附件3：

**宜丰县政府服务热线县直单位3月综合考核评分排名**

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| **月度运行指标** |
| **序****号** | **成员单位** | **按期签收率（2分）** | **办件数量（5分）** | **按期办结率情况（30分）** | **解决率情况（30分）** | **满意度情况****（10分）** | **超过退件时效件数****（3分）** | **重复派发情况（10分）** | **工单延期情况（10分）** | **加减分（2分）** | **综合得分** |
| **提前率（10分）** | **按期办结率（20分）** | **得分** |
| **比例** | **得分** | **数量** | **得分** | **实际办结时间（工作日）** | **规定办结时间（工作日）** | **比例** | **得分** | **比例** | **得分** | **已解决件数** | **考核数** | **解决率** | **得分** | **比例** | **得分** | **数量** | **得分** | **重复派发个数** | **重新派发占比率** | **得分** | **延期次数** | **延期****次数占比率** | **得分** |
| **1** | 民政局 | 100.00% | 2.00  | 1 | 2.02 | 1.23 | 10.00 | 87.70% | 9.53 | 100.00% | 20.00  | 29.53 | 1 | 1 | 100.00% | 30.00 | 100.00% | 10.00 | 0 | 3.00 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00  | 0.00 | 96.55 |
| **2** | 银龙水务 | 100.00% | 2.00  | 7 | 2.20 | 10.27 | 70.00 | 85.33% | 9.28 | 100.00% | 20.00  | 29.28 | 7 | 7 | 100.00% | 30.00 | 100.00% | 10.00 | 0 | 3.00 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00  | 0.00 | 96.48 |
| **3** | 融媒体中心 | 100.00% | 2.00  | 1 | 2.02 | 1.31 | 10.00 | 86.90% | 9.45 | 100.00% | 20.00  | 29.45 | 1 | 1 | 100.00% | 30.00 | 100.00% | 10.00 | 0 | 3.00 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00  | 0.00 | 96.47 |
| **4** | 医保局 | 100.00% | 2.00  | 4 | 2.08 | 5.36 | 35.00 | 84.69% | 9.21 | 100.00% | 20.00  | 29.21 | 3 | 3 | 100.00% | 30.00 | 100.00% | 10.00 | 0 | 3.00 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00  | 0.00 | 96.29 |
| **5** | 综投公司 | 100.00% | 2.00  | 1 | 2.02 | 3.81 | 20.00 | 80.95% | 8.80 | 100.00% | 20.00  | 28.80 | 1 | 1 | 100.00% | 30.00 | 100.00% | 10.00 | 0 | 3.00 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00  | 0.00 | 95.82 |
| **6** | 司法局 | 100.00% | 2.00  | 1 | 2.02 | 2.05 | 10.00 | 79.50% | 8.64 | 100.00% | 20.00  | 28.64 | 1 | 1 | 100.00% | 30.00 | 100.00% | 10.00 | 0 | 3.00 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00  | 0.00 | 95.66 |
| **7** | 税务局 | 100.00% | 2.00  | 2 | 2.04 | 4.17 | 20.00 | 79.15% | 8.60 | 100.00% | 20.00  | 28.60 | 2 | 2 | 100.00% | 30.00 | 100.00% | 10.00 | 0 | 3.00 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00  | 0.00 | 95.64 |
