



Republic of the Philippines
Department of Education
REGION X
DIVISION OF CAGAYAN DE ORO CITY

August 23, 2021
ED-DIVISION OF CAGAYAN DE ORO CITY
CAGAYAN DE ORO CITY
RELEASED
DATE: AUG 25 2021
BY: [Signature]

DIVISION MEMORANDUM
No. 374, 2021

To:

CID and SGOD Chief Education Program Supervisors
All Concerned SGOD, CID and OSDS Personnel
All Public Elementary School Heads and Teachers
All Public Secondary School Heads and Teachers
All Public School ICT Coordinators
All School Information Coordinators
This Division

2021 OPLAN BALIK ESKWELA (OBE)

1. Relative to the Regional Memorandum No. 453 s.2021, this office officially announces the **2021 Oplan Balik Eskwela (OBE)** with the theme "OBE 2021: Bayanihan Para sa Ligtas na Balik Eskwela." The Oplan Balik Eskwela Public Assistance Command Center and Ticketing System will be fully installed and functional on September 6-17, 2021.
2. All school heads are directed to ensure that learners are enrolled properly and can continue their education in the new normal. Each school shall establish an **Oplan Balik Eskwela Public Assistance Command Center (OBE PACC)** to address any inquiries about Balik Eskwela programs and activities. The **composition, functions, and services of OBE PACC** in the division and schools are specified in DepEd Memorandum No. 058, s. 2021.
3. Enclosed are the composition of the Division OBE PACC/OBE Ticketing System as well as the list of files which shall be submitted by the **school OBE PACC** on or before **August 30, 2021** thru this link: <https://bit.ly/2WiBxgk>
Each school is responsible for creating a folder for the files they will submit in the given link.
4. For your guidance and strict compliance.

[Signature]
ALICIA E. ANGHAY, PhD
Assistant Schools Division Superintendent
Officer-In-Charge
Office of the Schools Division Superintendent



Address: Fr. William F. Masterson Avenue, Upper Balulang, Cagayan de Oro City
Telephone: (08822) – 8550048



Republic of the Philippines
Department of Education
REGION X
DIVISION OF CAGAYAN DE ORO CITY

Enclosure 1 **Division Composition of the Oplan Balik Eskwela Public Assistance Command Center (OBE PACC)**

Chair	Cherry Mae L. Limbaco Schools Division Superintendent
Co-Chair	Alicia E. Anghay Assistant Schools Division Superintendent
Vice Chair	Joel D. Potane (09176771881) Divisional Information Officer SEPS PRS/OIC-EPS LRMDs
Members	Jimboy S. Eugenio (09171378036) OIC SEPS, Soc. Mob
	Eleanor Consejo H. Rollan (09177195774) eleanorconsejo.rollan@deped.gov.ph SEPS, Monitoring and Evaluation
	Rodolfo R. Bayeta, Jr. (09176771875) Planning Officer III
	Atty. Laurence Edgardo A. Del Puerto Division Legal Officer

Enclosure 2 Division Composition of the Oplan Balik Eskwela Ticketing Info System (OBEIS)

Orientation: August 24, 2021 at 10AM via G-meet link: mpt-mhdo-cad

Division Management Team

James Roberto Z. Sijo
Joel D. Potane
Jimboy S. Eugenio
Eleanor Rollan
Pureza Camonias
Rodolfo Bayeta, Jr

OBE Ticketing Information System District In-Charge

Jesson Ryan C. Susmiran, East 1
Patricio S. Sambaan, North 1
Janet G. Gabales, Southwest 2
Dale Jason Gamorot, North 2
Aloha P. Navasa-Agaona, West 1



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Margelina T. Tabian, East II
Catherine A. Caytuna, Southwest 1
Charize D. Langam, South
Joennaire Aballe, Central
Arle D. Polanco, West 2

Enclosure 3 School Level Composition of the Oplan Balik Eskwela Public Assistance Command Center (OBE PACC)

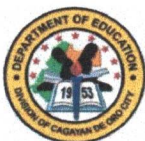
Chair : Principal or Asst. Principal
or Head Teacher
Vice Chair : School Information Coordinator
Members : School Admin and other staff

Enclosure 4 Files/Document to Submit by the schools thru this link:
<https://bit.ly/2WiBxgk> on or before August 30, 2021

<Folder 1> (Name of School) (This shall be accomplished by the ICT coordinators)
>> Inside the folder 1<<

