



**GOVERNO DO
ESTADO DO CEARÁ**
Secretaria da Cultura

TIPO DE MANIFESTAÇÃO

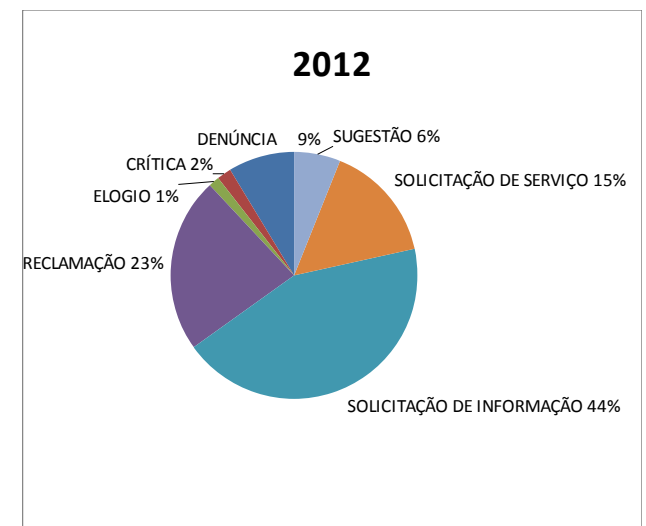
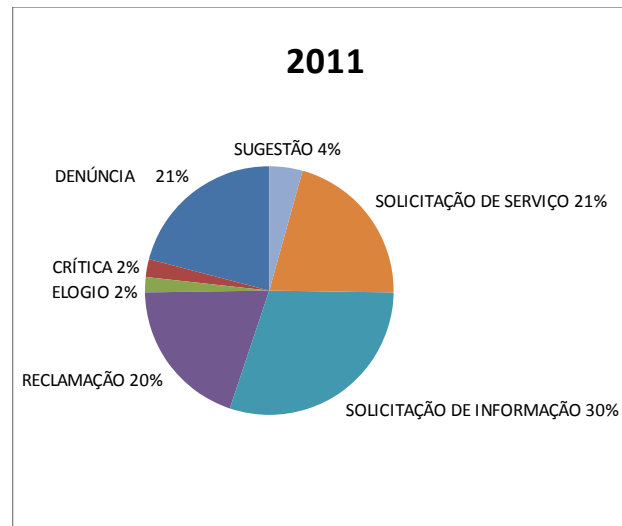
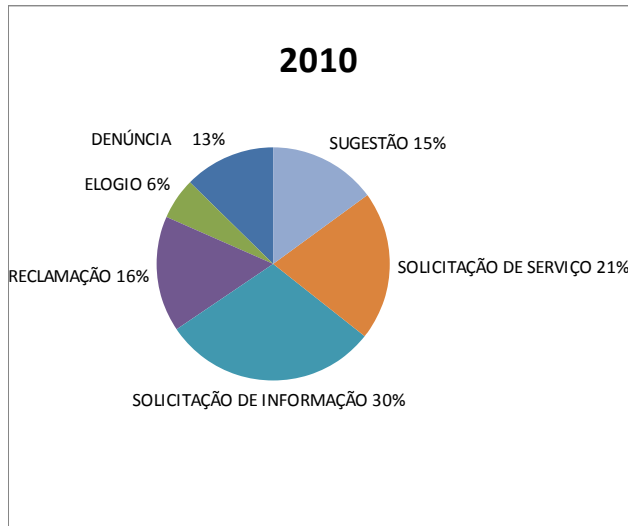
	2010	%	2011	%	2011x2010	2012	%	2012x2011
DENÚNCIA	11	13%	63	21%	473%	37	9%	-41%
CRÍTICA			7	2%		8	2%	14%
ELOGIO	5	6%	6	2%	20%	6	1%	
RECLAMAÇÃO	14	16%	59	20%	321%	98	23%	66%
SOLICITAÇÃO DE INFORMAÇÃO	26	30%	90	30%	246%	186	44%	107%
SOLICITAÇÃO DE SERVIÇO	18	21%	63	21%	250%	66	15%	5%
SUGESTÃO	13	15%	13	4%		26	6%	100%

TOTAL

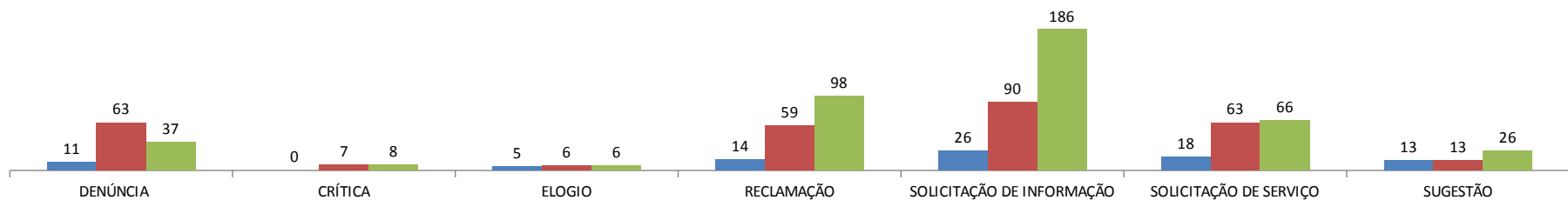
87

301

427



Evolução das Manifestações



■ 2010 ■ 2011 ■ 2012