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1971 queries were recorded by phone, 254 by e-mail.

The majority of them are inquiries concerning the organization of learning process at pre-school, general education, initial vocational, secondary special and higher education institutions, assessment of pupils and students' knowledge, determination of tuition fee, admission to education institutions, etc. Moreover, they were about distribution of lessons for teachers, volume of teaching load, counting the salaries, procedure for tuition fee transfer of students studied based on the state order abroad within the state program, private higher education establishments, and etc.

Some queries (76) cover issues such as shortcomings at pre-school, general education, initial vocational, secondary special and higher education institutions. They were monitored and relevant steps were taken to eliminate them.

Last month, 6 queries were received from preschool education institutions of Baku concerning the quality of food, admission of children to the kindergarten, etc.

Around 63 queries were recorded regarding shortcomings at the activity of secondary schools, including 23 from Baku, one of each Mingechevir, Ganja and Sumgayit, 7 from Absheron, 4 from Sheki, 3 of each Kelbejer and Bilasuvar, as well as 2 of each Jalilabad, Masalli and Khachmaz, and one of each Fizuli, Ordubad, Yardimli, Hajigabul, Saatli, Gubadli, Guba, Zagatala, Khojali, Gazakh, Tovuz, Dashkesen, Shabran and Gabala.

The heads of education institutions were given appropriate instructions to solve the revealed deficiencies. Thus, some school directors were instructed to increase the spiritual and psychological atmosphere at schools headed by them, as well as increase control in enforcing work discipline.

Moreover, 7 queries were recorded from higher, secondary special and initial vocation education institutions regarding issues such as delay of student stipends, non-granting diplomas and transfer of tuition fee for students studying based on the state order at public and private universities, as well as scholarships to students studying at the relevant overseas universities.

All queries were redirected to the respective structural units of the Ministry and were resolved in a timely manner.