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According to statistics, 7427 calls (9 times more than relevant period of 2013, 2 times more than relevant period of 2014) have been received by Call Center and approximately 3300 calls to Switchboard service. 4279 citizens have served in Citizens Reception Center.

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, 524 citizens have been registered for reception of relevant authorities of The Ministry of Education in electronic form. 1267 documents (713 letters, 442 petitions, 112 other documents) have been received and registered in Reception Center.

Most of appeals include the issues like recognition of educational documents (diplomas), admission of children to first grade of general education schools, displacement of students in general education institutions, rehabilitation and resettlement of students in higher education institutions, recruitment of teachers.

It should be noted that, Call Center received the appeals mostly on Wednesday (1664 calls) and Thursday (1637 calls) from 10:30 to 12:00 and from 14:00 to 15:30 over last month. Citizens Reception Center received the appeals mostly on Wednesday (962 appeals) and Tuesday (853 appeals) from 10:00 to 13:00 and from 14:00 to 16:00.