



Republic of the Philippines
Department of Education

29 APR 2016

DepEd MEMORANDUM
No. **68**, s. 2016

2016 OPLAN BALIK ESKWELA (OBE)

To: Undersecretaries
Assistant Secretaries
Bureau and Service Directors
Regional Directors
Schools Division Superintendents
Public Elementary and Secondary Schools Heads
All Others Concerned

1. The Department of Education (DepEd) shall activate the **Oplan Balik Eskwela (OBE)** and the **Public Assistance Station (PAS) for School Year (SY) 2016-2017** from May 28 to June 18, 2016 to ensure the smooth opening of classes this school year.
2. The OBE and PAS primarily aim to address the problems commonly encountered at the start of the school year to ensure that learners are already properly enroled and able to attend school by the first day of classes.
3. The annual OBE and PAS shall include the following components:
 - a. **Convergence.** This Department shall coordinate with the following government agencies involved in school opening matters to assemble every year's OBE Inter-Agency Task Force (OBE-IATF):
 - i. Department of Energy (DOE);
 - ii. Department of Interior and Local Government (DILG);
 - iii. Department of Health (DOH);
 - iv. Department of National Defense (DND);
 - v. Department of Public Works and Highways (DPWH);
 - vi. Department of Social Welfare and Development (DSWD);
 - vii. Department of Trade and Industry (DTI);
 - viii. Manila Electric Company (MERALCO);
 - ix. Metropolitan Waterworks and Sewerage System (MWSS);
 - x. Metro Manila Development Authority (MMDA);
 - xi. Office of Civil Defense (OCD);
 - xii. Philippine Atmospheric, Geophysical and Astronomical Services Administration (PAGASA); and
 - xiii. Philippine National Police (PNP).

The OBE-IATF meeting shall be done on **May 20, 2016**.

- b. **Command Conference.** A Command Conference among the DepEd Officials, partner agencies, Presidential Management Staff (PMS), State Universities and Colleges (SUCs), Local Universities and Colleges (LUCs), private schools, K to 12 Champions, media, private corporations, and other stakeholders shall be held at the *Bulwagan ng Karunungan*, DepEd Central Office (CO) on **May 30, 2016**.
- c. **Information Dissemination.** DepEd shall provide the public with important information through press releases, media interviews and social media.
- d. **Information and Action Center.**

DepEd CO OBEIAC. The DepEd CO OBE Information and Action Center (OBEIAC) shall be set up on **May 28, 2016** at the *Bulwagan ng Karunungan* to serve as the information and complaints processing and routing mechanism for the duration of the project. To ensure the success of this project, the following offices/units are directed to actively participate and assign representative(s) to the OBEIACS:

Office of the Assistant Secretary and Chief of Staff/Strategic Management

- i. Public Affairs Service
 - o Communications Division
 - DETxt Action Center
 - o Publications Division
- ii. Planning Service
 - o Policy Research and Development Division
 - o Planning and Programming Division
- iii. Information and Communications Technology Service

Office of the Undersecretary for Curriculum and Instruction

- i. Bureau of Curriculum Development
- ii. Bureau of Learning Delivery
- iii. Bureau of Education Assessment
- iv. Bureau of Learning Resources

Office of the Undersecretary for Finance and Administration

- i. Finance Service
 - o Accounting Division
 - o Budget Division
- ii. Administrative Service
 - o Asset Management Division
 - o Education Facilities Division
 - o General Services Division
 - o Personnel Division

Office of the Undersecretary for Governance and Operations

- i. Office of the Assistant Secretary for Governance and Operations
- ii. Bureau of Human Resource and Organizational Development
 - o Employee Welfare Division

- iii. Bureau of Learner Support Services
 - o School Health Division
- iv. Project Management Service

Office of the Undersecretary for Legal and Legislative Affairs

- i. Office of the Assistant Secretary for Legal and Legislative Affairs
- ii. Legal Service

Regional and Division OBEIAC. All RDs and SDSs are hereby directed to set up their local OBEIACs, which shall be composed of the following:

i. Regional OBEIAC:

Chair: Assistant Regional Director (ARD)
Members: Public Affairs Unit
Field Technical Assistance Division (FTAD)
Policy, Planning and Research Division (PPRD)
Quality Assurance Division (QAD) for Private Schools
Curriculum and Learning Management Division (CLMD)
Senior High School Focal Person/s
Legal Unit

ii. Division OBEIAC:

Chair: Assistant Schools Division Superintendent (ASDS)
Members: School Governance and Operations Division (SGOD)
Curriculum Implementation Division (CID)
Planning and Research Section
Social Mobilization and Networking (SocMob)
Legal Division

The names and contact details of the local OBEIAC chair and members shall be submitted to the DETxt Action Center on or before **May 9, 2016**.

