附件4：

湛江市12345市民服务热线单位工单量前十统计表（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 | 市城市管理和综合执法局 | 614 | 614 | 589 | 7 | 18 | 100% | 100.00% | 98.83% |
| 3 | 吴川市政府 | 489 | 489 | 470 | 0 | 19 | 100% | 100.00% | 100.00% |
| 4 | 雷州市政府 | 488 | 416 | 395 | 2 | 19 | 100% | 85.25% | 99.50% |
| 5 | 霞山区政府 | 419 | 410 | 384 | 3 | 23 | 100% | 97.85% | 99.22% |
| 6 | 遂溪县政府 | 365 | 365 | 354 | 1 | 10 | 100% | 100.00% | 99.72% |
| 7 | 市工商局 | 316 | 316 | 304 | 2 | 10 | 100% | 100.00% | 99.35% |
| 8 | 市住建局 | 260 | 260 | 243 | 1 | 16 | 100% | 100.00% | 99.59% |
| 9 | 徐闻县政府 | 236 | 233 | 227 | 0 | 6 | 100% | 98.73% | 100.00% |
| 10 | 市公安局 | 236 | 236 | 227 | 1 | 8 | 100% | 100.00% | 99.56% |