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Statistics on the calls received by Call Center ("Hot line" service, phone: 146) of the Ministry of Education and also the services rendered to the citizens in Citizens Reception Center for February, 2016 was announced.

1717101 appeals were received during this period. According to statistics, 12788 calls (18 times more than relevant period of 2013, 3.3 times more than relevant period of 2014, and 2.3 times more than relevant period of 2015) were received by Call Center.

4313 citizens were served by Citizens Reception Center.

Most of the appeals (mainly inquiries) received by Call Center and Citizens Reception Center were answered immediately and settled operatively. 1353 documents (661 letters, 527 petitions, 165 other documents) were received and registered in Citizens Reception Center.

Most of the appeals covered the issues related to recognition (nostrification) of higher education documents (diplomas), recruitment and replacement of teachers, resettlement and rehabilitation to the local higher education institutions, exemption from tuition fee.

It should be noted that Call Center received the appeals mostly on Monday (3368 calls) and Wednesday (2611 calls) mainly from 10:00 to 12:30 and from 14:00 to 16:00 over last month. Citizens Reception Center received the appeals mostly on Monday (1154 appeals), Tuesday (833 appeals) and Wednesday (831 appeals) from 10:00 to 12:00 and from 14:00 to 16:00.