**天桥区三级职能局热线考核成绩**

**日期：10月1日00:00:00-10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 | 卫健局 | 1829 | 982 | 982 | 100% | 982 | 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 | 5 | 100 |
| 1 | 人社局 | 1507 | 460 | 460 | 100% | 460 | 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 | 5 | 100 |
| 3 | 教体局 | 1250 | 415 | 415 | 100% | 415 | 100% | 100% | 70.00 | 1 | 1 | 0.08% | 6.99 | 2 | 0.16% | 0 | 0.00% | 8.99 | 0 | 0.00% | 0 | 0.00% | 9 | 5 | 99.99 |
| 4 | 市场监督管理局 | 3323 | 932 | 931 | 99.89% | 932 | 100% | 99.95% | 69.99 | 45 | 5 | 0.15% | 6.99 | 0 | 0.00% | 0 | 0.00% | 8.99 | 0 | 0.00% | 0 | 0.00% | 9 | 5 | 99.97 |
| 5 | 水务局 | 667 | 309 | 309 | 100% | 309 | 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 | 4.9 | 99.90 |
| 5 | 法院 | 600 | 62 | 62 | 100% | 62 | 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 | 4.9 | 99.90 |
| 5 | 医疗保障局 | 596 | 433 | 433 | 100% | 433 | 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 | 4.9 | 99.90 |
| 5 | 住建局 | 591 | 142 | 142 | 100% | 142 | 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 | 4.9 | 99.90 |
| 9 | 应急管理局 | 787 | 481 | 481 | 100% | 481 | 100% | 100% | 70.00 | 1 | 1 | 0.13% | 6.99 | 1 | 0.13% | 0 | 0.00% | 8.99 | 0 | 0.00% | 0 | 0.00% | 9 | 4.9 | 99.88 |
| 10 | 城管局 | 246 | 55 | 55 | 100% | 55 | 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 | 行政审批服务局 | 187 | 116 | 116 | 100% | 116 | 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 |
| 11 | 投资控股有限公司 | 163 | 36 | 36 | 100% | 36 | 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 |
| 11 | 商务局 | 161 | 33 | 33 | 100% | 33 | 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 |
| 11 | 体育事业发展中心 | 158 | 39 | 39 | 100% | 39 | 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 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **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** | |
| 11 | 园林绿化服务中心 | | | 128 | | 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 | |
| 11 | 自然资源局 | | | 113 | | 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 | |
| 11 | 生态环境分局 | | | 108 | | 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 | |
| 11 | 房屋征收服务中心 | | | 100 | | 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 | |
| 11 | 市政工程服务中心 | | | 100 | | 15 | | 15 | | 100% | | 15 | | 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 | |
| 11 | 民政局 | | | 92 | | 50 | | 50 | | 100% | | 50 | | 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 | |
| 11 | 退役军人事务局 | | | 81 | | 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 | |
| 11 | 环管中心 | | | 75 | | 17 | | 17 | | 100% | | 17 | | 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 | |
| 11 | 城市发展有限公司 | | | 60 | | 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 | | 4.7 | | 99.70 | |
| 11 | 文旅局 | | | 56 | | 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 | | 4.7 | | 99.70 | |
| 25 | 北湖片区指挥部 | | | 170 | | 38 | | 38 | | 100% | | 38 | | 100% | | 100% | | 70.00 | | 1 | | 1 | | 0.59% | | 6.96 | | 0 | | 0.00% | | 0 | | 0.00% | | 9.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9 | | 4.7 | | 99.66 | |
| 25 | 静态办 | | | 163 | | 57 | | 57 | | 100% | | 57 | | 100% | | 100% | | 70.00 | | 1 | | 1 | | 0.61% | | 6.96 | | 0 | | 0.00% | | 0 | | 0.00% | | 9.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9 | | 4.7 | | 99.66 | |
| 27 | 发展和改革局 | | | 30 | | 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 | | 4.6 | | 99.60 | |
| 27 | 财政局 | | | 22 | | 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 | |
| 29 | 新材料产业园区管委会 | | | 106 | | 23 | | 23 | | 100% | | 23 | | 100% | | 100% | | 70.00 | | 1 | | 1 | | 0.94% | | 6.93 | | 1 | | 0.94% | | 0 | | 0.00% | | 8.95 | | 0 | | 0.00% | | 0 | | 0.00% | | 9 | | 4.7 | | 99.59 | |
| 30 | 残联 | | | 19 | | 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 | | 4.5 | | 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** | |
| 30 | 工业和信息化局 | | 17 | | 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 | |
| 30 | 司法局 | | 14 | | 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 | |
| 30 | 北郊林场 | | 13 | | 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 | |
| 30 | 城建开发公司 | | 9 | | 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 | |
| 30 | 宣传部 | | 8 | | 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 | |
| 30 | 统战部 | | 4 | | 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 | |
| 30 | 人民武装部 | | 2 | | 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 | |
| 30 | 总工会 | | 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 | |
| 30 | 投资促进局 | | 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 | |
| 30 | 组织部 | | 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 | |
| 30 | 机关事务服务中心 | | 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 | |
| 30 | 妇联 | | 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 | |
| 43 | 工程质量与安全中心 | | 34 | | 7 | | 7 | | 100% | | 7 | | 100% | | 100% | | 70.00 | | 1 | | 0 | | 0.00% | | 7.00 | | 1 | | 2.94% | | 0 | | 0.00% | | 8.85 | | 0 | | 0.00% | | 0 | | 0.00% | | 9 | | 4.6 | | 99.45 | |
| 44 | 农业农村局 | | 40 | | 5 | | 5 | | 100% | | 5 | | 100% | | 100% | | 70.00 | | 1 | | 1 | | 2.50% | | 6.83 | | 0 | | 0.00% | | 0 | | 0.00% | | 9.00 | | 0 | | 0.00% | | 0 | | 0.00% | | 9 | | 4.6 | | 99.43 | |
| 45 | 滨河新区指挥部 | | 12 | | 5 | | 5 | | 100% | | 5 | | 100% | | 100% | | 70.00 | | 1 | | 0 | | 0.00% | | 7.00 | | 1 | | 8.33% | | 0 | | 0.00% | | 8.58 | | 0 | | 0.00% | | 0 | | 0.00% | | 9 | | 4.5 | | 99.08 | |