附件1：

湛江市12345市民服务热线县（市、区）办理情况统计表（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 | 雷州市政府 | 476 | 425 | 402 | 1 | 22 | 100% | 89.29% | 99.75% |
| 3 | 吴川市政府 | 392 | 392 | 374 | 2 | 16 | 100% | 100.00% | 99.47% |
| 4 | 霞山区政府 | 354 | 353 | 332 | 4 | 17 | 100% | 99.72% | 98.81% |
| 5 | 遂溪县政府 | 271 | 271 | 259 | 0 | 12 | 100% | 100.00% | 100.00% |
| 6 | 徐闻县政府 | 223 | 222 | 216 | 0 | 6 | 100% | 99.55% | 100.00% |
| 7 | 湛江开发区管委会 | 169 | 169 | 155 | 0 | 14 | 100% | 100.00% | 100.00% |
| 8 | 赤坎区政府 | 150 | 150 | 142 | 1 | 7 | 100% | 100.00% | 99.30% |
| 9 | 麻章区政府 | 145 | 145 | 134 | 0 | 11 | 100% | 100.00% | 100.00% |
| 10 | 坡头区政府 | 104 | 104 | 99 | 0 | 5 | 100% | 100.00% | 100.00% |
| 11 | 南三岛管委会 | 20 | 20 | 19 | 0 | 1 | 100% | 100.00% | 100.00% |
| 12 | 市奋勇经济区管委会 | 4 | 4 | 3 | 0 | 1 | 100% | 100.00% | 100.00% |
| 13 | 湛江海东新区管委会 | 1 | 1 | 1 | 0 | 0 | 100% | 100.00% | 100.00% |
| 14 | 合计 | 2883 | 2827 | 2687 | 11 | 129 | 100% | 98.06% | 99.59% |