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Of all calls received by the Service 14678 are enquiries and 785 are complaints.

In January of last year the Service received 1441, in February 1629, in March 1629, in April 1265, in May 1055, in June 1073, in July 2385, in August 1196, in September 1441, in October 974, in November 613 and in December 762 calls.

The analysis of the calls received by the Service shows that a community has been taking a close interest in reforms implemented in the education field. Over 70% of enquiries were about the organization, conduction of the centralized exams for the recruitment of teachers to schools and their results. Others were about programs implemented in the education system, international projects, national and international subject Olympiads, funding of education system, study abroad, additional education, admission to the different levels of education, and queries regarding the new assessment system at leaving classes of secondary schools, higher and secondary special education institutions. Other calls were about the reception and nostrification of educational documents, organization, conduction and reception of results for students subject Olympiads.

Some queries were about the organization and management of education at all levels, study abroad, teaching load, salary accounting, reception and recognition of educational documents, and issues concerning preschool, general, vocational, secondary special and higher education institutions.

All queries received by the Hotline Service of the Ministry were responded. The complaints were investigated by the relevant departments and structural units of the Ministry.

In 2012, the Hotline Service received 785 complaints from general, vocational, secondary special, higher and out-of-school education institutions. The majority of them were received from general education establishments. Complaints were mostly received from schools of Baku; some of them were from schools of Sumgayit, Ganja and Shirvan cities. Moreover, the Service received complaints from Absheron, Goranboy, Khachmaz, Gadabay, Sheki, Gabala, Shamakhi, Lerik, Astara, Masalli, Saatli, Beylegan, Agdam, Goygol, and Lankaran districts. They were about the organization of teaching process at secondary schools, shortcomings in material and technical equipment fields, failures at the management, and etc.

Other queries were about the organization and management of teaching process at vocational schools, delay in the payment of stipends and salaries, and etc.

The Service also received calls regarding the provision of impartial assessment of students' knowledge in winter and summer exam sessions at higher and secondary special education institutions in the 2011/2012 academic year and solution of negative occurrences. These types of calls received by the Service and Anti-Corruption Working Group of the Ministry of Education in January and June of 2012 were investigated by the Ministry staff and volunteers from some non-governmental organisations.

The complaints received from universities were about non-receipt of graduate diplomas, organization of exams, delay in the payment of stipends, demanding money for examinations, delay in issuing diploma, dissatisfaction with exam results, demanding fees for diplomas, exclusion of students from the examination, improper organization of teaching process, incorrect assessment of students' knowledge, failure in the provision of students with exam questions, selling textbooks to students, etc.

The Hotline Service of the Ministry has cooperated with exam centers and Hotline services established at universities during the winter and summer exam sessions, and invited NGO and media representatives to take part in the process to ensure publicity and transparency of results. As a result of measures taken during the exam sessions the objectivity and transparency have increased and number of complaints has decreased. In 2012, the Service received a total of 102 queries from universities, including 14 queries from Azerbaijan Institute of Teachers and its affiliates, 13 from Baku State University, 9 from Azerbaijan State Pedagogical University, 9 from Sumgait State University, 8 from Azerbaijan University of Languages, 3 from Azerbaijan State Economic University, 3 from Azerbaijan Technology University, 2 from Azerbaijan State Oil Academy, 2 from Ganja State University, 2 from Azerbaijan University of Tourism, 2 from Azerbaijan State Agricultural University, 2 from Baku Slavic University, 1 from Azerbaijan University of Culture and Arts, 1 from Lankaran State University, 1 from

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Azerbaijan Technical University, 1 from Azerbaijan Academy of Arts, 1 from Azerbaijan State Academy of Physical Culture and Sports, 7 from Azerbaijan International University, which activity was suspended, 4 from Qafqaz University, 3 from Baku Eurasia University, 3 from Baku Asia University, 3 from Western University, 3 from Tafakkur University, 2 from Baku Business University, 1 from Odlar Yurdu University, 1 from Azerbaijan Cooperation University and 1 from Azerbaijan Social Political University. This number is 35% less than the number of calls received from the universities in 2011.

Directors of Gazakh, Shamakhi, Salyan, Guba and Agjabedi affiliates of AITV were dismissed, 11 personnel of Baku State University, 3 of Azerbaijan State Pedagogical University, 4 of Sumgait State University, more than 20 staff of Azerbaijan State Economic University and 4 of Azerbaijan Cooperation University received a disciplinary punishment as a result of reviewed complaints received by the Hotline Service of the Ministry, as well as Hotline services and examination centers of universities.

Officials, who committed deficiencies in their activities were punished, dismissed and received a reprimand, as well as other administrative penalties as a result of complaints received and investigated by the Hotline Service of the Ministry. Heads of education establishments, who have shortcomings in their activities, have received relevant tasks. Directors of number of investigated schools were recommended to increase spiritual and mental environment and enforce labor discipline at schools headed by them.

Last year, information and conclusions regarding the results of investigated queries received by the Hotline Service were published on the website of the Ministry of Education; in the newspaper "Azerbaijan muallimi", "Tehsil kheberleri" magazine and other print media. Moreover, more information on the activity of the Service were provided on TV and radio channels, as well as published in different news portals and newspapers throughout the year.