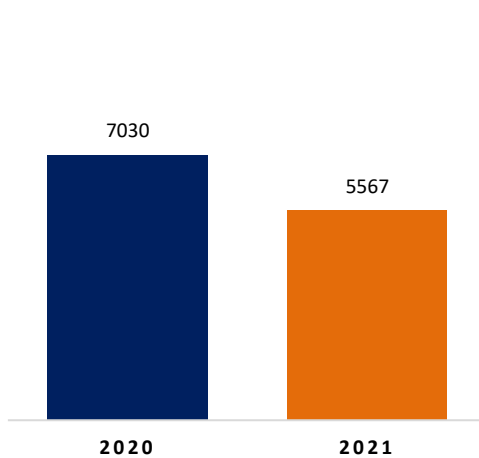
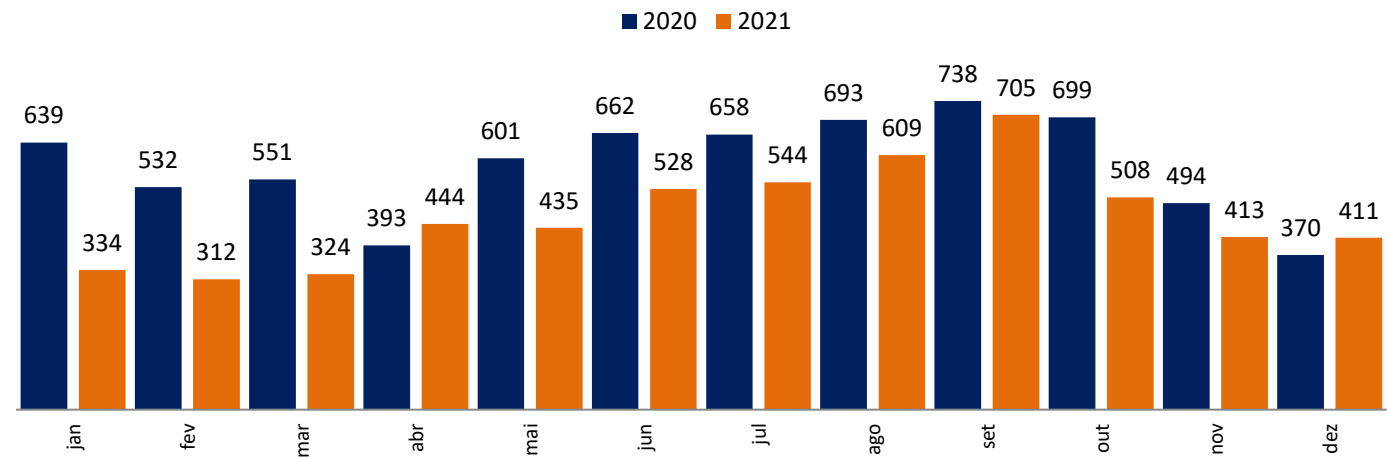


RELATÓRIO ESTATÍSTICO

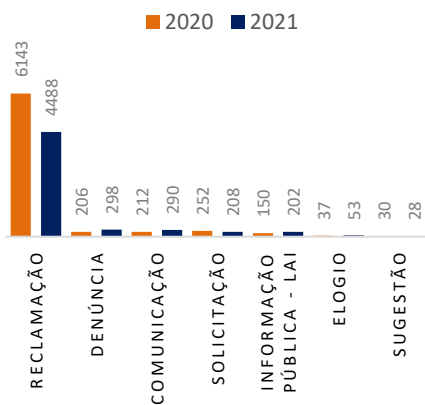
MANIFESTAÇÕES ANUAIS



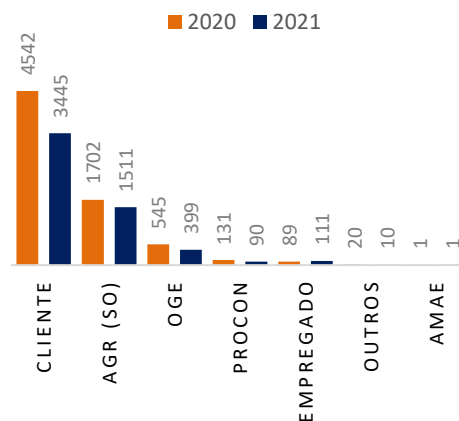
MANIFESTAÇÕES POR MÊS



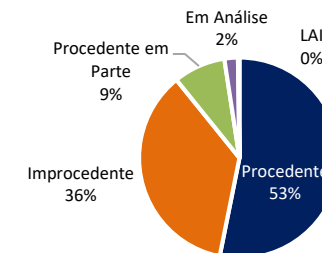
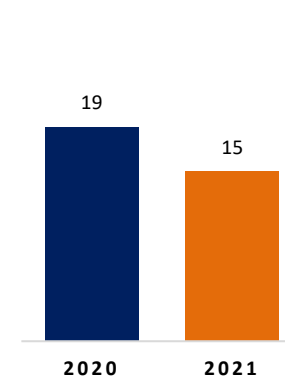
TIPOS DAS MANIFESTAÇÕES



