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8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 | 700 | 700 | 676 | 1 | 23 | 100% | 100.00% | 99.85% |
| 2 | 霞山区政府 | 620 | 620 | 591 | 2 | 27 | 100% | 100.00% | 99.66% |
| 3 | 遂溪县政府 | 498 | 498 | 473 | 0 | 25 | 100% | 100.00% | 100.00% |
| 4 | 吴川市政府 | 491 | 491 | 468 | 0 | 23 | 100% | 100.00% | 100.00% |
| 5 | 雷州市政府 | 456 | 456 | 433 | 2 | 21 | 100% | 100.00% | 99.54% |
| 6 | 市市场监管局 | 365 | 365 | 350 | 1 | 14 | 100% | 100.00% | 99.72% |
| 7 | 湛江开发区管委会 | 341 | 341 | 318 | 1 | 22 | 100% | 100.00% | 99.69% |
| 8 | 赤坎区政府 | 324 | 324 | 307 | 0 | 17 | 100% | 100.00% | 100.00% |
| 9 | 徐闻县政府 | 297 | 297 | 289 | 0 | 8 | 100% | 100.00% | 100.00% |
| 10 | 麻章区政府 | 200 | 200 | 179 | 1 | 20 | 100% | 100.00% | 99.44% |