**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**

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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 | 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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| **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** |
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| 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  |
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| 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  |