附件4：

湛江市12345市民服务热线

单位工单量前十统计表

（2018年2月）

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **序号** | **受理单位** | **转派办理数** | **已办 结数** | **满意数** | **不满 意数** | **涉法类** | **回复率** | **办结率** | **满意率** |
| 1 | 市城管执法局 | 321 | 321 | 261 | 21 | 39 | 100% | 100.00% | 93.46% |
| 2 | 廉江市政府 | 296 | 294 | 272 | 5 | 17 | 100% | 99.32% | 98.30% |
| 3 | 市公安局 | 269 | 269 | 234 | 2 | 33 | 100% | 100.00% | 99.26% |
| 4 | 吴川市政府 | 229 | 229 | 211 | 2 | 16 | 100% | 100.00% | 99.13% |
| 5 | 霞山区政府 | 216 | 216 | 194 | 4 | 18 | 100% | 100.00% | 98.15% |
| 6 | 雷州市政府 | 196 | 170 | 158 | 1 | 11 | 100% | 86.73% | 99.41% |
| 7 | 市工商局 | 189 | 189 | 173 | 0 | 16 | 100% | 100.00% | 100.00% |
| 8 | 遂溪县政府 | 171 | 171 | 159 | 3 | 9 | 100% | 100.00% | 98.25% |
| 9 | 徐闻县政府 | 145 | 145 | 142 | 0 | 3 | 100% | 100.00% | 100.00% |
| 10 | 市水务投资集团 | 110 | 110 | 105 | 0 | 5 | 100% | 100.00% | 100.00% |