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According to statistics, the Call center received 5,649 call (8 and 11.5 times more than compared to the same period of 2013 and 2014 respectively) and Switchboard service received 3,000 calls. The Reception Center conducted services to 4,136 citizens.

Majority of the application (mostly were of request character) received by the Call Center and Reception Center were immediately responded and operatively solved. 568 people were written to the reception of the relevant officials of the Ministry of education, in accordance with their requests. The Reception Center received and registered 1,215 documents (375 applications, 1815 letters, 525 other documents).

Most of the requests were about recognition of educational documents (diplomas), movement of pupils of secondary schools, rehabilitation and transfer to the higher education institutions, relocation and recruitment of teachers and other issues.

Note that, within the last month, the Call Center was addressed mostly on Monday (1394 calls) and Tuesday (1133 calls), mainly from 10:00 to 12:00 and from 14:00 to 16:00. And the citizens addressed to the Citizens Reception Center mostly on Monday (970 calls) and Tuesday (910 calls), mainly from 11:00 to 13:00 and from 14:00 to 17:00.