MEMORANDUM

TO: OIC, Office of the Asst. Schools Division Superintendent  
    Chief, SGOD  
    OIC-Chief, CID  
    Education Program Supervisors  
    Public Schools District Supervisors  
    Division Unit and Section Heads  
    SEPS, EPS  
    Elementary, Junior, and Senior High School School Heads  
    All others concerned

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

RE: 2019 SDO ANTIPOLO OPLAN BALIK ESKWELA

Date: May 24, 2019

The Department of Education, through DepEd Memorandum No. 029, s. 2019, disseminates the creation and operation of 2019 OPLAN BALIK ESKWELA PUBLIC ASSISTANCE COMMAND CENTER which will run from May 27 to June 7, 2019.

Likewise, the City Schools Division of Antipolo City creates its Division OBE Team composed of the following:

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

Members: 

Secretariat and Monitoring:

LITO A. PALOMAR  
    OIC Chief, Curriculum and Implementation Division  
    All EPS  
    All PSDS

DR. JONATHAN P. DOMINGO  
    Chief, School Governance and Operations Division  
    SGOD Education Program Supervisor  
    All SEPS and EPS
Legal Assistance:

ATTY. JEREMIAH JAN F. AGUSTIN
Attorney III

FREDERICK B. VALLINAS
Administrative Officer V - Administrative Services

RAGAAM DELA CRUZ
Administrative Officer V - Budget Officer

Media Relations:

ALFONSO A. ABOGADO
Senior Education Program Specialist

MYRA B. VILLAREAL
Planning Officer II

Social Media:

MARIA FLORABEL M. TOLENTINO
Information Technology Officer

Logistics and Support:

RAGAAM DELA CRUZ
Administrative Officer V - Budget Officer

RAQUEL F. ESGUIERRA
Accountant III

MICHAEL P. GLORIAL
Administrative Officer IV

ENGR. MADIEL VERZOLA
Engineer III

CHRISTINE T. CORONADO
Administrative Officer IV

GAVINO FRANCISCO
Administrative Officer IV

Division Chiefs and Unit Section Heads are requested to assign teleresponders and walk-in assistance personnel for the duration of the OBE.
Expenses related to this shall be charged against Division Funds, subject to usual accounting and auditing rules and regulations. Division personnel assigned during weekends may be given compensatory time-off in accordance to CSC – DBM Circular No. 2, s. 2004 “Non-Monetary Remuneration for Overtime Services Rendered”

Schools are also enjoined to create its own Oplan Balik Eskwela Team to instantaneously address problems, queries and other concern at the school level.

For your information and compliance.

UM- 33v s. 2019
@01ADM/FBV
2019 SDO ANTIPOLO OPLAN BALIK ESKWELA
May 27-June 7, 2019

Contact Numbers:
(02) 630-3110  (02) 875-7629  (02) 952-3784  (02) 630-6854  (02) 477-2068  (02) 6303499
(02) 630-3421  (02) 571-1822  (02) 952-4760  (02) 696-5561  (02) 630-3722

Email: antipolo.city@deped.gov.ph

TERMS OF REFERENCE

TELERESPONDERS:
1. Attend to callers with queries, complaints, problems or request, 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 Legal Assistance team if necessary; and
4. Submit the required daily monitoring and afternoon reports to the Secretariat for consolidation and evaluation

SOCIAL MEDIA AND EMAIL MESSAGING SERVICE
1. Reply/respond to messages received and print the messages if necessary;
2. Refer complaints/cases that need immediate investigation to Legal Assistance team if necessary; and
3. Submit the required daily monitoring and afternoon reports to the Secretariat for consolidation and evaluation

WALK-IN ASSISTANCE
1. Attend to issues/concerns/complaints of walk-in clients;
2. Provide information needed by the clients;
3. Provide immediate appropriate actions/solutions for issues/concerns received from callers;
4. Refer complaints/cases that need immediate investigation to the Legal Assistance team if necessary; and
5. Submit the required daily monitoring and afternoon reports to the Secretariat for consolidation and evaluation

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; and
3. Submit the required daily morning and afternoon reports to the Secretariat for consolidation

SECRETARIAT AND MONITORING
1. Oversee and supervise the daily operations of the activity
2. Prepare the daily reports for the Central Office’s information based on the submitted reports of the teams;
3. Make print and video documentation;
4. Gather and consolidate data from the different committees and generate daily reports;
6. Provide the technical needs of the team; and
7. Assist all teams if necessary

MEDIA RELATIONS
1. Attend to media request for data and interviews

LOGISTICS AND SUPPORT
1. Handle OBE financial requirements;
2. Provide the materials and equipment needed for OBE; and
3. Provide peace and order during the OBE
2019 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) will launch the National Oplan Balik Eskuwela (OBE) for School Year (SY) 2019–2020 on May 27, 2019, 8:00 a.m. at the Bulwagan ng Karunungan, DepEd Central Office, Pasig City. The OBE is DepEd’s annual initiative to engage agencies, organizations, and other stakeholders in preparation for the opening of the school year. This will run from May 27 to June 7, 2019.

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. Department of Transportation (DOTr);
      ix. Manila Electric Company (Meralco);
      x. Metropolitan Waterworks and Sewerage System (MWSS);
      xi. Metro Manila Development Authority (MMDA);
      xii. Philippine Atmospheric, Geophysical and Astronomical Services Administration (PAGASA); and
      xiii. Philippine National Police (PNP).

