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About 919 (91.6%) calls were accepted by phone, 84 (8.4%) by e-mail. All of them, regardless of the value and subject, have been listened and registered. Calls demanding special investigation were sent to corresponding bodies, leading the corresponding investigation, and given written answers to address references.

Likewise, past months the majority of them were anonymous. The most part of them had inquiry quantity. It is connected with results of final examinations holding in centralized order in 9th and 10th grades of secondary schools, suggestions and offers on its organization, considerations for wide application of new mechanisms for hiring teachers in the future, and organization, realization and results of Republican Subject and International Olympiads, as well as study abroad, recognition of equivalence of documents received in foreign countries. Such references make more than 75-80% of the general inquiries. Others connected with teacher salary scale, reception of educational documents and, etc.

The majority of inquiries connected with secondary schools of Baku (74), some of them were received from Ganja (3), Sumgayit (5), Shirvan (1), and Mingachevir (3). The vast majority of calls was received from Absheron, Goranboy, Gabala, Gedeboy, Shamakhi, Jalilabad, Lenkeran, Bilesuvar, and Fizuli districts. Shortcomings in the organization of the education process, and in the field of material-technical equipment, as well as in school's director management, etc. reflected on inquiries.

In accordance with receiving inquiry, has been carried out the investigation of the current situation in the school No 63 of Baku. Have been revealed that pupil-teacher-parent relations were not built correctly, observance of sanitation service was not realized, and as a result were announced a reprimand to the director of school. Situation in schools No 1 and 8 of Jalilabad were investigated as well. Directors of both schools were fired for shortcomings in their works.

The Hotline of the Ministry of Education has received message of thanks from people, whom calls were investigated operatively by the service.