附件4：

湛江市12345市民服务热线

单位工单量前十统计表

（2021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 | 1308 | 1308 | 1225 | 1 | 82 | 100% | 100.00% | 99.92% |
| 2 | 吴川市政府 | 809 | 809 | 759 | 1 | 49 | 100% | 100.00% | 99.87% |
| 3 | 霞山区政府 | 805 | 805 | 733 | 7 | 65 | 100% | 100.00% | 99.05% |
| 4 | 雷州市政府 | 759 | 759 | 705 | 3 | 51 | 100% | 100.00% | 99.58% |
| 5 | 赤坎区政府 | 706 | 706 | 677 | 3 | 26 | 100% | 100.00% | 99.56% |
| 6 | 遂溪县政府 | 608 | 608 | 565 | 0 | 43 | 100% | 100.00% | 100.00% |
| 7 | 湛江开发区管委会 | 542 | 542 | 505 | 0 | 37 | 100% | 100.00% | 100.00% |
| 8 | 徐闻县政府 | 369 | 369 | 354 | 1 | 14 | 100% | 100.00% | 99.72% |
| 9 | 麻章区政府 | 305 | 305 | 295 | 0 | 10 | 100% | 100.00% | 100.00% |
| 10 | 坡头区政府 | 264 | 264 | 251 | 1 | 12 | 100% | 100.00% | 99.60% |