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789 queries were received by telephone, 121 through e-mail. All of them were investigated and responded.

A majority of queries were connected with the admission of teachers to work, conducting the final exams in the IX and XI grades, organization of education for disabled children, benefits granted to the winners of International Olympiads, study abroad, recognition of educational documents, and etc.

9.6 percent of queries were complaints. They were connected with pre-school, general, vocational and higher school problems.

Complaints connected with schools were received from Baku (15), Naftalan (2) and Ganja (1) cities, Absheron (16), Jalilabad (3), Zagatala (2), Yevlakh (2), Goygol (2), Lerik (2), Sheki (1), Masalli (1), Yardimli (1), Agdash (1), Balaken (1), Saatli (1) districts. A vast majority of them were connected with problems such as lack of central heating at schools, collection of money for technical equipments of school, organization of different publication's sale, and, etc. Queries received from Absheron were connected with the organization of uniforms' sale. There were received two queries from vocational schools (Baku Vocational Lyceum No.2, and Ismaili Vocational Lyceum).

The inquiries received by the Service connected with the execution of Order of the Minister on Organization and Conduction of the winter exam session of 2010-2011 (academic year) at higher and secondary professional education establishments, were promptly considered. More than 100 queries received by the Service from these establishments were inquiring. 35 queries received from state (21), private (10) and secondary professional educational establishments (4) were about shortcomings.

Queries received from universities were connected with the organization of term exams by test method, application of Bologna system, master education, tuition fee, and, etc. Students of Baku State University, Azerbaijan State Economic University, Azerbaijan Medical University, Azerbaijan Architecture and Construction University, Azerbaijan Technical University, Azerbaijan University of Languages, Sumgait State University and other universities mostly complain about their assessment. Representatives of the Ministry jointly with the officials of the mentioned universities have investigated queries.

10 queries received from the private universities were about Baku Business University, Gafgaz University, and Azerbaijan International University, which activity was stopped. They were about a violation of procedures for the conduct of examinations, not granting the diploma to alumni, and, etc. All requests were investigated and responded.

Queries received from secondary professional institutions (Baku State Social-Economy College, Baku State Communication and Transport College, Agjabedi Pedagogical and Shirvan State Economic and Humanitarian College) were mainly connected with exam's assessment. All queries were examined and their authors were informed about its result.