




May 16, 2018

Division Memorandum

No. 195, s. 2018

RELEASED

MAY 17 2018

By 
DepEd Angeles City
Division of City Schools

2018 OPLAN BALIK ESKWELA

To: Public Elementary and Secondary School Heads

1. In compliance with DepEd Memorandum No. 050, s. 2018, entitled "2018 OPLAN BALIK ESKWELA ", the following is the composition of the Division Oplan Balik Eskwela and Public Assistance Command Center (OBE-PACC), to wit:

NAME	DESIGNATION	CONTACT NUMBERS		Email Address
		Office Landline	Mobile No.	
	CHAIRMAN			
MARIA CELINA L. VEGA	OIC-ASDS	(045) 322-4702	9228112420	vegama.celina@yahoo.com
	MEMBERS			
LYN V. LANSANGAN	Chief: SGOD	(045) 322-4722 loc. 203	9323905166	lynlansangan@yahoo.com
LOURDES G. DELA CRUZ	Chief: CID	(045) 322-4101	9228428292	lourdes.delacruz003@deped.gov.ph
MARILOU Q. CASTRO	Planning Officer	(045) 322-4106	9323200920	mq_castro@yahoo.com
VILMA T. ENCISO	SocMob EPS	(045) 322-4722 loc. 203	9556733860	vilmaenciso21@gmail.com
CRISTINA M. AYSON	Legal Officer	(045) 322-4722 loc. 107	9176096816	tin_miguel@yahoo.com

2. The OBE-PACC aims to address problems, queries and other concerns commonly encountered by the public at the start of the school year.

3. The Division OBE-PACC shall oversee implementation of the DepEd policies, programs, projects and address local concerns. It shall set-up hotlines to receive calls, text messages, fax messages and emails on complaints, requests and suggestions from parents, students, and other concerned citizens; set-up help desk to accommodate walk-in concerns, and update/submit daily reports to the DepEd CO.


LEILANI S. CUNANAN, CESO VI
Schools Division Superintendent



Republic of the Philippines
Department of Education

15 MAR 2018

DepEd MEMORANDUM
No. **050** s. 2018

2018 OPLAN BALIK ESKWELA

To: Undersecretaries
Assistant Secretaries
Bureau and Service Directors
Regional Secretary, ARMM
Regional Directors
Schools Division Superintendents
Public Elementary and Secondary School Heads
All Others Concerned

1. The Department of Education (DepEd) shall launch the National **Oplan Balik Eskwela (OBE) for School Year (SY) 2018-2019** on May 21, 2018, 8:00 a.m. at the Bulwagan ng Karunungan, DepEd Central Office. The OBE is DepEd's annual initiative to engage agencies, organizations, and all other stakeholders in preparation for the opening of the school year. This will run from May 21 to June 8, 2018.

2. The OBE is part of the Department's efforts to ensure that learners are properly enrolled and able to attend school on the first day of classes. The OBE aims to address problems, queries and other concerns commonly encountered by the public at the start of the school year.

3. This year, OBE has the following components:

a. **Convergence.** The Department shall coordinate with the following government agencies involved in school opening matters to assemble the annual OBE Inter-Agency Task Force (OBE-IATF):

- i. Department of Energy (DOE);
- ii. Department of Interior and Local Government (DILG);
- iii. Department of Health (DOH);
- iv. Department of National Defense (DND);
- v. Department of Public Works and Highways (DPWH);
- vi. Department of Social Welfare and Development (DSWD);
- vii. Department of Trade and Industry (DTI);
- viii. Manila Electric Company (MERALCO);
- ix. Metropolitan Waterworks and Sewerage System (MWSS);
- x. Metro Manila Development Authority (MMDA);
- xi. Philippine Atmospheric, Geophysical and Astronomical Services Administration (PAGASA); and
- xii. Philippine National Police (PNP).

The OBE-IATF meeting and orientation will be on **May 3, 2018**.

b. **Command Conference.** A Command Conference among the DepEd officials, partner agencies from the public and private sector, media, and other stakeholders will be held at the *Bulwagan ng Karunungan*, DepEd Central Office (CO) on **May 21, 2018**.

