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Citizens addressed the issues regarding teachers' employment or replacement from one school to another or from one region to another, construction of school buildings, internet provision in general education facilities, continuation of education by school-aged children who were aside of education due to some reasons, recognition of education documents, age limit for working in educational entities, re-employment, replacement of university and secondary special education students from one education entity to another, changing education form, restoration, education fee, study abroad, continuation of education by students expelled from the special assigned universities due to health condition, unfinished education in the Azerbaijan International University of which the operation has been stopped, complaints for principals of general education schools and higher education entities.

Appeals made by 114 citizens have been listened, most issues been solved in place. Relevant units of the Ministry have been tasked for some appeals.

Some citizens' appeals which were out of responsibilities of the Ministry or were personal have been noted and taken into control for submission to relevant entities.