

---

According to statistics, 68761 calls (4.5 times more than relevant period of 2013) have been received by Call Center and approximately 500 calls to Switchboard service. 6756 citizens have served in Citizens Reception Center.

Most of the appeals received by Call Center and Citizens Reception Center have been responded immediately and raised problems have been settled operatively. According to their survey, 11167 have been registered for reception of relevant authorities of The Ministry of Education in electronic form. 1683 documents (782 letters, 754 petitions, 147 other documents) have been received and registered.

Most of appeals includes the issues like recruitment of the teachers, obtaining of education documents, recognition of the diplomas, admission of the children in grade ahead of time and higher education.

Call Center received the appeals mostly on Wednesday from 10:00 to 12:00 and 14:00 to 15:00 over last month. Citizens Reception Center received the appeals mostly on Wednesday and Tuesday (1411 appeals) from 10:30 to 12:30 and from 14:00 to 16:00.