

附件2：2024年灵宝市12345政务热线一季度绩效考核排名(乡镇)

考核单位	排名	总分	派单量	及时签收数	及时签收率	及时签收得分(50分)	按时办结数	按时办结率	按时办结得分(300分)	结果满意数	结果满意率	结果满意得分(150分)	作风满意数	作风满意率	作风满意得分(100分)	及时交办数	及时交办率	及时交办得分(70分)	实时退单数	实时退单率	实时退单得分(50分)	正确退单数	正确退单率	正确退单得分(80分)	及时联系数	及时联系率	及时联系得分(50分)	审核通过数	审核通过率	审核通过得分(80分)	三方通话率得分	积极办理群众满意	未按要求办结
豫灵镇	1	1015.60	126	123	97.62%	48.81	54	100.00%	300	50	88.89%	133	53	98.52%	99	104	82.54%	57.78	20	71.43%	35.71	28	100.00%	80	54	100.00%	50.00	54	94.74%	76	20	75	-10.6
故县镇	2	931.04	56	53	94.64%	47	15	100.00%	300.00	14	92.00%	138.00	15	100.00%	100.00	33	58.93%	41.25	11	68.75%	34.37	16	100.00%	80	15	100.00%	50	15	75.00%	60.0	20	18	-8.6
五亩乡	3	925.05	65	63	96.92%	48.46	26	100.00%	300	24	86.15%	129.23	26	95.38%	95.38	36	55.38%	38.77	5	55.56%	27.8	8	88.89%	71	23	88.46%	44.23	26	89.66%	71.72	20	36	-8.4
尹庄镇	4	923.14	137	135	98.54%	49.27	41	89.13%	267.39	38	86.67%	130.00	42	98.10%	98.10	125	91.24%	63.87	7	63.64%	31.82	11	100.00%	80	38	90.48%	45	43	89.58%	71.67	20	48	-32.7
涧西区	5	918.93	117	110	94.02%	47.01	34	91.89%	275.68	32	85.56%	128	33	91.11%	91	101	86.32%	60.43	19	95.00%	48	20	100.00%	80	30	83.33%	41.67	38	86.36%	69.09	20	30	-23
函谷关镇	6	907.25	56	51	91.07%	45.54	18	94.74%	284	17	87.37%	131.05	19	100.00%	100.00	44	78.57%	55.00	3	60.00%	30.00	5	100.00%	80	19	100.00%	50.00	20	90.91%	72.73	20	29	-40.2
西阎乡	7	896.0	36	34	94.44%	47.22	19	90.48%	271	17	88.00%	132	20	100.00%	100	32	88.89%	62.22	1	16.67%	8	5	83.33%	67	20	100.00%	50	20	100.00%	80.00	20	25	-17.1
焦村镇	8	895.64	87	80	91.95%	45.98	46	97.87%	294	35	71.06%	107	47	94.04%	94	75	86.21%	60.34	8	50.00%	25	15	93.75%	75	41	87.23%	43.6	47	85.45%	68.36	20	39	-26.1
川口乡	9	894.33	68	64	94.12%	47	18	90.00%	270.00	15	77.78%	116.67	18	97.78%	97.78	46	67.65%	47	6	85.71%	43	7	100.00%	80	17	94.44%	47.22	19	95.00%	76	20	17	-18.1
城关镇	10	872.33	106	106	100.00%	50.00	22	91.67%	275	19	82.86%	124	21	96.19%	96.2	88	83.02%	58	20	71.43%	35.71	24	85.71%	69	19	90.48%	45	22	75.86%	60.69	20	24	-36
苏村乡	11	864.19	30	29	96.67%	48.33	13	81.25%	244	14	84.00%	126.0	15	100.00%	100.0	30	100.00%	70.00	0	0.00%	0.00	2	100.00%	80	15	100.00%	50	15	93.75%	75.00	20	14	-13.1
涧东区	12	863.74	104	100	96.15%	48.08	43	87.76%	263	44	86.67%	130	45	93.33%	93.33	56	53.85%	37.69	6	40.00%	20.00	15	100.00%	80	46	95.83%	47.92	48	85.71%	69	20	58	-55.9
阳平镇	13	860.54	93	89	95.70%	47.85	34	91.89%	275.68	34	91.11%	136.67	36	97.78%	97.78	74	79.57%	56	0	0.00%	0	4	100.00%	80	33	91.67%	45.83	36	92.31%	74	20	44	-67.5
朱阳镇	14	852.5	65	43	66.15%	33.08	22	84.62%	253.85	24	88.80%	133.20	24	95.20%	95.2	27	41.54%	29.08	19	73.08%	37	26	100.00%	80	24	96.00%	48.00	25	92.59%	74.07	20	29	-29.5
寺河乡	15	848.08	10	3	30.00%	15.00	2	100.00%	300.00	1	100.00%	150	1	100.00%	100	7	70.00%	49	1	25.00%	13	4	100.00%	80	1	100.00%	50.0	3	60.00%	48	20	2	-28