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 | 遂溪县政府 | 387 | 387 | 370 | 0 | 17 | 100% | 100.00% | 100.00% |
| 5 | 霞山区政府 | 327 | 326 | 305 | 3 | 18 | 100% | 99.69% | 99.03% |
| 6 | 徐闻县政府 | 211 | 205 | 198 | 2 | 5 | 100% | 97.16% | 99.00% |
| 7 | 湛江开发区管委会 | 184 | 184 | 171 | 1 | 12 | 100% | 100.00% | 99.42% |
| 8 | 赤坎区政府 | 141 | 141 | 138 | 1 | 2 | 100% | 100.00% | 99.28% |
| 9 | 坡头区政府 | 135 | 135 | 127 | 1 | 7 | 100% | 100.00% | 99.22% |
| 10 | 麻章区政府 | 122 | 122 | 114 | 1 | 7 | 100% | 100.00% | 99.13% |
| 11 | 南三岛管委会 | 15 | 15 | 15 | 0 | 0 | 100% | 100.00% | 100.00% |
| 12 | 湛江海东新区管委会 | 4 | 4 | 4 | 0 | 0 | 100% | 100.00% | 100.00% |
| 13 | 市奋勇经济区管委会 | 1 | 1 | 0 | 0 | 1 | 100% | 100.00% | 100.00% |
| 14 | 合计 | 3200 | 3086 | 2922 | 20 | 144 | 100% | 96.44% | 99.32% |