**天桥区三级职能局热线考核成绩**

**日期：6月1日00:00:00-6月30日23:59:59**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **排名** | **三级单位** | **考核转办量** | **回访数** | **综合满意度(70 基础分45)** | | | | | | | **按期办理（7）** | | | **转办回退（9）** | | | | | **回访重办(9)** | | | | | **承办量考核(5)** | **总得分** |
| **服务过程（权重50）** | | **办理结果（权重50）** | | **群众满意率** | **得分** | **群众满意率排名** | **一次推诿（5）** | | **多次推诿（4）** | | **得分** | **一次重办（5）** | | **多次重办（4）** | | **得分** |
| **量** | **率** | **量** | **率** | **量** | **率** | **得分** | **量** | **率** | **量** | **率** | **量** | **率** | **量** | **率** |
| 1 | 卫健局 | 1446 | 955 | 955 | 100% | 956 | 100% | 100% | 70.00 | 1 | 1 | 0.07% | 6.99 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 5 | 99.99 |
| 1 | 教体局 | 2258 | 1405 | 1405 | 100% | 1405 | 100% | 100% | 70.00 | 1 | 3 | 0.13% | 6.99 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 5 | 99.99 |
| 3 | 人社局 | 1605 | 833 | 833 | 100% | 833 | 100% | 100% | 70.00 | 1 | 3 | 0.19% | 6.98 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 5 | 99.98 |
| 4 | 市场监督管理局 | 2868 | 1246 | 1242 | 99.68% | 1242 | 99.68% | 99.68% | 69.92 | 46 | 10 | 0.35% | 6.97 | 1 | 0.03% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 5 | 99.89 |
| 5 | 城管局 | 488 | 93 | 93 | 100% | 93 | 100% | 100% | 70.00 | 1 | 0 | 0.00% | 7.00 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 4.8 | 99.80 |
| 5 | 医疗保障局 | 468 | 370 | 370 | 100% | 370 | 100% | 100% | 70.00 | 1 | 0 | 0.00% | 7.00 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 4.8 | 99.80 |
| 5 | 行政审批服务局 | 409 | 317 | 317 | 100% | 317 | 100% | 100% | 70.00 | 1 | 0 | 0.00% | 7.00 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 4.8 | 99.80 |
| 5 | 园林绿化服务中心 | 392 | 108 | 108 | 100% | 108 | 100% | 100% | 70.00 | 1 | 0 | 0.00% | 7.00 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 4.8 | 99.80 |
| 5 | 市政工程服务中心 | 258 | 93 | 93 | 100% | 93 | 100% | 100% | 70.00 | 1 | 0 | 0.00% | 7.00 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 4.8 | 99.80 |
| 5 | 法院 | 232 | 84 | 84 | 100% | 84 | 100% | 100% | 70.00 | 1 | 0 | 0.00% | 7.00 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 4.8 | 99.80 |
| 11 | 北湖片区指挥部 | 668 | 398 | 398 | 100% | 395 | 99.25% | 99.63% | 69.90 | 47 | 2 | 0.30% | 6.97 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 4.9 | 99.77 |
| 11 | 住建局 | 765 | 335 | 333 | 99.40% | 335 | 100% | 99.70% | 69.92 | 45 | 5 | 0.65% | 6.95 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 4.9 | 99.77 |
| 13 | 水务局 | 164 | 49 | 49 | 100% | 49 | 100% | 100% | 70.00 | 1 | 0 | 0.00% | 7.00 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 4.7 | 99.70 |
| 13 | 房屋征收服务中心 | 143 | 38 | 38 | 100% | 38 | 100% | 100% | 70.00 | 1 | 0 | 0.00% | 7.00 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 4.7 | 99.70 |
| 13 | 生态环境分局 | 91 | 24 | 24 | 100% | 24 | 100% | 100% | 70.00 | 1 | 0 | 0.00% | 7.00 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 4.7 | 99.70 |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **排名** | | **三级单位** | | **考核转办量** | | **回访数** | | **综合满意度(70 基础分45)** | | | | | | | | | | | | | | **按期办理（7）** | | | | | | **转办回退（9）** | | | | | | | | | | **回访重办(9)** | | | | | | | | | | **承办量考核(5)** | | **总得分** | |
| **服务过程（权重50）** | | | | **办理结果（权重50）** | | | | **群众满意率** | | **得分** | | **群众满意率排名** | | **一次推诿（5）** | | | | **多次推诿（4）** | | | | **得分** | | **一次重办（5）** | | | | **多次重办（4）** | | | | **得分** | |
| **量** | | **率** | | **量** | | **率** | | **量** | | **率** | | **得分** | | **量** | | **率** | | **量** | | **率** | | **量** | | **率** | | **量** | | **率** | |
