附件3：

**宜丰县政府服务热线县直单位4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** | 信访局 | 100.00% | 2.00  | 1 | 2.02 | 0.77 | 10.00 | 92.30% | 10.00 | 100.00% | 20.00 | 30.00 | 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 | 97.02 |
| **2** | 市监局 | 100.00% | 2.00  | 182 | 5.00 | 583.44 | 1860.00 | 68.63% | 7.44 | 100.00% | 20.00 | 27.44 | 159 | 175 | 90.86% | 30.00 | 95.06% | 9.51 | 0 | 3.00 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00 | 0.00 | 96.95 |
| **3** | 港华燃气 | 100.00% | 2.00  | 7 | 2.20 | 9.14 | 70.00 | 86.94% | 9.42 | 100.00% | 20.00 | 29.42 | 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 | 96.62 |
| **4** | 银龙水务 | 100.00% | 2.00  | 12 | 2.45 | 20.68 | 130.00 | 84.09% | 9.11 | 100.00% | 20.00 | 29.11 | 11 | 12 | 91.67% | 30.00 | 100.00% | 10.00 | 0 | 3.00 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00 | 0.00 | 96.56 |
| **5** | 民政局 | 100.00% | 2.00  | 2 | 2.04 | 2.41 | 15.00 | 83.93% | 9.09 | 100.00% | 20.00 | 29.09 | 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 | 96.13 |
| **6** | 退役军人事务局 | 100.00% | 2.00  | 1 | 2.02 | 1.78 | 10.00 | 82.20% | 8.91 | 100.00% | 20.00 | 28.91 | 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 | 95.93 |
| **7** | 卫健委 | 100.00% | 2.00  | 11 | 2.40 | 28.95 | 120.00 | 75.88% | 8.22 | 100.00% | 20.00 | 28.22 | 10 | 11 | 90.91% | 30.00 | 100.00% | 10.00 | 0 | 3.00 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00 | 0.00 | 95.62 |
| **8** | 交通运输局 | 100.00% | 2.00  | 4 | 2.08 | 7.30 | 30.00 | 75.67% | 8.19 | 100.00% | 20.00 | 28.19 | 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 | 95.27 |
| **9** | 交警大队 | 100.00% | 2.00  | 31 | 3.40 | 109.47 | 285.00 | 61.59% | 6.67 | 100.00% | 20.00 | 26.67 | 22 | 22 | 100.00% | 30.00 | 100.00% | 10.00 | 0 | 3.00 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00 | 0.00 | 95.07 |
| **10** | 教体局 | 100.00% | 2.00  | 12 | 2.45 | 35.96 | 115.00 | 68.73% | 7.45 | 100.00% | 20.00 | 27.45 | 10 | 11 | 90.91% | 30.00 | 100.00% | 10.00 | 0 | 3.00 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00 | 0.00 | 94.90 |
| **11** | 工信局 | 100.00% | 2.00  | 3 | 2.06 | 9.04 | 30.00 | 69.87% | 7.57 | 100.00% | 20.00 | 27.57 | 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 | 94.63 |
| **12** | 汽运公司 | 100.00% | 2.00  | 8 | 2.25 | 21.26 | 65.00 | 67.29% | 7.29 | 100.00% | 20.00 | 27.29 | 6 | 6 | 100.00% | 30.00 | 100.00% | 10.00 | 0 | 3.00 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00 | 0.00 | 94.54 |
| **13** | 税务局 | 100.00% | 2.00  | 2 | 2.04 | 6.33 | 20.00 | 68.35% | 7.41 | 100.00% | 20.00 | 27.41 | 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 | 94.45 |
| **14** | 文旅局 | 100.00% | 2.00  | 1 | 2.02 | 3.21 | 10.00 | 67.90% | 7.36 | 100.00% | 20.00 | 27.36 | 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 | 94.38 |
| **15** | 医保局 | 100.00% | 2.00  | 7 | 2.20 | 17.89 | 45.00 | 60.24% | 5.53 | 100.00% | 20.00 | 25.53 | 6 | 6 | 100.00% | 30.00 | 100.00% | 10.00 | 0 | 3.00 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00 | 0.00 | 92.73 |
