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3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 | 574 | 571 | 551 | 3 | 17 | 100% | 99.48% | 99.46% |
| 2 | 市城市管理和综合执法局 | 490 | 490 | 461 | 2 | 27 | 100% | 100.00% | 99.57% |
| 3 | 雷州市政府 | 476 | 425 | 402 | 1 | 22 | 100% | 89.29% | 99.75% |
| 4 | 吴川市政府 | 392 | 392 | 374 | 2 | 16 | 100% | 100.00% | 99.47% |
| 5 | 霞山区政府 | 354 | 353 | 332 | 4 | 17 | 100% | 99.72% | 98.81% |
| 6 | 市市场监管局 | 297 | 297 | 290 | 0 | 7 | 100% | 100.00% | 100.00% |
| 7 | 遂溪县政府 | 271 | 271 | 259 | 0 | 12 | 100% | 100.00% | 100.00% |
| 8 | 徐闻县政府 | 223 | 222 | 216 | 0 | 6 | 100% | 99.55% | 100.00% |
| 9 | 市公安局 | 180 | 180 | 170 | 0 | 10 | 100% | 100.00% | 100.00% |
| 10 | 湛江开发区管委会 | 169 | 169 | 155 | 0 | 14 | 100% | 100.00% | 100.00% |