

RELATÓRIO QUANTITATIVO

OUVIDORIA IVB

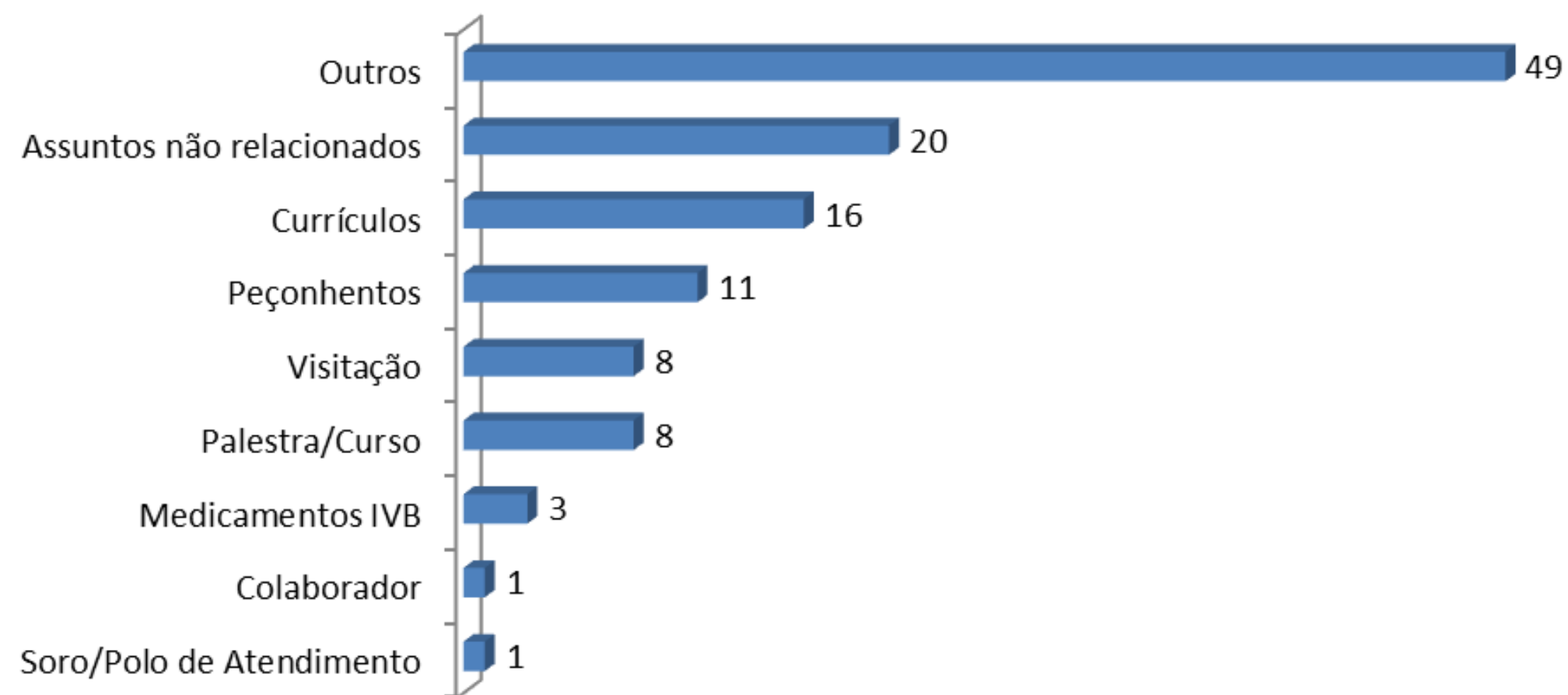
4.º Trimestre – 2025

12/2025