- c. **Communication.** DepEd shall provide the public with important information through press releases, media interviews, website posting, updates on the official DepEd Facebook and Twitter accounts, and other available media.
- d. **Client Assistance.** An OBE Public Assistance Command Center (PACC) shall be set up at the Central, Regional, and Schools Division Offices.

i. Functions of the OBE-PACC

The OBE-PACC shall serve as an information and complaints processing and routing mechanism. It shall perform the following functions:

- Receive, process, and respond to simple queries, information requests, and complaints from the general public, including those forwarded by other DepEd offices;
- Assist in the dissemination and clarification of DepEd policies, programs, projects, and processes, particularly those relevant to the opening of classes;
- Correctly identify and coordinate with the concerned DepEd offices on complex concerns that will require the specific offices' appropriate action; and
- Monitor, document, and submit reports on all issues and concerns received by the OBE-PACC, including the action taken.

ii. Services of the OBE-PACC

Each OBE-PACC shall ensure that the following are available to the public for the duration of OBE:

- Hotlines;
- Email, social media (Facebook, Messenger, Twitter), and Text Messaging Service;
- Walk-in Assistance; and
- Legal Assistance (if applicable).

iii. Composition of OBE-PACC

Central Office (CO)

The DepEd CO OBE-PACC shall be set up on **May 19, 2018, Saturday** at the *Bulwagan ng Karunungan*, DepEd Central Office.

To ensure its success, the following offices/units are directed to actively participate and assign representative(s):

Office of the Assistant Secretary for Public Affairs Service and Alternative Learning System

- Public Affairs Service
 - Communications Division
 - Publications Division

Office of the Undersecretary for Planning and Field Operations

- Planning Service
 - Education Management Information System Division
 - Policy Research and Development Division

Office of the Undersecretary for Curriculum and Instruction

- Bureau of Curriculum Development
- Bureau of Learning Delivery
- Bureau of Education Assessment
- Bureau of Learning Resources

Office of the Undersecretary for Finance–Accounting and Employee Account Management

- Finance Service
 - Accounting Division
- Bureau of Human Resource and Organizational Development
 - Personnel Division
 - Employee Welfare Division

Office of the Undersecretary for Finance–Budget and Performance Monitoring

- Budget Division

Office of the Undersecretary for Administration

- Administrative Service
 - Asset Management Division
 - Education Facilities Division
 - General Services Division
- Information and Communications Technology Service
- Bureau and Learner Support Services
 - School Health Division
 - Youth Formation Division

Office of the Assistant Secretary for Procurement Service

- Project Management Service

Office of the Undersecretary for Legal Service

- Investigation Division
- Legal Division

Office of the Assistant Secretary for Legal Affairs

Regional Office (RO)/Schools Division Office (SDO)

The OBE-PACC in the ROs and SDOs shall be set up on May 21, 2018. All ROs and SDOs are hereby directed to set up their local OBE-PACCs, which shall be composed of the following:

• Regional OBE-PACC:

- Chair: Assistant Regional Director (ARD)
- Members: Public Affairs Unit
 - Field Technical Assistance Division (FTAD)
 - Policy, Planning and Research Division (PPRD)
 - Quality Assurance Division (QAD) for Private Schools
 - Curriculum and Learning Management Division (CLMD)
 - Senior High School/K to 12 Focal Person/s
 - Legal Unit

• **Division OBE-PACC:**

Chair: Assistant Schools Division Superintendent (ASDS)
Members: School Governance and Operations Division (SGOD)
Curriculum Implementation Division (CID)

There will be an orientation for OBE-PACC representatives, the details of which are to be announced separately. The Terms of Reference (TOR) for OBE-PACC representatives shall be discussed at the said orientation.

iv. Terms of Reference for the OBE-PACC

The Terms of Reference (TOR) for OBE-PACC Operations is enclosed.

4. The names, designation, and contact details of the local OBE-PACC chairs and members shall be submitted to the Central Office through the Public Affairs Service-Communications Division on or before **March 1, 2018**, Thursday.

5. The Regional Directors (RDs) and Schools Division Superintendents (SDSs) shall oversee the implementation of their local OBE-PACC, and submit daily reports on their respective OBE-PACC's operations to the DepEd CO every 11 a.m. and 4 p.m.

6. The OBE implementation shall be under the general supervision of the **Undersecretary for Planning and Field Operations, Jesus L.R. Mateo**, and the **Assistant Secretary for Public Affairs Service and Alternative Learning System, G.H. S. Ambat**, as co-chairs of the *Oplan Balik Eskwela 2018*.

