

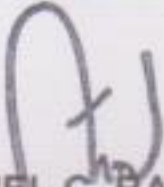


Republic of the Philippines  
Department of Education  
Region IV-A CALABARZON  
**CITY SCHOOLS DIVISION OF ANTIPOLO**



**MEMORANDUM**

**TO :** Officer-In-Charge Assistant Schools Division Superintendent,  
Chief Curriculum Implementation Division,  
Officer-In-Charge Chief School Governance  
and Operations Division,  
Education Program Supervisors,  
District Supervisors, Division Unit Heads  
Elementary and Secondary School Principals, Head Teachers,  
Teacher-In-Charge, Officer-In-Charge  
All Others Concerned

**FROM :**   
**DR. ROMMEL C. BAUTISTA, CESO V**  
Schools Division Superintendent

**SUBJECT :** **DIVISION OPLAN BALIK ESKWELA PUBLIC ASSISTANCE  
COMMAND CENTER (OBE-PACC)**

**DATE :** May 16, 2018

The Schools Division Office of Antipolo City shall active the **Oplan Balik Eskwela Public Assistance Command Center (OBE-PACC) for School Year (SY) 2018-2019** from May 21 to June 18, 2018, including Saturdays and Sundays, to ensure the smooth opening of classes this school year.

The Division OBE-PACC shall be composed of the following:

**Chairperson:** **DR. GLORIA C. ROQUE**  
Assistant Schools Division Superintendent  
**630-3110**

**Members:** **LITO A. PALOMAR**  
Chief, Curriculum Implementation Division  
**652-4760**

**ANSELMO C. CELESTE, JR.**  
OIC-Chief, School Governance and Operations Division  
**696-5561, 630-3722**



Republic of the Philippines  
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**CITY SCHOOLS DIVISION OF ANTIPOLO**



The Division OBE-PACC shall address local concerns and shall 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 Central Office every 11am and 4pm. Copy of the Terms of Reference is attached.

All expenses incurred, including overtime pay, shall be charged to local funds, subject to the usual accounting and auditing rules and regulations.

Also attached is DepEd Memorandum No 50, s. 2018 RE: Oplan Balik Eskwela for your reference.

Immediate dissemination of this Memorandum is desired.

UM-2196.2018

@fbv-vsa.2018



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](mailto:action@deped.gov.ph); [pas.cd@deped.gov.ph](mailto:pas.cd@deped.gov.ph)  
Facebook: [oplanbalikeskwela@depedcentraloffice](mailto: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.