附件1：

湛江市12345市民服务热线县（市、区）

办理情况统计表

（2019年1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 | 廉江市政府 | 625 | 621 | 595 | 1 | 25 | 100% | 99.36% | 99.83% |
| 2 | 吴川市政府 | 489 | 489 | 470 | 0 | 19 | 100% | 100.00% | 100.00% |
| 3 | 雷州市政府 | 488 | 416 | 395 | 2 | 19 | 100% | 85.25% | 99.50% |
| 4 | 霞山区政府 | 419 | 410 | 384 | 3 | 23 | 100% | 97.85% | 99.22% |
| 5 | 遂溪县政府 | 365 | 365 | 354 | 1 | 10 | 100% | 100.00% | 99.72% |
| 6 | 徐闻县政府 | 236 | 233 | 227 | 0 | 6 | 100% | 98.73% | 100.00% |
| 7 | 湛江开发区管委会 | 214 | 214 | 206 | 1 | 7 | 100% | 100.00% | 99.52% |
| 8 | 赤坎区政府 | 187 | 187 | 179 | 0 | 8 | 100% | 100.00% | 100.00% |
| 9 | 麻章区政府 | 169 | 169 | 164 | 2 | 3 | 100% | 100.00% | 98.80% |
| 10 | 坡头区政府 | 134 | 134 | 134 | 0 | 0 | 100% | 100.00% | 100.00% |
| 11 | 湛江海东新区管委会 | 23 | 23 | 21 | 0 | 2 | 100% | 100.00% | 100.00% |
| 12 | 南三岛管委会 | 18 | 18 | 18 | 0 | 0 | 100% | 100.00% | 100.00% |
| 13 | 市奋勇经济区管委会 | 10 | 10 | 10 | 0 | 0 | 100% | 100.00% | 100.00% |
| 14 | 合计 | 3377 | 3289 | 3157 | 10 | 122 | 100% | 97.39% | 99.68% |