

---

Most of the appeals (most of the appeals were connected with inquiry) received by Call Center and Reception Center have been responded immediately and settled operatively. According to their inquiries, 337 citizens have been registered for reception of relevant authorities of The Ministry of Education in electronic form. 897 documents (504 letters, 256 petitions, 137 other documents) have been received and registered in Reception Center.

It should be noted that, Call Center received the appeals mostly on Tuesday (1375 calls) and Monday (1183 calls) from 10:00 to 12:00 and from 14:00 to 15:30 over last month. Reception Center received the appeals mostly on Tuesday (827 appeals) and Monday (612 appeals) from 10:00 to 12:00 and from 14:00 to 16:00.