**附件3**

**2024年二季度各部门12345政务热线工单情况统计表**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **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 | 住建局 | 367 | 6 | 98.37% | 11 | 330 | 37 | 89.92% |
| 2 | 公安局 | 177 | 0 | 100.00% | 1 | 162 | 15 | 91.53% |
| 3 | 城管执法大队 | 152 | 0 | 100.00% | 0 | 142 | 10 | 93.42% |
| 4 | 教体局 | 105 | 1 | 99.05% | 1 | 100 | 5 | 95.24% |
| 5 | 交通局 | 105 | 4 | 96.19% | 8 | 101 | 4 | 96.19% |
| 6 | 人社局 | 98 | 2 | 97.96% | 1 | 93 | 5 | 94.90% |
| 7 | 水利局 | 96 | 0 | 100.00% | 3 | 95 | 1 | 98.96% |
| 8 | 市场监管局 | 90 | 2 | 97.78% | 1 | 80 | 10 | 88.89% |
| 9 | 关山管委会 | 69 | 0 | 100.00% | 3 | 63 | 6 | 91.30% |
| 10 | 自然资源局 | 63 | 10 | 84.13% | 3 | 58 | 5 | 92.06% |
| 11 | 卫健局 | 60 | 0 | 100.00% | 1 | 53 | 7 | 88.33% |
| 12 | 电力局 | 17 | 0 | 100.00% | 0 | 17 | 0 | 100.00% |
| 13 | 林业局 | 16 | 0 | 100.00% | 0 | 16 | 0 | 100.00% |
| 14 | 征收办 | 15 | 0 | 100.00% | 1 | 14 | 1 | 93.33% |
| 15 | 工信局 | 14 | 0 | 100.00% | 0 | 14 | 0 | 100.00% |
| 16 | 广电网络公司 | 6 | 0 | 100.00% | 0 | 6 | 0 | 100.00% |
| 17 | 生态环境局 | 4 | 0 | 100.00% | 0 | 4 | 0 | 100.00% |
| 18 | 文旅局 | 4 | 0 | 100.00% | 0 | 4 | 0 | 100.00% |
| 19 | 退役军人事务局 | 4 | 0 | 100.00% | 0 | 4 | 0 | 100.00% |
| 20 | 行政审批局 | 4 | 0 | 100.00% | 0 | 4 | 0 | 100.00% |
| 21 | 医保局 | 2 | 0 | 100.00% | 0 | 2 | 0 | 100.00% |
| 22 | 民政局 | 2 | 0 | 100.00% | 0 | 2 | 0 | 100.00% |
| 23 | 农业局 | 3 | 0 | 100.00% | 0 | 3 | 0 | 100.00% |
| 24 | 总工会 | 2 | 0 | 100.00% | 0 | 2 | 0 | 100.00% |
| 25 | 县政府办 | 1 | 0 | 100.00% | 0 | 1 | 0 | 100.00% |
| 26 | 发改局 | 1 | 0 | 100.00% | 0 | 1 | 0 | 100.00% |
| 27 | 统计局 | 1 | 0 | 100.00% | 0 | 1 | 0 | 100.00% |
| 28 | 气象局 | 1 | 0 | 100.00% | 0 | 1 | 0 | 100.00% |
| 29 | 残 联 | 1 | 0 | 100.00% | 0 | 1 | 0 | 100.00% |
| 30 | 烟草局 | 1 | 0 | 100.00% | 0 | 1 | 0 | 100.00% |
| 31 | 移动公司 | 1 | 0 | 100.00% | 0 | 1 | 0 | 100.00% |
| **合计** | | 1482 | 25 | 98.31% | 34 | 1376 | 106 | 92.85% |