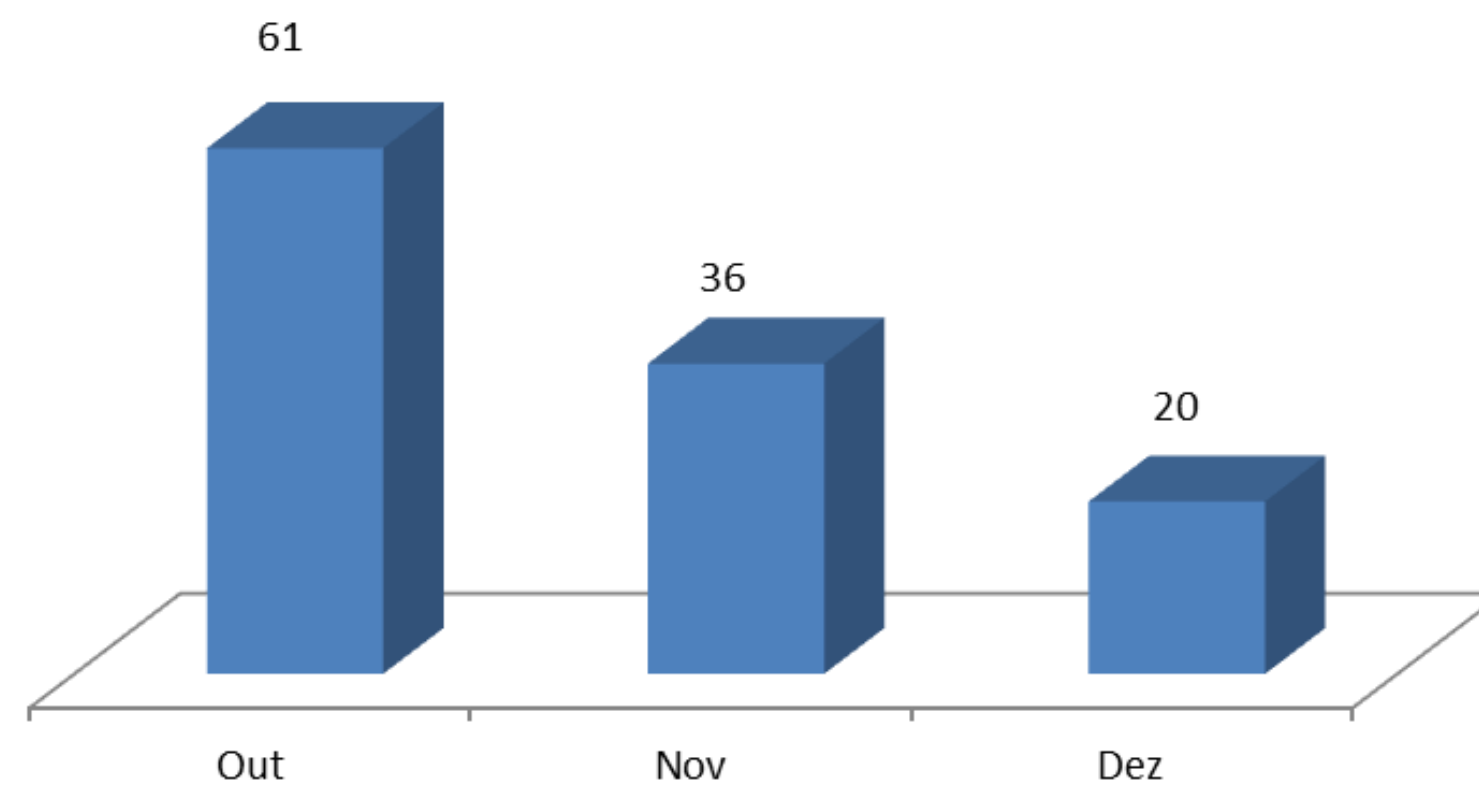
PANORAMA GERAL DE ATENDIMENTO - OUT A DEZ - 2025

Total = 117

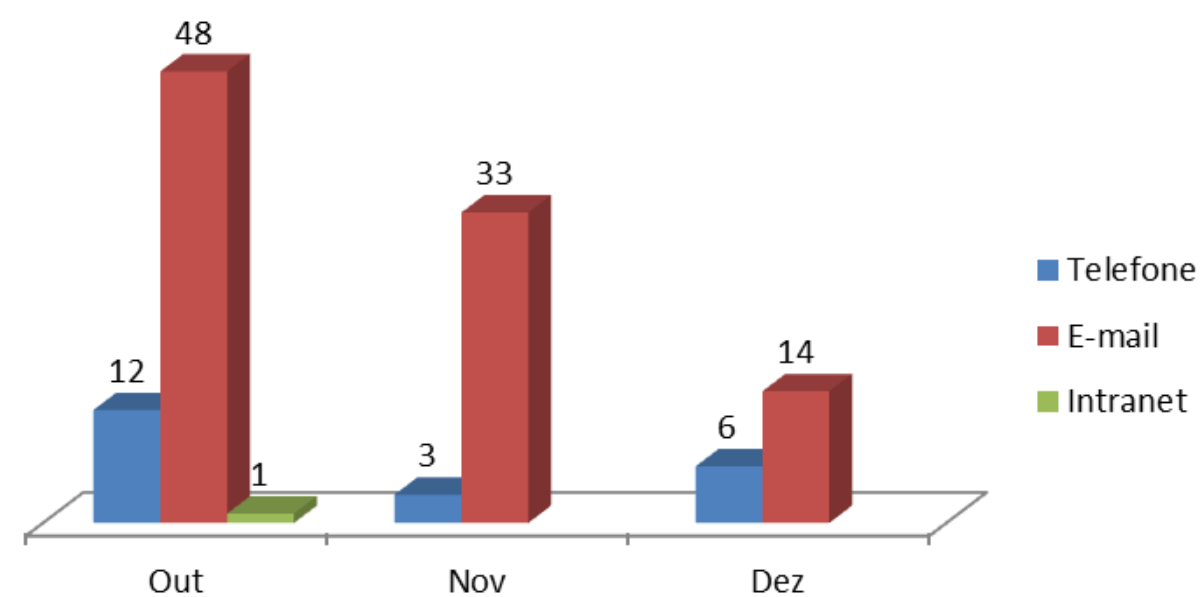


