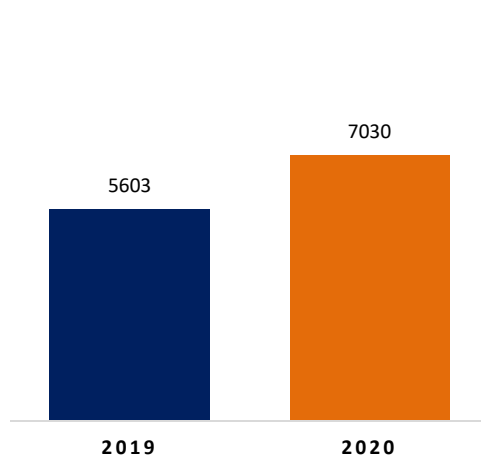
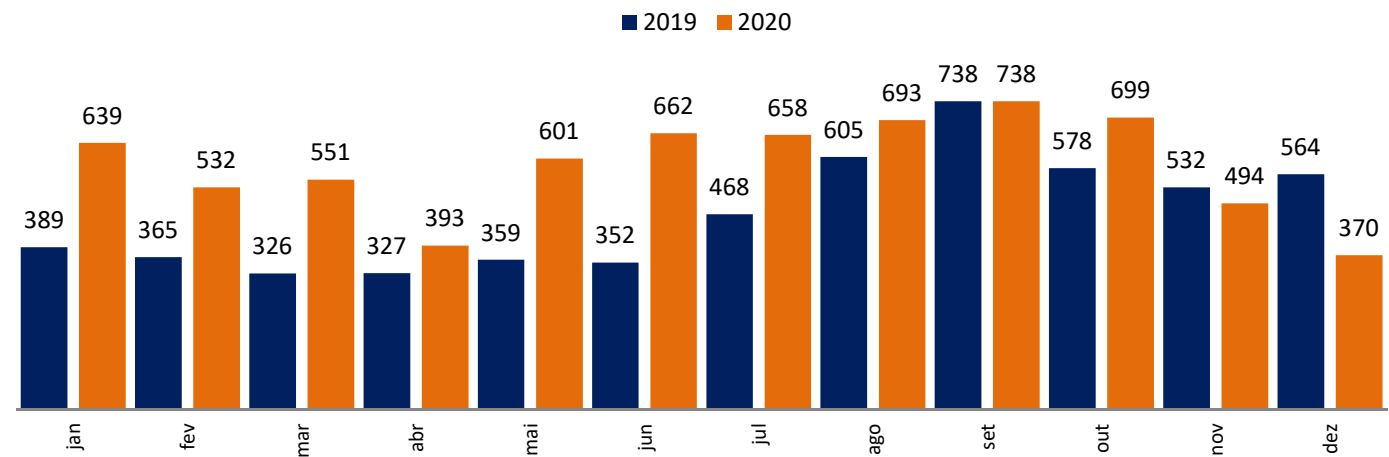


