附件2

**2024年二季度各镇12345政务热线办理情况统计表**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **序号** | **办理单位** | **办理情况** | | | | **评价情况** | | |
| **承办工单（件）** | **逾期办理（件）** | **按期办结率（%）** | **退回重办（件）** | **满意量（件）** | **不满意（件）** | **满意率（%）** |
| 1 | 城关镇 | 132 | 0 | 100% | 3 | 119 | 13 | 90.15% |
| 2 | 东南镇 | 106 | 0 | 100% | 0 | 95 | 11 | 89.62% |
| 3 | 温水镇 | 95 | 0 | 100% | 1 | 86 | 9 | 90.53% |
| 4 | 东风镇 | 50 | 0 | 100% | 0 | 48 | 2 | 96.00% |
| 5 | 河北镇 | 46 | 0 | 100% | 2 | 43 | 3 | 93.48% |
| 6 | 曹家湾镇 | 35 | 0 | 100% | 1 | 30 | 5 | 85.71% |
| 7 | 八渡镇 | 23 | 0 | 100% | 0 | 22 | 1 | 95.65% |
| 8 | 新集川镇 | 22 | 0 | 100% | 0 | 22 | 0 | 100.00% |
| 9 | 固关镇 | 20 | 0 | 100% | 0 | 20 | 0 | 100.00% |
| 10 | 天成镇 | 17 | 0 | 100% | 0 | 17 | 0 | 100.00% |
| **合计** | | 546 | 0 | 100% | 7 | 502 | 44 | 91.94% |