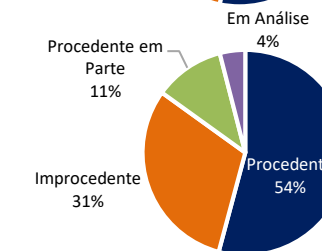
ORIGENS DAS MANIFESTAÇÕES



PRAZO MÉDIO DE RESPOSTA

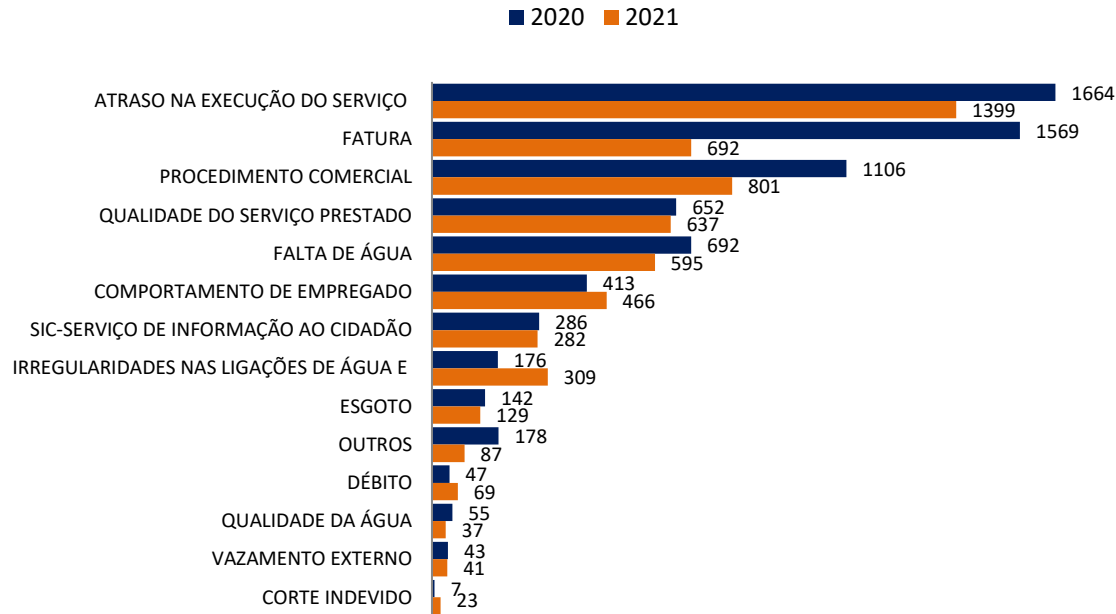


SITUAÇÃO 2020

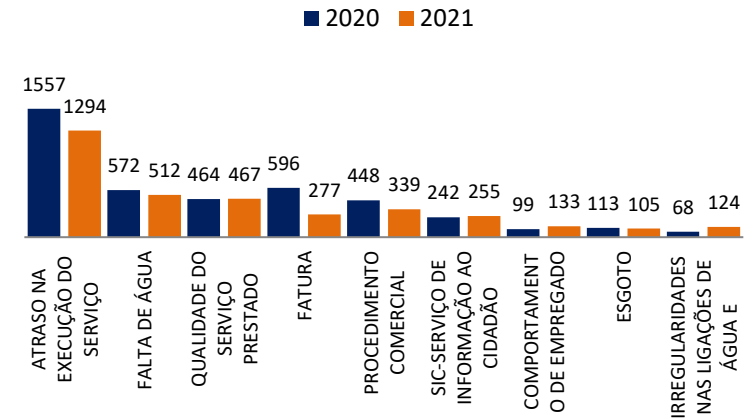


SITUAÇÃO 2021

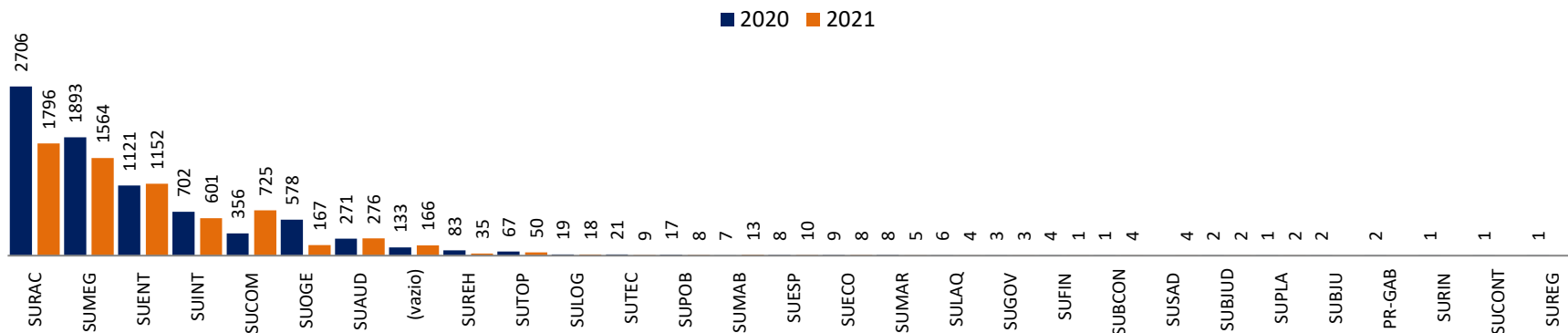
MOTIVOS DAS MANIFESTAÇÕES



MAIORES MOTIVOS PROCEDENTES E PROCEDENTES EM PARTE

