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Statistics on the calls received by the Call Center ("Hot line" service, phone: 146) of the Ministry of Education and services provided by Citizens Reception Center in May of 2016 have been announced.

According to statistics, a total of 12499 requests were received from citizens last month. Figures show that 8331 calls were registered by the Call Center in April (8.5 times more than in May of 2013, two times more than in 2014, and almost the same in comparison with 2015).

Citizens Reception Center served 4168 citizens last month.

The vast majority of requests (mostly for information) to the Call Center and Citizens Reception Center were immediately dealt with. Citizens Reception Center received and registered 1428 documents (794 letters, 474 written requests, and 160 other documents).

The vast majority of requests (mostly for information) to the Call Center and Citizens Reception Center were immediately dealt with. Citizens Reception Center received and registered 1399 documents (752 letters, 447 written requests, and 200 other documents).

According to statistics, the requests from citizens were about recognition (nostrification) of university degree documents (diplomas), recruitment and transfer of teachers, enrollment in secondary schools, transfer and reinstatement in local higher education institutions, and exemption from tuition fees.

The majority of requests to the Call Center last month were made on Mondays (1859 calls) and Wednesdays (1836 calls) mostly between 10.00 and 12.30, and 14.00 and 16.00. The majority of requests to Citizens Reception Center were registered on Tuesdays (1130 requests) and Wednesdays (814 requests) mostly between 11.00 and 13.00, and 14.00 and 16.00.