# 台灣省自來水公司（第一區管理處）
## 交付列管案件（人民陳情案件）分析統計表

起訖日期：104年10月1日～104年10月31日

| 類別 | 單位數量 | 業務課 | 操作課 | 水質課 | 資訊室 | | | | | | | | | | | | | | | | 合計 | 百分比% |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 陳情案件類別 | 行政興革之建議 | | | | | | | | | | | | | | | | | | | | 0 | 0.0% |
| | 行政法令之查詢 | | | | | | | | | | | | | | | | | | | | 0 | 0.0% |
| | 行政違失之舉發 | | | | | | | | | | | | | | | | | | | | 0 | 0.0% |
| | 行政權益之維護 | 10 | 31 | 1 | 1 | | | | | | | | | | | | | | | | 43 | 100.0% |
| | 其他 | | | | | | | | | | | | | | | | | | | | 0 | 0.0% |
| | 總件數 | 10 | 31 | 1 | 1 | | | | | | | | | | | | | | | | 43 | 100.0% |
| 陳情案件方式 | 來函 | | | | | | | | | | | | | | | | | | | | 0 | 0.0% |
| | 電話 | | | | | | | | | | | | | | | | | | | | 0 | 0.0% |
| | 傳真 | | | | | | | | | | | | | | | | | | | | 0 | 0.0% |
| | 信箱 | | | | | | | | | | | | | | | | | | | | 0 | 0.0% |
| | E-MAIL | 10 | 31 | 1 | 1 | | | | | | | | | | | | | | | | 43 | 100.0% |
| | 其他 | | | | | | | | | | | | | | | | | | | | 0 | 0.0% |
| | 總件數 | 10 | 31 | 1 | 1 | | | | | | | | | | | | | | | | 43 | 100.0% |
| 陳情案件來源 | 民眾 | 10 | 31 | 1 | 1 | | | | | | | | | | | | | | | | 43 | 100.0% |
| | 上級轉達 | | | | | | | | | | | | | | | | | | | | 0 | 0.0% |
| | 立委（民意機構）轉達 | | | | | | | | | | | | | | | | | | | | 0 | 0.0% |
| | 監委轉達 | | | | | | | | | | | | | | | | | | | | 0 | 0.0% |
| | 其他 | | | | | | | | | | | | | | | | | | | | 0 | 0.0% |
| | 總件數 | 10 | 31 | 1 | 1 | | | | | | | | | | | | | | | | 43 | 100.0% |
| 公司專屬特性內容分類 | 水源水質 | | | 1 | | | | | | | | | | | | | | | | | 1 | 2.3% |
| | 停、缺水 | | 26 | | | | | | | | | | | | | | | | | | 26 | 60.5% |
| | 報修漏水 | 2 | 1 | | | | | | | | | | | | | | | | | | 3 | 7.0% |
| | 水費異議 | 2 | | | | | | | | | | | | | | | | | | | 2 | 4.7% |
| | 申裝類 | | | | | | | | | | | | | | | | | | | | 0 | 0.0% |
| | 服務態度 | | | | | | | | | | | | | | | | | | | | 0 | 0.0% |
| | 規章查詢 | | | | | | | | | | | | | | | | | | | | 0 | 0.0% |
| | 工程類 | | | | | | | | | | | | | | | | | | | | 0 | 0.0% |
| | 回饋、補償 | | | | | | | | | | | | | | | | | | | | 0 | 0.0% |
| | 員工權益 | | | | | | | | | | | | | | | | | | | | 0 | 0.0% |
| | 其他 | 6 | 4 | | 1 | | | | | | | | | | | | | | | | 11 | 25.6% |
| | 總件數 | 10 | 31 | 1 | 1 | | | | | | | | | | | | | | | | 43 | 100.0% |

# 台灣省自來水公司（第一區管理處）
## 交付列管案件（人民陳情案件）分析統計表
起訖日期：104年10月1日～104年10月31日

| 單位別 | 類別 / 回撫 | 行政興革建議 | | | | 行政法令查詢 | | | | 行政違失舉發 | | | | 行政權益維護 | | | | 其他 | | | | 小計 | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | 滿意 | 不滿意 | 尚可 | 無明確反應 | 滿意 | 不滿意 | 尚可 | 無明確反應 | 滿意 | 不滿意 | 尚可 | 無明確反應 | 滿意 | 不滿意 | 尚可 | 無明確反應 | 滿意 | 不滿意 | 尚可 | 無明確反應 | 滿意 | 不滿意 | 尚可 | 無明確反應 |
| 業務課 | 回撫 | | | | | | | | | | | | | 7 | | | | | | | | 7 | 0 | 0 | 0 |
| | 未回撫 | | | | | | | | | | | | | 3 | | | | | | | | 3 | | | |
| 合計 | | 0 | | | | 0 | | | | 0 | | | | 10 | | | | 0 | | | | 10 | | | |
| 操作課 | 回撫 | | | | | | | | | | | | | 7 | 0 | 0 | 0 | | | | | 7 | 0 | 0 | 0 |
| | 未回撫 | | | | | | | | | | | | | 24 | | | | 0 | | | | 24 | | | |
| 合計 | | 0 | | | | 0 | | | | 0 | | | | 31 | | | | 0 | | | | 31 | | | |
| 水質課 | 回撫 | | | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 |
| | 未回撫 | | | | | | | | | | | | | 1 | | | | | | | | 1 | | | |
| 合計 | | 0 | | | | 0 | | | | 0 | | | | 1 | | | | 0 | | | | 1 | | | |
| 資訊室 | 回撫 | | | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 |
| | 未回撫 | | | | | | | | | | | | | 1 | | | | | | | | 1 | | | |
| 合計 | | 0 | | | | 0 | | | | 0 | | | | 1 | | | | 0 | | | | 1 | | | |
| | 回撫 | | | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 |
| | 未回撫 | | | | | | | | | | | | | | | | | | | | | 0 | | | |
| 合計 | | 0 | | | | 0 | | | | 0 | | | | 0 | | | | 0 | | | | 0 | | | |
| | 回撫 | | | | | | | | | | | | | | | | | | | | | | | | |
| | 未回撫 | 0 | | | | 0 | | | | 0 | | | | 0 | | | | 0 | | | | 0 | | | |
| 合計 | | | | | | | | | | | | | | 0 | | | | | | | | 0 | | | |
| 總件數 | 回撫 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 14 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 14 | 0 | 0 | 0 |
| | 未回撫 | 0 | | | | 0 | | | | 0 | | | | 29 | | | | 0 | | | | 29 | | | |
| 總計 | | 0 | | | | 0 | | | | 0 | | | | 43 | | | | 0 | | | | 43 | | | |