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| 12345海口智慧联动平台工 单 信 息 卡 |

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| 诉求人信息 | |  |  |  |  | | --- | --- | --- | --- | | 诉求人 | **胡女士** | 性别 | **女** | | 来电号码 |  | 联系电话 |  | | 个人备注 |  | 联系电话2 |  | |

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| 诉求信息 | |  |  | | --- | --- | | 工单标题 | **关于海口市龙华区华海路鑫椰晖酒店拆迁项目施工工地每天晚上21:30-23:30仍在施工存在噪音扰民的问题** |  |  |  | | --- | --- | | 诉求地址 | **龙华区华海路鑫椰晖酒店拆迁项目** |  |  |  |  |  | | --- | --- | --- | --- | | 诉求区域 | **龙华区** | 工单来源 | **海南省转办件** | | |  | | --- | | **诉求内容：** | | 诉求人来电反映:海口市龙华区华海路鑫椰晖酒店拆迁项目的施工工地每天晚上21:30-23:30都还在施工，存在严重噪音扰民的问题，多次向海口市12345热线反映至今7月18日未处理，故来电反映，请职能单位核实处理。请龙华区政府核实处理，谢谢！（请职能局按规定在30分钟内核实处理，响应处置） | | | | | |

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| 工单基本信息 | |  |  |  |  | | --- | --- | --- | --- | | 工单编号 | **20210719245410** | 来电类别 | **投诉类** | | 工单类型 | **非城市管理类** | 紧急程度 | **一般** | | 一级分类 | **城市管理（事件类）** | 二级分类 | **施工管理** | | 三级分类 | **夜间施工的现象** | 四级分类 | **超时施工** | | 来电时间 | **2021-07-18 23:52:33** | 截止时间 | **2021-07-21 10:59:48** | |

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| |  |  |  |  |  | | --- | --- | --- | --- | --- | | **工单满意度回访评价** | | | | | | **回访时间** | **回访途径** | **回访结果** | **回访标签** | **结果描述** | | 2021-07-20 09:23:06 | 无人接听 | 未评价 | 无 | 于2021-7-20 09:20:48联系市民，无人接听；于7月20日已短信告知市民职能局答复，此单办结。 |  |  |  |  |  | | --- | --- | --- | --- | | **工单办理信息** | | | | | |  | | --- | | **答复市民要点:** | | 录入人员颜梨翔18976677581回复：关于市民投诉华海路鑫椰晖酒店拆迁项目工地超时施工扰民的问题。龙华分局市容秩序大队执法人员陈焕庆18976553936吴志刚等人于2021年7月19日22时10分到达现场核实。该处系鑫椰晖大厦危楼拆除项目，施工单位:海南隆冠拆迁工程有限公司，现场已停止施工，未发现有施工的现象，下一步我中队将加强巡查与管理。 | | | | | | **工单流转信息:** |  |  |  | | ●2021-07-18 23:57:18 海南省话务01组-何梦霖-热线前台受理：请职能单位核实处理，谢谢。 |  |  |  | | ●2021-07-19 10:54:25 话务01组-黄露露-前台工单暂存： |  |  |  | | ●2021-07-19 10:55:18 话务01组-黄露露-前台工单暂存：请龙华区政府核实处理，谢谢！（请职能局按规定在30分钟内核实处理，响应处置） |  |  |  | | ●2021-07-19 10:59:14 龙华区城市运行联动保障中心专席-董烨洁-区中心签收：签收。 |  |  |  | | ●2021-07-19 10:59:41 龙华区城市运行联动保障中心专席-董烨洁-区中心处理：请龙华区综合行政执法大队处理 |  |  |  | | ●2021-07-19 11:00:05 龙华区综合行政执法大队-蒙卫-职能局签收：签收。 |  |  |  | | ●2021-07-20 02:26:26 龙华区综合行政执法大队-李晓丹-职能局处理：录入人员颜梨翔18976677581回复：关于市民投诉华海路鑫椰晖酒店拆迁项目工地超时施工扰民的问题。龙华分局市容秩序大队执法人员陈焕庆18976553936吴志刚等人于2021年7月19日22时10分到达现场核实。该处系鑫椰晖大厦危楼拆除项目，施工单位:海南隆冠拆迁工程有限公司，现场已停止施工，未发现有施工的现象，下一步我中队将加强巡查与管理。 |  |  |  | | ●2021-07-20 03:12:54 龙华区综合行政执法大队-吴师明-职能局领导审核：同意 |  |  |  | | ●2021-07-20 08:05:53 龙华区城市运行联动保障中心专席-董烨洁-区中心办结审核：同意。 |  |  |  | | ●2021-07-20 08:35:53 12345热线后台组-劳燕-热线后台办结审核：同意。 |  |  |  | | ●2021-07-20 09:22:54 12345热线后台组-唐春艳-工单回访：于2021-7-20 09:20:48联系市民，无人接听；于7月20日已短信告知市民职能局答复，此单办结。 |  |  |  | | ●2021-07-20 09:25:03 海口分平台-海口分平台-二级处理：于2021-7-20 09:20:48联系市民，无人接听；于7月20日已短信告知市民职能局答复，此单办结。 |  |  |  | | ●2021-07-20 15:24:47 海南省话务01组-8509-工单回访：互转工单归档 |  |  |  | |

