



Republic of the Philippines
Department of Education
REGION VII – CENTRAL VISAYAS
SCHOOLS DIVISION OF NEGROS ORIENTAL

**Office of the Schools
Division
Superintendent**

DIVISION MEMORANDUM

No. **672**, s. 2021

2021 OPLAN BALIK ESKWELA

To: Assistant Schools Division Superintendents
Chief, CID and SGOD
Education Program Supervisors/Division Coordinators
Senior Education Program Specialists/ Education Program Specialists II
Public Schools District Supervisors/Districts-In-Charge
Public Elementary and Secondary School Heads
All Others Concerned

1. Attached is Regional Memorandum No. 0756, s. 2021 announcing the conduct of the **2021 Oplan Balik Eskwela** with the theme: **OBE 2021: Bayanihan Para sa Ligtas na Balik Eskwela** from **September 6 to September 17, 2021**.
2. For more information on the 2021 Oplan Balik Eskwela in the New Normal please refer to the Regional Memorandum, its enclosures, and DepEd Memorandum No. 058, s. 2021.
3. For information, widest dissemination, and compliance.

SENEN PRISCILLO P. PAULIN, CESO V
Schools Division Superintendent

9/3/2021

SPP/JMA-MRP-NLR/SGOD/RBP/kpanton
September 3, 2021



Address: Kagawasan Avenue, Capitol Area, Daro, Dumaguete City
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13 SEP 2021



Republic of the Philippines
Department of Education
REGION VII - CENTRAL VISAYAS

Office of the Regional Director


SEPT 2, 2021

REGIONAL MEMORANDUM
No. **0756**, s. 2021

2021 OPLAN BALIK ESKWELA

To: Schools Division Superintendents/OICs
All Division Information Officers
All Members of the 2021 OBE Committee
All Others Concerned

1. In line with the annual campaign of the Department of Education to ensure a smooth operation in the opening of classes for SY 2021-2022 and respond to queries and concerns from the general public, attached is DepEd Memorandum No. 058, s. 2021 titled **2021 OPLAN Balik Eskwela**. The Department of Education will conduct its National Oplan Balik Eskwela (OBE) for School Year (SY) 2021-2022 with the theme: OBE 2021: *Bayanihan Para sa Ligtas na Balik Eskwela* from **September 6 to September 17, 2021**.
2. Attention is invited to paragraph 3 of the said DepEd Memorandum, relative to this year's OBE components. The Regional Office hereby enjoins all 19 Schools Division Offices to ensure the proper implementation of the said components, especially on Communication and Client Assistance. (See Enclosure 1 for OBE communication activities under the new normal.)
3. Please refer to the attached Memorandum and other relevant documents for further details.
4. Immediate dissemination of and compliance with this Memorandum is enjoined.


SALUSTIANO F. JIMENEZ JD, EdD, CESO V
Director IV
Office of the Regional Director

STJ/CAE/PAU/ARV



Address: Doña M. Gaisano St., Sudlon, Lahug, Cebu City
Telephone Nos.: (032) 231-1433; (032) 414-7399
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2021 OPLAN BALIK ESKWELA (OBE) UNDER THE NEW NORMAL

Oplan Balik Eskwela is an annual campaign of DepEd to ensure a smooth operation in the opening of classes for School Year 2021-2022 and respond to queries and concerns from the general public.

OBE under the New Normal and Information Advocacy Campaigns

-The composition of the OBE Committees from the Regional Office and the 19 Schools Division Offices shall be chaired by the Regional Director, co-chaired by the Assistant Regional Director and vice-chaired by the Regional Information Officer while in the Division Offices, Schools Division Superintendents and Assistant Schools Division Superintendents shall respectively chair and co-chair their OBE committees and shall be vice-chaired by its Designated Division Information Officers.

-Members of the OBE Regional Office committee shall be composed of the representatives and/or personnel from the Public Affairs Unit; Legal Affairs Unit; Administrative Services Division; Curriculum Learning and Management Division; Education Support Services Division; Quality Assurance Division; Finance Division; Human Resource Development Division; Field Technical Assistance Division; Policy, Planning and Research Division.

-Members of the OBE Division Office committee shall be composed of the representatives and/or personnel from the School Governance and Operations Division and its implementing units and the Curriculum and Instruction Division and its implementing units.

-A list of the committee members from the Regional and Division Offices shall be submitted to the Public Affairs Service- Central Office thru the Public Affairs Unit of the Regional Office with their names, position & office, contact numbers (mobile and landline numbers), and DepEd email.