RELATÓRIO ESTATÍSTICO

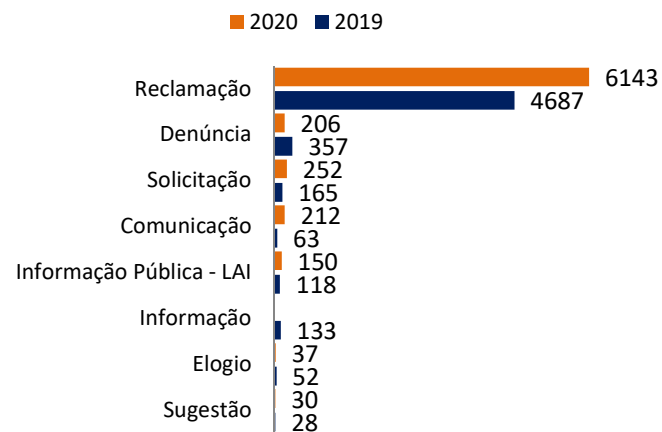
MANIFESTAÇÕES ANUAIS



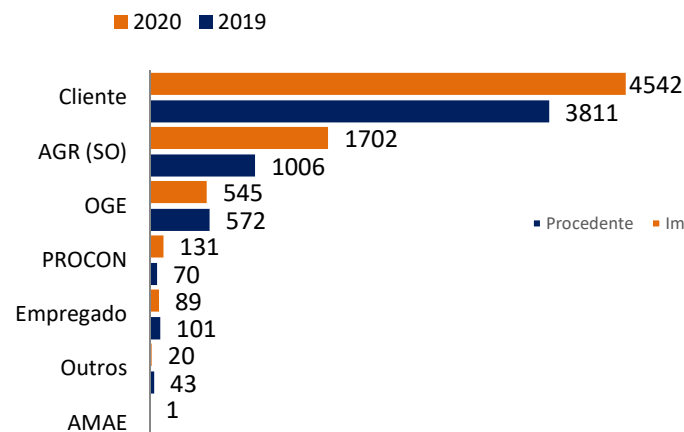
MANIFESTAÇÕES POR MÊS



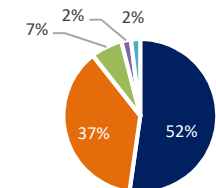
TIPOS DAS MANIFESTAÇÕES



ORIGENS DAS MANIFESTAÇÕES

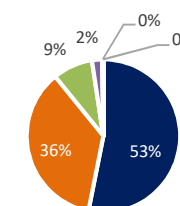


■ Procedente ■ Improcedente ■ Procedente em Parte ■ Em Análise ■ LAI



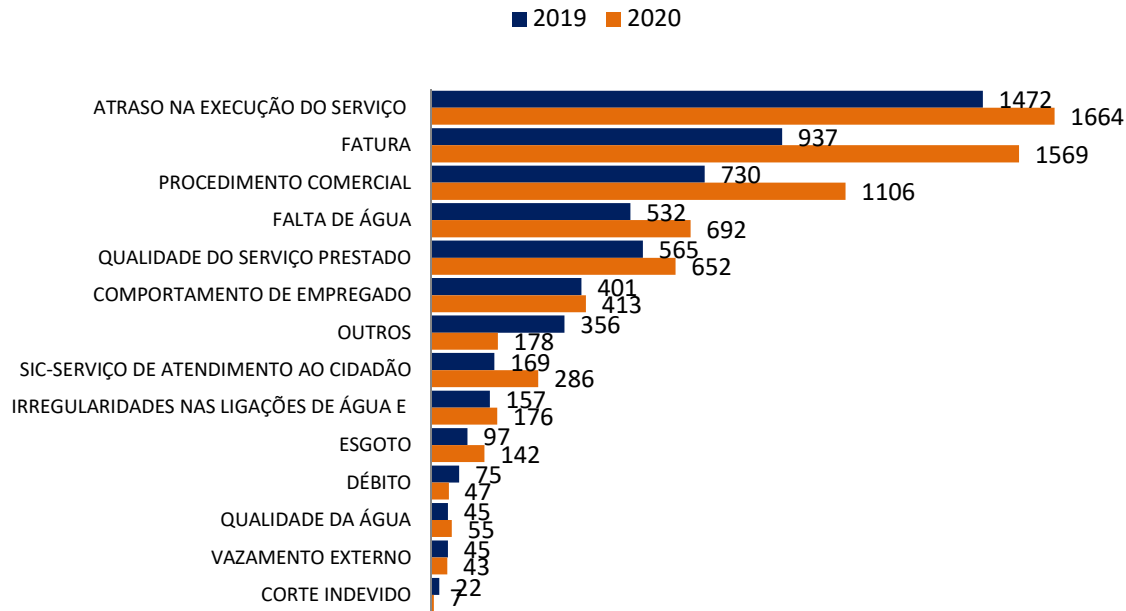
SITUAÇÃO 2019

■ Procedente ■ Improcedente ■ Procedente em Parte ■ Em Análise ■ LAI ■ (vazio)