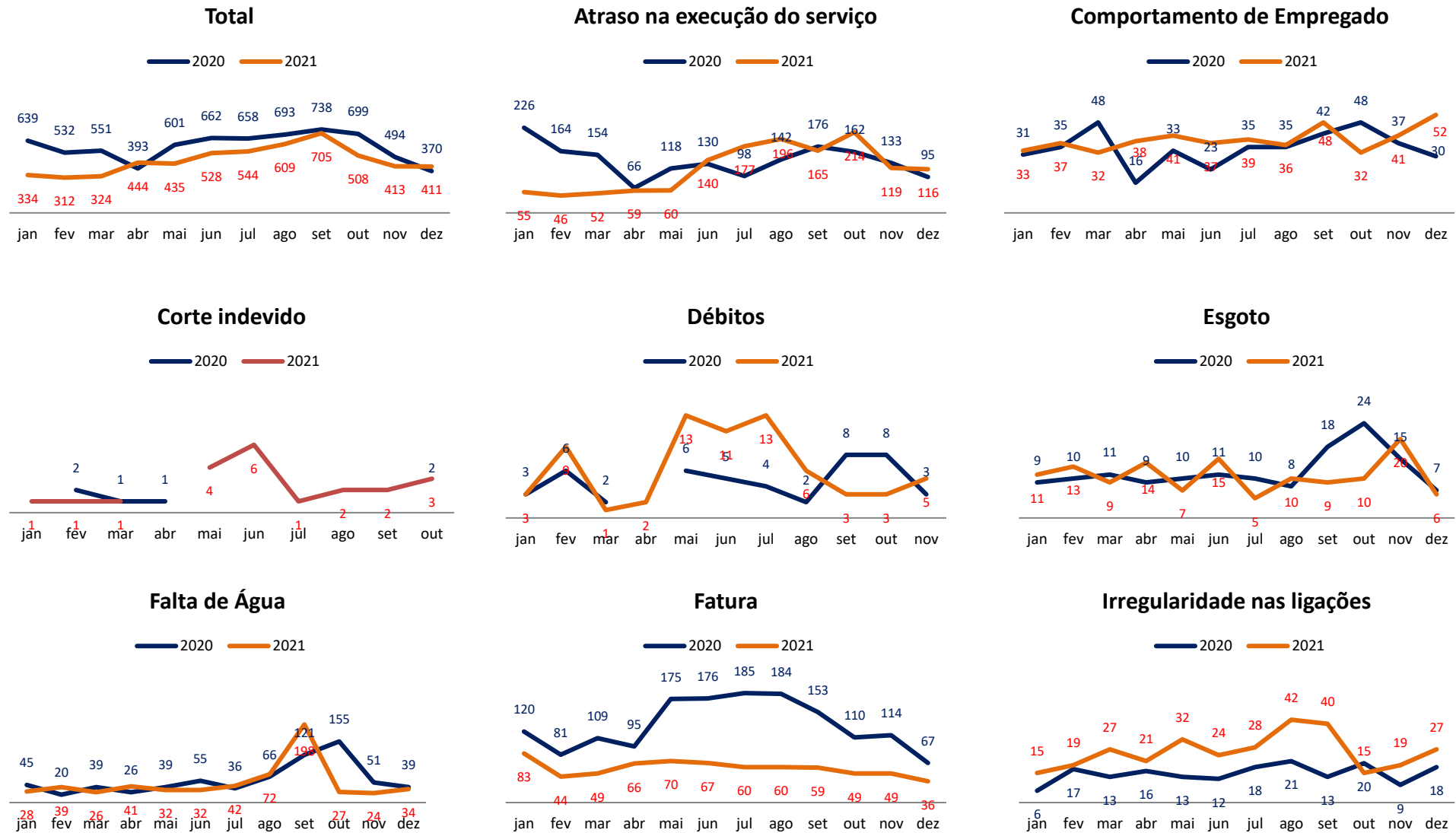


MANIFESTAÇÕES POR SUPERINTENDÊNCIAS*

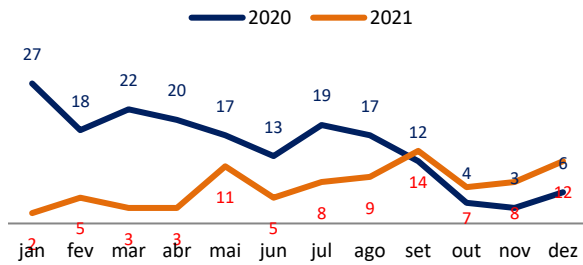


* Fonte: Tela MGOV053, com todos os encaminhamentos. Existem RO's que possuem mais de um encaminhamento, para mais de uma UO para atendimento total da manifestação.

