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Based on statistics, 7 501 calls income to Call Center (it is 7,4 times more in compare with the same period of 2013, but in compare with the same period of 2014 the data is probably identical) and approximately 3000 calls income to commutator service. 47 724 citizens were provided with service of Citizens Service Center.

Most of appeals (mainly in inquiring form) accepted in Citizens Service Center were immediately responded and effectively resolved. 9639 citizens could register online in receipt list with relevant officials of the Ministry of Education. 71 179 documents (748 letters, 377 applications, 54 other documents) were accepted and registered by Citizens Service Center.

Most of accepted applications concerned recognition of diplomas, transference and acceptance of teachers to work, restoration and transference of students to higher schools, acceptance to 1st class of general schools and transference of pupils in general secondary schools.

It should be mentioned that during last month calls to Call Center made mostly on Mondays (1 875 calls) and Tuesdays (2 027 calls), mainly in an interval of 10:30 -12:30 a.m. and 14:00-15:30 p.m. Applies to Citizen Service Center were mostly made on Mondays (11127 applications) and Tuesdays (1 178 applications), mainly in an interval of 10:00-13:00 a.m. and 14:00-16:00 p.m.