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The citizens requested information mainly on employment of teachers or replacement from one school to another, as well as from one region to another, recognition of education documents, age limit to work in education institutes, re-employment, movement of university and college students from one institution to another, modification of education form, education fee, study abroad, continuation of education by persons rusticated from the special assignment universities because of illness, unfinished education in the Azerbaijan International University and other issues.

Requests by 79 citizens were listened, most were solved in place. Relevant bodies of the ministry were tasked regarding several appeals.

Requests not belonging to the authority of the ministry or personal requests were noted and taken into control for informing relevant institutions.