

## Department of Education

Region XII
City Schools Division of Tacurong

June 02, 2025

#### **DIVISION MEMORANDUM**

OSDS-2025- O68

# CONDUCT OF THE 2025 OPLAN BALIK ESKWELA (OBE) AND ESTABLISHMENT OF THE DIVISION OBE-PUBLIC ASSISTANCE COMMAND CENTER (OBE-PACC)

To: Assistant Schools Division Superintendent

Chiefs of CID and SGOD

Education Program Supervisors Cluster Heads and School Heads Designated Information Officer

Designated Division Public Assistance Coordinator Designated School Public Assistance Coordinators

All Others Concerned

This Division

- 1. Pursuant to **DepEd Memorandum No. 045**, **s. 2025 titled 2025 National Oplan Balik Eskwela** and relative to the opening of classes on June 16, 2025, the Schools Division Office of Tacurong City shall conduct the Oplan Balik Eskwela (OBE) for School year 2025 2026 **from June 09 to June 20**, **2025**.
- 2. The Oplan Balik Eskwela (OBE) is the department's annual initiative to engage agencies, organizations and other stakeholders in preparation for the opening of the school year and ensure that learners from public and private schools are properly enrolled.
- 3. To ensure that queries, information requests and/or complaints from the general public including those forwarded by other DepEd offices are received, processed and responded to, this office establishes the 2025 Oplan Balik Eskwela Public Assistance Command Center which shall be composed of the following:

Chair : GILDO G. MOSQUEDA, CEO VI

School Division Superintendent

Co-Chair

GILBERT B. BARRERA, CESE

OIC-Asst. Schools Division Superintendent

Vice-Chair:

ZENAIDA B. PORRAS

AO V/Designated Division Public Assistance Coordinator

Members

MAYFLOR D. ROMUALDO

Chief, SGOD

ARLENE ROSA G. ARQUIZA

Chief, CID



Address: Alunan Highway, Poblacion, Tacurong City 9800

Telephone Numbers: (064)-562-4880; 0919-065-6425

Email: tacurong.city@deped.gov.ph Website: depedtacurong.org





## Department of Education

Region XII

City Schools Division of Tacurong

#### ALEJANDRO S. REGINALDO, JR.

Planning Officer/DPAC Alternate

JULIUS D. CELETARIA

Designated Division Information Officer

JOEY M. LOZANO

I OTI

ERNIE P. PAMA

Education Program Supervisor

MA. DIANNE JOY R. DELA FUENTE

Senior Education Program Specialist

JOHN G. BAYUGOS

Project Development Officer II

**MOHANI A. PAGUITAL** 

Senior Education Program Specialist

JUNAFLOR R. SUCALDITO

Education Program Supervisor II

JANICE P. SUBOC

Education Program Supervisor II

4. All schools are likewise enjoined to establish a Public Assistance Command Center as prescribed in DepEd Memorandum No. 045, s. 2025, with the following composition:

Chair : School Head or Assistant Principal Members : School non-teaching personnel

- 5. 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.

Each OBE-PACC shall ensure that the following are available to the public for the duration of OBE:

- 1) Hotlines;
- 2) Emails (e.g., Hotline 8888, CSC, PCC, PMS, FOI, ARTA, and tacurong.city@deped.gov.ph);
- 3) Short messaging Services (e.g., Smart and Globe);



Address: Alunan Highway, Poblacion, Tacurong City 9800

Telephone Numbers: (064)-562-4880; 0919-065-6425 Email: tacurong\_city@deped\_gov.ph

Website: depedtacurong.org





## Department of Education

Region XII City Schools Division of Tacurona

4) Social media (Facebook)

