



Republika ng Pilipinas
Kagawaran ng Edukasyon
REHIYON V (BIKOL)

TANGGAPANG PANSANGAY NG MGA PAARALAN NG LUNGSOD IRIGA

Office of the Schools Division Superintendent

MEMORANDUM

TO : **OIC-ASSISTANT SCHOOLS DIVISION SUPERINTENDENT
CHIEF CID AND SGOD
OIC- PUBLIC SCHOOL DISTRICT SUPERVISORS
DIVISION PUBLIC ASSISTANCE COORDINATOR
ALL OTHERS CONCERNED**


FROM : **DANILO E. DESPI**
Schools Division Superintendent

SUBJECT : **IMPLEMENTATION OF 2022 OPLAN BALIK ESKWELA AND
COMPOSITION OF SDO IRIGA OBE TEAM**

DATE : August 16, 2022

1. Relevant to the Deped Memorandum No. 063, s. 2022 and unnumbered Memorandum dated August 11, 2022 Re: Regional Oplan Balik Eskwela Public Assistance and Command Center which aims to ensure the safe, orderly, and smooth reopening of classes for the SY 2022-2023, this office shall start the implementation of the Regional Oplan Balik Eskwela with the theme "***Kapit-Bisig Para sa Mas Ligtas na Balik-Aral***" starting from August 15 to 26, 2022 by establishing OBE- PACC (Public Assistance Command Center) in our respective Division Office to be facilitated by the SDO Iriga's OBE Team.
2. The OBE-PACC shall serve as information and complaints processing and routing mechanism. It shall perform the following functions:
 - a.) Receive, process, 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 the classes;
 - c.) Correctly identify and coordinate with the concerned Deped offices on complex concerns that will require the specific offices' appropriate action; and
 - d.) Monitor, document, and submit reports on all issues and concerns received by the OBE-PACC, including the action taken.



 San Nicolas, Iriga City
 (054) 299-2605
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3. Each OBE-PACC shall ensure that the following are available to the public for the duration of OBE:
 - a.) Hotlines;
 - b.) Emails (Hotline 8888, CSC, PCC, PMS, FOI, ARTA, depedaction)
 - c.) Text Messaging Service (smart and globe)
 - d.) Social Media (facebook); and
 - e.) Letters and endorsements.
4. All schools are also advised to create their respective OBE Teams and establish OBE-PACC and help desk with the following composition:
 - Chair:
 - Vice-Chair:
 - Members:
5. Implementation of necessary health and safety protocols in the conduct of OBE 2022 activity must be strictly observed.
6. Attached herewith is the list of SDO Iriga OBE Team and Terms of Reference.
7. All SDO Iriga Teaching and Non-Teaching personnel are expected to support this activity to ensure the smooth opening of classes.
8. For information and compliance.



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SDO IRIGA'S OPLAN BALIK ESKWELA TEAM

Chair: Danilo E. Despi
Schools Division Superintendent

Co-Chair: Maria Shiela V. Lagoda
OIC-Assistant Schools Division Superintendent

Noel G. Cabaltera
SGOD Chief

Jerson V. Toralde
CID Chief

Vice-Chair: Noel C. Panga
EPSA-II/Legal Officer/Division Public Assistance
Coordinator

Members:

1. Alex B. Botor- Interim Chief, SGOD
2. Belen B. Pili- Education Program Supervisor-LRMS
3. Arthur M. Ramboyong- Admin. Officer V
4. Ana Melba M. Bongon- Education Program Specialist II
5. Jasmin B. Botor- Project Development Officer II/Div. DRRM Officer
6. Shara Lyn G. Ramos- Admin. Assistant III
7. Rhea Margarita S. Revina- Admin. Assistant III/Senior Bookkeeper
8. Noli R. Ramboyong- Admin. Aide VI
9. Elaine Q. Decepeda- Admin. Aide VI



**2022 DEPED OPLAN BALIK ESKWELA
PUBLIC ASSISTANCE COMMAND CENTER**

TERMS OF REFERENCE

1. Teleresponders

- 1.1. Attend to callers with queries, complaints, problems, or requests concerning school opening and other education matters;
- 1.2. Provide immediate appropriate actions/solutions for issues/concerns received from callers;
- 1.3. Refer complaints/cases that need immediate investigation to the Legal Team if necessary; and
- 1.4. Submit the required daily monitoring and afternoon reports to the Secretariat for consolidation and evaluation.

2. Emails, Text Messaging Service (SMS), and Social Media (Facebook)

- 2.1. Reply/respond to messages received and print the messages, if necessary;
- 2.2. Refer complaints/cases that need immediate investigation to Legal Team, if necessary; and
- 2.3. Submit the required daily morning and afternoon reports to the Secretariat for consolidation and evaluation.

3. Secretariat and Monitoring

- 3.1. Oversee and supervise the daily operations of the activity;
- 3.2. Prepare the daily reports for the Secretary's information based on the submitted reports of the teams;
- 3.3. Make print and video documentation;
- 3.4. Gather and consolidate data from the different committees and generate daily reports;
- 3.5. Document and finalize the 2022 *Oplan Balik Eskwela* Terminal Report;
- 3.6. Provide the technical needs of the team; and
- 3.7. Assist all teams, if necessary.

4. Media Relations

- 4.1. Set and coordinate schedules for press conferences;
- 4.2. Prepare media advisories, invites, and briefers of the activity for the Executive Committee and stakeholders;
- 4.3. Facilitate the press conference and assist the media;
- 4.4. Attend to media requests for data interviews; and
- 4.5. Coordinate with the partners and stakeholders.

5. Logistics and Support

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

5.1. Finance

Handle OBE financial requirements.

5.2. Food

Take charge of the food to be served during the conduct of OBE and all OBE activities.

5.3. **Physical Arrangement/Setup, Security, Sound System, and Transportation**

5.3.1. Set up the OBE Command Center at the *Bulwagan ng Karunungan* following the floor plan;

5.3.2. Maintain the cleanliness and orderliness of the OBE Command Center; and

5.3.3. Ensure peace and order during the OBE.

5.4. **Registration and Attendance**

5.4.1. Record all guests and participants in OBE; and

5.4.2. Take daily attendance of committee members.

5.5. **Supplies and Equipment**

Provide the materials and equipment needed for OBE.