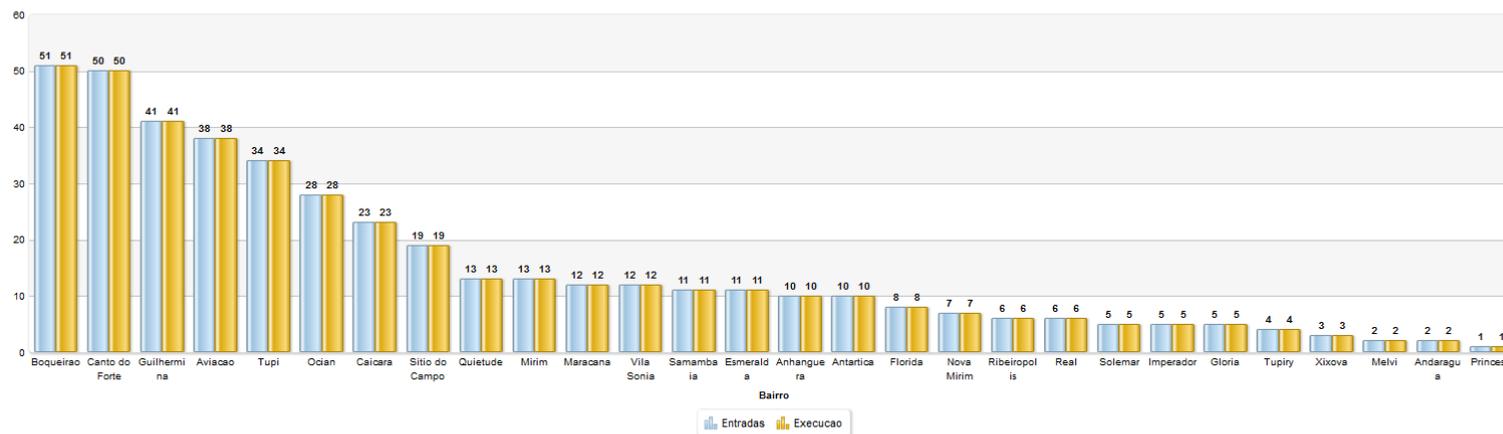
**SETRAN**  
**SECRETARIA DE TRÂNSITO**



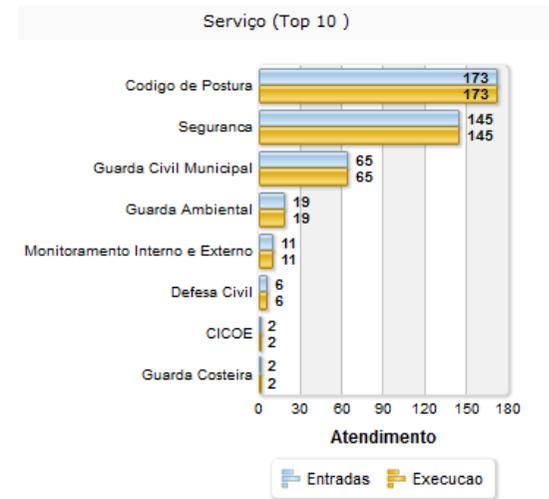
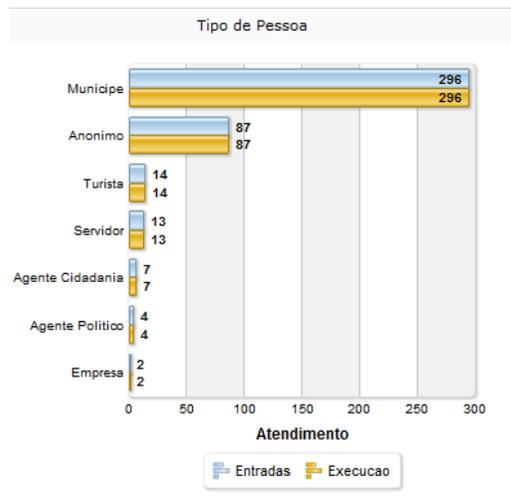
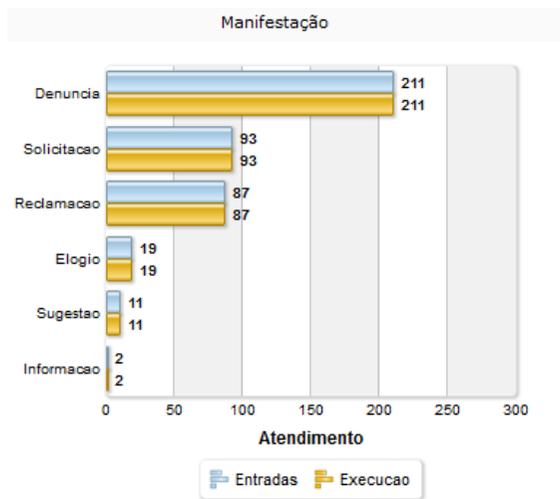
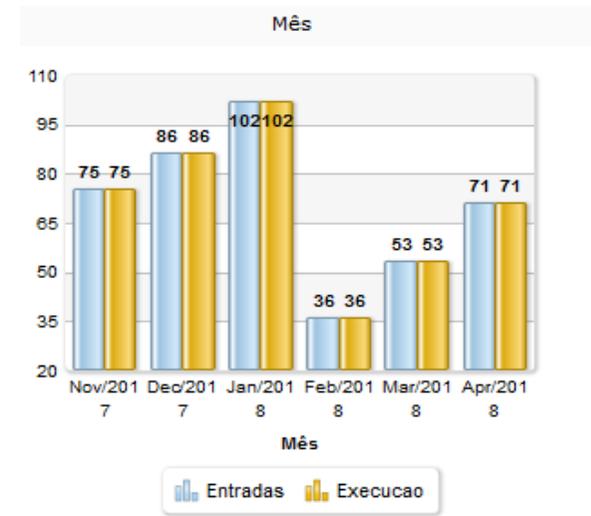
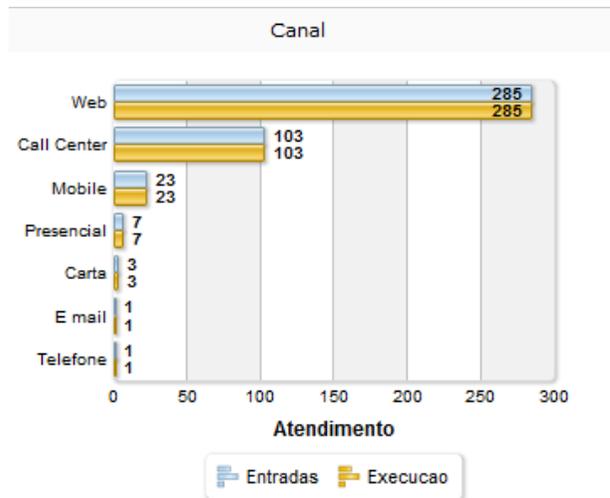
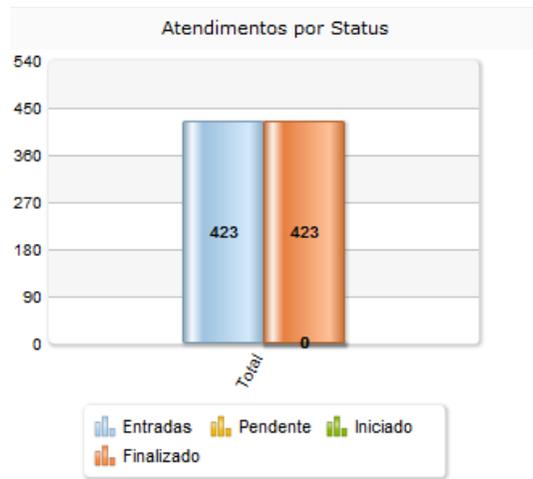
Detalhamento Serviço (Top 10)



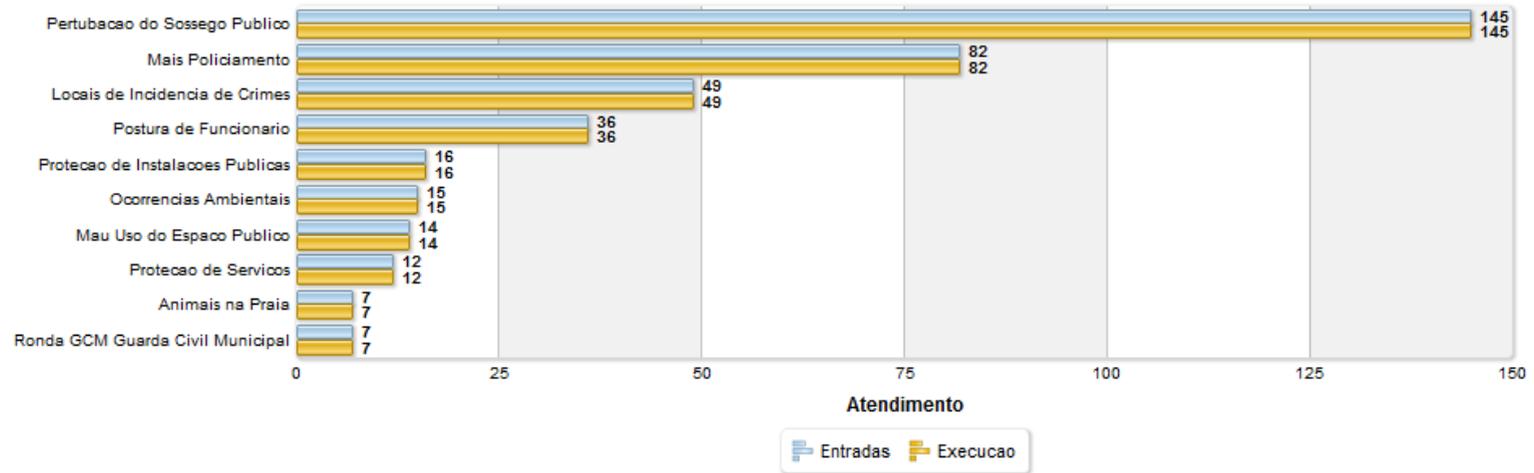
Bairro



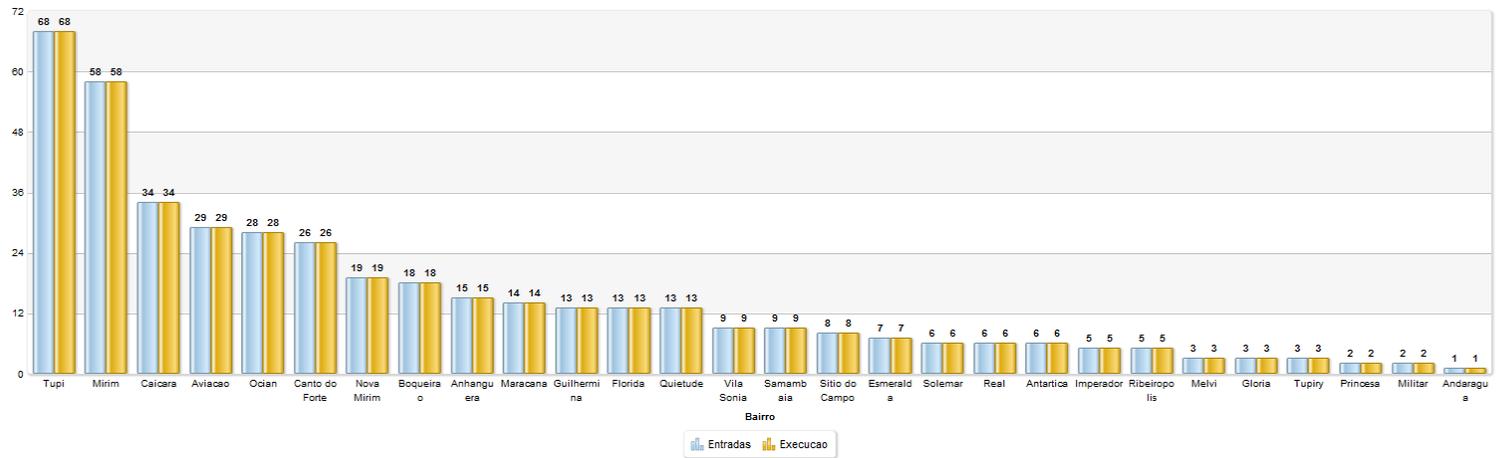
**SEASP**  
**SECRETARIA DE ASSUNTO DE SEGURANÇA**  
**PÚBLICA**



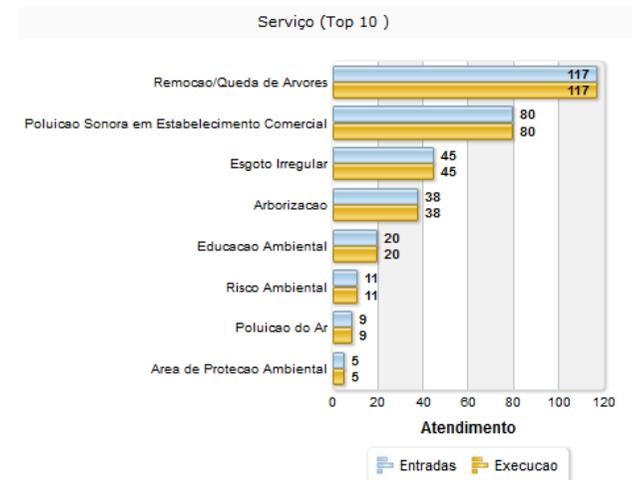
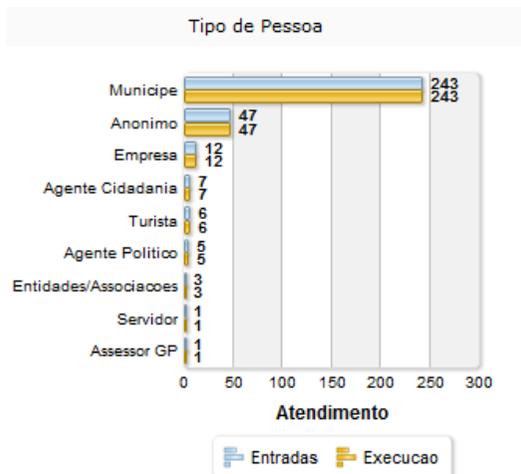
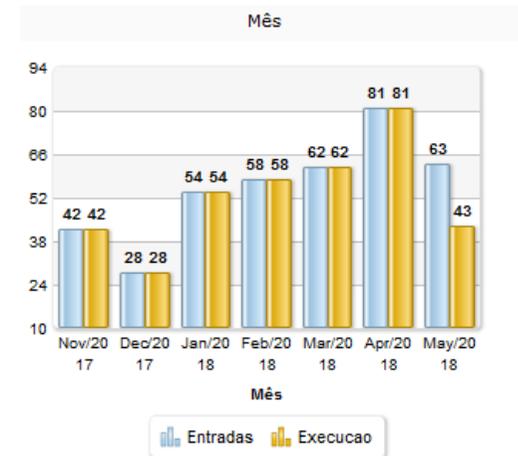
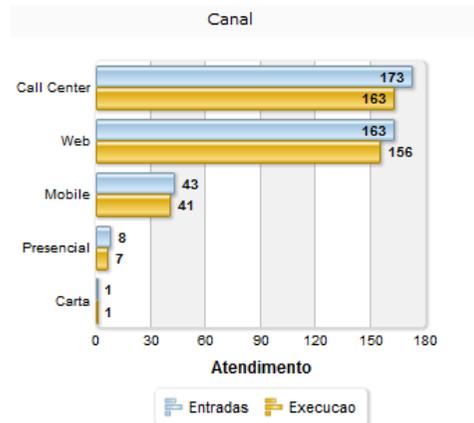
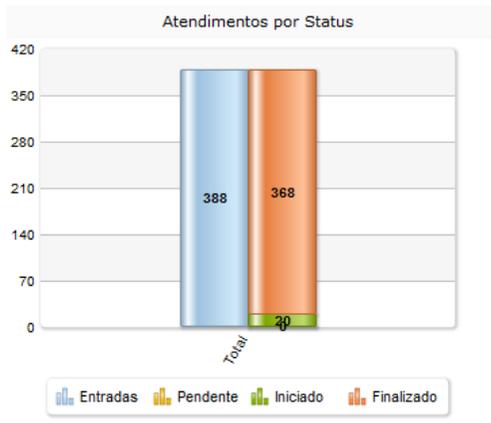
### Detalhamento Serviço (Top 10)



