**天桥区三级职能局热线考核成绩**

**日期：7月1日00:00:00-7月31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 | 教体局 | 2017 | 872 | 872 | 100% | 872 | 100% | 100% | 70.00 | 1 | 2 | 0.10% | 6.99 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 5 | 99.99 |
| 2 | 人社局 | 1721 | 582 | 582 | 100% | 582 | 100% | 100% | 70.00 | 1 | 4 | 0.23% | 6.98 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 5 | 99.98 |
| 3 | 卫健局 | 1185 | 536 | 536 | 100% | 535 | 99.81% | 99.91% | 69.98 | 38 | 1 | 0.08% | 6.99 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 5 | 99.97 |
| 4 | 住建局 | 801 | 219 | 219 | 100% | 219 | 100% | 100% | 70.00 | 1 | 6 | 0.75% | 6.95 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 4.9 | 99.85 |
| 5 | 市场监督管理局 | 3256 | 946 | 940 | 99.37% | 943 | 99.68% | 99.53% | 69.88 | 39 | 24 | 0.74% | 6.95 | 1 | 0.03% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 5 | 99.83 |
| 6 | 城管局 | 286 | 47 | 47 | 100% | 47 | 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 |
| 6 | 法院 | 227 | 53 | 53 | 100% | 53 | 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 |
| 8 | 医疗保障局 | 450 | 274 | 274 | 100% | 274 | 100% | 100% | 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 |
| 8 | 行政审批服务局 | 372 | 235 | 235 | 100% | 235 | 100% | 100% | 70.00 | 1 | 1 | 0.27% | 6.98 | 0 | 0.00% | 0 | 0.00% | 9.00 | 0 | 0.00% | 0 | 0.00% | 9 | 4.8 | 99.78 |
| 10 | 市政工程服务中心 | 194 | 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 |
| 10 | 新材料产业园区管委会 | 164 | 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 |
| 10 | 环管中心 | 87 | 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 | 4.7 | 99.70 |
| 10 | 北展区综合开发服务中心 | 83 | 9 | 9 | 100% | 9 | 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 |
| 10 | 民政局 | 77 | 27 | 27 | 100% | 27 | 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 |
| 15 | 静态办 | 404 | 73 | 73 | 100% | 73 | 100% | 100% | 70.00 | 1 | 3 | 0.74% | 6.95 | 4 | 0.99% | 1 | 0.25% | 8.94 | 0 | 0.00% | 0 | 0.00% | 9 | 4.8 | 99.69 |

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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** | |
| 16 | | 园林绿化服务中心 | | 942 | | 281 | | 279 | | 99.29% | | 277 | | 98.58% | | 98.94% | | 69.73 | | 42 | | 3 | | 0.32% | | 6.98 | | 0 | | 0.00% | | 0 | | 0.00% | | 9.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9 | | 4.9 | | 99.61 | |
| 17 | | 退役军人事务局 | | 49 | | 19 | | 19 | | 100% | | 19 | | 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 | |
| 17 | | 残联 | | 40 | | 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 | |
| 17 | | 应急管理局 | | 33 | | 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 | |
| 17 | | 北郊林场 | | 25 | | 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 | | 4.6 | | 99.60 | |
| 17 | | 体育事业发展中心 | | 25 | | 9 | | 9 | | 100% | | 9 | | 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 | |
| 17 | | 工业和信息化局 | | 23 | | 8 | | 8 | | 100% | | 8 | | 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 | |
| 23 | | 房屋征收服务中心 | | 123 | | 16 | | 16 | | 100% | | 16 | | 100% | | 100% | | 70.00 | | 1 | | 2 | | 1.63% | | 6.89 | | 0 | | 0.00% | | 0 | | 0.00% | | 9.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9 | | 4.7 | | 99.59 | |
| 24 | | 商务局 | | 96 | | 27 | | 27 | | 100% | | 27 | | 100% | | 100% | | 70.00 | | 1 | | 2 | | 2.08% | | 6.85 | | 0 | | 0.00% | | 0 | | 0.00% | | 9.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9 | | 4.7 | | 99.55 | |
| 25 | | 司法局 | | 19 | | 8 | | 8 | | 100% | | 8 | | 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 | |
| 25 | | 检察院 | | 18 | | 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 | |
| 25 | | 农业农村局 | | 17 | | 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 | | 4.5 | | 99.50 | |
| 25 | | 财政局 | | 15 | | 10 | | 10 | | 100% | | 10 | | 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 | |
| 25 | | 滨河新区指挥部 | | 14 | | 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 | |
| 25 | | 旧城改造指挥部 | | 13 | | 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 | | 4.5 | | 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** | |
| 25 | 统战部 | | 7 | | 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 | | 4.5 | | 99.50 | |
| 25 | 机关事务服务中心 | | 6 | | 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 | |
| 25 | 总工会 | | 3 | | 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 | |
| 25 | 投资促进局 | | 3 | | 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 | |
| 25 | 妇联 | | 3 | | 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 | |
| 25 | 老干部局 | | 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 | |
| 37 | 水务局 | | 238 | | 49 | | 49 | | 100% | | 48 | | 97.96% | | 98.98% | | 69.75 | | 41 | | 2 | | 0.84% | | 6.94 | | 0 | | 0.00% | | 0 | | 0.00% | | 9.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9 | | 4.8 | | 99.49 | |
| 38 | 生态环境分局 | | 48 | | 7 | | 7 | | 100% | | 7 | | 100% | | 100% | | 70.00 | | 1 | | 1 | | 2.08% | | 6.85 | | 0 | | 0.00% | | 0 | | 0.00% | | 9.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9 | | 4.6 | | 99.45 | |
| 39 | 北湖片区指挥部 | | 238 | | 56 | | 55 | | 98.21% | | 56 | | 100% | | 99.11% | | 69.78 | | 40 | | 5 | | 2.10% | | 6.85 | | 0 | | 0.00% | | 0 | | 0.00% | | 9.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9 | | 4.8 | | 99.43 | |
| 40 | 自然资源局 | | 35 | | 14 | | 14 | | 100% | | 14 | | 100% | | 100% | | 70.00 | | 1 | | 1 | | 2.86% | | 6.80 | | 0 | | 0.00% | | 0 | | 0.00% | | 9.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9 | | 4.6 | | 99.40 | |
| 41 | 文旅局 | | 26 | | 5 | | 5 | | 100% | | 5 | | 100% | | 100% | | 70.00 | | 1 | | 1 | | 3.85% | | 6.73 | | 0 | | 0.00% | | 0 | | 0.00% | | 9.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9 | | 4.6 | | 99.33 | |
| 42 | 工程质量与安全中心 | | 70 | | 30 | | 30 | | 100% | | 29 | | 96.67% | | 98.34% | | 69.58 | | 43 | | 0 | | 0.00% | | 7.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9 | | 4.7 | | 99.28 | |
| 43 | 城建开发公司 | | 8 | | 2 | | 2 | | 100% | | 2 | | 100% | | 100% | | 70.00 | | 1 | | 1 | | 12.50% | | 6.13 | | 0 | | 0.00% | | 0 | | 0.00% | | 9.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9 | | 4.5 | | 98.63 | |
| 44 | 发展和改革局 | | 40 | | 24 | | 24 | | 100% | | 22 | | 91.67% | | 95.84% | | 68.96 | | 44 | | 4 | | 10.00% | | 6.30 | | 0 | | 0.00% | | 0 | | 0.00% | | 9.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9 | | 4.6 | | 97.86 | |