



Republic of the Philippines
Department of Education

04 FEB 2020

DepEd MEMORANDUM
No. **014** s. 2020

2020 OPLAN BALIK ESKWELA

To: Undersecretaries
Assistant Secretaries
Minister, Basic, Higher, and Technical Education, BARMM
Bureau and Service Directors
Regional Directors
Schools Division Superintendents
Public Elementary and Secondary School Heads
All Others Concerned

1. The Department of Education (DepEd) will launch the National **Oplan Balik Eskwela (OBE) for School Year (SY) 2020–2021** on May 25, 2020, 8:00 a.m. at the *Buwagan ng Karunungan*, DepEd Central Office (CO), Pasig City. The OBE is DepEd's annual initiative to engage agencies, organizations, and other stakeholders in preparation for the opening of the SY. This will run from **May 25 to June 5, 2020**.

2. The OBE is part of the Department's efforts to ensure that learners are properly enrolled and able to attend school on the first day of classes. The OBE aims to address problems, queries and other concerns commonly encountered by the public at the start of the school year.

3. This year, OBE has the following components:

a. **Convergence.** The Department shall coordinate with the following government agencies involved in school opening matters to assemble the annual 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. Department of Transportation (DOTr);
- ix. Manila Electric Company (MERALCO);
- x. Metropolitan Waterworks and Sewerage System (MWSS);
- xi. Metro 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); and
- xv. Presidential Communications Operations Office (PCOO).

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- b. **Command Conference.** A Command Conference among the DepEd officials, partner agencies from the public and private sectors, media, and other stakeholders will be held at the *Bulwagan ng Karunungan*, DepEd CO on **May 25, 2020**.
- c. **Communication.** DepEd shall provide the public with important information through press releases, media interviews, website posting, updates on the official DepEd Facebook and Twitter accounts, and other available media.
- d. **Client Assistance.** An OBE Public Assistance Command Center (PACC) 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) Email, social media (Facebook, Messenger, Twitter), and Text Messaging Service;
- (3) Walk-in Assistance; and
- (4) Legal Assistance (if applicable).

iii. **Composition of OBE-PACC at the CO**

The DepEd CO OBE-PACC shall be set up on **May 23, 2020, Saturday** at the *Bulwagan ng Karunungan*, DepEd CO. The following offices/units are enjoined to actively participate and assign representative(s):

- (1) **Office of the Secretary Leonor Magtolis Briones**
 - (a) Internal Audit Service
 - (b) International Cooperation Office
 - (c) Public Affairs Service



- (2) **Office of the Undersecretary Jesus L.R. Mateo**
 - (a) Planning Service
 - (b) Field Operations
(jointly with OIC-Undersecretary Revsee A. Escobedo)
 - (c) Bureau of Human Resource and Organizational Development
 - (i) Human Resource Development Division
 - (ii) Organization Effectiveness Division
 - (iii) School Effectiveness Division
- (3) **Office of the Undersecretary Diosdado M. San Antonio**
- (4) **Office of Assistant Secretary Alma C. Torio**
 - (a) Bureau of Curriculum Development
 - (b) Bureau of Learning Delivery
 - (c) Bureau of Education Assessment
 - (d) Bureau of Learning Resources
 - (e) Teacher Education Council Secretariat
 - (f) Literacy Coordinating Council Secretariat
 - (g) Indigenous Peoples Education Office
- (5) **Office of OIC-Undersecretary Revsee A. Escobedo**
 - (a) Field Operations
(jointly with Undersecretary Jesus L.R. Mateo)
 - (b) Bureau of Human Resource and Organizational Development
 - (i) Personnel Division
 - (ii) Employee Welfare Division
- (6) **Office of Undersecretary Annalyn M. Sevilla**
- (7) **Office of OIC-Assistant Secretary Ramon Fiel G. Abcede**
 - (a) Finance Service
 - (b) Education Program Delivery Unit
- (8) **Office of Undersecretary Alain Del B. Pascua**
- (9) **Office of Assistant Secretary Salvador C. Malana III**
 - (a) Administrative Service
 - (b) Information and Communications Technology Service
 - (c) Bureau and Learner Support Services
 - (d) Disaster Risk Reduction and Management Service
- (10) **Office of Undersecretary Josephine G. Maribojoc**
- (11) **Office of OIC-Assistant Secretary Rhoan G.L. Orebia**
 - (a) Legal Service
 - (b) Sites Titling Office
- (12) **Office of Undersecretary Tonisito M.C. Umali**
 - (a) Legislative Liaison Office
 - (b) External Partnerships Service
 - (c) Project Management Service
- (13) **Office of Assistant Secretary G.H. S. Ambat**
 - (a) Alternative Learning System Program and Task Force
- (14) **Office of Assistant Secretary Salvador Malana III**
 - (a) Procurement Management Service



5. The OBE implementation shall be under the general supervision of the **Office of the Secretary with Undersecretary and Chief of Staff, Nepomuceno A. Malaluan, and Undersecretary Jesus L.R. Mateo** as co-chairs and the **Public Affairs Service Director June Arvin C. Gudoy**, as vice-chair of the *Oplan Balik Eskwela 2020*.

