附件1：

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 窗口 | 考评事项 | | | | | | | | | | | | | | | | | | | | | 综合得分 | 考评名次 |
| 窗口建设（30分） | | | | | 工作 纪律（15分） | | | 审批效能（20分） | | 网上审批（25分） | | | | | | 社会评价  （10分） | | 特殊加分（10分） | | 一票否决事项 |
| 落实“放管服”改革 | 领导重视窗口建设 | 定岗定位 | 安全管理 | 便民服务 | 遵守规章制度情况 | 服务行为规范 | 服务礼仪规范 | 办件量 | 办事效率 | 网上可网办率 | 全流程网办率 | 网上可预约率 | 统一申办受理平台 | 按时办结 | 落实四办 | 服务对象满意度 | 好差评 | 新闻稿件并联审批 | 特别评价 |
| 市市场监管局 | 9 | 4 | 4 | 2 | 10 | 8.2 | 3 | 3 | 8.33 | 7.8 | 3 | 4 | 3 | 6 | 2 | 7 | 5 | 5 | 5 | 0.9 |  | 100.23 | 1 |
| 市交通运输局 | 9 | 4 | 4 | 2 | 10 | 8.5 | 3 | 3 | 10.12 | 7.76 | 3 | 4 | 3 | 6 | 2 | 7 | 5 | 5 | 3 | 0.6 |  | 99.98 | 2 |
| 市公积金中心 | 9 | 5 | 4 | 2 | 8 | 8.2 | 3 | 3 | 12.00 | 7.92 | 3 | 4 | 3 | 6 | 2 | 7 | 5 | 5 | 1 | 0.7 |  | 98.82 | 3 |
| 市卫生健康局 | 9 | 4 | 4 | 2 | 9 | 8.5 | 3 | 3 | 8.12 | 7.92 | 3 | 4 | 3 | 5 | 2 | 7 | 5 | 5 | 3 | 0.1 |  | 95.64 | 4 |
| 市自然资源局 | 9 | 5 | 4 | 2 | 6 | 8.2 | 3 | 2.8 | 12.00 | 7.76 | 3 | 3 | 3 | 6 | 2 | 7 | 5 | 5 | 1.5 | 0.2 |  | 95.46 | 5 |
| 市人社局 | 9 | 4 | 4 | 2 | 5.2 | 8.6 | 3 | 3 | 12.00 | 7.92 | 2.5 | 3 | 3 | 6 | 2 | 7 | 5 | 5 | 1 |  |  | 93.22 | 6 |
| 市应急管理局 | 9 | 5 | 4 | 2 | 5 | 8.7 | 3 | 3 | 9.18 | 7.76 | 3 | 4 | 3 | 6 | 2 | 7 | 5 | 5 | 1 | 0.1 |  | 92.74 | 7 |
| 市住建局 | 9 | 5 | 4 | 2 | 6.8 | 8.5 | 2.9 | 3 | 10.57 | 7.76 | 2.5 | 2.5 | 3 | 4 | 2 | 7 | 5 | 5 | 1 | 0.1 |  | 91.63 | 8 |
| 市民政局 | 9 | 5 | 4 | 2 | 6 | 8.5 | 3 | 3 | 8.27 | 7.76 | 3 | 4 | 3 | 5 | 2 | 7 | 5 | 5 | 1 |  |  | 91.53 | 9 |
| 市税务局 | 9 | 5 | 4 | 2 | 5 | 8.3 | 3 | 3 | 12.00 | 7.76 | 0.5 | 2 | 3 | 6 | 2 | 7 | 5 | 5 | 1 | 0.8 |  | 91.36 | 10 |
| 市发改局 | 9 | 5 | 4 | 2 | 5.8 | 8.7 | 3 | 3 | 8.01 | 7.72 | 3 | 4 | 3 | 4 | 2 | 7 | 5 | 5 | 1.5 | 0.5 |  | 91.23 | 11 |
| 市公安局 | 9 | 4 | 4 | 2 | 5.8 | 8.6 | 3 | 3 | 8.02 | 7.76 | 3 | 4 | 2.5 | 4 | 2 | 7 | 5 | 5 | 3 |  |  | 90.68 | 12 |
| 市粤海水务集团公司 | 9 | 5 | 4 | 2 | 5.4 | 8.8 | 3 | 3 | 8.91 | 7.92 | 3 | 4 | 3 | 4 | 2 | 7 | 5 | 5 |  | 0.6 |  | 90.63 | 13 |