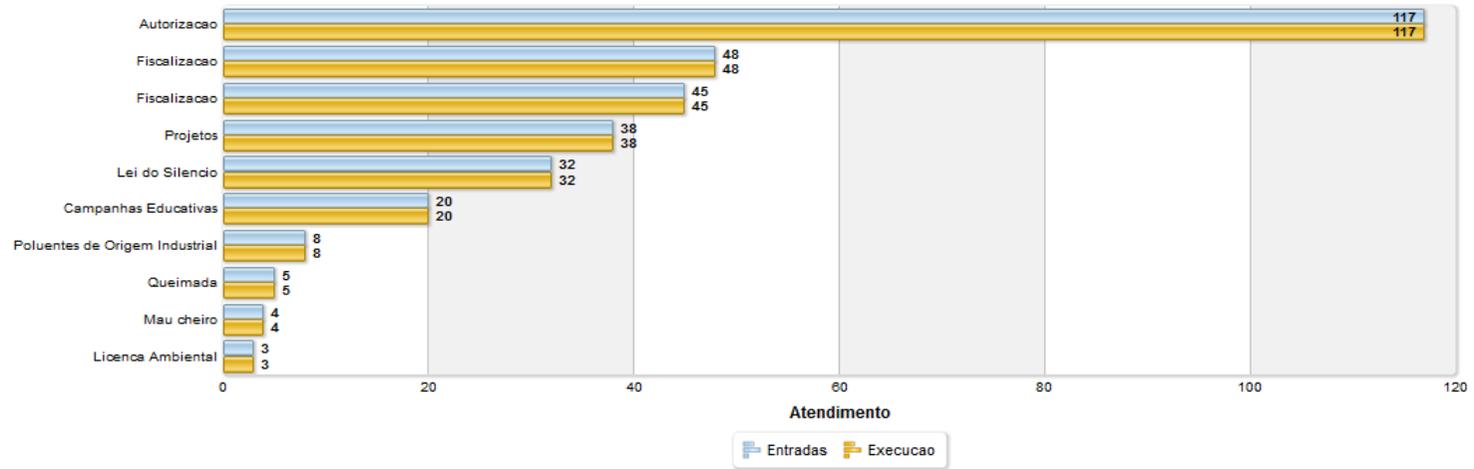
### Bairro



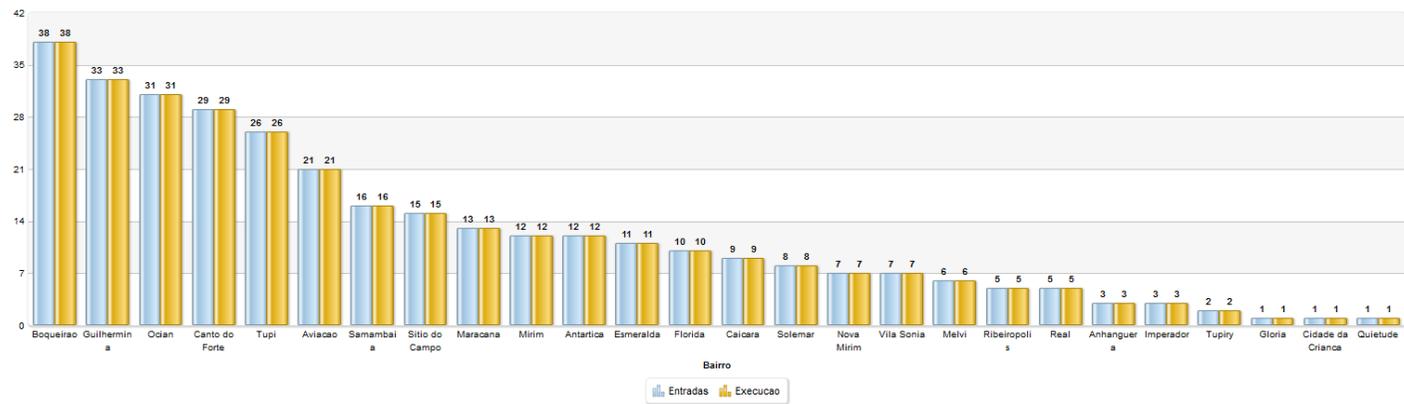
**SEMA**  
**SECRETARIA DE MEIO AMBIENTE**



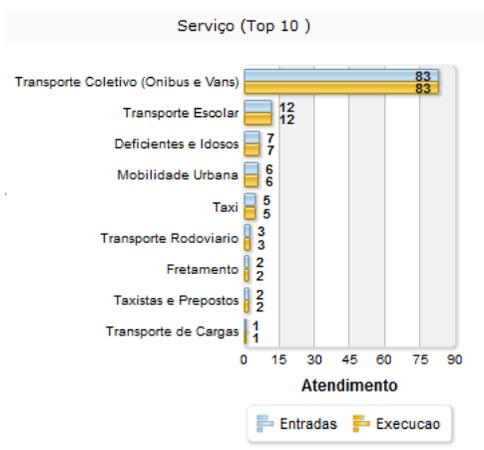
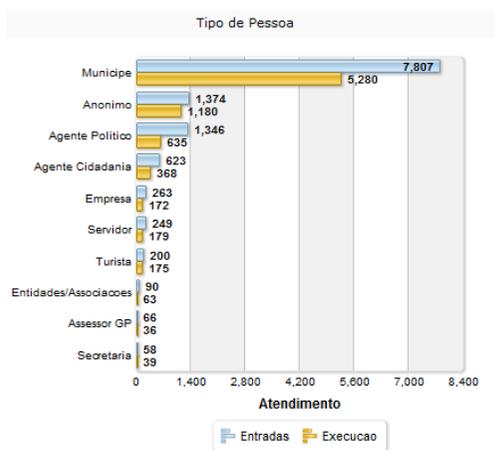
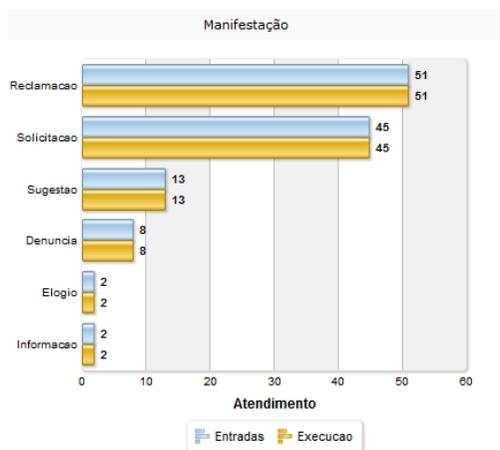
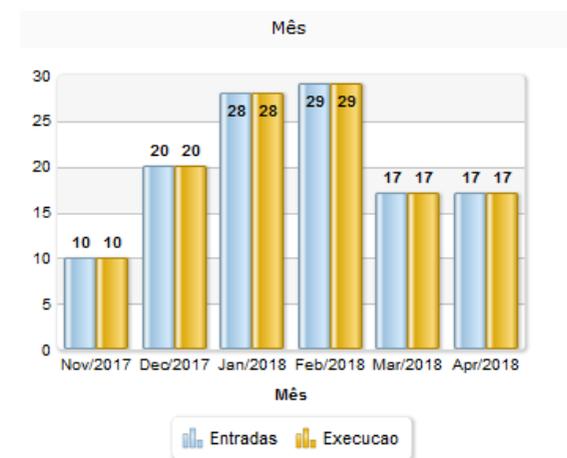
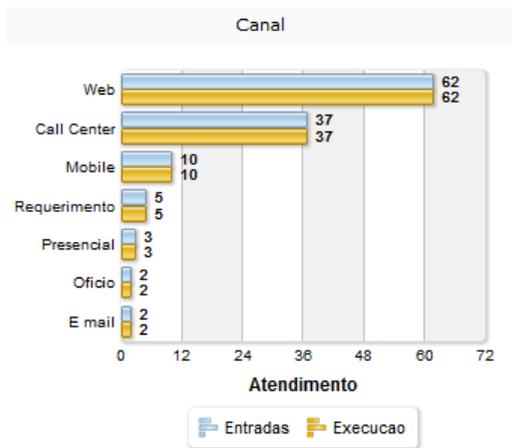
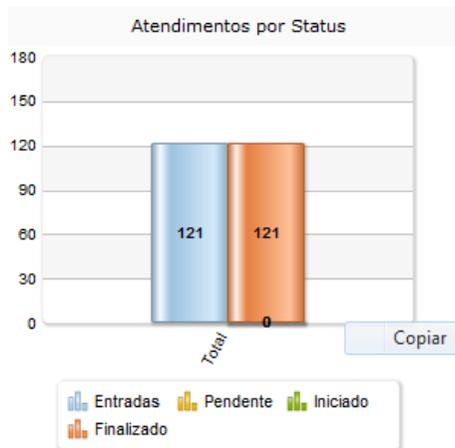
Detalhamento Serviço (Top 10)



