附件4：

湛江市12345市民服务热线

单位工单量前十统计表

（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 | 市城市管理和综合执法局 | 753 | 753 | 714 | 7 | 32 | 100% | 100.00% | 99.07% |
| 2 | 廉江市政府 | 502 | 464 | 456 | 0 | 8 | 100% | 92.43% | 100.00% |
| 3 | 霞山区政府 | 500 | 500 | 468 | 3 | 29 | 100% | 100.00% | 99.40% |
| 4 | 遂溪县政府 | 394 | 392 | 378 | 0 | 14 | 100% | 99.49% | 100.00% |
| 5 | 吴川市政府 | 367 | 350 | 336 | 0 | 14 | 100% | 95.37% | 100.00% |
| 6 | 雷州市政府 | 325 | 247 | 239 | 1 | 7 | 100% | 76.00% | 99.60% |
| 7 | 市工商局 | 312 | 312 | 307 | 0 | 5 | 100% | 100.00% | 100.00% |
| 8 | 赤坎区政府 | 268 | 268 | 261 | 0 | 7 | 100% | 100.00% | 100.00% |
| 9 | 市住建局 | 253 | 253 | 222 | 1 | 30 | 100% | 100.00% | 99.60% |
| 10 | 湛江开发区管委会 | 215 | 215 | 198 | 1 | 16 | 100% | 100.00% | 99.53% |