



Republic of the Philippines
Department of Education
Cordillera Administrative Region
DIVISION OF BAGUIO CITY
#82 Military Cut-Off, Baguio City
Telefax: (074) 442-7819



MAY 30 2018

DIVISION MEMORANDUM

No. 197, s. 2018

2018 OPLAN BALIK ESKWELA

To: Curriculum Implementation Division (CID)
Schools Governance and Operations Division (SGOD)
Office of the Schools Division Superintendent (OSDS)
All Others Concerned

1. Pursuant to DM No.050 s. 2018, the Department of Education shall launch the Oplan Balik Eskwela (OBE) for School Year (SY) 2018-2019 to endure the smooth opening of classes which will be on May 21 to June 15, 2018.
2. The OBE aims to address the problems commonly encountered at the start of the school year to ensure that learners are already properly enrolled and able to attend school by the first day of classes.
3. The Division Office Oplan Balik Eskwela (OBE) information and Action Center (DOBEIAC) OBEIAC that will Oversee the implementation of the project and address local concerns shall set up hotlines to receive calls, text messages, fax messages, and emails on complaints, requests and suggestions from parents, students, and other concerned citizens, setup a help desk to accommodate walk-in concerns, and updates / submit daily reports to the DepEd CO every 11 a.m. and 5 p.m.
4. The Division Office Oplan Balik Eskwela information and Action Center (DOBEIAC) are composed of the following Chairman and sub-committee Members,

DIVISION OBEIAC	C. MONITORING UNIT
Consultant: SDS Federico P. Martin CESO V	by: schedule from May 28-June 15,2018
Chair: ASDS Soraya T. Faculo Ph.D.	Julia L. Ladiong, PSDS
MEMBERS:	BrendaLee A. Awingan, PSDS
Juliet C. Sannad, CID Chief	Leticia A. Hidalgo, PSDS
Marina D. Tabangcura, EPS	Susana C. Aliping ,PSDS
Jacquiline G. Lampac, EPS	Rufina A. Suanding, PSDS
Lolita A. Manzano, EPS	Simeon S. YangYang, PSDS
Francisco C. Copsiyan, EPS	Santiago L. Bugtong, PSDS
Esther R. Melecio, EPS	Lourdes B. Lomas-e. PSDS
Fernando B. Eleponga. EPS	Leonard N. Dawaton,PSDS
Jerry C. Ymson ,EPS	F. SECRETARIAT
A. PUBLIC ASSISTANCE HOTLINE	Jovelyn Petra T. Balantin,SEPS
Reynalyn T.Padsoyan,SEPS	Sharon Christianne R. Castillo,SEPS
Olivia G. Gomez, PO II	Jocelyn C. Coldeg, EPS II
Arian Cayso,Admin Assist.II	Victor Fernandez,EPS II
Jefferson Kispay, Admin. Aide VI	G. MEDIA RELATIONS
B. EMAIL/DEtXt (TEXT MESSAGING SERVICES)	Elaine B. Cabuag, SEPS Amil S. Flamiano,EPS II
Harris G. Dizon Jr., ITO I	H. LOGISTICS AND SUPPORT UNITS
Josef Eric P.Oliveros, CO II	1. REGISTRATION & ATTENDANCE
Lester K. Libangen, CO I	Jimmy S. Santos, PDO I
C. WALK-IN ASSISTANCE	Asuncion C. Saguid, EPS II
Roberto R.Gonzales, A.O V. Marilyn S. Api-it, EPS	PHYSICAL ARRANGEMENT/ SET-UP,SECURITY, SOUND SYSTEM & TRANSPORTATION
Marilyn S. Api-It, EPS	Renaldo D. Umayat, EPS SGOD
Armi Victoria A. Fiangaan, EPS	EDUCATIONAL FACILITIES SECTION
Djazelle Dacay, AAIV-CID	All Drivers
<u>Officer of the Day (OD)</u>	2.SUPPLIES & EQUIPMENT:
D. QUICK RESPONSE TEAM	Sofia G. Bermudez, AO- IV
Arthur Tiongan, SGOD-CHIEF	
Annette G. Doyaoen, Attorney,III	
Samuel F. Bab-anga ,PDO-I	
Airah Kaye D. Naron, ADAS-II-SGOD	
Elyzaldy Karim I. Javar, DRRMO	

5. The Committee members have the following terms of reference:

A. Public Assistance Hotline

- a. Attend to callers with queries, complaints, problems, requests among others concerning school opening and other education matters.

- b. Provide immediate appropriate actions/solutions for issues/concerns received from callers
- c. Refer complaints/cases that need immediate investigation to the Quick Response Team.
- d. Submit the required daily morning and afternoon reports to the monitoring Unit for consolidation and evaluation.

B. Email/ DEtxt (Text Messaging) Service

- a. Print email/text message received.
- b. Reply/respond to text message received.
- c. Refer complaints/cases that need immediate investigation to the Quick Response Team.
- d. Submit the required daily morning and afternoon reports to the monitoring Unit for consolidation and evaluation.

C. Walk-In Assistance

- a. Attend to issues/concerns/complaints of walk-in clients
- b. Prepare endorsement letters/communications to school concerned
- c. Provide information needed by the clients
- d. Submit the required daily morning and afternoon reports to the Monitoring Unit for consolidation and evaluation.

D. Quick Response Team

- a. Provide immediate resolution to complaints that are classified as urgent.
- b. Conduct on-the-spot investigation and monitoring of schools as the need arises.
- c. Submit the required daily morning and afternoon reports to the Secretariat for consolidation and evaluation.

E. Monitoring Unit

- a. Gather and encode data from the different units of the OBEIAC, and generate all reports daily.
- b. Prepare daily reports, and update data for the Secretary's information.
- c. Submit the required consolidated daily report to the Secretariat.
- d. Document and finalize the 2018 OBE Narrative Report.
- e. Submit all the reports immediately.

F. Secretariat

- a. Handle/process the daily reports for the Regional Director's information based on the submitted reports of the Monitoring Unit and submit consolidated reports to the Central Office every 11:00AM and 5:00PM.

- b. Handle print/video documentation
- c. Oversee the general flow of the Oplan Balik Eskwela Information and Action Center.
- d. Prepare comprehensive OBE Project terminal report with analytics.

G. Media Relations

- a. Send invitations to the members of the OBE Interagency Task Force
- b. Set and coordinate schedules for press conferences.
- c. Prepare media advisories and briefers.
- d. Handle the daily issues and concerns of the media.
- e. Attend to media requests for data and interviews.

H. Logistics and Support Unit

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

- a. **Finance.** Handle OBE financial requirements
 - b. **Food.** Take charge of the food to be served during the three-week conduct of OBE
 - c. **Physical Arrangement/Set-up, Security, Sound System and Transportation.** Set up the OBE Command Center at the SDO Function Hall following the floor plan. Maintain the cleanliness and orderliness of the OBE Command Center. Ensure peace & order during OBE.
 - d. **Registration and Attendance.** Record all guests and participants in OBE, and take daily attendance of committee members.
 - e. **Supplies and Equipment.** Provide the materials and equipment needed for OBE.
6. Attached are the DepEd Information and Action Center Form, transmittal form, and OBE FAQ's, DM 50 s. 2018, DO 41 s. 2012 for guidance and reference.
7. For information and guidance.

FEDERICO P. MARTIN, Ed.D., C.Ed.D., CESO V
Schools Division Superintendent