-On Communications which shall be made accessible by the general public:

- DepEd RO VII shall set up its Public Assistance Command Center at the holding area of the regional office for walk-in clients who wish to lodge their inquiries and concerns relative to the opening of classes.
 - DepEd RO VII shall continue to use its Online Helpdesk available at region7.deped.gov.ph to accommodate inquiries, the submission of official requests to the functional division offices and other frontline services.
 - DepEd Tayo Region VII Facebook Page shall also be one of the official mediums where concerns and inquiries from the general public are virtually lodged; and, official DepEd announcements, stories/infographics, press releases and statements from the regional and division offices are disseminated and shared.
 - DepEd RO VII Website shall also serve as one of the mediums where official issuances, DepEd announcements, press releases and statements are posted and disseminated.
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- DepEd RO VII Official email for OBE (ro7.obe@deped.gov.ph) shall also continue to receive communications on requests, inquiries, complaints and matters relevant to our frontline services offered in the regional office.
- Smart Infocast messaging shall be used as one of the mediums to receive feedbacks/concerns/inquiries from the general public, so appropriate response can be provided.

-On Localizing OBE and Public/Client Assistance:

- Queries and any types of concerns received from the public assistance center, email, Facebook, Smart Infocast messaging, online helpdesk, hotline, letters/indorsements shall be properly addressed and indorsed to the appropriate functional divisions and/or schools division offices for immediate response.
- Reporting of the received concerns including the action taken shall be sent daily at 3pm starting September 6 thru the OBE Ticketing System.
- Localized Public Assistance shall be announced and disseminated in the DepEd Tayo Region VII page and account and in the website. The general public can visit DepEd RO VII's public assistance command center, email at ro7.obe@deped.gov.ph, message at DepEd Tayo Region VII page and at Smart Infocast, call the hotline number of DepEd RO VII and send letters/indorsements to lodge their concerns and queries.
- Schools Division Offices shall also be requested to come up with their respective localized Public Assistance (depending on the current quarantine status) and shall monitor, document and report all received concerns including the action taken every 3pm starting September 6 until September 17, 2021 through the OBE Ticketing System.

CHANNELS OF COMMUNICATIONS:

- DepEd RO VII Public Assistance Center (at DepEd Regional Office VII, Sudlon St., Lahug, Cebu City, Cebu)
- DepEd RO VII Website (region7.deped.gov.ph)
- DepEd RO VII Facebook Page (DepEd Tayo Region VII)
- DepEd RO VII Email (ro7.obe@deped.gov.ph)
- Smart Infocast (see codes in region7.deped.gov.ph under Info-Text System)
- Hotline (09457623193)
- Letters or Indorsements

Noted and Approved by:


SALUSTIANO T. JIMENEZ JD, EdD, CESO V
 Director IV
 Regional Director



Republic of the Philippines
Department of Education

DepEd MEMORANDUM
No. **058**, s. 2021

20 AUG 2021

2021 OPLAN BALIK ESKWELA

To: Undersecretaries
Assistant Secretaries
Minister, Basic, Higher, and Technical Education, BARMM
Bureau and Service Directors
Regional Directors
Schools Division Superintendents
Public Elementary and Secondary School Heads
All Others Concerned

1. The Department of Education (DepEd) will conduct the National **Oplan Balik Eskwela (OBE) for School Year (SY) 2021-2022** with the theme: OBE 2021: *Bayanihan Para sa Ligtos na Balik Eskwela* from September 6 to September 17, 2021 at the *Bulwagan ng Karunungan*, DepEd Central Office (CO), DepEd Complex, Meralco Avenue, Pasig City. The OBE is a DepEd annual initiative to engage agencies, organizations, and other stakeholders in preparation for the opening of the SY 2021-2022.

2. The OBE is part of the Department's effort to ensure that learners are properly enrolled. It aims to address problems, queries and other concerns commonly encountered by the public at the start of the school year.

3. This year, OBE has the following components:

a. Convergence. Members of the **OBE-Inter Agency Task Force (IATF)** shall focus on the COVID-19 pandemic situation in relation to the delivery of basic education. Given the current health situation, the Department will be guided by the decisions of the **Inter Agency Task Force for the Management of Emerging Infections Diseases (IATF-MEID)** affecting the operations of basic education. The member agencies will perform a critical role by providing guidelines in health and safety, peace and order, transportation, and other forms of support when the school year opens. The members of the OBE-IATF are the following:

- i. Department of Energy (DOE);
- ii. Department of Interior and Local Government (DILG);
- iii. Department of Health (DOH);
- iv. Department of National Defense (DND);
- v. Department of Public Works and Highways (DPWH);
- vi. Department of Social Welfare and Development (DSWD);
- vii. Department of Trade and Industry (DTI);
- viii. Department of Transportation (DOTr);
- ix. Department of Information and Communications Technology (DICT);
- x. Manila Electric Company (MERALCO);
- xi. Metropolitan Waterworks and Sewerage System (MWSS);
- xii. Metro Manila Development Authority (MMDA);

- xiii. Philippine Atmospheric, Geophysical and Astronomical Services Administration (PAGASA);
- xiv. Philippine National Police (PNP);
- xv. National Disaster Risk Reduction and Management Council (NDRRMC);
- xvi. National Telecommunications Commission (NTC); and
- xvii. Presidential Communication Operations Office (PCOO).

