



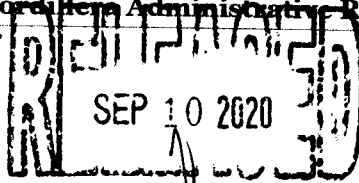
Republic of the Philippines  
**Department of Education**

Cordillera Administrative Region

Office of the Regional Director

September 9, 2020

Regional Memorandum  
No. 285-2020



DEPED-CAR

**ADOPTION OF THE DEPED-CAR OPLAN BALIK ESKWELA (OBE)  
ONLINE HELP DESK SYSTEM**

To: OIC-Assistant Regional Director  
Schools Division Superintendents  
Chiefs/OICs of RO Functional Divisions  
RFTAT and DFTAT Members  
Public and Private Elementary and Secondary School Heads  
All others concerned

1. The Department of Education – Cordillera Administrative Region (DepEd-CAR) through the Regional Field Technical Assistance Team (RFTAT) and ICT Unit (ICTU) developed and organized a customer-friendly Online Help Desk System in support to the attainment of the goals of the K-12 Basic Education Program and to strengthen the implementation of School Based Management through real-time provision of technical assistance to the SDOs and schools under the new normal.
2. In compliance to the IATF-COVID 19 guidelines and DepEd issuances that restricts face to face gathering of data in the field offices during the pre and post-opening of classes, this system shall be used to track the resolution cycle and to provide immediate action and technical assistance to SDOs and schools on issues/concerns/commendations /suggestions/complaints pertaining to OBE.
3. To ensure the effective and efficient use of the Online Help Desk, the same shall be adopted after the system launching on September 4, 2020.
4. To access the system, the client must log-in to <https://helpdesk.depedcar.ph>.
5. Immediate and widest dissemination of this Memorandum is desired.

  
**MAY B. ECLAR PhD, CESO V**  
Regional Director