



DepED MEMORANDUM
No. **158** s. 2005

MAY 31 2005

**CREATING A TASK FORCE TO ESTABLISH THE
DEPARTMENT OF EDUCATION INFORMATION AND ACTION CENTER
(DEIAC) AS PART OF "OPLAN BALIK ESKWELA"**

1. As part of the Department's Oplan Balik Eskwela, a Task Force is hereby created for the purpose of establishing the DepEd Information and Action Center (DEIAC) in time for the opening of classes on June 6, 2005.

2. Through the DEIAC, the Task Force shall be responsible for the improvement of the delivery of services of the Department of Education in addressing all information requests, queries, complaints, and similar concerns.

3. The Task Force, which shall be under the general supervision of the Office of the Secretary through the Chief of Staff, shall be composed of representatives from the following offices/units:

- DeTxt Action Center
- DepEd Office of Special Concerns
- Communications Unit, Office of the Secretary
- National Education Testing and Research Center
- Payroll Services Division
- Administrative Service
- Instructional Materials Council Secretariat
- Research and Statistics Division
- Education Information Division
- Physical Facilities Division
- Education Technology Unit
- Planning and Programming Division
- Bureau of Elementary Education
 - Special Education Division
- Bureau of Secondary Education
- Bureau of Alternative Learning Systems
- Health and Nutrition Center
- National Educators' Academy of the Philippines
- Personnel Division
- Employees Welfare and Benefits Division
- Adopt-a-School Program Secretariat
- Educational Development Projects Implementing Task Force
- Accounting Division
- OSEC IT Consultants

4. The DEIAC which shall be established by the Task Force shall perform the following functions:

- Receive, process, and respond to queries, information requests, and complaints from the general public and from DepEd field offices about issues relative to the Opening of Classes and other related inquiries;
- Assist in the dissemination and clarification of DepEd policies, procedures, programs, thrusts, and projects.
- Coordinate with concerned DepEd officials on information requests and complaints from the public and ensure that appropriate and immediate action is undertaken by concerned DepEd offices.
- Monitor and document all cases received by the Center and initiate a mediation process to resolve these cases, whenever appropriate and necessary.

5. The focal persons in the establishment of the DIAC shall be Ms. Erna Aganon, Head, DETxt Action Center, and Mr. Rudy Santos, OIC, DESCO.

6. All Regional Directors and Schools Division Superintendents are hereby directed to designate from among the senior staff in their respective offices two (2) Action Officer who shall respond to regional/local concerns referred to by the DIAC. Their names should be submitted to the DIAC on or before June 1, 2005.

7. The DIAC shall have its operations center at the Bulwagan ng Karunungan, Rizal Building, DepEd Complex, Pasig City.


8. The DIAC shall run for two weeks from the Opening of Classes after which the Task Force shall recommend to the Secretary the establishment of a permanent Information and Action Unit of the Department.

9. The DIAC can be reached through any of the following:

- DepEd Hotline -- 636-1663
- DeTxt (Globe) 2327
- DeTxt (SMART, Talk n Txt) 0919-4560027
- E-mail action@deped.gov.ph
- Fax 633-7231

10. All DepEd Orders inconsistent with the provisions are hereby deemed suspended.

11. Immediate dissemination and compliance with this Order is directed.


FLORENCIO B. ABAD
Secretary

Reference:
None

Allotment: 1—(D.O. 50-97)

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

CLASSES
PUPILS
STUDENTS