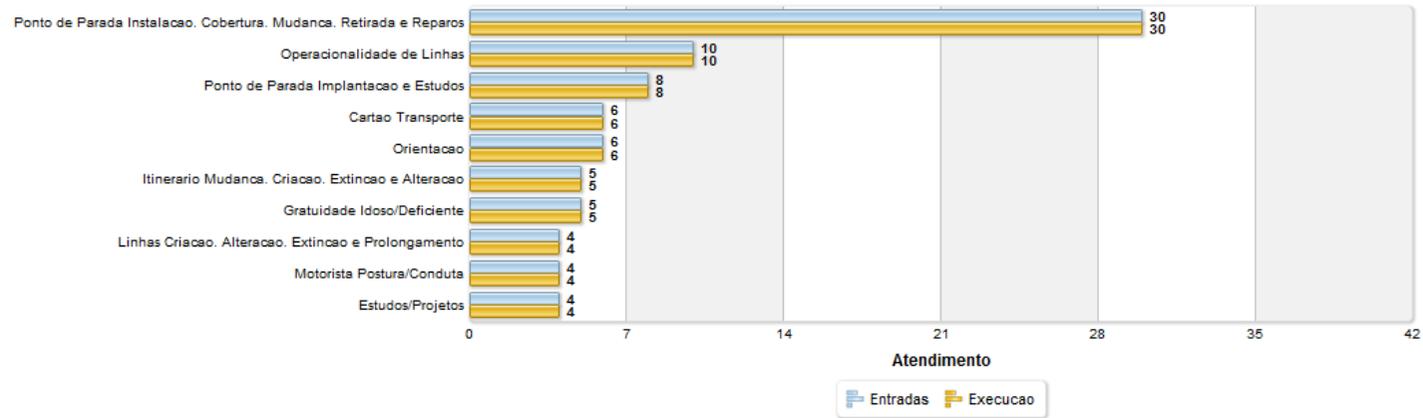
Bairro



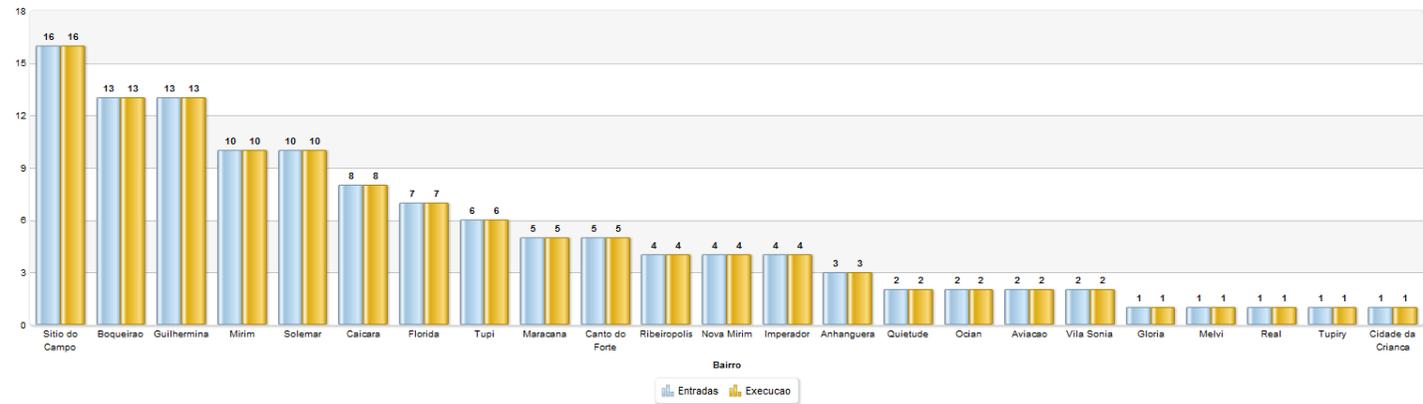
**SETRANSP**  
**SECRETARIA DE TRANSPORTE PÚBLICO**



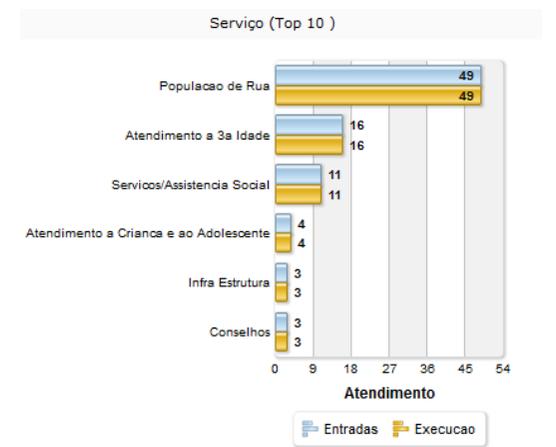
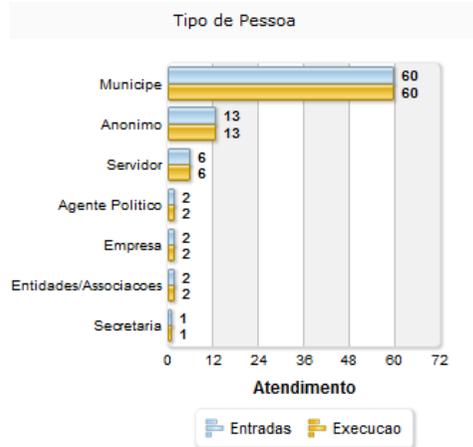
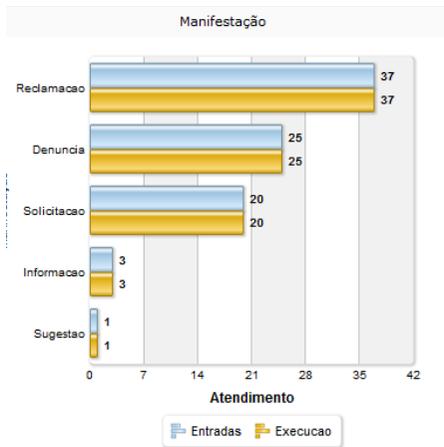
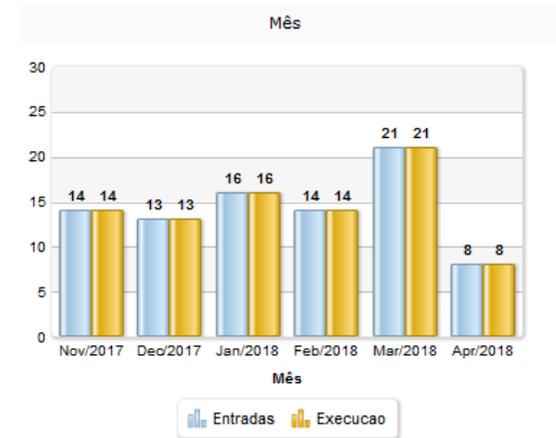
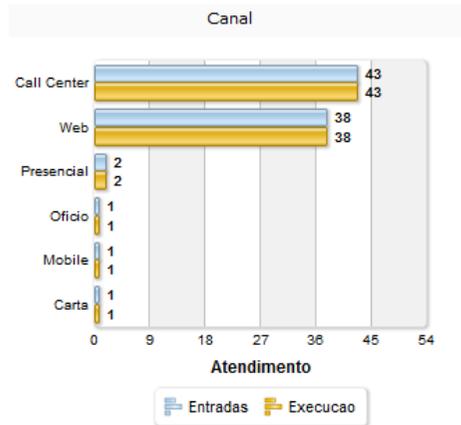
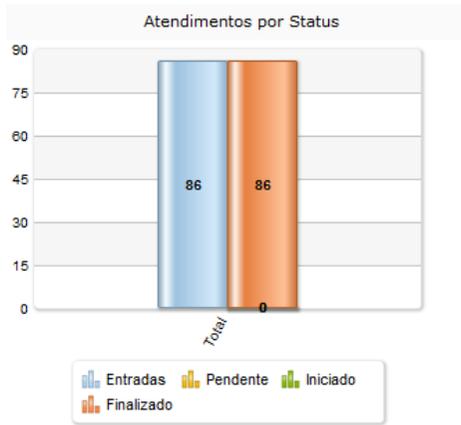
Detalhamento Serviço (Top 10)



Bairro



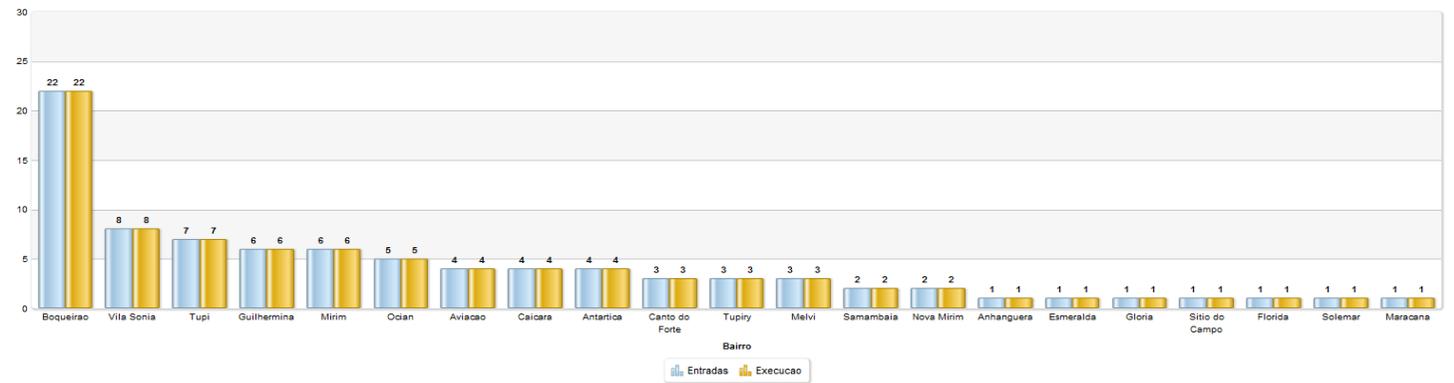
**SEAS**  
**SECRETARIA DE ASSISTÊNCIA SOCIAL**



Detalhamento Serviço (Top 10)

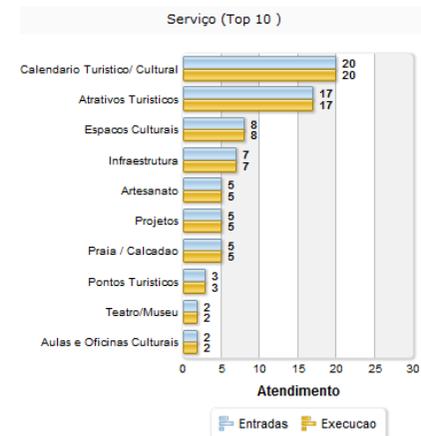
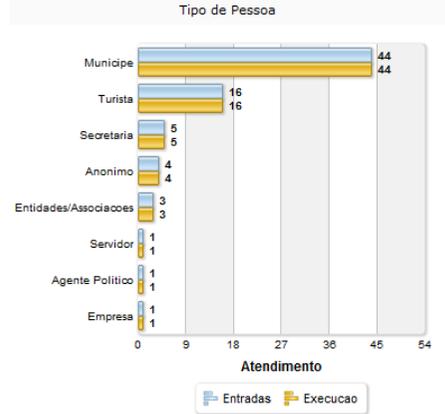
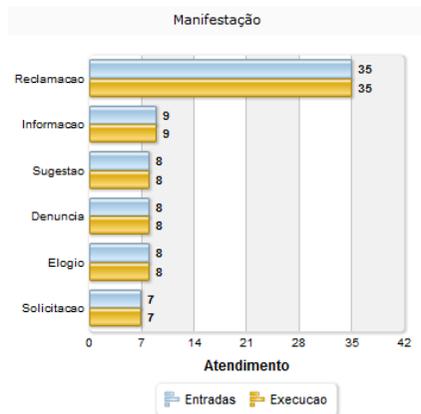
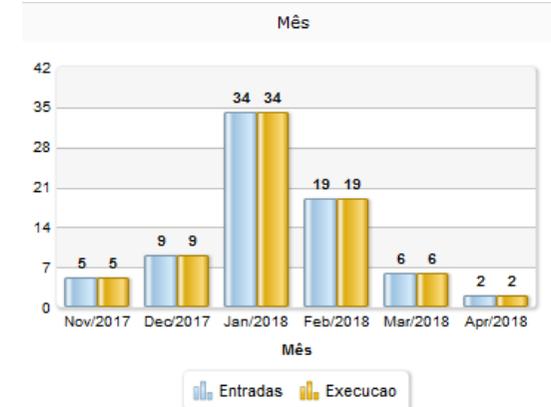
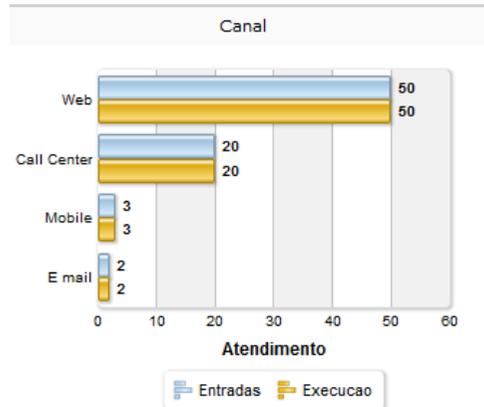
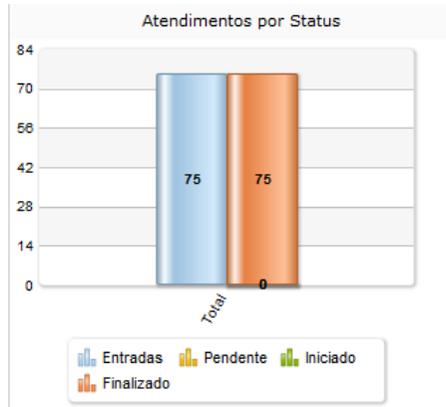


Bairro



**SECTUR**

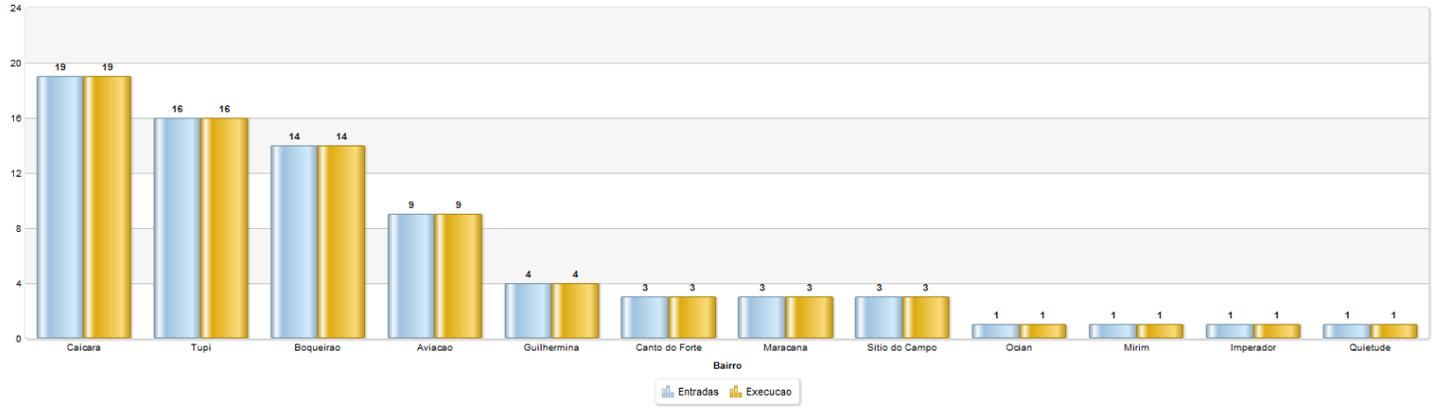
**SECRETARIA DE CULTURA E TURISMO**



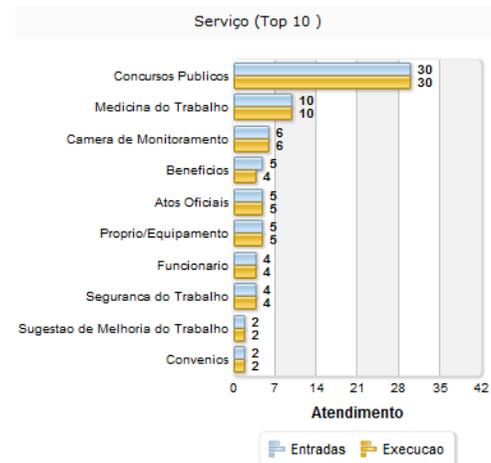
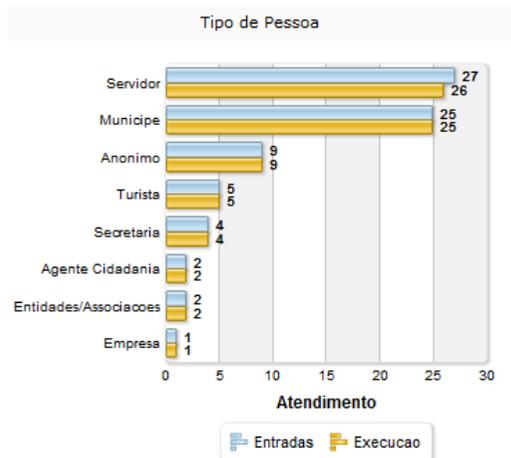
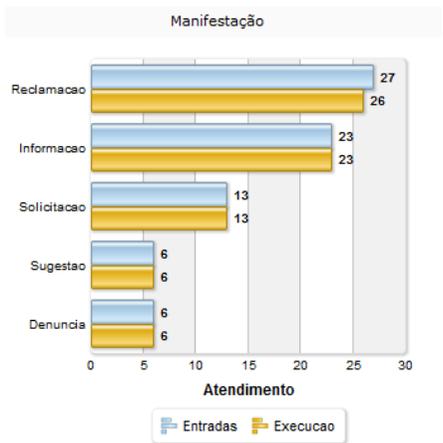
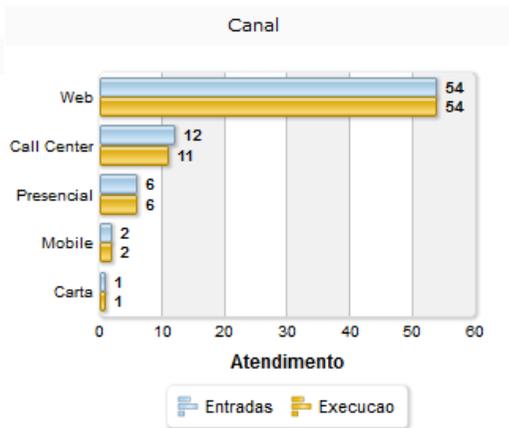
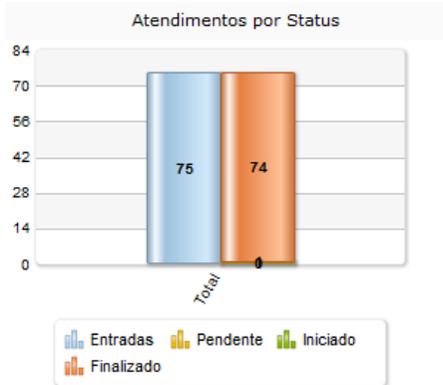
Detalhamento Serviço (Top 10)



