附件2

**2024年四季度各镇12345政务热线办理情况统计表**

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| --- | --- | --- | --- |
| **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 | 131 | 0 | 1 | 100.00% | 120 | 11 | 91.60% |
| 2 | 东南镇 | 95 | 0 | 2 | 100.00% | 90 | 5 | 94.74% |
| 3 | 河北镇 | 68 | 1 | 5 | 98.53% | 62 | 6 | 91.18% |
| 4 | 东风镇 | 61 | 0 | 0 | 100.00% | 59 | 2 | 96.72% |
| 5 | 温水镇 | 61 | 1 | 2 | 98.36% | 60 | 1 | 98.36% |
| 6 | 天成镇 | 25 | 0 | 0 | 100.00% | 23 | 2 | 92.00% |
| 7 | 曹家湾镇 | 18 | 2 | 0 | 88.89% | 18 | 0 | 100.00% |
| 8 | 八渡镇 | 14 | 0 | 0 | 100.00% | 14 | 0 | 100.00% |
| 9 | 新集川镇 | 10 | 0 | 0 | 100.00% | 10 | 0 | 100.00% |
| 10 | 固关镇 | 7 | 0 | 0 | 100.00% | 7 | 0 | 100.00% |
| **合计** | 490 | 4 | 10 | 99.18% | 463 | 27 | 94.49% |