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| **Сведения о работе с обращениями граждан за 4 квар 2013** |

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| СТАТИСТИЧЕСКИЕ- ДАННЫЕ  о работе с обращениями граждан администрации Владимирского сельского поселения Лабинского района за-- 2013 года   |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | № | показатель | 1 квартал | 2  квартал | 3 квартал | 4 квартал | -годовое | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | | 1 | поступило всего письменных обращений (количество),  в том числе из администрации края % | - | - | - | 10  1/10% | 78  2/ 2,5 | | 1.1 | взято на контроль всего- %,  в том числе их администрации края- % | - | - | - | 10/100% | 78/ 100%  2/ 2,5 % | | 2 | поступило повторно- % | - | - | - | - | - | | 3 | рассмотрено всего обращений- | - | - | - | 10 | 76 | | - | из них: | - | - | - | - | - | | 3.1. | удовлетворено % | - | - | - | 0 | 14/ 18% | | 3.2 | -разъяснено- % | - | - | - | 10/100% | 62/ 82 % | | 3.3. | –отказано- % | - | - | - | 0 | 0 | | 4. | в работе | - | - | - | 0 | 03/04 % | | 5. | рассмотрено комиссионно с выездом на место- % | - | - | - | 6/60% | 19/24% | | 6. | рассмотрено с нарушением сроков | - | - | - | - | - | | 7. | выявлено случаев волокиты, либо нарушений прав и законных интересов граждан- | - | - | - | - | - | | 7.1. | наказаны ли виновные | - | - | - | - | - | | 8. | Принято граждан на личных приемах руководством | - | - | - | 4 | 64 | | 8.1. | в том числе главой поселения | - | - | - | 4 | 64 | | 9. | принято граждан в общественной приемной и специалистами ответственными за работу с обращениями граждан | - | --------------------------------------- | - | 4 | 38 | | 10. | принято звонков по телефону «горячей линии» | - | - | - | 2 | 4 |   Глава администрации  Владимирского сельского поселения  Лабинского района ----------------------------------------- --------------------------И.В. Тараськова |