ATENDIMENTO GERAL IVB - OUT A DEZ - 2025

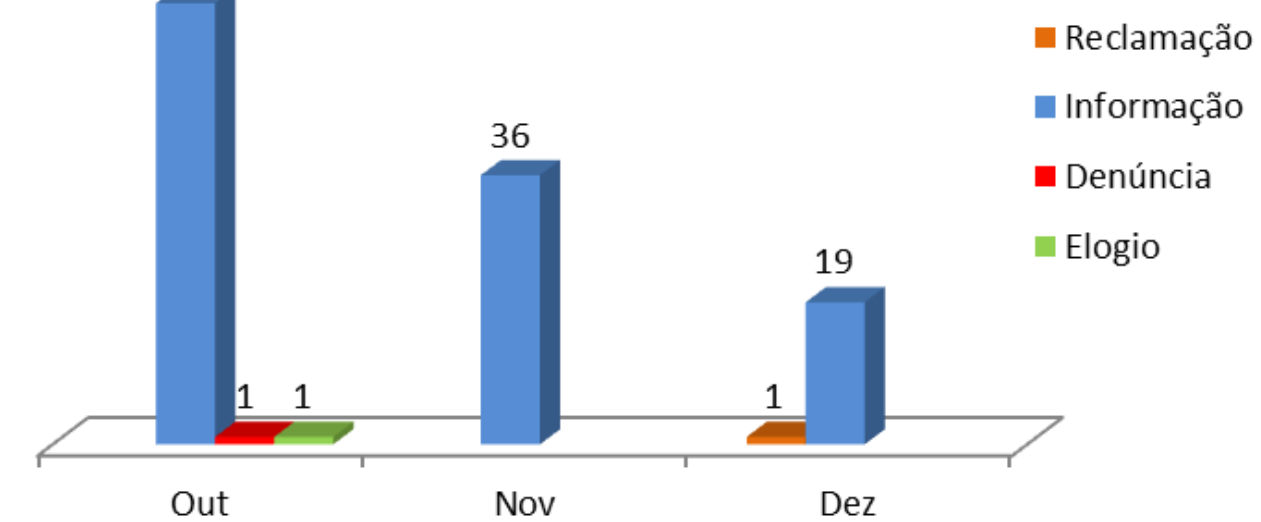
Total = 117



FORMA DE ATENDIMENTO - OUT A DEZ - 2025

