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A According to statistics, 9131 calls (8 times more than relevant period of 2013, 1.3 times more than relevant period of 2014) have been received by Call Center and approximately 3000 calls by Switchboard service. 5619 citizens have been served by Citizens Reception Center.

M Most of the appeals (mostly were of request character) received by Call Center and Reception Center have been responded immediately and settled operatively. According to their inquiries, 1813 citizens have been registered for reception of relevant authorities of the Ministry of Education in electronic form 9950 documents (362 letters, 5578 petitions, 110 other documents) have been received and registered in Reception Center.

M Most of the appeals covered the issues related to recognition (nostrification) of higher education documents (diplomas), admission of children to the first grade of secondary schools, early admission of gifted children to the first grade, recruitment and replacement of teachers, rehabilitation and transfer to the local higher education institutions, the State Program on education abroad.

It should be noted that Call Center received the appeals mostly on Monday (2680 calls) and Tuesday (1763 calls) mainly from 10:00 to 12:00 and from 13:30 to 15:00 over last month. Citizens Reception Center received the appeals mostly on Monday (1666 appeals) and Friday (1105 appeals) from 10:00 to 13:00 and from 14:00 to 16:00.