DIVISION MEMORANDUM
No. 050, s. 2019

DIVISION OPLAN BALIK ESKWELA INFORMATION & ACTION CENTER (OBEIAC) AND 2019 OPLAN BALIK ESKWELA

To: OFIC, Office of the Assistant Schools Division Superintendent
Chief Education Supervisors, SGOD & CID
Elementary and Secondary School Heads
Officer-In-Charge
Public Schools

1. Please find the attached DepEd Memorandum No. 029, s. 2019 entitled 2019 Oplan Balik Eskwela (OBE) School Year 2019-2020 to be launched on May 27, 2019, 8:00 a.m. at the Bulwagan ng Karunungan, DepEd-Central Office, Pasig City. This is an annual DepEd’s initiative to engage agencies, organizations, and other stakeholders in preparation for the opening of the school year. This will run from May 27, 2019 to June 7, 2019.

2. All schools are directed to form/organize their local School Oplan Balik Eskwela Information and Action Center (SOBEIAC) Team with daily Help Desk Officer on duty to be submitted as soon as possible to this Division attention SGOD Office.

3. Attached also are the Division Oplan Balik Eskwela Information & Action Center (DOBEIAC), Personnel Assigned as Help Desk Officers and Template of Report to be accomplished daily every 11:00 am for morning session and 5:00 p.m. for afternoon session starting on Tuesday, May 14, 2019 and will end on June 7, 2019. They are expected to render duty on their dates of assignment following the Terms of Reference as their duties and functions which is also enclosed in DepEd Memorandum no. 029, s. 2019 dated 13 March 2019.

4. Please be guided accordingly.

5. Immediate and wide dissemination of this Memorandum is desired.

JOEL T. TORRECAMPO
Officer-In-Charge
Office of the Schools Division Superintendent

Incls.: As stated
Reference: DepEd Memorandum No. 029, s. 2019

May 6, 2019

Maka-Diyos, Makatao, Makakalikasan at Makabansa
DIVISION OPLAN BALIK ESKWELA INFORMATION & ACTION CENTER (OBEIAC) AND 2019 OPLAN BALIK ESKWELA

Chair  
Dr. Joel T. Torrecampo  
Officer-In-Charge,  
Office of the Schools Division Superintendent  
682-2472

Co-Chair  
Dr. Elisa O. Cerveza  
Chief, CID/OIC  
369-6696

Co-Chair  
Dr. Elizalde Q. Cena  
Chief, Office of Asst. Schools Division Superintendent  
535-1327

Members  
Atty. Caesar Augustus Cebuano  
Legal Officer  
682-2472

Mr. Claro L. Capco  
Administrative Officer V  
682-2472

Mr. Galesco C. Alburo  
Education Program Supervisor  
682-3989

Dr. Noemi A. Velario  
Senior Education Program Specialist  
369-9046

Human Resource Development Section  
369-9046

Ms. Ma. Chona M. Sarmiento  
Senior Education Program Specialist  
Planning & Research  
369-9046

Ms. Doris R. Jasme  
Planning Officer III  
369-9046

Mr. Marvin Ian C. Cruz  
Education Program Specialist II  
369-9046

Ms. Elisha Dawn Mason  
Project Development Officer I  
369-9046

SDO-MARIKINA OBE-IAC Hotlines  
682-2472

SDS Office  
SGOD Office  
369-9046/535-1327

CID Office  
Legal Unit  
682-3989

682-2472

Prepared by:  
ELIZALDE Q. CENA, ED. D.  
Chief ES, SGOD

Approved:  
JOEL T. TORRECAMPO  
OIC, Office of the Schools Division Superintendent
SDO-MARIKINA CITY
DIVISION OPLAN BALIK ESKWELA
INFORMATION AND ACTION CENTER
DOBEIAC HELP DESK

Date: ____________

DOBEIAC Help Desk Summary
As of ____________

<table>
<thead>
<tr>
<th>Parent/Student/Concerned Citizen</th>
<th>Query/Issue/Problem</th>
<th>Concerned School</th>
<th>Action Taken</th>
<th>Referred to</th>
<th>Remarks</th>
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Help Desk Officer:
Name: __________________________
Designation: ____________________

Submitted by:
Name: __________________________
Designation: ____________________

Noted by:

JOEL T. TORRECAMPO
Officer-In-Charge
Office of the Schools Division Superintendent
<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Officer Name</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>May 20 – 24, 2019</td>
<td>AM 8:00 to 12:00</td>
<td>Ms. Marielle Ann R. Aguire</td>
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<td></td>
<td>PM 1:00 to 5:00</td>
<td>Ms. Asuncion Sheila Q. Soriano</td>
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<tr>
<td>Tuesday</td>
<td>AM 8:00 to 12:00</td>
<td>Mr. Jimerson B. Taboy</td>
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<td></td>
<td>PM 1:00 to 5:00</td>
<td>Mr. Junilord N. Tormes</td>
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<tr>
<td>Wednesday</td>
<td>AM 8:00 to 12:00</td>
<td>Ms. Elisha Dawn D. Mazon</td>
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<tr>
<td></td>
<td>PM 1:00 to 5:00</td>
<td>Ms. Emily G. Santos</td>
<td></td>
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<tr>
<td>Thursday</td>
<td>AM 8:00 to 12:00</td>
<td>Mr. Primo Quintana III</td>
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<td></td>
<td>PM 1:00 to 5:00</td>
<td>Mr. Reinan M. Ignacio</td>
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<tr>
<td>Friday</td>
<td>AM 8:00 to 12:00</td>
<td>Mr. Christopher A. Omaña</td>
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<td></td>
<td>PM 1:00 to 5:00</td>
<td>Ms. Jonalyn L. Santos</td>
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<tr>
<td>May 27 – 31, 2019</td>
<td>AM 8:00 to 12:00</td>
<td>Mr. Marvin Ian L. Cruz</td>
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<td></td>
<td>PM 1:00 to 5:00</td>
<td>Mr. Sunny T. Cortes</td>
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<tr>
<td>Tuesday</td>
<td>AM 8:00 to 12:00</td>
<td>Dr. Noemi A. Velario</td>
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<td></td>
<td>PM 1:00 to 5:00</td>
<td>Ms. Elisha Dawn D. Mazon</td>
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<tr>
<td>Wednesday</td>
<td>AM 8:00 to 12:00</td>
<td>Ms. Maria Chona M. Sarmiento</td>
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<td></td>
<td>PM 1:00 to 5:00</td>
<td>Ms. Doris R. Jasme</td>
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<tr>
<td>Thursday</td>
<td>AM 8:00 to 12:00</td>
<td>Mr. Primo Quintana III</td>
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<td></td>
<td>PM 1:00 to 5:00</td>
<td>Mr. Reinan M. Ignacio</td>
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<tr>
<td>Friday</td>
<td>AM 8:00 to 12:00</td>
<td>Mr. Marvin L. Maglalang</td>
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<td>PM 1:00 to 5:00</td>
<td>Ms. Amelie S. Binayas</td>
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<tr>
<td>June 3 – 7, 2019</td>
<td>AM 8:00 to 12:00</td>
<td>Ms. Lilia G. Garperio</td>
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<td>PM 1:00 to 5:00</td>
<td>Dr. Josefino DL. Lu</td>
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<tr>
<td>Tuesday</td>
<td>AM 8:00 to 12:00</td>
<td>Dr. Nida P. Andrada</td>
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<td>PM 1:00 to 5:00</td>
<td>Ms. Emily G. Santos</td>
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<td>Wednesday</td>
<td>AM 8:00 to 12:00</td>
<td>Ms. Veronica A. Cena</td>
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<td>PM 1:00 to 5:00</td>
<td>Ms. Erliza S. Viernes</td>
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<td>Thursday</td>
<td>AM 8:00 to 12:00</td>
<td>Ms. Anna A. Japone</td>
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<tr>
<td></td>
<td>PM 1:00 to 5:00</td>
<td>Ms. Remia L. Ricabar</td>
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<tr>
<td>Friday</td>
<td>AM 8:00 to 12:00</td>
<td>Mr. Dominador J. Villafria</td>
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<td></td>
<td>PM 1:00 to 5:00</td>
<td>Ms. Jessica S. Mateo</td>
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Prepared by: ELISHA DAWN D. MAZON
Project Development Officer I

Reviewed by: ELIZABETH C. CENA, Ed. D.
Chief ES, SGOD
DepEd MEMORANDUM
No 029 s. 2019

13 MAR 2019

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 Eskwela (OBE) for School Year (SY) 2019-2020 on May 27, 2019, 8:00 a.m. at the Buwanan 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 (DOT);
      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 Khoan 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 Balik 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
- BUREAUS AND OFFICES
- CAMPAIGN
- CENTER
- COMMITTEES
- LEARNERS
- MEETINGS
- OFFICIALS
- PROJECTS
- SCHOOLS
2019 DepEd Oplan Balik Eskwela (OBE) Public Assistance Command Center
May 27 to June 7, 2019
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
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 Karumungan 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.