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According to the statistics, 5659 calls (5.7 times more than relevant period of 2013) received by Call Center and nearly 3000 calls by Switchboard service. 4990 citizens have been served in Citizens Reception Center.

Most of appeals received by Call Center and Citizens Reception Center, have inquiry characteristics. Most of appeals immediately have been responded and settled operatively. According to their inquiries, 11234 citizens have been registered for reception of relevant officials of The Ministry of Education. 31352 documents (528 petitions, 5650 letters, 7174 other documents), have been received and registered by Citizens Reception Center.

Most of appeals were related to diplomas' recognition, teachers' replacement, pupils' replacement in the secondary education institutions, replacement and restoration of of the students from one higher education institution to other one.

It should be noted that, Call Center mostly have been appealed on wednesday (1356 calls) and friday (1345 calls) basicly from 14:00 to 16:00 over past month. Citizens Reception Center mostly have been appealed on wednesday (1211 appeals), friday (1155 appeals) and tuesday (1138) basicly from 10:00 to 12:00 and 14:00 to 16:00.