7. All expenses incurred during this activity shall be charged to Education Information and Communication Services (EICS) Funds, and the payment for the services of the concerned personnel during the OBE, in addition to their regular workload, shall be charged to OSEC Funds for CO personnel, and to local funds for regional and schools division personnel, subject to the usual accounting and auditing rules and regulations.

8. For more information, contact:

Public Affairs Service-Communications Division

Department of Education (DepEd) Central Office
DepEd Complex, Meralco Avenue, Pasig City
Telephone Nos.: (02) 636-1663; 633-7254
Telefax No.: (02) 638-8641
Mobile Phone No.: 0919-456-0027
Email: action@deped.gov.ph; pas.cd@deped.gov.ph
Facebook: [oplanbalikeskwela@depedcentraloffice](https://www.facebook.com/oplanbalikeskwela@depedcentraloffice)

9. All DepEd personnel are enjoined to support this activity to ensure the smooth opening of classes.

10. Immediate dissemination of this Memorandum is desired.


LEONOR MAGTOLIS BRIONES
Secretary

Encl.:

As stated

Reference:

DepEd Memorandum No. 55, s. 2017

To be indicated in the Perpetual Index
under the following subjects:

ADMISSION
BUREAUS AND OFFICES
CAMPAIGN
COMMITTEES
LEARNERS
OFFICIALS
PROJECTS
SCHOOLS

(Enclosure to DepEd Memorandum No. 050, s. 2018)

2018 DepEd Oplan Balik Eskwela Public Assistance Command Center

May 21-June 8, 2018

7:00 a.m.-6:00 p.m. Monday to Friday

8:00 a.m.-5:00 p.m. Saturday & Sunday

TERMS OF REFERENCE

A. Teleresponders through Hotlines

1. Attend to callers with queries, complaints, problems or requests, concerning school opening and other education matters.
2. Provide immediate appropriate actions/solutions for issues/concerns received from callers.
3. Refer complaints/cases that need immediate investigation to the Quick Response Team if necessary.
4. Submit the required daily morning and afternoon reports to the Secretariat for consolidation and evaluation.

B. Social Media (Facebook, Messenger, Twitter) Email and Text Messaging Service

1. Reply/respond to messages received and print the messages if necessary.
2. Refer complaints/cases that need immediate investigation to the Quick Response Team if necessary.
3. Submit the required daily morning and afternoon reports to the Secretariat for consolidation and evaluation.

C. Walk-In Assistance

1. Attend to issues/concerns/complaints of walk-in clients.
2. Prepare endorsement letters/communications to schools concerned.
3. Provide information needed by the clients.
4. Submit the required daily morning and afternoon reports to the Secretariat for consolidation and evaluation.

D. Legal Assistance

1. Provide immediate resolution to complaints that are classified as urgent.
2. Conduct on-the-spot investigation and monitoring of schools as the need arises.
3. Submit the required daily morning and afternoon reports to the Secretariat for consolidation and evaluation.

E. Secretariat

1. Oversee and supervise the daily operations of the activity.

2. Prepare the daily reports for the Secretary's information based on the submitted reports of the teams.
3. Do print and video documentation.
4. Gather and consolidate data from the different committees and generate daily reports.
5. Document and finalize the 2018 Oplan Balik Eskwela Narrative Report.
6. Provide the technical needs of the teams.
7. Assist all teams if necessary.

F. Media Relations

1. Set and coordinate schedules for press conferences.
2. Prepare media advisories, invites and briefers of the activity for the EXECOM and stakeholders.
3. Facilitate the press conference and assist the media.
4. Attend to media requests for data and interviews.
5. Coordinate with the partners and stakeholders.

G. NCR Representative

1. Attend to queries and other concerns related to NCR.
2. Submit daily report to the Secretariat.

H. Logistics and Support

The Logistics and Support Team shall be composed of the following sub-committees:

1. **Finance.** Handle OBE financial requirements.
2. **Food.** Take charge of the food to be served during the three-week conduct of OBE and all OBE activities.
3. **Physical Arrangement/Set-up, Security, Sound System and Transportation.** Set up the OBE Command Center at the Bulwagan ng Karunungan following the floor plan. Maintain the cleanliness and orderliness of the OBE Command Center. Ensure peace and order during OBE.
4. **Registration and Attendance.** Record all guests and participants in OBE, and take daily attendance of committee members.
5. **Supplies and Equipment.** Provide the materials and equipment needed for OBE.