- The conduct of the OBE shall adhere to existing relevant policies of 6. DepEd in conducting activity inside the school premises.
- In the conduct of their duties as OBE Chair, no teachers shall be subjected to administrative work as stipulated in DepEd Order No. 002, s. 2024 titled Immediate Removal of Administrative Tasks of Public-School Teachers.
- 8. Attached to this memorandum is the PAAC Form 4 - OBE Info Sheet which shall be used during the Oplan Balik Eskwela implementation. All designated school OBE focal persons shall submit report using the said template only when there are actual concerns or incidents. Submissions, if any, must be sent on or before 4:00 in the afternoon through this link https://tinyurl.com/OBE-INFO-SHEET with a file name of OBEIS\_mm/dd/yr (e.g. OBEIS\_06.09.25). Also attached is the official OBE Tarpaulin Layout, which shall be printed and displayed prominently in each school and office involved in the OBE activities to ensure visibility and accessibility to the public.
- All expenses incurred related to the conduct of the OBE shall be charged to local funds, subject to the usual accounting and auditing rules and regulations.
- 10. For concerns and queries related to the implementation of Oplan Balik Eskwela, below are the OBE-PACC Contact Details:

Phone

(064) 562-4880

0919-065-6425

Email

tacurong.city@deped.gov.ph

pac.sdotacurong@deped.gov.ph

Facebook

DepEd RXII SDO Tacurong City

Immediate and wide dissemination of this Memorandum is highly 11. enjoined.

> G. MOSQUEDA, CEO VI Superintendent

Enclosure:

Contract Contract

As stated

Reference:

DepEd Memorandum No. 045, s. 2025

Allotment:

None

To be included in the Perpetual Index under the following Subjects:

ADMISSION COMMITTEES **PROJECTS** 

**BUREAUS AND OFFICES** 

LEARNERS SCHOOLS

CAMPAIGN **OFFICIALS** ENROLLMENT

ZBP/ADMIN/DM / CONDUCT OF THE 2025 OPLAN BALIK ESKWELA (OBE) AND ESTABLISHMENT OF THE DIVISION OBE-PUBLIC ASSISTANCE COMMAND CENTER (OBE-PACC) / June 02, 2025



Address: Alunan Highway, Poblacion, Tacurong City 9800 Telephone Numbers: (064)-562-4880; 0919-065-6425

Email: tacurong.city@deped.gov.ph

Website: depedtacurong.org



## Department of Education

MAY 7 7 2025

DepEd MEMORANDUM No.

#### 2025 NATIONAL OPLAN BALIK ESKWELA

To: Undersecretaries

Assistant Secretaries

Minister, Basic, Higher, and Technical Education, BARMM

Bureau and Service Directors

Regional Directors

Schools Division Superintendents

Public and Private Elementary and Secondary School Heads

All Others Concerned

- Consistent with DepEd Order (DO) No. 012, s. 2025 titled Multi-Year Implementing Guidelines on the School Calendar and Activities, the Department of Education (DepEd) shall conduct the 2025 National Oplan Balik Eskwela (OBE) to engage agencies, organizations, and other stakeholders in preparation for the opening of the school year (SY). For SY 2025-2026, the OBE shall run from June 9 to 20, 2025.
- The OBE is part of the Department's effort to ensure that learners from public and private schools are properly enrolled. It aims to address problems, queries, and other concerns commonly encountered by the public at the start of the SY.
- 3. The OBE 2025 has the following components:
  - a. Convergence. Members of the OBE Inter-Agency Task Force (IATF) shall focus on their respective preparations and initiatives for SY 2025-2026. The member agencies will perform a critical role by providing guidelines on health and safety, peace and order, and transportation, among others, when the SY opens. These agencies include:
    - i. Department of Energy (DOE):
    - Department of the Interior and Local Government (DILG); 11.
    - Department of Health (DOH);
    - Department of Public Works and Highways (DPWH); iv.
    - Department of Social Welfare and Development (DSWD);
    - Department of Trade and Industry (DTI);
    - vii. Department of Transportation (DOTr);
    - viii. Department of Information and Communications Technology (DICT):
    - Manila Electric Company (MERALCO): ix.
    - Metropolitan Waterworks and Sewerage System (MWSS);
    - Metropolitan 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);
- xv. National Telecommunications Commission (NTC): and
- xvi. Presidential Communications Office (PCO).
- b. **Command Conference**. The OBE Command Conference shall be held among DepEd officials, partner agencies from the public and private sectors, and other stakeholders to update the public on the preparations for the opening of classes and provide information on enrollment and other school matters.
- c. **Communication**. The Department shall provide the public with important information through press releases, media interviews, website postings, updates on the official Facebook, X, and Instagram accounts, and other available media.
- d. Client Assistance. An OBE Public Assistance Command Center (PACC), formerly known as the DepEd Information and Action Center, shall be set up at the Central Office (CO), regional offices (ROs), and schools division offices (SDOs) 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) emails (e.g., Hotline 8888, CSC, PCC, PMS, FOI, ARTA, and depedactioncenter@deped.gov.ph):
- (3) Short Messaging Services (e.g., Smart and Globe);
- (4) social media (Facebook);

