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1167 calls were received by phone, 98 by e-mail. All of them were recorded, investigated and responded.

The majority of calls were queries concerning secondary schools, higher and secondary special education institutions, as well as overseas universities.

The queries were about national and international subject Olympiads, education financing, study abroad, further education, admission to the different stage of education, new assessment system at leaving classes of secondary schools, higher and secondary special education system, reception of education documents, nostrification, organization, conduction and results of final exams, subject Olympiads, admission of teachers to the vacant positions at secondary schools on a competitive basis, admission of children to the first grade for the next academic year, division of workload standards and lessons for teachers, etc. All of them were recorded and responded by the Service staff.

65 calls received in April were for the problems concerning secondary schools. Thus, the Service received 21 calls from secondary schools of Baku, 6 from other cities (1 from Ganja and Mingachevir, 4 from Sumgayit), 5 from Absheron, 2 from each Sheki, Yevlakh, Kalbajar and Bilasuvar, and one from each Jalilabad, Shamakhi, Goygol, Agsu, Kurdamir, Sabirabad, Hajigabul, Salyan, Gadabay and Lerik.

The majority of queries received from secondary school were concerning shortcomings of school directors in management, dissatisfaction with distribution of lessons, poor organization of teaching process and illegal retention of teachers' salaries. According to the investigation, although some enquiries were provided with a contact name and telephone number they were anonymous and some facts do not reflect reality.

One call received in April was for the problem concerning boarding schools. The issue was investigated and solved. Moreover, The Service received 2 queries from vocational education institutions, 10 from public universities and secondary special schools, and 2 from private education establishments.

Queries received from public universities and secondary special schools were for the problem concerning the education documents and delay of scholarships.