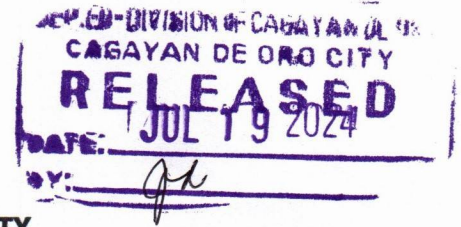




Republic of the Philippines
Department of Education
Region X

SCHOOLS DIVISION OF CAGAYAN DE ORO CITY

Office of the Schools Division Superintendent



18 July 2024

DIVISION MEMORANDUM

No. JD1 s, 2024

CONDUCT OF 2024 NATIONAL OPLAN BALIK ESKWELA (OBE)

To: Assistant Schools Division Superintendent
Chief ES, CTD and SGOD
Public Schools District Supervisors
Division Public Assistance Coordinator
All Public Elementary and Secondary School Heads
All School Information Coordinator
All Others Concerned

1. With reference to DepEd Memorandum No. 35, s. 2024 titled "2024 NATIONAL OPLAN BALIK ESKWELA", the filed is hereby informed of the conduct of the **2024 National Oplan Balik Eskwela on July 22 to August 2, 2024**.

2. OBE is part of 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.

3. At the School level, duties and responsibilities shall be limited to receiving, processing, and responding to simple request, information requests, and complaints from the public and shall be performed only during the actual conduct of the OBE 2024 (*July 22 to August 2, 2024*). With this, schools are required to submit a log of all the concerns received and resolved daily thru the School Ticketing Log: <https://tinyurl.com/CDO-OBE-SchoolTicket24>

4. All schools are directed to establish the composition of their OBE Public Assistance Committee and shall have a minimum of 3 and maximum of 5 members per School, depending on the school population.

School Level

Chair: Principal or Assistant Principal or Head Teacher

Vice Chair: School Information Coordinators

Members: School Non-teaching personnel



Address: Fr. William Masterson Ave., Upper Balulang, Cagayan de Oro City
Telephone No.: (088) 855-0044 or (+63) 9756403226
Email: cagayandeoro.city@depd.gov.ph

5. In addition, all schools shall setup a help desk located in the most strategic and conspicuous area. Tarp template and other publication materials can be downloaded thru: <https://tinyurl.com/OBE-collaterals24>

6. Teaching personnel shall be entitled to earn vacation service credits arising from their active involvement as members of the School OBE working committee and/or voluntary services in the OBE activities. Teachers shall earn one-day service credits for accumulated eight hours of service, but not exceeding total of six days service credits. The computation of service credits to teachers shall be in consonance with DO 53, s. 2003.

7. Likewise, non-teaching personnel shall be granted Compensatory Time-Off (CTO) for all services rendered during weekends as members of OBE working committees and/or voluntary services in the OBE activities. Eight hours of accumulated service are equivalent to one-day CTO.

8. All expenses incurred during this activity and the payment for services of the concerned personnel during the OBE shall be charged to local funds, subject to the usual accounting and auditing rules and regulation.

9. For questions and clarifications, you may contact the Division Public Assistance Coordinator, JAIRUS JOHN M. GOCHUCO, thru: 09177713338

9. Compliance with, and immediate dissemination of this Memorandum is directed.


ROY ANGELO E. GAZO

Schools Division Superintendent

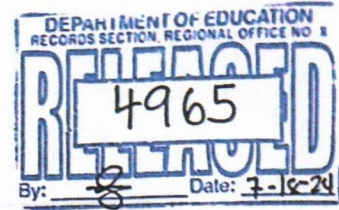
Encl.: As stated
To be indicated in the Perpetual Index
under the following subjects:

Oplan Balik Eskwela 2024

SGOD-jairus/OM – Conduct of OBE 2024
Jul. 18, 2024



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



July 18, 2024

REGIONAL MEMORANDUM
No. 008, s. 2024

2024 NATIONAL OPLAN BALIK ESKWELA

To: Schools Division Superintendents
Assistant Schools Division Superintendents
Divisional Information Officers
Divisional Public Assistance Coordinators
Divisional Oplan Balik Eskwela Coordinators
School Information Coordinators
All Others Concerned

- Regarding **DepEd Memorandum No. 035, s. 2024** titled **2024 NATIONAL OPLAN BALIK ESKWELA (OBE)**, the Department of Education (DepEd) will conduct the **National Oplan Balik Eskwela (OBE)** from July 22 to August 2 to engage agencies, organizations, and other stakeholders in preparing for the opening of the School Year (SY) 2024-2025.
- Hence, all Schools Division Offices (SDOs) and schools shall strictly follow and implement the OBE guidelines.
- Attached is the DepEd Memorandum for complete details.
- This Office directs the immediate and wide dissemination of this Memorandum.

DR. ARTURO B. BAYOCOT, CESO III
Regional Director

DR. FEDERICO P. MARTIN, CESO V
Assistant Regional Director
Officer-in-Charge
Office of the Regional Director

ATCH.: As stated
To be indicated in the Perpetual Index
under the following subjects:

ENROLLMENT PROGRAMS

ORD-PAU/FEV



Address: DepEd Regional Office X, Zone 1, Upper Balulang, Cagayan de Oro City
Telephone No: (088) 881-3137
Email: region10@depd.gov.ph
Website: r10.depd.gov.ph

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Effectivity	01 22 24	Page	1 of 1



Republic of the Philippines
Department of Education

JUL 17 2024

DepEd MEMORANDUM

No. **035**, s. 2024

2024 NATIONAL OPLAN BALIK ESKWELA

To: Undersecretaries
Assistant Secretaries
Minister, Basic, Higher and Technical Education, BARMM
Bureau and Service Directors
Regional Directors
Schools Division Superintendents
Public and Private Elementary and Secondary School Heads
All Others Concerned

1. The Department of Education (DepEd) shall conduct the **2024 National Oplan Balik Eskwela** (OBE) to engage agencies, organizations, and other stakeholders in preparation for the opening of the School Year (SY). For **SY 2024–2025**, the OBE shall run from **July 22 to August 2, 2024**.