| **16** | 水利局 | 100.00% | 2.00  | 1 | 2.02 | 4.81 | 10.00 | 51.90% | 5.62 | 100.00% | 20.00 | 25.62 | 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 | 92.64 |

 **宜丰县政府服务热线县直单位4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** | 住建局 | 100.00% | 2.00  | 59 | 4.80 | 450.87 | 782.00 | 42.34% | 4.59 | 100.00% | 20.00 | 24.59 | 44 | 54 | 81.48% | 28.00 | 100.00% | 10.00 | 0 | 3.00 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00 | 0.00 | 92.39 |
| **18** | 城管局 | 100.00% | 2.00  | 58 | 4.75 | 293.70 | 600.00 | 51.05% | 5.53 | 100.00% | 20.00 | 25.53 | 40 | 54 | 74.07% | 26.00 | 100.00% | 10.00 | 0 | 3.00 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00 | 0.00 | 91.28 |
| **19** | 人社局 | 100.00% | 2.00  | 25 | 3.10 | 75.70 | 240.00 | 68.46% | 7.42 | 100.00% | 20.00 | 27.42 | 18 | 24 | 75.00% | 26.00 | 100.00% | 10.00 | 1 | 2.50 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00 | 0.00 | 91.02 |
| **20** | 生态环境局 | 100.00% | 2.00  | 5 | 2.10 | 33.00 | 50.00 | 34.00% | 3.68 | 100.00% | 20.00 | 23.68 | 5 | 5 | 100.00% | 30.00 | 100.00% | 10.00 | 0 | 3.00 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00 | 0.00 | 90.78 |
| **21** | 公安局 | 100.00% | 2.00  | 7 | 2.20 | 23.25 | 70.00 | 66.79% | 7.24 | 100.00% | 20.00 | 27.24 | 5 | 7 | 71.43% | 26.00 | 100.00% | 10.00 | 0 | 3.00 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00 | 0.00 | 90.44 |
| **22** | 公路分中心 | 100.00% | 2.00 | 3 | 2.06 | 4.56 | 30.00 | 84.80% | 9.19 | 100.00% | 20.00 | 29.19 | 2 | 3 | 66.67% | 24.00 | 100.00% | 10.00 | 0 | 3.00 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00 | 0.00 | 90.25 |
| **23** | 工业园区管委会 | 100.00% | 2.00  | 15 | 2.60 | 41.01 | 150.00 | 72.66% | 7.87 | 100.00% | 20.00 | 27.87 | 9 | 15 | 60.00% | 24.00 | 100.00% | 10.00 | 0 | 3.00 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00 | 0.00 | 89.47 |
| **24** | 农业农村局 | 100.00% | 2.00  | 6 | 2.15 | 17.65 | 60.00 | 70.58% | 7.65 | 100.00% | 20.00 | 27.65 | 4 | 6 | 66.67% | 24.00 | 100.00% | 10.00 | 0 | 3.00 | 0 | 0.00% | 10.00 | 0 | 0.00% | 10.00 | 0.00 | 88.80 |
| **25** | 商务局 | 100.00% | 2.00  | 2 | 2.04 | 2.38 | 20.00 | 88.10% | 9.54 | 100.00% | 20.00 | 29.54 | 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 | 86.58 |
| **26** | 自然资源局 | 100.00% | 2.00  | 10 | 2.35 | 57.06 | 80.00 | 28.69% | 3.11 | 100.00% | 20.00 | 23.11 | 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 | 86.46 |
| **27** | 财政局 | 100.00% | 2.00  | 2 | 2.04 | 4.43 | 20.00 | 77.85% | 8.43 | 100.00% | 20.00 | 28.43 | 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 | 85.47 |
| **28** | 发改委 | 100.00% | 2.00  | 2 | 2.04 | 6.41 | 15.00 | 57.27% | 6.20 | 100.00% | 20.00 | 26.20 | 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 | 83.24 |
| **29** | 消防救援大队 | 100.00% | 2.00  | 2 | 2.04 | 13.28 | 20.00 | 33.60% | 3.64 | 100.00% | 20.00 | 23.64 | 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 | 80.68 |
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注：当月办件量为0的成员单位不进行考核。