

**FOR IMMEDIATE RELEASE
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Lapus: ‘cases in Balik Eskwela Command Center promptly resolved’

“Our Balik Eskwela Command Center has been quick in responding to the cases forwarded to us,” said Department of Education (DepEd) Secretary Jesli Lapus in a press conference today as he kicked off School Year 2009-2010.

As of today, June 1, 348 queries and complaints have been resolved out of 352 cases. The four (4) remaining unresolved cases are currently being facilitated.

“We continue to encourage the public – parents especially – to let us know of their respective concerns. These cases would not have been resolved without the cooperation of the public,” added Lapus.

The DepEd chief also reported that only 57 schools – out of the 44,000 public schools nationwide – have expressed their concern on fees.

The Balik Eskwela Command Center is open until June 5 to handle queries and complaints from the public. Parents may forward their queries and complaints to DepEd through its Balik Eskwela Command Center Hotlines 6361663, 6331942, 6340222, 6359817, 6363602, 6364880, 6366550, 6387529, 6387530, 6387531 and 7065332. This center is open from 7:00 am to 6:00 pm.

The command center at the DepEd Central Office in Pasig City is open to the public until June 5 to handle walk-in queries and complaints.

The public may also contact DepEd through SMS by sending their name, address and query to 09194560027 or text DEPED FDBK name, address and query and send to 2622.

“We continue to welcome calls from the public, and we tirelessly work towards the swift resolution of cases being forwarded to our Command Center every day,” Lapus noted.

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