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On February 4, the presentation ceremony of the portal of citizens` reception of the Ministry of Education was held.

The single portal of citizens` reception was established in order to facilitate the reception of citizens, who applied to the Ministry of Education and subordinate bodies, by public officials, to improve the process for scheduling appointments, to speed up the consideration of appeals and to improve the quality of this process, at the same time, to summarize the information.

The creation of the portal of citizens` reception serves to improve the efficiency of implementation of the tasks arising from the Decree of the President of the Republic of Azerbaijan Mr. Ilham Aliyev on "Provision of e-services in state bodies" and the Law of the Republic of Azerbaijan on "Citizens' appeals".

Through this portal, citizens may schedule an appointment at the Ministry of Education and subordinate bodies. The portal also allows to forward appeals, to observe the process, to inform citizens about the date of holding a reception via SMS notification system and to determine the level of citizens` satisfaction. The appeals, received by the portal, are analyzed and the relevant reports are prepared on the basis of the collected statistical data.

The trainings were conducted for the relevant employees of the Ministry of Education and subordinate bodies in order to ensure effective use of the Portal.