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2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 | 638 | 638 | 609 | 6 | 23 | 100% | 100.00% | 99.02% |
| 2 | 雷州市政府 | 576 | 469 | 439 | 5 | 25 | 100% | 81.42% | 98.87% |
| 3 | 吴川市政府 | 459 | 459 | 432 | 0 | 27 | 100% | 100.00% | 100.00% |
| 4 | 市城市管理和综合执法局 | 406 | 406 | 378 | 3 | 25 | 100% | 100.00% | 99.21% |
| 5 | 遂溪县政府 | 387 | 387 | 370 | 0 | 17 | 100% | 100.00% | 100.00% |
| 6 | 霞山区政府 | 327 | 326 | 305 | 3 | 18 | 100% | 99.69% | 99.03% |
| 7 | 市市场监管局 | 225 | 225 | 213 | 0 | 12 | 100% | 100.00% | 100.00% |
| 8 | 徐闻县政府 | 211 | 205 | 198 | 2 | 5 | 100% | 97.16% | 99.00% |
| 9 | 市公安局 | 210 | 210 | 197 | 1 | 12 | 100% | 100.00% | 99.49% |
| 10 | 湛江开发区管委会 | 184 | 184 | 171 | 1 | 12 | 100% | 100.00% | 99.42% |