Bairro



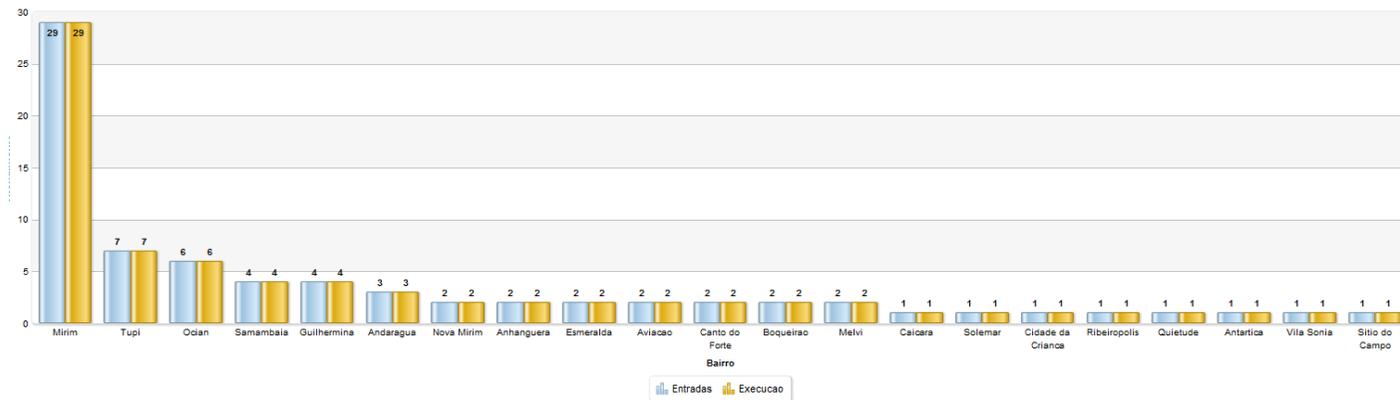
**SEAD**  
**SECRETARIA DE ADMINISTRAÇÃO**



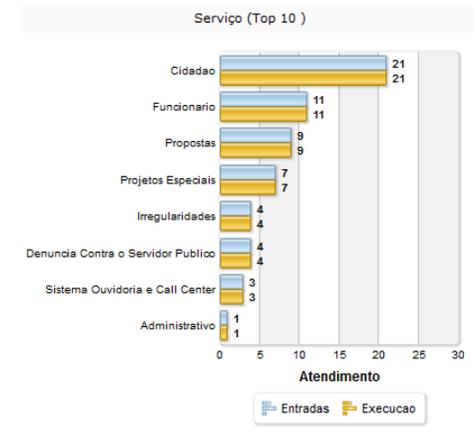
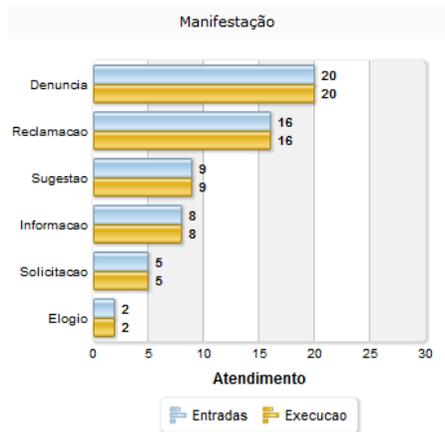
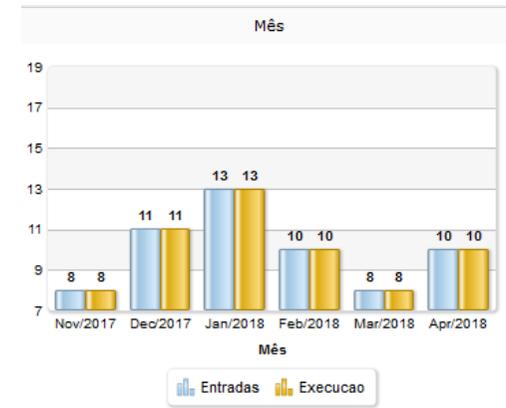
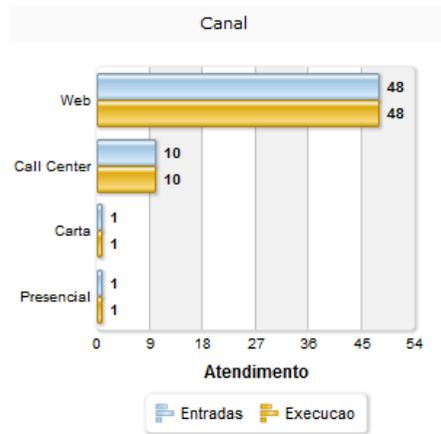
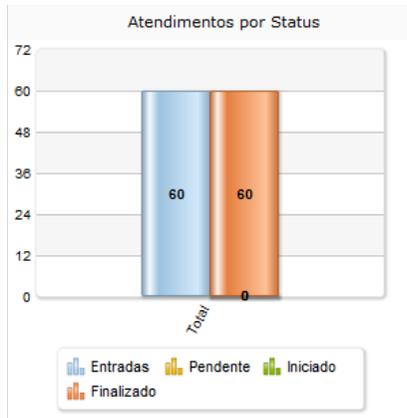
Detalhamento Serviço (Top 10)



Bairro



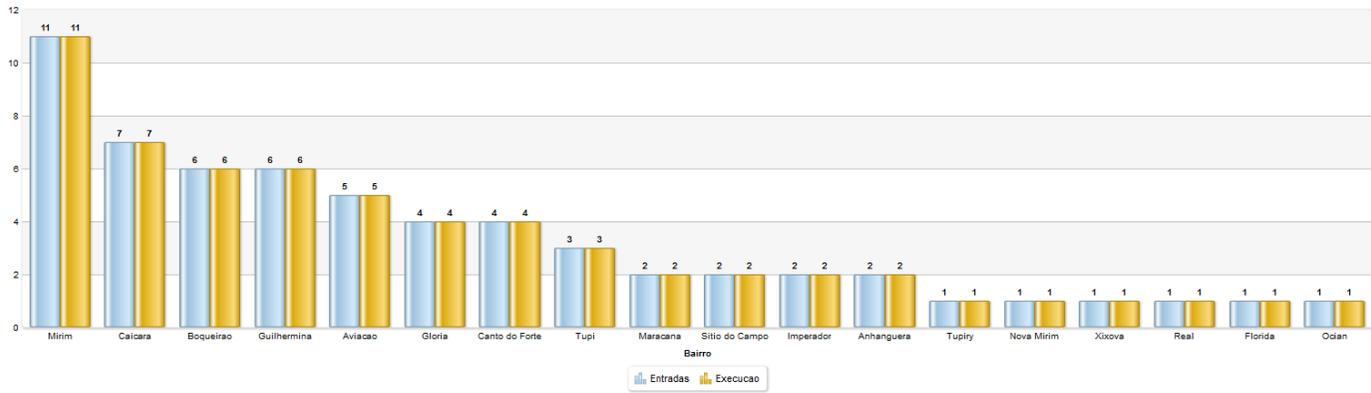
**SEG**  
**SECRETARIA DE GOVERNO**



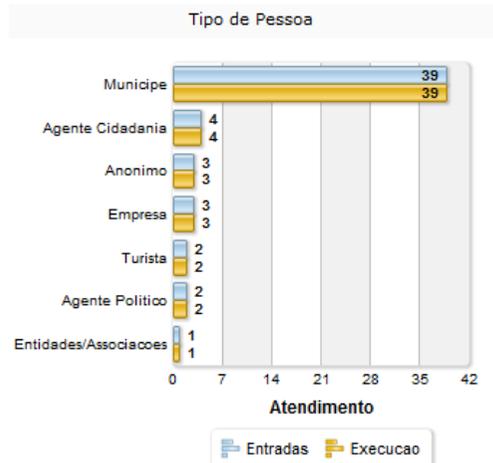
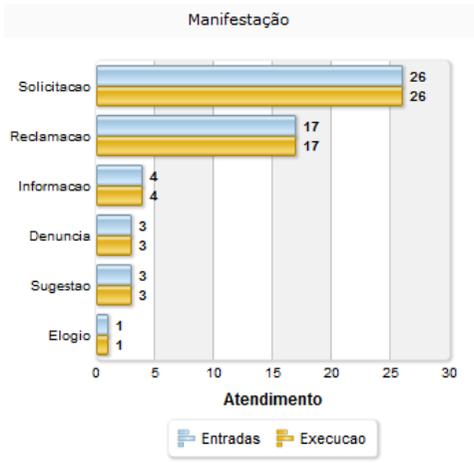
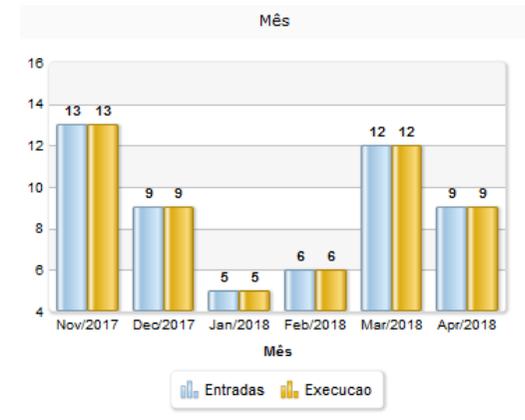
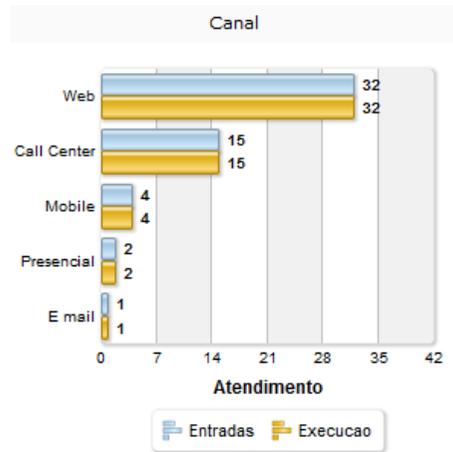
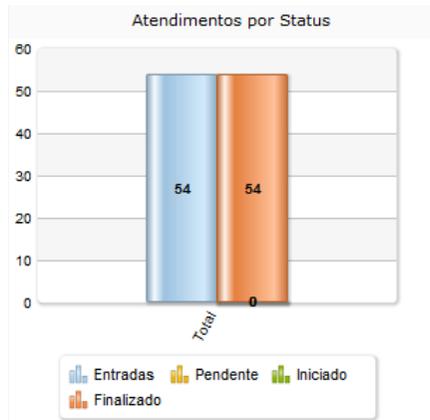
Detalhamento Serviço (Top 10) ☰



Bairro



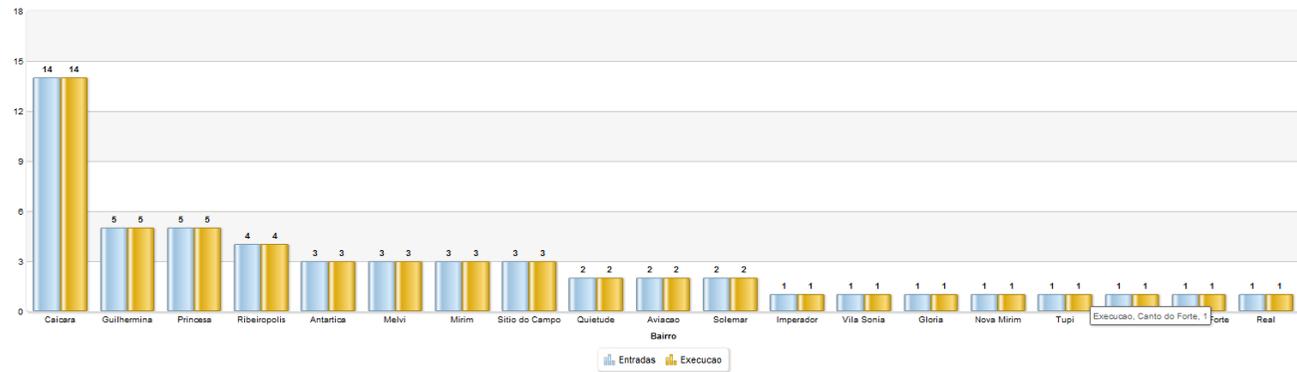
**SEOP**  
**SECRETARIA DE OBRAS PÚBLICAS**



Detalhamento Serviço (Top 10)

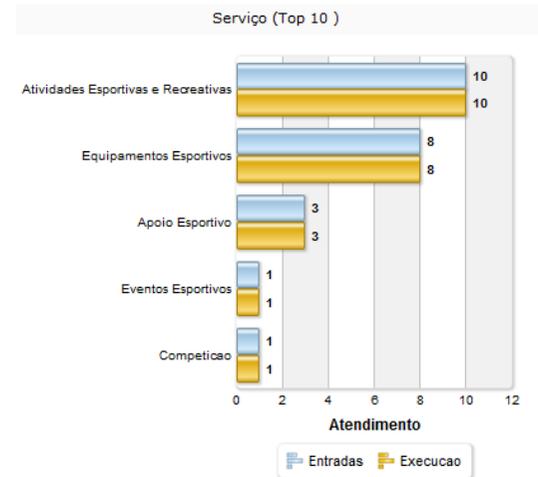
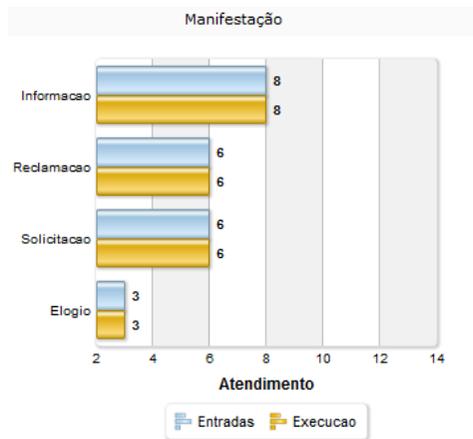
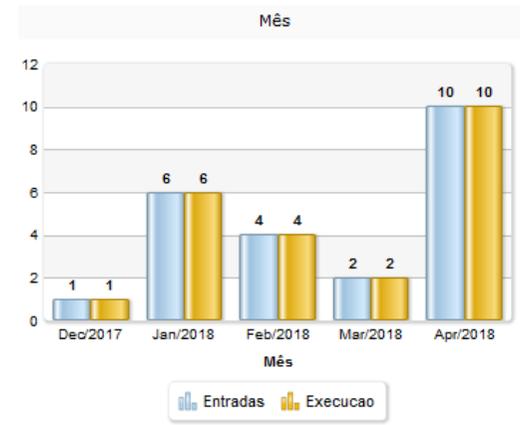
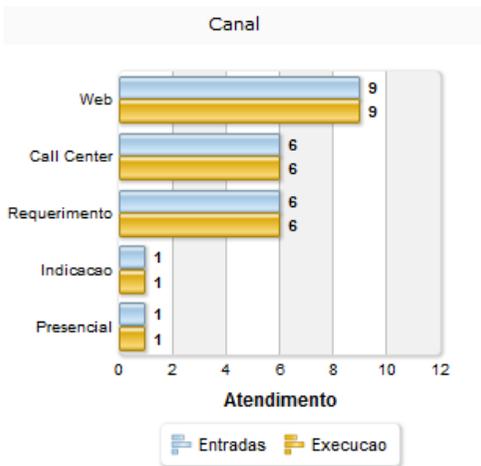
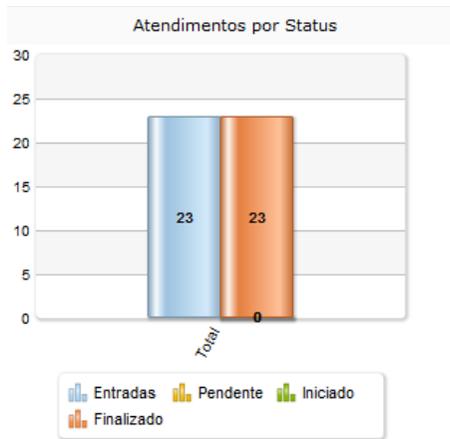


