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A According to the statistics, 4381 calls (6.7 times more than relevant period of 2013, 1.8 times more than 2014) were received by Call Center and nearly 3000 calls received by Switchboard service. 4214 citizens were served in the Citizens Reception Center.

M Majority of the appeals received by Call Center and Citizens Reception Service (mostly are inquiries), have been responded immediately and settled operatively. According to their inquiries, 545 citizens were registered in the reception of relevant authorized persons in electronic form. 1300 documents (440 references, 691 letters, 169 other documents) have been received and registered in the Citizens Reception Center.

M Most of received appeals were related to the issues like recognition of educational documents (diplomas), replacement of the pupils in the secondary educational institutions, restoration and transfer of the students in the higher educational institutions, replacement and recruitment of the teachers.

It It should be noted that, Call Center was appealed on Monday (1018 calls) and Tuesday (1024 calls) of the week, mostly from 10:00 to 12:00 and from 14:30 to 16:30 over past month. Citizens Reception Center was appealed on Monday (969 appeals) and Wednesday (908 appeals) of the week from 10:00 to 12:00 and from 14:00 to 16:00.