

A Qualidade dos Serviços Públicos e a Lei 13.460

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Lei 13.460

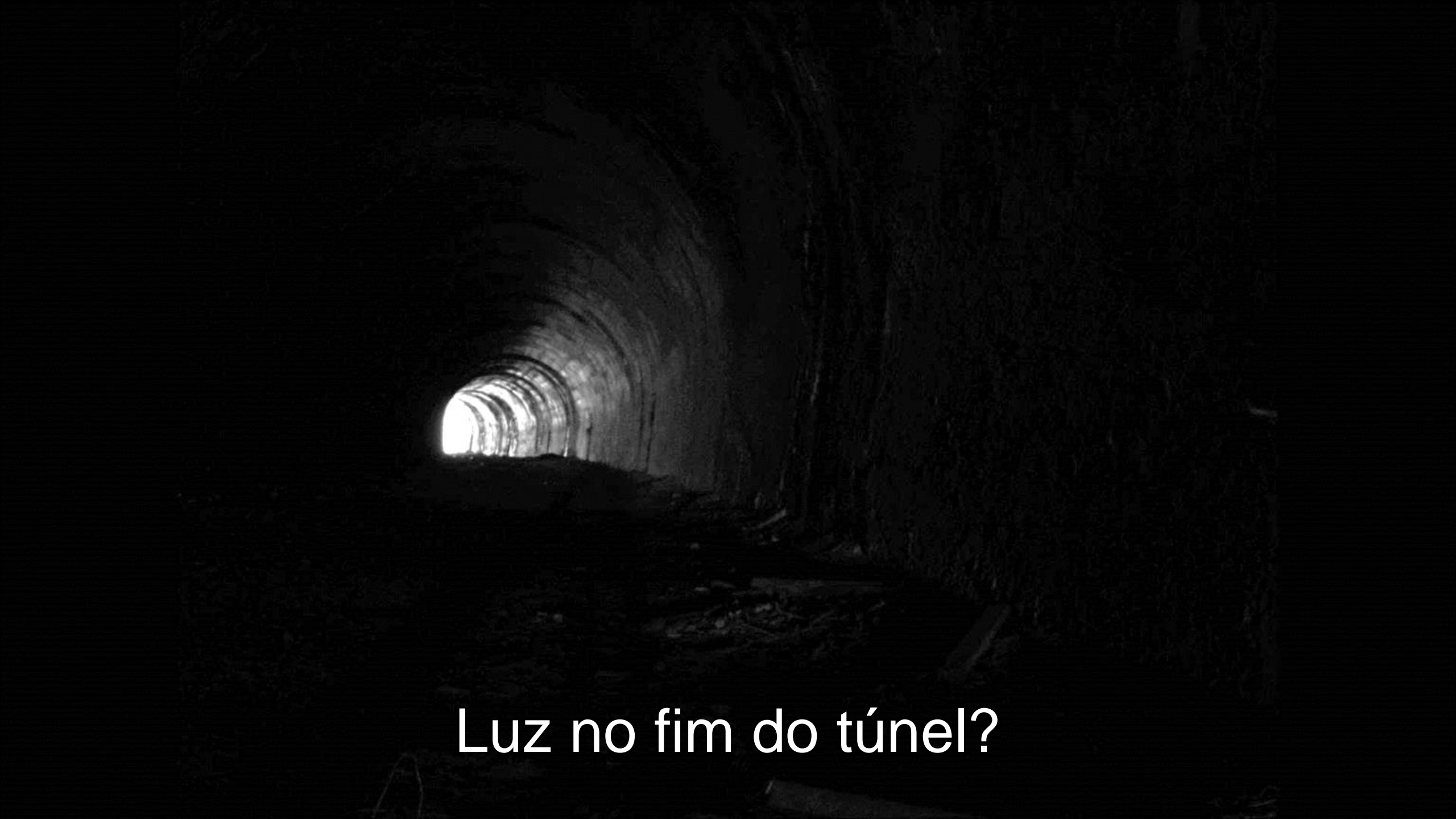
Lei de Proteção e
Defesa dos Direitos do
Usuário dos
Serviços Públicos

An aerial photograph of a modern city, likely Rio de Janeiro, featuring a prominent cable-stayed bridge with a tall, curved pylon. The bridge spans a river, and the surrounding area includes a highway interchange, residential buildings, and green spaces. The image is overlaid with white text.

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 dark hair and 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



Obrigado

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