| **8** | 交通运输局 | 100.00% | 2.00  | 4 | 2.08 | 8.03 | 30.00 | 73.23% | 7.96 | 100.00% | 20.00  | 27.96 | 3 | 3 | 100.00% | 30.00 | 100.00% | 10.00 | 0 | 3.00 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00  | 0.00 | 95.04 |
| **9** | 工信局 | 100.00% | 2.00  | 1 | 2.02 | 7.00 | 20.00 | 65.00% | 7.06 | 100.00% | 20.00  | 27.06 | 1 | 1 | 100.00% | 30.00 | 100.00% | 10.00 | 0 | 3.00 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00  | 0.00 | 94.08 |
| **10** | 卫健委 | 100.00% | 2.00  | 17 | 2.70 | 37.53 | 160.00 | 76.54% | 8.32 | 100.00% | 20.00  | 28.32 | 12 | 14 | 85.71% | 28.00 | 100.00% | 10.00 | 0 | 3.00 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00  | 0.00 | 94.02 |
| **11** | 公路分中心 | 100.00% | 2.00 | 7 | 2.20 | 24.09 | 70.00 | 65.59% | 7.13 | 100.00% | 20.00 | 27.13 | 7 | 7 | 100.00% | 30.00 | 100.00% | 10.00 | 0 | 3.00 | 1 | 14.29% | 8.57 | 0 | 0.00% | 10.00  | 0.00 | 92.90 |
| **12** | 汽运公司 | 100.00% | 2.00  | 17 | 2.70 | 42.58 | 175.00 | 75.67% | 8.23 | 100.00% | 20.00  | 28.23 | 13 | 16 | 81.25% | 28.00 | 100.00% | 10.00 | 0 | 3.00 | 2 | 11.76% | 8.82 | 0 | 0.00% | 10.00  | 0.00 | 92.75 |
| **13** | 公安局 | 100.00% | 2.00  | 11 | 2.40 | 20.45 | 95.00 | 82.83% | 9.00 | 100.00% | 20.00  | 29.00 | 7 | 9 | 77.78% | 26.00 | 100.00% | 10.00 | 0 | 3.00 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00  | 0.00 | 92.40 |
| **14** | 交警大队 | 100.00% | 2.00  | 26 | 3.15 | 109.00 | 280.00 | 61.07% | 6.64 | 100.00% | 20.00  | 26.64 | 19 | 23 | 82.61% | 28.00 | 100.00% | 10.00 | 0 | 3.00 | 2 | 7.69% | 9.23 | 0 | 0.00% | 10.00  | 0.20 | 92.22 |
| **15** | 工业园区管委会 | 100.00% | 2.00  | 32 | 3.45 | 110.41 | 335.00 | 67.04% | 7.29 | 100.00% | 20.00  | 27.29 | 24 | 32 | 75.00% | 26.00 | 94.44% | 9.44 | 0 | 3.00 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00  | 0.00 | 91.18 |
| **16** | 住建局 | 100.00% | 2.00  | 73 | 5.00 | 409.42 | 745.00 | 45.04% | 4.90 | 100.00% | 20.00  | 24.90 | 45 | 62 | 72.58% | 26.00 | 100.00% | 10.00 | 0 | 3.00 | 2 | 2.74% | 9.73 | 0 | 0.00% | 10.00  | 0.00 | 90.63 |

