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Statistics on the calls received by the Call Center ("Hot line" service, phone: 146) of the Ministry of Education and services provided by Citizens Reception Center in August of 2016 have been announced.

According to statistics, a total of 23,891 requests were received from citizens last month. Figures show that 18,746 calls were registered by the Call Center in August (17.2 times more than in August of 2013, 2.7 times more than in 2014, and 2 times more than in 2015).

Citizens Reception Center served 5,145 citizens last month.

The vast majority of requests (mostly for information) to the Call Center and Citizens Reception Center were immediately dealt with. Citizens Reception Center received and registered 1,587 documents (1,013 applications, 491 letters, and 83 other documents).

According to statistics, the requests were about recruitment and transfer of teachers, recognition (nostrification) of university degree documents (diplomas), enrollment in vocational schools, transfer and reinstatement in local higher education institutions, and exemption from tuition fees.

The majority of requests to the Call Center last month were made on Mondays (4,233 calls) and Tuesdays (4,002 calls) mostly between 10.00 and 13.00, and 14.00 and 16.00. The majority of requests to Citizens Reception Center were registered on Mondays (1,335 requests) and Tuesdays (1,126 requests) mostly between 10.00 and 13.00, and 14.00 and 16.00.