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According to the statistics, 8010 calls (5 times more than relevant period of 2013) were received by Call Center and 3700 calls by Switchboard Service. 8122 citizens have been served by Citizens Reception Center.

Most of appeals (mostly inquiry-based) received by Citizen Reception Center and Call Center, have been immediately responded and settled operatively. 1610 citizens, have been online registered in the reception of The Ministry of Education's officials as per their inquiries. 1725 (1116 petitions, 452 letters, 157 other documents) have been received and registered in Citizen Reception Center.

Received appeals consisted the issues like teachers' recruitment, recognition of the diplomas, obtaining of education documents, admission of children in 1 grade ahead of time, replacement of the pupils in the secondary schools and higher education.

It should be noted that, most of appeals were received by Call Center on Monday (2256 calls) and Tuesday (1846 calls), mostly from 10:00 to 12:00 and from 14:00 to 16:30. Most of appeals were received by Citizen Reception Center on Monday (2221 calls) and Tuesday (1857 calls), mostly from 10:00 to 12:00 and from 14:00 to 16:30.