#### iii. Composition of OBE-PACC at the Central Office

The OBE implementation shall be under the general supervision of the Undersecretary and Chief of Staff and the Undersecretary for Operations as co-chairpersons, and the Assistant Secretary for Operations and the Assistant Secretary for Public Affairs and External Partnerships (PH Private Partners) as vice chairs of the 2025 OBE. This will be in coordination with all offices in the Central Office.

## iv. Composition of OBE-PACC at the region, division, and school levels

(1) Regional Office

Chair : R

Regional Director

Co-Chair : Assistant Regional Director Vice Chair : Regional Information Officer/

Regional Public Assistance Coordinator

Public Affairs Unit

Members Legal Unit

Administrative Division

Curriculum and Learning Management

Division

\*(Other relevant offices may be included)

(2) Schools Division Office

Chair : Schools Division Superintendent

Co-Chair : Assistant Schools Division

Superintendent

Vice Chair : Designated Division Public Assistance

Coordinator

Members Legal Section or its equivalent

Administrative Section **or** its equivalent Curriculum Implementation Division \*(Other relevant offices may be included)

(3) School Level

Chair : School Head **or** Assistant Principal

Members : School non-teaching personnel

- 4. The conduct of the OBE shall adhere to existing relevant policies of DepEd in conducting activity inside the school premises.
- 5. In the conduct of their duties as OBE Chair, no teachers shall be subjected to administrative work as stipulated in DepEd Order No. 002, s. 2024 titled Immediate Removal of Administrative Tasks of Public School Teachers.
- The Terms of Reference (TOR) for the different Committees are enclosed.
- 7. All expenses incurred related to the conduct of the OBE shall be charged to Education Information and Communication Services (EICS) Funds for the Central Office, and local funds for regional and schools division offices, subject to the usual accounting and auditing rules and regulations.
- 8. All DepEd personnel are enjoined to support this activity to ensure the smooth opening of classes.

9. For more information, please contact:

The Office of the Secretary-Public Affairs Service

Department of Education Central Office DepEd Complex, Meralco Avenue, Pasig City

Telephone Number: (02) 8633-1942

Mobile Phone Numbers: 0919-456-0027 and 0995-921-8461

Email Addresses: depedactioncenter@deped.gov.ph

pas.cd@deped.gov.ph pas.od@deped.gov.ph

10. Immediate dissemination of this Memorandum is desired.

By Authority of the Secretary:

ATTY. FATIMA LIPP D. PANONTONGAN

Undersecretary and Chief of Staff

Encl.:

As stated

References:

DepEd Order No. 12, s. 2025 DepEd Memorandum No. 035, s. 2024

To be indicated in the <u>Perpetual Index</u> under the following subjects:

ADMISSION
BUREAUS AND OFFICES
CAMPAIGN
COMMITTEES
LEARNERS
OFFICIALS
PROJECTS
SCHOOLS

MPC, DM 2025 National Oplan Balik Eskwela







(Enclosure to DepEd Memorandum No \$\cdot\\_5 s. 2025)

#### 2025 DEPED OPLAN BALIK ESKWELA PUBLIC ASSISTANCE COMMAND CENTER

#### TERMS OF REFERENCE

#### 1. Teleresponders

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

## 2. Emails, Short Messaging Service (SMS), and Social Media (Facebook)

- 2.1. Reply/respond to messages received and print the messages, if necessary;
- 2.2. Refer complaints/cases that need immediate investigation to the Legal Team, if necessary; and
- 2.3. Submit the required daily monitoring and afternoon reports to the Secretariat for consolidation and evaluation.

#### 3. Secretariat and Monitoring

- 3.1. Oversee and supervise the daily operations of the activity;
- 3.2. Prepare the daily reports for the Secretary's information based on the submitted reports of the teams;
- 3.3. Make print and video documentation;
- 3.4. Gather and consolidate data from the different committees and generate daily reports;
- 3.5. Document and finalize the 2025 Oplan Balik Eskwela Terminai Report:
- 3.6. Provide the technical needs of the team; and
- 3.7. Assist all teams, if necessary.

