



April 11, 2017

DIVISION MEMORANDUM
NO. 085 s., 2017


2017 OPLAN BALIK ESKWELA

TO: Asst. Schools Division Superintendent
Chief, CID and SGOD
Curriculum and Implementation Division Personnel
School Governance and Operations Division Personnel
Elementary, Secondary and Senior High School Heads
Elementary, Secondary and Senior High Teachers
All Concerned

1. This is with reference to the conduct of 2017 Oplan Balik Eskwela for School Year 2017 – 2018 from May 29 to June 16, 2017.
2. Relative to this, the Office shall set up Oplan Balik Eskwela Information and Action Center (OBEIAC) composed of the following:
 - a. Elias A. Alicaya Jr. – OIC, Asst. Schools Division Superintendent
 - b. Elpidia B. Bergado – Chief, Curriculum and Implementation Division
 - c. Diana P. Topacio – PSDS, School Governance and Operations Division
 - d. Ivan Brian L. Inductivo – SEPS, Planning and Research
 - e. Marlene P. Panganiban – SEPS, Social Mobilization and Networking
 - f. Royce Aure – Registrar I, OIC Legal Service
3. Member of the OBEIAC shall oversee implementation of the project and address local concerns relative to Balik Eskwela; also it is expected for OBEIAC to set up help desk to accommodate walk-in concerns and update/submit daily reports to the DepEd CO every 11am and 5 pm.
4. Email complaints, requests and suggestions from parents, students and other concerned citizens may be sent through the following hotlines:
 - a. Email address – deped.cavite@deped.gov.ph
 - b. Telephone Numbers – 419 – 1286 / 419 – 1739 / 419 – 2024
 - c. Telefax – 419 – 0014
 - d. Text Hotline – type school <space> your message
send to 744422848

5. Attached is the copy of 2017 DepEd Oplan Balik Eskwela Information and Action Center Terms of Reference as stipulated in DepEd Memorandum No. 55, s. 2017.

6. Widest dissemination and strict compliance of this Memorandum is highly desired.


CHERRYLOU D. DE MESA
OIC, Schools Division Superintendent

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(Enclosure to DepEd Memorandum No. 55, s. 2017)

2017 DepEd Oplan Balik Eskwela Information and Action Center
May 29-June 16, 2017
7:00 a.m.-6:00 p.m.

TERMS OF REFERENCE

A. Public Assistance Hotline

1. Attend to callers with queries, complaints, problems, requests, among others 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 Quick Response Team.
4. Submit the required daily morning and afternoon reports to the Monitoring Unit for consolidation and evaluation.

B. Email/DEText (Text Messaging) Service

1. Print email/text messages received.
2. Reply/respond to text messages received.
3. Refer complaints/cases that need immediate investigation to the Quick Response Team.
4. Submit the required daily morning and afternoon reports to the Monitoring Unit for consolidation and evaluation.

C. Walk-In Assistance

1. Attend to issues/concerns/complaints of walk-in clients.
2. Prepare endorsement letters/communications to schools concerned.
3. Provide information needed by the clients.
4. Submit the required daily morning and afternoon reports to the Monitoring Unit for consolidation and evaluation.

D. Quick Response Team

1. Provide immediate resolution to complaints that are classified as urgent.
2. Conduct on-the-spot investigation and monitoring of schools as the need arises.
3. Submit the required daily morning and afternoon reports to the Monitoring Unit for consolidation and evaluation.

E. Monitoring Unit

1. Gather and encode data from the different units of the OBEIAC, and generate all reports daily.
2. Prepare daily reports, and update data for the Secretary's information.
3. Submit the required consolidated daily report to the Secretariat.
4. Document and finalize the 2017 *Oplan Balik Eskwela* Narrative Report.
5. Submit all the reports immediately.

F. Secretariat/Officer of the Day

1. Handle/process the daily reports for the Secretary's Information, based on the submitted reports of the Monitoring Unit.
2. Handle print/video documentation.
3. Oversee the general flow of the *Oplan Balik Eskwela*-Information and Action Center (OBE-IAC).

G. Media Relations

1. Send invitations to the members of the OBE Interagency Task Force.
2. Set and coordinate schedules for press conferences.
3. Prepare media advisories and briefers.
4. Handle the daily issues/ concerns of the media.
5. Attend to media requests for data and interviews.

H. Logistics And Support Unit

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

1. **Finance.** Handle OBE financial requirements.
2. **Food.** Take charge of the food to be served during the three-week conduct of OBE.
3. **Physical Arrangement/Set-up, Security, Sound System and Transportation.** Set up the OBE Command Center at the *Bulwagan ng Karunungan* following the floor plan. Maintain the cleanliness and orderliness of the OBE Command Center. Ensure peace and order during OBE.
4. **Registration and Attendance.** Record all guests and participants in OBE, and take daily attendance of committee members.
5. **Supplies and Equipment.** Provide the materials and equipment needed for OBE.