



Republic of the Philippines  
Department of Education  
REGION I

SCHOOLS DIVISION OFFICE DAGUPAN CITY by: \_\_\_\_\_ 6 Time: 10:51

DepEd SDO Dagupan City  
RECORDS OFFICE

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Office of the Schools Division Superintendent

Division Memorandum

No. 281 s. 2024

July 24, 2024

**DIVISION OPLAN BALIK ESKWELA PUBLIC ASSISTANCE COMMAND CENTER  
(OBE-PACC) AND MONITORING TEAM**

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

1. In line with the conduct of the 2024 Oplan Balik Eskwela (OBE), which aims to ensure that learners from public and private schools are enrolled, and address problems, queries, and other concerns encountered during the start of the school year, this office recommends the reactivation of OBE Public Assistance Command Center (OBE-PACC) from July 22 to August 2, 2024.

2. The OBE- PACC shall serve as information and complaints processing and routing mechanism.

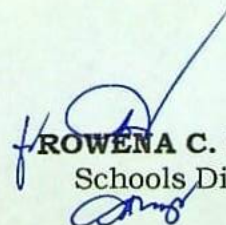
3. Ensure that the OBE hotline numbers, email, Short Message Number (SMS) numbers, and social media are available and disseminated to the public.

4. Reporting of issues and concerns, including action taken, received within the day shall be through the OBE- Ticketing System.

5. Attached herewith are the following:

- Enclosure 1 - List of Division Monitoring Team
- Enclosure 2 - Monitoring Tool
- Division Memorandum No. 272,s.2024
- DepEd Memorandum No. 35,s. 2024

6. For the information and compliance.

  
**ROWENA C. BANZON EdD, CESO V**  
Schools Division Superintendent



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Republic of the Philippines  
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SCHOOLS DIVISION OFFICE DAGUPAN CITY

**Office of the Schools Division Superintendent**

(Enclosure No. 1 to Division Memo No. \_\_\_\_s.2024)

**OPLAN BALIK ESKWELA 2024 Division Monitoring Team**  
 July 22- August 2, 2024

**SDO Lead Team (Random All Districts)**

SDS Rowena C. Banzon	Over-all Chairperson
ASDS Anna Liza M. Chan	Over-all Co-Chairperson
CES Edilberto R. Abalos	Member
CES Maria Linda R. Ventenilla	Member

DISTRICT/SCHOOL	MONITORING OFFICIAL
<b>District I-A</b> <ul style="list-style-type: none"> <li>• JLSES</li> <li>• LUCAO ES</li> <li>• MALUED ES</li> <li>• WCES1</li> <li>• WCESII</li> </ul>	Ronie Bonao Leonarda Manansala Haydee Maiquez
<b>District II-A</b> <ul style="list-style-type: none"> <li>• BSES</li> <li>• PGVES</li> <li>• POGO LASIP ES</li> <li>• LASIP GRANDE ES</li> </ul>	Ma. Socorro G. Dimalanta Debbie C. Gan Jan Vincent Galvez
<b>District II-B</b> <ul style="list-style-type: none"> <li>• MANGIN-TEBENG ES</li> <li>• TAMBAC ES</li> <li>• TEBENG ES</li> <li>• CARANGLAAN ES</li> </ul>	Sheryl S. Villacorta Rowena O. Lapaan Joann L. Jimenez
<b>District III-A</b> <ul style="list-style-type: none"> <li>• MAMALINGLING ES</li> <li>• BOLOSAN ES</li> <li>• SALISAY ES</li> <li>• VQZES</li> </ul>	Renata G. Rovillos Alicia B. Quimboy Vladimir C. Parayno
<b>District III-B</b> <ul style="list-style-type: none"> <li>• BLISS ES</li> <li>• BBES</li> <li>• LFMES</li> <li>• FNCIS</li> </ul>	Gemma M. Erfelo Jane C. Cajayon Isagani D. Rosario
<b>District III-C</b> <ul style="list-style-type: none"> <li>• SABANGAN ES</li> <li>• GGD PES</li> <li>• NCES</li> </ul>	Agnes Royulada Perpetua V. Barongan Haydee C. Maiquez

