附件1

**2024年二季度12345政务热线诉求类型及渠道来源统计表**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **诉求类型** | | | | | **诉求来源渠道** | | | |
| **咨询类** | **意见建议** | **投诉类** | **举报类** | **求助类** | **人工电话** | **微信** | **省平台下派** | **网站** |
| 13 | 12 | 1251 | 19 | 733 | 1814 | 38 | 166 | 10 |