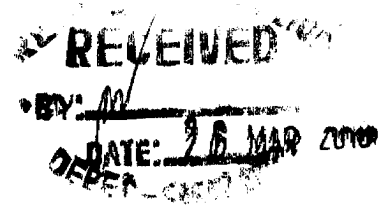




Republic of the Philippines
Department of Education
Region VI - Western Visayas
DIVISION OFFICE - CAY CITY
Cay City, Negros Occidental



March 21, 2018

Division Memorandum

No. 111 S. 2018

**DIVISION OPLAN BALIK ESKWELA PUBLIC ASSISTANCE COMMAND CENTER
(OBE-PACC) FOR SY 2018-2019**

To: Assistant Schools Division Superintendent
Chiefs, CID & SGOD
Education Program Supervisors
Public Schools District Supervisors
School Heads of Public Elementary and Secondary Schools
School Heads of Private Elementary and Secondary Schools
All Others Concerned

1. Pursuant to Department of Education (DepEd) Memorandum No. 50, s. 2018 entitled **2018 OPLAN BALIK ESKWELA** and in order to engage agencies, organizations and all other stakeholders in preparation for the opening of the school year, the Division Oplan Balik Eskwela Public Assistance Command Center (OBE-PACC) for School Year 2018-2019 is hereby created. The campaign will run from May 21 to June 8, 2018.

2. As stated in paragraph #2, the OBE is part of the Department's efforts to ensure that learners are properly enrolled and are able to attend school on the first day of classes. It also aims to address problems, queries, and other concerns commonly encountered by the public at the start of the school year.

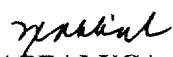
3. The following is the composition of the Division Oplan Balik Eskwela Public Assistance Command Center (OBE-PACC) for School Year 2018-2019:

Name	Position	Designation	Contact No.
AZUCENA T. FALALES, Ph. D.	OIC-ASDS	Chairperson	09255462886
NICANOR A. ALPARITO	Chief - SGOD	Co-chair	09328438668
MARILU S. BANDOLON	Chief - CID	Member	09294894324

3. The Division OBE-PACC shall serve as an information and complaints processing and routing mechanism. It shall oversee the implementation of the local OBE-PACC and shall update/submit daily reports on its operations to the DepEd CO every 11 a.m. and 4 p.m.

4. All DepEd personnel are enjoined to support this activity to ensure the smooth opening of classes. To discuss the Terms of Reference (TOR) for OBE-PACC (Enclosure #1), there will be an orientation of all Division OBE-PACC representatives at 9:00 a.m. on April 3, 2018 (Tuesday) at the Office of the ASDS.

5. Immediate dissemination of this memorandum is desired.


MARSETTE D. SABBALUCA, CESO VI
Schools Division Superintendent
Office of the Schools Division Superintendent

2018 DepEd Oplan Balik Eskwela Public Assistance Command Center (OBE-PACC)

May 21-June 8, 2018

(7:00 a.m. – 6:00 p.m. Monday to Friday)

TERMS OF REFERENCE

A. Teleresponders through Hotlines

Chairperson: Suzetta C. Escolta – Admin. Officer V
Co-chair: Jonah V. Uypico – Information Technology Officer
Members: Ma. Leah Linda S. Tan – AO IV, Records
Justine Mae C. Cuenca – Admin Aide VI

1. Attend to callers with queries, complaints, problems, requests, among others 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

Chairperson: Jonah V. Uypico – Information Technology Officer
Co-chair: Sheilamac P. Mayonila- SEPS, M&E
Members: Brenda Dina C. Labangco – Planning Officer III
Romeo Santillan – EPS II, M&E

1. Reply/respond to messages received and print messages if necessary.
2. Refer complaints/cases that need immediate investigation to the Quick Response Team if necessary.
3. Submit the required daily morning and afternoon reports to the Secretariat for consolidation and evaluation.

C. Walk-In Assistance

Chairperson: Marilu S. Bandonon-Chief, CID
Co-chair: Araceli A. Craus- SEPS, Planning & Research
Members: Feliciano Mercurio, Jr. – EPS, ALS & Private Schools
Inger S. Pacheco – EPS II- M&E

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

Chairperson: Azucena T. Falales- OIC-ASDS
Co-chair: Atty. Barbara Ann D. Tolentino –Legal Officer
Members: Suzetta C. Escolta – Admin. Officer V
Nicanor A. Alparito-Chief, SJOD

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 Monitoring Unit for consolidation.

E. Secretariat

Chairperson: Nenita P. Gamao-EPS, Araling Panlipunan
Co-chair: Noe B. Abdon –AO IV, HRMO
Members: Rhodora D. Desamparado – Admin Officer
Jenelyn C. Andales – Admin Aide VI

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 the Teams if necessary.

F. Media Relations

Chairperson: Nicanor A. Alparito- Chief, SGOD
Co-Chair: Marilu S. Bandolon, Chief, CID
Members: Josette P. Balandra-SEPS, Social Mobilization
Nelson L. Gellera – SEPS, Training and Devt.

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 the media requests for data and interviews.
5. Coordinate with the partners and stakeholders.

G. Logistics and Support Unit – The Logistics and Support Team shall be composed of the following Sub-committees:

1. Finance: Lucena Sabajas – Budget Officer

*To handle OBE financial requirements Provide logistical assistance work to the task force.

2. Food: Ma. Theresa Q. Bingcang- EPS, SGOD

*To take charge of the food to be served during the three-week conduct of the OBE and all OBE activities.

3. Physical Arrangement/ Set-up, Security, Sound System and Transportation:

Jerson Donasco-EPS II- Soc. Mob.

James Sabio – PDO, DRRM

*Set up OBE Command Center at the Division Office Lobby. Maintain the cleanliness and orderliness of the OBE Command Center, ensure peace and order during the OBE.

4. Registration and Attendance: Romeo Santillan-EPS II- HRTD

* Record all guests and participants in OBE, and take daily attendance of committee members.

4. Supplies and Equipment: Romie Osal-Supply Officer

*Provide the materials and equipment needed for OBE.