附件1：

湛江市12345市民服务热线县（市、区）

办理情况统计表

（2018年10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 | 502 | 464 | 456 | 0 | 8 | 100% | 92.43% | 100.00% |
| 2 | 霞山区政府 | 500 | 500 | 468 | 3 | 29 | 100% | 100.00% | 99.40% |
| 3 | 遂溪县政府 | 394 | 392 | 378 | 0 | 14 | 100% | 99.49% | 100.00% |
| 4 | 吴川市政府 | 367 | 350 | 336 | 0 | 14 | 100% | 95.37% | 100.00% |
| 5 | 雷州市政府 | 325 | 247 | 239 | 1 | 7 | 100% | 76.00% | 99.60% |
| 6 | 赤坎区政府 | 268 | 268 | 261 | 0 | 7 | 100% | 100.00% | 100.00% |
| 7 | 湛江开发区管委会 | 215 | 215 | 198 | 1 | 16 | 100% | 100.00% | 99.53% |
| 8 | 徐闻县政府 | 203 | 202 | 195 | 0 | 7 | 100% | 99.51% | 100.00% |
| 9 | 麻章区政府 | 146 | 146 | 141 | 0 | 5 | 100% | 100.00% | 100.00% |
| 10 | 坡头区政府 | 124 | 124 | 112 | 0 | 12 | 100% | 100.00% | 100.00% |
| 11 | 南三岛管委会 | 22 | 22 | 19 | 0 | 3 | 100% | 100.00% | 100.00% |
| 12 | 湛江海东新区管委会 | 6 | 6 | 6 | 0 | 0 | 100% | 100.00% | 100.00% |
| 13 | 市奋勇经济区管委会 | 3 | 3 | 3 | 0 | 0 | 100% | 100.00% | 100.00% |
| 14 | 合计 | 3075 | 2939 | 2812 | 5 | 122 | 100% | 95.58% | 99.83% |