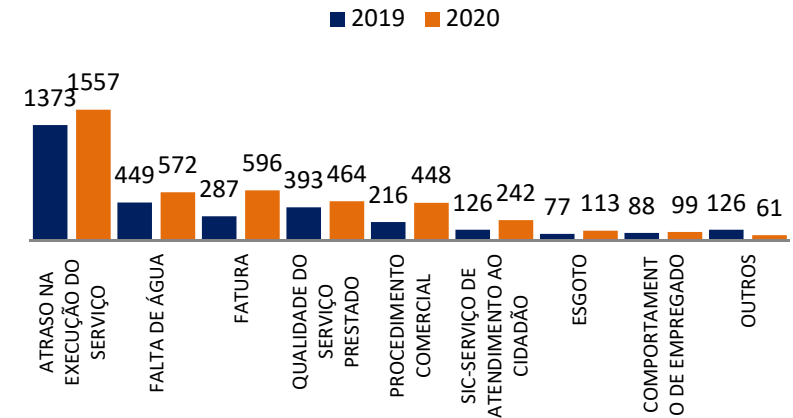


SITUAÇÃO 2020

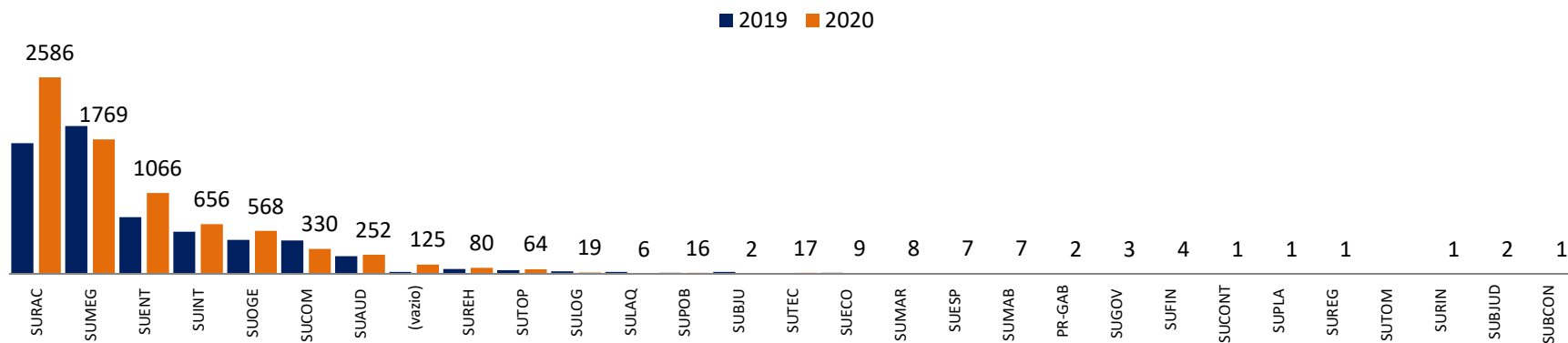
MOTIVOS DAS MANIFESTAÇÕES



MAIORES MOTIVOS PROCEDENTES E PROCEDENTES EM PARTE



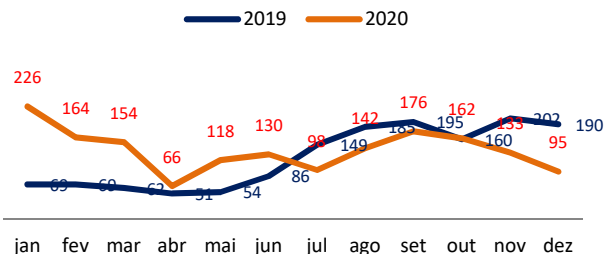
MANIFESTAÇÕES POR SUPERINTENDÊNCIAS*



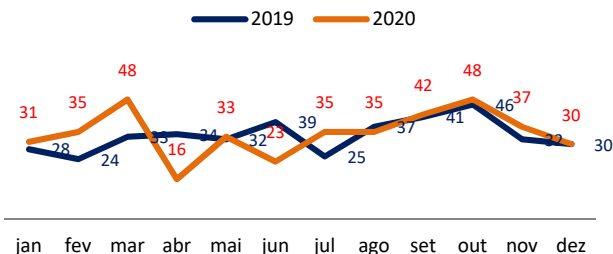
* Fonte: Tela MGOV053, com todos os encaminhamentos. Existem RO's que possuem mais de um encaminhamento, para mais de uma UO para atendimento total da manifestação.