Bairro

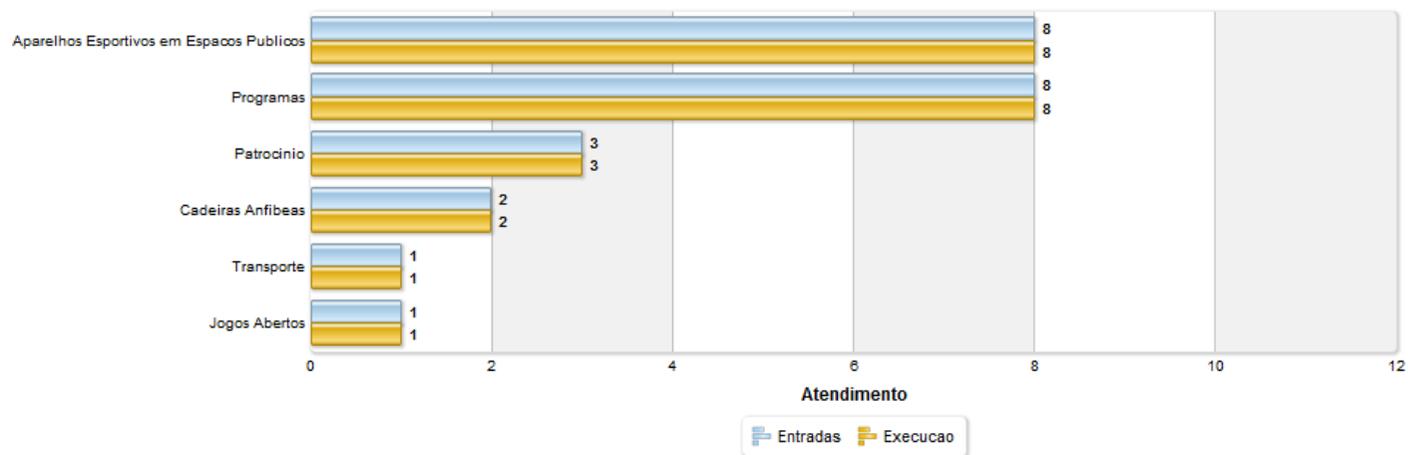


**SEEL**

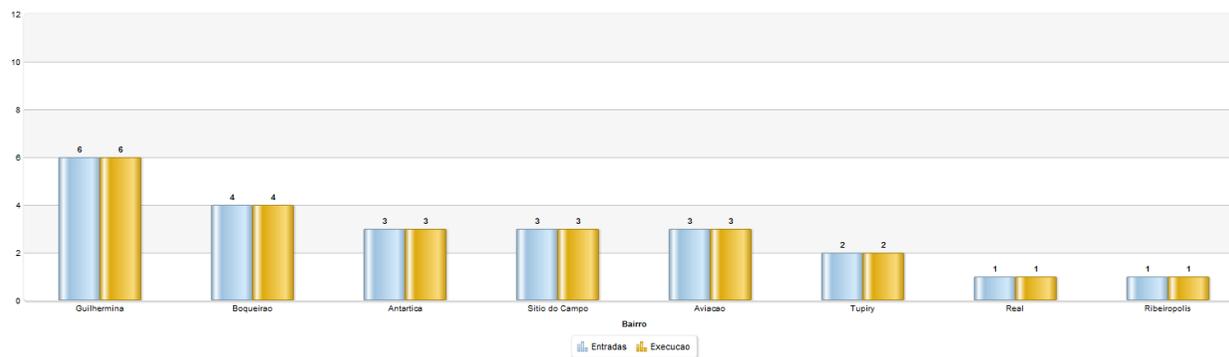
**SECRETARIA DE ESPORTE E LAZER**



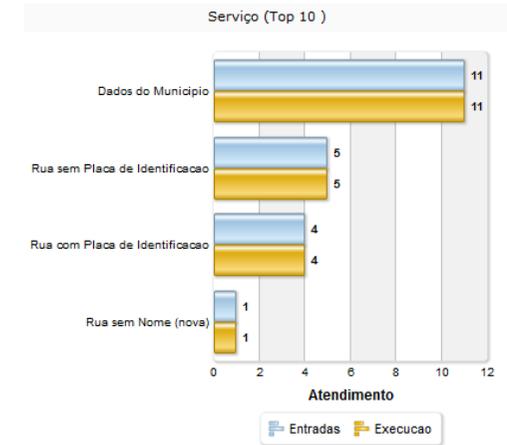
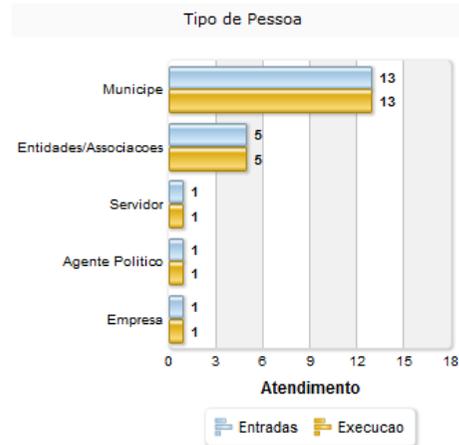
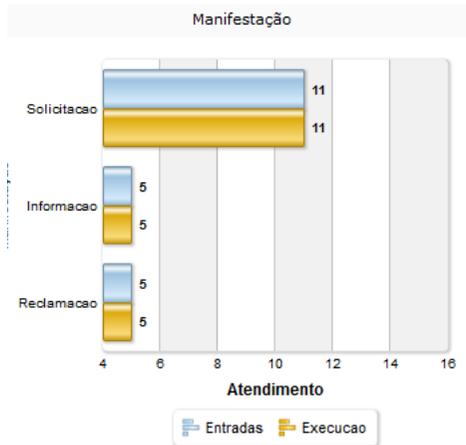
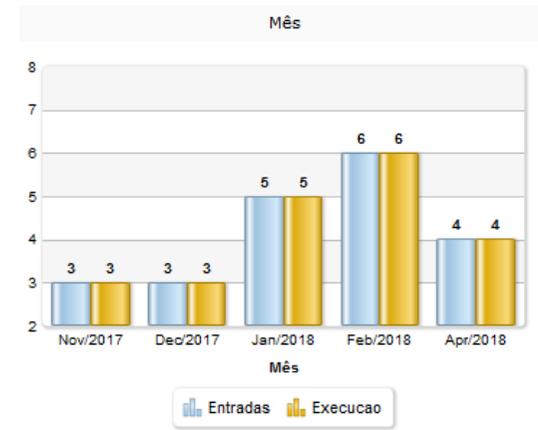
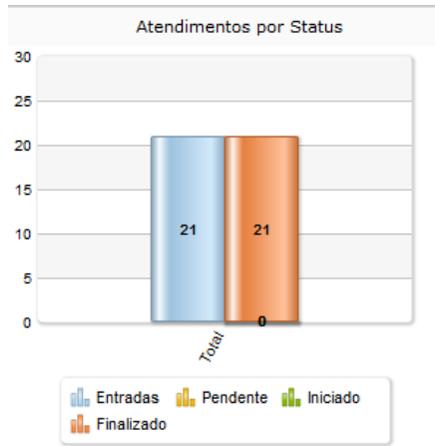
Detalhamento Serviço (Top 10)



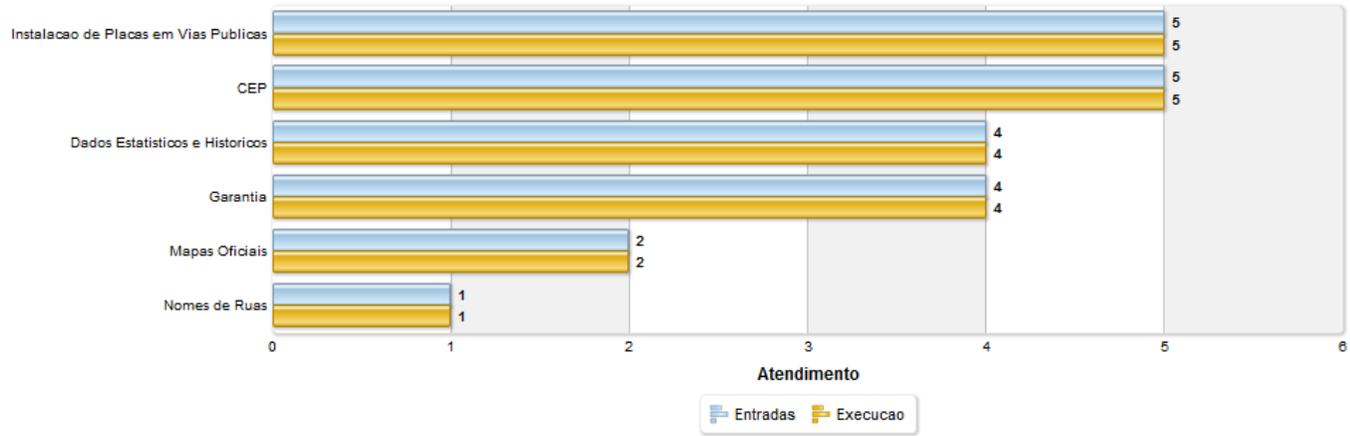
Bairro



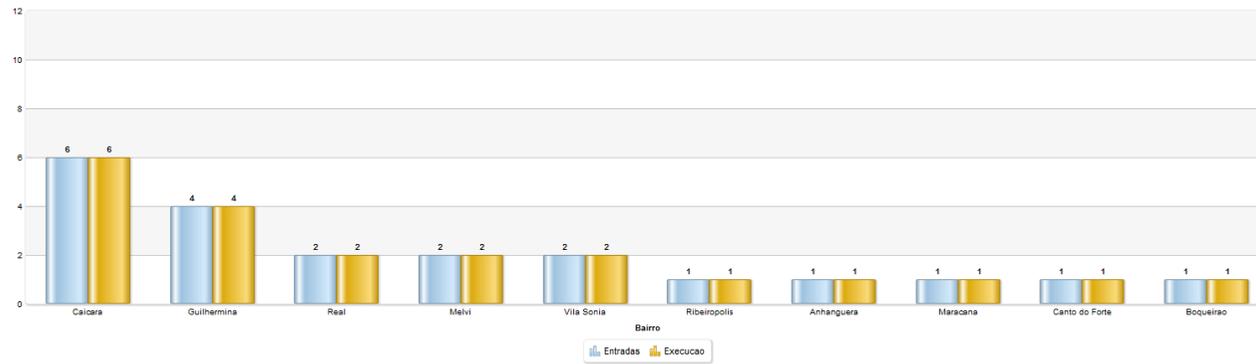
**SEPLAN**  
**SECRETARIA DE PLANEJAMENTO**



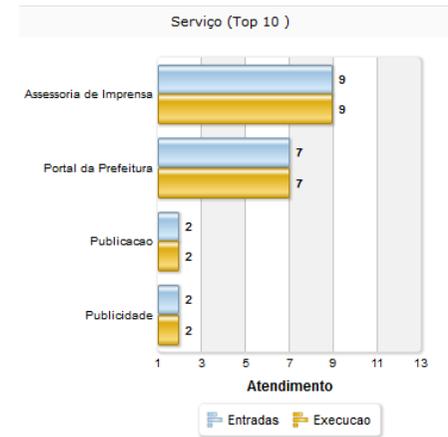
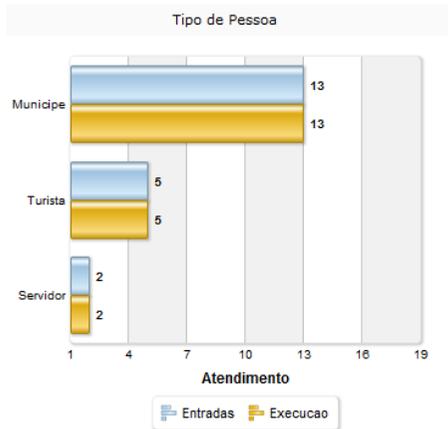
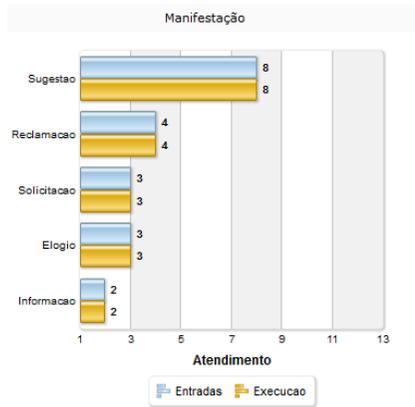
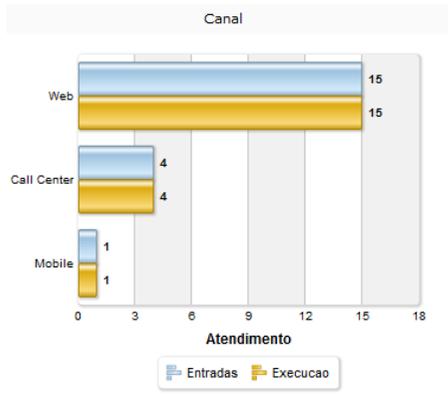
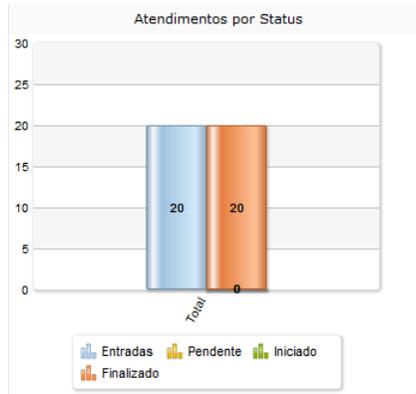
Detalhamento Serviço (Top 10)

