

**FOR IMMEDIATE RELEASE**  
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## **Balik Eskwela Command Center's Stage 2 operations go full swing**

Education Secretary Jesli Lapus yesterday ordered division officials to closely monitor and resolve issues in schools that have been the subject of numerous complaints brought to the Department of Education (DepEd), as Stage 2 of the Balik Eskwela Command Center is currently working on the critical complaints it had received through its hotlines and from walk-in guests.

"We see to it that these issues are promptly acted upon to avoid disruption of classes and give our schoolchildren a wholesome learning experience. We thank the public for forwarding to DepEd their concerns through the Balik Eskwela Command Center and for contributing to the speedy resolution of these cases," said Lapus.

After verifying numerous complaints on illegal collection in Sauyo Elementary School in Quezon City, Lapus immediately ordered that the principal be relieved as school head of the said elementary school.

Also in response to complaints received from the public, temporary learning venues have also been constructed to decongest classrooms in Baseco Elementary School, Tondo and Payatas C Elementary School in Quezon City.

"I asked all DepEd division officials – especially in the National Capital Region – to coordinate with their respective local governments in resolving issues at the school level. I have also ordered our physical facilities and schools engineering division to expedite the construction of these temporary learning venues to accommodate the student population in the said schools," added Lapus.

The Education chief reported that as of June 3, 12 nn, 525 out of 527 cases have been resolved at the command center.

The Balik Eskwela Command Center, which is open until June 5, provides quick response to complaints and queries from the public. They may contact DepEd through Hotlines 6361663, 6331942, 6340222, 6359817, 6363602, 6364880, 6366550, 6387529, 6387530, 6387531 and 7065332. This center at the DepEd Central Office in Pasig City is open from 7:00 am to 6:00 pm 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 by texting DEPED FDBK name, address and query and sending it to 2622.

"We see to it that all the efforts we have been undertaking benefit our schools and our students beyond school opening," Lapus said. "We immediately act upon the concerns brought to us because, despite our limited resources, we still

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want to give our students the best education services they deserve,” noted Lopus.

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