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.

3. The OBE 2024 has the following components:

a. **Convergence.** Members of the OBE Inter-Agency Task Force (IATF) shall focus on their respective preparations and initiatives for SY 2024–2025. 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 Public Works and Highways (DPWH);
- v. Department of Social Welfare and Development (DSWD);
- vi. Department of Trade and Industry (DTI);
- vii. Department of Transportation (DOTr);
- viii. Department of Information and Communications Technology (DICT);
- ix. Manila Electric Company (MERALCO);
- x. Metropolitan Waterworks and Sewerage System (MWSS);
- xi. Metropolitan Manila Development Authority (MMDA);
- xii. Philippine Atmospheric, Geophysical, and Astronomical Services Administration (PAGASA);
- xiii. Philippine National Police (PNP);

- xiv. National Disaster Risk Reduction and Management Council (NDRRMC);
 - xv. National Telecommunications Commission (NTC); and
 - xvi. Presidential Communications Office (PCO).
- b. **Command Conference.** The OBE Command Conference shall be held among DepEd officials, partner agencies from the public and private sectors, media, and other stakeholders to update the public on the preparations for the opening of classes and provide information on enrollment and other school matters.
- c. **Communication.** DepEd shall provide the public with important information through press releases, media interviews, website postings, updates on the official Facebook, X (formerly Twitter), and Instagram accounts, and other available media.
- d. **Client Assistance.** An OBE Public Assistance Command Center (PACC), formerly known as the Department of Education Information and Action Center (DEIAC), 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 (e.g., Hotline 8888, CSC, PCC, PMS, FOI, ARTA, and depedactioncenter@deped.gov.ph);
 - (3) Short Messaging Services (e.g., Smart and Globe);
 - (4) social media (Facebook);
 - (5) letters and endorsements; and
 - (6) walk-ins.
- 

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** and **Undersecretary for Operations** as co-chairs and the **Assistant Secretary for Operations (Field Operations)** as vice-chair of the 2024 OBE. This will be in coordination with all offices in the Central Office.

iv. **Composition of OBE-PACC at the region, division, 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 : Legal Unit
Administrative Division
Curriculum and Learning Management
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 : Legal Section **or** its equivalent
Administrative Section **or** its equivalent
Curriculum Implementation Division
*(Other relevant offices may be included)

(3) **School Level**

Chair : School Head **or** Assistant Principal
Members : School nonteaching personnel

4. The conduct of the OBE shall adhere to existing relevant policies of DepEd in conducting activity inside the school premises.

5. In the conduct of their duties as OBE Chair, no teachers shall be subjected to administrative work as stipulated in DepEd Order No. 002, s. 2024 titled Immediate Removal of Administrative Tasks of Public School Teachers.

6. The Terms of Reference (TOR) for the different Committees are enclosed.

7. All expenses incurred related to the conduct of the OBE shall be charged to Education Information and Communication Services (EICS) Funds for the Central Office, and local funds for regional and schools division offices, subject to the usual accounting and auditing rules and regulations.

8. All DepEd personnel are enjoined to support this activity to ensure the smooth opening of classes.

9. For more information, please contact:

The Office of the Secretary

Strategic Management-Public Affairs Service

Department of Education Central Office

DepEd Complex, Meralco Avenue, Pasig City

Telephone Number: (02) 8633-1942

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

Email Addresses: depedactioncenter@deped.gov.ph

pas.cd@deped.gov.ph

pas.od@deped.gov.ph

10. Immediate dissemination of this Memorandum is desired.



By Authority of the Secretary:

ATTY. MICHAEL WESLEY T. POA
Undersecretary and Chief of Staff

Encl.:

As stated

References:

DepEd Order (No. 002, s. 2024)

DepEd Memorandum No. 048, s. 2023

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

ADMISSION
BUREAUS AND OFFICES
CAMPAIGN
COMMITTEES
LEARNERS
OFFICIALS
PROJECTS
SCHOOLS

✓



(Enclosure to DepEd Memorandum No. **035**, s. 2024)

**2024 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, Short 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 the Legal Team, if necessary; and
- 2.3. Submit the required daily monitoring 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 2024 *Oplan Balik Eskwela* Terminal Report;
- 3.6. Provide the technical needs of the team; and
- 3.7. Assist all teams, if necessary.

4. Logistics and Support

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

4.1. Finance

Handle OBE financial requirements.

4.2. Food

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

4.3. Physical Arrangement/Setup, Security, Sound System, and Transportation

- 4.3.1. Set up the OBE Command Center at a designated location following the floor plan;
- 4.3.2. Maintain the cleanliness and orderliness of the OBE Command Center; and
- 4.3.3. Ensure peace and order during the OBE.

4.4. **Registration and Attendance**

4.4.1. Record all guests and participants in OBE; and

4.4.2. Take daily attendance of committee members.

4.5. **Supplies and Equipment**

Provide the materials and equipment needed for OBE.