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181881 queries were received by phone and 226 via e-mail. All enquires were considered and recorded. Queries requiring a special investigation have been sent to the relevant organizations; as well as address queries were responded in writing.

The majority of queries were inquiring about centrally conducted test exams in the IX and XI classes of secondary schools, new mechanism for the reception of teachers to work, organizing, conducting and getting information on results of Republican Subject and International Olympiads, as well as organization and conduction of Best Teacher of the Year contest and study abroad. Other queries were about providing teachers with the teaching load, counting the wages, recognition of educational documents and, etc.

Some queries were about problems existing at the pre-school, secondary, vocational, secondary special and higher educational establishments. There have been conducted the investigation, and implemented relevant measures to eliminate the problems.

More than 10 per cent of queries received by the Hotline were consisted of complaints. They were from secondary schools of Baku (75 queries), Absheron (15), Lerik (8), Agdash (7), Agdam, Guba, Barda (5), Gadabay, Agjabedy, Sabirabad, Jalilabad, Neftchala, Gusar (3), Yardimli, Lachin, Zagatala (2), Gal Gabala, Shabran, Sheki, Aghsu, Dashkesen, Yevlakh, Gakh, Bilasuvär, Salyan, Siyazan, Khachmaz, Goy Goychay, Goygol, Shamakhi, Beylegan, Ismayilli, Agstafa, Lenkeran (1), Sumgayit, Ganja (3) and Mingchevir (1). Thus, from secondary schools of the country were recorded 173 queries, and all of them were sent to be investigated. Organization of the teaching process at the schools lacks in the material and technical provision, shortcomings in the management of school directors, sale of the school uniform, textbooks and different editions, use of the heating with a break, school repairs and other issues have been reflected on enquiries addressed to the Hotline.

8 queries received from the pre-school educational establishments were about the admission of children to these establishments, violation of hygiene rules, menu, which is not complying with nutritional standards, and other shortcomings. These queries have been investigated as well. Moreover, there were taken relevant steps to eliminate the problems.

Furthermore, 11 out of 34 enquiries received by the Service on higher educational establishments were from the state and 23 from non-state universities. They were about the delay of stipend payments or their incorrect counting, delay in delivering educational documents, as well as the violation of appeal rules on results of the winter session examinations, etc.

A vast majority of queries received from the private universities were from Azerbaijan International University, which had been closed.

4 queries received from colleges were about inability of teacher to handle a job, assistance provided to get an educational document from the second specialized school and other issues. These queries also were investigated.

According to the results of conducted investigations were revealed that diplomas of teachers of Giyamadimli village school of Agjabedy district. N. Gambarova and Abad village secondary school of Agdash district A. Amrahova were a fake. Documents were sent to the General Prosecutor's Office of the Republic of Azerbaijan to execute a relevant measurement. The teachers were fired. Moreover, deputy director of school No 37 of Baku N. Aliyeva has received a severe reprimand with a final warning, director of the mentioned school I. Aliyev the reprimand, and director of Nursery and Kindergarten No. 153 Sh. Musayeva the severe reprimand.