TENDÊNCIA DAS MANIFESTAÇÕES POR MOTIVO

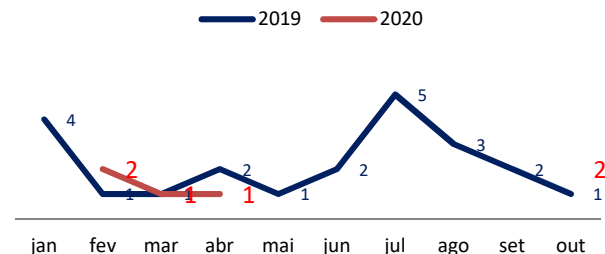
Atraso na execução do serviço



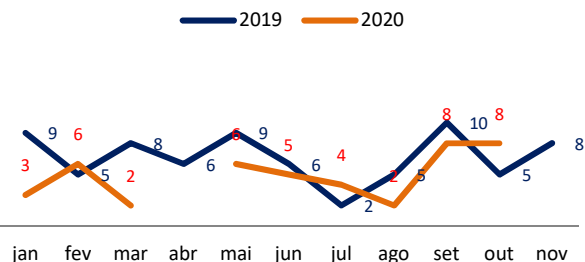
Comportamento de Empregado



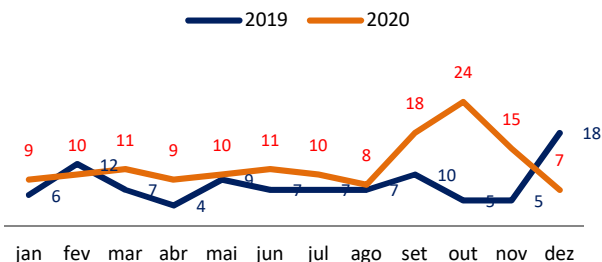
Corte indevido



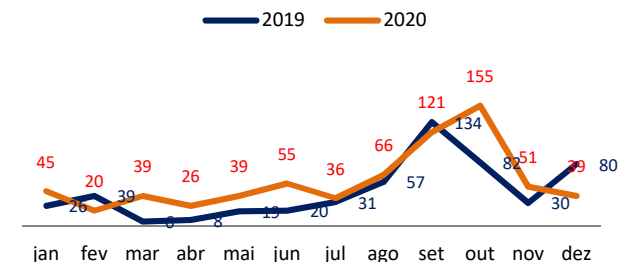
Débitos



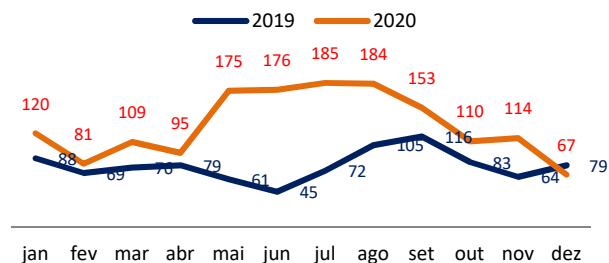