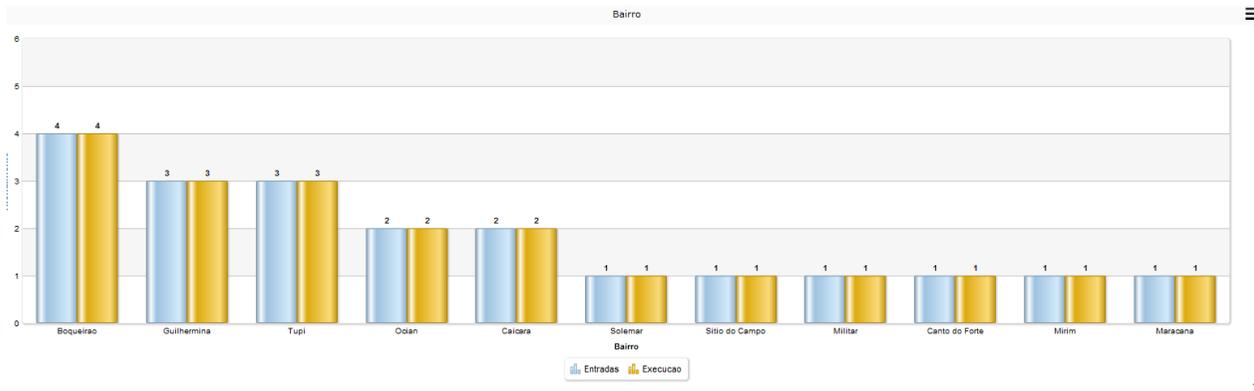
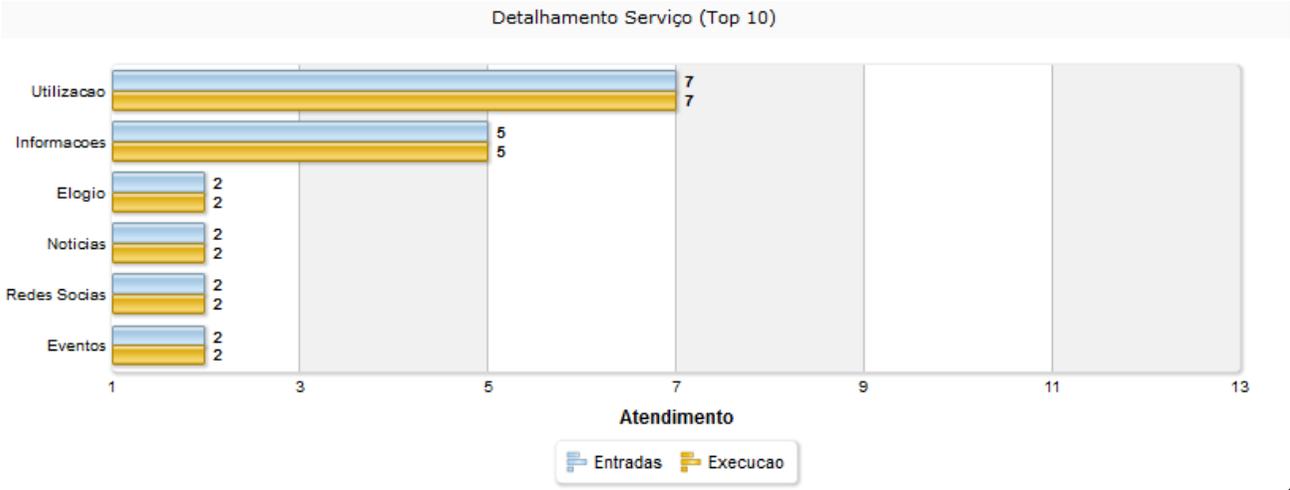


Bairro

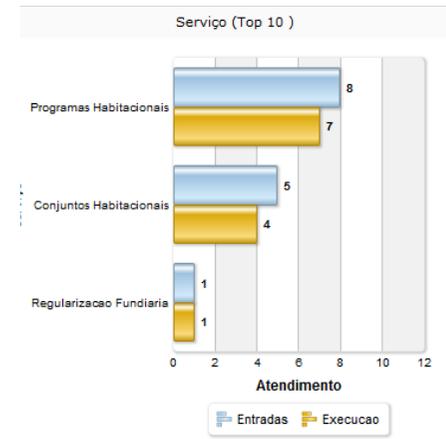
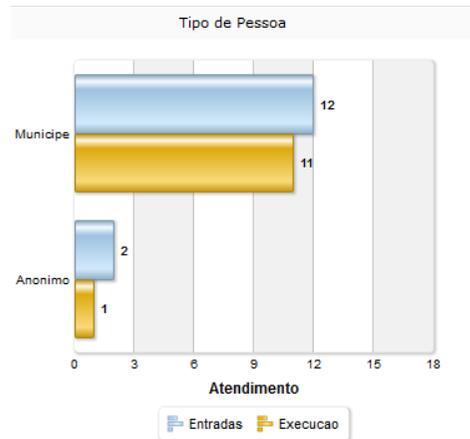
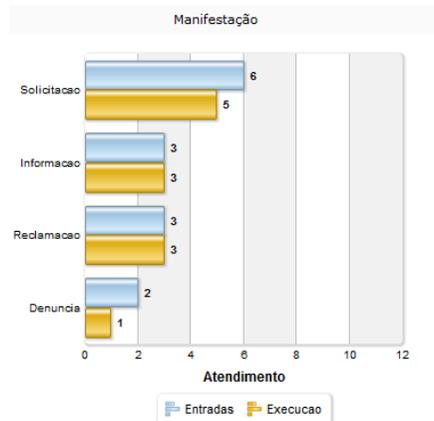
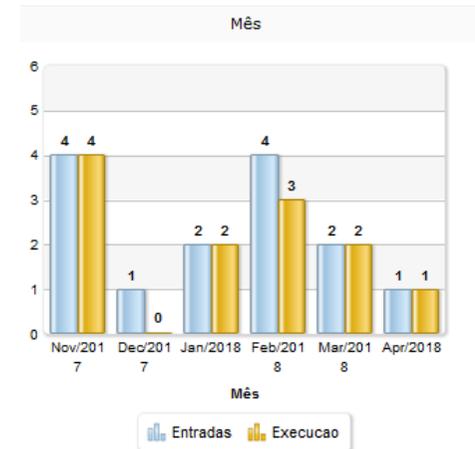
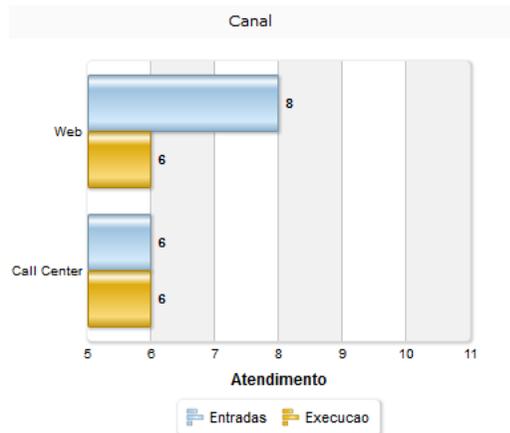
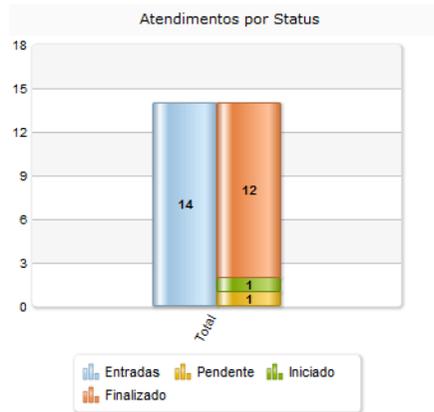


**DECOM**  
**DEPARTAMENTO DE COMUNICAÇÃO SOCIAL**

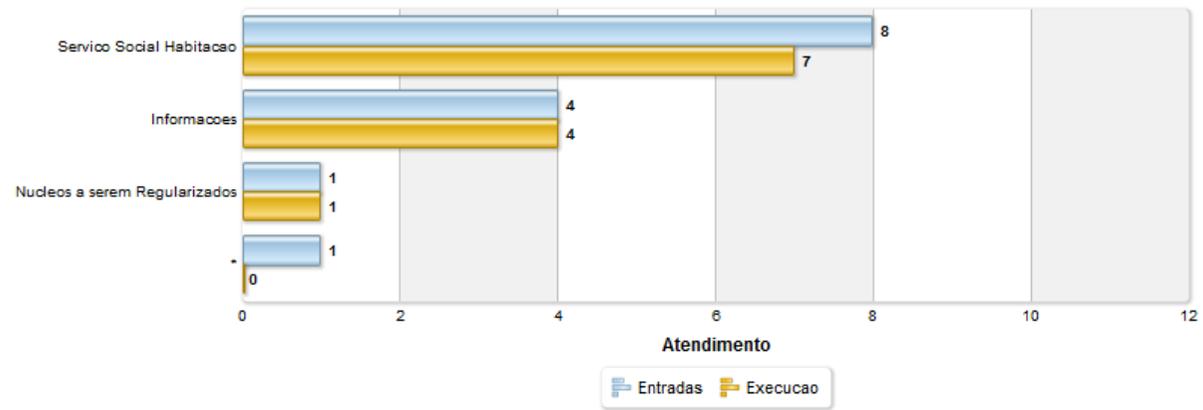




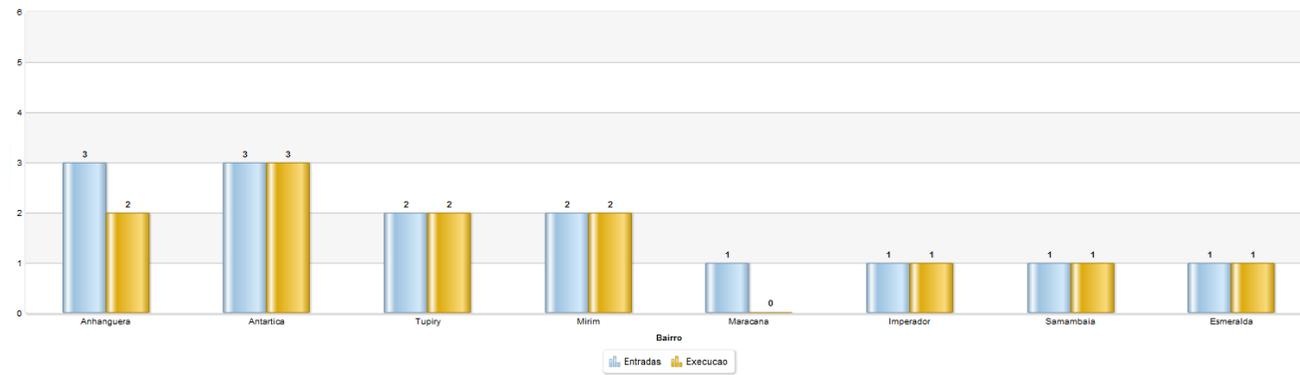
**SEHAB**  
**SECRETARIA DE HABITAÇÃO**



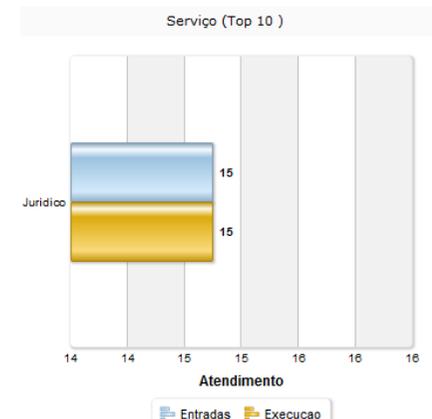
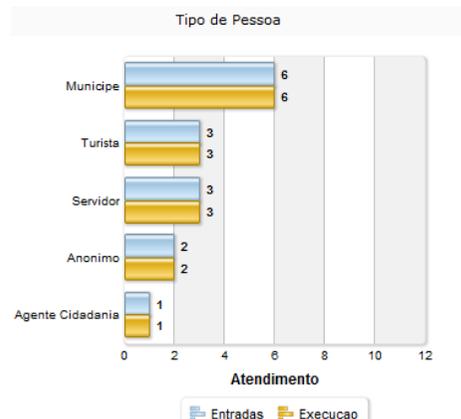
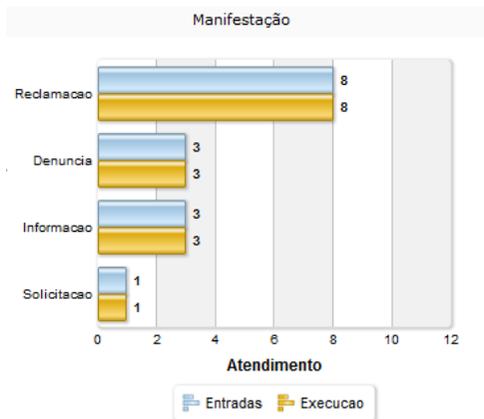
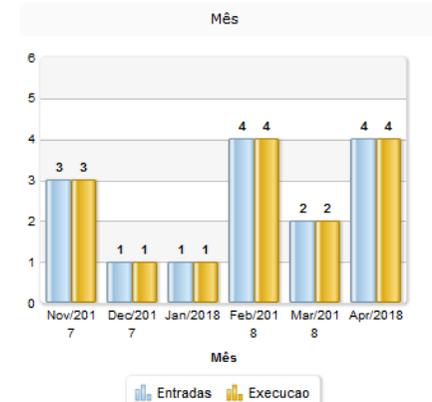
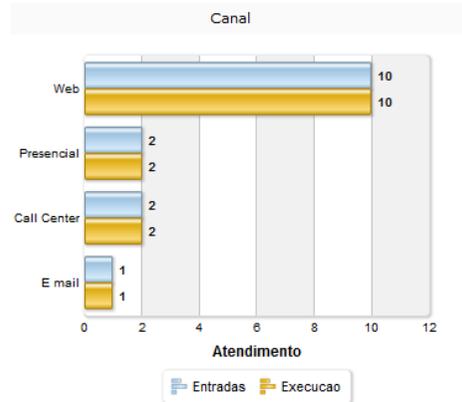
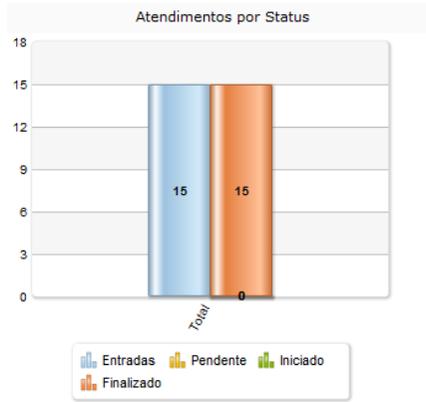
Detalhamento Serviço (Top 10)

