附件1： 2024年第一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 |
| 市市场监管局 | 9 | 5 | 4 | 2 | 10 | 8.4 | 3 | 3 | 8.74 | 7.88 | 3 | 4 | 3 | 6 | 2 | 7 | 5 | 5 | 5 | 0.6 |  | 101.62 | 1 |
| 市交通运输局 | 9 | 5 | 4 | 2 | 10 | 8.3 | 3 | 3 | 9.42 | 7.89 | 3 | 4 | 3 | 6 | 2 | 7 | 5 | 5 | 3 | 0.1 |  | 99.71 | 2 |
| 市公积金中心 | 9 | 5 | 4 | 2 | 8 | 8.1 | 3 | 3 | 12.00 | 7.92 | 3 | 4 | 3 | 6 | 2 | 7 | 4.5 | 5 | 1 | 1.2 |  | 98.72 | 3 |
| 市自然资源局 | 9 | 5 | 4 | 2 | 8 | 8.0 | 3 | 3 | 12.00 | 7.85 | 3 | 2.5 | 2.5 | 6 | 2 | 7 | 5 | 5 | 1.5 | 0.3 |  | 96.65 | 4 |
| 市税务局 | 9 | 5 | 4 | 2 | 5 | 8.3 | 3 | 3 | 12.00 | 7.66 | 2.5 | 4 | 3 | 6 | 2 | 7 | 5 | 5 | 1 | 0.5 |  | 94.96 | 5 |
| 市粤海水务集团公司 | 9 | 5 | 4 | 2 | 7 | 8.5 | 3 | 3 | 9.34 | 7.92 | 3 | 4 | 3 | 4 | 2 | 7 | 5 | 5 | 3 |  |  | 94.76 | 6 |
| 市人社局 | 9 | 4 | 4 | 2 | 7.2 | 8.5 | 3 | 3 | 12.00 | 7.92 | 2.5 | 4 | 3 | 4 | 2 | 7 | 5 | 5 | 1 |  |  | 94.12 | 7 |
| 市应急管理局 | 9 | 5 | 4 | 2 | 7 | 8.5 | 3 | 3 | 8.78 | 7.84 | 3 | 4 | 2.5 | 6 | 2 | 7 | 5 | 5 | 1 | 0.1 |  | 93.72 | 8 |
| 市民政局 | 9 | 5 | 4 | 2 | 7 | 8.6 | 3 | 3 | 8.22 | 7.92 | 3 | 4 | 3 | 5 | 2 | 7 | 5 | 5 | 1 | 0.1 |  | 92.84 | 9 |
| 市卫生健康局 | 9 | 4 | 4 | 2 | 8 | 8.4 | 3 | 3 | 8.33 | 7.92 | 3 | 4 | 3 | 5 | 2 | 7 | 5 | 5 | 1 |  |  | 92.65 | 10 |
| 市发改局 | 9 | 5 | 4 | 2 | 8 | 8.5 | 3 | 3 | 8.01 | 7.40 | 3 | 4 | 3 | 4 | 2 | 7 | 5 | 5 | 1.5 |  |  | 92.41 | 11 |
| 市住建局 | 9 | 5 | 4 | 2 | 7.8 | 8.5 | 3 | 3 | 9.50 | 7.87 | 3 | 2.5 | 2.5 | 4 | 2 | 7 | 5 | 5 | 1 | 0.1 |  | 91.77 | 12 |
| 市医疗保障局 | 9 | 5 | 4 | 2 | 5 | 8.6 | 3 | 3 | 10.25 | 7.54 | 2 | 3 | 1 | 6 | 2 | 7 | 5 | 5 | 1 | 1.2 |  | 90.59 | 13 |

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| 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 |
| 市商务局 | 9 | 4 | 4 | 2 | 6 | 8.5 | 3 | 3 | 8.11 | 7.92 | 3 | 4 | 3 | 5 | 2 | 7 | 5 | 5 | 1 |  |  | 90.53 | 14 |
| 市公安局 | 9 | 4 | 4 | 2 | 5 | 8.7 | 3 | 3 | 8.05 | 7.91 | 3 | 3 | 2.5 | 5 | 2 | 7 | 5 | 5 | 3 |  |  | 90.15 | 15 |
| 市生态环境局 | 9 | 4 | 4 | 2 | 7 | 8.6 | 3 | 3 | 8.00 | 7.52 | 3 | 4 | 3 | 4 | 2 | 7 | 5 | 5 | 1 |  |  | 90.12 | 16 |
| 市教育局 | 9 | 5 | 3 | 2 | 5 | 8.7 | 3 | 3 | 8.11 | 7.84 | 3 | 4 | 3 | 5 | 2 | 7 | 5 | 5 | 1 |  |  | 89.65 | 17 |
| 市城综局 | 9 | 5 | 4 | 2 | 5 | 8.5 | 3 | 3 | 8.03 | 7.90 | 3 | 4 | 3 | 4 | 2 | 7 | 5 | 5 | 1 |  |  | 89.43 | 18 |
| 市烟草专卖局 | 9 | 2 | 3 | 2 | 5 | 8.3 | 3 | 3 | 8.23 | 7.69 | 3 | 4 | 3 | 6 | 2 | 7 | 5 | 5 | 1 |  |  | 87.22 | 19 |
| 市工信局 | 9 | 5 | 3 | 2 | 5 | 8.6 | 3 | 3 | 8.00 | 7.52 | 3 | 4 | 2 | 4 | 2 | 7 | 5 | 5 | 1 |  |  | 87.12 | 20 |