Esgoto



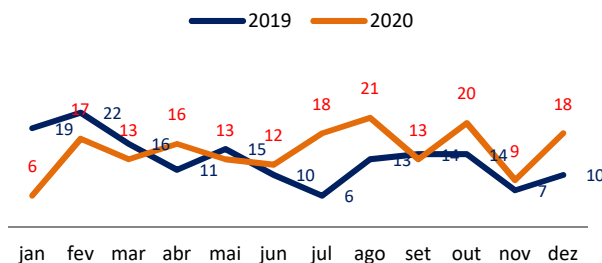
Falta de Água



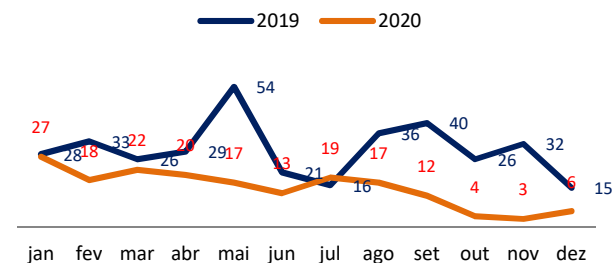
Fatura



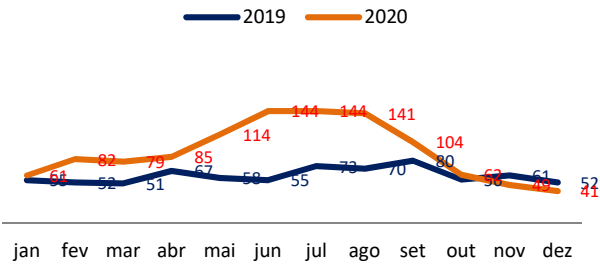
Irregularidade nas ligações



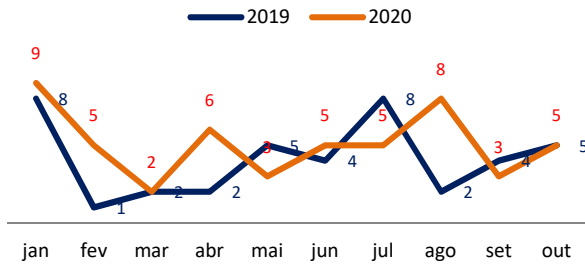
Outros



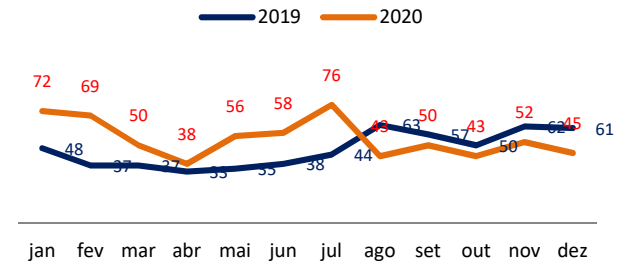
Procedimentos Comerciais