6. All expenses incurred during this activity shall be charged to General Administrative Support Services (GASS) Funds, and the payment for the services of the concerned personnel during the OBE, in addition to their regular workload, shall be charged to OSEC Funds for CO personnel, and to local funds for regional and schools division personnel, subject to the usual accounting and auditing rules and regulations.

7. All DepEd personnel are enjoined to support this activity to ensure the smooth opening of classes.

8. For more information, contact:

The Office of the Secretary-Public Affairs Service

Department of Education Central Office

DepEd Complex, Meralco Avenue, Pasig City

Telephone Nos.: (02) 8636-1663; (02) 8633-1942

Telefax No.: (02) 8634-0222; (02) 8638-8641

Mobile Phone No.: 0919-456-0027; 0995-921-8461

Email Addresses: action@deped.gov.ph; beverly.berame@deped.gov.ph

9. Immediate dissemination of this Memorandum is desired.


LEONOR MAGTOLIS BRIONES
Secretary

Encl.:

As stated

Reference:

DepEd Memorandum No. 029, s. 2019

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

ADMISSION
BUREAUS AND OFFICES
CAMPAIGN
CENTER
COMMITTEES

LEARNERS
MEETINGS
OFFICIALS
PROJECTS
SCHOOLS

2020 DepEd Oplan Balik Eskwela (OBE)

Public Assistance Command Center

May 25 to June 5, 2020

7:00 a.m. – 6:00 p.m. Monday to Friday

8:00 a.m. – 5:00 p.m. Saturday and Sunday

TERMS OF REFERENCE

A. Teleresponders

1. Attend to callers with queries, complaints, problems or request, concerning school opening and other education matters;
2. Provide immediate appropriate actions/solutions for issues/concerns received from callers;
3. Refer complaints/cases that need immediate investigation to the Legal Team if necessary; and
4. Submit the required daily monitoring and afternoon reports to the Secretariat for consolidation and evaluation.

B. Email and Text Messaging Service and Social Media (Facebook, Messenger, Twitter and Instagram)

1. Reply/respond to messages received and print the messages if necessary;
2. Refer complaints/cases that need immediate investigation to Legal Team if necessary; and
3. Submit the required daily morning and afternoon reports to the Secretariat for consolidation and evaluation.

C. Walk-In Assistance

1. Attend to issues/concerns/complaints of walk-in clients;
2. Prepare endorsement letters/communications to school concerned;
3. Provide information needed by the clients; and
4. Submit the required daily morning and afternoon reports to the Secretariat for consolidation and evaluation.

D. Legal Assistance

1. Provide immediate resolution to complaints that are classified as urgent;
2. Conduct on-the-spot investigation and monitoring of schools as the need arises; and
3. Submit the required daily morning and afternoon reports to the Secretariat for consolidation and evaluation

E. Secretariat and Monitoring

1. Oversee and supervise the daily operations of the activity;
2. Prepare the daily reports for the Secretary's information based on the submitted reports of the teams;
3. Make print and video documentation;
4. Gather and consolidate data from the different committees and generate daily reports;
5. Document and finalize the 2020 Oplan Balik Eskwela Narrative Report;
6. Provide the technical needs of the team; and
7. Assist all teams if necessary.

F. Media Relations

1. Set and coordinate schedules for press conferences;
2. Prepare media advisories, invites and briefers of the activity for the Executive Committee and stakeholders;
3. Facilitate the press conference and assist the media;
4. Attend to media requests for data interviews; and
5. Coordinate with the partners and stakeholders.

G. Logistics and Support

The Logistics and Support Team shall be composed of the following sub-committees:

1. Finance

- Handle OBE financial requirements.

2. Food

- Take charge of the food to be served during the two-week conduct of OBE and all OBE activities.

3. Physical Arrangement/ Set-Up, Security, Sound System and Transportation

- Set up the OBE Command Center at the Bulwaan ng Karunungan following the floor plan;
- Maintain the cleanliness and orderliness of the OBE Command Center; and
- Ensure peace and order during the OBE.

4. Registration and Attendance

- Record all guests and participants in OBE, and take daily attendance of committee members.

5. Supplies and Equipment

- Provide the materials and equipment needed for OBE.