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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 October, 2016, have been announced.

According to statistics, a total of 15,512 requests were received from citizens last month. Figures show that 11,425 calls were registered by the Call Center in October (11.6 times more than in October of 2013; 2 times more than in 2014, and 1.2 times less than in 2015).

Citizens Reception Center served 4,087 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 1,971 documents (634 written requests, 863 letters, and 474 other documents).

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

The majority of requests to the Call Center last month were made on Mondays (3,188 calls) and Thursdays (2,193 calls) mostly between 10.00 and 23.30, and 14.00 and 16.00. The majority of requests to Citizens Reception Center were registered on Mondays (1,100 requests) and Fridays (833 requests) mostly between 10.00 and 13.00, and 14.00 and 16.00.