



Republic of the Philippines

Department of Education

REGION III- CENTRAL LUZON

SCHOOLS DIVISION OFFICE - SCIENCE CITY OF MUÑOZ

August 15, 2022

DIVISION MEMORANDUM

No. 431 s. 2022

2022 OPLAN BALIK ESKWELA

To: Assistant Schools Division Superintendent
 Division Chiefs
 Education Program Supervisors
 Unit Heads
 Division OBE-PACC
 All Elementary and Secondary School Heads
 All Others Concerned

1. Pursuant to DepEd Memorandum No. 63, s. 2022 entitled *2022 Oplan Balik Eskwela*, this Office mandates the establishment Public Assistance Command Center (PACC) in both schools division and all public schools.
2. The OBE-PACC shall serve as an information and complaints processing and routing mechanism. It shall perform the following functions:
 - a. Receive, process, and respond to simple queries, information requests, and complaints from the general public, including those forwarded by other DepEd offices;
 - b. Assist in the dissemination and clarification of DepEd policies, programs, projects, and processes, particularly those relevant to the opening of classes;
 - c. Correctly identify and coordinate with the concerned DepEd offices on complex concerns that will require the specific offices' appropriate actions; and
 - d. Monitor, document, and submit reports on all issues and concerns received by the OBE-PACC, including the action taken.
3. The Division OBE-PACC is composed of the following personnel to wit:

Position	Name
Chairman	Dr. Dante G. Parungao, CESO V <i>Schools Division Superintendent</i>
Co-Chairman	Dr. Zurex T. Bacay <i>Assistant Schools Division Superintendent</i>

Loyal, Excellent, Accountable and Dedicated to Service



Address: Brgy. Rizal, Science City of Muñoz, 3119

Telephone No.: (044) 806 -2192; Email Address: munozscience.city@deped.gov.ph

DSCM-QMS-QMR-QSF-008 Rev.03 (01.31.20)



Certificate No. 50500731 QM15



Republic of the Philippines

Department of Education

REGION III- CENTRAL LUZON

SCHOOLS DIVISION OFFICE - SCIENCE CITY OF MUÑOZ

Vice Chairman	Rosan E. Ariston <i>Division Public Assistance Coordinator</i>
Members	Dr. Bernardo A. Gargabite <i>Chief ES - SGOD</i>
	Dr. Larry B. Espiritu <i>Chief ES - CID</i>
	Mr. Fhriessy Cruz S. Bermuda, II <i>Administrative Officer V</i>
	Mr. Jomel V. Mangawang <i>Accountant III</i>
	Johann M. Tabing <i>ITO I</i>
	Dr. Rodolfo A. Dizon Ms. Aileen G. Mactal <i>CLUSTER LEADERS, NORTH</i>
	Mr. Augusto A. Mateo <i>CLUSTER LEADER, SOUTH</i>
	Ms. Mercedita D. Saldero <i>CLUSTER LEADER, EAST</i>
	Dr. Nelie D. Sacman <i>CLUSTER LEADER, WEST</i>
	Dr. Mary Queen P. Orpilla Ms. Winnie W. Poli <i>CLUSTER LEADERS, SECONDARY</i>
	Dr. Zoraida F. Espino <i>CLUSTER LEADER, PRIVATE SCHOOLS</i>

4. The School OBE-PACC shall be composed of the following members:

Position	Name
Chairman	Principal OR Assistant Principal OR Head Teacher
Vice Chairman	School Information Coordinator / Designated School Public Assistance Coordinator
Members	School Admin and other staff

5. All concerned persons can contact the Division OBE-PACC through the following means of communication

- Hotline – CP Number 0968-469-3508
- E-mail – dpac.sciencecityofmunoz@deped.gov.ph
- Social Media (Facebook) - Division Public Assistance SDO Science City of Munoz

6. In relation to this, all concerned school may send the issues they encounter for the duration of Oplan Balik Eskwela through the link <https://forms.gle/8ACPknvZwzQLyrhi8>



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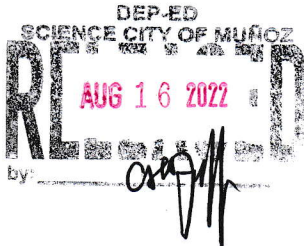
Republic of the Philippines

Department of Education

REGION III- CENTRAL LUZON
SCHOOLS DIVISION OFFICE - SCIENCE CITY OF MUÑOZ

7. For more information, all concerned may contact the Division Public Assistance Coordinator (DPAC) through cellphone no. 0968-469-3508 or email address dpac.sciencecityofmunoz@deped.gov.ph
8. Immediate and wide dissemination of this Memorandum is advised.