#### 4. Media Relations

- 4.1. Set and coordinate schedules for press conferences;
- 4.2. Prepare media advisories, invites, and briefers of the activity for the Executive Committee and stakeholders;
- 4.3. Facilitate the press conference and assist the media partners;
- 4.4. Attend to media requests for data and interviews; and
- 4.5. Coordinate with the partners and stakeholders.

#### 5. Logistics and Support

The Logistics and Support Team shall be composed of the following subcommittees:

#### 5.1. Finance

Handle OBE financial requirements.

#### 5.2. **Food**

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

## 5.3. Physical Arrangement/Setup, Security, Sound System, and Transportation

- 5.3.1. Set up the OBE Command Center at the DepEd Central Office, Pasig City, and/or Techzone, Makati City, following the floor plan;
- 5.3.2. Maintain the cleanliness and orderliness of the OBE Command Center; and
- 5.3.3. Ensure peace and order during the OBE.

#### 5.4. Registration and Attendance

- 5.4.1. Record all guests and participants in OBE; and
- 5.4.2. Take daily attendance of committee members.

#### 5.5. Supplies and Equipment

Provide the materials and equipment needed for OBE.



### 2025 OPLAN BALIK ESKWELA



#### **CLIENT INFORMATION**

CLIENT NAME:	
EMAIL ADDRESS:CONTACT NUMBER:	
SCHOOL NAME:	
DISTRICT / CLUSTER:	
TICKET SOURCE: Phone Walk-in Others, Please Specify	Letter Facebook SMS
HELP TOPIC: Commendation Complaint Suggestion	Query Request
DETAILS OF CONCERN:	
CONCERN/TOPIC:	
ENROLLMENT CONCERN	
Age Requirement	Grade Assessment
Enrollment Process (K to 10 and SHS)	Kindergarten
Enrollment Requirement (K to 10 and	ELSF
SHS)	LIS/LRN
Early Registration	Transfer Requirement and Process
EBEIS	Others
EXAMINATIONS	
ALS Accreditation and Equivalency	Principal's Test
(A&E) Test	Philippine Validating Tests (PVT)
National Achievement Test (NAT)	Superintendent's Test
National Career Assessment	Basic Education Exit Assessment
Examination (NCAE)	(BEEA)
Philippine Educational Placement Test	Others
FINANCE	
Electronic Remittance File	Investment Scam

	PAAC FORM 4 - OBE Info Sheet/Ticket Form
Loans and PLIs	Moratorium
Non-Teaching Personnel's	Salary of Non-Teaching Personnel
Benefits	Salary of Teacher
Teaching Personnel's	Others
Benefits	
LEGAL ISSUES	
Correction of names	Immoral Relationship
Bullying	Negligence of Duty
Change of Personal Records	Non-Teaching Personnel's
Child Protection Policy	Disputes
Code of Ethics	Physical/Verbal Abuse
Corruption	School Titling
Death Threat	Sexual Harassment
Deed of Donation	TRAIN Law
Formal Complaint	Others
OTHER MATTERS	
BSP/GSP	List of Public Schools
CAV	Microsoft (MS) Office 365
Contact Details	Account
Data Privacy Act (DPA)	Old Curriculum Graduate
Day Care	Other Agencies (CHED,
DO/DM/DA	TESDA, PRC, LGU, etc.)
DOST Scholarship	SPES/OJT
Feeding Program	Suspension of Classes
List of Home Schools	Thesis/Research
Providers	Training/Seminar/Workshop
List of Private Schools	Others
PERSONNEL	
Alternative Work	Hiring System
Arrangement / Skeletal	INSET
Arrangement	Leave
Attendance	Maternity Leave
Contract Renewal	Personnel Complaint
Civil Service Commission	Physical Reporting to School
(CSC) Search for Outstanding	Promotion
Gov't Workers	Oualification Standards