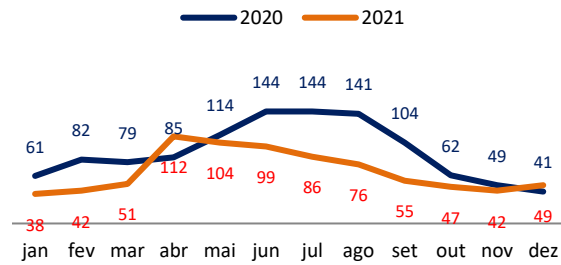
TENDÊNCIA DAS MANIFESTAÇÕES POR MOTIVO



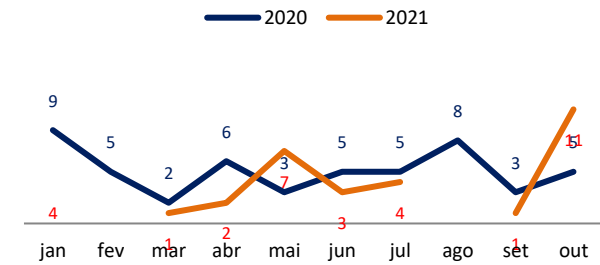
Outros



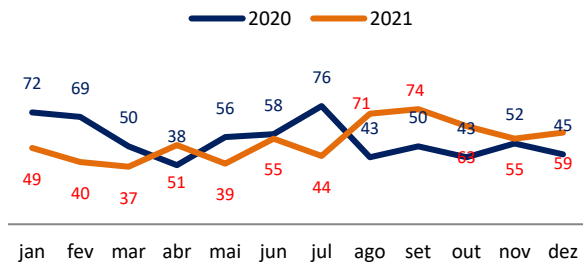
Procedimentos Comerciais



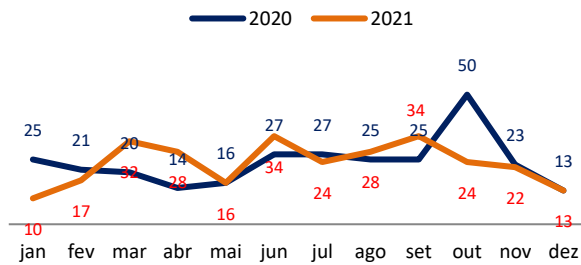