DANTE G. PARUNGAO, CESO V
Schools Division Superintendent



//OSDS-PAC

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Address: Brgy. Rizal, Science City of Muñoz, 3119

Telephone No.: (044) 806 -2192; Email Address: munozscience.city@deped.gov.ph

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Republic of the Philippines
Department of Education

10 AUG 2022

DepEd MEMORANDUM
No. **063** s. 2022

2022 OPLAN BALIK ESKWELA

To: Undersecretaries
Assistant Secretaries
Minister, Basic, Higher, and Technical Education, BARMM
Bureau and Service Directors
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) 2022-2023** on **August 15, 2022** at the *Buhwagan ng Karunungan*, DepEd Central Office (CO), Pasig City. The OBE, which is DepEd annual initiative to engage agencies, organizations, and other stakeholders in preparation for the opening of the SY, shall run from **August 15 to 26, 2022**.

2. The OBE is part of the Department's effort to ensure that learners from public and private schools are properly enrolled. It aims to address problems, queries, and other concerns commonly encountered by the public at the start of the SY. The theme of the OBE 2022 is ***Kapit-Bisig Para sa Mas Ligtas na Balik-Aral***.

3. The OBE 2022 has the following components:

a. **Convergence**. Members of the OBE Inter-Agency Task Force shall focus on their respective preparations and initiatives for the gradual transition of schools to five days in-person classes in relation to DepEd Order (DO) No. 034, s. 2022 titled **School Calendar and Activities for School Year 2022-2023**. The member agencies will perform a critical role by providing guidelines on health and safety, peace and order, and transportation, among others when the school year opens. These agencies include:

- i. Department of Energy (DOE);
- ii. Department of the 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. Department of Information and Communications Technology (DICT)
- x. Manila Electric Company (MERALCO);
- xi. Metropolitan Waterworks and Sewerage System (MWSS);
- xii. Metropolitan Manila Development Authority (MMDA);

- xiii. Philippine Atmospheric, Geophysical and Astronomical Services Administration (PAGASA);
- xiv. Philippine National Police (PNP);
- xv. National Disaster Risk Reduction and Management Council (NDRRMC);
- xvi. National Telecommunications Commission (NTC); and
- xvii. Office of the Press Secretary (OPS).

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 CO on **August 15, 2022 Monday**.

c. **National School Opening Day Program (NSODP).** DepEd shall conduct a national program on **August 22, 2022** to feature school opening activities and OBE initiatives. Field offices and schools may tune in to the live broadcast of the program via official livestream of the Department.

d. **Communication.** DepEd shall provide the public with important information through press releases, media interviews, website postings, updates on the official DepEd Facebook and Twitter accounts, and other available media.

e. **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) Emails (Hotline 8888, CSC, PCC, PMS, FOI, ARTA, depedaction);
- (3) Text Messaging Service (Smart and Globe);
- (4) Social Media (Facebook); and
- (5) Letters and Endorsements.

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

The OBE implementation shall be under the general supervision of the **Undersecretary and Chief of Staff Epimaco V. Densing III** and **Undersecretary for Governance and Field Operations Revsee A. Escobedo** as co-chairs and the **Director of Public Affairs Service Michael Wesley T. Poa** as vice-chair of the OBE 2022. This will be in coordination with all offices in the Central Office.

iv. **Composition of OBE-PACC at the regions, divisions, and school levels**

(1) Regional Office

Chair : Regional Director
Co-Chair : Assistant Regional Director
Vice Chair : Regional Information Officer/
Regional Public Assistance Coordinator
Public Affairs Unit
Members : Regional Legal Office
Regional Administrative Office
Curriculum Division
*(Other relevant offices may be included)

(2) Schools Division Office

Chair : Schools Division Superintendent
Co-Chair : Assistant Schools Division Superintendent
Vice Chair : Designated Division Public Assistance Coordinator
Members : Regional Legal Office
Regional Administrative Office
Curriculum Division
*(Other relevant offices may be included)

(3) School level

Chair : Principal **or** Assistant Principal **or** Head Teacher
Vice Chair : School Information Coordinator/
Designated School Public Assistance Coordinator
Members : School Admin and other staff

4. Members of the OBE shall ensure the implementation of necessary health and safety protocols in the conduct of all OBE 2022 activities. In keeping with this, the Department shall require the use of face masks at all times, alongside handwashing and other hygienic practices, as safety directives for all public and private schools nationwide. Proper advocacy and information dissemination will be pushed forward to equip schools with information on how to manage certain situations involving Coronavirus Disease (COVID-19) and other infectious diseases based on, but not limited to, the most recent safety and health protocols issued by DepEd, particularly those stated under Item No. VI and other relevant provisions of DO 034, s. 2022. The implementation of OBE 2022 shall proceed as scheduled, in accordance with these guidelines, unless otherwise declared by DepEd.

