



Republic of the Philippines
Department of Education
Caraga Administrative Region
Butuan City



May 15, 2018

REGIONAL MEMORANDUM

No. 271 s. 2018



"2018 OPLAN BALIK ESKWELA (OBE) ORIENTATION"

**To: Schools Division Superintendents
Assistant Schools Division Superintendents
Division Information Officers / Focal Persons
This Region**

1. This has reference to DepEd Memorandum No. 50, s. 2018 dated March 15, 2018 entitled 2018 OPLAN BALIK ESKWELA, the Regional Office and Field Offices are directed to set up the local OBE-Public Assistance Command Center, which shall serve as an information and complaints processing and routing mechanism. OBE-PACC shall further perform the functions stipulated in the aforementioned memorandum.
2. In this regard, there will be an orientation for **OBE –PACC representative(s) / focal person(s) of your respective divisions**, to discuss the terms of reference for the OBE-PACC representatives.
3. The orientation will be held at the DepED Regional Office, Butuan City –Office of the Regional Director on **May 17, 2018 at 10:00 AM until 3:00 PM.**
4. Travel allowances and other expenses of each participant shall be charged to MOOE, SEF, local funds, and any other sources subject to the usual accounting and auditing rules and regulations.
5. For your immediate dissemination and action.


BEATRIZ G. TORNO, Ph.D., CESO IV
Regional Director

Encl.: As stated

Reference: Memo No. 50, dated March 15, 2018

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

BALIK ESKWELA

DIRECTORY

ORIENTATION

TASKFORCE



for Action

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
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