2023年第二季度窗口考核评分表

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 窗口 | 考评事项 | | | | | | | | | | | | | | | | | | | | | 综合得分 | 考评名次 |
| 窗口建设（30分） | | | | | 工作 纪律（15分） | | | 审批效能（20分） | | 网上审批（25分） | | | | | | 社会评价  （10分） | | 特殊加分（10分） | | 一票否决事项 |
| 落实“放管服”改革 | 领导重视窗口建设 | 定岗定位 | 安全管理 | 便民服务 | 遵守规章制度情况 | 服务行为规范 | 服务礼仪规范 | 办件量 | 办事效率 | 网上可网办率 | 全流程网办率 | 网上可预约率 | 统一申办受理平台 | 按时办结 | 落实四办 | 服务对象满意度 | 好差评 | 新闻稿件并联审批 | 特别评价 |
| 市生态环境局 | 9 | 5 | 4 | 2 | 5.4 | 8.5 | 3 | 3 | 8.01 | 7.5 | 3 | 4 | 3 | 4 | 2 | 7 | 5 | 5 | 1 | 0.6 |  | 90.01 | 14 |
| 市教育局 | 9 | 5 | 3 | 2 | 3 | 8.6 | 3 | 3 | 8.59 | 7.76 | 3 | 4 | 3 | 6 | 2 | 7 | 5 | 5 | 1 |  |  | 88.95 | 15 |
| 市医疗保障局 | 9 | 5 | 4 | 2 | 4 | 8.3 | 2.8 | 3 | 11.09 | 7.52 | 3 | 1.5 | 1 | 6 | 2 | 7 | 5 | 5 | 1 | 0.3 |  | 88.51 | 16 |
| 市城综局 | 9 | 5 | 4 | 2 | 3 | 8.5 | 3 | 3 | 8.03 | 7.8 | 3 | 4 | 3 | 5 | 2 | 7 | 5 | 5 | 1 |  |  | 88.33 | 17 |
| 市商务局 | 9 | 4 | 4 | 2 | 4 | 8.6 | 3 | 3 | 8.00 | 7.92 | 3 | 4 | 3 | 4 | 2 | 7 | 5 | 5 | 1 | 0.1 |  | 87.62 | 18 |
| 市工信局 | 9 | 5 | 4 | 2 | 3 | 8.6 | 3 | 3 | 8.01 | 7.84 | 3 | 4 | 2 | 4 | 2 | 7 | 5 | 5 | 1 |  |  | 86.45 | 19 |
| 市农业农村局 | 9 | 4 | 4 | 2 | 3 | 8.6 | 2.8 | 3 | 8.07 | 7.92 | 3 | 4 | 3 | 4 | 2 | 7 | 5 | 5 | 1 |  |  | 86.39 | 20 |
| 市烟草专卖局 | 9 | 2 | 3 | 2 | 5 | 8.3 | 3 | 3 | 8.15 | 7.6 | 3 | 4 | 3 | 5 | 2 | 7 | 5 | 5 | 1 | 0.1 |  | 86.15 | 21 |
| 市气象局 | 9 | 4 | 3 | 2 | 3 | 8.9 | 3 | 3 | 8.11 | 7.92 | 3 | 4 | 1.5 | 4 | 2 | 7 | 5 | 5 | 1 | 0.2 |  | 84.63 | 22 |
| 市消防救援支队 | 9 | 3.5 | 3 | 2 | 3 | 8.8 | 3 | 3 | 8.00 | 6 | 3 | 4 | 3 | 4 | 2 | 7 | 5 | 5 | 1 |  |  | 83.30 | 23 |
| 市科技局 | 9 | 4 | 3 | 2 | 3 | 8.6 | 3 | 3 | 8.06 | 7.92 | 2.5 |  | 3 | 4 | 2 | 7 | 5 | 5 | 1 |  |  | 81.08 | 24 |
| 湛江市通建办 | 9 | 5 | 3 | 2 | 3 | 8.5 | 2.8 | 3 | 8.01 | 6.88 | 3 |  | 3 | 4 | 2 | 7 | 5 | 5 |  |  |  | 80.19 | 25 |
| 湛江新奥燃气有限公司 | 9 | 5 | 2 | 2 | 3 | 8.5 | 3 | 3 | 8.25 | 7.92 | 18 |  |  |  |  | 2 | 5 | 2 |  |  |  | 78.67 | 26 |