5. The Terms of Reference for the different Committees are enclosed.

6. All expenses incurred during this activity and the payment for the services of the concerned personnel during the OBE shall be charged to the General Administrative Support Services (GASS) Funds and 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, please contact:

The Office of the Secretary-Public Affairs Service

Department of Education Central Office

DepEd Complex, Meralco Avenue, Pasig City

Telephone Numbers: (02) 8636-1663; (02) 8633-1942

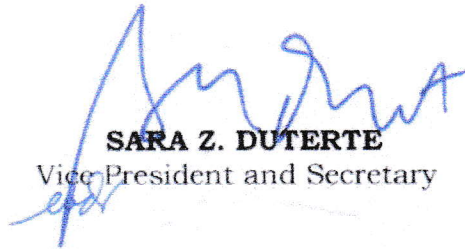
Mobile Phone Numbers: 0919-456-0027; 0995-921-8461

Email Addresses: depedactioncenter@deped.gov.ph

pas.cd@deped.gov.ph

pas.od@deped.gov.ph

9. Immediate dissemination of this Memorandum is desired.


SARA Z. DUTERTE
Vice President and Secretary

Encl.:

As stated



References:

DepEd Order No. (034, s. 2022)

DepEd Memorandum No. 058, s. 2021

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

- ADMISSION
- BUREAUS AND OFFICES
- CAMPAIGN
- COMMITTEES
- LEARNERS
- OFFICIALS
- PROJECTS
- SCHOOLS



**2022 DEPED OPLAN BALIK ESKWELA
PUBLIC ASSISTANCE COMMAND CENTER**

TERMS OF REFERENCE

- 1. Teleresponders**
 - 1.1. Attend to callers with queries, complaints, problems, or requests concerning school opening and other education matters;
 - 1.2. Provide immediate appropriate actions/solutions for issues/concerns received from callers;
 - 1.3. Refer complaints/cases that need immediate investigation to the Legal Team if necessary; and
 - 1.4. Submit the required daily monitoring and afternoon reports to the Secretariat for consolidation and evaluation.
- 2. Emails, Text Messaging Service (SMS), and Social Media (Facebook)**
 - 2.1. Reply/respond to messages received and print the messages, if necessary;
 - 2.2. Refer complaints/cases that need immediate investigation to Legal Team, if necessary; and
 - 2.3. Submit the required daily morning and afternoon reports to the Secretariat for consolidation and evaluation.
- 3. Secretariat and Monitoring**
 - 3.1. Oversee and supervise the daily operations of the activity;
 - 3.2. Prepare the daily reports for the Secretary's information based on the submitted reports of the teams;
 - 3.3. Make print and video documentation;
 - 3.4. Gather and consolidate data from the different committees and generate daily reports;
 - 3.5. Document and finalize the 2022 *Oplan Balik Eskwela* Terminal Report;
 - 3.6. Provide the technical needs of the team; and
 - 3.7. Assist all teams, if necessary.
- 4. Media Relations**
 - 4.1. Set and coordinate schedules for press conferences;
 - 4.2. Prepare media advisories, invites, and briefers of the activity for the Executive Committee and stakeholders;
 - 4.3. Facilitate the press conference and assist the media;
 - 4.4. Attend to media requests for data interviews; and
 - 4.5. Coordinate with the partners and stakeholders.
- 5. Logistics and Support**

The Logistics and Support Team shall be composed of the following sub-committees:

 - 5.1. **Finance**

Handle OBE financial requirements.
 - 5.2. **Food**

Take charge of the food to be served during the conduct of OBE and all OBE activities.

5.3. **Physical Arrangement/Setup, Security, Sound System, and Transportation**

5.3.1. Set up the OBE Command Center at the *Bulwagan ng Karunungan* following the floor plan;

5.3.2. Maintain the cleanliness and orderliness of the OBE Command Center; and

5.3.3. Ensure peace and order during the OBE.

5.4. **Registration and Attendance**

5.4.1. Record all guests and participants in OBE; and

5.4.2. Take daily attendance of committee members.

5.5. **Supplies and Equipment**

Provide the materials and equipment needed for OBE.