      The OBE-IATF meeting and orientation will be on May 8, 2019.
b. **Command Conference.** A Command Conference among the DepEd officials, partner agencies from the public and private sectors, media, and other stakeholders will be held at the Bulwagan ng Karunungan, DepEd Central Office (CO) on **May 27, 2019.**

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 through its Public Affairs Unit (PAU).

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:

   1. Receive, process, and respond to simple queries, information requests, and complaints from the general public, including those forwarded by other DepEd offices;
   2. Assist in the dissemination and clarification of DepEd policies, programs, projects, and processes, particularly those relevant to the opening of classes;
   3. Correctly identify and coordinate with the concerned DepEd offices on complex concerns that will require the specific offices’ appropriate action; and
   4. 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:

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

iii. **Composition of OBE-PACC at the Central Office (CO)**

   The DepEd CO OBE-PACC shall be set up on **May 25, 2019, Saturday** at the Bulwagan ng Karunungan, DepEd CO. The following offices/units are enjoined to actively participate and assign representative(s):

   1. **Office of the Secretary Leonor Magtolis Briones**
      a. Internal Audit Service
      b. International Cooperation Office
(2) **Office of the Undersecretary Jesus L.R. Mateo**
   (a) Planning Service  
   (b) Field Operations  
      (jointly with OIC-Undersecretary Revsee A. Escobedo)  
   (c) Bureau of Human Resource and Organizational Development  
      (i) Human Resource Development Division  
      (ii) Organization Effectiveness Division  
      (iii) School Effectiveness Division  

(3) **Office of the Undersecretary Lorna D. Dino**  

(4) **Office of Assistant Secretary Alma C. Torio**
   (a) Bureau of Curriculum Development  
   (b) Bureau of Learning Delivery  
   (c) Bureau of Education Assessment  
   (d) Bureau of Learning Resources  
   (e) Teacher Education Council Secretariat  
   (f) Literacy Coordinating Council Secretariat  
   (g) Indigenous Peoples Education Office  

(5) **Office of OIC-Undersecretary Revsee A. Escobedo**
   (a) Field Operations  
      (jointly with Undersecretary Jesus L.R. Mateo)  
   (b) Bureau of Human Resource and Organizational Development  
      (i) Personnel Division  
      (ii) Employee Welfare Division  

(6) **Office of Undersecretary Annalyn M. Sevilla**  

(7) **Office of OIC-Assistant Secretary Ramon Fiel G. Abcede**
   (a) Finance Service  
   (b) Education Program Delivery Unit  

(8) **Office of Undersecretary Alain Del B. Pascua**  

(9) **Office of Assistant Secretary Salvador C. Malana III**
   (a) Administrative Service  
   (b) Information and Communications Technology Service  
   (c) Bureau and Learner Support Services  
   (d) Disaster Risk Reduction and Management Service  

(10) **Office of OIC-Undersecretary Josephine G. Maribojoc**  

(11) **Office of OIC-Assistant Secretary Rhoan G.L. Orebia**
   (a) Legal Service  
   (b) Sites Titling Office  

(12) **Office of Undersecretary Tonisito M.C. Umali**
   (a) Legislative Liaison Office  
   (b) External Partnerships Service  
   (c) Project Management Service  

(13) **Office of Assistant Secretary G.H. S. Ambat**
   (a) Public Affairs Service  
   (b) Alternative Learning System Program and Task Force  

(14) **Office of Assistant Secretary Salvador Malana III**
   (a) Procurement Management Service
4. The participants or volunteers of the OBE are directed to attend the national orientation on April 15-16, 2019 at the Bulwagan ng Karunungan, DepEd CO, Pasig City.

5. 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 Program, and Task Force, G.H. S. Ambat, as co-chairs of the Oplan Baltik Eskwela 2019.

6. All expenses incurred during this activity shall be charged to General Administrative Support Services (GASS) 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.

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

8. For more information, contact:

   **Public Affairs Service-Communications Division**
   Department of Education Central Office
   DepEd Complex, Meralco Avenue, Pasig City
   Telephone Nos.: (02) 636-1663; (02) 633-7254
   Telefax No.: (02) 638-8641
   Mobile Phone No.: 0919-456-0027
   Email Addresses: action@deped.gov.ph; beverly.berame@deped.gov.ph

9. Immediate dissemination of this Memorandum is desired.

   [Signature]
   Leonor Magtolis Briones
   Secretary

Encl.:
As stated

Reference:
DepEd Memorandum No. 050, s. 2018

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

   ADMISSION LEARNERS
   BUREAUS AND OFFICES MEETINGS
   CAMPAIGN OFFICIALS
   CENTER PROJECTS
   COMMITTEES SCHOOLS
A. Teleresponders
1. Attend to callers with queries, complaints, problems or request, 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 Legal Team if necessary; and
4. Submit the required daily monitoring and afternoon reports to the Secretariat for consolidation and evaluation.

B. Social Media (Facebook, Messenger) 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 Legal Team if necessary; and
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; and
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; and
3. Submit the required daily morning and afternoon reports to the Secretariat for consolidation and evaluation.
E. Secretariat and Monitoring
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. Make print and video documentation;
4. Gather and consolidate data from the different committees and generate daily reports;
6. Provide the technical needs of the team; and
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 Executive Committee and stakeholders;
3. Facilitate the press conference and assist the media;
4. Attend to media requests for data and interviews; and
5. Coordinate with the partners and stakeholders.

G. 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 two-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; and
   - Ensure peace and order during the 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.