Qualidade da água



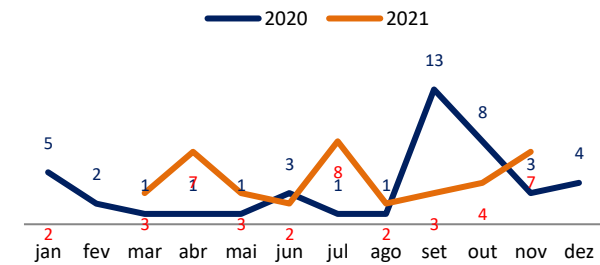
Qualidade do serviço



SIC

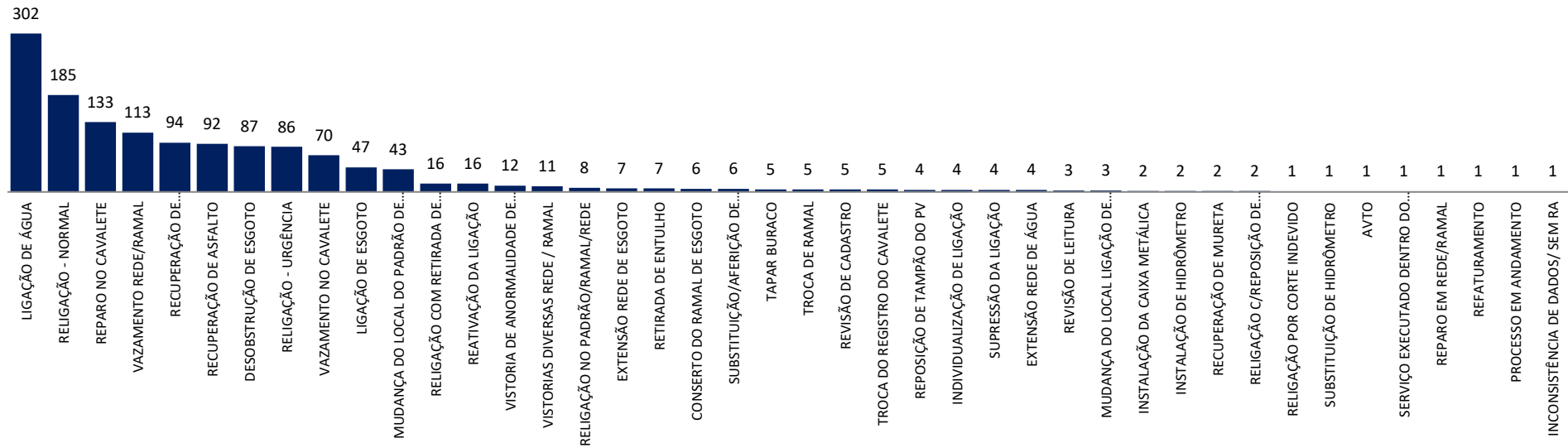


Vazamento externo

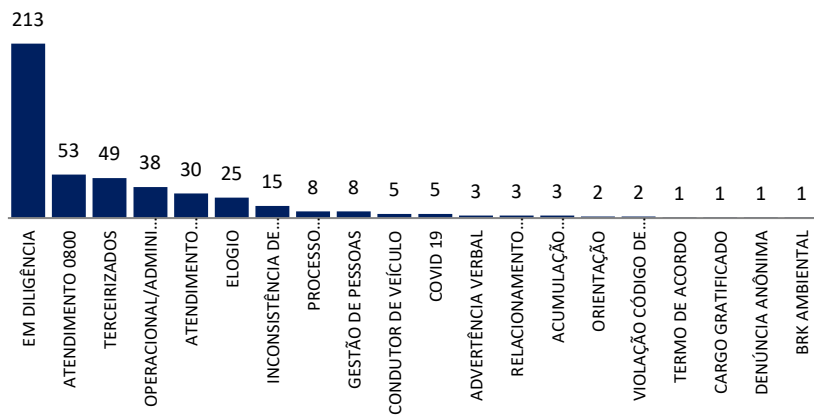


DESDOBRAMENTOS DOS MOTIVOS - 2021

