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According to the statistics, 3961 calls (5 times more than relevant period of 2013) received by Call Center, nearly 5600 calls by Switch Service. 25023 citizens benefited from Citizens Reception Center.

6220 appeals (most of appeals are in inquiry form) of 8984 received by Call Center and Citizens Reception Center, immediately responded and settled operatively. Application (661 pieces), letter (794 pieces) and other documents (223 pieces) have been received and registered from 1678 citizens in Citizens Reception Center. In accordance with the inquiries of 1035 citizens, they have been registered for reception of relevant officials of The Ministry of Education in electronic form. 51 complaints of the citizens have been registered via special program and directed on relevant structure sections of ministry for investigation. 41 of them are connected with different problems on activity of the secondary schools (28 appeals have been received regarding with activity of the secondary schools in Baku).

Most of the calls included the questions on higher and secondary education, list of the documents required for recognition of the diplomas, obtaining of education documents.

It should be noted that, Call Center has been appealed in mostly on Monday (830 calls), Tuesday 924 calls, Wednesday (846 calls), mostly from 10:00 to 12:00 and from 14:00 to 15:30. Citizens Reception Center has been appealed in mostly Tuesday (1209 appeals) and Wednesday (1150 appeals), mostly from 10:00 to 12:00 and from 14:00 to 16:30.