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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 January, 2016 was announced.

115,985 appeals were received during this period. According to statistics, 12,515 calls (19 times more than in relevant period of 2013, 5.1 times more than in relevant period of 2014, 2.9 times more than in relevant period of 2015) were received by Call Center.

The number of calls received by Call Center in January 2013-2016

3 470 citizens were served by Citizens Reception Center during this period.

The number of citizens served by Citizens Reception Center in January 2014-2016

Most of the appeals (mostly were of request character) received by Call Center and Citizens Reception Center were answered immediately and settled operatively. 1 144 documents (753 letters, 322 petitions, 69 other documents) were received and registered in Citizens Reception Center.

Most of the appeals covered the issues related to recognition (nostrification) of higher education documents (diplomas); recruitment and replacement of teachers; rehabilitation and transfer to the local higher education institutions, exemption from tuition fee, replacement of pupils at general educational institutions.

It should be noted that Call Center received appeals mostly on Fridays (2 867 calls) and Thursdays (2 791 calls) mainly from 10:00 to 12:30 and from 14:00 to 16:00 over last month. Citizens Reception Center received appeals mostly on Fridays (861 appeals) and Thursdays (755 appeals) from 10:00 to 12:00 and from 14:00 to 16:00.