| 市邮政速递公司 | 9 | 2 | 3 | 2 | 3 | 8.7 | 3 | 3 | 8.06 | 7.92 | 18 |  |  |  |  | 2 | 5 | 2 |  |  |  | 76.68 | 27 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 窗口 | 考评事项 | | | | | | | | | | | | | | | | | | | | | 综合得分 | 考评名次 |
| 窗口建设（30分） | | | | | 工作 纪律（15分） | | | 审批效能（20分） | | 网上审批（25分） | | | | | | 社会评价  （10分） | | 特殊加分（10分） | | 一票否决事项 |
| 落实“放管服”改革 | 领导重视窗口建设 | 定岗定位 | 安全管理 | 便民服务 | 遵守规章制度情况 | 服务行为规范 | 服务礼仪规范 | 办件量 | 办事效率 | 网上可网办率 | 全流程网办率 | 网上可预约率 | 统一申办受理平台 | 按时办结 | 落实四办 | 服务对象满意度 | 好差评 | 新闻稿件并联审批 | 特别评价 |
| 湛江供电局 | 9 | 2 | 2 | 2 | 3 | 8.5 | 3 | 3 | 8.13 | 7.92 | 18 |  |  |  |  | 2 | 5 | 2 |  |  |  | 75.55 | 28 |
| 广东广电网络 | 9 | 2 | 3 | 2 | 3 | 8.5 | 3 | 3 | 12.00 |  | 18 |  |  |  |  | 2 | 5 | 2 |  |  |  | 72.50 | 29 |
| 人民财产保险湛江分公司 | 9 | 2 | 3 | 2 | 3 | 8.4 | 3 | 3 | 12.00 |  | 18 |  |  |  |  | 2 | 5 | 2 |  |  |  | 72.40 | 30 |
| 铁塔湛江分公司 | 9 | 2 | 3 | 2 | 3 | 8.4 | 3 | 3 | 12.00 |  | 18 |  |  |  |  | 2 | 5 | 2 |  |  |  | 72.40 | 30 |
| 市文化广电旅游体育局 | 9 |  |  |  | 3 |  | 3 | 3 | 8.00 | 7.8 | 3 | 4 | 2.5 | 4 | 2 | 7 | 5 | 5 | 1 |  |  | 67.30 | 只有事项进驻窗 口 |
| 市财政局 | 9 |  |  |  | 3 |  | 3 | 3 | 8.00 | 6 | 3 | 4 | 3 | 4 | 2 | 7 | 5 | 5 | 1 |  |  | 66.00 |
| 市金融工作局 | 9 |  |  |  | 3 |  | 3 | 3 | 8.00 | 6 | 3 | 4 | 3 | 4 | 2 | 7 | 5 | 5 | 1 |  |  | 66.00 |
| 市委统战部 | 9 |  |  |  | 3 |  | 3 | 3 | 8.00 | 6 | 3 | 3 | 3 | 4 | 2 | 7 | 5 | 5 | 1 |  |  | 65.00 |
| 市水务局 | 9 |  |  |  | 3 |  | 3 | 3 | 8.01 | 7.8 | 3 | 2.5 | 1.5 | 4 | 2 | 7 | 5 | 5 | 1 |  |  | 64.81 |
| 市委编办 | 9 |  |  |  | 3 |  | 3 | 3 | 8.01 | 7.8 | 3 | 4 | 3 | 4 | 2 | 7 | 5 | 2 | 1 |  |  | 64.81 |
| 市委宣传部 | 9 |  |  |  | 3 |  | 3 | 3 | 12.00 |  | 3 | 4 | 3 | 0 | 2 | 7 | 5 | 5 | 1 |  |  | 60.00 |
| 市档案局 | 9 |  |  |  | 3 |  | 3 | 3 | 12.00 |  | 3 | 4 | 3 | 0 | 2 | 7 | 5 | 5 | 1 |  |  | 60.00 |
| 市地方志办公室 | 9 |  |  |  | 3 |  | 3 | 3 | 12.00 |  | 18 |  |  |  |  | 2 | 5 | 2 | 1 |  |  | 58.00 |
| 市委军民融合办 | 9 |  |  |  | 3 |  | 3 | 3 | 12.00 |  | 18 |  |  |  |  | 2 | 5 | 2 | 1 |  |  | 58.00 |

说明： 1.基础分100分，窗口加分5分，中心考核领导小组加分5分，最高得分为110分。有办件量窗口80分以上为满意窗口，无办件量窗口70分以上为

满意窗口。只进驻事项的部门基础分70分，50分以上为满意窗口。 2.统计时间为：3月26日-6月25日。