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Citizens appealed regarding the issues such as: employment of teachers or replacement from one school, as well as one region to another, recognition of educational documents, strengthen material and technical base of education institutions, continuation of education of children with physical disabilities, age limit to work in education institutions, re-employment, problems at universities, education fee, transfers, change the education form.

Requests of 151 citizens were listened; most issues were solved in place. Relevant bodies of the Ministry were tasked regarding several requests.

Some citizens' requests not belonging to the authority of the Ministry or requests with personal character were noted to be disseminated to relevant bodies and taken over the control.