

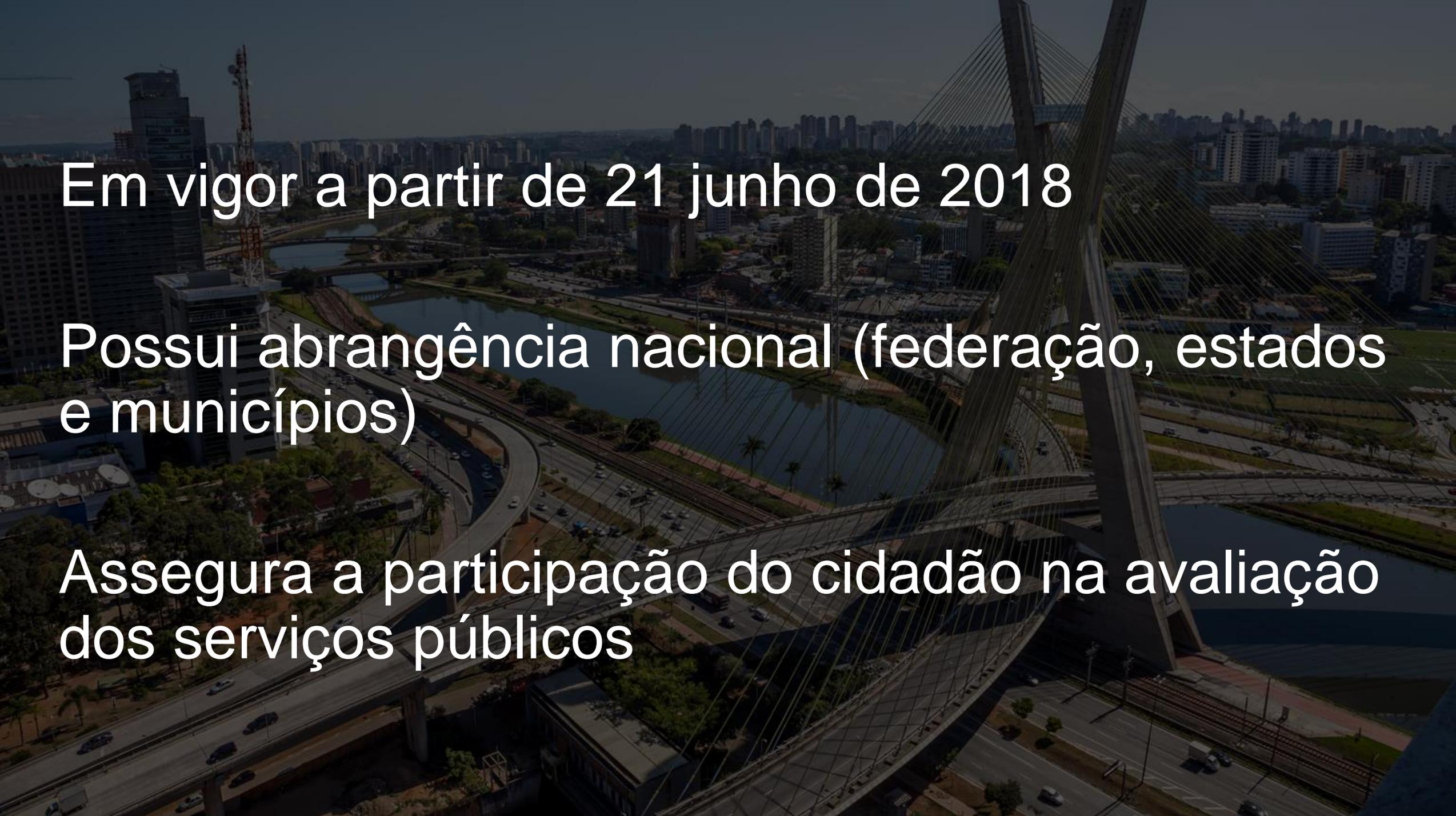
A Qualidade dos Serviços Públicos e a Lei 13.460

