附件3：

**宜丰县政府服务热线县直单位11月综合考核评分排名**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 序号 | 单位 | 平台登入（次数） | 得分（2分） | 办件数量（件） | 得分（6分） | 按期办结率情况（30分） | 总得分 | 满意度情况（40分） | 得分 | 重复派发情况（10分） | 得分 | 工单延期情况(10分) | 得分 | 超过退件时效件数（2分） | 综合得分 |
| 快速办结（件） | 快速办结占比率 | 得分（20分） | 超期已办结（件） | 超期未办结（件） | 按期办结率 | 得分（10分） | 满意占比 | 得分（10分） | 满意率 | 得分（30分） | 重复派发个数 | 重新派发占比率 | 延期次数 | 延期次数占比率 | 总分（100） |
| 1 | 市监局 | 27 | 2.00 | 154 | 6.00 | 152 | 98.70% | 20.00 | 0 | 0 | 100.00% | 10.00 | 30.00 | 72.34% | 8.83 | 100.00% | 30.00 | 38.83 | 1 | 0.65% | 9.94 | 0 | 0.00% | 10.00 | 2.00 | 98.77 |
| 2 | 卫健委 | 26 | 2.00 | 50 | 4.30 | 48 | 96.00% | 20.00 | 0 | 0 | 100.00% | 10.00 | 30.00 | 68.75% | 8.59 | 100.00% | 30.00 | 38.59 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00 | 2.00 | 96.89 |
| 3 | 住建局 | 22 | 2.00 | 79 | 5.75 | 57 | 72.15% | 18.03 | 0 | 0 | 100.00% | 10.00 | 28.03 | 72.22% | 8.82 | 100.00% | 30.00 | 38.82 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00 | 2.00 | 96.60 |
| 4 | 人社局 | 23 | 2.00 | 19 | 2.75 | 15 | 78.95% | 19.74 | 0 | 0 | 100.00% | 10.00 | 29.74 | 92.31% | 10.00 | 100.00% | 30.00 | 40.00 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00 | 2.00 | 96.49 |
| 5 | 公安局 | 26 | 2.00 | 6 | 2.10 | 5 | 83.33% | 20.00 | 0 | 0 | 100.00% | 10.00 | 30.00 | 100.00% | 10.00 | 100.00% | 30.00 | 40.00 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00 | 2.00 | 96.10 |
| 6 | 综投公司 | 20 | 2.00 | 2 | 2.02 | 2 | 100.00% | 20.00 | 0 | 0 | 100.00% | 10.00 | 30.00 | 100.00% | 10.00 | 100.00% | 30.00 | 40.00 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00 | 2.00 | 96.02 |
| 7 | 城管局 | 23 | 2.00 | 84 | 6.00 | 54 | 64.29% | 16.07 | 0 | 0 | 100.00% | 10.00 | 26.07 | 85.71% | 9.72 | 100.00% | 30.00 | 39.72 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00 | 2.00 | 95.79 |
| 8 | 银龙水务 | 16 | 1.60 | 7 | 2.15 | 6 | 85.71% | 20.00 | 0 | 0 | 100.00% | 10.00 | 30.00 | 100.00% | 10.00 | 100.00% | 30.00 | 40.00 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00 | 2.00 | 95.75 |
| 9 | 农业农村局 | 16 | 1.60 | 4 | 2.04 | 4 | 100.00% | 20.00 | 0 | 0 | 100.00% | 10.00 | 30.00 | 100.00% | 10.00 | 100.00% | 30.00 | 40.00 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00 | 2.00 | 95.64 |
| 10 | 交警大队 | 20 | 2.00 | 27 | 3.15 | 23 | 85.19% | 20.00 | 0 | 0 | 100.00% | 10.00 | 30.00 | 63.64% | 8.24 | 100.00% | 30.00 | 38.24 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00 | 2.00 | 95.39 |
| 11 | 教体局 | 12 | 1.20 | 13 | 2.45 | 12 | 92.31% | 20.00 | 0 | 0 | 100.00% | 10.00 | 30.00 | 85.71% | 9.72 | 100.00% | 30.00 | 39.72 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00 | 2.00 | 95.37 |
| 12 | 汽运公司 |  20 | 2.00 | 10 | 2.30 | 9 | 90.00% | 20.00 | 0 | 0 | 100.00% | 10.00 | 30.00 | 66.67% | 8.45 | 100.00% | 30.00 | 38.45 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00 | 2.00 | 94.75 |
| 13 | 工信局 | 4 | 0.40 | 1 | 2.01 | 1 | 100.00% | 20.00 | 0 | 0 | 100.00% | 10.00 | 30.00 | 100.00% | 10.00 | 100.00% | 30.00 | 40.00 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00 | 2.00 | 94.41 |
| 14 | 发改委 | 3 | 0.30 | 1 | 2.01 | 1 | 100.00% | 20.00 | 0 | 0 | 100.00% | 10.00 | 30.00 | 100.00% | 10.00 | 100.00% | 30.00 | 40.00 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00 | 2.00 | 94.31 |
| 15 | 供电公司 | 2 | 0.20 | 1 | 2.01 | 1 | 100.00% | 20.00 | 0 | 0 | 100.00% | 10.00 | 30.00 | 100.00% | 10.00 | 100.00% | 30.00 | 40.00 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00 | 2.00 | 94.21 |
| 16 | 医保局 | 9 | 0.90 | 8 | 2.20 | 6 | 75.00% | 18.75 | 0 | 0 | 100.00% | 10.00 | 28.75 | 100.00% | 10.00 | 100.00% | 30.00 | 40.00 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00 | 2.00 | 93.85 |