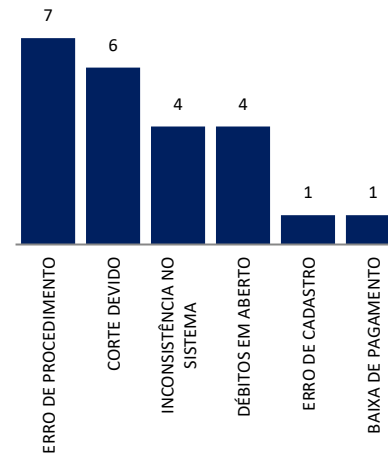
Atraso na execução do serviço



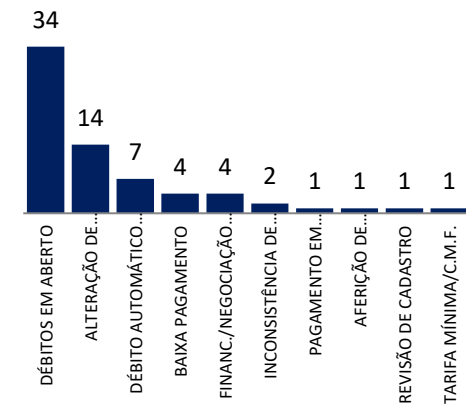
Comportamento de empregado



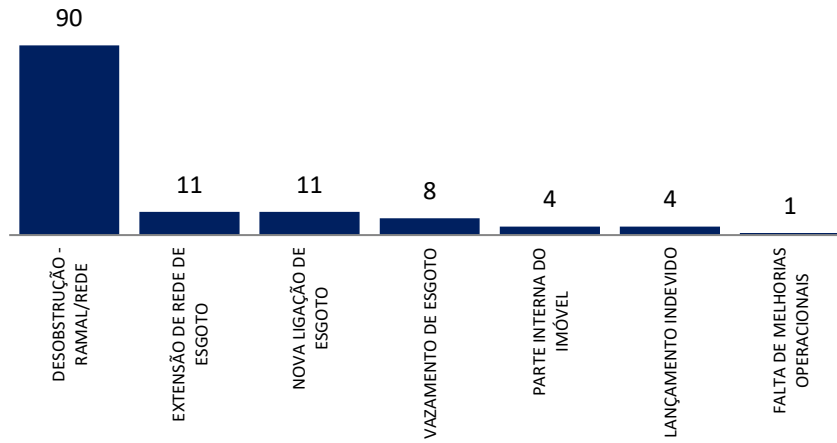
Corte indevido



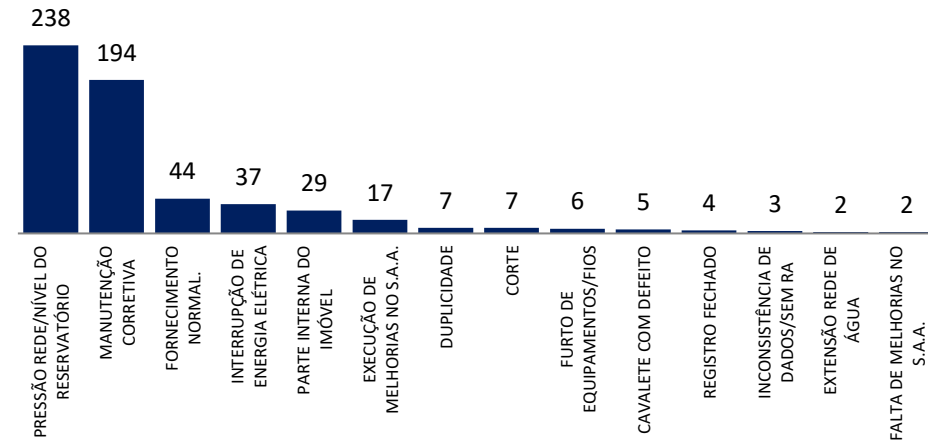
