



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

**Office of the Schools Division  
Superintendent**

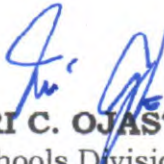
4 SEP 2023

DIVISION MEMORANDUM  
No. 624 s. 2023

**2023 OPLAN BALIK ESKWELA**

To: Assistant Schools Division Superintendents  
Chiefs, CID and SGOD  
Education Program Supervisors/SEPS/EPS II/PDOs  
Public Schools District Supervisors/DICs/Dist. Caretakers  
Public and Private Elementary and Secondary School Heads  
All Others Concerned

1. This Office disseminates DepEd Regional Memorandum No. 0615 s. 2023 enclosing DepEd Memorandum No. 048, series of 2023 titled: **"2023 Oplan Balik Eskwela"** for the information and guidance of all concerned.
2. For details, please refer to the attached communication.
3. Immediate dissemination of this memorandum is desired.

  
**NERI C. OJASTRO EdD, CESE**  
Schools Division Superintendent  
9/1/23

NCO/MKP-JMA-NLR/SGOD/REP  
8/31/2023



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

Office of the Regional Director

AUG 24 2023

REGIONAL MEMORANDUM

No. **0615**, s. 2023

**2023 OPLAN BALIK ESKWELA**

To: All Schools Division Superintendents/OICs  
All Division Public Assistance Coordinators  
All Division Information Officers  
All Others Concerned

1. For the information and guidance of all concerned, attached is DepEd Memorandum No. 48, s. 2023, regarding the conduct of the 2023 Oplan Balik Eskwela (OBE) from **August 14-26, 2023** to ensure a smooth opening of classes for SY 2023-2024.
2. In line with this year's Oplan Balik Eskwela, all DepEd Offices including their respective schools are expected to conduct and set up their localized OBE with the following components: Convergence, Communication, and Client Assistance. (For further reference, see paragraphs 3 and 4.)
3. As members of the Oplan Balik Eskwela working committees, teaching personnel shall be entitled to earn vacation service credits for the services rendered during the conduct of their schools' OBE related activities while non-teaching personnel shall be granted Compensatory Time-Off (CTO) for their services rendered during weekends.
4. For further details, kindly refer to the said Memorandum and other relevant documents.
5. Immediate dissemination of and compliance with this Memorandum is enjoined.

  
**SALUSTIANO T. JIMENEZ JD, EdD, CESO III**  
Director IV  
Regional Director

STJ/EYA/PAU/ARV



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Republic of the Philippines  
Department of Education

AUG 11 2023

DepEd MEMORANDUM  
No. **048**, s. 2023

**2023 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) shall conduct the **National Oplan Balik Eskwela (OBE)** to engage agencies, organizations, and other stakeholders in preparation for the opening of the SY. For the **school year (SY) 2023-2024**, the OBE shall run from August 14 to 26, 2023.
2. The OBE is part of the Department's effort to ensure that learners from public and private schools are properly enrolled. It aims to address problems, queries, and other concerns commonly encountered by the public at the start of the SY.
3. The OBE 2023 has the following components:
  - a. **Convergence.** Members of the OBE Inter-Agency Task Force shall focus on their respective preparations and initiatives in relation to DepEd Order No. 22, s. 2023 or Implementing Guidelines on the School Calendar and Activities for the SY 2023-2024. The member agencies will perform a critical role by providing guidelines on health and safety, peace and order, and transportation, among others when the school year opens. These agencies include:
    - i. Department of Energy (DOE);
    - ii. Department of the 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. Metropolitan 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 Communications Office (PCO).

- b. **Command Conference.** A Command Conference shall be held in the DepEd Central Office among the DepEd officials, partner agencies from the public and private sectors, media, and other stakeholders on August 15, 2023.
- c. **Communication.** DepEd shall provide the public with important information through press releases, media interviews, website postings, updates on the official Facebook, Twitter, and Instagram accounts, and other available media.
- d. **Client Assistance.** An OBE Public Assistance Command Center (PACC), formerly known as the Department of Education Information and Action Center (DEIAC), 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 (e.g., Hotline 8888; CSC, PCC, PMS, FOI, ARTA, [depedactioncenter@deped.gov.ph](mailto:depedactioncenter@deped.gov.ph));
- (3) short Messaging Services (c.g., Smart and Globe);
- (4) social Media (Facebook);
- (5) letters and Endorsements; and
- (6) walk-ins.