| 13 | | 新材料产业园区管委会 | | 87 | | 21 | | 21 | | 100% | | 21 | | 100% | | 100% | | 70.00 | | 1 | | 0 | | 0.00% | | 7.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9 | | 4.7 | | 99.70 | |
| 13 | | 民政局 | | 73 | | 46 | | 46 | | 100% | | 46 | | 100% | | 100% | | 70.00 | | 1 | | 0 | | 0.00% | | 7.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9 | | 4.7 | | 99.70 | |
| 13 | | 工程质量与安全中心 | | 68 | | 40 | | 40 | | 100% | | 40 | | 100% | | 100% | | 70.00 | | 1 | | 0 | | 0.00% | | 7.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9 | | 4.7 | | 99.70 | |
| 13 | | 环管中心 | | 61 | | 16 | | 16 | | 100% | | 16 | | 100% | | 100% | | 70.00 | | 1 | | 0 | | 0.00% | | 7.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9 | | 4.7 | | 99.70 | |
| 13 | | 退役军人事务局 | | 61 | | 28 | | 28 | | 100% | | 28 | | 100% | | 100% | | 70.00 | | 1 | | 0 | | 0.00% | | 7.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9 | | 4.7 | | 99.70 | |
| 21 | | 文旅局 | | 43 | | 22 | | 22 | | 100% | | 22 | | 100% | | 100% | | 70.00 | | 1 | | 0 | | 0.00% | | 7.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9 | | 4.6 | | 99.60 | |
| 21 | | 北展区综合开发服务中心 | | 40 | | 11 | | 11 | | 100% | | 11 | | 100% | | 100% | | 70.00 | | 1 | | 0 | | 0.00% | | 7.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9 | | 4.6 | | 99.60 | |
| 21 | | 残联 | | 35 | | 23 | | 23 | | 100% | | 23 | | 100% | | 100% | | 70.00 | | 1 | | 0 | | 0.00% | | 7.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9 | | 4.6 | | 99.60 | |
| 21 | | 组织部 | | 31 | | 23 | | 23 | | 100% | | 23 | | 100% | | 100% | | 70.00 | | 1 | | 0 | | 0.00% | | 7.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9 | | 4.6 | | 99.60 | |
| 21 | | 滨河新区指挥部 | | 28 | | 6 | | 6 | | 100% | | 6 | | 100% | | 100% | | 70.00 | | 1 | | 0 | | 0.00% | | 7.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9 | | 4.6 | | 99.60 | |
| 21 | | 农业农村局 | | 22 | | 12 | | 12 | | 100% | | 12 | | 100% | | 100% | | 70.00 | | 1 | | 0 | | 0.00% | | 7.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9 | | 4.6 | | 99.60 | |
| 21 | | 司法局 | | 21 | | 7 | | 7 | | 100% | | 7 | | 100% | | 100% | | 70.00 | | 1 | | 0 | | 0.00% | | 7.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9 | | 4.6 | | 99.60 | |
| 28 | | 商务局 | | 143 | | 80 | | 80 | | 100% | | 80 | | 100% | | 100% | | 70.00 | | 1 | | 3 | | 2.10% | | 6.85 | | 0 | | 0.00% | | 0 | | 0.00% | | 9.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9 | | 4.7 | | 99.55 | |
| 29 | | 检察院 | | 17 | | 5 | | 5 | | 100% | | 5 | | 100% | | 100% | | 70.00 | | 1 | | 0 | | 0.00% | | 7.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9 | | 4.5 | | 99.50 | |
| 29 | | 财政局 | | 16 | | 14 | | 14 | | 100% | | 14 | | 100% | | 100% | | 70.00 | | 1 | | 0 | | 0.00% | | 7.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9 | | 4.5 | | 99.50 | |
| 29 | | 北郊林场 | | 14 | | 5 | | 5 | | 100% | | 5 | | 100% | | 100% | | 70.00 | | 1 | | 0 | | 0.00% | | 7.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9 | | 4.5 | | 99.50 | |
| 29 | | 旧城改造指挥部 | | 10 | | 3 | | 3 | | 100% | | 3 | | 100% | | 100% | | 70.00 | | 1 | | 0 | | 0.00% | | 7.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9 | | 4.5 | | 99.50 | |
| **排名** | **三级单位** | | **考核转办量** | | **回访数** | | **综合满意度(70 基础分45)** | | | | | | | | | | | | | | **按期办理（7）** | | | | | | **转办回退（9）** | | | | | | | | | | **回访重办(9)** | | | | | | | | | | **承办量考核(5)** | | **总得分** | |