| 市消防救援支队 | 9 | 4 | 3 | 2 | 5 | 8.7 | 3 | 3 | 8.00 | 7.04 | 3 | 4 | 3 | 4 | 2 | 7 | 5 | 5 | 1 |  |  | 86.74 | 21 |
| 市农业农村局 | 9 | 3 | 4 | 2 | 5 | 8.5 | 3 | 3 | 8.00 | 7.52 | 3 | 3.5 | 3 | 4 | 2 | 7 | 5 | 5 | 1 |  |  | 86.52 | 22 |
| 市气象局 | 9 | 4 | 3 | 2 | 5 | 8.7 | 3 | 3 | 8.11 | 7.75 | 3 | 4 | 1.5 | 4 | 2 | 7 | 5 | 5 | 1 |  |  | 86.05 | 23 |
| 市科技局 | 9 | 4 | 3 | 2 | 5 | 8.7 | 3 | 3 | 8.04 | 7.92 | 2.5 | 0 | 2.5 | 4 | 2 | 7 | 5 | 5 | 1 |  |  | 82.66 | 24 |
| 湛江市通建办 | 9 | 5 | 3 | 2 | 5 | 8.6 | 3 | 3 | 8.01 | 6.36 | 3 | 0 | 3 | 4 | 1 | 7 | 5 | 5 | 0 |  |  | 80.97 | 25 |
| 湛江新奥燃气有限公司 | 9 | 5 | 3 | 2 | 5 | 8.6 | 3 | 3 | 8.20 | 7.92 | 16 |  |  |  |  | 2 | 5 | 2 | 1 | 0.2 |  | 80.92 | 26 |
| 邮政速递湛江市分公司 | 9 | 2 | 3 | 2 | 5 | 8.4 | 3 | 3 | 8.05 | 7.92 | 16 |  |  |  |  | 2 | 5 | 2 | 0 |  |  | 76.37 | 27 |

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| 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 | 5 | 8.2 | 3 | 3 | 8.10 | 7.92 | 16 |  |  |  |  | 2 | 5 | 2 | 1 | 0.1 |  | 76.32 | 28 |
| 广东广电网络 | 9 | 2 | 3 | 2 | 5 | 8.5 | 3 | 3 | 12.00 | 0.00 | 16 |  |  |  |  | 2 | 5 | 2 | 0 |  |  | 72.50 | 29 |
| 中国铁塔股份有限公司湛江分公司 | 9 | 2 | 3 | 2 | 5 | 8.3 | 3 | 3 | 12.00 | 0.00 | 16 |  |  |  |  | 2 | 5 | 2 | 0 |  |  | 72.30 | 30 |
| 人民财产保险湛江分公司 | 9 | 2 | 3 | 2 | 5 | 8 | 3 | 3 | 12.00 | 0.00 | 16 |  |  |  |  | 2 | 5 | 2 | 0 |  |  | 72.00 | 31 |
| 市文化广电旅游体育局 | 9 |  |  |  | 5 |  | 3 | 3 | 8.01 | 7.40 | 3 | 4 | 2.5 | 4 | 2 | 7 | 5 | 5 | 1 |  |  | 68.91 | 只有事项进驻窗口 |
| 市委宣传部 | 9 |  |  |  | 5 |  | 3 | 3 | 8.00 | 6.00 | 3 | 4 | 3 | 4 | 2 | 7 | 5 | 5 | 1 |  |  | 68.00 |
| 市委军民融合办 | 9 |  |  |  | 5 |  | 3 | 3 | 8.00 | 6.00 | 3 | 4 | 3 | 4 | 2 | 7 | 5 | 5 | 1 |  |  | 68.00 |
| 市财政局 | 9 |  |  |  | 5 |  | 3 | 3 | 8.00 | 6.00 | 3 | 3 | 3 | 4 | 2 | 7 | 5 | 5 | 1 |  |  | 67.00 |
| 市委统战部 | 9 |  |  |  | 5 |  | 3 | 3 | 8.00 | 6.00 | 3 | 3 | 3 | 4 | 2 | 7 | 5 | 5 | 1 |  |  | 67.00 |
| 市委编办 | 9 |  |  |  | 5 |  | 3 | 3 | 8.01 | 7.40 | 3 | 4 | 2 | 4 | 2 | 7 | 5 | 2 | 1 |  |  | 65.41 |
| 市水务局 | 9 |  |  |  | 5 |  | 3 | 3 | 8.00 | 6.00 | 3 | 2.5 | 1.5 | 4 | 2 | 7 | 5 | 5 | 1 |  |  | 65.00 |
| 市地方志办公室 | 9 |  |  |  | 5 |  | 3 | 3 | 12.00 | 0.00 | 16 |  |  |  |  | 2 | 5 | 2 | 1 |  |  | 58.00 |
| 市金融工作局 | 9 |  |  |  | 5 |  | 3 | 3 | 12.00 | 0.00 | 16 |  |  |  |  | 2 | 5 | 2 | 1 |  |  | 58.00 |
| 市档案局 | 9 |  |  |  | 5 |  | 3 | 3 | 12.00 | 0.00 | 16 |  |  |  |  | 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：2024年1月1日-2024年3月31日。