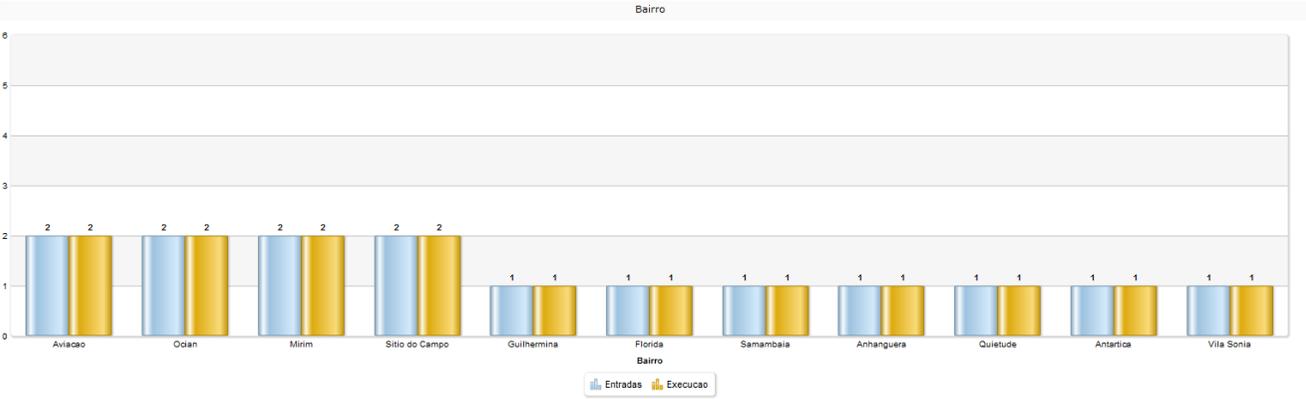
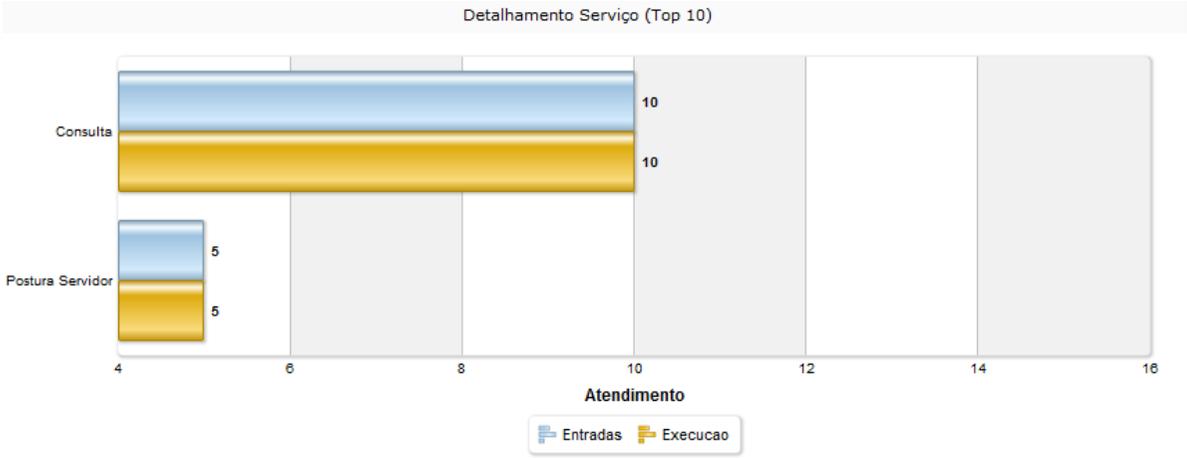


Bairro



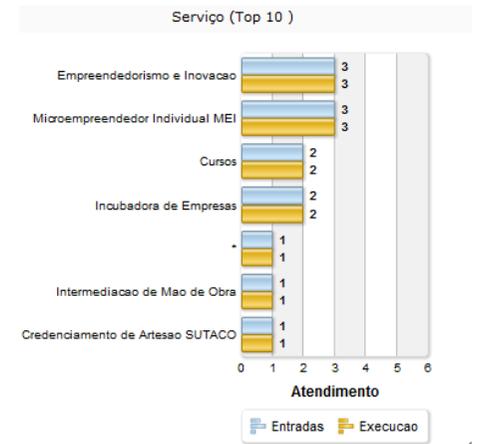
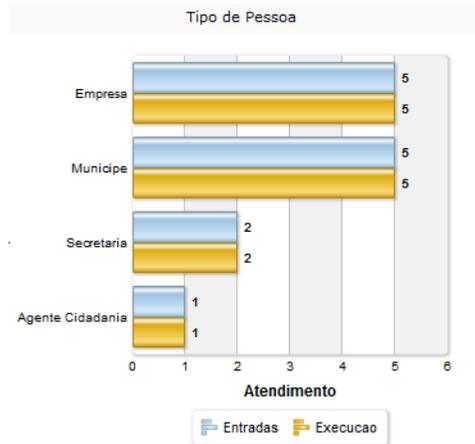
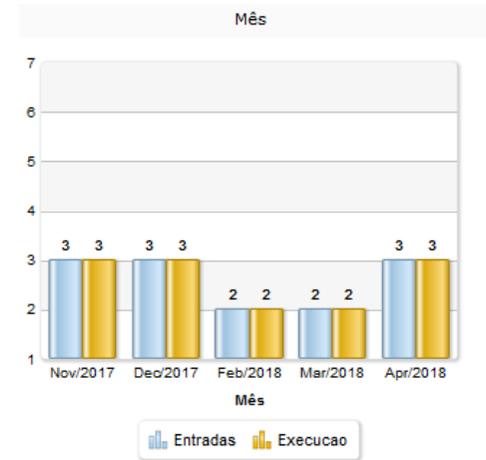
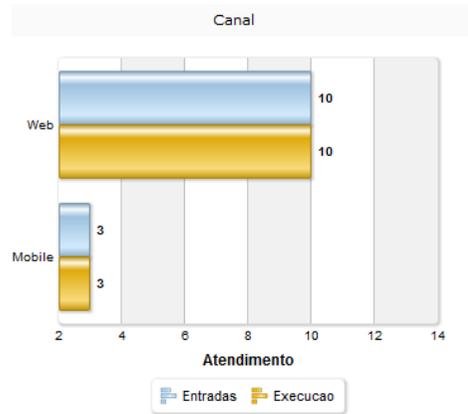
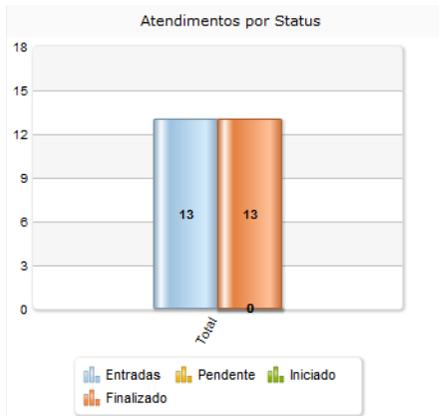
**PROGEM**  
**PROCURADORIA GERAL DO MUNICÍPIO**





**SEAI**

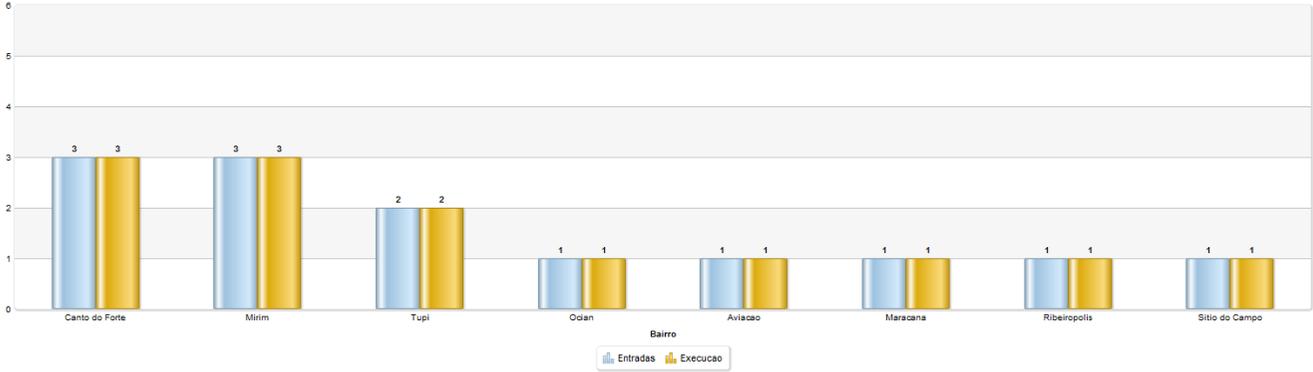
**SECRETARIA DE ASSUNTOS INSTITUCIONAIS**



Detalhamento Serviço (Top 10)

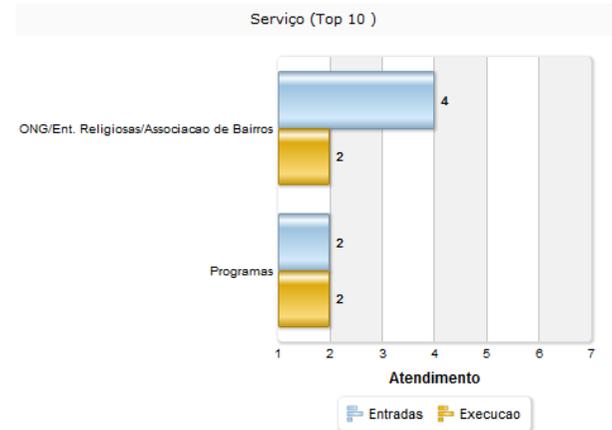
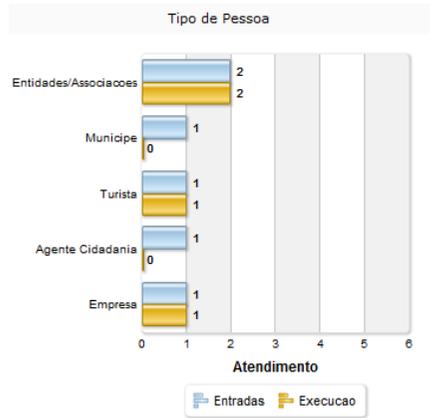
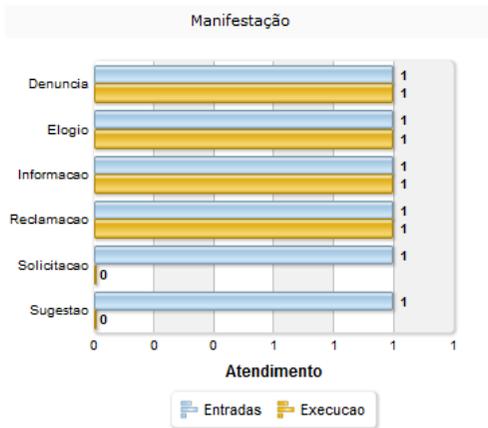
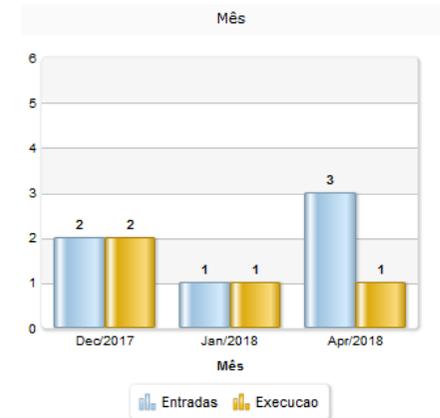
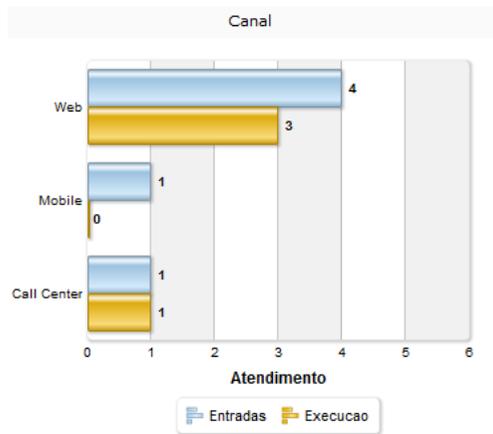
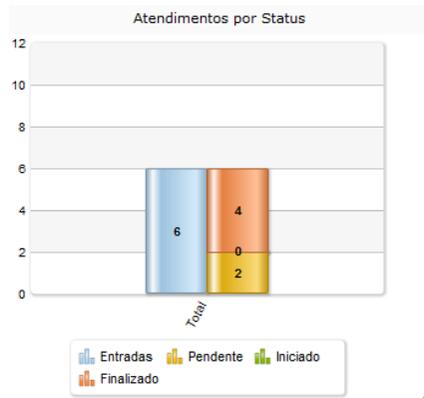


Bairro



# **CIDADANIA**

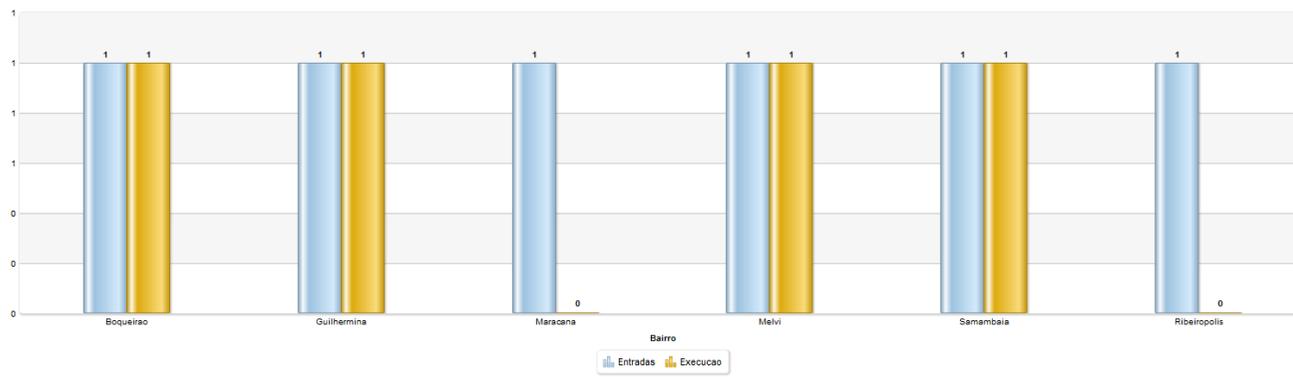
## **AÇÕES DE CIDADANIA**



Detalhamento Serviço (Top 10)