b. Command Conference. A Command Conference among the DepEd officials, partner agencies from the public and private sectors, media, and other stakeholders will be held at the *Bulwagan ng Karunungan*, DepEd CO on September 13, 2021.

c. Communication. DepEd shall provide the public with important information through press releases, media interviews, website posting, updates on the official DepEd Facebook and Twitter accounts, and other available media.

d. Client Assistance. An OBE Public Assistance Command Center (PACC) shall be set up at the central, regional, and schools division offices 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 (Hotline 8888, CSC, PCC, PMS, FOI, ARTA, depedaction);
- (3) text messaging service (Smart and Globe);
- (4) social media (Facebook); and
- (5) letters and indorsements.

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, Nepomuceno A. Malaluan**, and **Undersecretary Revsee A. Escobedo, Field Operations** as co-chairs, and **PAS Director June Arvin C. Gudoy**, as vice-chair of the Oplan Balik Eskwela 2021. This will be in coordination with all offices in the Central Office.

iv. **Composition of OBE-PACC at the regions, schools divisions and school levels**

The composition of OBE committees at the region, schools division and school levels shall be:

(1) **Regional Office**

Chair : Regional Director
Co- Chair : Assistant Regional Director
Vice-Chair : Regional Information Officer
Public Affairs Unit
Members : Regional Legal Office
Regional Administrative Office
Curriculum Division
*(Other relevant offices may be included)

(2) **Schools Division Office**

Chair : Schools Division/City Superintendent
Co -Chair : Assistant Schools Division/City
Superintendent
Vice-Chair : Designated Division Information Officer
Members : Legal Unit
Administrative Office
Information or Public Affairs Office
Curriculum Division
*(Other relevant offices may be included)

(3) **School level**

Chair : Principal or Assistant Principal
or Head Teacher
Vice-Chair : School Information Coordinator
Members : School Admin and other staff

4. The OBE shall ensure the implementation of necessary health and safety protocols as topmost priority of the Department. These include the required health standards, social distancing measures and practicing proper hygiene, DOH health standards, local and national quarantine rules, and all other relevant protocols.

5. The Term of Reference for the different Committees is enclosed.

6. All expenses incurred during this activity shall be charged to General Administrative Support Services (GASS) Funds, including the payment for the services of the concerned personnel during the OBE, and to local funds for regional and schools division personnel, subject to the usual accounting and auditing rules and regulations.

7. All DepEd personnel are enjoined to support this activity to ensure the smooth opening of classes.

8. 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 Numbers: (02) 8636-1663; (02) 8635-9817; (02) 8638-7529

Telefax Numbers: (02) 8634-0222; (02) 8638-8641

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

Email Addresses: depedaction@deped.gov.ph; pas.cd@deped.gov.ph

pas.od@deped.gov.ph

9. Immediate dissemination of this Memorandum is desired.


LEONOR MAGTOLIS BRIONES
Secretary

Encl.:

As stated

Reference:

DepEd Memorandum No. 014, s. 2020



To be indicated in the Perpetual Index
under the following subjects

ADMISSION
BUREAUS AND OFFICES
CAMPAIGN
COMMITTEES
LEARNERS
MEETINGS
OFFICIALS
PROJECTS
SCHOOLS



2021 DepEd Oplan Balik Eskwela (OBE)
Public Assistance Command Center (PACC)
September 6-17, 2021

TERMS OF REFERENCE

- A. The Teleresponders Team shall**
1. attend to the callers' queries, complaints, problems or requests, 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. The Personnel in-charge of Emails, Text Messaging Service (SMS) and Social Media (Facebook) shall**
1. 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. The Secretariat and Monitoring Team shall**
1. oversee and supervise the daily operations of the activity;
 2. prepare the daily reports for the Secretary's information based on the submitted teams' reports;
 3. print and create video documentation;
 4. gather and consolidate data from the different committees and prepare daily reports;
 5. document and finalize the **2021 Oplan Balik Eskwela Terminal Report**;
 6. provide the technical needs of the different teams; and
 7. assist all other teams, if necessary.
- D. The Media Relations Team shall**
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 interviews; and
 5. coordinate with the partners and stakeholders.
- E. The Logistics and Support Team composed of the following sub-committees shall**
1. handle OBE financial requirements. (Finance Committee)
 2. take charge of the food to be served during the conduct of OBE and all OBE activities. (Food Committee)
 3. set up the OBE Command Center at the *Bulwagan ng Karunungan* following the floor plan;
 4. maintain the cleanliness and orderliness of the OBE Command Center; and
 5. ensure peace and order during the OBE. (Physical Arrangement/ Set-up, Security, Sound System and Transportation);
 6. record all guests and participants in OBE, and take daily attendance of committee members (Registration and Attendance); and
 7. provide the materials and equipment needed for OBE. (Supplies and Equipment).