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According to statistics, 11479 calls (7.4 times more than relevant period of 2013, 1.4 times more than relevant period of 2014) have been received by Call Center. 7598 citizens have been served by Citizens Reception Center.

Most of the appeals (mostly were of request character) received by Call Center and Reception Center have been responded immediately and settled operatively. According to their inquiries, 662 citizens have been registered for reception of relevant authorities of the Ministry of Education in electronic form (1704 documents (655 letters, 981 petitions, 68 other documents) have been received and registered in Reception Center.

Most of the appeals covered the issues related to recognition (nostrification) of higher education documents (diplomas), recruitment and replacement of teachers, admission of children to secondary schools and their replacement, rehabilitation and transfer to the local higher education institutions.

It should be noted that Call Center received the appeals mostly on Wednesday (2851 calls) and Tuesday ((2738 calls) mainly from 10:00 to 12:00 and from 13:30 to 16:00 over last month. Citizens Reception Center received the appeals mostly on Monday (1865 appeals), Wednesday (1804 appeals) and Tuesday (1781 appeals) from 10:00 to 12:00 and from 14:00 to 16:00.