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The Centers aim to meet the objectives of efficiency improvement of obligations set forth in Decree on "Provision of e-services in state authorities" by Mr. Ilham Aliyev, the President of the Republic of Azerbaijan and Law of the Republic of Azerbaijan on "Rule to Review the Citizens' Requests".

Both Centers supplied with advanced equipment and rapid communication systems have electronically been coordinated with structural units and appropriate educational entities of the Ministry of Education. The Centers have been supplied with information analysis systems.

By Call Center and Citizens Reception Center, the citizens are provided with methodical and enlightening information and with various legal aids. The Centers operating in Azerbaijani, Russian and English languages continuously serve citizens 5 days a week from 09:00 to 18:00.

Appeals, complaints and suggestions made to the Centers are included in data base and directed to the appropriate structural units of the Ministry of Education. Citizens are provided with official responses after investigating the appeals, complaints and suggestions.

Some notes are made in the data base and appeals are sent to archive. Moreover, there is a search engine in data base. Each citizen's appeal and number of their appeals to the Ministry of Education are possible to be found here via search criteria.

Appeals made to the Call Center and Citizens Reception Center are statistically analyzed. Relevant reports are drafted based on the statistical data collected for each center's activities.

The Centers are provided with specially trained staff. In order to improve the level of service and quality, video-audio surveillance is maintained by means of advanced equipment and each staff member's actions are evaluated on the basis of special criteria.