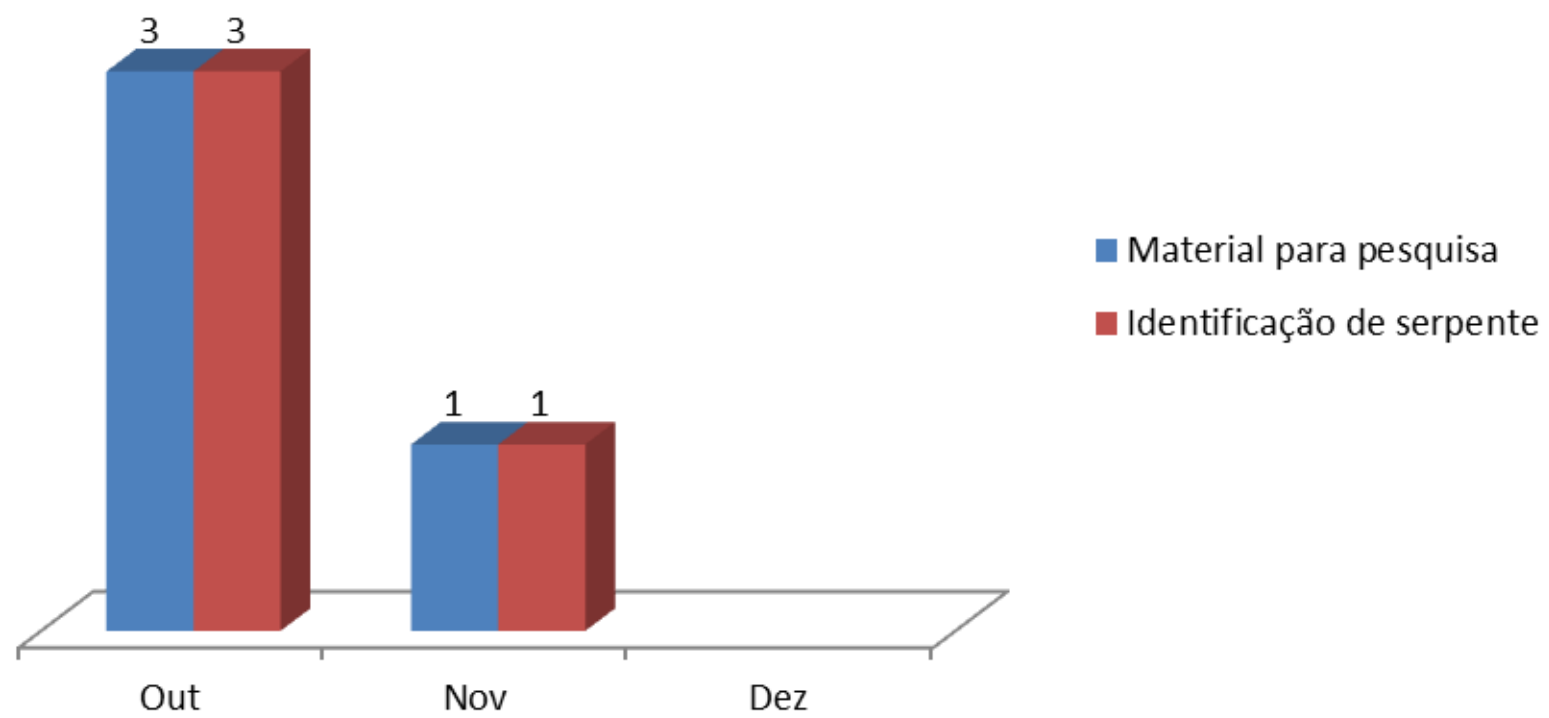


NATUREZA DO ATENDIMENTO - OUT A DEZ - 2025



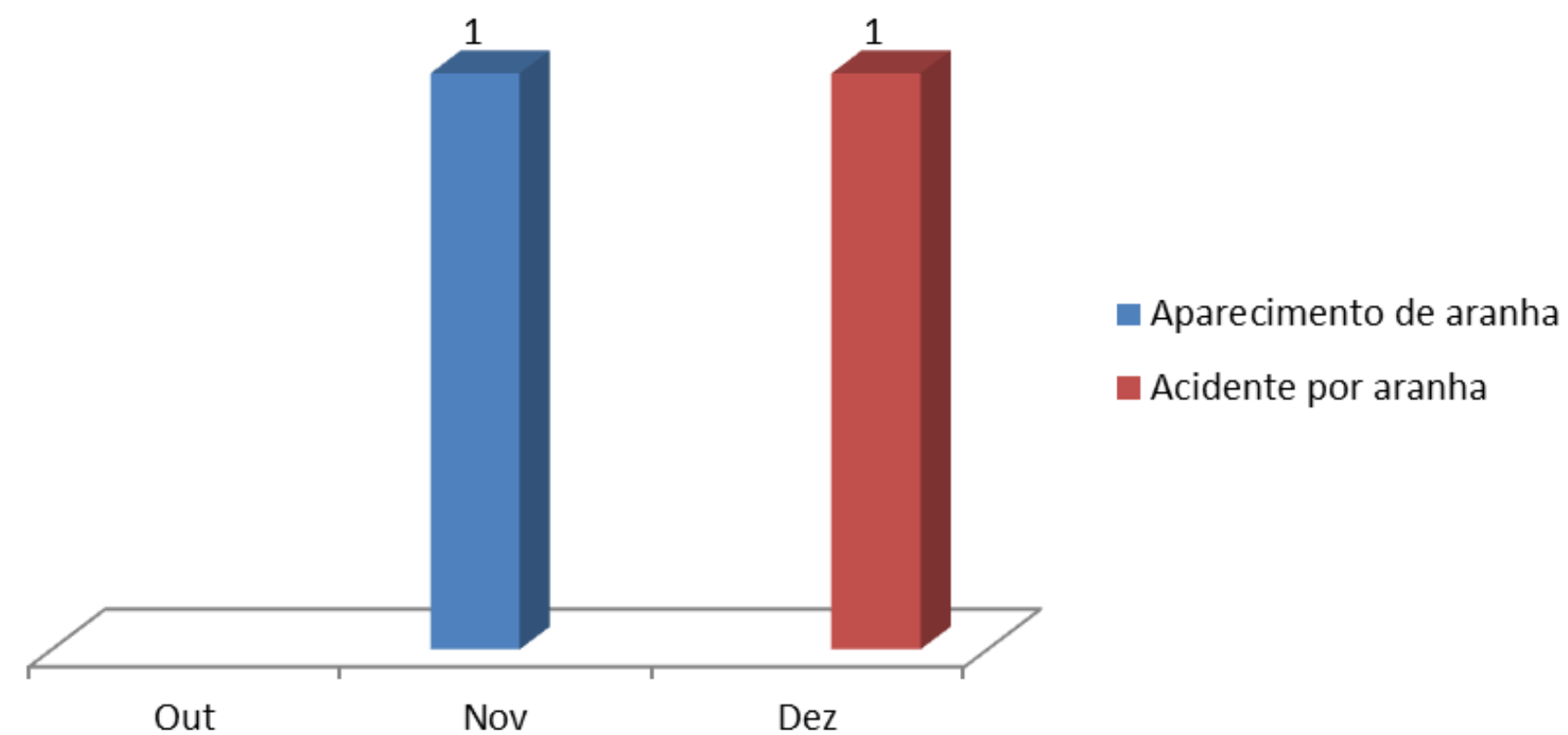
