



Republic of the Philippines  
DEPARTMENT OF EDUCATION  
CORDILLERA ADMINISTRATIVE REGION  
Wangal, La Trinidad, Benguet

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May 8, 2018

MEMORANDUM

2018 OPLAN BALIK ESKWELA

To : ALL REGIONAL OFFICE DIVISION CHIEFS  
SECTION HEADS  
OTHERS CONCERNED  
THIS OFFICE

RELEASED  
MAY 09 2018

DEPED-CAR Time: \_\_\_\_\_

1. Pursuant to DM No. 50 s. 2018, the Department of Education shall launch the Oplan Balik Eskwela for School Year 2018-2019 to ensure the smooth opening of classes which will start on May 21 to June 15, 2018.
2. The OBE aims to address the problems commonly encountered at the start of the school year to ensure that learners are already properly enrolled and able to attend school by the first day of classes.
3. The Regional Office shall create the Regional Oplan Balik Eskwela Information and Action Center (ROBEIAC) OBEIAC that will oversee the 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 a help desk to accommodate walk-in concerns; and update/submit daily reports to the DepEd CO every 11 a.m. and 5 p.m.
4. The Regional Office shall create the Regional Oplan Balik Eskwela Information and Action Center (ROBEIAC) which shall be composed of the following members and sub-committee members:

<b>Regional OBEIAC</b>	<b>A. Public Assistance Hotline</b>
Consultant: RD May B. Eclar	Pio D. Ecuang, Chief - PPRD
Chair: ARD Bettina Daytec-Aquino	Emilia M. Faustino, Chief - CLMD
Members:	Aida L. Payang, Chief - QAD
Georaloy I. Palao-ay, PAU	Daisy P. Eswat
Marjory T. Valdez, EPS - FTAD	Manilyn D. Botilas
Aida L. Payang, Chief - QAD/OIC-FTAD	<b>B. Email/DEText (Text Messaging) Service</b>
Sabado D. Oayet, SHS Focal Person	Jumar B. Yago-an
Atty. Vanessa B. Flora, Legal Officer	Vandolph B. Flora
<b>C. Walk-In Assistance</b>	<b>G. Media Relations</b>
Edgardo T. Alos, Chief Administrative Officer	RD May B. Eclar
Agustin B. Gumuwang, ESSD- Chief	ARD Bettina Daytec-Aquino
Jennifer P. Ande, HRDD-OIC Chief	Georaloy I. Palao-ay
Sabado D. Oayet, EPS	Edgardo T. Alos, Chief Administrative Officer

<b>D. Quick Response Team</b>	<b>H. Logistics and Support Unit</b>
Atty. Sebastian G. Tayaban, Chief- Finance	<b>1.Finance</b> -Cristina L. Paquit, SAO
Atty. Vanessa B. Flora, Atty. IV (Legal Unit)	<b>2.Physical arrangement /Set up, security, sound system and transportation</b>
Janelle B. Dogao	Edgardo T. Alos, Chief-Admin Division
Aida L. Payang Chief-QAD/OIC FTAD	Cornelia D.Adaci-Dulnuan, SAO Admin.
<b>E. Monitoring Unit</b>	Engr. Cullen E. Wegiyon, Draftsman II
Aida L. Payang, Chief-QAD/OIC - FTAD	Lilia A. Banawe, AO V
Elfredo C. Dalang, EPS	Edwin Balingawan, Driver
Marjory Valdez, EPS	Anthony Bagano, Driver
Clemente Bandao, EPS	Peter Lid-ayan, Driver
Florence E. Balictan, EPS	Eric San Jose, Driver
<b>F. Secretariat</b>	<b>3.Registration and Attendance</b>
Maksim Botilas, EPS	Marjory T. Valdez, EPS
Dalton Teliao, Legal Ass't II	Jose Lorenzo Cobbarubias
Manilyn Botilas, ADAS III	Elena Tawanna
Glenn Papa, CMT	<b>4.Food</b>
Jefferson Villena, ADAS I	Marites Calica, AO V
Mercy Rose Pangesfan, ADAS I	<b>5.Supplies and Equipment</b>
Jeremy Kermit B. Padilla, ADAS I	Randolf Daculog, Supply Office

5. The Committee members shall have the following Terms of Reference:

**A. Public Assistance Hotline**

- a. Attend to callers with queries, complaints, problems, requests, among others concerning school opening and other education matters.
- b. Provide immediate appropriate actions/solutions for issues/ concerns received from callers.
- c. Refer complaints/ cases that need immediate investigation to the Quick Response Team.
- d. Submit the required daily morning and afternoon reports to the Monitoring Unit for consolidation and evaluation.

**B. Email/DETxt (Text Messaging) Service**

- a. Print email/text messages received.
- b. Reply/respond to text messages received.
- c. Refer complaints/cases that need immediate investigation to the Quick Response Team.
- d. Submit the required daily morning and afternoon reports to the Monitoring Unit for consolidation and evaluation.

**C. Walk-In Assistance**

- a. Attend to issues/concerns/complaints of walk-in clients.
- b. Prepare endorsement letters/communications to school concerned.
- c. Provide information needed by the clients.
- d. Submit the required daily morning and afternoon reports to the Monitoring Unit for consolidation and evaluation.

**D. Quick Response Team**

- a. Provide immediate resolution to complaints that are classified as urgent.
- b. Conduct on-the-spot investigation and monitoring of schools as the need arises.
- c. Submit the required daily morning and afternoon reports to the Monitoring Unit for consolidation and evaluation.

#### **E. Monitoring Unit**

- a. Gather and encode data from the different units of the OBEIAC, and generate all reports daily.
- b. Prepare daily reports, and update data for the Secretary's information.
- c. Submit the required consolidated daily report to the Secretariat.
- d. Document and finalize the 2018 OBE Narrative Report.
- e. Submit all the reports immediately.

#### **F. Secretariat**

- a. Handle/process the daily reports for the Regional Director's Information, based on the submitted reports of the Monitoring Unit and submit consolidated reports to the Central Office every 11:00AM and 5:00PM.
- b. Handle print/video documentation.
- c. Oversee the general flow of the *Oplan Balik Eskwela* Information and Action Center
- d. Prepare comprehensive OBE Project terminal report with analytics.

#### **G. Media Relations**

- a. Send invitations to the members of the OBE Interagency Task Force.
- b. Set and coordinate schedules for press conferences.
- c. Prepare media advisories and briefers.
- d. Handle the daily issues/concerns of the media.
- e. Attend to media requests for data and interviews.


#### **H. Logistics And Support Unit**

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

- a. **Finance.** Handle OBE financial requirements.
- b. **Food.** Take charge of the food to be served during the three-week conduct of OBE.
- c. **Physical Arrangement/Set-up, Security, Sound System and Transportation.** Set up the OBE Command Center at the *DepEd-CAR Lobby*. Maintain the cleanliness and orderliness of the OBE Command Center. Ensure peace and order during OBE.
- d. **Registration and Attendance.** Record all guests and participants in OBE, and take daily attendance of committee members.
- e. **Supplies and Equipment.** Provide the materials and equipment needed for OBE.

6. Attached are the DepEd Information and Action Center Form, transmittal form, and OBE FAQs, DM 50 s. 2018, DO 41 s. 2012 for guidance and reference.

7. For information and guidance.

  
**MAY B. ECLAR, Ph. D., CESO V**  
Officer-In-Charge  
Office of the Regional Director