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So, 60856 calls (4.7 times more than 2013) have been received by Call Center and nearly 35000 calls by Switchboard service. 58370 citizens have been served in Citizens Reception Center. Citizens mostly appealed on higher education (8668 appeals), international cooperation and study in abroad (78783), secondary education (8054), secondary specialty and primary vocational education (1544 appeals), as well as other issues (32221 appeals).

Appeals received by Call Center and Citizens Reception Center have survey character. Most of them have been responded immediately and operatively. 11848 citizens have been registered in the reception of relevant officials of The Ministry of Education in electronic form according to their survey. In addition, 531 appeals have been received via mail, but 167 appeals via telegram and letter for registration in the reception of the officials. 13359 documents (6275 applications, 6139 letters, 945 other documents) have been received and registered by Citizens Reception Center. 404 appeals have been registered in the program of complaints' registration and sent to relevant sections, departments, sectors.