Débito



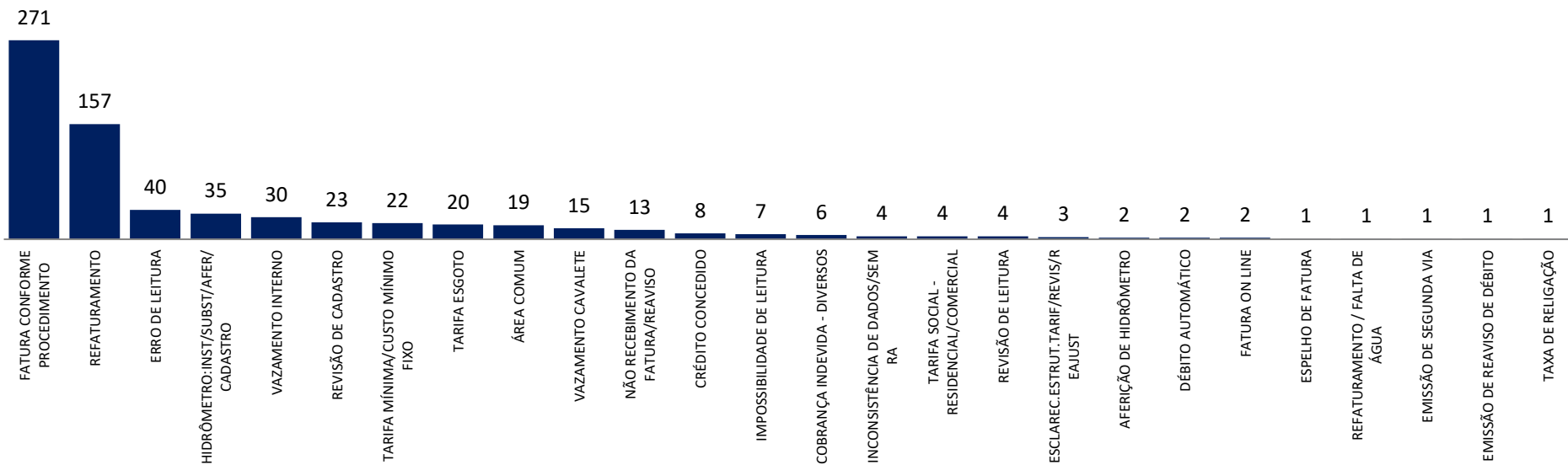
Esgoto



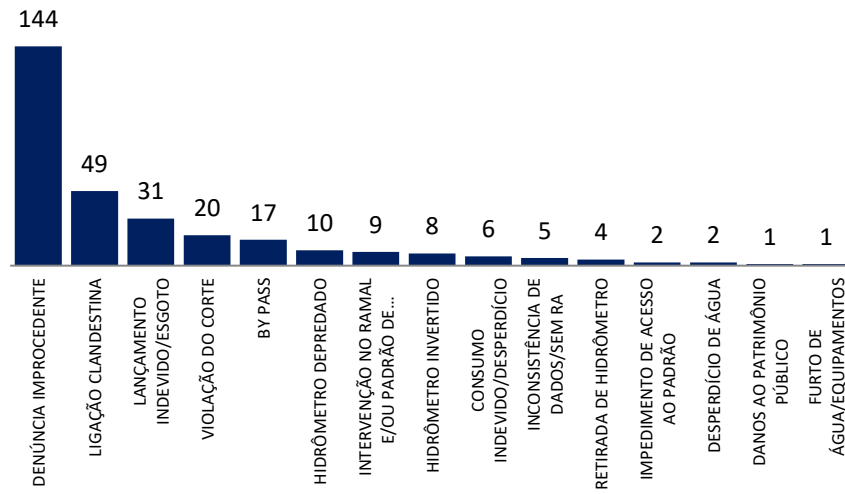
Falta de água



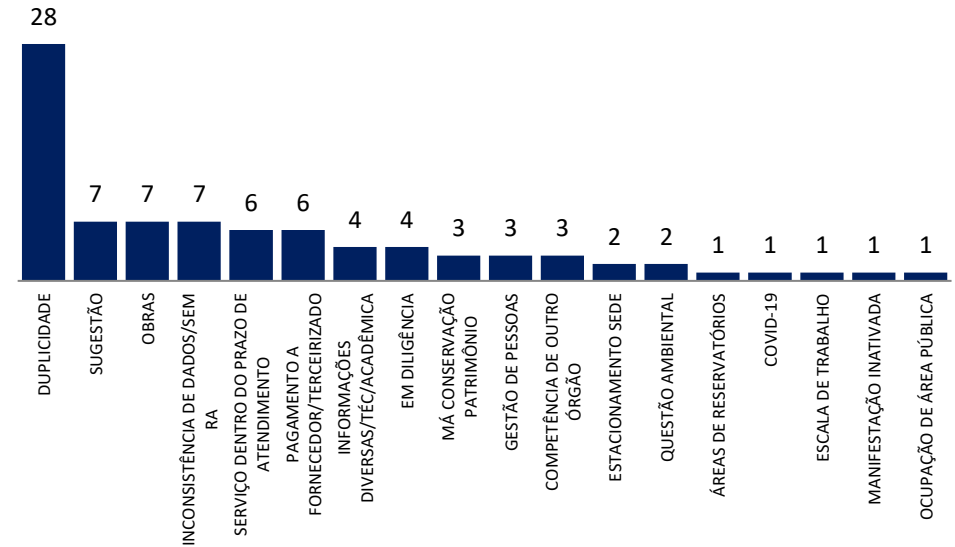
Fatura



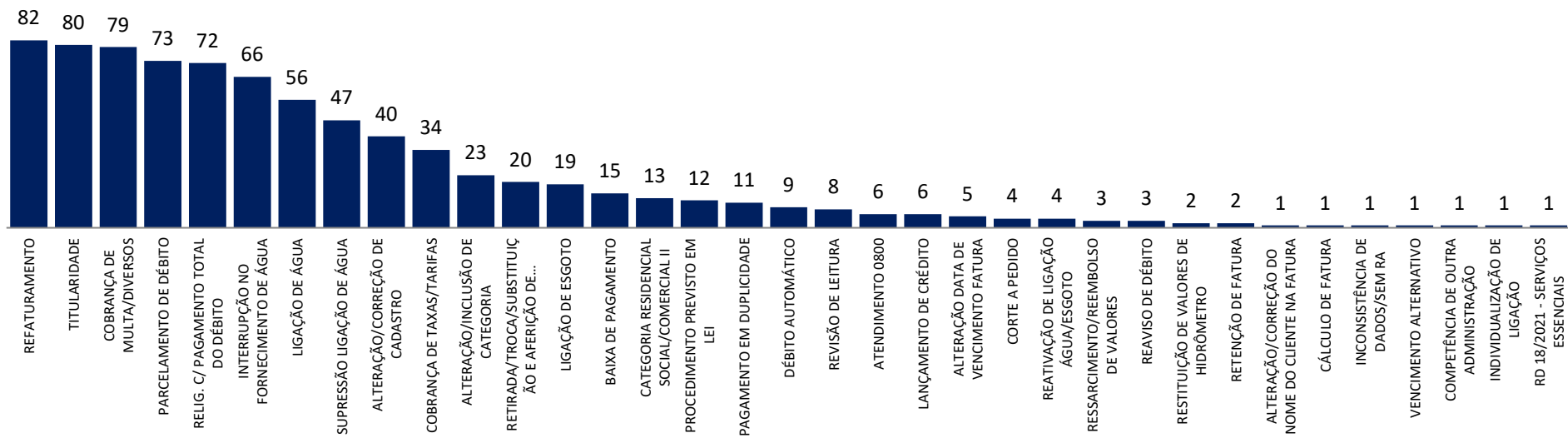
Irregularidades nas ligações