Eduardo Bertassi



Lei 13.460

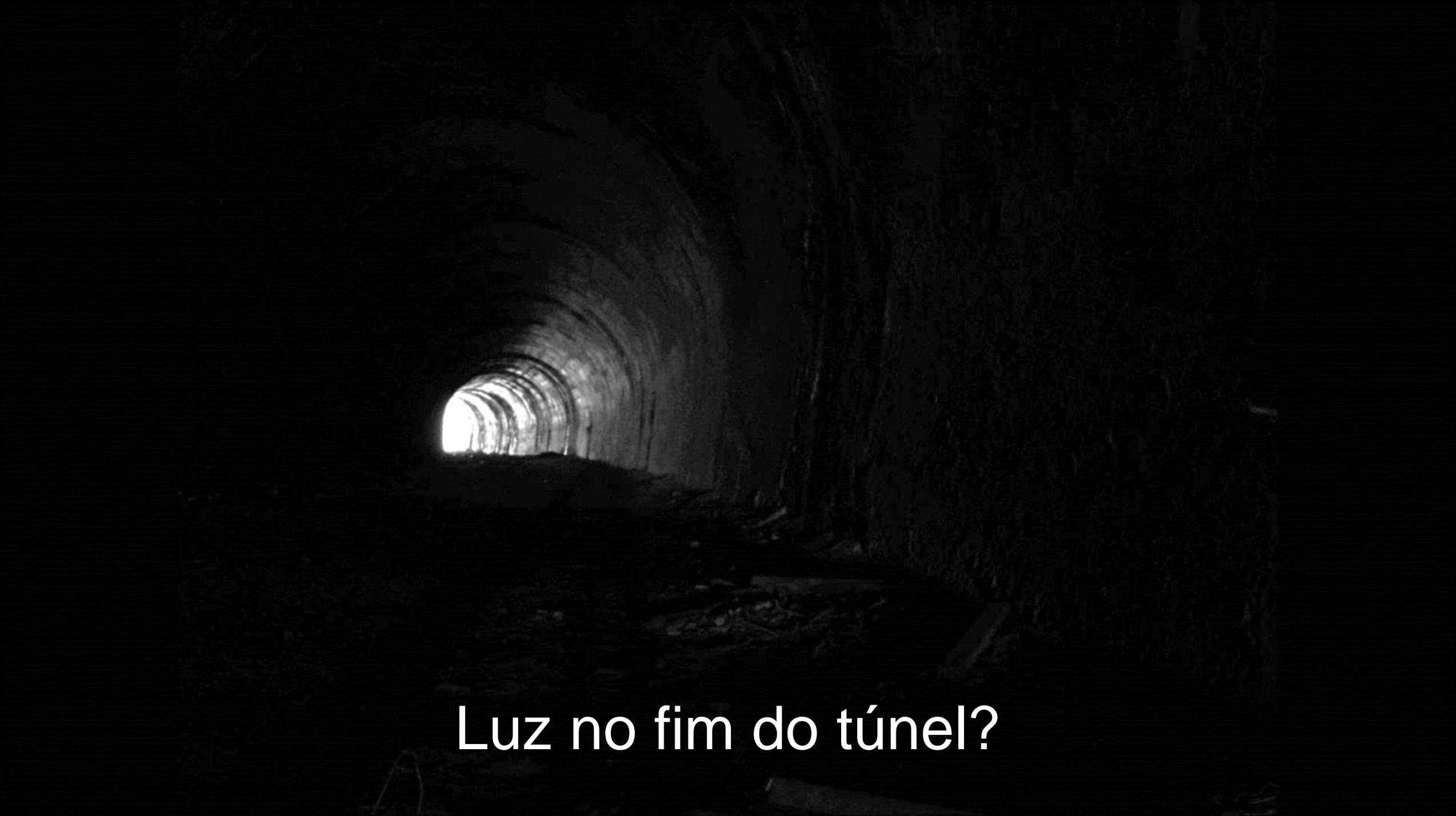
Lei de Proteção e
Defesa dos Direitos do
Usuário dos
Serviços Públicos

An aerial photograph of a modern cityscape. In the foreground, a large, curved cable-stayed bridge with a tall, slender pylon dominates the view. The bridge spans a wide river. In the background, a dense urban area with numerous high-rise buildings is visible under a clear sky. The overall scene is brightly lit, suggesting a sunny day.

Em vigor a partir de 21 junho de 2018

Possui abrangência nacional (federação, estados e municípios)

Assegura a participação do cidadão na avaliação dos serviços públicos



Luz no fim do túnel?

A man with a beard, wearing a light blue t-shirt and dark pants, is sitting on a stone wall. He is looking out over a vast landscape. In the foreground, the stone wall is made of large, dark, irregular stones. Beyond the wall, a dense city with many buildings is visible, nestled in a valley. In the background, there are rolling mountains under a cloudy sky. The overall mood is contemplative and serene.

Quatro pontos de vista...

Jurídico





Sociológico

Educacional





Controle de
Qualidade



Mudar

Obrigado

cest@usp.br