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** and **Undersecretary for Operations** as co-chairs and the **Assistant Secretary for Operations (Field Operations)** as vice-chair of the *2023 Oplan Balik Eskwela*. This will be in coordination with all offices in the Central Office.

iv. **Composition of OBE-PACC at the region, division, and school levels**

(1) **Regional Office:**

Chair	Regional Director
Co-Chair	Assistant Regional Director
Vice Chair	Regional Information Officer, Regional Public Assistance Coordinator, Public Affairs Unit
Members	Legal Unit Administrative Division Curriculum and Learning Management Division *Other relevant offices may be included

(2) **Schools Division Office:**

Chair	Schools Division Superintendent
Co-Chair	Assistant Schools Division Superintendent
Vice Chair	Designated Division Public Assistance Coordinator
Members	Legal Section <b>or</b> its equivalent Administrative Section <b>or</b> its equivalent Curriculum Implementation Division *Other relevant offices may be included

(3) **School level:**

Chair	Principal <b>or</b> Assistant Principal <b>or</b> Head Teacher
Vice-Chair	School Information Coordinator
Members	School non-teaching personnel

4. At the School level, OBE-PACC duties and responsibilities shall be limited to receiving, processing, and responding to simple queries, information requests, and complaints from the general public. It shall only be performed during the actual conduct of OBE-PACC 2023.

5. Teaching personnel shall be entitled to earn workday service credits arising from their active involvement as members of the school *Oplan Balik Eskuela* working committees and/or voluntary services in the *Oplan Balik Eskuela* activities. Teachers shall earn one-day service credit for accumulated eight hours of service as committee members and/or volunteers in the school preparation and partnership engagement activities, but not to exceed the total of six days' service credits. The computation of the service credits to teachers shall be in consonance with DPT 12, s. 2003 titled *Updated Guidelines on Grant of Vacation Service Credits to Teachers*, particularly, from No. 14 sub-paragraph and paragraph No. 13.

Likewise, non-teaching personnel shall be granted Compensatory Time Off (CTO) for all services rendered during weekends as members of the *Oplan Balik Eskuela* working committees and/or voluntary services in the OBE activities. Eight hours of accumulated services are equivalent to one-day CTO.

6. There shall be a minimum of 3 and maximum of 5 OBE members per school, depending on the school population. The OBE members in schools must have proper knowledge on the correct enrollment process and other relevant school information.

7. The conduct of the OBE shall adhere to existing relevant policies of DepEd in conducting activity inside the school premises.

8. The terms of reference (TOR) for the different Committees are enclosed.

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

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

11. For more information, please contact:

**The Office of the Secretary - Public Affairs Service**

Department of Education Central Office

DepEd Complex, Meralco Avenue, Pasig City

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


Email Addresses: [depedactioncenter@deped.gov.ph](mailto:depedactioncenter@deped.gov.ph)

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[pas.od@deped.gov.ph](mailto:pas.od@deped.gov.ph)

12. Immediate dissemination of this Memorandum is desired.

By Authority of the Secretary:

  
**ATTY. MICHAEL WESLEY T. POA**  
Undersecretary

Encl.:

As stated



Reference:

DepEd Memorandum No. 063, s. 2022

To be indicated in the Perpetual Index under the following subjects:

ADMISSION  
BUREAUS AND OFFICES  
CAMPAIGN  
COMMITTEES  
LEARNERS  
OFFICIALS  
PROJECTS  
SCHOOLS



2023 DEPED OPLAN BALIK ESKWELA  
PUBLIC ASSISTANCE COMMAND CENTER

**TERMS OF REFERENCE**

**1. Telereponders**

- 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, Short 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 the Legal Team, if necessary; and
- 2.3. Submit the required daily monitoring 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 2023 *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 partners;
- 4.4. Attend to media requests for data and 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.

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