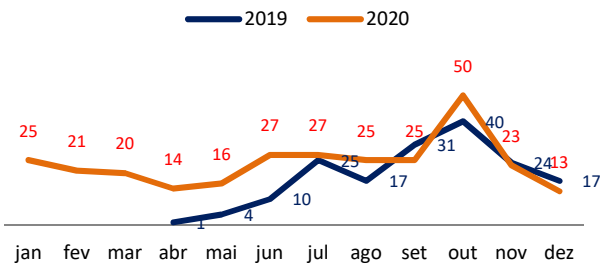
Qualidade da água



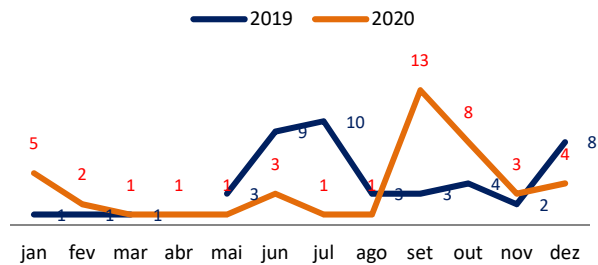
Qualidade do serviço



SIC

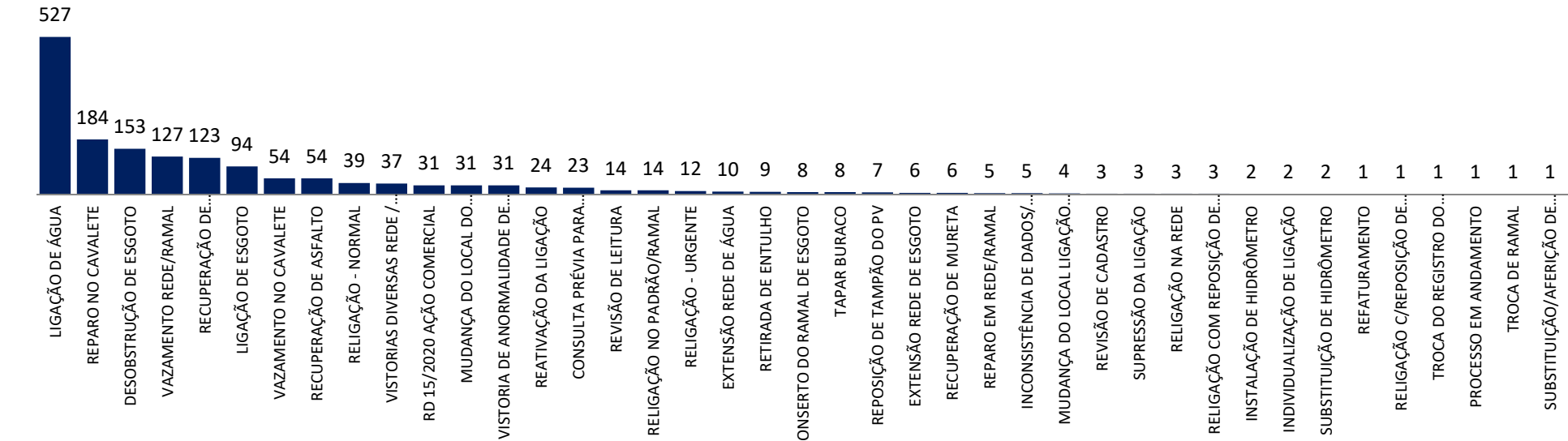


Vazamento externo

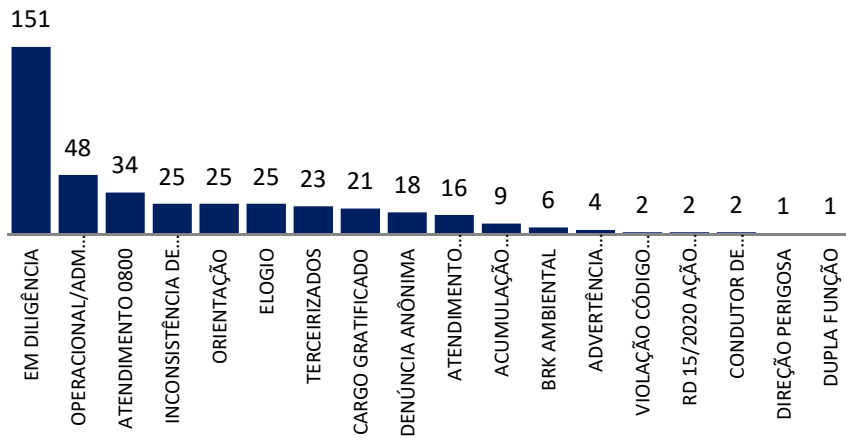


DESDOBRAMENTOS DOS MOTIVOS - 2020

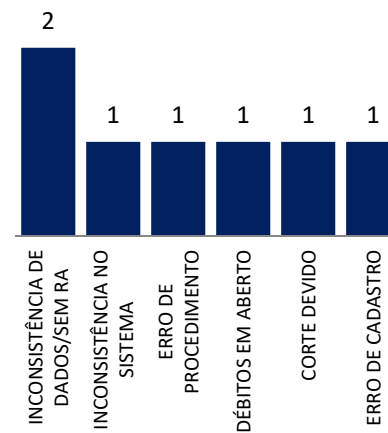
Atraso na execução do serviço



