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Speaking at the opening Education Minister Misir Mardanov noted that the Hotline service of the Ministry received 3017 queries, including 910 in January and 2107 in February. 2670 queries were received by phone and 347 via e-mail. All enquires have been considered, recorded, investigated and responded.

According to the Minister, the vast majority of queries was 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. About 10 per cent of queries were inquiring on problems existing at pre-school, secondary, vocational, secondary special and higher educational establishments.

Mr. Mardanov noted that 69 out of 200 queries on higher and secondary special establishments consisted of complaints and shortcomings. He underlined students of Baku State University, Azerbaijan State Economic University, Azerbaijan Architecture and Construction University, Technical University, Azerbaijan University of Languages, Sumgayit State University, Azerbaijan State Oil Academy, and other establishments asking for rendering assistance in rising marks up through the appeal procedure. The Minister underlined that employees of the relevant departments conducted the appropriate investigations and students of the mentioned universities were objectively assessed in accordance with their exam results.

Education Minister noted that queries from students of private universities, such as Azerbaijan International University, which had been closed, Baku Business University and Gafgaz University were about the violation of examination procedure, non-granting diplomas to students, the delay of stipend payments of state-paid students, and, etc. Moreover, queries on Baku State Social Economy College, Baku State Communication and Transport College, Agjabedi Pedagogical College, and Shirvan State Economic and Humanitarian College was inquiring about dissatisfaction with the exam assessments, exclusion of students from examinations and, etc.

Speaking on the results of investigations of queries received by the Hotline Service in February the Minister noted that teachers of Giyamadimli village school of Agjabedi district N. Gambarova and Abad village secondary school of Agdash district A. Amrahova were fired for fake diplomas. Relevant documents were sent to the General Prosecutor's Office. 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 No. 153 Sh. Musayeva the severe reprimand.

Furthermore, the Minister talked about indicators on processing of complaints sent to the Ministry by the departments during the first two months of 2011, expressed his views on issues discussed at the meeting and made appropriate recommendations.

Further, Deputy Education Minister Elmar Gasimov gave a presentation on meetings held by the state officials with Azeri students at the Azerbaijan Embassy to France and in London on December 5-6, as well as on Azerbaijani Students and Alumni International Forum (ASAIF) held on 11-12 March, 2011 in Strasbourg, France. Noting the importance of these kind of events Deputy Minister underlined that problems of Azeri students and issues on improving the Diaspora work were discussed at the meeting.

According to E. Gasimov, 400 Azeri students studying in 30 countries convened in the Forum to discuss some issues of interest to students, and to put forward proposals to solve the problems.