附件1

**2024年四季度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 |
| 14 | 13 | 1283 | 15 | 1169 | 2119 | 110 | 250 | 15 |