| **服务过程（权重50）** | | | | **办理结果（权重50）** | | | | **群众满意率** | | **得分** | | **群众满意率排名** | | **一次推诿（5）** | | | | **多次推诿（4）** | | | | **得分** | | **一次重办（5）** | | | | **多次重办（4）** | | | | **得分** | |
| **量** | | **率** | | **量** | | **率** | | **量** | | **率** | | **得分** | | **量** | | **率** | | **量** | | **率** | | **量** | | **率** | | **量** | | **率** | |
| 29 | 信访局 | | 6 | | 4 | | 4 | | 100% | | 4 | | 100% | | 100% | | 70.00 | | 1 | | 0 | | 0.00% | | 7.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9 | | 4.5 | | 99.50 | |
| 29 | 体育事业发展中心 | | 6 | | 1 | | 1 | | 100% | | 1 | | 100% | | 100% | | 70.00 | | 1 | | 0 | | 0.00% | | 7.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9 | | 4.5 | | 99.50 | |
| 29 | 工业和信息化局 | | 5 | | 3 | | 3 | | 100% | | 3 | | 100% | | 100% | | 70.00 | | 1 | | 0 | | 0.00% | | 7.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9 | | 4.5 | | 99.50 | |
| 29 | 统战部 | | 5 | | 2 | | 2 | | 100% | | 2 | | 100% | | 100% | | 70.00 | | 1 | | 0 | | 0.00% | | 7.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9 | | 4.5 | | 99.50 | |
| 29 | 机关事务服务中心 | | 4 | | 2 | | 2 | | 100% | | 2 | | 100% | | 100% | | 70.00 | | 1 | | 0 | | 0.00% | | 7.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9 | | 4.5 | | 99.50 | |
| 29 | 妇联 | | 4 | | 2 | | 2 | | 100% | | 2 | | 100% | | 100% | | 70.00 | | 1 | | 0 | | 0.00% | | 7.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9 | | 4.5 | | 99.50 | |
| 29 | 档案馆 | | 4 | | 4 | | 4 | | 100% | | 4 | | 100% | | 100% | | 70.00 | | 1 | | 0 | | 0.00% | | 7.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9 | | 4.5 | | 99.50 | |
| 29 | 城建开发公司 | | 2 | | 1 | | 1 | | 100% | | 1 | | 100% | | 100% | | 70.00 | | 1 | | 0 | | 0.00% | | 7.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9 | | 4.5 | | 99.50 | |
| 29 | 政法委 | | 2 | | 1 | | 1 | | 100% | | 1 | | 100% | | 100% | | 70.00 | | 1 | | 0 | | 0.00% | | 7.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9 | | 4.5 | | 99.50 | |
| 29 | 红十字会 | | 1 | | 1 | | 1 | | 100% | | 1 | | 100% | | 100% | | 70.00 | | 1 | | 0 | | 0.00% | | 7.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9 | | 4.5 | | 99.50 | |
| 29 | 投资控股有限公司 | | 1 | | 1 | | 1 | | 100% | | 1 | | 100% | | 100% | | 70.00 | | 1 | | 0 | | 0.00% | | 7.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9 | | 4.5 | | 99.50 | |
| 29 | 科学技术局 | | 1 | | 1 | | 1 | | 100% | | 1 | | 100% | | 100% | | 70.00 | | 1 | | 0 | | 0.00% | | 7.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9 | | 4.5 | | 99.50 | |
| 29 | 轨道交通指挥部 | | 1 | | 1 | | 1 | | 100% | | 1 | | 100% | | 100% | | 70.00 | | 1 | | 0 | | 0.00% | | 7.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9 | | 4.5 | | 99.50 | |
| 46 | 发展和改革局 | | 63 | | 43 | | 43 | | 100% | | 43 | | 100% | | 100% | | 70.00 | | 1 | | 2 | | 3.17% | | 6.77 | | 0 | | 0.00% | | 0 | | 0.00% | | 9.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9 | | 4.7 | | 99.47 | |
| 47 | 静态办 | | 375 | | 147 | | 145 | | 98.64% | | 143 | | 97.28% | | 97.96% | | 69.49 | | 48 | | 0 | | 0.00% | | 7.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9 | | 4.8 | | 99.29 | |
| 48 | 应急管理局 | | 15 | | 10 | | 10 | | 100% | | 10 | | 100% | | 100% | | 70.00 | | 1 | | 1 | | 6.67% | | 6.53 | | 0 | | 0.00% | | 0 | | 0.00% | | 9.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9 | | 4.5 | | 99.03 | |
| 49 | 自然资源局 | | 28 | | 19 | | 18 | | 94.74% | | 18 | | 94.74% | | 94.74% | | 68.68 | | 49 | | 0 | | 0.00% | | 7.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9 | | 4.6 | | 98.28 | |