According to statistics, during the period from December 10, 2013 year to February 25, 2014 year the Call Center (Telephone Information Center) received 7889 calls.

From January, 23rd till February, 25th in the Center of Reception of Citizens of the Ministry of Education 5663 citizens have been served.

Let's note, that the majority of references had help character.

From 13552 references in both of the Center on 6585 immediately were answered and they have been operatively solved. According to 6967 references of citizens, they have been recorded on reception of responsible officials of the Ministry of Education.

In the references which have acted in the Centers, were reflected issues related to more than just receiving the documents, the list of the documents needed for the recognition of diplomas, pre-school and general education, employment, repair and reconstruction of educational institutions. The references which are characterized complaints, have been registered by means of a special program and forwarded to the appropriate subdivisions of the Ministry.

For general information, it should be noted that in February of current year, in a Telephone Call Center received 3090 calls, and it as compared to the analogical period of previous year in 4 times is more.

In the Telephone Call Center and the Center of Reception of Citizens, citizens are most often addressed on Mondays, Tuesdays and Thursdays, from 10:00 to 12:00 and from 14:00 to 16:00.