 **宜丰县政府服务热线县直单位11月综合考核评分排名**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 序号 | 单位 | 平台登入（次数） | 得分（2分） | 办件数量（件） | 得分（6分） | 按期办结率情况（30分） |  | 总得分 | 满意度情况（40分） | 得分 | 重复派发情况（10分） | 得分 | 工单延期情况(10分) | 得分 | 超过退件时效件数（2分） | 综合得分 |
| 快速办结（件） | 快速办结占比率 | 得分（20分） | 超期已办结（件） | 超期未办结（件） | 按期办结率 | 得分（10分） | 满意占比 | 得分（10分） | 满意率 | 得分（30分） | 重复派发个数 | 重新派发占比率 | 延期次数 | 延期次数占比率 | 总分（100） |
| 17 | 工业园区管委会 | 18 | 1.80 | 23 | 2.95 | 17 | 73.91% | 18.48 | 0 | 0 | 100.00% | 10.00 | 28.48 | 58.33% | 7.89 | 100.00% | 30.00 | 37.89 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00 | 2.00 | 93.12 |
| 18 | 烟草局 | 20 | 2.00 | 3 | 2.03 | 3 | 100.00% | 20.00 | 0 | 0 | 100.00% | 10.00 | 30.00 | 100.00% | 10.00 | 100.00% | 30.00 | 40.00 | 1 | 33.33% | 6.67 | 0 | 0.00% | 10.00 | 2.00 | 92.70 |
| 19 | 文旅局 | 14 | 1.40 | 5 | 2.10 | 4 | 80.00% | 20.00 | 0 | 0 | 100.00% | 10.00 | 30.00 | 33.33% | 6.22 | 100.00% | 30.00 | 36.22 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00 | 2.00 | 91.72 |
| 20 | 自然资源局 | 9 | 0.90 | 3 | 2.03 | 2 | 66.67% | 16.67 | 0 | 0 | 100.00% | 10.00 | 26.67 | 100.00% | 10.00 | 100.00% | 30.00 | 40.00 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00 | 2.00 | 91.60 |
| 21 | 交通运输局 | 10 | 1.00 | 3 | 2.03 | 2 | 66.67% | 16.67 | 0 | 0 | 100.00% | 10.00 | 26.67 | 66.67% | 8.45 | 100.00% | 30.00 | 38.45 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00 | 2.00 | 90.15 |
| 22 | 港华燃气 | 20 | 2.00 | 3 | 2.03 | 3 | 100.00% | 20.00 | 0 | 0 | 100.00% | 10.00 | 30.00 | 0.00% | 4.00 | 100.00% | 30.00 | 34.00 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00 | 2.00 | 90.03 |
| 23 | 税务局 | 13 | 1.30 | 2 | 2.02 | 2 | 100.00% | 20.00 | 0 | 0 | 100.00% | 10.00 | 30.00 | 0.00% | 4.00 | 100.00% | 30.00 | 34.00 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00 | 2.00 | 89.32 |
| 24 | 财政局 | 12 | 1.20 | 3 | 2.03 | 3 | 100.00% | 20.00 | 0 | 0 | 100.00% | 10.00 | 30.00 | 33.33% | 4.00 | 100.00% | 30.00 | 34.00 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00 | 2.00 | 89.23 |
| 25 | 政府办 | 10 | 1.00 | 2 | 2.02 | 2 | 100.00% | 20.00 | 0 | 0 | 100.00% | 10.00 | 30.00 | 0.00% | 4.00 | 100.00% | 30.00 | 34.00 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00 | 2.00 | 89.02 |
| 26 | 民政局 | 21 | 2.00 | 3 | 2.03 | 2 | 66.67% | 16.67 | 0 | 0 | 100.00% | 10.00 | 26.67 | 0.00% | 4.00 | 100.00% | 30.00 | 34.00 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00 | 2.00 | 86.70 |
| 27 | 商务局 | 12 | 1.20 | 3 | 2.03 | 1 | 33.33% | 8.33 | 0 | 0 | 100.00% | 10.00 | 18.33 | 100.00% | 10.00 | 100.00% | 30.00 | 40.00 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00 | 2.00 | 83.56 |
| 28 | 生态环境局 | 21 | 2.00 | 10 | 2.30 | 5 | 50.00% | 12.50 | 0 | 0 | 100.00% | 10.00 | 22.50 | 0.00% | 4.00 | 100.00% | 30.00 | 34.00 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00 | 2.00 | 82.80 |

注：当月办件量为0的成员单位不进行考核。