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According to statistics, 6947 calls (more than 6 time in comparison with relevant period of 2013) received by Call Center and nearly 3000 calls received by Switchboard service. 6667 services were rendered by Citizens Reception Center.

Most of the calls (basically inquiries) received by Call Center and Citizen Reception Center, have been immediately responded and settled operatively. According to their inquiries, 11243 citizens were registered to reception of relevant responsible persons of The Ministry of Education. 11303 documents (926 petitions, 259 letters, 118 other documents) were received and registered in Citizens Reception Center.

Received appeals included recruitment of the teachers, obtaining of study documents, admission of children in I grade ahead of time, state program on study in abroad and higher education.

It should be noted that, Call Center were applied mostly from 09:30 to 11:30 and from 14:30 to 16:00 on Monday (1738 calls) and Friday (1593) during previous month. Citizens Reception Center were applied mostly from 10:30 to 12:30 and from 14:00 to 16:00 on Monday (1642 calls) and Friday (1538 calls).