	DAAC FORM A ODE Info Closet /Thelest France
Rationalization Plan (RatPlan)	PAAC FORM 4 – OBE Info Sheet/Ticket Form Teaching Personnel's Application
Travel Authority	Teaching Personnel's IPCRF
Work Arrangement	Teaching Personnel's License
Transfer of Teaching Personnel	Teaching Personnel's Provision
Teacher Complaint	Transfer of Non-Teaching Personnel
Others	
PHYSICAL FACILITIES / RESOURCES	
Chairs, Tables, and Boards	School Supplies
Classroom and School	Textbook/Modules/Other
Buildings	Learning Materials
Computers	Others
School Facilities	
PROGRAMS AND PROJECTS	
Alternative Learning System (ALS)	GASTPE/ESC
Bridging Program	Home Study Program
Brigada Eskwela	Special Education (SPED)
DepEd Apps	Others
DepEd Connectivity Load	
SCHOOL POLICY AND OPERATIONS	
Awards and Recognition (Honor System)	_
Class Suspension	Permit to Operate
Collection of fees	Private school policy
Curriculum	School Breaks / Calendar
Fieldtrip	School Policies (Uniform, ID, Haircut
Fund Raising Activities	and etc.)  School Closure
Graduation	School Closure  School Opening
Grading System	School Opening  School Recognition
Learner's Assignment	School Records
Learner's Assessment	[ <del></del>
PTA/HPTA/GPTA	School Projects
Miscellaneous Fee	Remedial Classes
MTB-MLE	School Activities/Projects
MOOE MOOE	Tuition Fees
NSO/PSA	Tutorial Services
	Others

•

### PAAC FORM 4 - OBE Info Sheet/Ticket Form

LEARNING CONTINUITY PLAN	·
Academic Ease	Modified In-School Off
Academic Freese	School Approach (MISOSA)
Alternative Delivery Modes (ADMs)	Modules
DepEd Commons	Poor Internet
Distance Education	Connectivity/Signal
Electronic Class Record (ECR)	Self-Learning Materials (SLM)
Face-to-Face Classes	Webinar for Teacher
Home Schooling	Others
Learning Delivery Modalities	
SHS CONCERNS	
Application for SHS VP	Voucher Application
Billing or payment	Work Immersion
GAS-SHS Voucher Program	Others
Strand/Tracks	
ACTION TAKEN:	
Contacted the client	
Letter/Mail has been acted upon was return	med to the concerned agency
Letter/Mail with incomplete details was ref	•
Number given	3
Provided Link	
Provided DepEd Issuance	
Referred to Educational Management Infor	mation System Division
Referred to Bureau of Learner Support Ser	
Referred to Accounting Division	
Referred to Administrative Services	
Referred to Anti-Corruption Committee	
Referred to Bangsamoro Autonomous Region	on in Muslim Mindanao
Referred to Bureau of Curriculum Develop	ment
Referred to Bureau of Education Assessme	nt
Referred to Bureau of Human Resource an	d Organizational Development
Referred to Bureau of Learning Delivery	
Referred to Bureau of Learning Resources	
Referred to Commission on Higher Educati	on
Referred to Communications Division	

	<b>PAAC FORM 4</b> – OBE Info Sheet/Ticket Form Referred to Department of Labor and Employment
	Referred to Division Office of
	Referred to Education Programs Delivery Unit
	Referred to Educational Technology Unit
	Referred to External Partnership Service
	Referred to General Services Division
	Referred to Indigenous Peoples Education Office
	Referred to Information and Communications Technology Service-Educational Technology Unit
	Referred to Internal Audit Service
	Referred to International Cooperation Office
	Referred to Legal Help Desk
	Referred to Literacy Coordinating Council
	Referred to National Educators' Academy of the Philippines
	Referred to Personnel Division
	Referred to Planning Service
	Referred to Private Education Assistance Committee
	Referred to Professional Regulation Commission
	Referred to Public Affairs Service
	Referred to School
	Referred to School Health Division
	Referred to Solutions Development Division
	Referred to Teacher Education Council
	Referred to the DepEd Commons Help Desk
	Referred to Information and Communications Technology Service
	Referred to the Procurement Management Service
	Send a direct reply
	Others
STATUS:	Pending Referred to Resolved
Date:	ame/Signature)
The someties pers	ional information is utilized solely for documentation and processing purposes, and shall be forwarded to the concerned office/s of the  Department for appropriate action and/ar response.

