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Statistics on the calls received by Call Center ("Hot line" service, phone: 146) of the Ministry of Education and also the services rendered to the citizens in Citizens Reception Center for October, 2015 has been announced.

According to statistics, 13360 calls (13.6 times more than in relevant period of 2013, 2.4 times more than in relevant period of 2014) have been received by Call Center. 5651 citizens have been served by the Citizens Reception Center.

Most of the appeals (mostly were of request character) received by Call Center and Citizens Reception Center have been responded immediately and settled operatively. According to their inquiries, 660 citizens have been registered for reception of relevant authorities of the Ministry of Education in electronic form. 1762 documents (1171 letters, 535 petitions, 56 other documents) have been received and registered in the Citizens Reception Center.

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

It should be noted that the Call Center received the appeals mostly on Thursday (2980 calls) and Tuesday (2661 calls) mainly from 10:00 to 12:30 and from 14:00 to 17:00 over last month. The Citizens Reception Center received the appeals mostly on Friday (1261 appeals) and Monday (1216 appeals) from 10:00 to 12:00 and from 14:00 to 16:00.