**天桥区三级职能局热线考核成绩**

 **日期：9月1日00:00:00-9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 | 卫健局 | 2251 | 1161 | 1161 | 100% | 1161 | 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 | 1984 | 524 | 524 | 100% | 524 | 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 | 教体局 | 1576 | 506 | 506 | 100% | 506 | 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  |
| 4 | 市场监督管理局 | 3206 | 971 | 971 | 100% | 971 | 100% | 100% | 70.00  | 1 | 10 | 0.31% | 6.98  | 0 | 0.00% | 0 | 0.00% | 9.00  | 0 | 0.00% | 0 | 0.00% | 9 | 5 | 99.98  |
| 5 | 医疗保障局 | 673 | 467 | 467 | 100% | 467 | 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 | 634 | 85 | 85 | 100% | 85 | 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 | 水务局 | 513 | 220 | 220 | 100% | 220 | 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  |
| 8 | 住建局 | 806 | 248 | 247 | 99.60% | 248 | 100% | 99.80% | 69.95  | 40 | 0 | 0.00% | 7.00  | 0 | 0.00% | 0 | 0.00% | 9.00  | 0 | 0.00% | 0 | 0.00% | 9 | 4.9 | 99.85  |
| 9 | 应急管理局 | 367 | 198 | 198 | 100% | 198 | 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  |
| 9 | 行政审批服务局 | 277 | 177 | 177 | 100% | 177 | 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 | 体育事业发展中心 | 169 | 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 | 投资控股有限公司 | 165 | 42 | 42 | 100% | 42 | 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 | 134 | 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  |

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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** |
| 11 | 北湖片区指挥部 | 106 | 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 | 园林绿化服务中心 | 104 | 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 | 市政工程服务中心 | 96 | 18 | 18 | 100% | 18 | 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 | 89 | 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 | 自然资源局 | 80 | 18 | 18 | 100% | 18 | 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 | 新材料产业园区管委会 | 78 | 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 | 4.7 | 99.70  |
| 11 | 民政局 | 75 | 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  |
| 11 | 文旅局 | 60 | 13 | 13 | 100% | 13 | 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 | 60 | 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  |
| 11 | 退役军人事务局 | 56 | 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 | 城市发展有限公司 | 55 | 13 | 13 | 100% | 13 | 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 | 城管局 | 606 | 118 | 116 | 98.31% | 118 | 100% | 99.16% | 69.79  | 41 | 0 | 0.00% | 7.00  | 0 | 0.00% | 0 | 0.00% | 9.00  | 0 | 0.00% | 0 | 0.00% | 9 | 4.9 | 99.69  |
| 26 | 房屋征收服务中心 | 39 | 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  |
| 26 | 工程质量与安全中心 | 38 | 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  |
| 28 | 财政局 | 17 | 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  |
| 28 | 发展和改革局 | 15 | 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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| **量** | **率** | **量** | **率** | **量** | **率** | **得分** | **量** | **率** | **量** | **率** | **量** | **率** | **量** | **率** |
| 28 | 司法局 | 11 | 5 | 5 | 100% | 5 | 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  |
| 28 | 北郊林场 | 9 | 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  |
| 28 | 检察院 | 9 | 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  |
| 28 | 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  |
| 28 | 组织部 | 4 | 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  |
| 28 | 工业和信息化局 | 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  |
| 28 | 滨河新区指挥部 | 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  |
| 28 | 城建开发公司 | 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  |
| 28 | 人民武装部 | 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  |
| 28 | 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  |
| 28 | 科学技术局 | 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  |
| 41 | 农业农村局 | 35 | 5 | 5 | 100% | 5 | 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  |
| 42 | 静态办 | 157 | 39 | 39 | 100% | 37 | 94.87% | 97.44% | 69.36  | 43 | 0 | 0.00% | 7.00  | 0 | 0.00% | 0 | 0.00% | 9.00  | 0 | 0.00% | 0 | 0.00% | 9 | 4.7 | 99.06  |
| 43 | 残联 | 32 | 20 | 19 | 95% | 20 | 100% | 97.50% | 69.38  | 42 | 0 | 0.00% | 7.00  | 0 | 0.00% | 0 | 0.00% | 9.00  | 0 | 0.00% | 0 | 0.00% | 9 | 4.6 | 98.98  |