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According to the statistics, 3858 calls (6.5 times more than relevant period of 2013) has been received by Call Center, up to 2800 calls by Switchboard service. 4140 citizens have been served in the Citizen Reception Center.

Most of applications (mostly they are surveys) received by Call Center and Citizen Reception Center, have been repounded immediately and settled operatively. 954 citizens, have been registered in reception of relevant officials of The Ministry of Education in electronic form according to their inquiries. 966 documents (419 applications, 515 letters, 32 other documents) have been received and registered in Citizen Reception Center.

Received applications mostly consisted of the issues on recognition of education documents ((diplomas), teachers' replacement and employment, restoration and placement of the students in the higher education institutions.

It should be noted that, Call Center has been addressed mostly on Tuesday (840 calls) and Wednesday (856 calls) of the week, mainly from 09:30 to 12:00 and from 14:30 to 16:30. Citizen Reception Center has been addressed mostly Tuesday (923 calls), Wednesday (853 calls) and Friday (881 calls) of the week mainly from 10:00 to 12:00 and from 14:00 to 16:00 during past month.