**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  |