- Folder 1.1** School OBE-PACC Committee (word file)
- Folder 1.2** OBE-PACC Services (reflect the exact accounts
Social media: Facebook, messenger, etc
Others: Email SMS, hotlines, letters,
promotional materials, etc (word file)
- Folder 1.3** OBE PACC set up in schools (3 photos w/ captions)
- Folder 1.4** OBE PACC committee on duty, orientations, etc
(3 photos w/ captions/ 2-3mins video clips)
- Folder 1.5** Feature OBE stories (w/ photos and captions/ 2-3mins
video clips) about OBE collaborations and Best
Practices
- Folder 1.6** 2-3 min video clip son Brigada Eskwela activities &
Vacc2School (Deadline: Aug 26)
- Folder 1.7** 1-2 min video footage of the preparation for the
National School Opening Day Program

Enclosure 5 Templates for the OBE Promotions: <https://bit.ly/2WiBxgk>



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Republic of the Philippines
Department of Education
REGION X – NORTHERN MINDANAO

4232

Ma. J.

8/20/21

Office of the Regional Director

August 20, 2021

REGIONAL MEMORANDUM

No. 453, s. 2021

2021 OPLAN BALIK ESKWELA (OBE)

To: Assistant Regional Director
Schools Division Superintendents
Assistant Schools Division Superintendents
Divisional Information Officers/OBE Coordinators
RO/SDO OBE PACC Teams
All Others Concerned

1. As part of the implementation of the Department's enhanced Basic Education Learning Continuity Plan (BE LCP) and efforts to ensure that the learners are properly enrolled and are able to continue their education amidst the health crisis situation, the Regional Office (RO), Schools Division Offices (SDOs), District Offices, and Schools shall prepare all the essentials for the operation of the **2021 Oplan Balik Eskwela (OBE)** with the theme "OBE 2021: Bayanihan Para sa Ligtas na Balik Eskwela."

2. While the offices have already been attending to various public concerns, the **Oplan Balik Eskwela Public Assistance Command Center (OBE PACC)** and the **Oplan Balik Eskwela Ticketing System (OBE TS)** will have been fully installed and functional by September 6 until 17.

3. For proper documentation purposes, the RO and the 14 SDOs shall prepare the following in WORD format and email the same at pau.region10@deped.go.ph on August 30. Please use the following template:

- a. Division of _____
- b. OBE-PACC Committee
- c. OBE-PACC Services (Social Media: Facebook, Twitter, Messenger, Instagram, Viber), E-mail, Short Messaging System, Hotlines, Drop Boxes, Letters, Indorsements, promotional materials, etc.)
- d. OBE-PACC Setup (at least 3 photos with captions)



DepEd Regional Office X, Zone 1, Upper Balulang, Cagayan de Oro City
(088) 856-3932 | (088) 881-3137 | (088) 881-3031
Department of Education Region 10
region10@deped.gov.ph
<http://deped10.com>



4. The SDOs are likewise enjoined to submit the following:
 - a. Additional photos (with captions) such as OBE-PACC committees on duty, media interviews, and orientations, among others (Deadline: September 3).
 - b. Press Release (with photos and captions) (Deadline: either before or after school opening kickoff)
 - c. Feature Stories (with photos and captions) about OBE Collaborations and Best Practices (Deadline: September 3)
5. To request multiple OBEIS accounts, please address your requests to the Office of the Director, Public Affairs Service (PAS), Central Office (CO) at pas@deped.gov.ph, cc'd beverly.berame@deped.gov.ph and pau.region10@deped.gov.ph.
6. For accountability and security purposes, inputting of details into the OBEIS shall be made by the DIOs with the assistance of their trusted/commissioned OBE-PACC team members.
7. OBE contact details must be posted online (Web site, social media, etc.), and communication lines must be open from 8:00 a.m. to 5:00 p.m., from Monday to Friday.
8. Requests for crossposting of school opening activities may be coordinated with Mr. Manuelito Santos at manuelito.santos@deped.gov.ph, at least, three days before the actual activity.
9. All OBE activities shall comply with the necessary health and safety protocols.
10. For further information, please refer to Department Memorandum No. 058, s. 2021.
11. Immediate and wide dissemination of this Memorandum is concerned.

DR. ARTURO B. BAYOCOT, CESO III
Regional Director

p.p.


DR. VICTOR G. DE GRACIA JR., CESO V
Assistant Regional Director



Republic of the Philippines
Department of Education

20 AUG 2021

DepEd MEMORANDUM

No. **058**, s. 2021

2021 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 conduct the National **Oplan Balik Eskwela (OBE) for School Year (SY) 2021-2022** with the theme: OBE 2021: *Bayanihan Para sa Ligtas na Balik Eskwela* from September 6 to September 17, 2021 at the *Bulwagan ng Karunungan*, DepEd Central Office (CO), DepEd Complex, Meralco Avenue, Pasig City. The OBE is a DepEd annual initiative to engage agencies, organizations, and other stakeholders in preparation for the opening of the SY 2021-2022.

