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A total of 857 calls were received by phone, 117 - by e-mail.

Majority of them were queries regarding the organization of education process at general, initial vocational, secondary special and higher education establishments, student knowledge assessment, determination of fee-paying educational services, admission to educational institutions, and etc. Other enquiries were about workload standards for teachers, rules for payment of tuition fees of students studying abroad within the State Program on study abroad, private universities, and etc.

Some calls were about problems in general education, initial vocational, secondary special and higher education establishments. Of the 73 calls were analyzed and appropriate measures were taken to address them.

The Service received 66 queries regarding shortcomings in the activity of schools, including 29 from schools of Baku, 4 from other cities (2 from Sumgayit and 1 from Ganja and Shirvan), 3 - Absheron, Goranboy, Agdam and Jalilabad districts, 2 from Sabirabad, Shamkir, Lankaran, Sheki, Gabala and Khachmaz districts, and 1 from Hajigabul, Saatli, Neftchala, Kurdamir, Goygol, Shamakhi, Gazakh, Agsu and Yevlakh districts.

The appropriate administrative measures were taken against heads of educational institutions, where were revealed shortcomings. The management of the school No. 7274 of Garadagh district of Baku has received a final warning. The director of Garaguney village school No. 1 of Sabirabad district Ramiz Hasanov was dismissed for the management shortcomings.

Other 7 queries were regarding the delay in stipend payment and issuing diploma for students of higher, secondary special and initial vocational education institutions, transfer of tuition fees of students studying at public and private universities, problems concerning scholarships for students studying abroad, etc. All calls were directed to the structural units and raised problems were solved in a timely manner.