About 311 calls were accepted by phone, 45 by e-mail. All of them, regardless of the value and subject, have been listened and registered. Calls demanding special investigation have been sent to corresponding bodies, has been leading the corresponding investigation, to address references have been given written answers.

The majority of them are anonymous. The most part of them has the quantity of inquiries. It is connected with the organization in February-March of the current year in IX and XI classes of secondary schools of final examinations in the centralized order, application of new mechanisms for hiring teachers and organization, realization and learning of results of Republican Subject and International Olympiads. Such references make more than 70 % of the general inquiries. Other inquiries have been connected with the education abroad, counting of teachers' salaries, reception and recognition of the educational documents and other questions.

Some calls are connected with problems existing in pre-schools, general, vocational, secondary special and higher educational institutions. On the basis of these calls have been leading investigations, realizing corresponding actions in order to eliminate problems.

More than 90% of calls are receiving by the Hotline ‘service connected with secondary schools. The majority of them have received from Baku, some of them from Ganja, Sumgayit and Shirvan cities. At the same time, the most part of calls is received from Absheron, Gabala, Gedebey, Sheki, Shamakhi, Beylegan Lenkeran, districts. Calls reflected shortcomings in the organization of the educational process, in the sphere of material technical equipment, and in the quality of management of school's directors, and other issues.

All calls receiving by the Hotline of the Ministry have been seriously investigated and carried out corresponding measures.