**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**

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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** |
| 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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| 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** |
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| 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  |