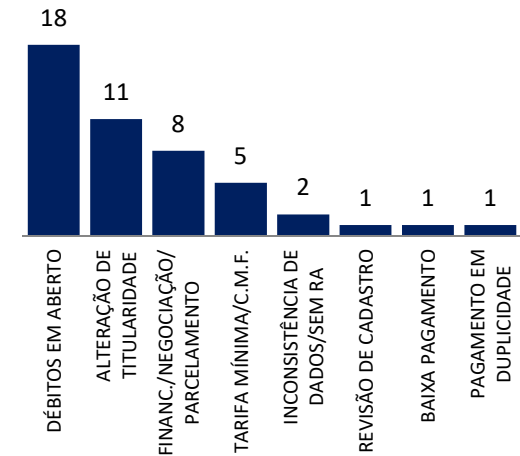
Comportamento de empregado



Corte indevido



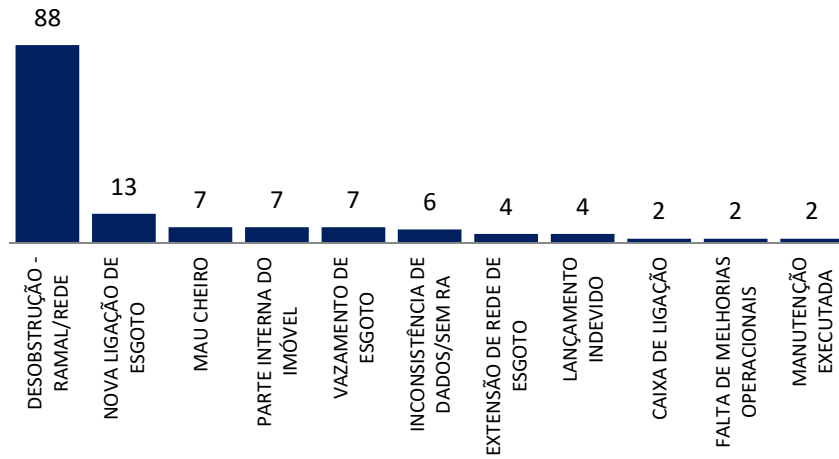
Débito



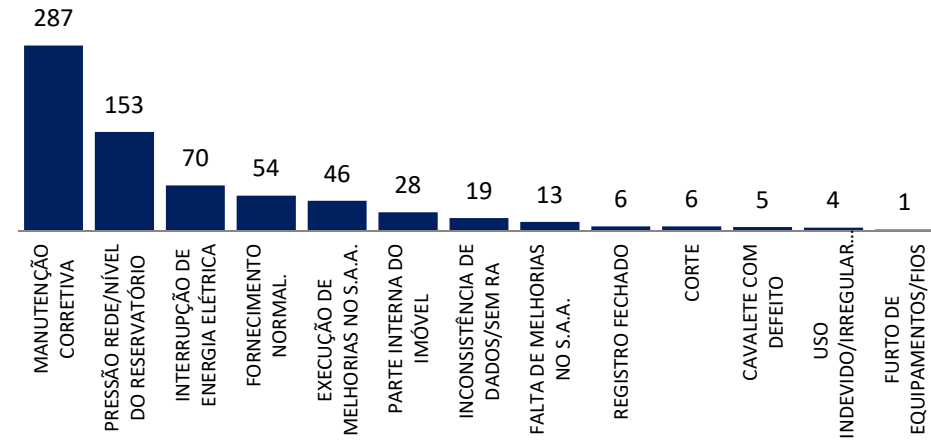


SANEAGO

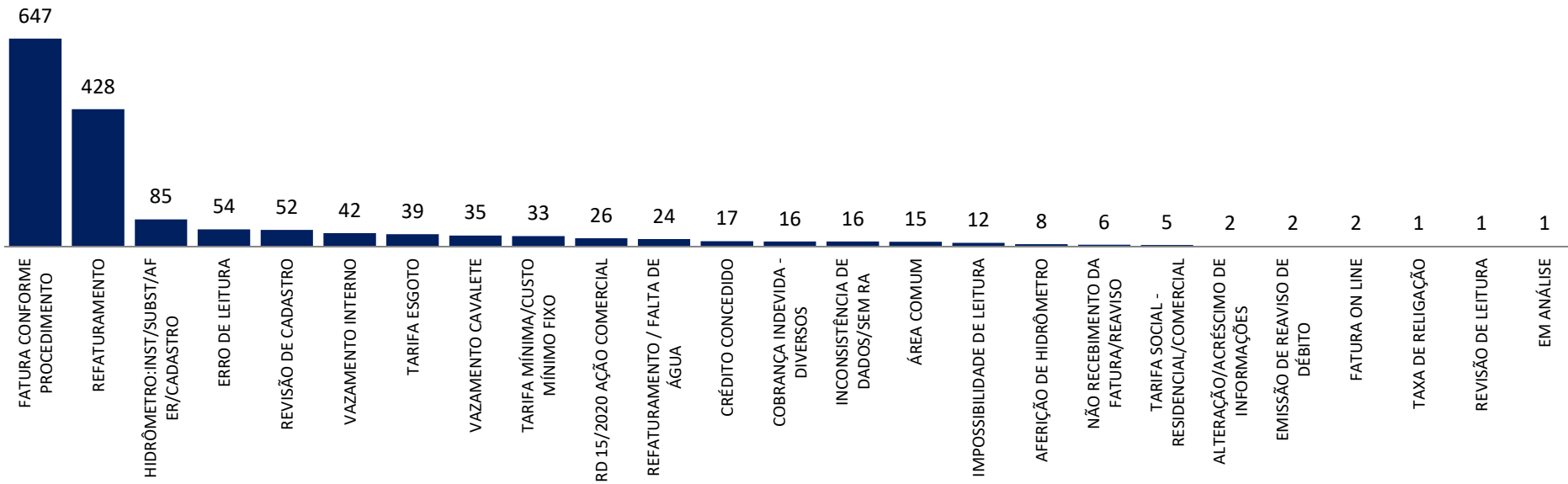
Esgoto



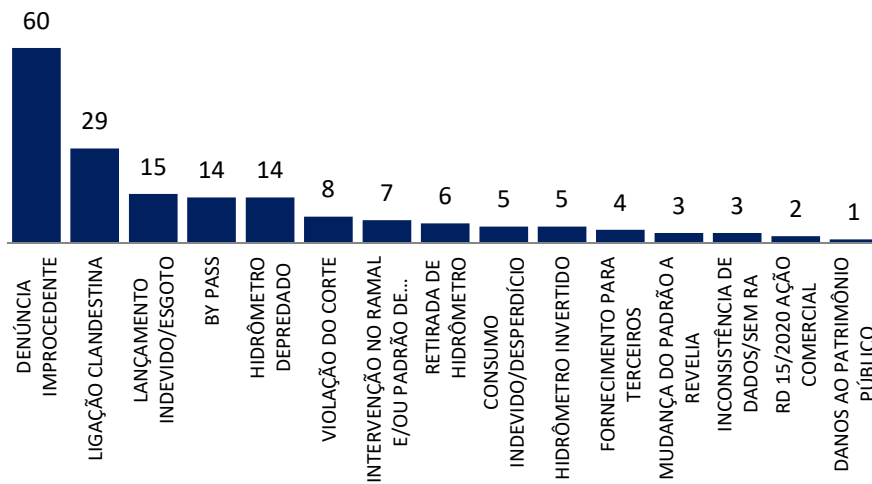
Falta de água



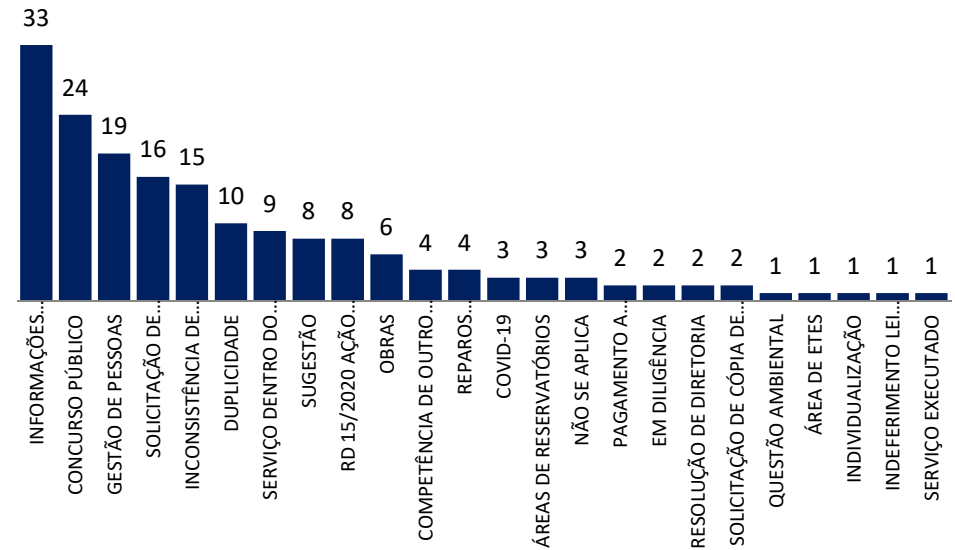
