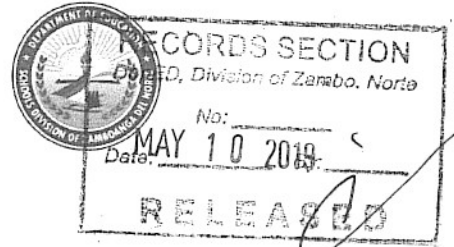




Republic of the Philippines
DEPARTMENT OF EDUCATION
Region IX, Zamboanga Peninsula
SCHOOLS DIVISION OF ZAMBOANGA DEL NORTE
Dipolog City 7100



DIVISION MEMORANDUM

**TO: PUBLIC SCHOOLS DIVISION SUPERVISOR
SCHOOL HEADS
THIS DIVISION**

SUBJECT: 2019 OPLAN BALIK ESKWELA

DATE: May 9, 2019

1. In consonance with DepEd Order no. 29. S. 2019, the Schools Division of Zamboanga del Norte will launch the **ZN SDO/DISTRICT Oplan Balik Eskwela (OBE)** on May 27, 2019 and ends on June 7, 2019 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.
2. To ensure that the OBE objectives are achieved, the Schools Division Office and the District Offices shall set up the Oplan Balik Eskwela Public Assistance Command Center (OBE-PACC).
 - a. **Functions of the ZN SDO/DISTRICT OBE-PACC**
The ZN SDO/DISTRICT OBE-PACC shall serve as an information and complaints processing and routing mechanism. It shall perform the following function:
 - i. receive, process, and respond to simple queries, information requests, and complaints from the general public;
 - ii. assist in the dissemination and clarification of DepEd policies, programs, projects, and processes particularly those relevant to the opening of classes;
 - iii. correctly identify and coordinate with the concerned Deped offices on complex concerns that will require the specific offices appropriate action; and
 - iv. monitor, document, and submit reports on all issues and concerns received by the ZN SDO/DISTRICT OBE PACC including the action taken.
 - b. **Services of the ZN SDO/DISTRICT OBE-PACC**
Each **ZN SDO/DISTRICT OBE-PACC** shall ensure that the following are available to the public for the duration of the OBE:
 - i. hotlines;
 - ii. emails, social media (Facebook, messenger, twitter, etc.) and text messaging service;
 - iii. walk-in assistance; and
 - iv. legal assistance (if applicable).



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c. Composition of the **ZN SDO OBE-PACC**.


i. **ZN SDO OBE-PACC** shall be composed of:

- Chairperson DR. FILMA B. CATALAN
- Members DR. JOY E. LETRAN SINGSON
DR. LILIA E. ABELLO
HELEN E. TANGON
JULIUS O. BELAGANTOL
SHELAMAE E. DAYAPDAPAN
LEONIDO A. PAMPILO, JR.
ROBERT I. POCULAN III
JESSIE E. ELACAN
WILSON H. INDING
DAVE A. PATIGAYON
SONIA Y. UY
GIPAREL B. ELUMBA

ii. **ZN DISTRICT OBE-PACC** shall be composed of:

- Chairperson Public Schools District Supervisors
- Members District ICT Officer
Central School ICT Officer
Main High School ICT Officer
District Disbursing Officer
District Bookeper

3. The 2019 Brigada Eskwela SDO Field Monitoring Team shall likewise act as the ZN SDO OBE Monitoring Team.
4. The **SDO/DISTRICT OBE-PACC** shall utilize the DepEd Order no. 29 s. 2019 terms of reference as the guide in the set-up of its Public Assistance and Command Center.
5. This issuance is a localized reiteration of DepEd Order no. 29 s. 2019.
6. Expenses incurred relative to the 2019 OBE field monitoring is chargeable against SDO funds subject to government accounting and auditing procedure.
7. For compliance, information, guidance and dissemination.


PEDRO MELCHOR M. NATIVIDAD, CSEE
Schools Division Superintendent

2019 DepEd Oplan Balik Eskwela (OBE) Public Assistance Command Center

May 27 to June 7, 2019

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

8:00 a.m-5:00 p.m. Saturday & 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. Social Media (Facebook, Messenger) Email and Text Messaging Service

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 schools 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 2019 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 and 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 Bulwagan 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.