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The single portal of citizens` reception was established in order to facilitate the reception of citizens, who applied to the Ministry of Education and subordinate bodies, by public officials, to improve the process for scheduling appointments, to speed up the consideration of appeals and to improve the quality of this process, at the same time, to summarize the information.

Through this portal, citizens may schedule an appointment at the Ministry of Education and subordinate bodies. The portal also allows to forward appeals, to observe the process, to inform citizens via SMS notification system and to determine the level of citizens` satisfaction.

The trainings are conducted at the Ministry of Education for the relevant employees of subordinate bodies in order to ensure effective use of the Portal. The trainings are attended by the persons, who are responsible for the consideration of citizens` appeals, from City (District) Education Offices (Departments) and higher, primary vocational and secondary specialized educational institutions. The portal will start working after a week-long schedule of trainings.