2. The OBE is part of the Department's effort to ensure that learners are properly enrolled. It 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. Members of the **OBE-Inter Agency Task Force (IATF)** shall focus on the COVID-19 pandemic situation in relation to the delivery of basic education. Given the current health situation, the Department will be guided by the decisions of the **Inter Agency Task Force for the Management of Emerging Infections Diseases (IATF-MEID)** affecting the operations of basic education. The member agencies will perform a critical role by providing guidelines in health and safety, peace and order, transportation, and other forms of support when the school year opens. The members of the OBE-IATF are the following:

- 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 (DOTr);
- ix. Department of Information and Communications Technology (DICT);
- x. Manila Electric Company (MERALCO);
- xi. Metropolitan Waterworks and Sewerage System (MWSS);
- xii. Metro 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. Presidential Communication Operations Office (PCOO).

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 September 13, 2021.

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) emails (Hotline 8888, CSC, PCC, PMS, FOI, ARTA, depedaction);
- (3) text messaging service (Smart and Globe);
- (4) social media (Facebook); and
- (5) letters and indorsements.

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, Nepomuceno A. Malaluan**, and **Undersecretary Revsee A. Escobedo, Field Operations** as co-chairs, and **PAS Director June Arvin C. Gudoy**, as vice-chair of the Oplan Balik Eskwela 2021. This will be in coordination with all offices in the Central Office.

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

The composition of OBE committees at the region, schools division and school levels shall be:

(1) Regional Office

Chair	:	Regional Director
Co- Chair	:	Assistant Regional Director
Vice-Chair	:	Regional Information Officer 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/City Superintendent
Co -Chair	:	Assistant Schools Division/City Superintendent
Vice-Chair	:	Designated Division Information Officer
Members	:	Legal Unit Administrative Office Information or Public Affairs 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
Members	:	School Admin and other staff

4. The OBE shall ensure the implementation of necessary health and safety protocols as topmost priority of the Department. These include the required health standards, social distancing measures and practicing proper hygiene, DOH health standards, local and national quarantine rules, and all other relevant protocols.

5. The Term of Reference for the different Committees is enclosed.

6. All expenses incurred during this activity shall be charged to General Administrative Support Services (GASS) Funds, including the payment for the services of the concerned personnel during the OBE, 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, 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) 8635-9817; (02) 8638-7529

Telefax Numbers: (02) 8634-0222; (02) 8638-8641

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

Email Addresses: depedaction@deped.gov.ph; pas.cd@deped.gov.ph
pas.od@deped.gov.ph

9. Immediate dissemination of this Memorandum is desired.


LEONOR MAGTOLIS BRIONES
Secretary

Encl.:

As stated

Reference:

DepEd Memorandum No. 014, s. 2020



TO AUTHENTICATE THIS DOCUMENT
PLEASE SCAN THE QR CODE



DEPED-OSEC-44678

To be indicated in the Perpetual Index
under the following subjects

ADMISSION
BUREAUS AND OFFICES
CAMPAIGN
COMMITTEES
LEARNERS
MEETINGS
OFFICIALS
PROJECTS
SCHOOLS



2021 DepEd Oplan Balik Eskwela (OBE)
Public Assistance Command Center (PACC)
September 6-17, 2021

TERMS OF REFERENCE

A. The Teleresponders Team shall

1. attend to the callers' 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 Legal Team, if necessary; and
4. submit the required daily monitoring and afternoon reports to the Secretariat for consolidation and evaluation.

B. The Personnel in-charge of Emails, Text Messaging Service (SMS) and Social Media (Facebook) shall

1. 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. The Secretariat and Monitoring Team shall

1. oversee and supervise the daily operations of the activity;
2. prepare the daily reports for the Secretary's information based on the submitted teams' reports;
3. print and create video documentation;
4. gather and consolidate data from the different committees and prepare daily reports;
5. document and finalize the **2021 Oplan Balik Eskwela Terminal Report**;
6. provide the technical needs of the different teams; and
7. assist all other teams, if necessary.

D. The Media Relations Team shall

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 interviews; and
5. coordinate with the partners and stakeholders.

E. The Logistics and Support Team composed of the following sub-committees shall

1. handle OBE financial requirements. (Finance Committee)
2. take charge of the food to be served during the conduct of OBE and all OBE activities. (Food Committee)
3. set up the OBE Command Center at the *Buwagan ng Karunungan* following the floor plan;
4. maintain the cleanliness and orderliness of the OBE Command Center; and
5. ensure peace and order during the OBE. (Physical Arrangement/ Set-up, Security, Sound System and Transportation);
6. record all guests and participants in OBE, and take daily attendance of committee members (Registration and Attendance); and
7. provide the materials and equipment needed for OBE. (Supplies and Equipment).