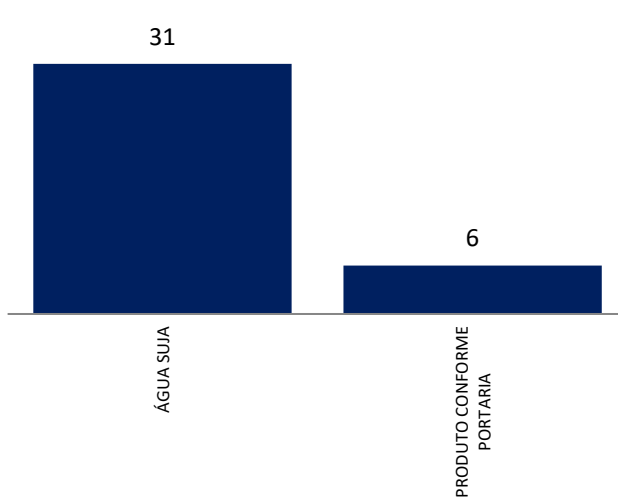
Outros



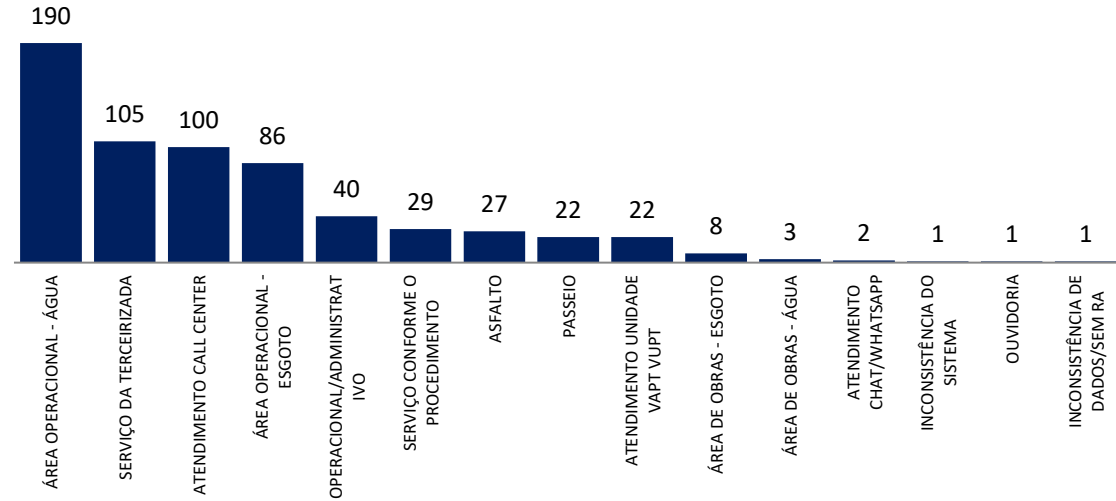
Procedimento comercial



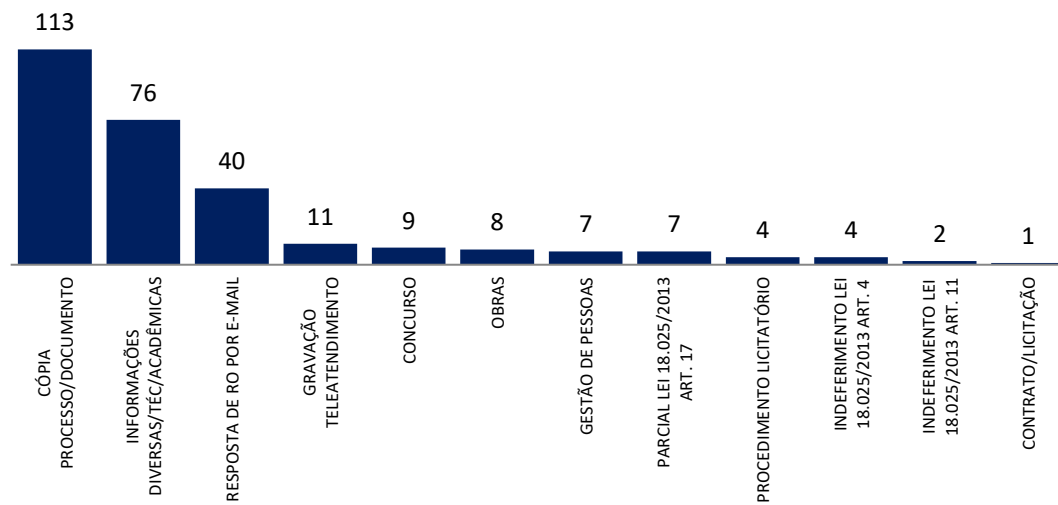
Qualidade da água



Qualidade do serviço



SIC



Vazamento externo

