**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**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **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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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **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 | 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 | |
| **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** | |
| 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 | |