 **宜丰县政府服务热线县直单位3月综合考核评分排名**

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| **月度运行指标** |
| **序****号** | **成员单位** | **按期签收率（2分）** | **办件数量（5分）** | **按期办结率情况（30分）** | **解决率情况（30分）** | **满意度情况****（10分）** | **超过退件时效件数****（3分）** | **重复派发情况（10分）** | **工单延期情况（10分）** | **加减分（2分）** | **综合得分** |
| **提前率（10分）** | **按期办结率（20分）** | **得分** |
| **比例** | **得分** | **数量** | **得分** | **实际办结时间（工作日）** | **规定办结时间（工作日）** | **比例** | **得分** | **比例** | **得分** | **已解决件数** | **考核数** | **解决率** | **得分** | **比例** | **得分** | **数量** | **得分** | **重复派发个数** | **重新派发占比率** | **得分** | **延期次数** | **延期****次数占比率** | **得分** |
| **17** | 教体局 | 100.00% | 2.00  | 20 | 2.85 | 80.27 | 200.00 | 59.87% | 6.51 | 100.00% | 20.00  | 26.51 | 16 | 18 | 88.89% | 28.00 | 85.71% | 8.57 | 0 | 3.00 | 1 | 5.00% | 9.50 | 0 | 0.00% | 10.00  | 0.10 | 90.53 |
| **18** | 市监局 | 100.00% | 2.00  | 198 | 5.00 | 742.26 | 2005.00 | 62.98% | 6.85 | 100.00% | 20.00  | 26.85 | 125 | 190 | 65.79% | 24.00 | 94.79% | 9.48 | 0 | 3.00 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00  | 0.00 | 90.33 |
| **19** | 文旅局 | 100.00% | 2.00  | 5 | 2.10 | 26.07 | 50.00 | 47.86% | 5.20 | 100.00% | 20.00  | 25.20 | 4 | 5 | 80.00% | 28.00 | 100.00% | 10.00 | 0 | 3.00 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00  | 0.00 | 90.30 |
| **20** | 城管局 | 100.00% | 2.00  | 63 | 5.00 | 301.09 | 655.00 | 54.03% | 5.87 | 100.00% | 20.00  | 25.87 | 38 | 60 | 63.33% | 24.00 | 94.59% | 9.46 | 0 | 3.00 | 1 | 1.59% | 9.84 | 0 | 0.00% | 10.00  | 0.00 | 89.17 |
| **21** | 港华燃气 | 100.00% | 2.00  | 11 | 2.40 | 40.06 | 120.00 | 66.61% | 7.24 | 100.00% | 20.00  | 27.24 | 6 | 9 | 66.67% | 24.00 | 100.00% | 10.00 | 0 | 3.00 | 1 | 9.09% | 9.09 | 0 | 0.00% | 10.00  | 0.00 | 87.73 |
| **22** | 生态环境局 | 100.00% | 2.00  | 5 | 2.10 | 38.70 | 60.00 | 35.50% | 3.86 | 100.00% | 20.00  | 23.86 | 3 | 4 | 75.00% | 26.00 | 100.00% | 10.00 | 0 | 3.00 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00  | 0.00 | 86.96 |
| **23** | 应急管理局 | 100.00% | 2.00  | 1 | 2.02 | 2.74 | 20.00 | 86.30% | 9.38 | 100.00% | 20.00  | 29.38 | 1 | 1 | 100.00% | 30.00 | 100.00% | 10.00 | 0 | 3.00 | 1 | 100.00% | 0.00 | 0 | 0.00% | 10.00  | 0.00 | 86.40 |
| **24** | 自然资源局 | 100.00% | 2.00  | 10 | 2.35 | 50.13 | 90.00 | 44.30% | 4.82 | 100.00% | 20.00  | 24.82 | 6 | 9 | 66.67% | 24.00 | 100.00% | 10.00 | 0 | 3.00 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00  | 0.00 | 86.17 |
| **25** | 人社局 | 100.00% | 2.00  | 33 | 3.50 | 122.56 | 335.00 | 63.41% | 6.89 | 100.00% | 20.00  | 26.89 | 15 | 31 | 48.39% | 20.00 | 100.00% | 10.00 | 0 | 3.00 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00  | 0.00 | 85.39 |
| **26** | 林业局 | 100.00% | 2.00  | 2 | 2.04 | 5.47 | 20.00 | 72.65% | 7.90 | 100.00% | 20.00  | 27.90 | 1 | 2 | 50.00% | 20.00 | 100.00% | 10.00 | 0 | 3.00 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00  | 0.00 | 84.94 |
| **27** | 生态文明建设网格化治理中心 | 100.00% | 2.00  | 7 | 2.20 | 20.37 | 70.00 | 70.9% | 7.71 | 100.00% | 20.00  | 23.20 | 4 | 7 | 57.14% | 20.00 | 100.00% | 10.00 | 0 | 3.00 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00  | 0.00 | 84.91 |
| **28** | 商务局 | 100.00% | 2.00  | 1 | 2.02 | 3.29 | 10.00 | 67.10% | 7.29 | 100.00% | 20.00  | 27.29 | 0 | 1 | 0.00% | 20.00 | 100.00% | 10.00 | 0 | 3.00 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00  | 0.00 | 84.31 |
| **29** | 消防救援大队 | 100.00% | 2.00  | 2 | 2.04 | 4.45 | 30.00 | 85.16% | 9.26 | 100.00% | 20.00  | 29.26 | 1 | 2 | 50.00% | 20.00 | 0.00% | 0.00 | 0 | 3.00 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00  | 0.00 | 76.30 |
| **30** | 水利局 | 100.00% | 2.00  | 1 | 2.02 | 0.80 | 10.00 | 92.00% | 10.00 | 100.00% | 20.00  | 30.00 | 0 | 1 | 0.00% | 0.00 | 100.00% | 10.00 | 0 | 3.00 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00  | 0.00 | 67.02 |

注：当月办件量为0的成员单位不进行考核。