HERPETOLOGIA - OUT A DEZ - 2025

Total = 8



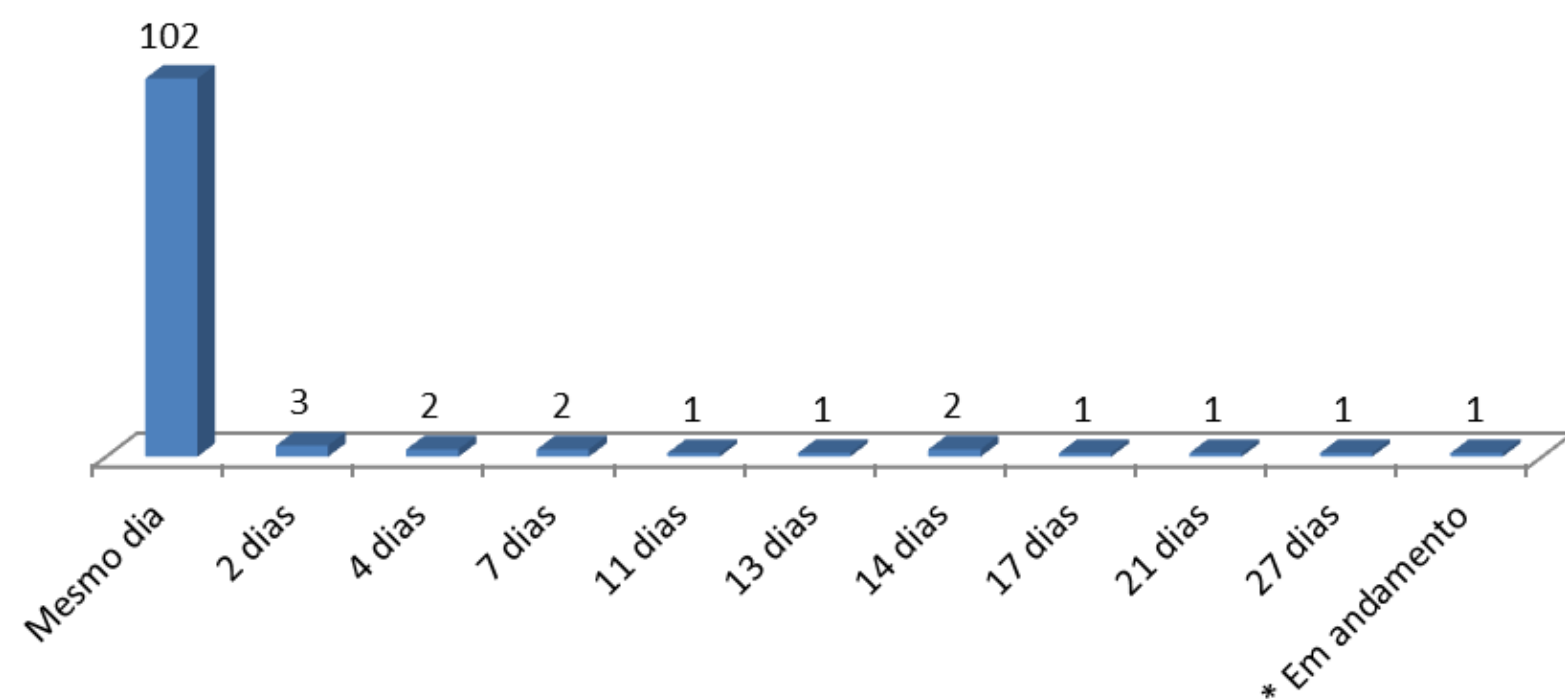
ARTRÓPODOS - OUT A DEZ - 2025

Total = 2



