附件1:

海口市旅文局（第一季度）旅文行业咨询投诉受理和处理情况表

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **办件来源** | | **12345转办** | **舆情** | | **信访** | **来电** | | **来访** | | **先行**  **赔付** | **合计** |
| **办理情况** | **受理量（件）** | 2806 | 14 | | 6 | 16 | | 0 | | 163 | **3005** |
| **已办结（件）** | 2806 | 14 | | 6 | 16 | | 0 | | 163 | **3005** |
| **正在办理（件）** | 0 | 0 | | 0 | 0 | | 0 | | 0 | **0** |
| **办结率（%）** | 100 | | | | | | | | 100 | **100** |
| **理赔金额（元）** | 699453.10 | | | | | | | | 4399.00 | **703852.10** |
| **办 件 分 类** | | | | | | | | | | | |
| **类别** | | **紧急件** | | **投诉件** | | | **咨询件** | | **建议件** | | **合计** |
| 旅行社类 | | 14 | | 856 | | | 1 | | 1 | | **872** |
| 旅游景区类 | | 19 | | 108 | | | 5 | | 0 | | **132** |
| 旅游订金类 | | 1 | | 430 | | | 0 | | 6 | | **437** |
| 导游/领队类 | | 0 | | 14 | | | 0 | | 0 | | **14** |
| 市场监管类 | | 1 | | 106 | | | 1 | | 1 | | **109** |
| 市场推广 | | 20 | | 64 | | | 2 | | 1 | | **87** |
| 产业发展类 | | 1 | | 5 | | | 3 | | 0 | | **9** |
| 体育竞技类 | | 0 | | 3 | | | 12 | | 0 | | **15** |
| 文物保护与利用类 | | 0 | | 1 | | | 0 | | 1 | | **2** |
| 文化艺术类 | | 1 | | 7 | | | 0 | | 0 | | **8** |
| 广电传媒 | | 0 | | 1 | | | 0 | | 0 | | **1** |
| 行政审批类 | | 0 | | 7 | | | 54 | | 0 | | **61** |
| 下属单位 | | 3 | | 16 | | | 8 | | 1 | | **28** |
| 其他类 | | 15 | | 709 | | | 182 | | 161 | | **1067** |
| 旅行社类（放心游） | |  | | 130 | | |  | |  | | **130** |
| 住宿服务类（放心游） | |  | | 10 | | |  | |  | | **10** |
| 餐饮水果类（放心游） | |  | | 5 | | |  | |  | | **5** |
| 商超购物类（放心游） | |  | | 5 | | |  | |  | | **5** |
| 交通服务类（放心游） | |  | | 3 | | |  | |  | | **3** |
| 综合类（放心游） | |  | | 8 | | |  | |  | | **8** |
| 休闲娱乐类（放心游） | |  | | 1 | | |  | |  | | **1** |
| 景区游玩类（放心游） | |  | | 1 | | |  | |  | | **1** |
| 合 计 | | 75 | | 2490 | | | 268 | | 172 | | 3005 |