1992 queries were received by phone, 264 by e-mail.

A majority of them is inquiries concerning pre-school, general education, initial vocational, secondary special and higher education institutions, admission procedures for teachers through competitive examinations, provision of pupils with textbooks, age limits used for teachers at education institutions, private universities, as well as recognition of education documents, school uniforms and other issues.

Some queries (140) have reflected shortcomings and problems existing at preschool, general education, initial vocational, secondary special and higher education institutions. They were investigated and appropriate measures were taken to eliminate these problems.

Moreover, 7 queries have been received from the preschool education establishments of Baku last month. The queries were concerned with delivery of a high quality food on time, admission of children to kindergartens, etc.

Inquiries received in October were mostly concerned with the comprehensive schools. Thus, there were received 70 inquires from schools of Baku, 3 from Ganja , 2 from Sumgayit. Moreover, 5 queries were received from Absheron, 4 from Jalilabad and Yardimli, 3 from Sheki, Barda and Lerik, 2 from Kurdemir, Goygol, Dashkesen, Neftchala, Tovuz and 1 from Imishli, Masall;. Jabrayil, Agstafa, Kalbajar, Shabran. Shamkir, Khachmaz and Agsu districts respectively.

The heads of education institutions, where were identified shortcomings in the management, have received appropriate instructions based on the calls received by the Hotline Service. The directors of schools, which have been monitored, were recommended to promote spiritual and psychological well being, and increase control over the labor discipline adherence. Furthermore, some teachers have received an administrative penalty for shortcomings made by them at work. Thus, the teacher of Baku school #74 has received a reprimand and the contract of employment signed with the teacher of school #249 was abolished for the absenteeism.

Moreover, the Hotline Service received some 17 queries concerning the delay in issuing scholarships to students of higher, secondary special and initial vocational education institutions, the transfer of tuition fees for students studying at state – owned and private universities, as well as scholarships to students studying at the relevant overseas university. All queries were redirected to the respective structural units of the Ministry and were resolved in a timely manner.