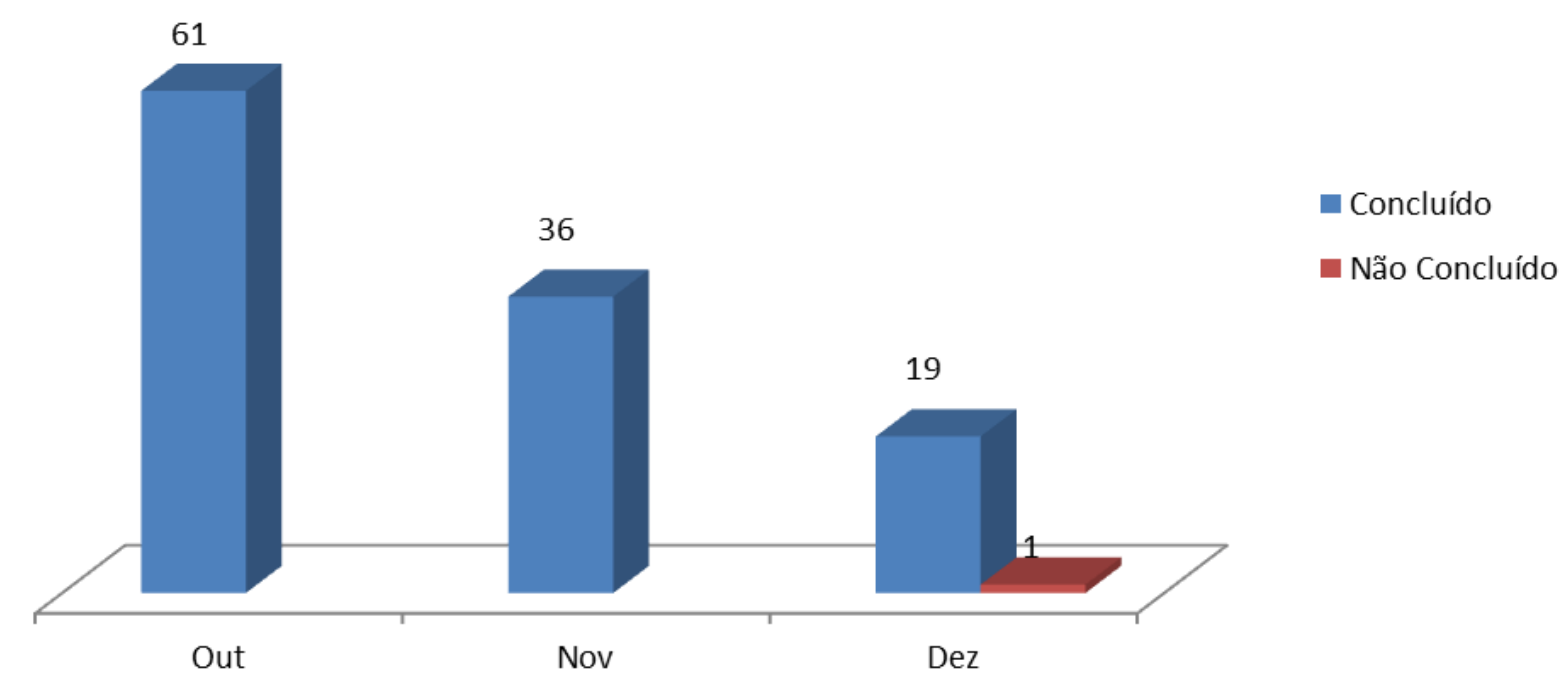
TEMPO DE RESPOSTA - OUT A DEZ - 2025

* 87% Respondido e concluído no mesmo dia.



INDICADOR DE RESOLUBILIDADE - OUT A DEZ - 2025

* Apenas 1 demanda em andamento





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