Fatura



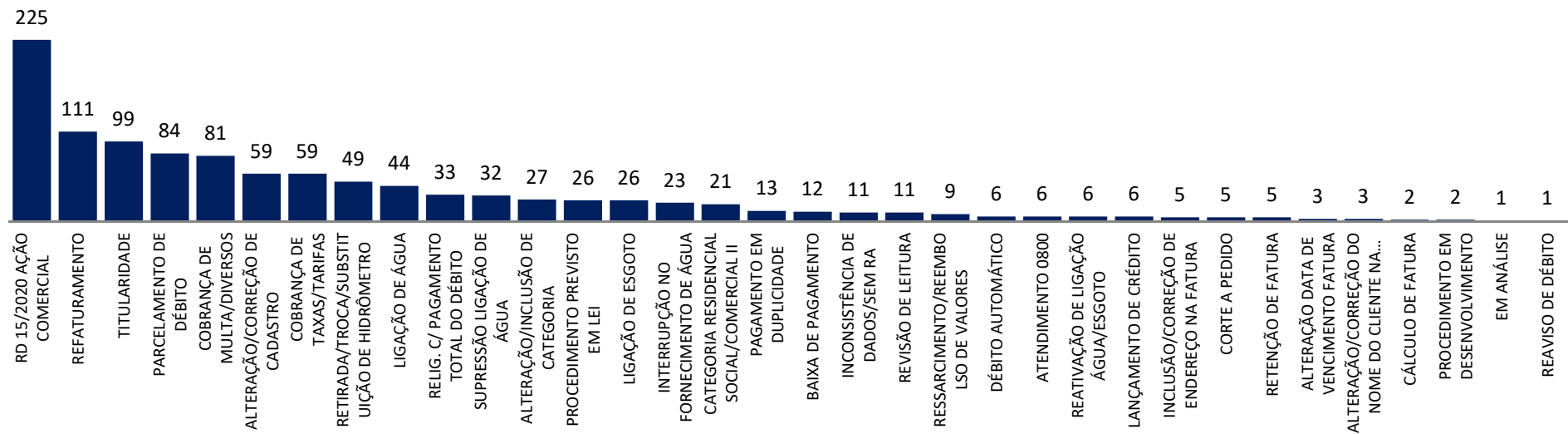
Irregularidades nas ligações



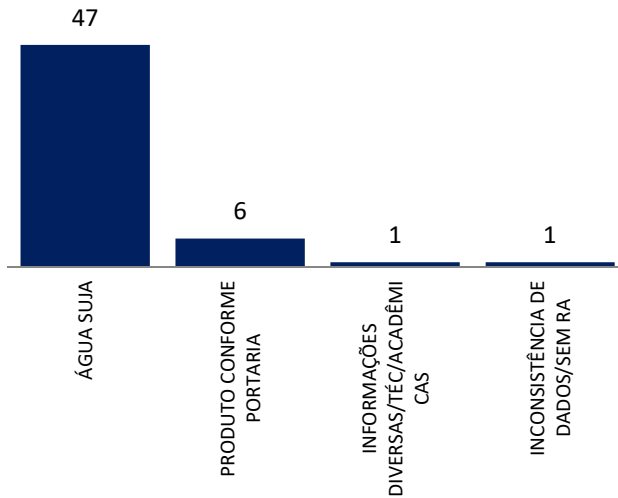
Outros



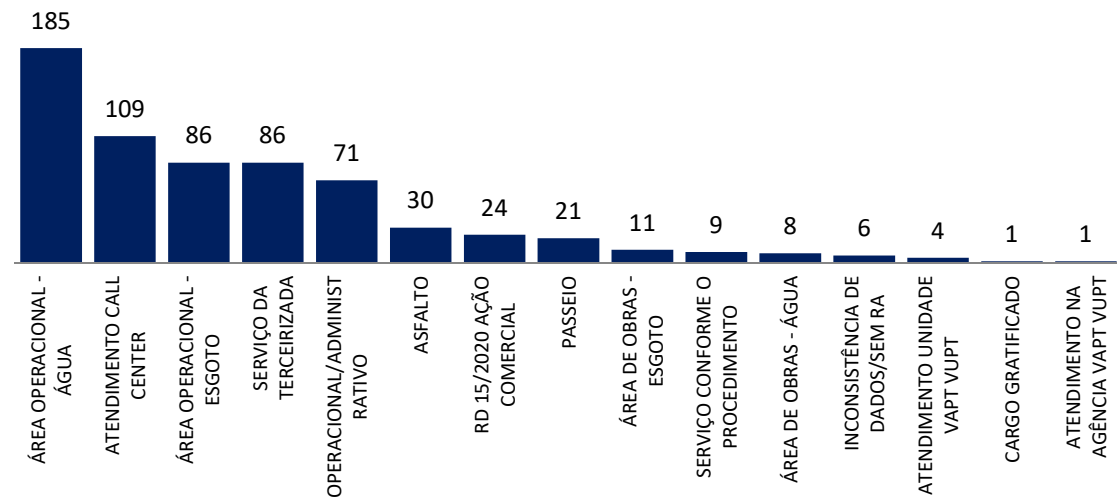
Procedimento comercial



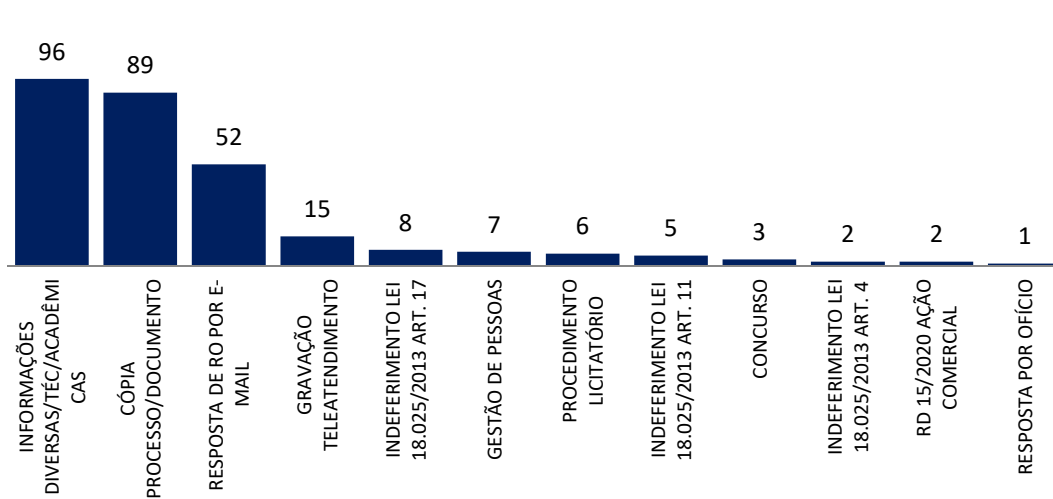
Qualidade da água



Qualidade do serviço



SIC



Vazamento externo

