**天桥区三级职能局热线考核成绩**

**日期：4月1日00:00:00-4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 | 教体局 | 1367 | 772 | 772 | 100% | 772 | 100% | 100.00% | 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 |
| 2 | 市场监督管理局 | 2661 | 1205 | 1205 | 100% | 1203 | 99.83% | 99.92% | 69.98 | 40 | 9 | 0.34% | 6.98 | 2 | 0.08% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 5 | 99.95 |
| 3 | 人社局 | 1452 | 725 | 725 | 100% | 723 | 99.72% | 99.86% | 69.97 | 41 | 19 | 1.31% | 6.91 | 2 | 0.14% | 3 | 0.21% | 8.98 | 0 | 0.00% | 0 | 0.00% | 9 | 5 | 99.86 |
| 4 | 行政审批服务局 | 321 | 272 | 272 | 100% | 272 | 100% | 100.00% | 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 |
| 4 | 法院 | 252 | 92 | 92 | 100% | 92 | 100% | 100.00% | 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 |
| 6 | 医疗保障局 | 446 | 385 | 385 | 100% | 385 | 100% | 100.00% | 70.00 | 1 | 1 | 0.22% | 6.98 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 4.8 | 99.78 |
| 7 | 市政工程服务中心 | 240 | 100 | 100 | 100% | 100 | 100% | 100.00% | 70.00 | 1 | 1 | 0.42% | 6.97 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 4.8 | 99.77 |
| 8 | 静态办 | 434 | 152 | 152 | 100% | 152 | 100% | 100.00% | 70.00 | 1 | 3 | 0.69% | 6.95 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 4.8 | 99.75 |
| 9 | 卫健局 | 486 | 331 | 329 | 99.40% | 331 | 100% | 99.70% | 69.93 | 42 | 0 | 0.00% | 7.00 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 4.8 | 99.73 |
| 10 | 园林绿化服务中心 | 170 | 74 | 74 | 100% | 74 | 100% | 100.00% | 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 |
| 10 | 城管局 | 162 | 45 | 45 | 100% | 45 | 100% | 100.00% | 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 |
| 10 | 环管中心 | 85 | 23 | 23 | 100% | 23 | 100% | 100.00% | 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 |
| 10 | 生态环境分局 | 66 | 26 | 26 | 100% | 26 | 100% | 100.00% | 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 |
| 10 | 民政局 | 64 | 29 | 29 | 100% | 29 | 100% | 100.00% | 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 |
| 10 | 工程质量与安全中心 | 62 | 40 | 40 | 100% | 40 | 100% | 100.00% | 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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| **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** |
| 10 | 退役军人事务局 | 57 | 28 | 28 | 100% | 28 | 100% | 100.00% | 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 |
| 17 | 水务局 | 145 | 67 | 67 | 100% | 67 | 100% | 100.00% | 70.00 | 1 | 1 | 0.69% | 6.95 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 4.7 | 99.65 |
| 18 | 商务局 | 125 | 65 | 65 | 100% | 65 | 100% | 100.00% | 70.00 | 1 | 1 | 0.80% | 6.94 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 4.7 | 99.64 |
| 19 | 房屋征收服务中心 | 85 | 27 | 27 | 100% | 27 | 100% | 100.00% | 70.00 | 1 | 1 | 1.18% | 6.92 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 4.7 | 99.62 |
| 20 | 残联 | 42 | 32 | 32 | 100% | 32 | 100% | 100.00% | 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 |
| 20 | 司法局 | 29 | 15 | 15 | 100% | 15 | 100% | 100.00% | 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 |
| 20 | 旧城改造指挥部 | 26 | 12 | 12 | 100% | 12 | 100% | 100.00% | 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 |
| 23 | 发展和改革局 | 56 | 41 | 41 | 100% | 41 | 100% | 100.00% | 70.00 | 1 | 1 | 1.79% | 6.88 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 4.7 | 99.58 |
| 24 | 住建局 | 770 | 378 | 378 | 100% | 371 | 98.15% | 99.08% | 69.77 | 43 | 2 | 0.26% | 6.98 | 12 | 1.56% | 2 | 0.26% | 8.91 | 0 | 0.00% | 0 | 0.00% | 9 | 4.9 | 99.56 |
| 25 | 财政局 | 11 | 6 | 6 | 100% | 6 | 100% | 100.00% | 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 |
| 25 | 统战部 | 8 | 5 | 5 | 100% | 5 | 100% | 100.00% | 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 |
| 25 | 检察院 | 7 | 2 | 2 | 100% | 2 | 100% | 100.00% | 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 |
| 25 | 机关事务服务中心 | 7 | 1 | 1 | 100% | 1 | 100% | 100.00% | 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 |
| 25 | 北郊林场 | 7 | 4 | 4 | 100% | 4 | 100% | 100.00% | 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 |
| 25 | 工业和信息化局 | 7 | 4 | 4 | 100% | 4 | 100% | 100.00% | 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 |
| 25 | 应急管理局 | 5 | 4 | 4 | 100% | 4 | 100% | 100.00% | 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 |
| 25 | 总工会 | 3 | 2 | 2 | 100% | 2 | 100% | 100.00% | 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 |
| 25 | 信访局 | 3 | 2 | 2 | 100% | 2 | 100% | 100.00% | 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 |

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| 25 | 科学技术局 | 2 | 2 | 2 | 100% | 2 | 100% | 100.00% | 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 |
| 25 | 宣传部 | 1 | 1 | 1 | 100% | 1 | 100% | 100.00% | 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 |
| 25 | 红十字会 | 1 | 1 | 1 | 100% | 1 | 100% | 100.00% | 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 |
| 25 | 发展改革委 | 1 | 1 | 1 | 100% | 1 | 100% | 100.00% | 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 |
| 25 | 贸促会 | 1 | 1 | 1 | 100% | 1 | 100% | 100.00% | 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 |
| 39 | 滨河新区指挥部 | 46 | 11 | 11 | 100% | 11 | 100% | 100.00% | 70.00 | 1 | 1 | 2.17% | 6.85 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 4.6 | 99.45 |
| 40 | 北展区综合开发服务中心 | 33 | 8 | 8 | 100% | 8 | 100% | 100.00% | 70.00 | 1 | 1 | 3.03% | 6.79 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 4.6 | 99.39 |
| 41 | 文旅局 | 25 | 14 | 14 | 100% | 14 | 100% | 100.00% | 70.00 | 1 | 1 | 4.00% | 6.72 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 4.6 | 99.32 |
| 42 | 自然资源局 | 48 | 38 | 38 | 100% | 38 | 100% | 100.00% | 70.00 | 1 | 3 | 6.25% | 6.56 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 4.6 | 99.16 |
| 43 | 北湖片区指挥部 | 141 | 62 | 62 | 100% | 59 | 95.16% | 97.58% | 69.40 | 44 | 0 | 0.00% | 7.00 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 4.7 | 99.10 |
| 44 | 新材料产业园区管委会 | 92 | 28 | 28 | 100% | 26 | 92.86% | 96.43% | 69.11 | 45 | 0 | 0.00% | 7.00 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 4.7 | 98.81 |
| 45 | 农业农村局 | 13 | 9 | 9 | 100% | 9 | 100% | 100.00% | 70.00 | 1 | 2 | 15.38% | 5.92 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 4.5 | 98.42 |