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According to statistics, 4222 calls were received by Call Center (4 times more than relevant period of 2013), nearly 5400 calls by Commutator Service. 4471 citizens were serviced by Reception Center.

5956 of 8693 appeals (most of the appeals were connected with inquiry) received in Call Center and Reception Center, have been responded immediately and settled operatively. Application (438 pieces) from 1324 citizens, letter (601 pieces) and other documents (285 pieces), have been received and registered in Reception Center. According to 1374 citizen inquiries, they were recorded to reception of relevant responsible persons of The Ministry of Education in electronic form. 39 complaints of citizens appeals, have been registered via special program and directed on relevant structure sections of ministry for investigation. 12 appeals, have been investigated and responded the citizens about result. It should be noted that, 31 complaints of citizens appeals are connected with different issues on action of the secondary schools (13 appeals regarding with action of Baku schools, have been received).

Appeals were regarding with the issues like list of the documents required for obtaining of education documents, recognition of the diplomas, also the issues on secondary school.

It should be noted that, most of calls were made to Call Centre on Thursday (1037 calls) and Monday (943 calls), mostly from 10:00-12:00 and from 14:00 to 15:30. Calls were made to Reception Center on Thursday (1003 appeals), Tuesday (993 appeals) and Monday (975 appeals), mostly from 10:00-12:30 and from 14:30-16:30.