附件2

**2024年三季度各镇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） | 退回重办工单（件） | 按期办结率（%） | 满意量（件） | 不满意（件） | 满意率（%） |
| 1 | 城关镇 | 151 | 1 | 1 | 99% | 142 | 9 | 94.04% |
| 2 | 东南镇 | 114 | 2 | 2 | 98% | 111 | 3 | 97.37% |
| 3 | 温水镇 | 101 | 0 | 1 | 100% | 99 | 2 | 98.02% |
| 4 | 东风镇 | 69 | 0 | 4 | 100% | 64 | 5 | 92.75% |
| 5 | 河北镇 | 54 | 0 | 2 | 100% | 53 | 1 | 98.15% |
| 6 | 曹家湾镇 | 50 | 0 | 1 | 100% | 47 | 3 | 94.00% |
| 7 | 天成镇 | 39 | 0 | 1 | 100% | 38 | 1 | 97.44% |
| 8 | 新集川镇 | 36 | 1 | 1 | 97% | 34 | 2 | 94.44% |
| 9 | 固关镇 | 26 | 0 | 2 | 100% | 25 | 1 | 96.15% |
| 10 | 八渡镇 | 16 | 2 | 0 | 88% | 16 | 0 | 100.00% |
| **合计** | | 656 | 6 | 15 | 99% | 629 | 27 | 95.88% |