1439 calls were received by phone, 190 by e-mail. The majority of them were queries that were considered and recorded.

The queries regarding a special investigation were sent to appropriate agencies. They were investigated and relevant steps were taken to eliminate the problems. A writing response was given to inquiries. The majority of queries were about the organization, conduction and results of centrally conducted test exams at IX and XI classes of secondary schools, organization of Republican and International Subject Olympiads and the Best Teacher competition. Others were about the application of age limit, provision of teachers with teaching load, counting their salaries, study abroad and, etc.

The enquiries received by the Service were mostly from general education establishments of Baku (23), 4 from Absheron, 2 enquires from Kurdemir, Masalli, Agdam, Guba. Moreover, there were received enquiries from Fuzuli, Samukh, Sheki, Hajigabul, Lenkeran, Yardimli, Tartar, Zagatala, Goygol, Khojavend, Beylegan, Gubadli, Saatli, Lerik, Agsu, Agjabedi, Gedebey (one from each), one from Ganja and Mingachevir. The queries indicated problems regarding organization of teaching process at schools, shortcomings of school management, problems with heating systems, etc.

Last month the Service received 3 queries concerning vocational schools. They were about vocational school No. 12 of Baku, and professional lyceums of Bilasuvar and Gadabay.

Moreover, the Service received 8 queries (6 from public, 2 from private universities) from higher-education establishments. They were about late payment of student stipends, salaries of teachers, as well as delay in handing over educational documents, etc.

The Service received 4 queries from secondary special education establishments regarding the results of winter sessions, delay in handing over educational documents and other issues. The queries were considered and recorded,

All queries received by the Hotline Service of the Ministry were investigated strictly and relevant steps were taken.