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| 12345海口智慧联动平台工 单 信 息 卡 |

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| 诉求人信息 | |  |  |  |  | | --- | --- | --- | --- | | 诉求人 | **先生** | 性别 | **男** | | 来电号码 |  | 联系电话 |  | | 个人备注 |  | 联系电话2 |  | |

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| 诉求信息 | |  |  | | --- | --- | | 工单标题 | **关于表扬龙华区城管陈益刚的问题** |  |  |  | | --- | --- | | 诉求地址 |  |  |  |  |  |  | | --- | --- | --- | --- | | 诉求区域 | **龙华区** | 工单来源 | **语音** | | |  | | --- | | **诉求内容：** | | 市民来电表扬: 表扬龙华区城管陈益刚，解决工单号20210719245410《关于海口市龙华区华海路鑫椰晖酒店拆迁项目施工工地每天晚上21:30-23:30仍在施工存在噪音扰民的问题》，此问题已得到解决，故来电表扬，请龙华区城管核实处理！ | | | | | |

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| 工单基本信息 | |  |  |  |  | | --- | --- | --- | --- | | 工单编号 | **20210719260524** | 来电类别 | **建议类** | | 工单类型 | **非城市管理类** | 紧急程度 | **一般** | | 一级分类 | **公共服务（事件类）** | 二级分类 | **“12345”热线** | | 三级分类 | **表扬感谢热线** | 四级分类 | **问题解决** | | 来电时间 | **2021-07-19 22:04:42** | 截止时间 | **2021-07-21 06:20:35** | |

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| |  |  |  |  |  | | --- | --- | --- | --- | --- | | **工单满意度回访评价** | | | | | | **回访时间** | **回访途径** | **回访结果** | **回访标签** | **结果描述** | | 2021-07-22 11:04:23 | 短信回访 | 不需要回访 | 无 | 于7月22日发送短信告知市民职能局答复意见，此单办结。 |  |  |  |  |  | | --- | --- | --- | --- | | **工单办理信息** | | | | | |  | | --- | | **答复市民要点:** | | 感谢市民对我们工作的认可与肯定，接下来我们将会继续加强自身的业务能力，更好的处理市民们生活中遇到的问题。 | | | | | | **工单流转信息:** |  |  |  | | ●2021-07-19 22:04:44 话务01组-丁婷-热线受理前台：请龙华区城管核实处理！ |  |  |  | | ●2021-07-20 05:56:41 龙华区城市运行联动保障中心专席-董烨洁-区中心签收：签收。 |  |  |  | | ●2021-07-20 06:20:24 龙华区城市运行联动保障中心专席-董烨洁-区中心处理：请区行政执法大队在规定时间内处理并办结 |  |  |  | | ●2021-07-20 08:30:00 -管理员-夜间挂起：系统自动派发 |  |  |  | | ●2021-07-20 08:32:58 龙华区综合行政执法大队-蒙卫-职能局签收：签收。 |  |  |  | | ●2021-07-20 22:16:16 龙华区综合行政执法大队-李晓丹-职能局处理：感谢市民对我们工作的认可与肯定，接下来我们将会继续加强自身的业务能力，更好的处理市民们生活中遇到的问题。 |  |  |  | | ●2021-07-20 22:31:21 龙华区综合行政执法大队-吴师明-职能局领导审核：同意 |  |  |  | | ●2021-07-20 22:33:15 龙华区城市运行联动保障中心专席-董烨洁-区中心办结审核：通过 |  |  |  | | ●2021-07-21 00:41:47 12345热线后台组-李朋-热线后台办结审核：同意。 |  |  |  | | ●2021-07-22 11:04:53 12345热线后台组-杨莹婷-工单回访：于7月22日发送短信告知市民职能局答复意见，此单办结。 |  |  |  | |