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<ul style="list-style-type: none"><li>• PANTAL ES</li></ul>	
<b>District IV-A</b> <ul style="list-style-type: none"><li>• LOMBOY ES</li><li>• SUIT ES</li><li>• PUGARO IS</li><li>• SALAPINGAO ES</li></ul>	Liberty Roxas Isabelita N. Daroya Elvira Villamor
<b>District IV-B</b> <ul style="list-style-type: none"><li>• JPGES</li><li>• TARES</li><li>• CALMAY ES</li><li>• CARAEL ES</li></ul>	Cherry A. Cayabyab Jaime C. Siapno Gilliane Jessa Casaclang
<b>District V-A</b> <ul style="list-style-type: none"><li>• DCNHS</li><li>• ECIS</li><li>• CNHS</li></ul>	Alfred B. Gonzales Cristina Aquino Tatum Grace Manzano
<b>District V-B</b> <ul style="list-style-type: none"><li>• BBNHS</li><li>• SNHS</li><li>• JJDVTSS</li><li>• PUGARO IS</li></ul>	Liezl S. Cancino Edwin R. Ferrer Lemuel Dino Visperas

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Office of the Schools Division  
 Superintendent

**MONITORING TOOL FOR OPLAN BALIK ESKWELA**

Name of School: \_\_\_\_\_ School Head: \_\_\_\_\_  
 District: \_\_\_\_\_

	EVIDENT	NOT EVIDENT	REMARKS
<b>I. FRONTLINE SERVICES</b>			
1. School Advocacy Campaign Information dissemination strategies (print, radio, on line)			
2. Participation of Stakeholders Consultative Meeting/Dialogue with Barangay Council, PTA, SELG/SSLG and other organization			
3. Child or Youth Find Activities Family Mapping, Home Visits/Street Visits			
4. Installation of School Public Assistance and Action Center (desk)			
5. Planning and Implementation of Oplan Balik Eskwela a. Consultative Meeting b. Committee for OBE c. School OBE Services d. Registration Forms			
6. Registration Centers are functional or attended to Elementary Level ( <b>Registration Center</b> ) RC for Kindergarten RC for Grades 1 to 6 RC for OSC in Grades 2 to 3 RC for OSC in Grades 4 to 6 RC for Children with Disability RC for ALS Secondary Level RC for Grades 7 to 10 RC for Grades 11 to 12 RC for OSY in Grades 7 to 8			



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Superintendent

RC for OSY in Grades 9 to 10			
RC for ALS			
RC for Alternative Delivery Modality			
<b>II. GAPS, CONCERNS &amp; ISSUES, RECOMMENDATIONS AND SOLUTIONS</b> (Problems gathered during the conduct of the activity and the recommendations and solutions made)			
Gaps, Concerns, Issues and other observations		Recommendations/Solutions	

Monitoring Official \_\_\_\_\_  
Date accomplished: \_\_\_\_\_

\_\_\_\_\_  
School Principal/Head

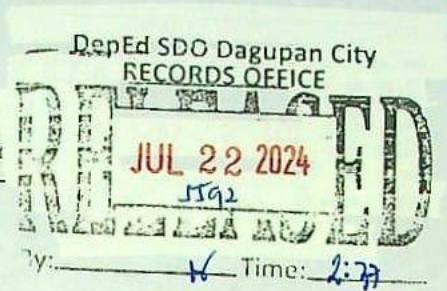


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No. \_\_\_\_\_

Republic of the Philippines  
**Department of Education**  
REGION I  
SCHOOLS DIVISION OF DAGUPAN CITY



