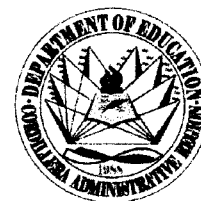
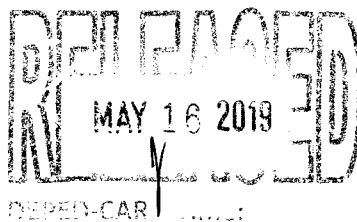




Republic of the Philippines  
DEPARTMENT OF EDUCATION  
**CORDILLERA ADMINISTRATIVE REGION**



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May 14, 2019

Regional Memorandum  
No. 150-2019

**REACTIVATION OF REGIONAL AND DIVISION  
OPLAN BALIK ESKWELA (OBE)-PUBLIC ASSISTANCE COMMAND CENTERS**

To: **Schools Division Superintendents  
All Others Concerned**

1. In view of DepEd Memorandum No. 29, series 2019 entitled 2019 Oplan Balik Eskwela, the Regional and Division OBE Public Assistance Command Centers (PACC) are hereby reactivated from May 27, 2019 to June 11, 2019.
2. Each OBE-PACC shall ensure that the following are available to the public for the duration of the OBE:
  - a. Hotlines;
  - b. Email, social media (Facebook, etc.) and Text Messaging Service;
  - c. Walk-in Assistance; and
  - d. Legal Assistance
3. The OBE-PACC shall serve as information and complaints processing and routing mechanism. It shall perform the following functions based on DM No. 29, s. 2019:
  - a. Receive, process, and respond to simple queries, information requests, and complaints from the general public, including those forwarded by the other DepEd offices;
  - b. Assist in the dissemination and clarification of DepEd policies, programs, projects, and processes, particularly those relevant to the opening of classes;
  - c. Correctly identify and coordinate with the concerned DepEd offices or divisions/units and special program supervisors/coordinators on complex concerns that will require the specific offices' or individual's appropriate action; and
  - d. Monitor, document, and submit reports on all issues and concerns received by the OBE-PACC, including action taken.
4. The Regional OBE-PACC shall be set up through the Public Affairs Unit under the Office of the Regional Director and shall have one member from each Regional Office Division except the Office of the Regional Director which shall have two (2) from the Public Affairs Unit, one (1) from the ICT Unit, and (2) from the Legal Unit.

Chairperson: ARD Bettina Daytec-Aquino  
Co-Chairperson: Georaloy I. Palao-ay  
Members: Jeremy Kermit B. Padilla, Glenn Papa  
Janelle Dogao, Mercy Rose Pangesfan  
1 from each division (Admin, Finance, PPRD,  
HRDD, FTAD, CLMD, QAD, ESSD)

Contact Numbers (Area Code: 074):

Office of the Regional Director	422-1318	Administrative Division	422-1804	CLMD	422-7096	HRDD	422-9590
Fax	422-4074	Cash Section	423-2215	LRMDS	422-0615	NEAP-R	422-5500
Office of the ARD	422-9590	Payroll Section	424-3993	ESSD	423-2218	PPRD	422-9590
ICT Unit	422-1318	Records Section	423-2213	Finance Division	422-5155	QuAD	422-5187
Public Affairs Unit	422-1318	Supply Section	422-2198	FTAD	424-5187	COA	422-7434
Legal Unit	423-2214	General Services Unit	422-1804				

5. The Division OBE-PACC shall be set up through the Office of the Schools Division Superintendent and shall have the following recommended composition:

Chairperson:	Assistant Schools Division Superintendent
Co-Chairperson:	Designated Division Information Officer
Members:	Division ICTU
	Division Legal Unit
	SGOD Staff
	CID Staff

6. **In case of Media queries:** All other Schools Division Office Chiefs, division office personnel, including school heads and teachers from both public and private schools requested by Media to give interviews or provide official statements, data, or information on matters pertaining to the Department as a whole, are directed to first seek clearance from the Schools Division Superintendent. However, if Media query is not directly a school or division matter and concerns more of programs, projects, activities and advocacies that are to be handled at the regional or national level, clearance must be from the Regional Director as per Regional Memorandum No. 113, series 2019 entitled *Designation of DepEd CAR Official Spokespersons*.
7. Please be guided of the above mentioned protocol to prevent communication crises emanating from the schools up to the Regional Office as well as for DepEd CAR to have a singular messaging direction as to its advocacies and mode of addressing issues and concerns coursed through the Media.
8. A consolidated report from each SDO relative to Oplan Balik Eskwela shall be submitted on or before June 10, 2019 via email ([car@deped.gov.ph](mailto:car@deped.gov.ph) and cc [pau.depedcar@gmail.com](mailto:pau.depedcar@gmail.com)).
9. For further queries, you may contact Mr. Georaloy I. Palao-ay at (074) 422-1318 or at 0939-6238037. Division hotlines, email addresses, and social media pages or accounts shall be submitted on or before May 20, 2019 to Mr. Palao-ay through SMS.
10. Immediate dissemination and compliance to this Memorandum is desired.

  
MAY B. ECLAR, Ph.D., CESO V  
Regional Director

ORD/PAU/glp

Tracking Number:  
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