The majority of them are queries regarding the beginning of new school year. They were mostly about general education, secondary special schools and universities, workload standards for teachers, provision of students with textbooks, school uniform, admission of children to schools, transition of students from one school to another, teachers' pay scales, holiday pay for them, and etc. Other queries were about transition of students from one university or secondary special schools to another, tuition fee, qualification for the bachelor and master levels and recognition of educational documents.

Analyze of 69 queries received last month indicated that the majority of them were about the general education establishments. Thus, 29 queries were received from Baku, 7 from other cities, including 3 from Sumgayit, 2 from Ganja, 1 from Mingachevir and Shirvan, 3 from Astara and Agstafa accordingly. Moreover, there were received 2 queries from each Gadabay, Sabirabad, Samukh, Gabala, and one from each Absheron, Lenkeran, Masalli, Sheki, Shamkir, Jalilabad, Bilasuvar, Hajigabul, Kurdamir, Balaken, Goranboy, Neftchala, Beylegan, Lachin and Oguz districts.

The queries received from secondary schools were about shortcomings committed by school directors in the management, dissatisfaction with lessons distribution and illegal retention of teachers' salaries. It should be noted that, majority of inquiries were anonymous and some facts have not found their confirmation.

Last month, Hotline Service received 3 queries from state higher education institutions and 2 from private universities. The queries were mostly about the delay in stipend payment and issuing education documents for students studying at state and private universities, and violation of appeal rules regarding the exam results held in the summer term.

All inquiries were registered, analyzed and responded by the staff of Hotline Service and relevant structural units of the Ministry.