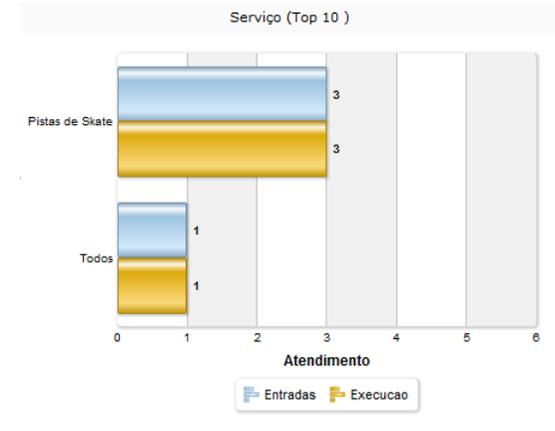
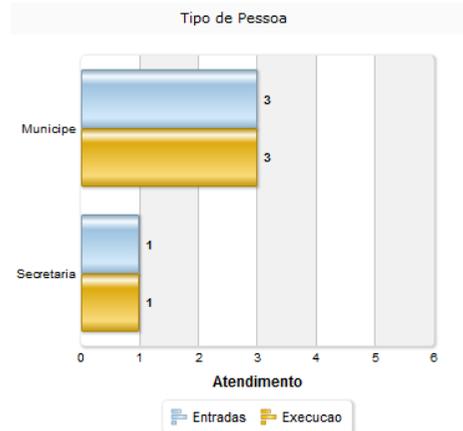
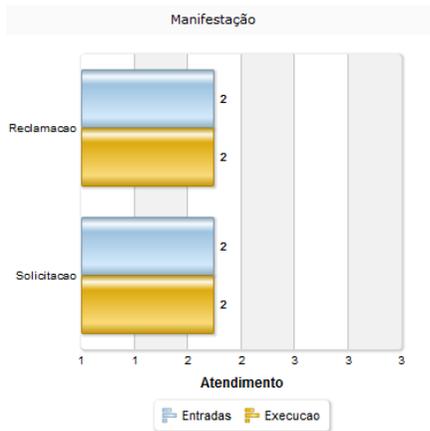
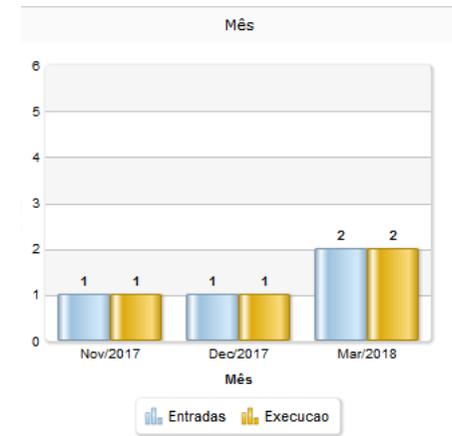
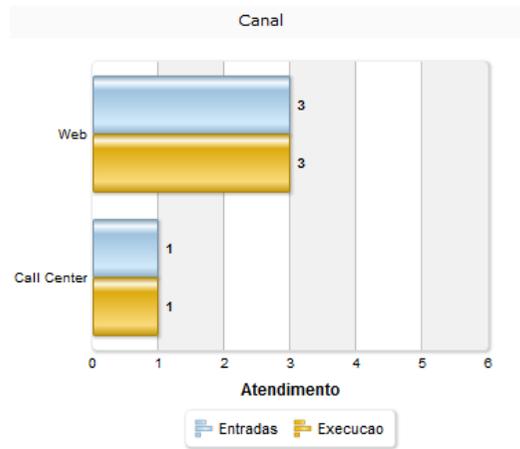
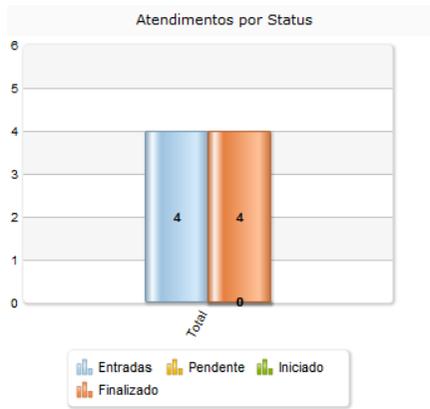


Bairro



**GP**

**GABINETE DO PREFEITO**

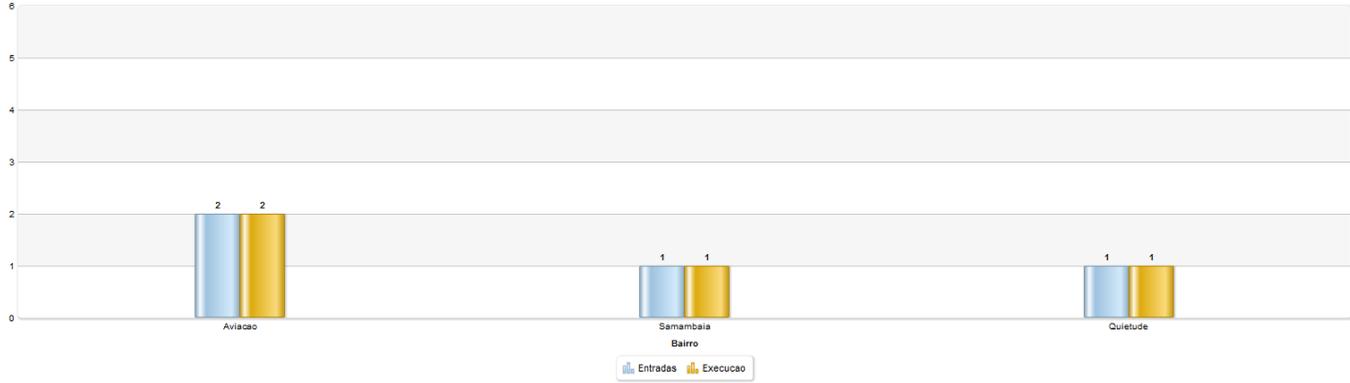


Detalhamento Serviço (Top 10)



4

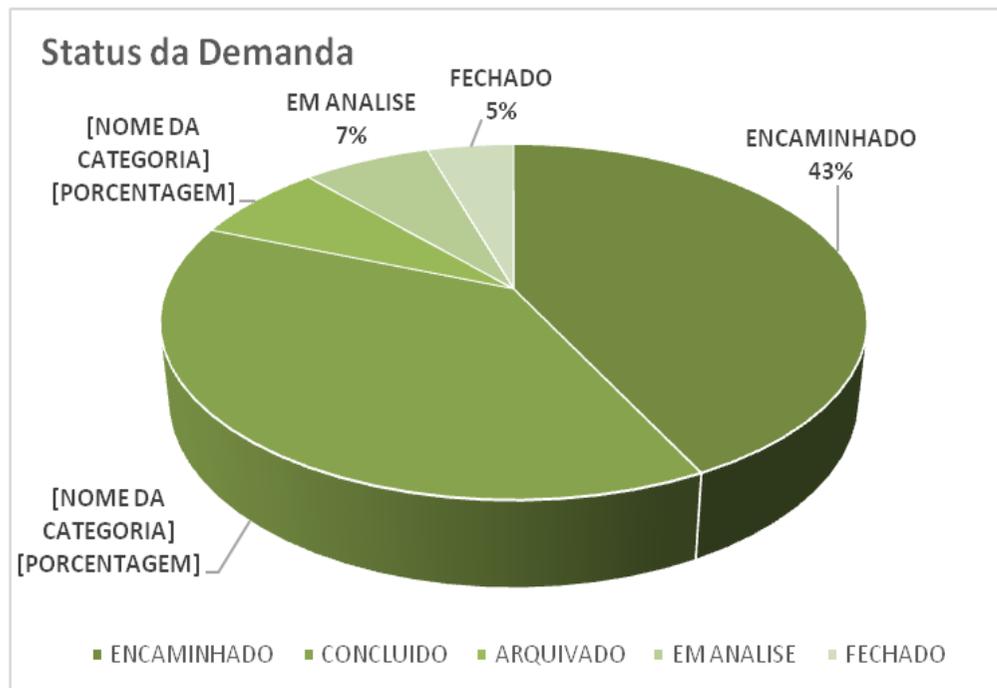
Bairro



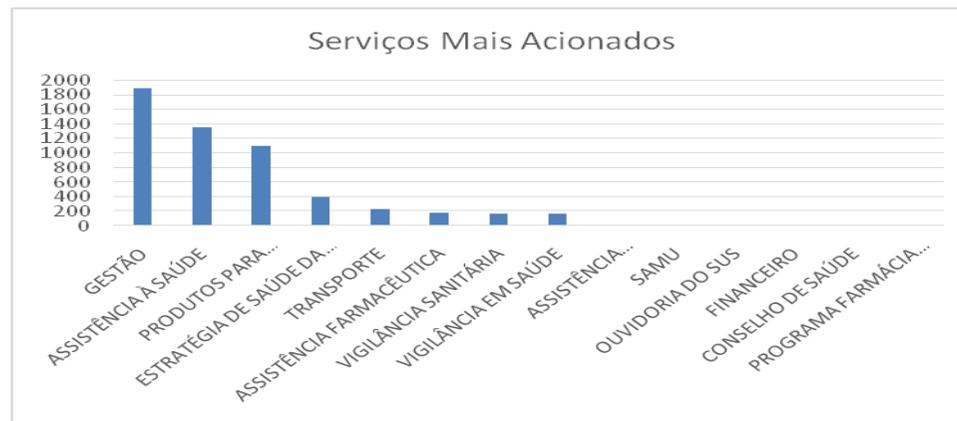
**SESAP**  
**SECRETARIA DE SAÚDE PÚBLICA**  
*OUVIDORIA SUS*

## Levantamento referente ao período de novembro de 2017 a abril de 2018

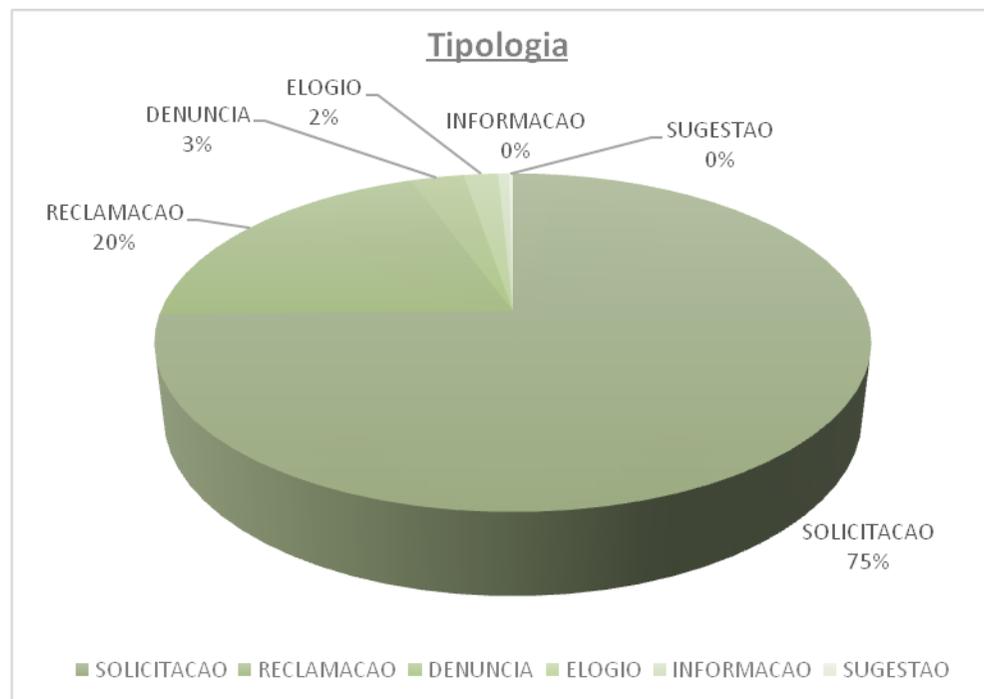
Status da Demanda	Total
ENCAMINHADO	2338
CONCLUÍDO	2107
ARQUIVADO	401
EM ANÁLISE	385
FECHADO	260
<b>Total Geral</b>	<b>5491</b>



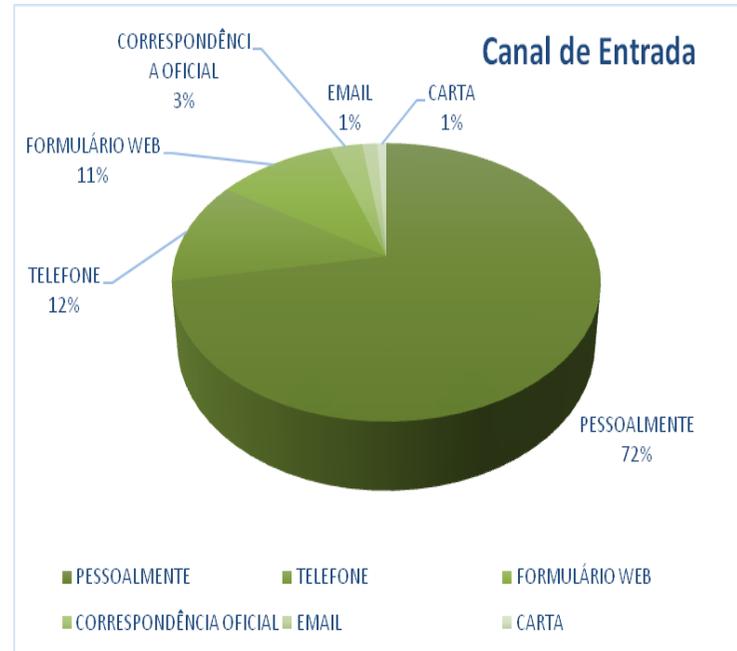
SERVIÇOS MAIS ACIONADOS	Total
GESTÃO	1885
ASSISTÊNCIA À SAÚDE	1347
PRODUTOS PARA SAÚDE/CORRELATOS	1100
ESTRATÉGIA DE SAÚDE DA FAMÍLIA/ PROGRAMA DE AGENTES COMUNITÁRIOS DE SAÚDE - ESF/PACS	393
TRANSPORTE	226
ASSISTÊNCIA FARMACÊUTICA	179
VIGILÂNCIA SANITÁRIA	172
VIGILÂNCIA EM SAÚDE	165
ASSISTÊNCIA ODONTOLÓGICA	9
SAMU	7
OUVIDORIA DO SUS	4
FINANCEIRO	2
CONSELHO DE SAÚDE	1
PROGRAMA FARMÁCIA POPULAR DO BRASIL	1
<b>Total Geral</b>	<b>5491</b>



Tipologia	Total
SOLICITACAO	4100
RECLAMACAO	1086
DENUNCIA	159
ELOGIO	102
INFORMACAO	32
SUGESTAO	12
<b>Total Geral</b>	<b>5491</b>



Canal de Entrada	Total
PESSOALMENTE	3960
TELEFONE	665
FORMULÁRIO WEB	584
CORRESPONDÊNCIA OFICIAL	162
EMAIL	75
CARTA	45
<b>Total Geral</b>	<b>5491</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.

# **CONSIDERAÇÕES FINAIS**

## CONSIDERAÇÕES FINAIS

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.

O 10º Relatório semestral, que compreende o período de **novembro de 2017 a abril de 2018**, apresenta um panorama das manifestações cadastradas no sistema. Neste período registrou-se 13.858 manifestações, uma elevação de 21%, em comparação ao semestre anterior.

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.