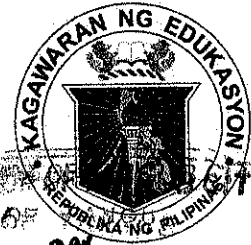





Republic of the Philippines
Department of Education
Region X
DIVISION OF TANGUB CITY
Anecito Siete St., Mantic, Tangub City
Telefax: (088) 545 – 0304
Email: tangub.city@deped.gov.ph



291
RELAYED BY:
5-11-16

DIVISION MEMORANDUM
NO. 90 S, 2016

TO : Chief Education Supervisors (CID/SGOD)
Education Program Supervisors
Principals/Head Teachers/TICs
Of Public Elementary & Secondary Schools
This Division

FROM :  VICTORIA V. GAZO, Ph.D., CESO V
Schools Division Superintendent

SUBJECT: 2016 OPLAN BALIK ESKWELA (OBE) AND THE PUBLIC ASSISTANCE STATION (PAS)

DATE : May 10, 2016

1. This Division adheres to the mandate of the Department of Education to activate the Oplan Balik Eskwela (OBE) and the Public Assistance Station (PAS) for School Year 2016 – 2017 which aim to address the problems commonly encountered at the start of the school year to ensure that learners are already properly enrolled and able to attend school by the first day of classes.

2. For Information Dissemination, this Office creates Division OPLAN BALIK ESKWELA INFORMATION ACTION CENTER (OBEIAC) which is composed of the following:

Chair - **VICTORIA V. GAZO, Ph.D., CESO V,**
Schools Division Superintendent
09177203273

Members - **MYRNA T. REGIDOR**
Chief Educ. Supervisor (SGOD)
09126388874
- **DR. CARMELITA A. JUBAY**
Chief Educ. Supervisor (CID)
091771612958

- **DOROTHY P. NERI**
Planning Officer
09176511058
- **MARILOU S. GALVEZ**
Social Mobilization and Networking (SocMob)
09123318938
- **MARGISSA T. AMEN**
Administrative Officer V
09107358410

3. The Division OBEIAC shall oversee implementation of the project and address local concerns. It shall set-up hotlines to receive calls, text/fax messages, and emails on complaints, request and suggestions from parents, students and other concerned citizens; set-up help desk to accommodate walk-in concerns; and update/submit daily reports to the DepED CO every 11AM and 5PM. A copy of the Terms of Reference is enclosed.

4. All expenses incurred during this activity, including payment for services by the concerned personnel during the OBE, in addition to, or over and above their regular workload, shall be charged to local funds, subject to the usual accounting and auditing rules and regulations.

5. All field and school officials are enjoined to support this campaign to ensure a smooth school opening.

6. Immediate dissemination of this Memorandum is desired.

VVG/mtr/05-

**2016 DepED Oplan Balik Eskwela Information and Action Center
May 28 to June 18, 2016
6 AM – 6 PM**

TERMS OF REFERENCE

A. DETxt (Text Messaging Service)

1. To print text messages received.
2. To reply/respond to text messages received.
3. To refer complaints/cases that need immediate investigation to the Quick Response Team.
4. To submit the required daily morning and afternoon reports to the Monitoring Unit for consolidation and evaluation.

B. PUBLIC ASSISTANCE AND HOTLINE

1. To attend to callers with queries, complaints, problems, requests, etc. concerning school opening and other education matters.
2. To provide immediate appropriate actions/solutions with issues/concerns received from callers.
3. To refer complaints/cases that need immediate investigation to the Quick Response Team.
4. To submit the required daily morning and afternoon reports to the Monitoring Unit for consolidation and evaluation.

C. QUICK RESPONSE TEAM

1. To provide immediate resolution to complaints that are classified urgent.
2. To conduct on-the-spot investigation and monitoring of school as the need arises.
3. To submit the required daily morning and afternoon reports to the Monitoring Unit for consolidation and evaluation.

D. MONITORING UNIT

1. To gather and encode daily data from the different units of the OBEIAC and generate all reports.
2. To prepare daily reports and update data for the Secretary's information.
3. To submit the required consolidated daily report to the Secretariat.
4. To document and finalize the 2016 Oplan Balik Eskwela Narrative Report. Submission immediately after the OBE.

E. SECRETARIAT / OFFICER OF THE DAY

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

F. MEDIA RELATIONS

1. To handle the daily issues/ concerns of the media.
2. To attend to media people for interview purposes. (if any)