



Department of Education  
Region VI – Western Visayas  
**DIVISION OF AKLAN**

Archbishop G.M. Reyes St., Kalibo, Aklan

Tel. Nos.: (036) 268-4235; 268-4234; 262-8816; 268-3097

May 11, 2018

**DIVISION MEMORANDUM**

No. 129, s. 2018

**IMPLEMENTING OPLAN BALIK ESKWELA (OBE) 2018**

To: **Education Program Supervisors/Coordinators**  
**Senior/Education Program Specialists**  
**Public Schools District Supervisors (PSDs)/Principals/Head Teacher In-Charge of the District (PIDs/HTID)**  
**Division Office Personnel**  
**Public and Private Elementary, Secondary and Integrated School Heads**  
**All Others Concerned**

1. In preparation for the opening of classes for School Year 2018-2019 and in compliance with DepEd Memorandum No. 50 s. 2018 entitled "2018 Oplan Balik Eskwela," there will be a Division Convergence Meeting with the following government agencies involved in school opening matters to assemble the annual OBE Inter-Agency Task Force (OBE-IATF):
  - a. Department of Energy (DoE);
  - b. Department of Interior and Local Government (DILG);
  - c. Department of Health (DoH);
  - d. Department of National Defense (DND);
  - e. Department of Public Works and Highways (DPWH);
  - f. Department of Social Welfare and Development (DSWD);
  - g. Department of Trade and Industry (DTI);
  - h. Aklan Electric Cooperative (AKELCO);
  - i. Respective Municipal Water Districts;
  - j. Land Transportation Office; and
  - k. Philippine National Police (PNP).
2. The Division OBE-IATF meeting, orientation and Command Conference among SDO Aklan, partner agencies from the public and private sector, media and other stakeholders will be on Wednesday, May 23, 2018, 8:00 AM. Venue to be announced.
3. The following Division Office personnel shall compose the OBE Public Assistance Command Center (PACC):

*"May katawhayan ag kalipayan sa among mga escuelahan."*

Date	Senior Action Officer	Support Personnel	Contact Number
24 May 2018	SEPS Mar Bien Gregory Parel	AO V Patrocenia Mamburam	268-3605
25 May 2018	EPS Johann Cawaling	Accountant III Marissa Jizmundo	268-3563
29 May 2018	MO III Rhoby Fernandez, MD	AO V Bella Suante	268-3562
30 May 2018	SEPS Edna Ayon	ITO I Floradel Pelayo	268-3546
31 May 2018	PO III Milgie Villareal	PDO II Apple Gay Oquendo	268-3546
01 June 2018	SEPS Mar Bien Gregory Parel	AO V Patrocenia Mamburam	268-3605
04 June 2018	EPS Johann Cawaling	Accountant III Marissa Jizmundo	268-3563
05 June 2018	MO III Rhoby Fernandez, MD	AO V Bella Suante	268-3562
06 June 2018	SEPS Edna Ayon	ITO I Floradel Pelayo	268-3546
07 June 2018	PO III Milgie Villareal	PDO II Apple Gay Oquendo	268-3546
08 June 2018	SEPS Mar Bien Gregory Parel	AO V Patrocenia Mamburam	268-3605

4. The concerns received by a support personnel (receiving officer) must be referred to the senior action officer who will judiciously and expeditiously act on the concern/s, and/or refer the concern/s to the appropriate officer.
5. The senior action officer must prepare and submit report at 11 o'clock AM and 4 o'clock PM daily to CO-PACC.
6. As part of the 2018 OBE activities for SY 2018-2019, all schools should activate their respective OBEPACC up to June 8, 2018, to be chaired by the school head and to be manned by one (1) or more teachers every day.
7. A school head shall assign his/her teacher/s on rotation basis and they will man the OBEPACC; stay in the school center starting 8:00 o'clock AM up to 5:00 o'clock PM.
8. The Task Force will perform the following functions:
  - a. Set up hotlines and receive calls, text messages, fax messages and email on complaints, requests and suggestions from parents, students and concerned stakeholders;
  - b. Put-up a help desk to accommodate walk-in concerns;

*"May katawhayan ag kalipayan sa among mga escuelahan."*

- c. When necessary, take appropriate actions to respond to complaints, requests and suggestions;
  - d. Submit reports as to major findings and recommendations (actions, steps and policy) of the activity;
  - e. Ensure that help desks are manned at all times during office hours;
  - f. Information Officers – consolidate reports for submission to higher Office and prepare reports for media;
  - g. Support Staff – provide secretarial and logistical assistance work to the Task Force.
9. The Task Force shall be active effective immediately up to June 8, 2018.
10. Report of the names of the school-organized OBEPACC members shall be submitted to the Division Office on or before May 31, 2018, attention: Arch. Mar Bien Gregory G. Parel.
11. Related expenses to be incurred shall be charged against local funds subject to the usual accounting and auditing rules and regulations.
12. Widest dissemination of this memorandum is strongly desired.

  
Dr. SALVADOR O. OCHAVO, Jr., CESO VI  
Schools Division Superintendent *Men*

Reference: DepEd Memorandum No. 50, s. 2018

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

**ADMISSION OR ENROLLMENT**  
**BUREAUS AND OFFICES**  
**CAMPAIGN**  
**CENTER**  
**COMMITTEES**  
**PROJECTS**  
**SCHOOLS**

*"May katawhayan ag kalipayan sa among mga escuelahan."*



## DEPED MEMORANDA

**2018 Oplan Balik Eskwela**

By Mark Anthony Llego

Last updated Mar 19, 2018

March 15, 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 Oplan Balik Eskwela 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, Oplan Balik Eskwela 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):

- 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 OBB-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**

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

> Employee Welfare Division

**Office of the Undersecretary for Finance-Budget and Performance Monitoring**

> Budget Division

**Office of the Undersecretary for Administrative Service**

• 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:

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:



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

(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.

...are 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:

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.



deped memorandum

Oplan Balik Eskwela



### Mark Anthony Llego

He is the brain of TeacherPH. Growing up being surrounded by educators, a passion for education has grown in him. Mark spends his time writing and spreading online articles about the educational world. He likes emphasizing important political issues that involves issued on the educational system of the country. Join Our Facebook Discussion Group

### 1 COMMENT



**Audie Says**  1 week ago

Why the DOTR and or LTO is not included in the Balik Eskwela 2018 when in fact LTO has its OPLAN BALIK ESKWELA for the past years, keeping involved by sending enforcers and personnel to different schools within NCR in order to ensure road safety and safety of students and schoold staffs in going to and from schools.