The local OBEIAC shall oversee implementation of the project and address local concerns. It shall set-up hotlines to receive calls, text messages, fax messages, and emails on complaints, requests and suggestions from parents, students and other concerned citizens; set-up help desk to accommodate walk-in concerns; and update/submit daily reports to the DepEd CO every 11 AM and 5 PM. A copy of the Terms of Reference is enclosed.

5. The project shall be under the general supervision and control of the Office of the Secretary, with **Assistant Secretary Jesus L.R. Mateo** serving as the *Oplan Balik Eskwela (OBE)* Chairman.

6. All expenses incurred during this activity, including payment for the services by the concerned personnel during the OBE, in addition to, or over and above their regular workload, shall be charged to OSEC Funds for CO personnel and to local funds for regional and division personnel, subject to the usual accounting and auditing rules and regulations.

7. For more information, all concerned officials and individuals may contact:

**The DepEd Central Office – Information and Action Center
(DepEd CO – IAC)**

Department of Education (DepEd) Central Office

DepEd Complex, Meralco Avenue, Pasig City

Telephone No.: (02) 636-1663

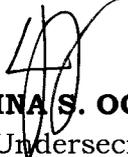
Fax No.: (02) 638-8641

Mobile Phone No.: 0919-456-0027

Email Address: action@deped.gov.ph

8. All field and school officials are enjoined to support this campaign to ensure a smooth school opening.

9. Immediate dissemination of this Memorandum is desired.


DINA S. OCAMPO
Undersecretary
Officer-in-Charge

Encl.:

As stated

Reference:

DepEd Memorandum No. 27, s. 2015

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

ADMISSION OR ENROLMENT
BUREAUS AND OFFICES
CAMPAIGN
CENTER

COMMITTEES
PROJECTS
SCHOOLS
STRAND: Strategic Management

Neth, DM 2016 Oplan Balik Eskwela
0224-March 21, 2016/4-21

(Enclosure to DepEd Memorandum No. 68, s. 2016)

**2016 DepED Oplan Balik Eskwela Information and Action Center
May 28 to June 18, 2016
6 AM – 6 PM**

TERMS OF REFERENCE

A. DETxt (Text Messaging Service)

1. To print text messages received.
2. To reply/respond to text messages received.
3. To refer complaints/cases that need immediate investigation to the Quick Response Team.
4. To submit the required daily morning and afternoon reports to the Monitoring Unit for consolidation and evaluation.

B. PUBLIC ASSISTANCE AND HOTLINE

1. To attend to callers with queries, complaints, problems, requests, etc. concerning school opening and other education matters.
2. To provide immediate appropriate actions/solutions with issues/concerns received from callers.
3. To refer complaints/cases that need immediate investigation to the Quick Response Team.
4. To submit the required daily morning and afternoon reports to the Monitoring Unit for consolidation and evaluation.

C. QUICK RESPONSE TEAM

1. To provide immediate resolution to complaints that are classified urgent.
2. To conduct on-the-spot investigation and monitoring of school as the need arises.
3. To submit the required daily morning and afternoon reports to the Monitoring Unit for consolidation and evaluation.

D. MONITORING UNIT

1. To gather and encode daily data from the different units of the OBEIAC and generate all reports.
2. To prepare daily reports and update data for the Secretary's information.
3. To submit the required consolidated daily report to the Secretariat.
4. To document and finalize the 2016 Oplan Balik Eskwela Narrative Report. Submission immediately after the OBE.

E. SECRETARIAT / OFFICER OF THE DAY

1. To handle/process the daily reports for the Secretary's Information based on the submitted reports of the Monitoring Unit.
2. To handle print/video documentation.
3. To oversee the general flow of the Oplan Balik Eskwela Information and Action Center (OBE-IAC).

F. MEDIA RELATIONS

1. To handle the daily issues/ concerns of the media.
2. To attend to media people for interview purposes. (if any)