Office of the Schools Division Superintendent

Division Memorandum  
No. 572, s. 2024

July 18, 2024

**2024 OPLAN BALIK ESKWELA**

TO: Assistant Schools Division Superintendent  
Chief Education Supervisors  
Education Program Supervisors  
Public Schools District Supervisors  
Elementary and Secondary School Heads  
Division Public Assistance Coordinator  
School Oplan Balik Eskwela Focal Persons  
All Others Concerned

1. Pursuant to DepEd Memorandum No. 35,s.2024, , this office conducts Oplan Balik Eskwela 2024 on July 29, 2024 to August 2, 2024.
2. The OBE-PACC shall serve as an information and complaints processing and routing mechanism.
3. Ensure that the OBE hotline numbers, email, SMS numbers and social media pages are available and disseminated to the public.  
 FB Page : @depeddagupan  
 Email: [dagupan.city@deped.gov.ph](mailto:dagupan.city@deped.gov.ph)  
[pac@depeddagupan.com](mailto:pac@depeddagupan.com)  
 Cp numbers: 09151325313 or 09338724680
4. Reporting of issues and concerns, including action taken, received within a day shall be through the OBE Ticketing Systems.
5. To coordinate all OBE activities, the following officials are hereby designated as SDO Dagupan Oplan Balik Eskwela 2024 Committee:

Chair: **DR. ROWENA C. BANZON, CESO V**  
Schools Division Superintendent

Co-Chair: **ANNA LIZA M. CHAN, CESE**  
Supervising Education Program Specialist  
Assistant Schools Division Superintendent

Vice Chair: **DR. HAYDEE C. MAIQUEZ** , Education Program Specialist  
Division Public Assistance Coordinator

**LEMUEL DINO V. VISPERAS**, Project Development Officer-I  
Public Information Officer



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No. \_\_\_\_\_

Republic of the Philippines  
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REGION I  
SCHOOLS DIVISION OF DAGUPAN CITY

- Members: **ATTY. JOSE C. OVIEDO**, Legal Officer  
**DR. ISABELITA N. DAROYA**, Public Schools District Supervisor  
**JD MYREL ANGELICA N. LOPEZ**, Administrative Officer V  
**REYNANTE B. INFANTE**, Information Technology Officer  
**JOANN L. JIMENEZ**, Planning Officer  
**DR. VLADIMIR C. PARAYNO**, Senior Education Program Specialist  
**ISAGANI D. ROSARIO**, Senior Education Program Specialist

6. Schools are hereby instructed to comply with Oplan Balik Eskwela measures such as”

- Submission of the School OBE Committee to the SGOD Unit not later than July 19, 2024..

Chair: School Head  
 Vice Chair: School Information Officer  
 Members: School Admin and other staff

- Installation of School Public Assistance and Action Center (desk) in the most accessible area.
- Release of Publication Materials such as tarpaulin, posters and others
- Activation of School OBE Services  
 Hotlines SMS, Social Media Walk-in Clients

7. On August 2,2024 , Schools shall submit Summary OBE Reports.

Date	Name of Client	Contact Details	Nature of Concern	Details	Action taken
			<ul style="list-style-type: none"> <li>• Query</li> <li>• Commendatio</li> <li>• Complaint</li> <li>• Suggestion</li> <li>• Request</li> </ul>		

- 8. Please contact Dr. Haydee C. Maiquez or Mr. Lemuel V. Visperas for inquiries and clarifications.
- 9. Wide and immediate dissemination of this memorandum is desired.

*[Signature]*  
**ROWENA S. BANZON, EdD, CESO V**  
 Schools Division Superintendent



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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](mailto: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.

*al*

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.

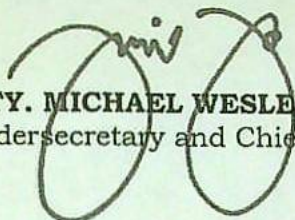
9. For more information, please contact:

**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](mailto:depedactioncenter@deped.gov.ph)  
[pas.cd@deped.gov.ph](mailto:pas.cd@deped.gov.ph)  
[pas.od@deped.gov.ph](mailto: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

at



**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.